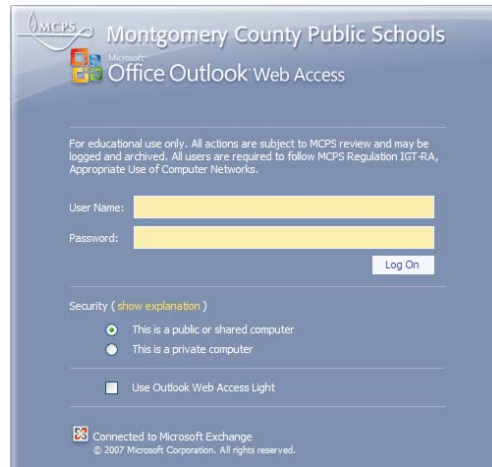


Outlook Web Access on Exchange 2007 FAQ's

Q: Why does the Outlook Web Access login page look different?

A: This is the login page for the new Microsoft Exchange Server 2007 Outlook Web Access.



Q: Is this a new account? Will I lose anything?

A: This change is due to an upgrade of the MCPS Enterprise Exchange Servers, not a brand new account for you. Your page will look different, but you will not lose any emails or other files.

Q: Has the URL for OWA changed?

A: No, you will use the same URL: <http://webmail.mcpsmd.org>

Q: What is the difference between Outlook Web Access Premium and Outlook Web Access Light?

A: Outlook Web Access Light is best for those with slower Internet connections. The Light client provides fewer features and is sometimes faster.

Outlook Web Access Premium offers additional features. The most features can be found when using Internet Explorer 6 or later.

Q: Why does the login page want to know if I'm on a public or private computer?

A: These settings help to protect your privacy and security.

Always log off of OWA and close the browser before you move on to a website that might not be secure.

Never disclose your password to anyone. With your account name and password, they will have access more than just your email.

Q: What options do I have with the Spell Check?

A: If you are in OWA Premium, you will now have the Spell Check button to set your spell check options:

1. In the Navigation Pane, click Options.

2. Find the Spelling Options section.
3. Don't forget to click Save and Close to save your changes.

Q: Where are my Public Folders?

A: Public folders can be viewed in Outlook Web Access Premium. In the Navigation Pane, click Public Folders. A new window will appear with all available public folders. If you are using IE, you may have just selected the OWA Light option when signing in. To switch to Premium, log out of OWA and deselect Use Outlook Web Access Light option when you log back on.

For Mac users, please contact the Help Desk for information on how to view Public Folders.

Q: Can I open files and folders using Outlook Web Access?

A: You can open files and folders such as your home directory using Outlook Web Access while you are away from the office. Please contact your ITSS for assistance on accessing documents using Outlook Web Access.

Q: I am using Internet Explorer to access my mailbox. Every time I log in I get OWA Light instead of the full version. Why?

A: Make sure you have not checked the box to use Outlook Web Access Light on the login screen. After logging in, click on Options (top right corner), then click on Accessibility. Uncheck the box that says "Use the blind and low vision experience." Click save (top center of the screen). Logoff of Outlook Web Access. When you log back in, you should get the full version of Outlook Web Access.