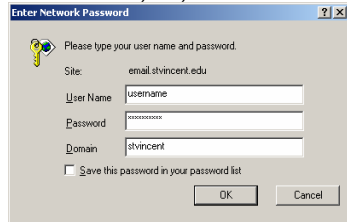


# Using Microsoft Outlook Web Access for your Saint Vincent E-Mail

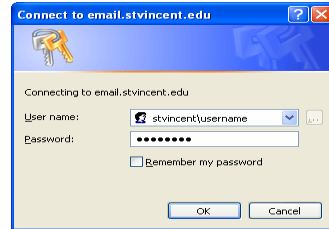
You can send and receive e-mail using Microsoft Outlook Web Access from almost any computer that is connected to the Internet. To do so, simply point your web browser to <http://email.stvincent.edu/>.

Depending on your Operating System you will be presented with the following log-in box:

## Windows 95, 98, ME & 2000



## Windows XP



## Mac OS X

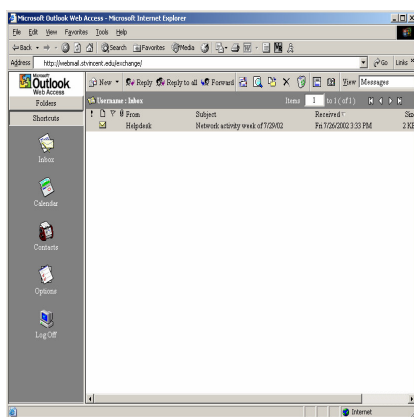


Enter your account information as shown to access your Saint Vincent e-mail account. Domain is **STVINCENT**.

### Note:

- Some users may not be able to access their e-mail with a temporary password. It may be necessary for you to log-in to a CAMPUS lab computer and change your temporary password, **before** attempting to access your e-mail.
- See other side of hand-out for known issues that could prevent you from receiving this log-in box or accessing your e-mail.
- **CAUTION!!!** When accessing your e-mail account from a publicly accessible computer, DO NOT check the "Save this password in your password list" box. If you do so, other people using that machine could read/send e-mail from your account.

After entering your username/password/domain correctly, you will be presented with your Exchange inbox:



Users familiar with Microsoft Outlook will recognize many of the features presented through Web Access.

Down the left side of the screen you will find two buttons **Folders** and **Shortcuts**. Clicking on **Folders** allows you to view your folder list. The **Shortcuts** button offers you icons that represent the following features:

**Inbox** - Displays your e-mail inbox.

**Calendar** - Displays a calendar feature you can use to schedule appointments, events, etc.

**Contacts** - Your address book, where you can store e-mail addresses and other info for relatives, friends, etc.

**Find Names** - Allows you to search for other users' e-mail addresses on the Exchange Server (aka Global Address List).

**Public Folders** - Can be used to access share/ public calendars and information

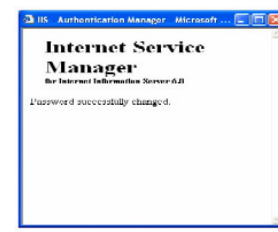
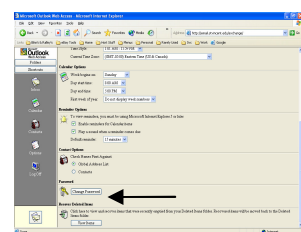
**Options** - Allows you to change e-mail options and enables you to change your password.

**Log Off** - Logs you out of Web Access (you must close the browser to completely log out of your e-mail account).

**Note:** It is highly recommended that you log off of your account and close the browser window. Not doing so has been known to corrupt accounts and prevent users from accessing their mail. It may also allow others to access your e-mail.

## Changing your password

Click on the **Options** → **Change Password** and follow the instructions. Domain is STVINCENT.



### Note:

- Temporary passwords can only be changed by logging in to a CAMPUS networked computer.
- We **do not** recommend selecting the "Remember my Password" feature in Outlook Web Access. Doing so could prevent you from gaining access to your mail when your password changes, because your browser is attempting to use the password you told it to remember. To resolve this you will need to clear all passwords from within Internet Explorer. To do this, click on Tools → Internet Options → Content → Auto Complete → Clear Passwords. You may also need to delete your cookies.

# **Saint Vincent E-Mail FAQ's**

## **Why can't I log in?**

### ***Are you an AOL subscriber?***

If so, AOL has known incompatibilities with Microsoft products and we utilize the Microsoft Exchange server for e-mail. A work-around for this problem: Once you have successfully connected to AOL's service, minimize the browser and launch another browser such as Internet Explorer or Mozilla Firefox.

### ***Do you have Netscape Navigator as your Internet Browser?***

The same work-around that we recommend for AOL subscribers should resolve this issue.

### ***Did you change your password recently?***

If so, make sure you followed the standard STVINCENT password criteria. Your password must be at least 6 characters and preferably something you have never used before. The system remembers your last three (3) passwords and WILL NOT let you reuse them. Attempting to do so will lock you out of your account and you will need to stop by our office to have it reset. Please visit our website for more information on accounts & passwords ([www.stvincent.edu](http://www.stvincent.edu)).

### ***Has your password expired?***

Be aware that your password expires randomly every 90-120 days. We recommend that you log into your network account from an on campus computer lab at least once every 10 days. Doing so will allow you to receive the message stating that your password will expire in **XX** number of days and ask you if you want to change it. You can wait until the last day to make the change if you like, however if you miss that day, your account will be locked out until the password is reset by us. *Please remember that in an effort to protect your interests, we **do not** accept requests to change passwords via telephone or e-mail. This request must be made in person and picture ID is required.*

### ***Do you have a Pop-Up Stopper installed?***

If so, this could prevent you from seeing the log-in window. Disable or override the stopper and see if that corrects the issue.

## **I'm in another country and unable to connect to the Saint Vincent Exchange Server, why?**

For reasons unbeknownst to us, many foreign ISP's prevent access to Microsoft server's. You may want to contact the ISP and ask if they offer another way to connect that would give you access. Your other alternative is to utilize a third party mail site that allows you to check mail from any server. We recommend <http://www.3wmail.com>. It is a very secure site that has been successfully utilized by many SVC students, faculty, staff and Benedictines while visiting abroad.

## **Where is the spell check?**

Unfortunately, the version of Outlook Web Access that we are licensed for does not include a spell check feature. If this is a concern for you, we recommend you type your message in Microsoft Word, spell check it, then cut and paste it into your e-mail message.

## **What if I prefer to use Outlook Express or some other mail client?**

To set up a POP3 or Internet E-mail account (this type of mail retrieval is not guaranteed or supported by SVC):

*On Campus:* POP & SMTP server names are **email.stvincent.edu** (Outgoing Mail Server Authentication required)

*Off Campus:* POP server is **email.stvincent.edu**

SMTP server is your ISP's (Internet Service Provider) mail server name

**Note:** Remember when your password changes, you will need to make that change in your mail settings.

For more information on Outlook Web Access and its features, we suggest visiting Microsoft's Outlook Web Access site at [http://www.microsoft.com/exchange/evaluation/features/owa2k3\\_55.msp](http://www.microsoft.com/exchange/evaluation/features/owa2k3_55.msp)

For additional support with accessing your e-mail, contact the Help Desk at 724.532.5100 x4357 (HELP) or [helpdesk@email.stvincent.edu](mailto:helpdesk@email.stvincent.edu).