

How do I Email with Outlook 2011 for Mac

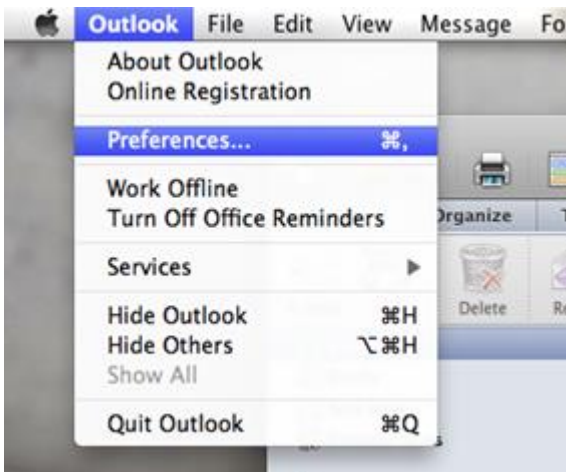
How do I setup Outlook 2011 for Mac?

To proceed with this guide you will require sync.tees.ac.uk access. To request sync.tees.ac.uk please email the Service Desk (ithelp@tees.ac.uk).

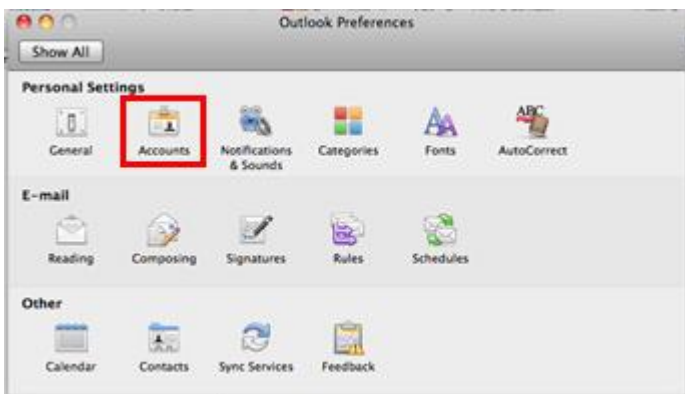
1 a) Open Outlook from the dock and if you're opening Outlook 2011 for the first time, the below window should appear, chose Add Account.



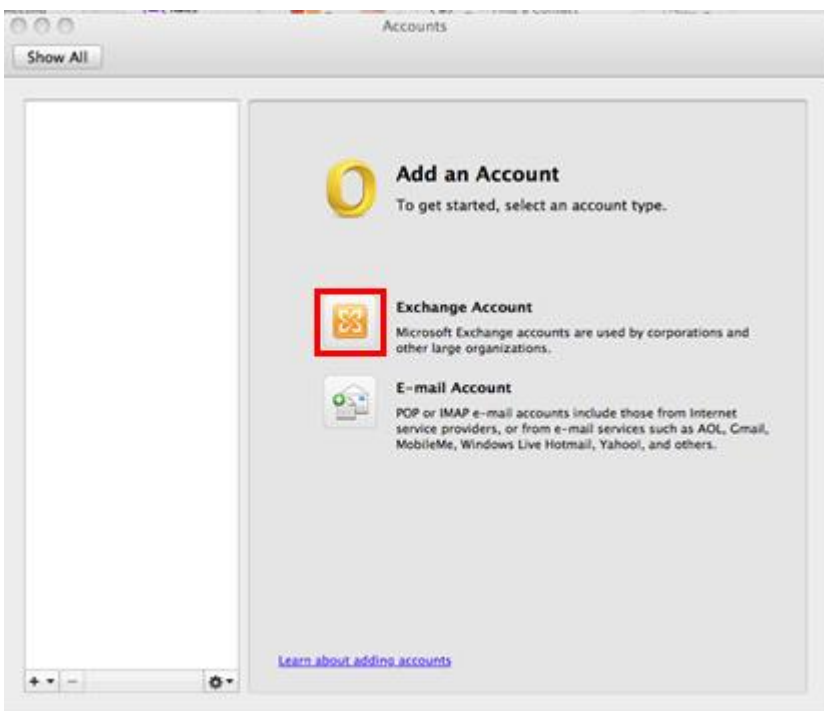
1 b) Or alternatively, from within Outlook, click Outlook to open the Outlook menu and select Preferences to open the Outlook Preferences menu.



Within the Outlook Preferences, select Accounts



2) Choose Exchange Account



3) Enter the following account information

Email address: Your University email address

Method: User Name and Password

User name: Enter your U number prefixed with "windows\" (without quotes) e.g.
windows\U0012345

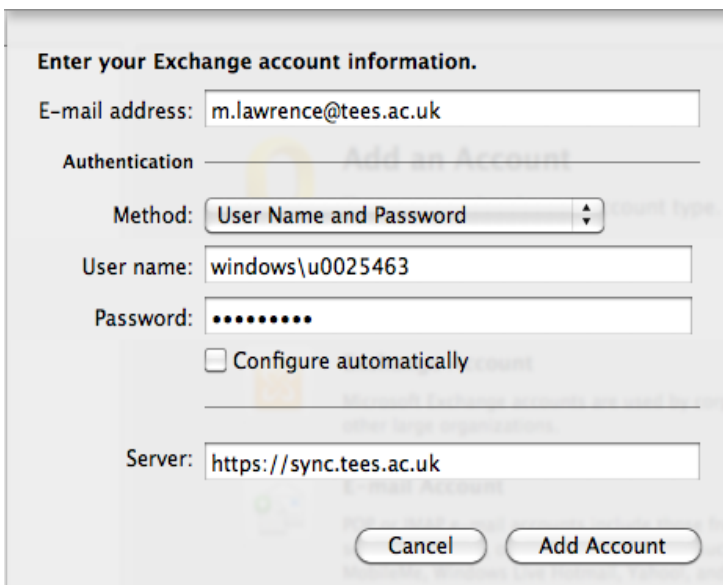
Password: Enter your University password

Configure automatically: Untick

Server: https://sync.tees.ac.uk

The Server field won't appear until you untick 'Configure automatically'

Click Add Account



Enter your Exchange account information.

E-mail address: m.lawrence@tees.ac.uk

Authentication

Method: User Name and Password

User name: windows\u0025463

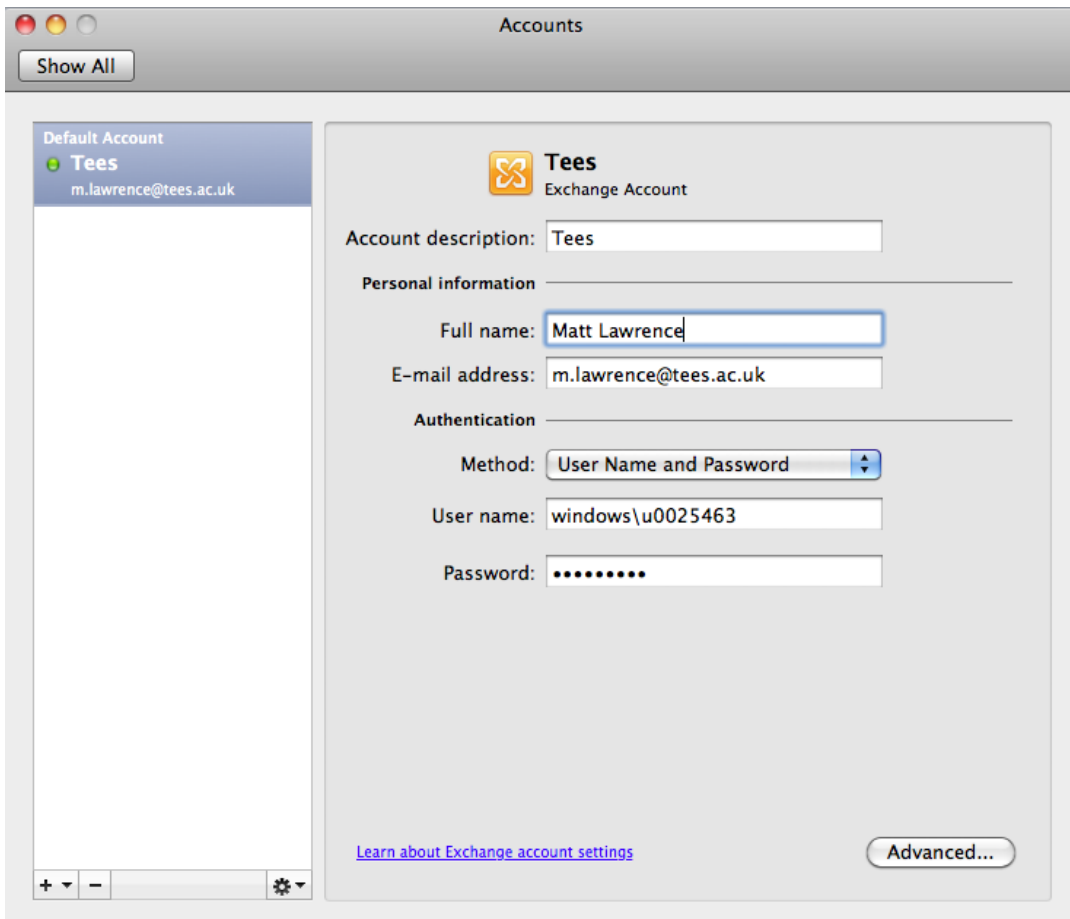
Password:

Configure automatically

Server: https://sync.tees.ac.uk

Cancel Add Account

4) Your account should now be created and the following window will appear. If necessary, edit the Account Description and Full Name fields before clicking close (red 'x') to start using Outlook 2011.



How do I troubleshoot Outlook 2011 for Mac?

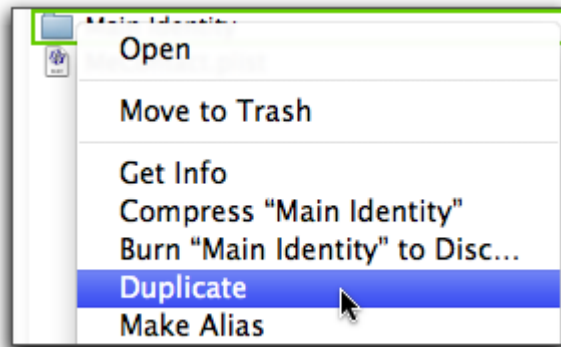
If Outlook 2011 for Mac is crashing, asking to be rebuilt or hanging you can try the steps to resolve your problems.

Rebuild your Identity

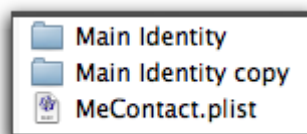
- 1) Quit all applications (Choose Apple menu > Log Out. Log in and hold down the Shift key to disable all login items).
- 2) Make sure that you have at least three times as much hard disk space available as the current size of your Outlook Identity (Note we are seeing reports that like Entourage, it can take enormous amounts of free space in order to rebuild).
- 3) Make a duplicate of your Identity in the Finder first in case of problems.
 - In your Home folder, select Documents
 - Open the Microsoft User Data folder and locate the Office 2011 Identities folder. Inside the Identities folder you'll find your Identity. It's named "Main" by default.

Home diane > Documents > Microsoft User Data > Office 2011 Identities > Main Identity

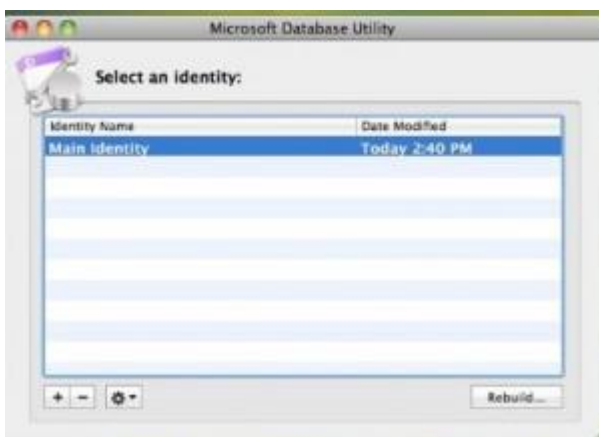
- Right-click on your Identity. Select Duplicate



- The Finder will duplicate your Identity and add "copy" after the name



4) Hold down the Option key on the keyboard, and then start Outlook 2011. Select Rebuild.



5) Outlook will make a new Identity and a backup named like this example: Main Identity [Backed up 2011-04-18 17.02.00]. You can delete this Identity after you are satisfied with the rebuild.

Repair your Identity

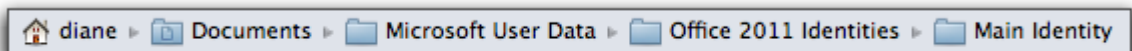
This time we're going to remove the database file then let Outlook create a new one. Outlook no longer stores messages, contacts, notes, tasks & events in the database. These items are stored in

the Data Records folder in your Identity. When you remove the database, Outlook will create a new one.

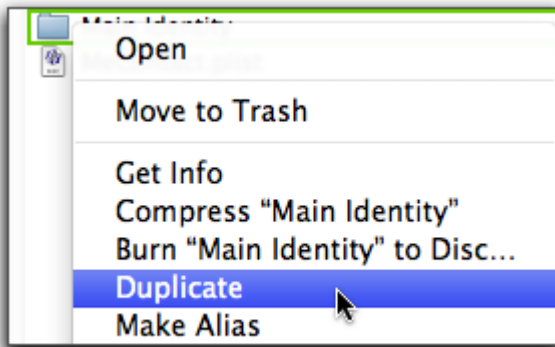
1) Quit all applications (Choose Apple menu > Log Out. Log in and hold down the Shift key to disable all login items).

2) Make a duplicate of your Identity in the Finder first in case of problems.

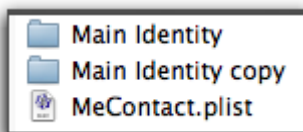
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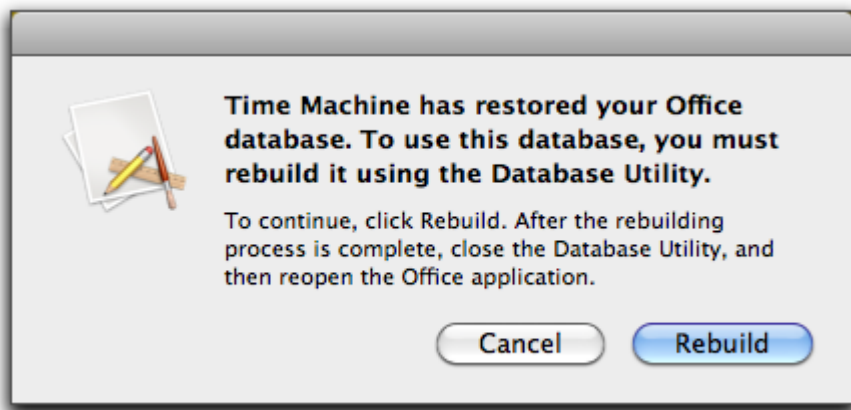


- The Finder will duplicate your Identity and add "copy" after the name



3) Drag the database file to the Desktop or Trash.

4) Open Outlook and it will ask you to rebuild. This will create a new database file. (ignore the reference to Time Machine)

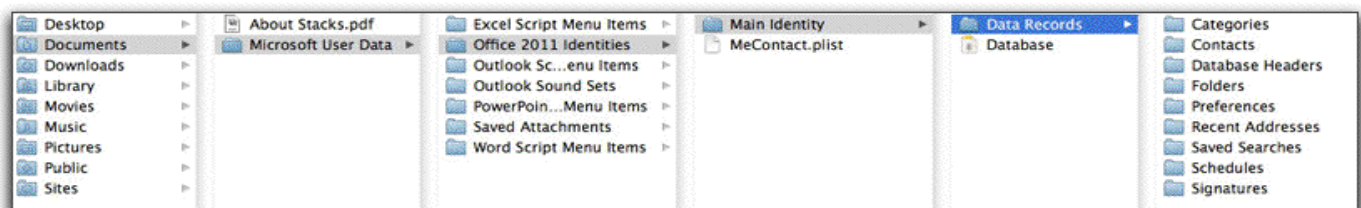


If Rebuild or Repair Fails, try these steps

1) Create a new Identity then quit Outlook.

2) Find your Identity in the Finder:

Your Users folder/Documents/Microsoft User Data/Office 2011 Identities/Main Identity/Data Records



The new Identity contains the Data Records folder.

3) Copy the Contacts, Events, Folders, Mail Accounts, Message Attachments, Message Sources, Messages, Note and Signatures folders into the new identity's Data Records folder replacing the new folders from your Identity that will not rebuild or repair. NOT the root Data Records folder. Only the subfolders listed here.

4) Open Outlook and select rebuild database.

Remove Outlook Preferences

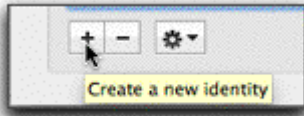
See Step 4 from the below link:

<http://support.microsoft.com/kb/2409331>

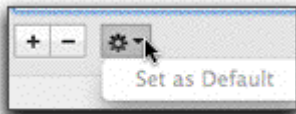
Create a new Identity

1) Hold down the Option key when launching Outlook to open the Database Utility.

2) Select + "Create a new identity"



3) Select "Set as Default"



4) Enter your account info. Click here for more information.

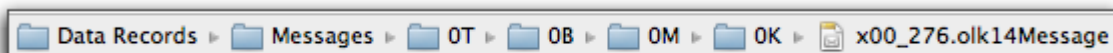
Delete a specific message that is causing problems

If you have a message that will not delete and rebuilding does not fix the problem, you can delete the message in Data Records.

You have to be able to see the contents of the message in order to find the message using Spotlight in the Finder. If you can still open and edit the message, add a non-word like "qquuaarrkk" or use a specific phrase in the message that would be unique to this message.

In the Finder, enter the search term in the Spotlight search box.

If you turn on Show Path bar in the Finder, you can find where the message is stored in Data Records.



Delete the message in the Finder.

When you open Outlook you'll need to rebuild the database to remove the message completely.