Step 1: Open Outlook 2011

If you have not opened Outlook before it will automatically open the ‘Welcome’ dialog.

Tick the box to ‘Make Outlook the default application for e-mail, calendar and contacts.’

Click ‘Add account’:

If you don’t see the ‘Welcome’ dialog above, then launch Outlook and go to Tools -> Accounts:
Step 2: Add an Account

Click the button for ‘Exchange or Office 365’:

Step 3: Enter your details

Enter your account details as follows:

<table>
<thead>
<tr>
<th>E-mail address:</th>
<th>Your email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Method:</td>
<td>Leave as ‘User Name and Password’</td>
</tr>
<tr>
<td>User name:</td>
<td>username</td>
</tr>
<tr>
<td>Password:</td>
<td>Your password</td>
</tr>
<tr>
<td>Configure Automatically:</td>
<td>Uncheck (Important !!)</td>
</tr>
<tr>
<td>Server:</td>
<td>ews.bbk.ac.uk</td>
</tr>
</tbody>
</table>
Step 4: Add the account

Click the ‘Add account’ button. Your details will be checked and if successful you will see the dialog below:

Step 5: Refine your details and complete the setup

The account description will default to ‘Bbk’ - change that to something more meaningful to you eg. “Birkbeck”. Change the ‘Full Name’ to something sensible if you need to, as this will be displayed when an email is received!

Then close that window (click the red dot in top left of the window) to complete the configuration.
Step 6: Allow synchronisation to complete

Outlook may or may not take a few minutes to start synchronising, and you can see activity a little better if you go to **Window -> Progress**

You will see the **Progress** window that will indicate the state of the synchronisation as it proceeds.

The synchronisation process may take a while if you have large mailbox, about 30 minutes to complete is normal.

**NB: Redirection notifications!**

While using Outlook you may, at times, see the ‘Redirection’ notification.

When you see this, please make sure the URL referred to is:

'https://autodiscover.bbk.ac.uk/autodiscover/autodiscover.xml'

...and if so please check the ‘Always use my response for this server’ box and click ‘Allow’.

This should then stop the reoccurrence of the notification.