

USING MAC MAIL 4 (OS 10.6) TO ACCESS EXCHANGE

INTRODUCTION

Use these instructions if you would like to use Mac Mail 4 (OS 10.6) to access Microsoft Exchange.

KNOWN ISSUES WITH MAC MAIL 4 (OS 10.6)

Various online sources have reported compatibility issues between this version of Mac Mail and Exchange. Some of the problems reported are missing email attachments, incomplete emails and deleted messages. These issues are not unique to our environment and are affecting all Mac Mail 4 users who have established an Exchange 2007 connection. Apple and Microsoft have not provided a fix for this problem. In the meantime, we recommend that you use Entourage or Thunderbird to access your Exchange account. If you use Entourage 2008 "Web Services Edition", you will have access to the full benefits/features that are available in Exchange. For more information, visit

<http://www.csun.edu/it/services/exchange/benefits.html>.

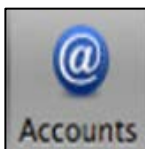
VIRTUAL PRIVATE NETWORK (VPN)

To use Mac Mail from home, you may be required to install and run the Cisco VPN client for your email client to function properly. This varies widely and is usually dependant on your internet provider. If your Mac Mail client receives mail at home but does not allow you to send mail, you may need to have the VPN client installed and running. You may also need to install and run the VPN client if you are connecting at CSUN from the campus wireless network. For more information, visit

<http://www.csun.edu/it/services/vpnmain.html>.

CONFIGURATION INSTRUCTIONS

1. Select **Preferences** from the **Mail** pull-down menu.
2. Make sure the **Accounts** icon is chosen.



3. The **Account Wizard** will open.
4. Enter a **description** for your **account** such as Exchange Account, your CSUN email address and password.



5. Select the **Continue** button.
6. The **Incoming Mail Server** screen will open.
7. Choose **Exchange 2007** in the **Account Type** field.



8. Enter a **description** such as Exchange Account in the **Description** field.
9. Enter **exchangeweb.csun.edu** in the **Incoming Mail Server** field.
10. Select the **Continue** button.
11. Make sure that the **Use Secure Sockets Layer (SSL)** box is selected in the next window.

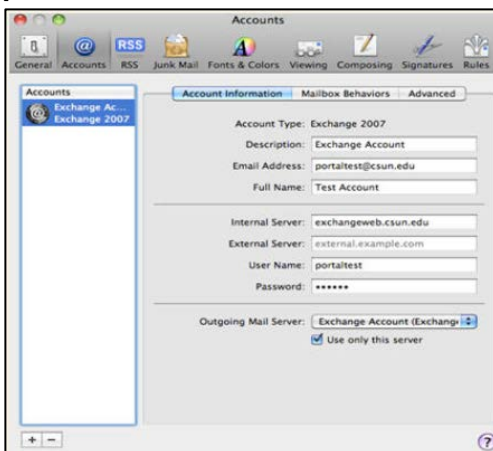


12. Select the **Continue** button.

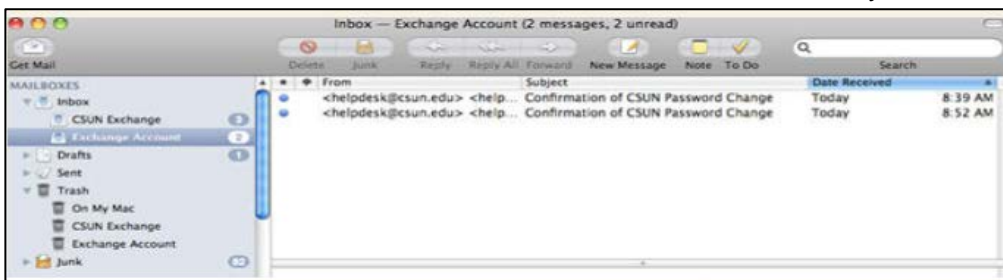
13. The **mail wizard** will build your **account**. Normally it will do this successfully by finding your **exchange account** online. If the process of **auto-detect** is **unsuccessful**, select the **Cancel** button on the current screen and then select **Continue**. Your account will be built and you will see the **Account Summary** window.



14. Select the **Create** button and your account will be created. You will see your **account preferences** in the **Accounts** window and a listing of your account on the left side of the window.



15. Close the **Accounts** window and the mail should now be visible in your **Inbox**.



NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, Room 33).