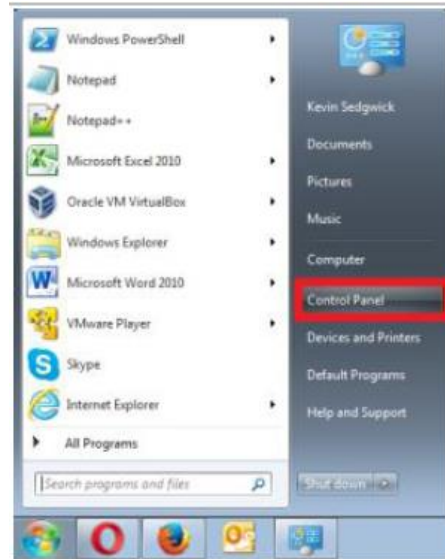


This guide provides instructions on how to access your hospital mail with Outlook using a Non SoE Windows 7 device.

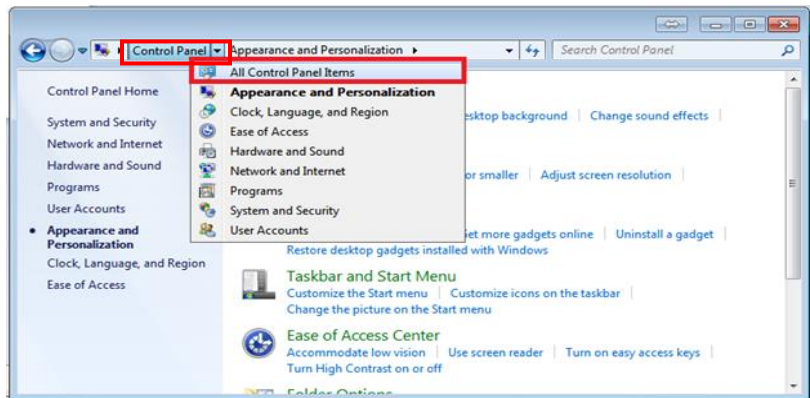
TIP: If you have internet access via Health Services setup, you can follow this guide, if it doesn't work please configure hospital proxy and refer to the [Proxy and Outlook Setup for Hospitals \(365\)](#)

**Step 1 – Remove existing UNSW email account**

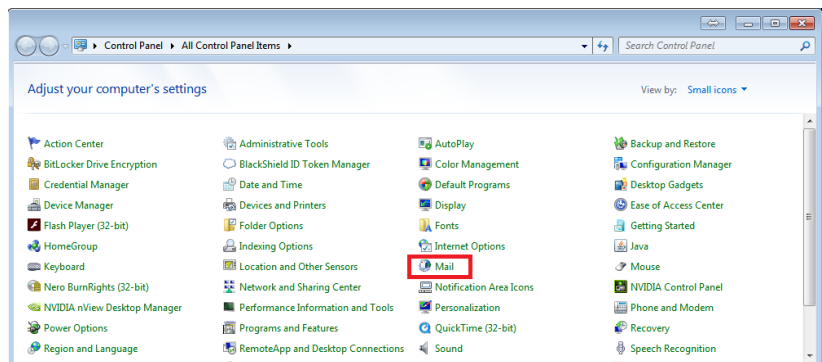
a) Open **Control Panel**



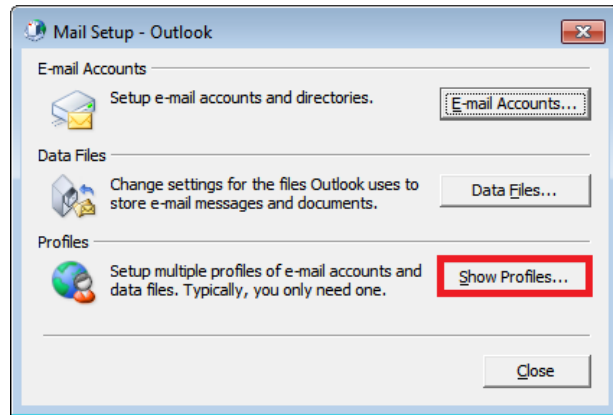
b) Click on the drop down arrow located next to **Control Panel** on the address bar and select **All Control Panel Items**



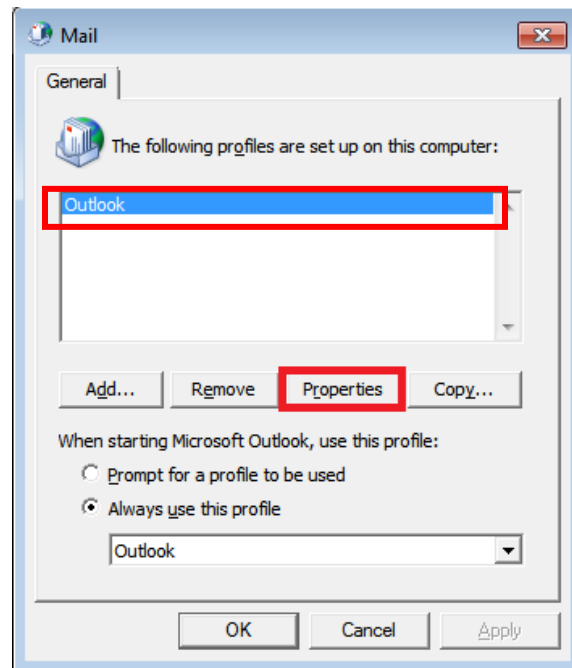
c) Click **Mail**



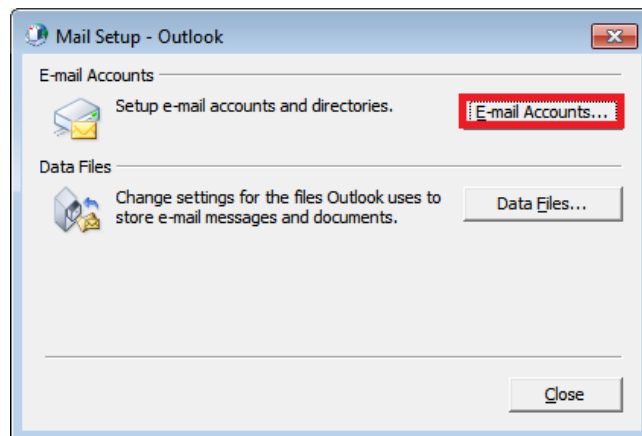
d) Under **Profiles** select **Show Profiles**



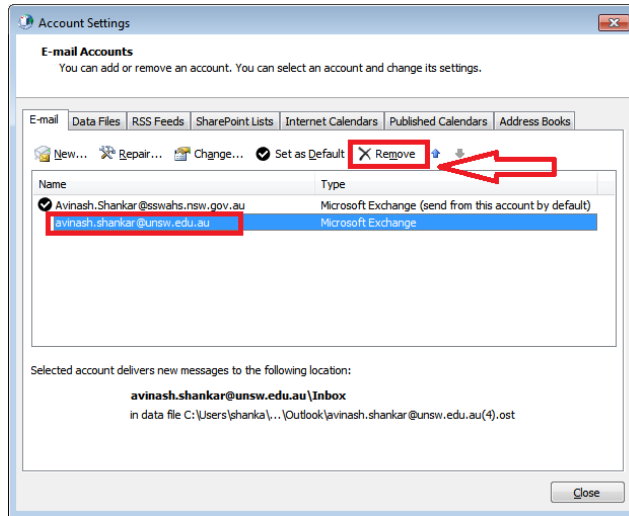
e) Under **General** click on **Outlook** and select **Properties**



f) Select **email Accounts**

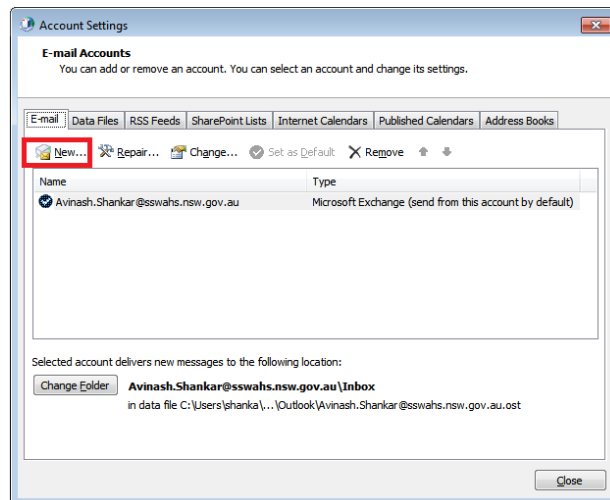


- g) Select the **existing UNSW email account** and click **Remove**



**Step 2 - Recreate UNSW email account**

- a) In the same window, select **New**



- b) Choose **Email Account** and enter the following details

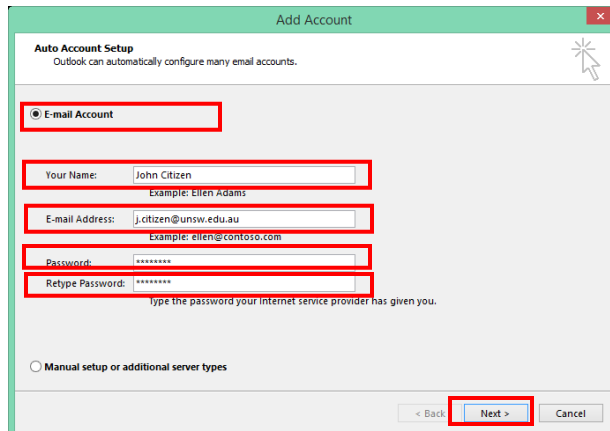
**Your Name:**

**Email Address:**

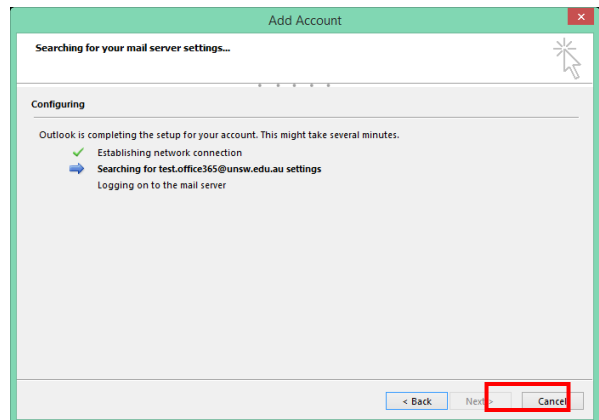
**Password** (if prompted) – zpass

**Re-type password**

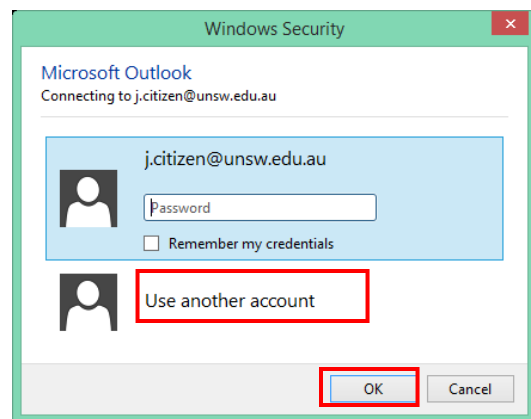
Click **Next**



- c) Outlook will search for your email server settings, click **Next**

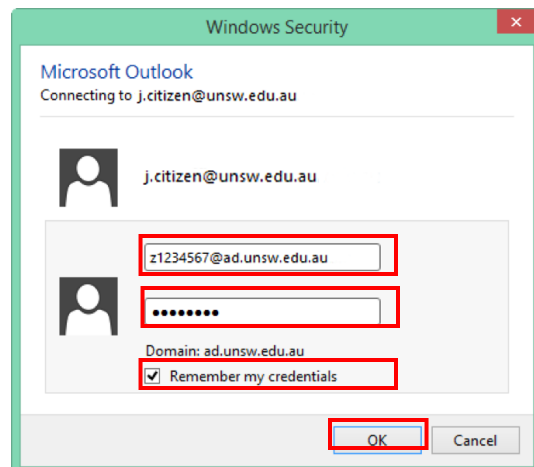


- d) In the **Security Window** click **Use another account** and **OK**

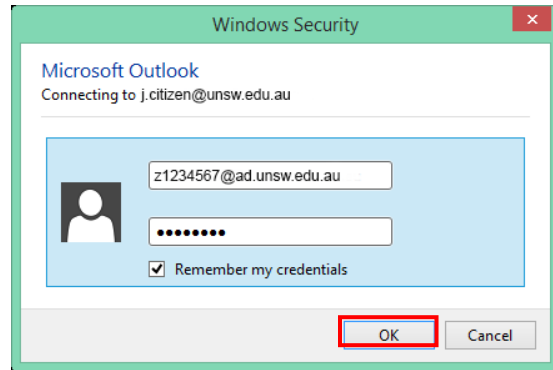


**Step 3 - Enter Credentials**

- a) Enter your credentials as shown on the right hand side using your **Zid** followed by **@ad.unsw.edu.au**
- Tick the **Remember my credentials** and click **OK**

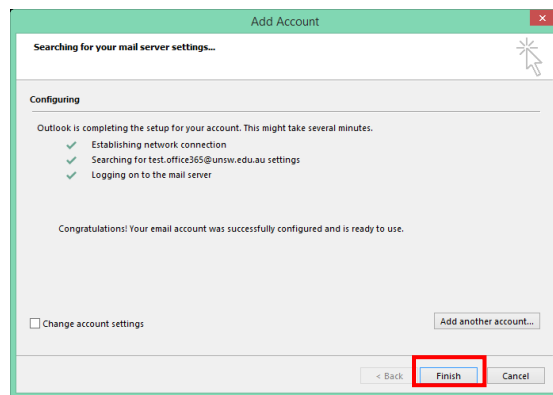


- b) If a second pop up window appears, ensure your credentials are entered and click **OK** to continue.
- c) If an additional window appears, reenter your credentials and click **OK** to continue.



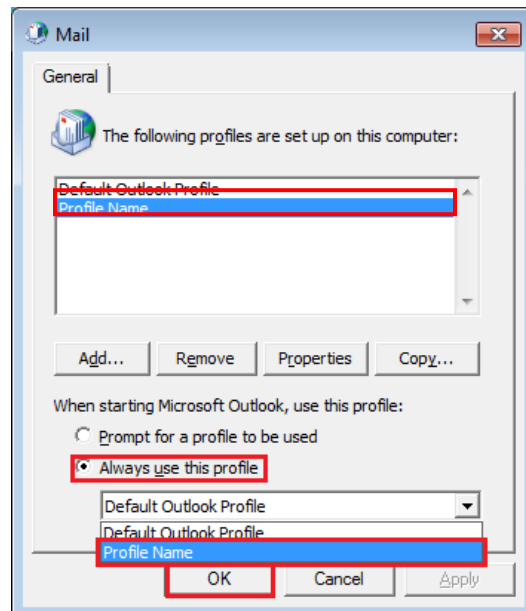
**Step 4 - Complete account setup**

- a) Outlook will complete the set-up of your account, click **Finish**

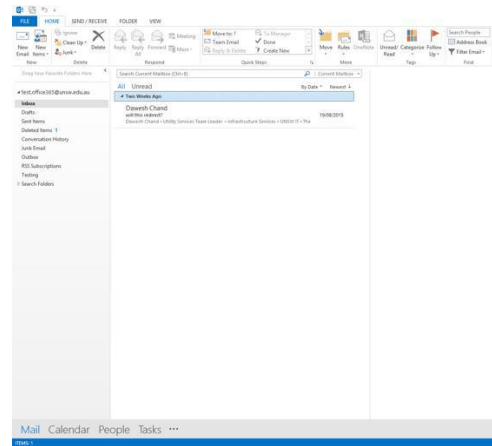


**Step 5 - Set default profile**

- a) Select your profile and click **Always use this profile** and click **OK**



## Step 6 - Open Outlook



If you require any additional assistance please contact the **IT Service Centre** - Tel: **9385 1333**  
Email: [ITServiceCentre@unsw.edu.au](mailto:ITServiceCentre@unsw.edu.au)