

IT Department

# Remote Access to IT Services

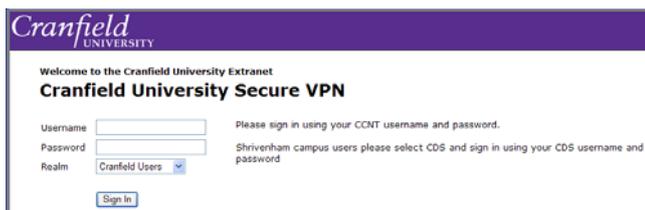
## Cranfield University Extranet (VPN)

Students and staff can access a range of facilities via the Cranfield University Extranet, including:

- Cranfield Intranet
- Message of the Day
- Outlook Web Access (WebMail)
- User and Group Drives
- Library databases

Log in using your Cranfield University network username and password at:

<http://www.cranfield.ac.uk/extranet>



## Outlook Web Access (WebMail)

Whilst you can access WebMail via the Extranet, you can also access WebMail *directly* at the following website address: <http://www.cranfield.ac.uk/webmail>

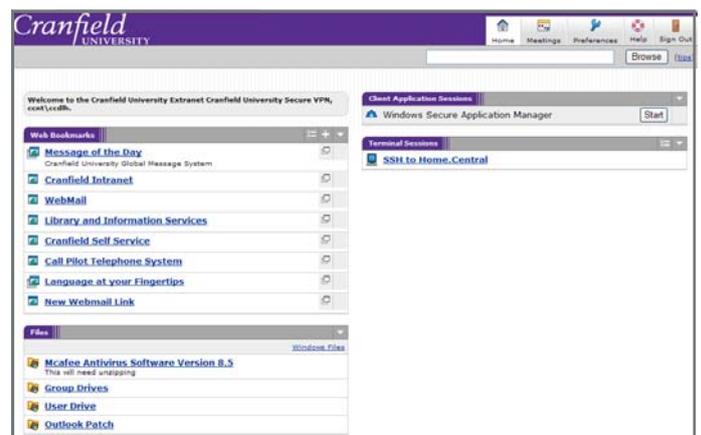
## Using Microsoft Outlook

An alternative to logging on to WebMail would be to configure Microsoft Outlook on your machine to access your email account.

Instructions for configuring Microsoft Outlook are given overleaf. If you are using Outlook on a laptop we recommend that you **configure your account whilst on campus** to speed up the process of downloading your mailbox.

Please note that when accessing Microsoft Outlook in this way, you will not have access to archive folders or personal folders stored on your z:\ drive or on the c:\ of your campus machine unless you import them into Outlook manually. For more information about this contact the IT Service Desk (see [Contacting Us](#), back page)

Once you've successfully logged on you will be able to access a wide range applications, as well as your files, from the Extranet Home page:



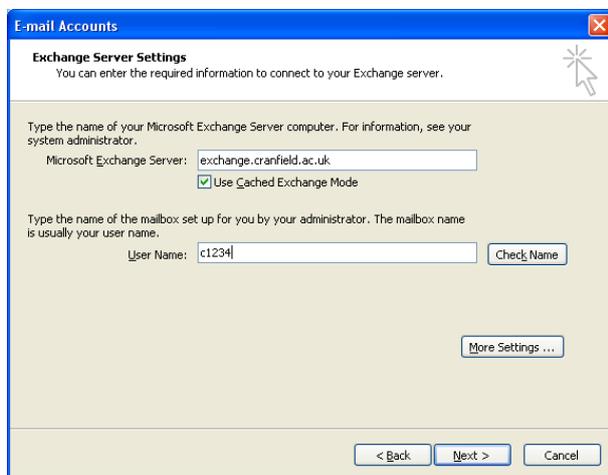
# Configuring Microsoft Outlook

In order to use Microsoft Outlook to access your Exchange email account you will need to enter the following configuration settings. These instructions relate to Microsoft Outlook 2003.

1. Open **Microsoft Outlook**. If this is the first time you've used Microsoft Outlook to configure an email account the **Startup** wizard will begin automatically. Click **Next**. Select **Yes** to configure an email account.

**Note:** If the Startup wizard does not begin, exit Outlook and use the **Mail** icon in the **Control Panel** to select **E-mail Accounts...** and **Add a New E-mail Account**.

2. Click **Next**.
3. Choose **Microsoft Exchange Server**.
4. Click **Next**.
5. At the **MS Exchange Server** prompt, type: **exchange.cranfield.ac.uk**. Enter your network username in the **User Name** field.



6. Ensure **Use Cached Exchange Mode** is ticked.
7. Click **Check Name** this will set and underline your exchange server address and your name.
8. Click **More Settings...** followed by the **Connection** tab.
9. Enable **Connect to my Exchange mailbox using HTTP** and click **Exchange Proxy Settings...**
10. Enter the following address at the **https://** prompt: **outlookanywhere.cranfield.ac.uk**
11. Click **OK** until you return to the **E-mail Accounts** dialog box.



12. Click on **Next**.
13. Click on **Finish**. Outlook will now set up your account. This may take some time depending on the size of your mailbox and the speed of your connection.
14. From Outlook's **Tools** menu, choose **E-mail Accounts** and then select **View or change existing e-mail accounts**.
15. Ensure that **Deliver new e-mail to the following location:** is set to deliver to your mailbox and *not* personal folders.
16. Whenever you open Microsoft Outlook in future you will be required to log in using your network username and password.

## Configuring Alternative Mail Clients

In addition to accessing the Exchange mail system at Cranfield via Outlook or Webmail, the IT Department provides access via the standard IMAP and SMTP protocols for users who wish to use a different mail client on their own machine. It should be noted that the IT Department cannot guarantee that any particular client will work with these servers.

### Reading your email: Mail Access Protocols

The IT Department provides access to email via IMAP, which is designed for access from multiple systems whilst retaining the mail on the server.

The required details for accessing your Cranfield mailbox are:

Incoming server name:

**outlookanywhere.cranfield.ac.uk**

The username and password should be entered in the format:

**ccnt\**

where **<username>** is your normal logon username.

For example, a user with username **c1234** will use:

**ccnt\c1234**

The IMAP server uses a secure connection which requires enabling either the SSL or TLS option (varies according to the mail client you are using).

### Sending email via Cranfield: Mail Sending Protocol (SMTP)

The outgoing server also requires authentication which involves entering additional information when setting up the outgoing server.

There are different server port numbers for Outlook Express and other mail clients

Outgoing server name:

**smtphost.cranfield.ac.uk**

Enable **server requires authentication**

*For Outlook Express:*

Server Port Number: **465**

Enable **require SSL** option

*For other clients (including some versions of Outlook):*

Server Port number: **587** (there may be a **use submission port** option which is equivalent)

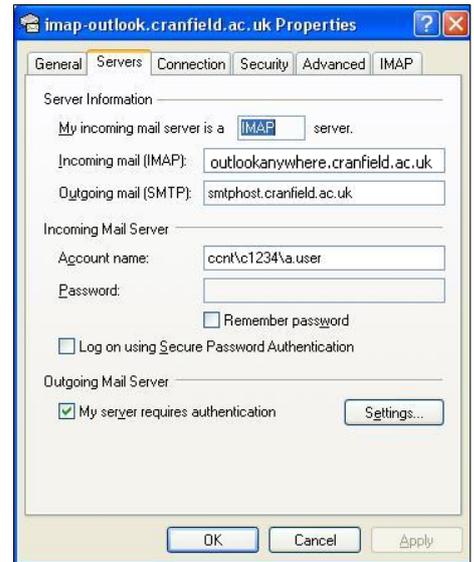
Enable **Use STARTTLS** option

**Please note:** For both the incoming and outgoing servers you will need to enable the **requires SSL** option (or **TLS** depending on your mail client).

*For further information on configuring **Outlook Express** please see overleaf.*

## Configuring Outlook Express

1. Go to the **Tools** menu.
2. Choose **Accounts**.
3. Click on the **Mail** tab.
4. To create a new mail connection, choose **Add | Mail**. You will be taken through the Setup Wizard where you will need to provide setup details, including:
  - **Display Name:** The name that will be displayed on email
  - **Email Address:** Enter your email address
  - **Email Server Names:** Set the server type to be **IMAP** and enter the server details
  - **Internet Mail Logon:** Enter your Account Name in the format: **ccnt\<username>**  
Enter your password

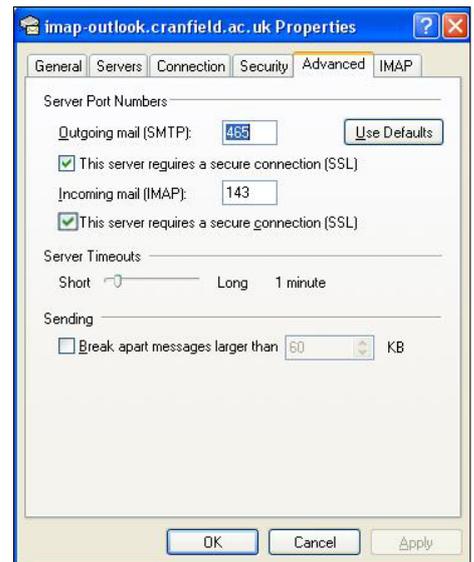


Once created, you will need to modify the account settings.

5. To modify an existing account choose **Properties**, click on the **Servers** tab and tick **My server requires authentication**. All other settings should have been entered when you created the mail account.
6. Click on the **Settings** button, select **Use same settings as my incoming mail server** and click on **OK**.



7. Click on the **Advanced** tab and ensure that the Outgoing and Incoming Server Port Numbers are set as described on the previous page. Finally, under **Outgoing Mail (SMTP)** tick the box **This server requires a secure connection (SSL)** and click on **OK** to close the Account Properties.



## Contacting us

For further information on the Extranet and Microsoft Outlook configuration, please contact the IT Service Desk:

In Person: IT Department, Building 63  
Telephone: +44 (0)1234 75 4199  
Email: servicedesk@cranfield.ac.uk

Our skilled support staff are available at the following times to resolve your IT issues and help you make best use of our excellent IT facilities:

Monday - Thursday 8.30 am - 5.30 pm  
Fridays 8.30 am - 5 pm

The IT Service Desk is closed on public holidays. We will let you know about any changes to our normal opening hours via **Message of the Day**.