



Outlook Web App (OWA) Frequently Asked Questions (FAQ)

What is Outlook Web App (OWA) and what is Exchange?

- **OWA** is Microsoft's web-based email, calendar, meetings/appointments, contacts, address book, and tasks software program.
- **Exchange** is the name of the server where Outlook information is stored. Exchange provides the back-end technical support that allows much of the additional functionality and security with OWA.

When will I get my email account and how will I be notified?

Your department's management and logistics will determine when you get your account and how you will be notified. You will be given your email address and a default password to use to log in.

Will training materials be available to review before my mailbox is migrated?

Yes. Go to the City's Intranet site: <http://citynet.phila.gov/dot/?outlook>.

What is my email address?

In most cases, your email address will be in the following format: firstname.lastname@phila.gov

Because email addresses must be unique, if you have the same name as someone else, e.g., John Smith, a middle initial may be need and inserted as follows: firstname.i.lastname@phila.gov

How do I access my email account?

You will access your email Outlook Web App using a computer or personal device. The web address (or URL) to access your email is: <https://mymail.phila.gov>

How do I log into my email account from outside of CityNet (e.g., at home) or on my personal device?

You will enter your username (the firstname.lastname of your email address) and your password.

Note: your user name does not include the extension '@phila.gov'

E-mail address:

Password:

Some departments require a prefix before their username, e.g., PSNET\firstname.lastname

* Some departments require a prefix before their username, e.g., PSNET\firstname.lastname

The first time you log in, you will use a default password and will be prompted to change your password to something only you know. See the Password FAQ and Guidelines for information on passwords.

How do I Sign Out (aka Log Out)

It is very important that you sign out and close all browser windows when you are finished reading mail or need to step away from the computer. Signing out helps prevent someone else from using the computer to access your mailbox.

To Sign Out, click Sign Out (), click Close Window (), then click Yes to Close this tab?

Remember to sign out when you are finished working in your email account.

Will I be required/forced to change my password? How Often?

Yes. Every 90 days. You cannot reuse your previous 5 passwords.

What do I do if I forget my password or lock my account?

Call the Service Desk for either of these issues. Note: After 5 login failures your account will be locked.

Will I be logged out if I am inactive for a period of time?

Yes. You will automatically be logged out after 15 minutes of inactivity.



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You should log out of your email account if you are done reading or sending messages or, step away from the computer you are using.

Can I access my email account if I am outside of the office? How about at home?

Yes. You can access your email from any computer or personal device with Internet access.

OWA works on PCs and Macs. Supported web browsers include Internet Explorer, Firefox, Chrome and Safari. Note: You should always be using the current version of the web browser.

OWA does not require anything be downloaded or installed. You may receive prompts based on the browser configuration or a message from a pop up blocker.

What about pop-up windows and pop-up blockers?

Pop-up windows are additional browser windows that open automatically when you click a link or go to a Web page. Most of the time, these pop-up windows are advertisements. This has led to the implementation of pop-up blockers that prevent these additional windows from opening.

Some Web applications, including the Outlook Web App, use pop-up windows to provide information or functionality. Pop-up blockers prevent the full use of features such as the Find Someone feature on the toolbar and interfere with editing a response to a meeting request.

If a pop-up blocker affects your ability to fully use Outlook Web App, you have three options:

- Add the Outlook Web App address to the pop-up blocker's safe list.
- Temporarily allows Pop-Ups
- Use the light version of Outlook Web App. The light version doesn't rely on pop-up windows.

How much storage space do I have in my mailbox? (aka What is my Quota?)

The mailbox storage limits (or quotas) are:

General users	250 MB
Tier II users	350 MB
Tier II users	500 MB

Exceptions must be justified and are granted based on need.

How do I know if I am approaching my quota and what happens?

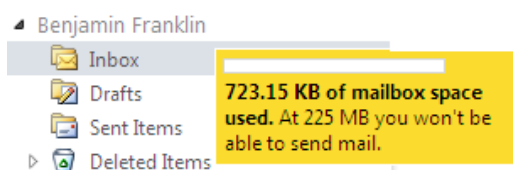
You will receive 3 automatic warning messages as follows:

- 1st when you have 50MB of space remaining. No functionality is impacted.
- 2nd when you have 25MB of space remaining. User will no longer be able to send mail.
- 3rd when you have 0MB of space remaining. User will no longer be able to send or receive mail.

When your mailbox reaches its limit:

- Anyone sending you email will receive a Non-Delivery Report email
- You need to delete or archive some existing content in your mailbox.

To see the current size of your mailbox, using the mouse, hover over your name. All mailbox items (email, calendar, etc.) are part of your mailbox size.





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Is there a limit on the size of emails that can be sent or received

Yes. Total message size is limited to 15 MB, including attachments

What happens if I send/receive an attachment that is too large?

If you try to attach more than 15 MB of attachments you receive the following message:



If someone sends you more than 15 MB, the message will NOT be received.

Will any types of attachments be blocked?

Yes. Any attachment that could potentially be harmful to the sender/recipient will not be able to be sent or received. This is generally based on the attachment's file extension, e.g., .com, .exe, .cmd, etc.

How long are messages stored in my mailbox?

Messages over 50 days old are automatically purged from your mailbox.

If there are messages you need to keep, you MUST archive them.

How do I archive messages I need to keep? How much storage do I have for Archives?

To archive a message, can move the message (or click and drag it) to one of your folders

You have 1 GB of storage for archives.

What do I do if I accidentally delete a message and want it back?

If you have not emptied your Deleted Items folder, move the message (or click and drag it) from the Deleted Items folder to one of your folders to get it back.

If you have emptied your Deleted Items folder, you can restore messages deleted within the last 14 days. Right Click the Deleted Items folder, select Restore Messages and follow the instruction to move the message(s) to one of your folders.

What about the shared mailboxes we currently use now?

Your department will determine if it will be maintained or phased out.

**** Note to Internet users ****

If you have Internet access, you email and Internet password will be the same.

When your email account is activated, your Internet password will be changed to the default password used for new accounts.

Once you log into OWA and change your email password, your Internet password will be changed as well.