Email Setup Guide for bosch/medsci/physiol/anatomy suffixes

**Background**
Recently, a decision was made by ICT to discontinue the central Horde webmail service for email hosted on the School of Medical Sciences mail server (physically located in the Anderson-Stuart Building). This decision has impacted users with @bosch.org.au, @medsci.usyd.edu.au, @physiol.usyd.edu.au and @anatomy.usyd.edu.au email suffixes who access their email using a web-browser (such as Chrome, Firefox, Internet Explorer or Safari).

We are currently working on setting up a new mail server in Medical Sciences to offer reliable email services with the convenience of webmail support. During this transitional period, the following guide may help users access their email via the web and the Thunderbird mail client. Both webmail and Thunderbird are available for Mac and Windows.

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**Central Horde Webmail Service Discontinued**
The following email was sent by ICT regarding the shutdown of the central Horde service on 31st October 2013 at 1:58 PM:

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Dear colleagues,

Information and Communications Technology (ICT) has been working to improve the security of the University’s email systems. As part of this, we will be turning off the Horde web interface on 15 November 2013 at 6pm, due to high volume of spam it receives; centralised management and support will enable us to provide better security.

After 6pm on 15 November, you will be able to access your mail easily through IMAP or POP3 with the same settings as you have now. If you do not have those settings, please speak to your local IT contact.

Alternatively, if you would like to retain web-based access to your mail through the Outlook Web App (OWA), contact the ICT Helpdesk to have your faculty-provided email service transitioned to Microsoft Exchange and set up during an on-site visit by one of our staff.

If you experience any difficulties as a result of this change, please contact the ICT Helpdesk. Thank you for your patience and cooperation.

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Kind regards,

INFORMATION AND COMMUNICATIONS TECHNOLOGY

THE UNIVERSITY OF SYDNEY
Rm 348, Services Building G12 | The University of Sydney | NSW | 2006
E ict.support@sydney.edu.au | W http://sydney.edu.au/ict
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As of the 15th November 2013 at 6:00 PM, the central Horde service has been down.

Currently, attempts to access the service at its former address, namely:

https://www-mail.usyd.edu.au

are being redirected to the following address:

http://staff.ask.sydney.edu.au/app/answers/detail/a_id/817/

Note – some users may receive warnings about untrusted certificates!
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Alternate Horde Webmail Service
Currently, users with mail accounts provided by the Medical Sciences mail server are being advised to use the Horde webmail service provided at the following address:


**Welcome to Horde**

<table>
<thead>
<tr>
<th>Server</th>
<th>Medical Sciences Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td></td>
</tr>
<tr>
<td>Language</td>
<td>English (American)</td>
</tr>
</tbody>
</table>

A phishing email was sent out to random med mail users with a link to a cloned version of this page. If you think you may have inadvertently logged into this other page contact the helpdesk on 9351 6000 to reset your password immediately.

Staff with unikey Exchange accounts can use the Exchange Webmail Service - [Administer your Exchange any mail]

Users with Med, GMP or Public Health accounts can administer their accounts with the faculty **Account tool**

Use the Account Tool to edit settings such as vacation messages, mail forwarding, or changing your password.

**Note** – the username and password for this service is the one used on the Medical Sciences mail server, not your unikey (although for some users the username may be the same as your unikey).
Thunderbird Setup Guide

On personal computers it may be preferable to use mail client software rather than the webmail service to access your email. Thunderbird is a free, cross-platform mail client that can be downloaded from the following address:


To setup your Medical Sciences email account in Thunderbird, please complete the following steps (Note – the following guide was prepared using a Mac installation of Thunderbird, but the Windows experience should be very similar):

1. If no accounts have been setup in Thunderbird, the Account Setup Wizard will run automatically – please select ‘Skip this and use my existing email’. Alternatively, from the ‘Tools’ menu, select ‘Account Settings’.

2. From the ‘Account Settings’ dialog box, select ‘Account Actions’ then ‘Add Mail Account’.

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3. Enter your name (as you would like it to appear to others) your email address (ending in @bosch.org.au, @medsci.usyd.edu.au, @physiol.usyd.edu.au or @anatomy.usyd.edu.au) and Medical Sciences mail server password – then click ‘Continue’

![Email Setup Guide](image)

**Note** – you may optionally have Thunderbird ‘remember’ your password. Any person who can login to your user environment on the computer would then be able to access your email by launching Thunderbird. If multiple users have been setup on the computer with separate logins, each user may configure Thunderbird separately and will not be able to view each others email.

4. The configuration automatically found by Thunderbird is not correct. So click on ‘Manual config’.

![Email Setup Guide](image)
5. The correct settings are:

Incoming: IMAP
  Server hostname: mail.medsci.usyd.edu.au
  Port: 993
  SSL: SSL/TLS
  Authentication: Normal password

Outgoing: SMTP
  Server hostname: mail.medsci.usyd.edu.au
  Port: 465
  SSL: SSL/TLS
  Authentication: Normal password

Username: your Medical Sciences mail server username,
  **Note** – your username may not match your unikey

Enter the above settings, test them and click ‘Done’. 