The purpose of this guide is to explain how to download, install, and configure Microsoft Outlook 2010. Follow the steps as detailed in this document. If you encounter any issues, contact the College and Libraries Help Desk at 213-740-2775 or clhd@usc.edu.

This guide details the installation process for Windows® 7. However, the process for Windows XP® or Vista® will be extremely similar.

**NOTE:**

If you already have Novell® ZENworks® installed on your system, DO NOT RE-INSTALL ZENworks. Go directly to the Installing Microsoft Outlook 2010 section of this document.

If you see the following image in your task bar, ZENworks is already installed.
Installing Novell ZENworks

1. Select the Start icon, located on the lower left side of the screen. The Start menu displays.

Select Control Panel.
2. Select **Control Panel** from the right side of the menu. The *Control Panel* displays.

3. Select the **System** option. The *System* window displays.
4. Locate the *Computer name, domain and workgroup settings* section and select **Change settings**. The *System Properties* window displays.
5. On the **Computer Name** tab of the *System Properties* window, select the **Change...** button. The *Computer Name/Domain Changes* window displays.

![Computer Name/Domain Changes window](image)

Enter the designated hostname for your computer in the **Computer name:** field. Desktop computers at USC have a designated hostname that should be used. If you do not know the designated hostname of your computer, you can locate the name by visiting [http://www.displaymyhostname.com/](http://www.displaymyhostname.com/).

If your desktop/laptop computer already has a name listed in the **Computer name:** field that is not the designated hostname, remove the existing name from the **Computer name:** field and replace it with the designated hostname.

If you are using a laptop computer or a desktop computer that does not have a static designated hostname, enter a unique, identifying name in the **Computer name:** field. The name you choose must be 15 characters or less. For example, you might name your laptop JohnDoeLaptop or JaneDoeEALCPC. If a name already exists in the **Computer name:** field, remove the existing name and replace it with a name of your choosing.

You will provide the name of your computer to the College and Libraries Help Desk later in this process.
7. Select the OK button to save your changes. You may be prompted to restart your computer. Select the option to Restart Later.

8. Launch your web browser and navigate to https://mydornsife.usc.edu/. Log into the MyDornsife Portal, if necessary, and then select the Download Software hyperlink, located on the Personal Tools tab.

The Download Software page displays.
9. Locate ZENworks® Agent for Windows and select the corresponding Download hyperlink.

The File Download - Security Warning window displays.

10. Select the Run button to begin the download.
11. Some versions of Windows® display a User Account Control window before installing new software. If the User Account Control window displays, select the Yes button to authorize the installation. You may have to enter your login credentials, as well.

12. The ZENworks Agent application begins to install and the installation's progress is displayed in the Windows task bar.

13. When the installation is complete, the Reboot Required window displays. Select the Yes button and restart your computer at this time.
14. After restarting your computer, select the ZENworks icon from the task bar. The ZENworks icon should appear similar to the following image.

15. The ZENworks Configuration Management window may display. Select the Cancel button. It is not necessary to enter your login credentials, at this time.

![ZENworks Configuration Management Window]

16. Right-click on the ZENworks icon in the task bar. Select Show Properties.
17. The ZENworks Adaptive Agent window displays. Verify the Device Name. The Device Name should match the name you entered in the System Properties menu.

Installing and Configuring Microsoft Outlook 2010

1. E-mail the Device Name (see Step 6 in the previous section) of your computer to clhd@usc.edu and request that it be assigned an Microsoft Office 2010 license. You will receive an e-mail confirmation once the license has been assigned.

2. After the license has been assigned, right-click on the ZENworks icon in the task bar and select Refresh.
3. Microsoft Office 2010 will begin to download and install. When the installation is complete, the **Microsoft Outlook 2010** icon will appear on your desktop. Alternately, you may access Microsoft Outlook 2010 from the **Start** menu.

Close any open Microsoft programs, at this time, to prevent installation conflicts.
4. The account configuration process begins. Select the **Next** button to continue.

The **Account Configuration** window displays.
5. Select the **Yes** radio button to indicate that you want to continue with the new account setup process. Then, select the **Next** button to continue.

The *Add New Account* window displays.
6. Complete the following fields to setup your USC e-mail account.
   A. **Your Name:** Enter your first and last names in this field.
   B. **E-mail Address:** Enter your USC e-mail address in this field. You must enter the entire e-mail address, e.g., firstnamelastname@usc.edu.
   C. **Password:** Enter your USC password.
   D. **Retype Password:** Retype your USC password.

Select the **Next** button to continue.
7. Outlook will attempt to verify the server settings for the account information you entered.
8. Green checkmarks appear next to each account verification process, if the process completed successfully. Select the **Finish** button when your e-mail account has been successfully verified.
9. You may be prompted for your username and password by Windows Security. Re-enter your USC e-mail address in the Username field and your USC password in the Password field and then select the OK button.

Account setup is now complete. Outlook will begin to synchronize your account. Depending on the size of your account, the synchronization process might take several hours to complete.
CONTACT DORNSIFE TECHNOLOGY SERVICES

Campus Office:  
825 Bloom Walk, ACB 530  
Los Angeles, CA 90089-1486

Technical Support:  213-740-2775

E-mail:  clhd@usc.edu