

Prolog Email Setup

For Non Jacobs' employees skip the Citrix environment and go to page 9 or use link:
[Email Setup Instructions for Users without a Jacobs Email.](#)

If you do not know on which mail server your mail account resides you can check following the procedure on page 6.
[Lookup Prolog Email settings](#)

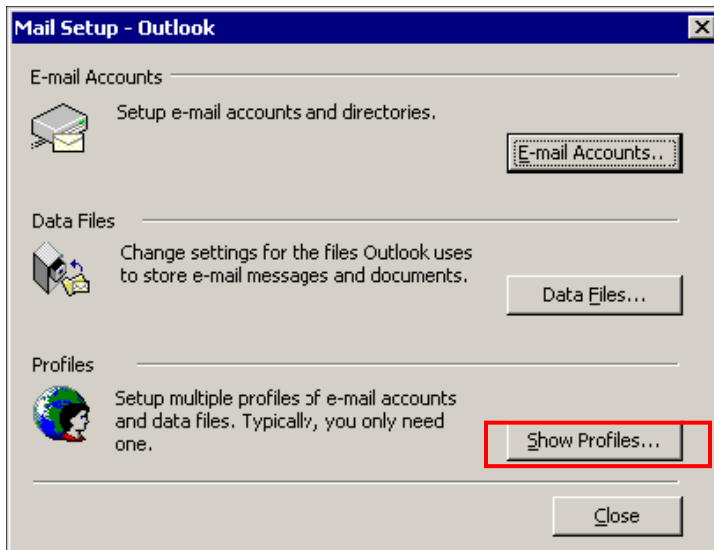
CITRIX Environment

1. Login onto <http://prolog.jacobs.com>.
2. Select the Mail Configuration in the Application window.

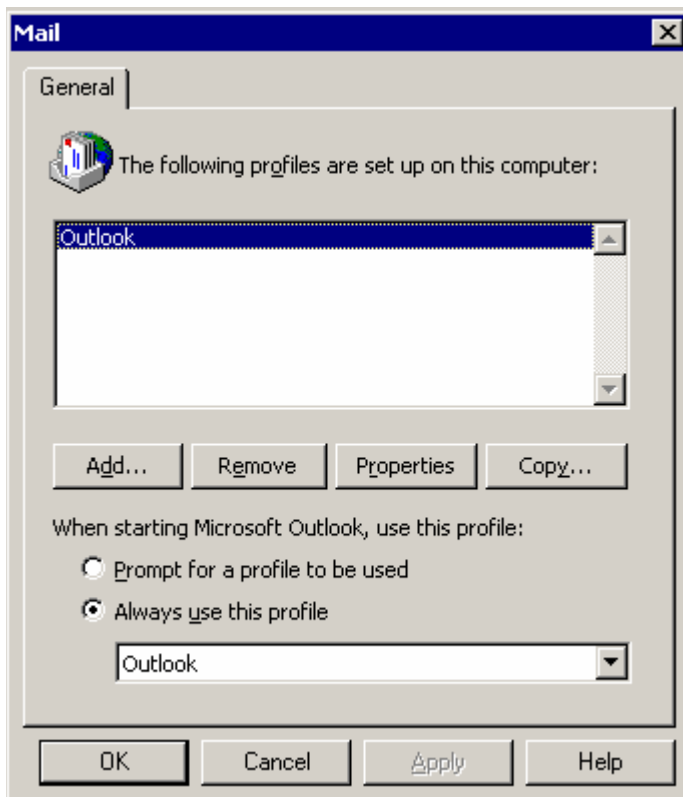


3. Click the Mail Configuration Icon

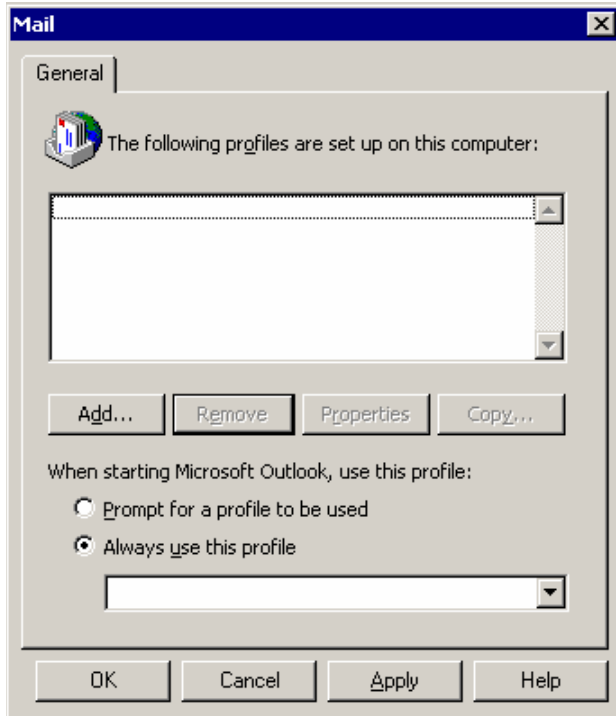
4. Click on the Show Profiles... Option



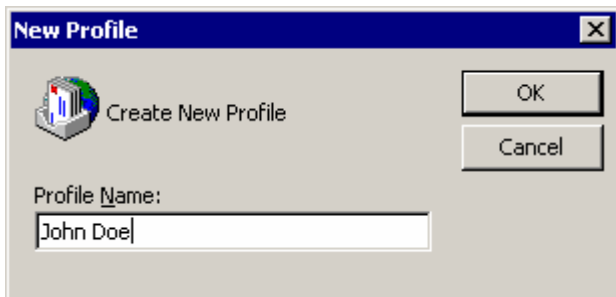
5. Select the Outlook Profile and the click Remove



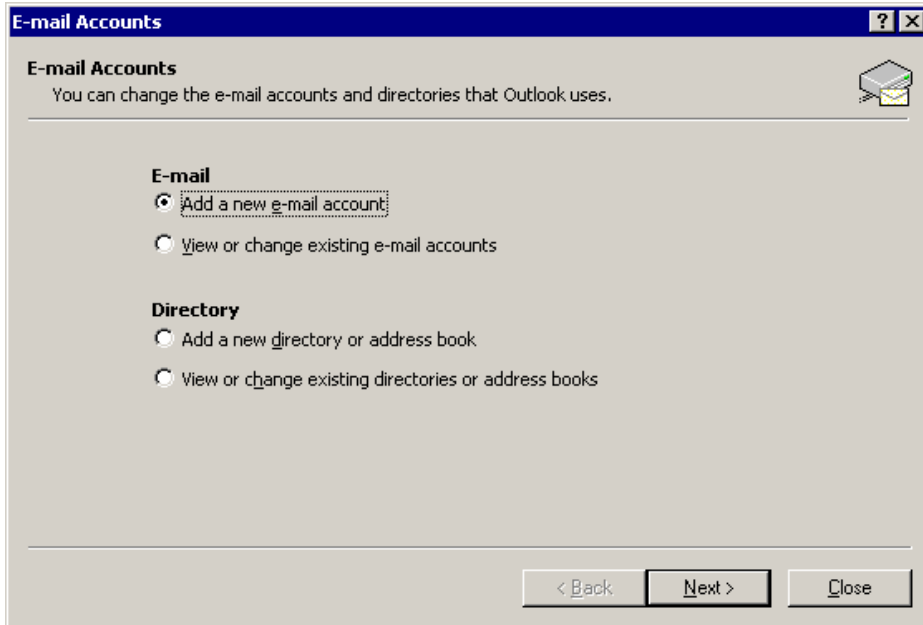
6. Click on the Add Button



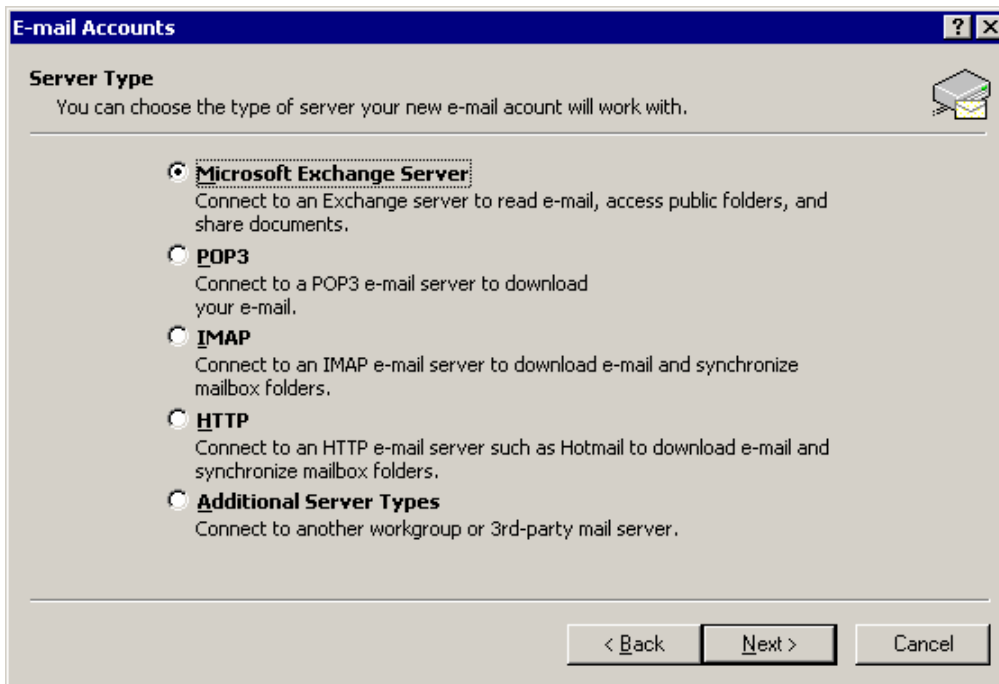
7. Type your "User Name" and then click on OK.



8. Select "Add a New e-mail account". Click Next




9. Select "Microsoft Exchange Server", click Next.



10. In the "Microsoft Exchange Server" line, type the name of the server that is the same as your desktop. (e.g. OAKMSG42)

E-mail Accounts [?] [X]

Exchange Server Settings 

You can enter the required information to connect to your Exchange server.

Type the name of your Microsoft Exchange Server computer. For information, see your system administrator.


Microsoft Exchange Server:

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.

User Name:

11. In the "User Name" field, type your name exactly as it is in your desktop and then click "Check Names". Then Click "Next".

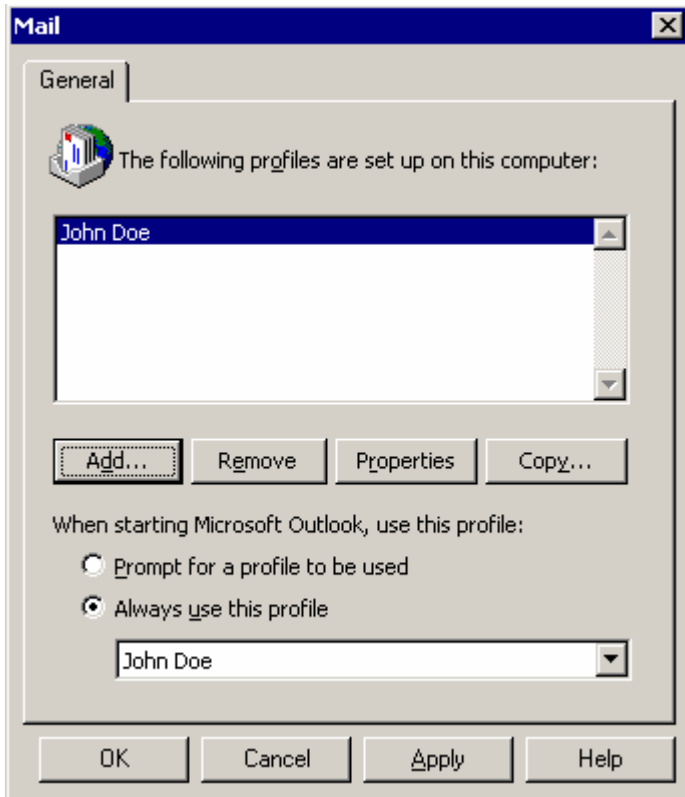
E-mail Accounts [?] [X]

Congratulations! 

You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.

12. Click "Finish".

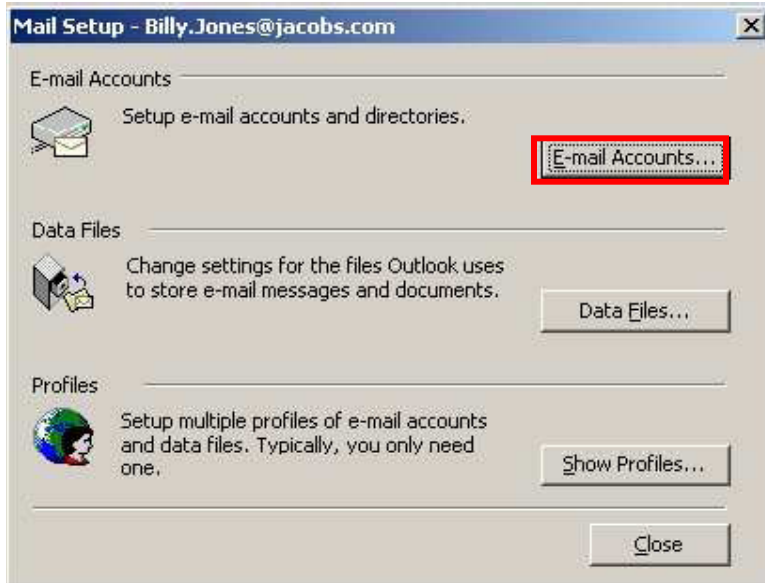


Please Note: When you send a message through Prolog, you will receive a message “A program is trying to access email addresses you have stored in Outlook. Do you want to allow this?” Please click “Yes”. You will then receive another message stating “A program is trying to send email on your behalf. Do you want to allow this?” click “Yes” again.

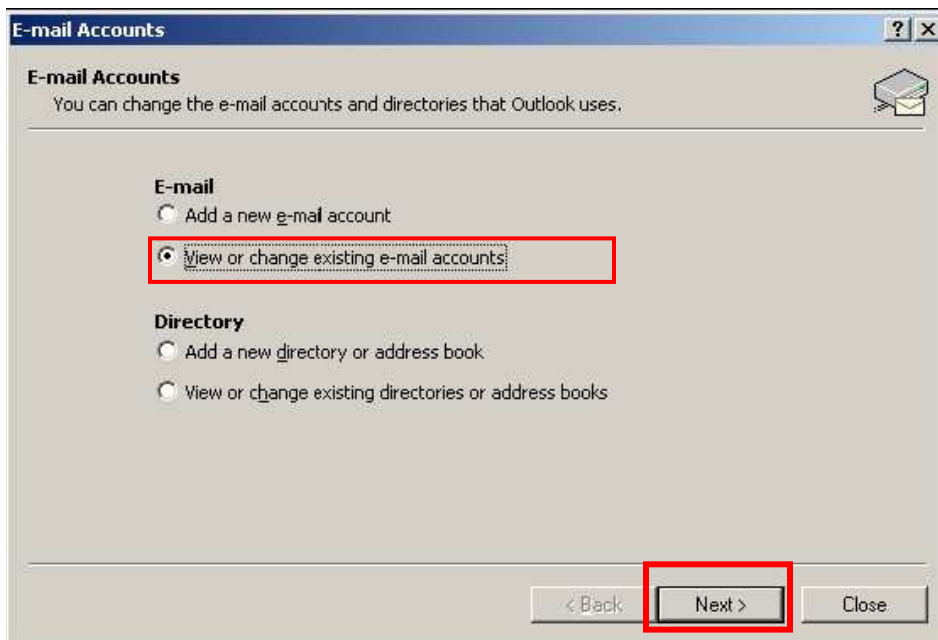
NOTE: You will always be asked these 2 questions, this is normal behavior, and is and is expected!!!

To properly configure your Prolog Email, you will need to know the settings for your email on your local desktop.

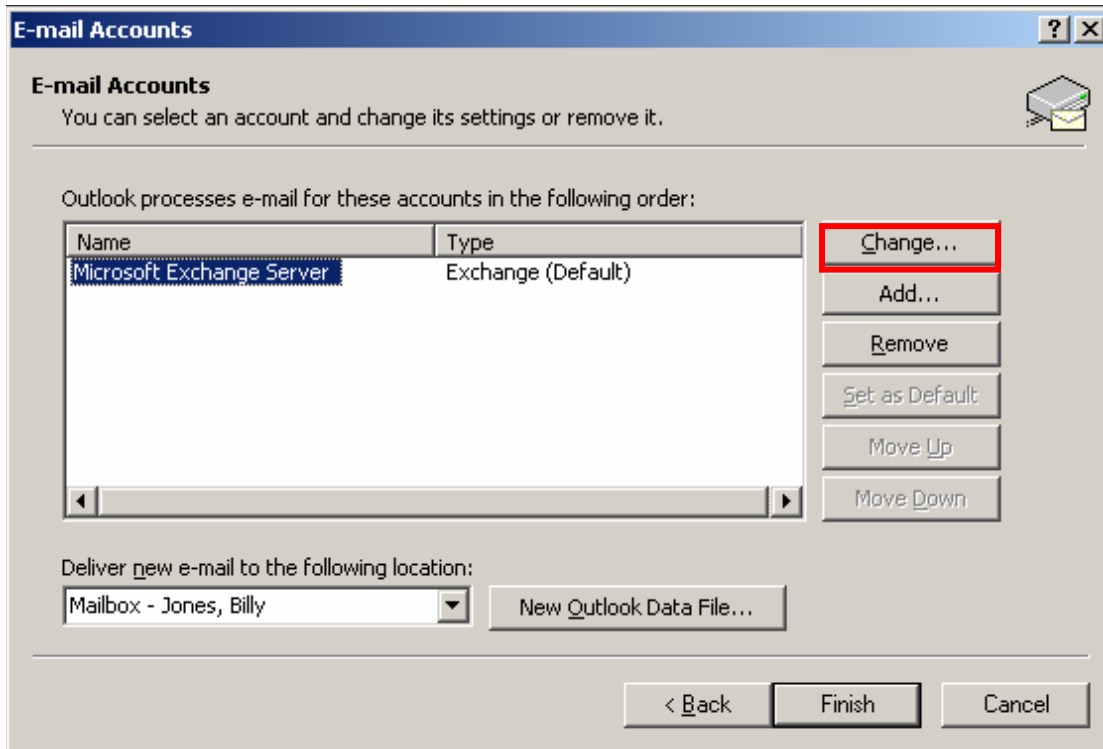
1. On your local desktop, BEFORE you log into Citrix, click on Start>Settings>Control Panel.
2. Click on the Mail icon. A panel will pop up like the screenshot below
3. Click on the E-mail Accounts button.



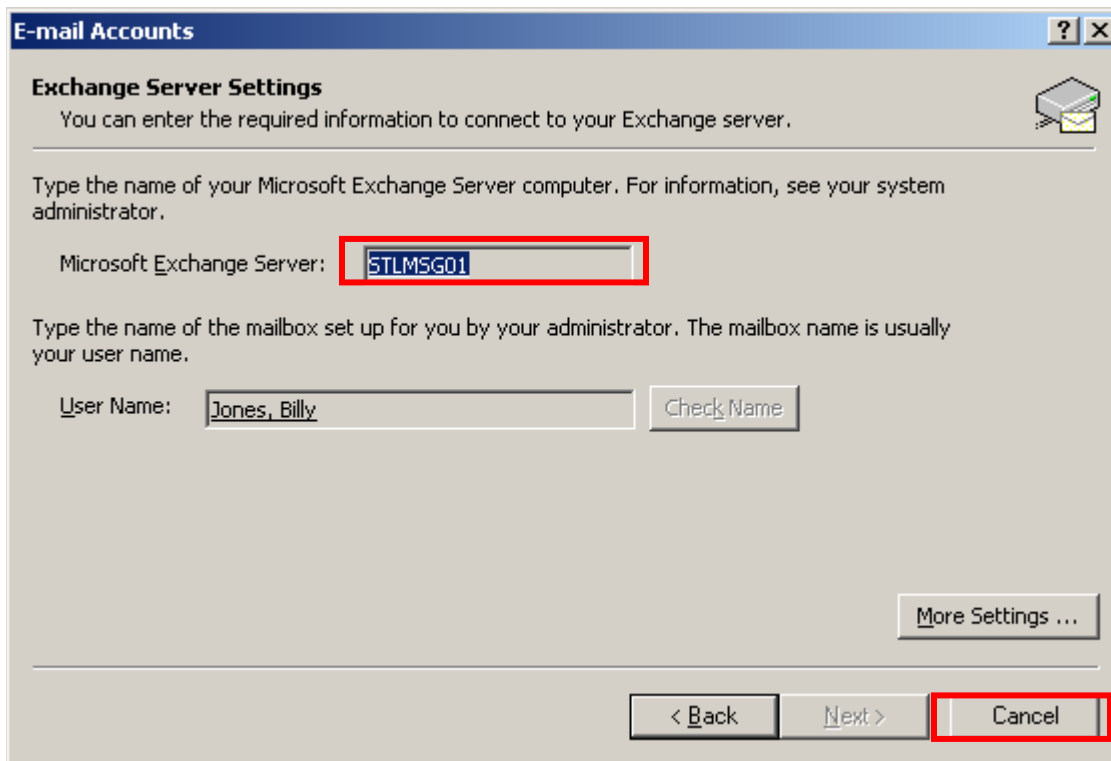
4. Select "View or change existing e-mail accounts" and click Next.



5. Click on the "Change" button.



- In the "Microsoft Exchange Server:" field is the name of your E-mail server. Write this down so you have the name when you log into Citrix. Also, write down your name exactly as it is in the user name field so you can enter it into your Citrix Email setup.



- Please select Cancel to exit the interface.

Email Setup – Users without a Jacobs Email Account

1. Log into Citrix using <http://prolog.jacobs.com>.
2. Follow the instructions as from CITRIX environment until bullet 6
3. Please name the profile "Outlook", click OK.
4. Click "Add email account", click "Next".
5. Click "Microsoft Exchange Server", click "Next".
6. In the "Microsoft Exchange Server" line, type the OAKMSG42.
7. In the "User Name" field, type "Prolog E-mail" and click "Check Names". Select **Prolog E-mail US**.
8. Click "Finish".

Please Note: When you send a message through Prolog, you will receive a message "A program is trying to access email addresses you have stored in Outlook. Do you want to allow this?" Please click "Yes". You will then receive another message stating "A program is trying to send email on your behalf. Do you want to allow this?" click "Yes" again.

NOTE: You will always be asked these 2 questions, this is normal behavior, and is and is expected!!!

Things to keep in mind:

Prolog email functionality for the Generic Prolog E-mail accounts is OUTBOUND only. If anyone attempts to reply to an email sent from within Prolog Manager or Prolog Website, the email will be "Bounced" by the Jacobs email servers. This is done to keep email use to a minimum so that the system does not get "bogged down", and to limit the amount of downtime the email server may incur.

The Microsoft outlook client is available, however, even if open, you will not be able to receive email.

All Prolog Manager users share an email account, therefore, it's important that you include your name in the body of the email so the receiver knows its source of origin.