

Outlook Web Access (OWA) Quick start user guide

Introduction – what is OWA?

Outlook Web Access (OWA) is a web version of the Outlook system that we use in CCC. You can use it to log into your standard* CCC email remotely (i.e. from your home PC or another non-CCC PC).

It is simple to use and does not require you to install anything on the PC. You do however, need to log into the system with your CCC remote access keyfob, in order to keep your email secure.

If you just need to view your emails and calendar you may find that OWA is a quicker than using the full remote access system.

***Please note:** it is **not** possible to access GCSx email accounts through OWA.

Logging in

1. Type: www.cambridgeshire.gov.uk/help/remote – this will take you to the remote access portal.
2. Click on the **Remote access desktop** link
The following message will display:

WARNING !

You are about to access a system operated by Cambridgeshire County Council. You must be an authorised user and act within CCC guidelines to use this system. Use of this computer may be monitored and/or recorded for lawful purposes.

Unauthorised access or misuse of this system is prohibited and may be a criminal offence under the Computer Misuse Act 1990. If you are not authorised to use this system or are unsure, please terminate this session now.

For any further information or advice on authorisation, please contact the Business Support Helpdesk on 0300 126 7333.

Proceed

Decline

3. Click the **Proceed** button.
4. In the next box that appears (shown below), type in your user name, e.g. aa123 followed by your normal network password.

Welcome to the
CCC Remote Access System

Username Please log in to access the CCC Remote Systems.

Password

Normal login ID
e.g. aa123

Your normal **network password**

5. The following box will appear. Input your 4 digit PIN number followed immediately (no spaces) by the number generated when you press your keyfob button.



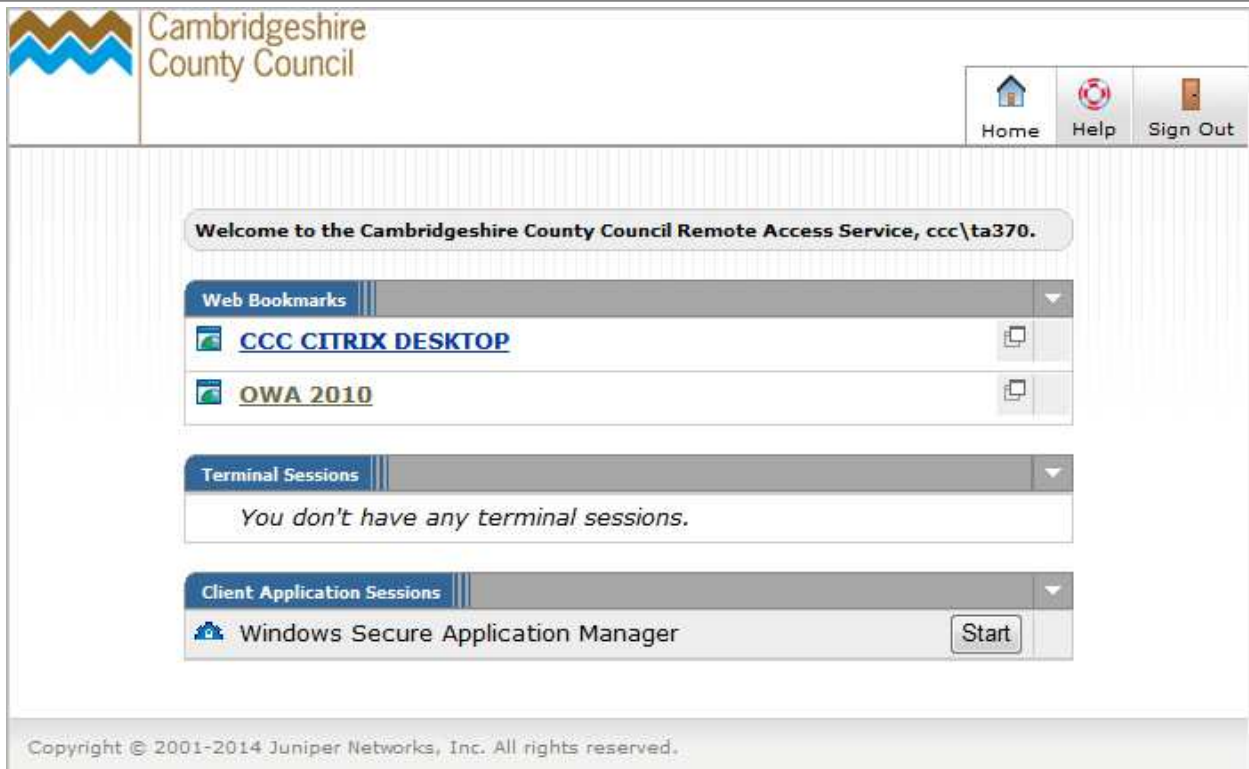
Cambridgeshire
County Council

Welcome to the
CCC Remote Access System

Please Enter your PIN and Fob Code

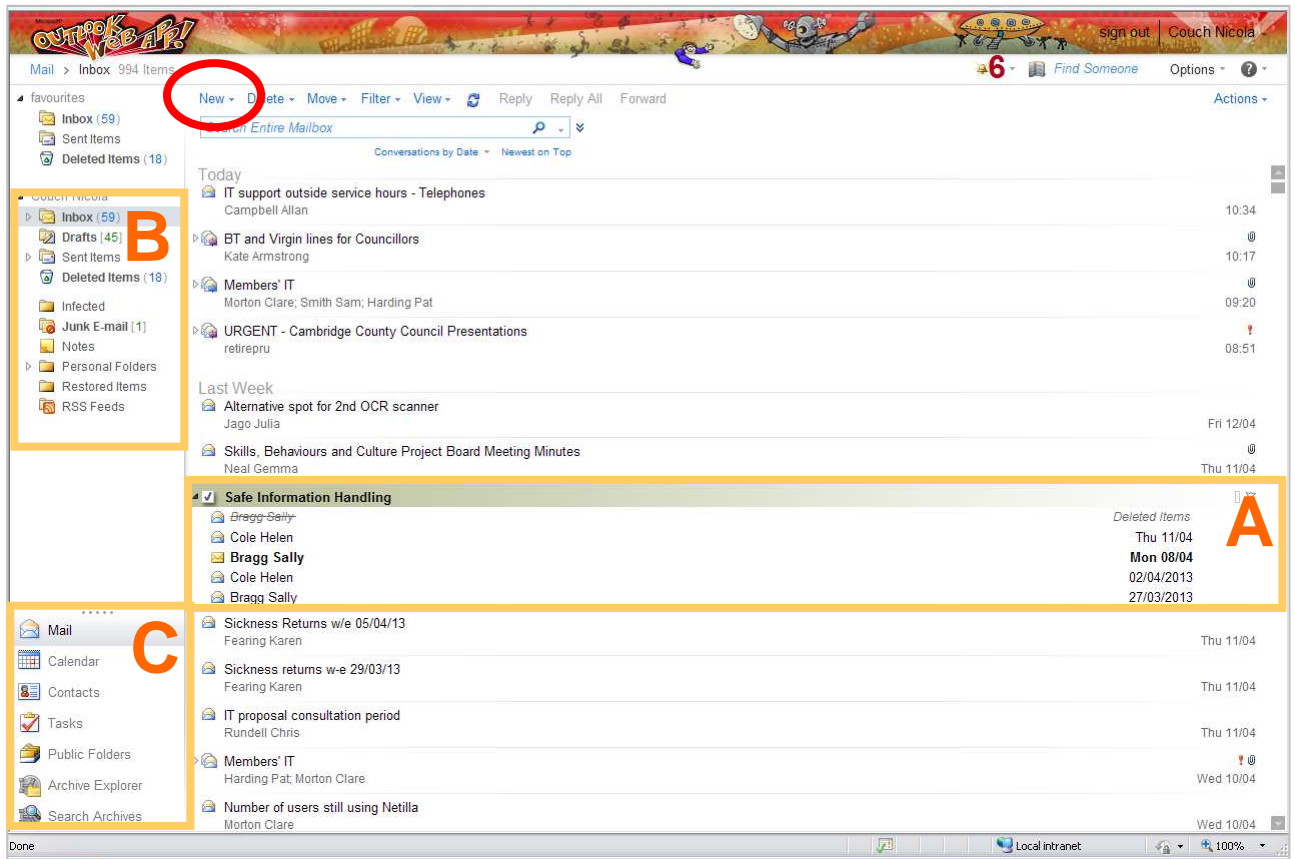
Your **PIN and fob number**

6. Click the **Log In** button. You will be presented with the following menu, which may have more options on it. Click the OWA 2010 link.



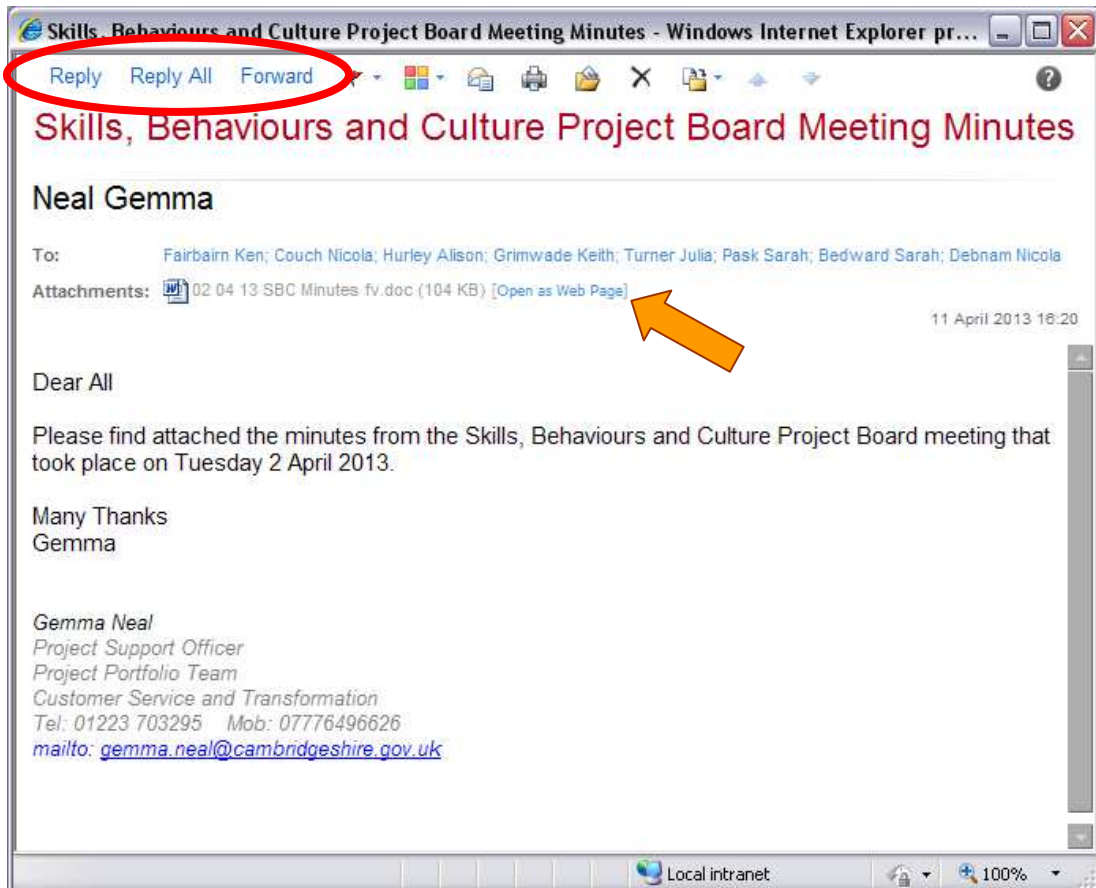
7. Your email inbox will open, with your emails listed in the large panel.

- **Double click** individual emails to open them.
- Multiple email threads are displayed as one entry in the list. When you double click the entry, it expands to show all messages in the thread. An expanded message group is shown in the area highlighted 'A' below.
- To create a new message, click the **New** link, shown circled below.
- Your folders are listed in the panel on the left hand side (highlighted 'B').
- Your calendar, contacts etc can be viewed by clicking the links in the left hand panel, highlighted 'C'.

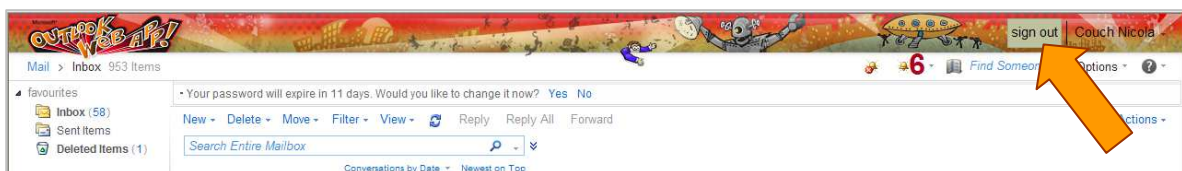


8. The screen shot below shows an open email. To reply to or forward the message, use the links at the top of the window, shown circled.

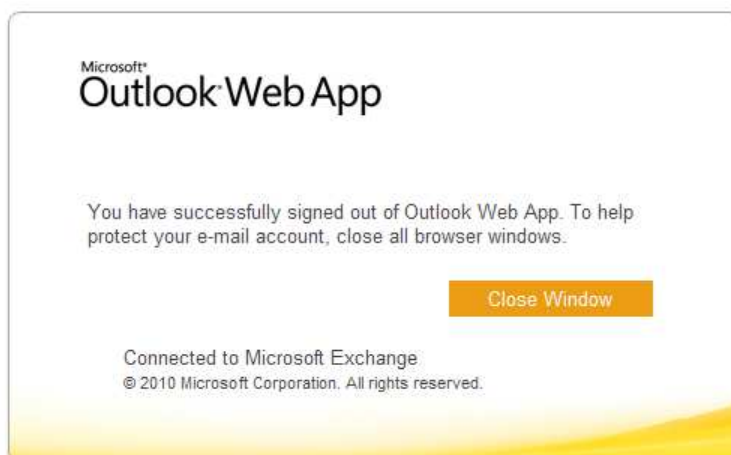
Attachments can be read in web format, by clicking the link indicated by the arrow. **Please note that attachments cannot be saved or forwarded.**



9. When you have finished using OWA, sign out by clicking the **sign out** link in the top right corner (indicated in the screenshot below, by the arrow).

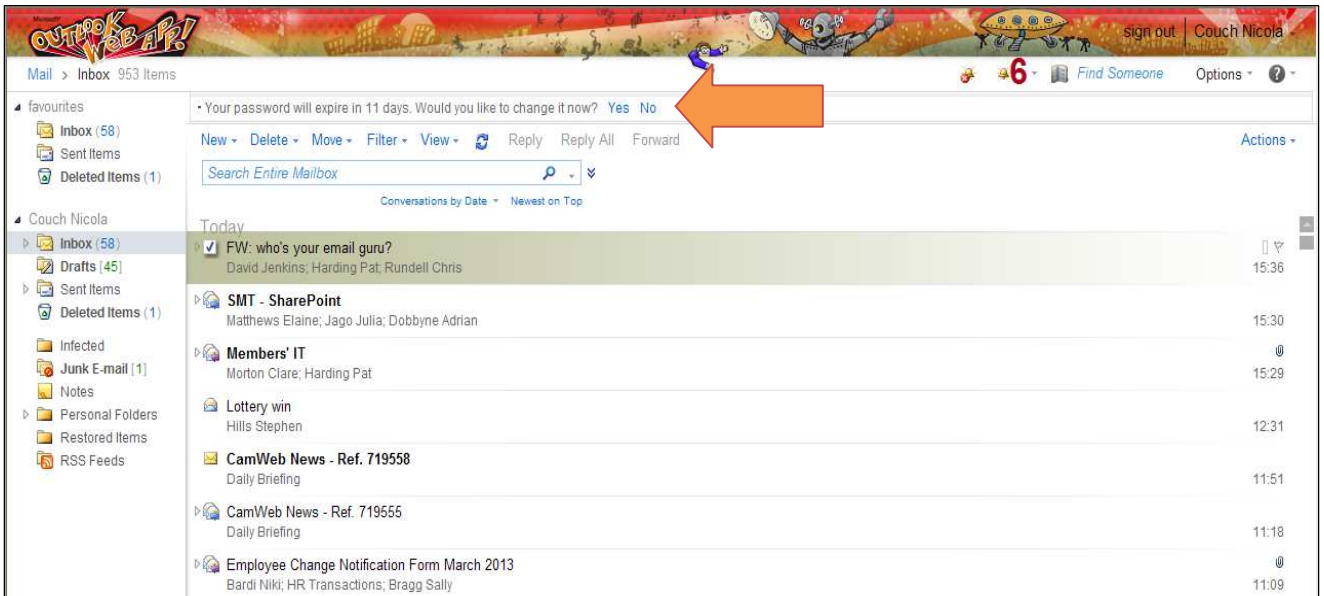


10. The following message will appear. Click **Close Window**.



Expiring Passwords

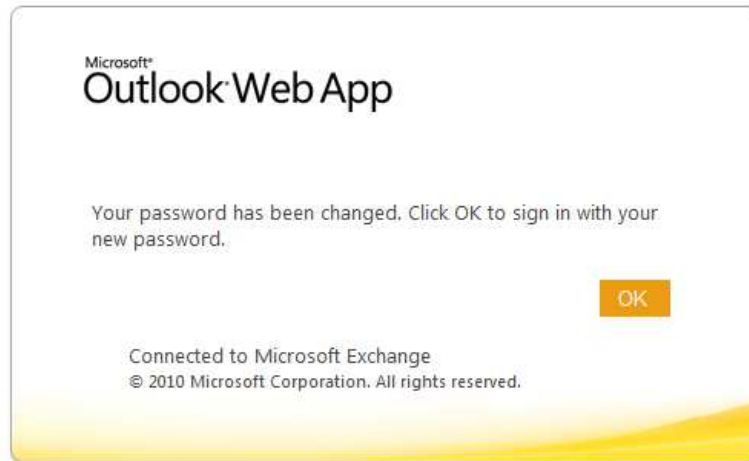
- When your password is approaching expiry OWA will display a warning (in the area indicated by the arrow below) and you will be given the option to change your password. You may choose to do so straight away or wait until nearer the expiry deadline.



- If your password has already expired you will be forced to change it at your next OWA login and before you can access your mail. The following dialogue box will display when you try to login:

A screenshot of the Microsoft Outlook Web App password change dialog box. The title is "Microsoft Outlook Web App". Below the title, it says "Change Password" and "Your password has expired and you need to change it before you sign in to Outlook Web App." There are four input fields: "User name:", "Current password:", "New password:", and "Confirm new password:". A "Submit" button is located at the bottom right of the form. At the bottom of the dialog, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

1. To change the password, input your user name, current password and a new password of your choice (between 7 and 12 characters long, at least one upper-case letter and at least one number).
2. Click the submit button and the following confirmation message will be displayed.



3. Click **OK**. You will then be asked to login again with your new password.