Office of Information Technology
How-to series
platform: Windows and Macintosh
audience: faculty, staff and students

Philadelphia University

Information Technology

Outlook Web Access (E-mail)

For new members of Philadelphia University using Microsoft Outlook Web Access 2003
on a computer with Macintosh O/S using Safari Browser
or a computer with Windows O/S using Internet Explorer

Requirements

- a personal computer connected to the internet (through your internet service provider)
- Apple Macintosh O/S using Safari Browser **-or-**
  Microsoft Windows O/S using Internet Explorer (version 6 or above)
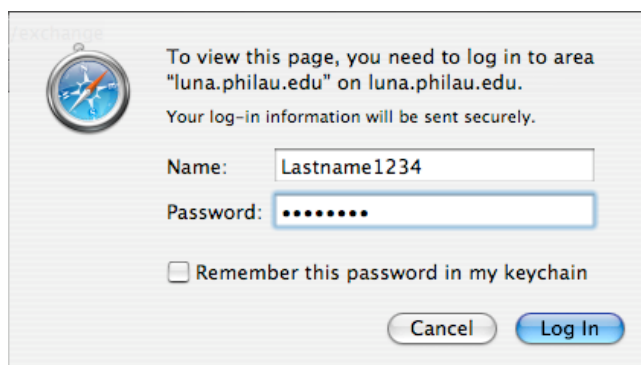- a Philadelphia University network account and password

Logging In

1. You must have a Philadelphia University network account in order to log on and use Outlook Web Access. This is the same account name as is assigned for WebAdvisor.

   - **Student User names are typically a student's last name, followed by a 1-5 digit number.**
   - **Faculty and Staff User names are typically his/her last name, followed by the first initial.**

   If you are unsure of your User name or Password, please visit the Technology Help Desk on the 2nd floor of Search Hall. Or, e-mail HelpDesk@PhilaU.edu or call 215-951-4648.

2. Make sure you are at a computer and connected to the Internet or network. You may optionally log in to any lab computer on our campus.

3. Launch your web browser – Safari for the Macintosh, or Internet Explorer for the PC.

4. In the address bar, type: http://mail.philau.edu and press <enter>.

   - **New Student passwords are his/her six-digit birthdate. (Ex: 122590 = Dec. 25, 1990.)**
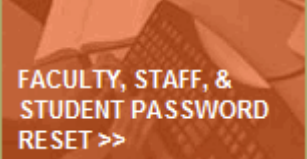   - **New Faculty and Staff members have a password of 'philau'.**

   > Please note: If you have already accessed a lab computer or WebAdvisor, your password has already changed! Please try your existing password if you run into trouble.
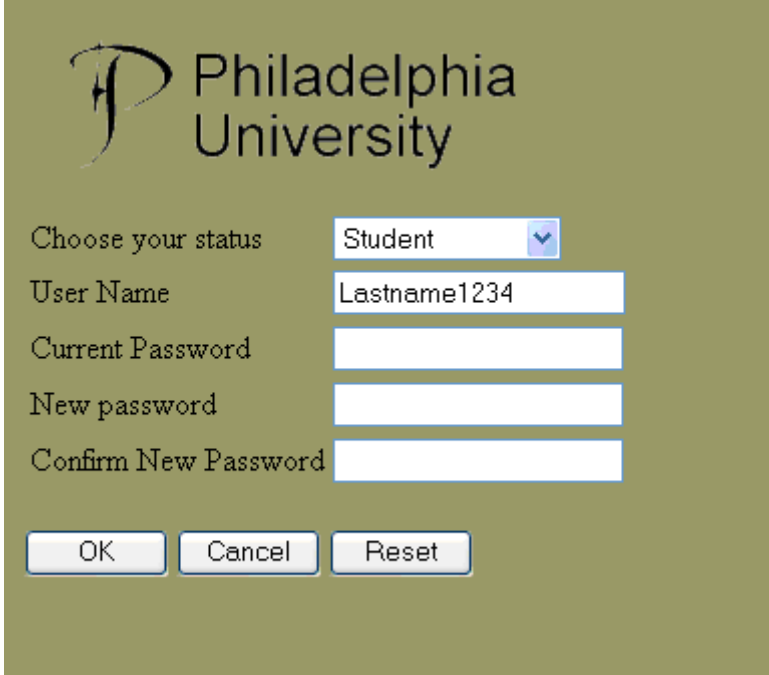

5. In the dialogue box, type your User name and Password as directed. Click "OK" or "Log In."

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Password Issues

If you continue to have trouble with your username or password, visit the Technology Help Desk on the 2nd floor of Search Hall. Or, send e-mail to HelpDesk@PhilaU.edu or call 215-951-4648.

	FACULTY, STAFF, & STUDENT PASSWORD RESET >>	For password changes, you now can change your password at our OIT web site. Please visit http://www.philau.edu/oit and click on the Faculty, Staff and Student Password Reset link, located in the Orange box to the right-hand side.

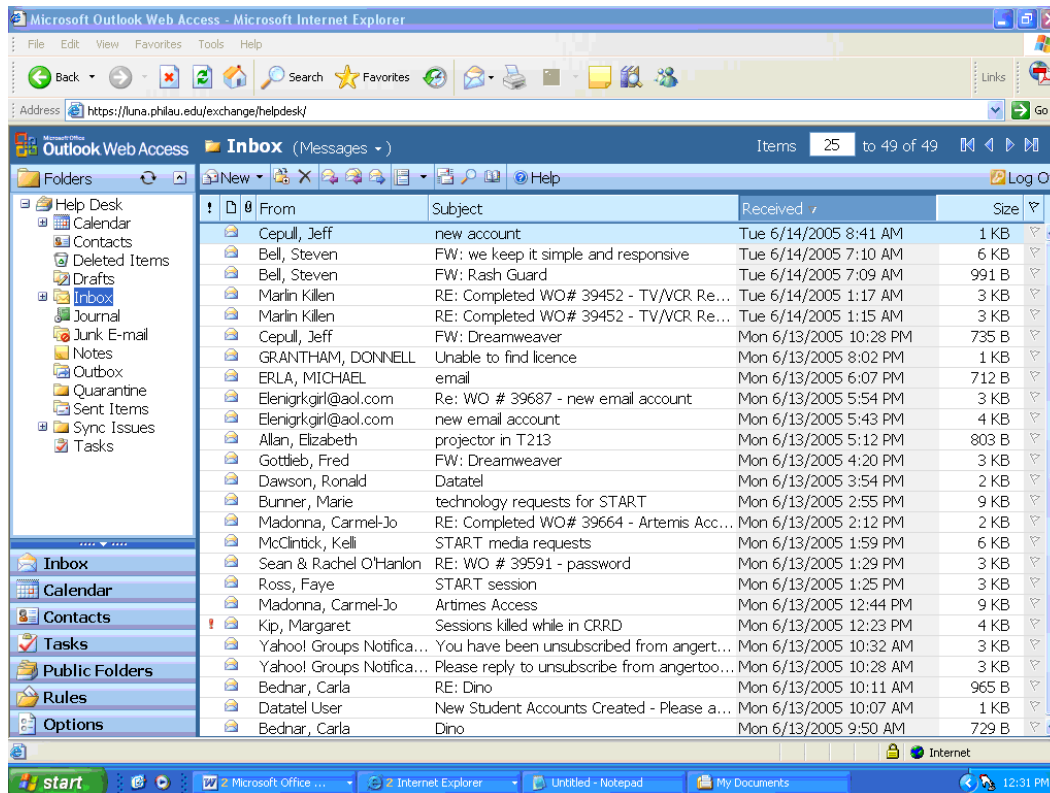## First time access should show this web page:

6. If this is your first time logging in, a webpage will open at this point (see above) where you will see a message that your password has expired. By default, the first line will say Student; *if you are Faculty or Staff, simply pull down this menu to choose* "Faculty or Staff."

7. At the third line, the Current Password is the password that you typed to get to this screen.

8. For the fourth and fifth lines, you are to type a new password. Please make sure that your new password contains six or more characters. You can not use any of the previous three passwords chosen for this account.

9. Once you have typed all the appropriate information, please click OK.

A note about passwords:
Please be advised that this password change will affect WebAdvisor, **Library Databases, Help Desk Self-Service and other network resources.** It will NOT change your Blackboard password at this time. The Blackboard password currently never changes, so it will still be the original default password until you elect to change it.

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E-mail Inbox

When you log in, you'll see a window displaying your Inbox:

To read a message	1.	**In Windows:** Double-click anywhere on its line -**OR**- **In Mac O/S:** Single-click anywhere on its line

To create a new message	1.	Click the New button
	2.	Type an internet email address into the "To" field, or click the To button to search the University's global address list
	3.	Type a subject and text in the body of the message
	4.	Click the Send button

| To view folders	1.	**In Windows:** Click the down-arrow next to Folders.
	2.	Click plus sign to expand folder
	3.	Click on folder name to view contents
	4.	Right-click on folder name to manage folders
		-OR-
	1.	**In Mac O/S:** Click the Folders button on the left.
	2.	Click on folder name to view contents

To retrieve new messages	1.	Click the "Check for New Messages" button on the toolbar.
	2.	**In Windows only:** This new version of OWA will notify you when new mail is delivered. Leave your OWA browser window open in the background, then click on the notification to read new message.
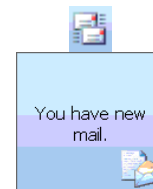
To select multiple messages	1.	**In Windows:** Hold down the <control> key and click to select messages individually; you may hold down the <shift> key and click the first and last message to select a range of messages together.
	2.	**In Mac O/S:** Click inside the check-box next to each message you wish to select.

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## New Features in OWA 2003 for Windows:

(* denotes the feature as also available in Mac O/S)

- Spell-check feature proofreads your e-mails for any spelling errors.
- * Custom signatures for your e-mail tags
- Customizable colors for viewing your e-mail account

  Advanced features available only with Internet Explorer version 6 & above:

- * Access and use personal distribution lists stored in your Contacts.
- * Change default address lookup to your personal Contacts rather than the global address list.
- * Access contacts and calendar items in public folders.
- Embed audio and video clips in messages
- Preview pane: Allows you to preview a message prior to opening it.
- Drag and drop functionality: Allows you to manage the messages within your mailbox by providing the ability to move documents between folders within the mailbox.
- HTML text editing: Provides you the ability to change font size, style, and color within the browser when sending or replying to messages.
- Right-click menu options: Provides easy management in the folder hierarchy.

Logging off

Important! When you're finished with your email, don't forget to close your connection to the server by clicking the Log Off button at the far left side of the standard toolbar in your window. You must then close your browser window to complete the log off process.

Finding Help

OWA 2003 includes numerous useful help files. Click on the Help link on the toolbar for information on any Outlook Web Access procedure. When working in a small browser window, it may be necessary to scroll to the right to see the Help button.

You can also find help about Outlook Web Access, as well as many other topics, by browsing to our Technology Help Desk Self-Service site at http://helpdesk.philau.edu at any time. Your network password is required, and your password *must be changed from the default password* in order to access this site.

If you have any comments or questions about the features or procedures found in this document, please feel free to contact the Technology Help Desk, located on the 2nd Floor of Search Hall. You may also send email to HelpDesk@PhilaU.edu or call the Technology Help Desk at 215-951-4648 (4OIT).