

## Help Document Series: Using Outlook Web Access to access group mailboxes

*This document will walk you through connecting to group mailboxes using Outlook Web Access. This will allow you to check your e-mail from any computer, as long as it has an updated web browser and an active internet connection.*

### Step 1

When you have a web browser open, type

<https://exchange.clarku.edu/exchange/mailboxname>

“<https://exchange.clarku.edu/exchange/mailboxname>” into the address bar, substituting the name of the mailbox you are trying to access, and hit the **Enter** key.

### Step 2

When the page has loaded, you should see a login window with three subsections.

Microsoft Office Outlook Web Access

Security ( [show explanation](#) )

This is a public or shared computer

This is a private computer

Use Outlook Web Access Light

The Light client provides fewer features and is sometimes faster. Use the Light client if you are on a slow connection or using a computer with unusually strict browser security settings. If you are using a browser other than Internet Explorer 6 or later, you can only use the Light client.

User name:

Password:

Connected to Microsoft Exchange  
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If you have any questions, or require further assistance, please contact the ITS Help Desk at **508.793.7745** or [helpdesk@clarku.edu](mailto:helpdesk@clarku.edu).

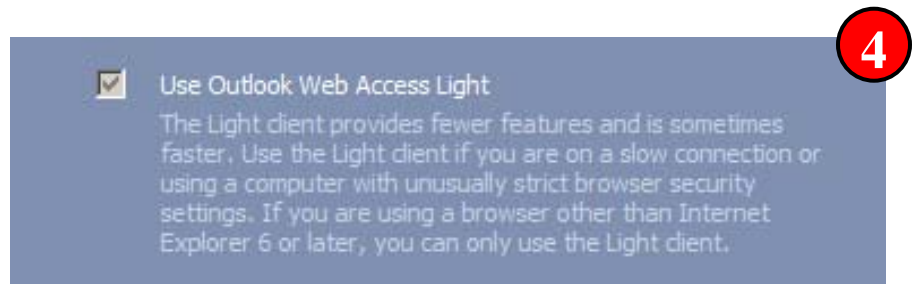
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**Step 3**

In the **Security** section, select either **This is a public or shared computer** or **This is a private computer** by clicking the radio button next to the name. The public option will log you out after a shorter idle period, while the private option has longer idle periods, and will remember your username (see Step 5) for the next time you wish to log on. Choose whichever you prefer.

**Step 4**

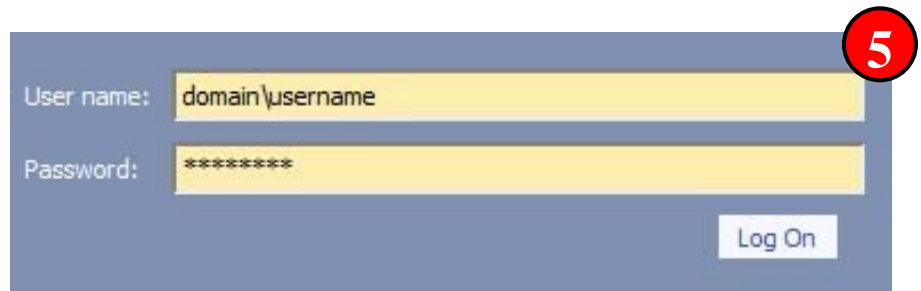
If you are using Internet Explorer, you will have the option to use **Outlook Web Access Light** or not. OWA Light features a simpler user interface, but loses some features, such as built-in spell check.



If you are using Firefox or Safari as your internet browser, **Use Outlook Web Access Light** will automatically be checked.

**Step 5**

Type "*DOMAINusername*" in the **User name:** text field, substituting your Clark Account domain ("students" for students, "clarku" for faculty/staff) and username. Type your Clark Account password in the **Password:** text field.



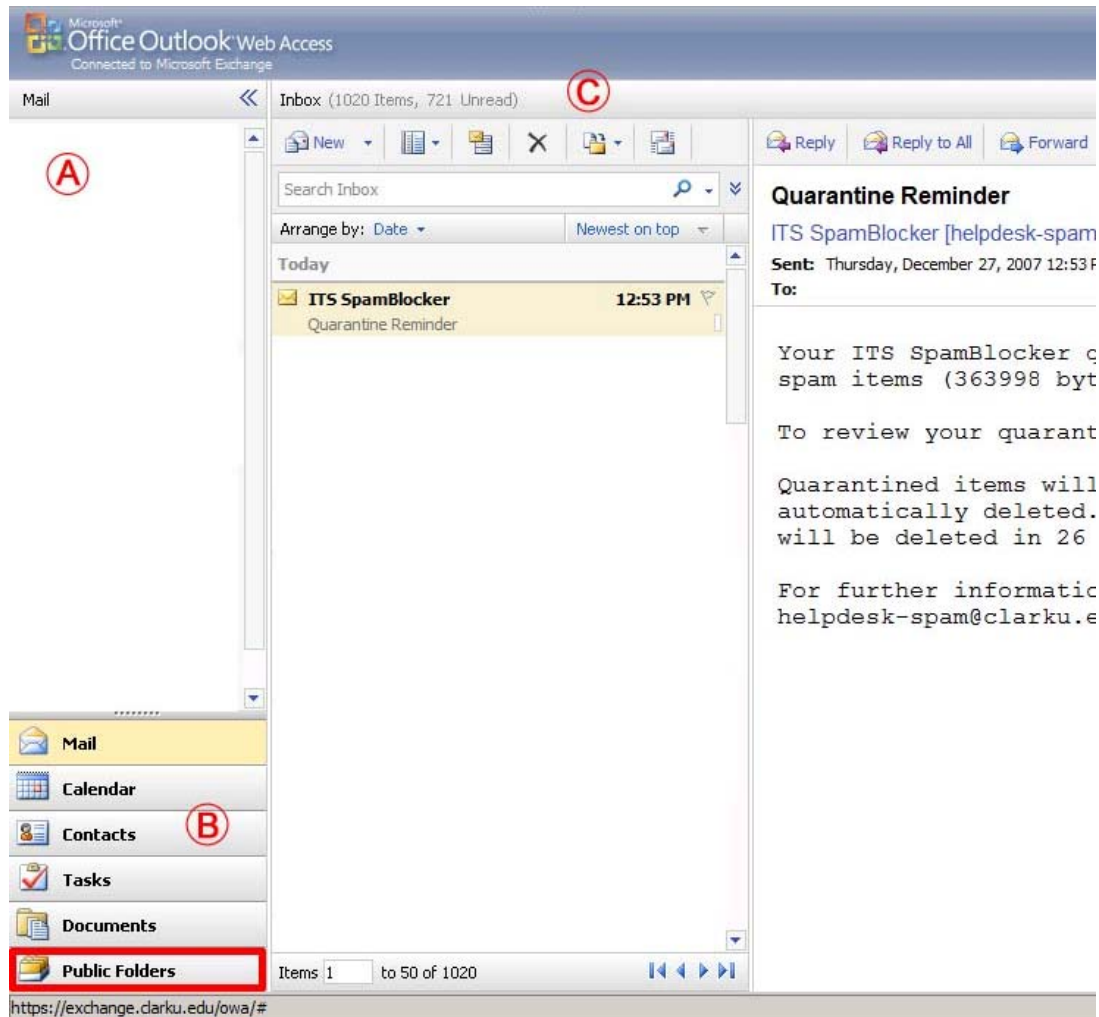
When you are satisfied with your settings, click **Log On** to connect to the mailbox.

The new Outlook Web Access has changed in look and function significantly. Please see the third page for more information on these changes.

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The new Outlook Web Access looks and feels quite a bit like the newer Outlook programs – if you are familiar with Outlook, OWA should seem familiar. Take a look at the picture below for a few immediate differences. Please note – if you are using OWA Light, this screen will look different.



- A. You will see all of the mailbox folders here. You will not have access to any extra mailboxes, but all of the subfolders will be there.
- B. You will have access to the mailbox's Outlook Calendar and Contacts, as well as any other Tasks or Documents set up in Outlook. You also have access to Public Folders.
- C. As in Outlook, you have an e-mail list and a preview pane, letting you browse your e-mail more easily.

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