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 loose 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, you can find the the contact information for your local IT-support 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.

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”.

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](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 OUTLOOK**

If you have Outlook 2010, continue to page 4

If you have Outlook 2013, continue to page 7

If you don’t know which version you have:

1. Press the Windows icon (start) in the bottom left corner.
2. Click on “All Programs”

3. Click on **“Microsoft Office”**
4. Read the number next to Microsoft Outlook
4A. SETTING UP OUTLOOK 2010

1. Click on the Windows icon in the bottom left corner (start)
2. Click “Control Panel”
3. Make sure you “View by” Small icons, in the top right corner
4. Click on “Mail”

5. Select “Show Profiles”

6. Remove all your profiles
7. Click “Add”

8. Type an optional description of the account (e.g. UNI) and press “OK”

9. Outlook will now find your name and email address. Click “Next”, “Finish” and then “OK”.
10. Open Outlook. You will be asked for a username and password.

At username type uni\au{auid}. At password enter your new password. Make sure there is a checkmark in “Remember my credentials”. Click “OK”.

NB! If you get an error that you don’t have enough disk space, please contact your local IT-support.

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.

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

You have now finished the activation.

NB! If you have also set up your mail on the phone, you also need to change the username here. A guide for doing so can be found at www.au.dk/brugeraktivering.
4B. SETTING UP OUTLOOK 2013

1. Open Outlook 2013
2. You will be asked for a username and password.
3. At username type `uni\au{auid}`
4. At password enter your new password
5. Make sure there is a checkmark in “Remember my credentials”
6. Click “OK”

NB! If you get an error that you don’t have enough disk space, please contact your local IT-support.

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.

You have now finished the activation.

NB! If you have also set up your mail on the phone, you also need to change the username here. A guide for doing so can be found at www.au.dk/brugeraktivering.
5. ADD YOUR OLD SIGNATURE

If you are using Outlook 2010 your old signature will still be there, you just need to activate it.

1. Click on “New E-mail”.
   A new window will appear.

2. Click on “Signature” and then “Signatures”.
   Then a new window will once again appear.

3. Choose the right email account under “Choose default signature”, and then choose your old signature under both “New messages” and “Replies/forwards”.

4. Click on “OK” and you are done.
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