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