

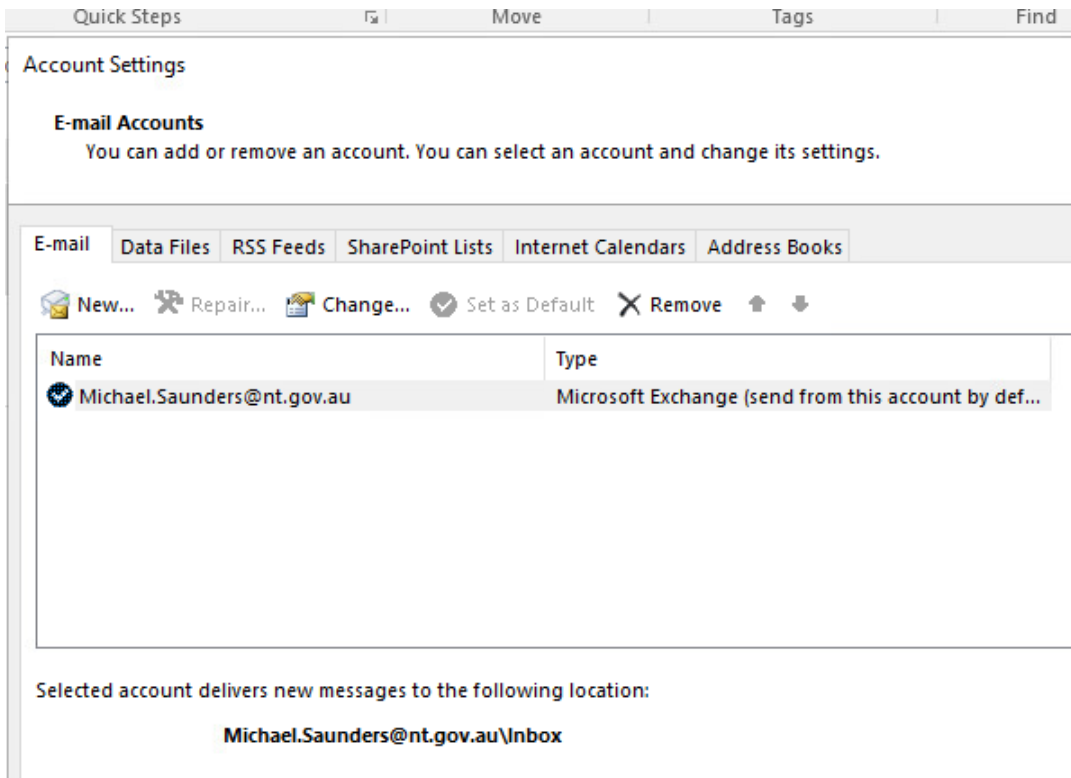
Logged in, missing ILIS Support mailbox.

The screenshot shows an Outlook inbox with a search bar at the top. The left sidebar shows the 'Inbox' folder selected. The main pane displays an email from Timothy Letcher with the subject 'RE: Email from ilis.support@nt.gov.au now working'. The email content includes a greeting, a thank you note, contact information for Timothy Letcher (Service Centre Technician, NTG ICT Service Centre), and information about the NTGServices system. At the bottom of the email, there are three instructions: 'By clicking the 'Request Something' widget, you will be able to access and request services', 'You can access articles (i.e. the NTG Service user guide) to assist with support by clicking', and 'Click the 'Get Help' widget when you have an IT question or for a low priority issue which does not affect your work'.

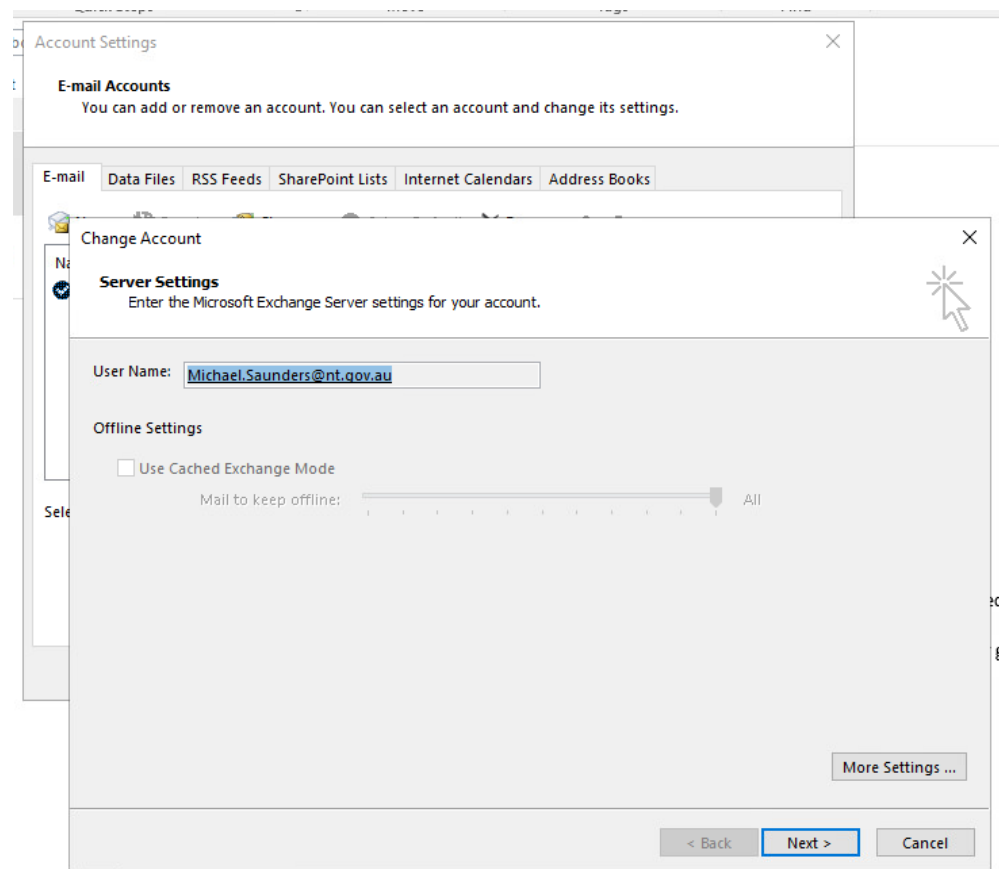
Click 'File' → 'Account Settings' → 'Account Settings'

The screenshot shows the Outlook 'Account Information' page. The left sidebar contains navigation options: Info, Open & Export, Save As, Save Attachments, Print, Enterprise Vault, Office Account, Options, and Exit. The main content area displays the account name 'Michael.Saunders@nt.gov.au' and 'Microsoft Exchange'. Below this, there is an 'Add Account' button and a section for 'Account Settings' with a 'Change' button. The 'Account Settings' section includes options for 'Account Settings...', 'Delegate Access', and 'Manage Mobile Notifications'. At the bottom, there is a 'Mailbox Cleanup' section with a 'Cleanup Tools' button.

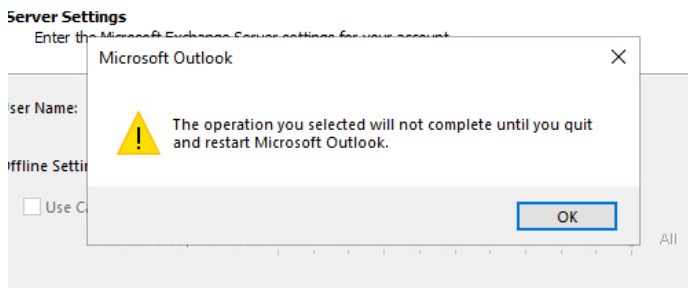
Double click on your 'E-mail' account name. E.g. mine is 'Michael.Saunders@nt.gov.au':



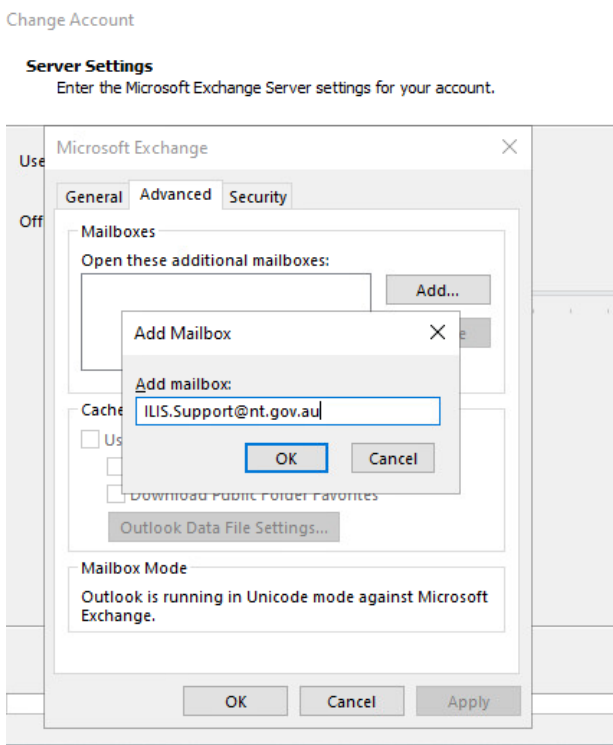
Select 'More Settings':



It might show this warning, click 'OK' and ignore it (seems to work anyway):



Click 'Advanced' → 'Add' and type in 'ILIS.Support@nt.gov.au'. Click 'OK'



The account should now be added.

Click 'OK', 'Apply', and when it drops back to the 'Change Account' screen, click 'Cancel' as you don't need to change server settings.

