

Accessing the College e-mail system from outside College

There are three ways you can access the staff and student e-mail systems from outside College.

1. Using a web browser to connect via Outlook Web Access
2. Using an e-mail client, such as Mozilla Thunderbird ***
3. Using Microsoft Outlook ***

Instructions and/or relevant information for each of these methods is given below.

*** Requires an active VPN connection to the College network – apply via e-HelpDesk from within College – ask at the Help Desk in the Dell or Whitehouse building for further assistance.

Using a web browser and Outlook Web Access

Launch a web browser, such as Internet Explorer, Firefox or Chrome and browse to the appropriate address as shown below.

Staff <https://staffemail.farnboroughsfc2.ac.uk/exchange>

Students <https://studentemail.farnboroughsfc2.ac.uk/exchange>

N.B. When prompted for your username and password make sure you enter the username in the format Itcentre\98765.

Links to the two URLs given above can be found on the College web site at www.farnboroughsfc.ac.uk by navigating to the CristalWeb/Email link.

Configuring other e-mail clients, e.g. Mozilla Thunderbird

If you choose to use an e-mail client other than Microsoft Outlook (instructions for which are provided below) you will need to tell the application your e-mail address and some information about the staff or student e-mail server.

Student e-mail addresses are of the format

"first initial" "surname"."usernumber"@farnboroughsfc.ac.uk,

e.g. jsmith.98765@farnboroughsfc.ac.uk for a user called John Smith with an Itcentre username of 98765.

Staff email address just use the first initial and surname, e.g. jsmith@farnboroughsfc.ac.uk.

The staff and student e-mail servers both support the POP and IMAP protocols and their addresses are given below. The same address can be used for inbound and outbound traffic.

Staff email server 172.16.0.48

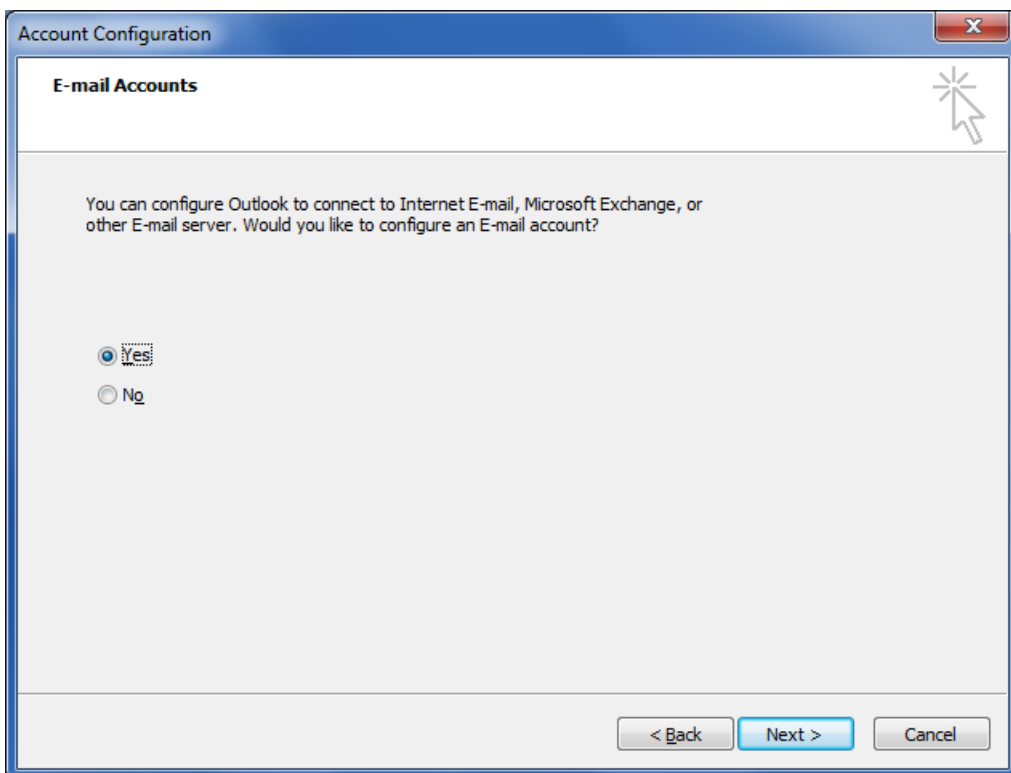
Student email server 172.16.0.16

Configuring Outlook 2007 to connect to the College email system

After you launch Microsoft Outlook for the first time you should see the Outlook Startup Wizard.

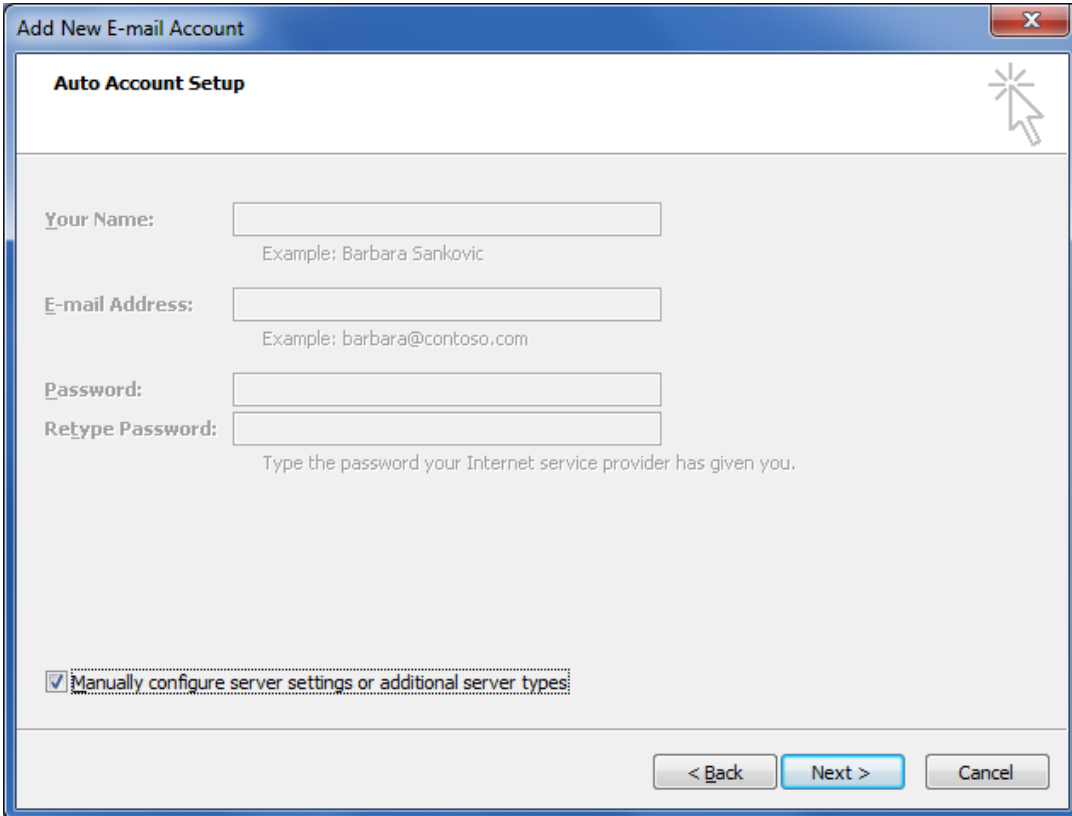


Click **Next**.



Leave the selection on **Yes** and click **Next**.

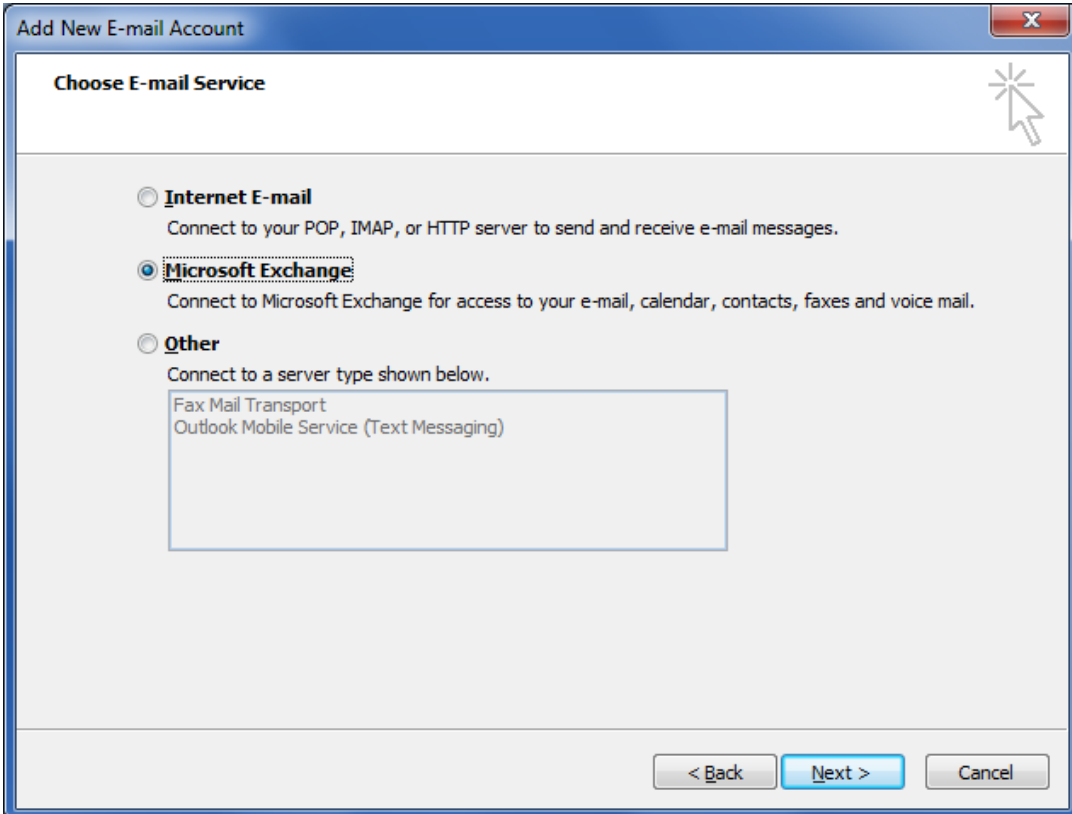
Click on the tickbox to **manually configure server settings**, then click **Next**.



The screenshot shows the 'Add New E-mail Account' dialog box with the 'Auto Account Setup' tab selected. The dialog has a title bar with 'Add New E-mail Account' and a close button. The main area contains the following fields and options:

- Your Name:** A text input field with the example 'Barbara Sankovic' below it.
- E-mail Address:** A text input field with the example 'barbara@contoso.com' below it.
- Password:** A text input field.
- Re-type Password:** A text input field with the instruction 'Type the password your Internet service provider has given you.' below it.
- A checkbox labeled 'Manually configure server settings or additional server types' is checked.
- At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Select the **Microsoft Exchange** option, then click **Next**.

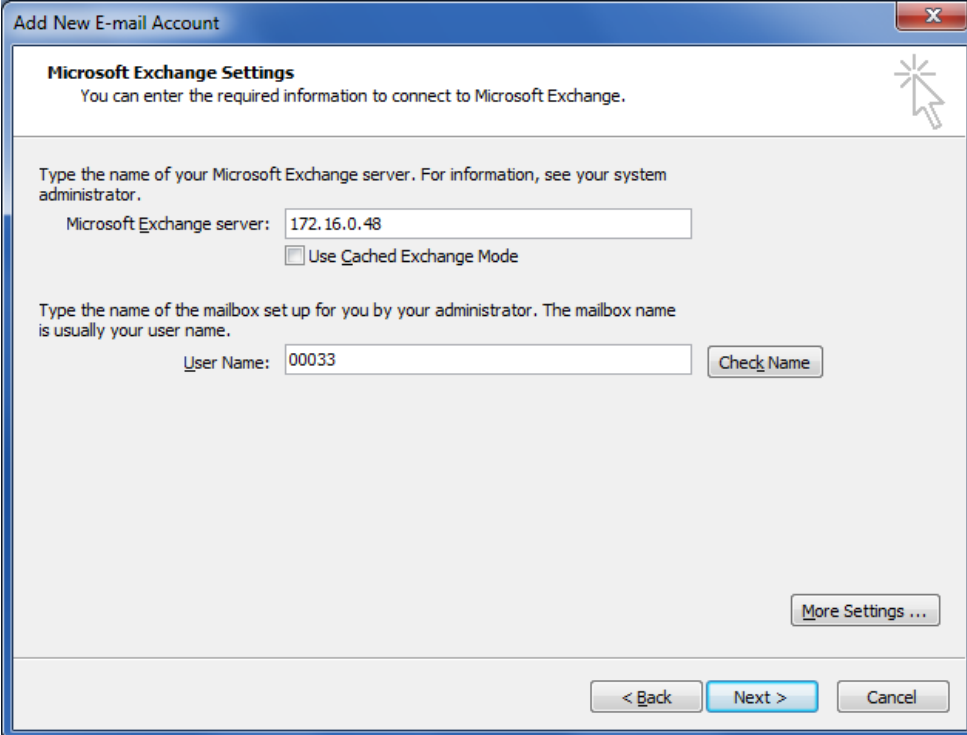


The screenshot shows the 'Add New E-mail Account' dialog box with the 'Choose E-mail Service' tab selected. The dialog has a title bar with 'Add New E-mail Account' and a close button. The main area contains the following options:

- Internet E-mail:** A radio button option with the description 'Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.'
- Microsoft Exchange:** A radio button option that is selected. It has the description 'Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.'
- Other:** A radio button option with the description 'Connect to a server type shown below.' Below this description is a list box containing 'Fax Mail Transport' and 'Outlook Mobile Service (Text Messaging)'.
- At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Enter the **address of the server**: 172.16.0.48 for staff and 172.16.0.16 for students.

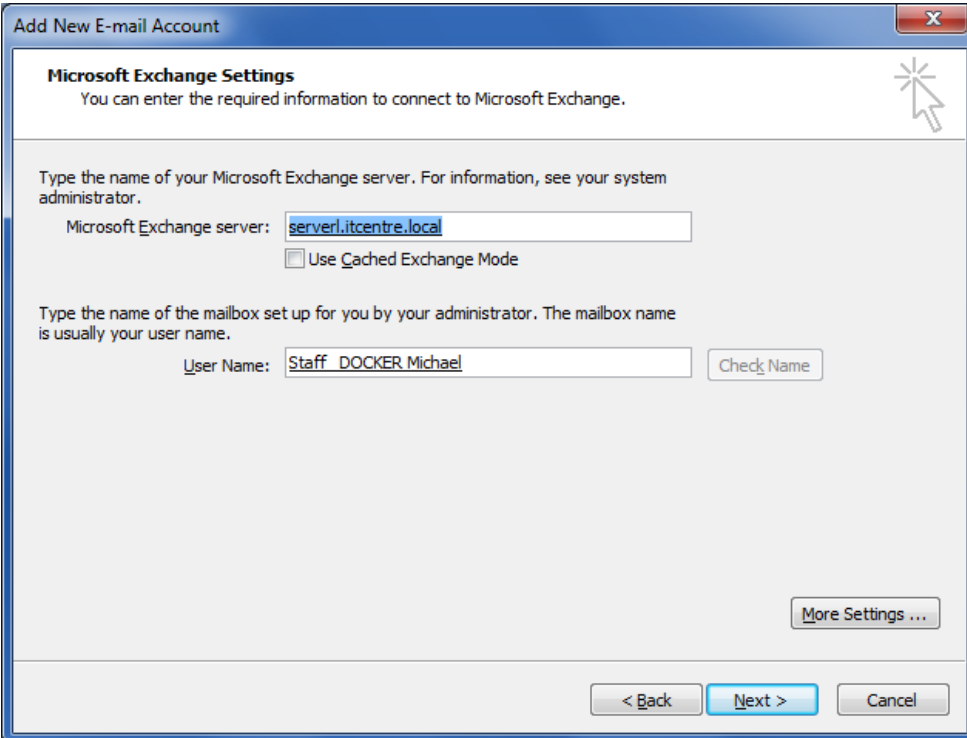
Enter your Itcentre **user name** and **untick the Use Cached Exchange Mode checkbox** (unless you understand the implications of leaving this option enabled).



The screenshot shows the 'Add New E-mail Account' dialog box with the 'Microsoft Exchange Settings' tab selected. The text reads: 'You can enter the required information to connect to Microsoft Exchange.' Below this, there are two sections. The first section says 'Type the name of your Microsoft Exchange server. For information, see your system administrator.' and has a text box containing '172.16.0.48' and an unchecked checkbox for 'Use Cached Exchange Mode'. The second section says 'Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.' and has a text box containing '00033' and a 'Check Name' button. At the bottom right is a 'More Settings ...' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

Click the **Check Name** button and wait.

If this step is successful the server address and username should be covered into values similar to those on the next screenshot



The screenshot shows the 'Add New E-mail Account' dialog box with the 'Microsoft Exchange Settings' tab selected. The text reads: 'You can enter the required information to connect to Microsoft Exchange.' Below this, there are two sections. The first section says 'Type the name of your Microsoft Exchange server. For information, see your system administrator.' and has a text box containing 'server1.itcentre.local' and an unchecked checkbox for 'Use Cached Exchange Mode'. The second section says 'Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.' and has a text box containing 'Staff_DOCKER Michael' and a 'Check Name' button. At the bottom right is a 'More Settings ...' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

N.B. Remember you need an active VPN connection to access the staff and student e-mail servers from outside the College