ACTIVATING USER ACCOUNT IN UNI.AU.DK

Further information at www.au.dk/user-activation

It is important that you read through the WHOLE guide, before doing anything.

When your new account is activated, you have to use your new username to access your AU mail. Follow the 5 steps below. You will not lose any mails in the process.

The guide will walk you through 5 steps:
1. Find your new username
2. Changing your password
3. Testing through http://mail.au.dk
4. Setting up Outlook
5. Add your old signature

If you need any help, feel free to contact your local IT-support. You can find the contact information at www.au.dk/it.

1. FIND YOUR NEW USERNAME

Log on: http://mit.au.dk
Use your AU email address as User ID.
If you have forgotten your password, you can log in with Nem ID.

MIT.AU.DK (SELF-SERVICE)

You are here: AU > mit.au.dk (Self-Service)

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Your new username is now shown to the right of your name. Note this, as you will have to use this later.

OBS! Your new username is not to be used for logging in to your computer.
2. CHANGING YOUR PASSWORD

Click on the link “Change password”.

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- Personal information
- Email address(es)
- Homepage(s)
- Change password
- Change display name
- WAV

CHANGE PASSWORD

Current password
New password 1
Retype new password

Enter your current password followed by your new password. It is important that you choose a new password, you NEVER have used earlier on AU.

The password must be at least 8 characters long and contain 3 of the following types: upper-case letters, lower-case letters, digits and special characters (e.g. #%&!?).

This password is to be used together with your new username.

It is also to be used for Eduroam and mit.au.dk.

It will also be the password for your existing username (the one you use to log on to your computer), UNLESS you are a former NFIT or IHA user, in that case your password will NOT be affected by the change.
To ensure that the activation is complete, you must now go to https://mail.au.dk.

At “User name” type your new username
At “Password” enter your new password

If you receive an error when you log in, wait 2-3 minutes and try again.

If you successfully log in to your webmail, the activation is completed. Your mail on the computer (Outlook) will however not be functional yet.
4. SETTING UP MAIL

If you are using Apples own mail client (Mail), continue to step 4A
If you are using Outlook, continue to step 4A

4A. SETTING UP APPLES OWN MAIL CLIENT

Open "Mail".

Click on "Mail" in top left corner of your screen.
Next click on "Accounts".

Now mark your AU mail in the left side of the window, and delete it by clicking on the "minus symbol" in the bottom.
Now click on “Exchange” at the right of the window.

In this window you fill out the following:

- **Your name**
- **Email address.** Write your primary mail, as shown in the picture.
- **Password.** This is the same as the password you are using at mit.au.dk.

Click on “Continue”.

Click “Continue” again.
Here you can choose which other applications you want to synchronize with your AU mail.

Click on "Done".

Your mail has now been added.

**Signature**
If you wish to use your old signature, follow the guide in step 5.

**NB!** If you also have your mail on your phone, you also need to change the username there. You can find guides at www.au.dk/brugeraktivering.
4B. SETTING UP OUTLOOK

Open Outlook

In the menu at the top left corner click on "Outlook", and then "Preferences".

Click on "Accounts".

If you had an account from AU before, then you have to mark it at the left of the window, and then delete it by clicking on the "minus symbol" at the bottom.
Now you have to add your mail account again. To do this you have to click on “Exchange or Office 365”.

“E-mail address”. Write your primary mail, as shown at the picture.

“Method” should say “User Name and “Password.

“User name”. Type “uni\au{auid}”.

NB! Remember that you can find your auid at mit.au.dk.

“Password” is the same as the password you use for http://mit.au.dk.

“Configure automatically” needs to be checked.

Click on “Add Account” and restart Outlook.

Outlook will now begin to download you mails, this might take about 5-10 minutes, depending on the speed of your internet.

**Functional mailboxes**
If you have access to functional mailboxes, there can be a problem with the access because they do not recognize your new username. If you experience problems, please contact your local IT-support.

**Access to calendar**
If you have given others access to your calendar, you will have to do it again because of your new username.

NB! If you also have your mail on your phone, you also need to change the username there. You can find guides at www.au.dk/brugeraktiviering.
5. ADD YOUR OLD SIGNATURE

If you are using Outlook, continue to step 5a
If you are using Apple’s own mail client (Mail), continue to step 5b

5A. ADD YOUR OLD SIGNATURE IN OUTLOOK

If you have been using Outlook on the same computer before, then your signature will automatically be there when your mail has been set up.

5B. ADD YOUR OLD SIGNATURE IN APPLES OWN MAIL CLIENT

If you have been using Apple’s mail client on the same computer before, then your signature will still be there. You just have to connect it to the right mail account.

Click on “Mail” at the upper right corner of your screen, then click on “Preferences”.

Click on “Signatures”.

Under “All Signatures” you will find your old signature. In order to add it to your AU mail, you have to click on the signature and hold down the left-click button. Then you have to drag the signature over to your AU mail (named Exchange), and release the button when the Exchange field turns blue.

Your signature have now been added to your mail.
IF YOU HAVE PROBLEMS, PLEASE CONTACT YOUR LOCAL IT SUPPORT

Arts Tåsingegade, Aarhus: 871 50911
Arts Emdrup, København: 871 61370
Health: 871 50922
Aarhus BSS: 871 50933
Fællesadministrationen: 871 50955
Science and Technology, Aarhus: 871 54010
Science and Technology, Silkeborg: 871 51379
Science and Technology, Kalø: 871 51368
Science and Technology, Foulum: 871 56068
Science and Technology, Årslev: 871 58385
Science and Technology, Roskilde: 871 55050
Science and Technology, Slagelse: 871 51287