**Setting up Microsoft Outlook with CMU email**

Outlook is an email client that provides excellent features. Primarily it allows you to read your mail on your personal machine even when you're not connected to the internet. Along with that it allows you to organize your data and details for example:
- keep an organized address book with picture references
- keep an organized calendar account
- keep an organized post-it like virtual notes.
- keep a to-do/task list.

We prefer to supports the Microsoft Outlook client. Some of you might already be familiar on how to use Outlook, however we provide step by step instructions for all on how to setup Outlook on your personal machines (notebooks, home PCs). Outlook Express is not the same program as Outlook and we do not recommend Outlook Express. The Microsoft Outlook program is part of the Microsoft Office suite. So if you have Microsoft Word, Microsoft Excel, or other programs from the suite installed you probably have Outlook as well. If you don’t have Microsoft office, we can supply you with a licence.

### Setting up your Microsoft Outlook

On your PC at home, work or laptop to access you Pittsburgh email account @andrew.cmu.edu. If you choose not to forward your email account you can setup Microsoft Outlook to access your @andrew.cmu.edu account. As long as you have an internet connection on your PC you can setup Outlook to access the Pittsburgh Carnegie Mellon Email server – cyrus.cmu.edu

### Configuring Outlook

A number of problems are associated with using Microsoft Outlook on a computer that is not running the latest version of Microsoft Office. Therefore, the first step in the configuration process is to run Microsoft Update.

1. Follow the steps in the Run Microsoft Update section of the Securing Your Windows XP Computer document.
   **Note:** Once you have FINISHED UPDATING YOUR COMPUTER, follow these steps to set up a new e-mail account in Outlook:

2. Select Start > All Programs > Microsoft Office > Microsoft Office Outlook 2003.

3. One of the following appears:
   - Outlook main menu screen.
     - Select Tools > E-mail Accounts...
   - Outlook 2003 Startup:
     - Click Next. The Account Configuration dialog box appears.
     - Click the Yes radio button to configure an email account, and then click Next.
   - The E-mail Account wizard.
4. The Server Type window is displayed. Click on the radio button to select **IMAP** and click **Next**.

5. The Internet E-mail Settings window is displayed. Complete the fields as follows:

   **User Information**
   - Enter your **User Name** and **your full email address** (e.g., juser@andrew.cmu.edu).

   **Server Information**
   - **Incoming mail server (IMAP):** cyrus.andrew.cmu.edu
   - **Outgoing mail server (SMTP):** smtp.andrew.cmu.edu

   **Logon Information**
   - Enter your **Andrew user ID** in all lower-case letters (do NOT include the domain information, e.g., "@andrew.cmu.edu").
   - **DO NOT** enter your password and uncheck the **Remember Password** check box. (The password field will be grayed out.)
6. Click **More Settings**.

7. The Internet E-mail Settings window is displayed. Select the **Outgoing Server** tab and select **My outgoing server (SMTP) requires authentication**. Be sure that the radio button next to **Use same settings as my incoming mail server** is also selected.
8. Select the **Advanced** tab and complete the fields as follows.

- **Incoming server (IMAP):**
  - Select the "This server requires an encrypted connection (SSL)" option.
  - Type **993** in the Incoming Server port field.

- **Outgoing server (SMTP):**
  - Select the "This server requires an encrypted connection (SSL)" option.
  - Type **587** in the Outgoing Server port field.

**Troubleshooting Note:** The Outgoing server port may default to 25. This is a Microsoft standard outgoing port which MAY work. However, port 25 is blocked by many outgoing servers (e.g., cable and dsl service providers). If you do not change the port number to 587, you may encounter problems sending your outgoing mail. If port 587 fails to work, repeat these steps and **enter 465 for the Outgoing server port.**

**Troubleshooting Note:** If, you use Symantec AntiVirus and if you generate an error message, "Your outgoing (SMTP) server does not support secure connections." You may need to alter a setting within Symantec. See the [Symantec AntiVirus](#) document for details.

- Under Server Timeouts, click and drag the bar all the way to the right so that the Server Timeout is set to **10 minutes**.

9. Click **OK**.

10. Click **Next** and then **Finish** on the Wizard's E-mail Accounts window.

11. You will be prompted to log in.

**Note:** During this initial log in, Outlook may pause for a few moments as it acquires necessary board information from the server. This delay only occurs during the initial log in.
Your Carnegie Mellon University email Inbox will show up as such:

Further Instructions also available at [http://www.cmu.edu/computing/documentation/outlook_install/outlook_install.html](http://www.cmu.edu/computing/documentation/outlook_install/outlook_install.html)

**Adding Address Expansion**

If you want to use the address expansion feature to look up e-mail address in the Carnegie Mellon campus directory, follow these steps to add the CMU LDAP/Directory server: This service it rather sluggish so we only recommend that you try this out, this is not needed send and receive email.

1. Select **Tools > E-mail Accounts**. The E-mail Account wizard is displayed.

2. Under **Directory**, click on the radio button to select **Add a new directory or address book** and click **Next**.
3. The Directory or Address Book Type dialog box is displayed. Click the radio button for **Internet Directory Service (LDAP)** and click **Next**.

4. The E-mail Accounts window is displayed. Under Server Information, enter the Server Name as `ldap.andrew.cmu.edu`, then click **More Settings**.

   **Note:** You may receive a warning message, "The E-mail Account you have just added will not start until you choose Exit from the File menu, and then restart Microsoft Office Outlook." Click **OK** to proceed.
5. The Microsoft LDAP Directory dialog box is displayed. On the Connection tab under Display Name, enter the Display Name as **CMU Person Search**.

6. Select the Search tab. Under Search Options in the Search base field, enter the following: `ou=person,dc=cmu,dc=edu`.

7. Click **OK**. The E-mail Accounts wizard is displayed.

8. Click **Next** and **Finish** to complete the setup.

9. **Close** and **re-launch Outlook** for the changes to take effect.