

Webmail access and helpful tips

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Purpose

This document is designed to assist and answer the most frequently asked questions by users to the migration to Microsoft Office 365 (Office 365) with regards to Outlook Web Access (OWA).

Examples used in this document

We have used examples throughout this document for usernames and email addresses

- Where email address is asked for, please enter your ANU email address.
- Where username is asked for please enter it in the format listed below

Uni-id@uds.anu.edu.au (for example u1234567@uds.anu.edu.au)

New Webmail client URL

Outlook Web Access (OWA) provides a web interface to your University email account. Microsoft's Internet Explorer is required for some of the more advanced features, but you will be able to use other web browsers such as Firefox.

To use OWA visit <http://outlook.com/anu.edu.au>

Login to Webmail

Your logon credentials for OWA are in the following format:

- User Name: for example u1234567@uds.anu.edu.au
- Password: your ANU password

Internet Security Products on a Personal Computer and Office 365 Webmail

If you are going to access webmail on a personal computer with an internet security product installed using SSL certificate management, you will need to disable SSL certificate management within the internet security application, otherwise you will not be able to login to webmail.

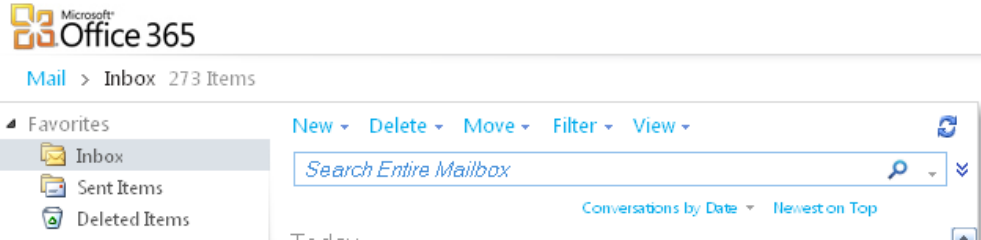
Limitation of the webmail interface.

When you log into Webmail you will only see one mailbox. To view other mailboxes you need to click on the name up the top right of the webmail interface and click open other mailbox enter the mailbox name and once done the webmail interface will switch to that mailbox.

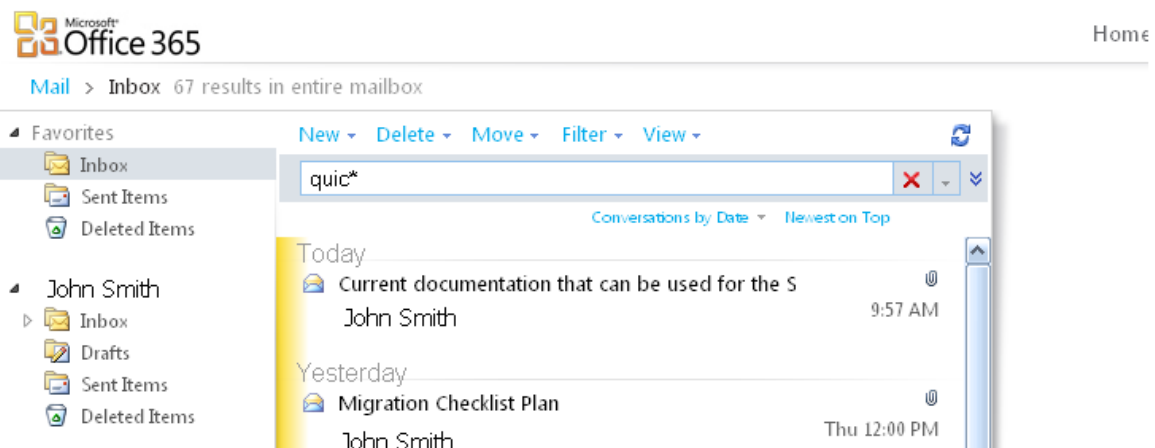
For step by step instructions on this please refer to the user guide for – How to access functional mailboxes in webmail and portable devices.

How to search the entire mailbox within Webmail

There is a specific format that webmail uses to search for an email.



In the **Search** field within Webmail you can type in your search string using a wildcard. The search string **must** be in the format of a prefix search—for example **quic*** when looking for quick.



Searching from within webmail starting with a wildcard—for example ***uic** when searching for quick—will return no search results.

