Do EITHER 1) Change Existing UNSW Account page 1
OR 2) Add UNSW Account page 3
DON’T do both.

This guide provides instruction on accessing your UNSW email through Thunderbird using IMAP on Linux, MAC and Windows.

Step 1: Change settings in Existing UNSW account

Open Thunderbird >
Click the 3 horizontal lines >
Preferences >
Account Settings

Step 2: Account Settings

Select Server Settings.
Server Name: outlook.office365.com
Port: 993
User name: zID@ad.unsw.edu.au
Connection security: SSL/TLS
Authentication: Normal password
Step 3: Account Settings

**Copies and Folders**

Select Other >

select your UNSW account from drop down list >

select Sent Items

NOTE: If not available wait a short period and try again.

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**Step 4: Outgoing Server**

Select Outgoing Server (SMTP) on left plane >

Click Add on right plane.

Description: Office365 SMTP

Server Name: smtp.office365.com

Port: 587

User name: zID@ad.unsw.edu.au

Authentication method:

Normal Password

Connection Security: STARTTLS

OK
Step 5: Add new account

Open Thunderbird > Edit > Account Settings > at bottom left Account Actions button > Add Mail Account

Your name: First and Last names
Email address: zID@unsw.edu.au
Password: zPASS
Un-tick: Remember password
Continue

Step 6: Mail Account Setup

NOTE: Auto detect will fail then enter >

IMAP > outlook.office365.com
Port: 993
SSL: SSL/TLS
Authentication: Normal password

SMTP > smtp.office365.com
Port: 587
SSL: STARTTLS
Authentication: Normal password

Username: zID@ad.unsw.edu.au
Click Re-test
Done
Step 7: Account Settings

In left plane >

select **Copies and Folders** >

right plane check **Other** >

select your UNSW email from drop down list >

select **Sent Items**

NOTE: If not available wait a short period and try again.

OK

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)