

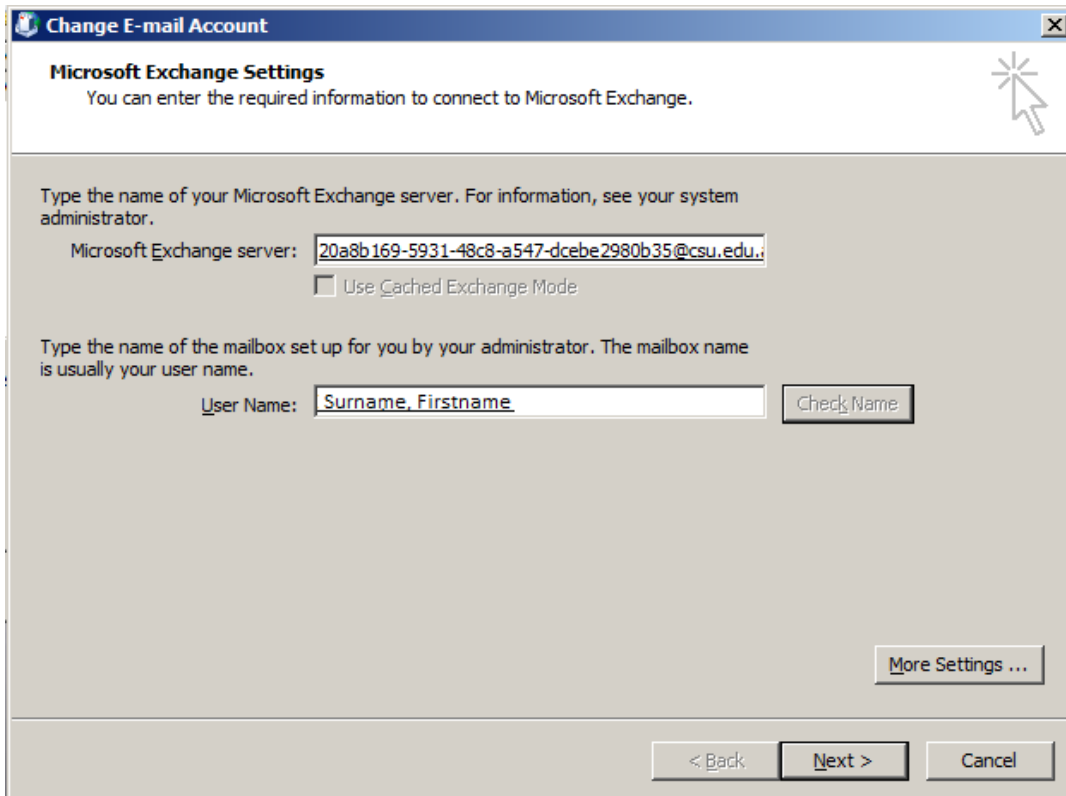
I keep getting an error message that I cannot connect to the Exchange server. What can I do?

Sometimes Outlook will claim it cannot connect to the Exchange server for a new or existing staff member. It would seem that nearly every time this occurs, Outlook has defaulted to the exchange server "xgba01" or similar.

To rectify this problem:

- Go to the **Start** Menu
- Click **Control Panel**
- Select **Mail**
- Select **E-mail Accounts**
- Select the account with Microsoft Exchange listed under the 'Type' section
- Click **Change**

In the field "Microsoft Exchange Server" you may see something like ESBA01 or MAIL01.CSUMain.csu.edu.au. It should look like this:



Change E-mail Account

Microsoft Exchange Settings
You can enter the required information to connect to Microsoft Exchange.

Type the name of your Microsoft Exchange server. For information, see your system administrator.

Microsoft Exchange server:

Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.

User Name:

If it does not look like the example above, type **weboutlook.csu.edu.au** into the box and click Check Name.

Once you have clicked **Check Name**, the Server should update with the correct address.

Click **Next**, then **Finish** and close out of all the windows.

Restart Microsoft Outlook.

Please note: If you have a lot of mail, it will take a few minutes to create your mailbox.

If you are still experiencing a problem, contact the **DIT Service Desk** on **84357 (internal)** or **1300 653 088 (external)**. Alternatively, you can go to the [DIT Service Desk website](#) and log a job.