

Microsoft Outlook Web

User Reference Guide

Microsoft Outlook Web App (OWA) provides access to your AGO Email account through an Internet Browser (e.g., Internet Explorer, Chrome, Firefox). OWA provides both Outlook Email and Calendar functionality.

Note: If you are running a pop-up blocker or personal firewall, you must “trust” this site in order for Outlook Web App to run properly. If you are running Internet Explorer, add this site to your “trusted sites” and allow Pop-ups from this site.

In order to access OWA, you will need to set up [Multi Factor Authentication](#) FIRST.

The instructions and examples provided are an overview.

Start your Internet Explorer browser and go to: <https://outlook.office365.com/>

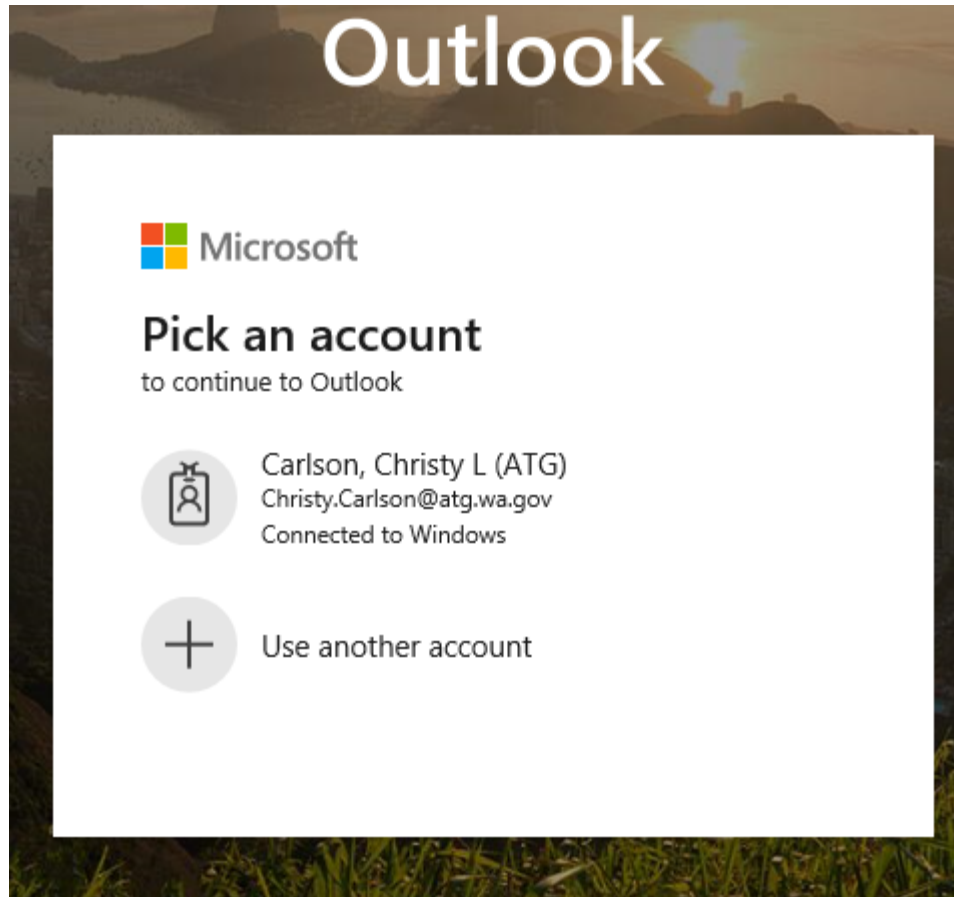
You may also access OWA by going to the AGO’s internet web site at <http://www.atg.wa.gov> and clicking on the AGO logo at the bottom of the page.

The first time signing into the Microsoft Outlook Web App, you will be presented with a logon box:

1. Enter in your AGO email address and click NEXT;
2. Enter in your AGO network password and click SIGN IN;
3. Check the box Don’t ask again for 30 days; and
4. Approve sign-in on the device you’ve set up Multi Factor Authenticator on.

You should now have access to your AGO email via OWA.

The next time you sign in (on the same device), the below login box will look like this:



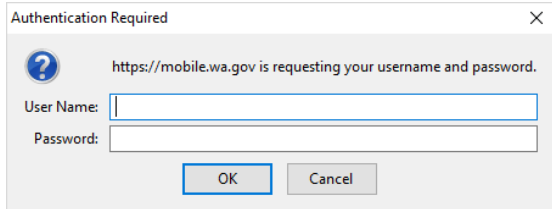
Just double click on your name and you will be directed to your AGO email.

Security Options: Select whether you are accessing Outlook Web App from a Public or Shared Computer (For example, an internet kiosk at the Airport or a computer in another office) or a Private Computer (your workstation at the office or your home computer).

OWA Security Options Continued:

- 🚩 **Public or Shared Computer Option:** Outlook Web App has new security features that protect your mailbox and user logon from unauthorized access. If you do not access Outlook Web App within a set period of time, Outlook Web App will automatically log you out and delete your logon information from the computer. However, you should still be careful to close the browser before you step away from any Public Kiosk or Computer in order to prevent unauthorized access to your mailbox.
- 🚩 **Private Computer Option:** This setting allows for a much longer timeout period and should only be used when you are logging in to Outlook Web App from your workstation in the office or from your computer at home.

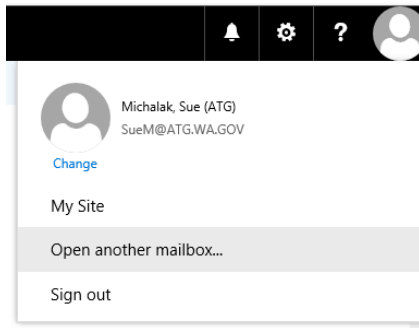
From inside of the AGO Network, the screen will look like this:



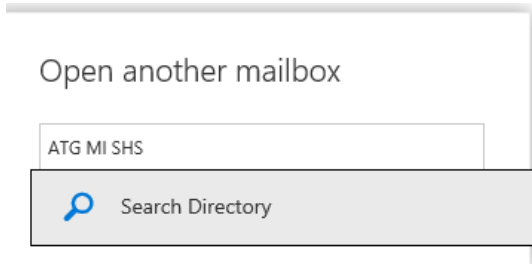
In the first box enter your DOMAIN\UserID (example: ATG\joaner). Do not enter your email address in this box. In the next box, enter your Network Password.

To open a Shared Mailbox in OWA (you must have appropriate permissions to open the mailbox)

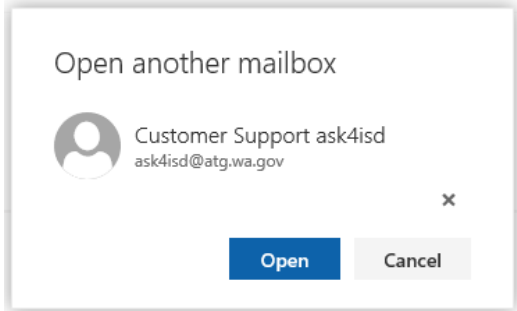
1. Sign in to Outlook Web App.
2. At the upper right hand corner of the Outlook Web App window, click the “Portrait” icon and select Open another mailbox



3. Enter the name of the mailbox that you want to open, and select Search Directory. Select the name of the mailbox you wish to open.



Once you have found the mailbox you wish to open, click on Open.



The mailbox will open in a separate tab of your browser.

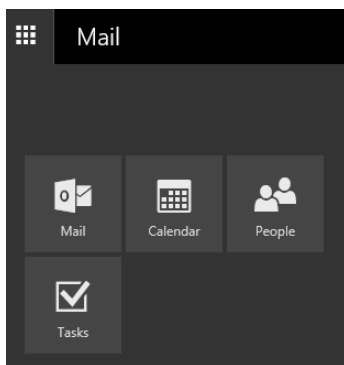
If you receive an error, you may not have Server Level permissions to this Shared Mailbox or OWA hasn't been enabled on the Shared Mailbox. Please contact Customer Support for assistance.

Opening Calendars, Contacts or Tasks

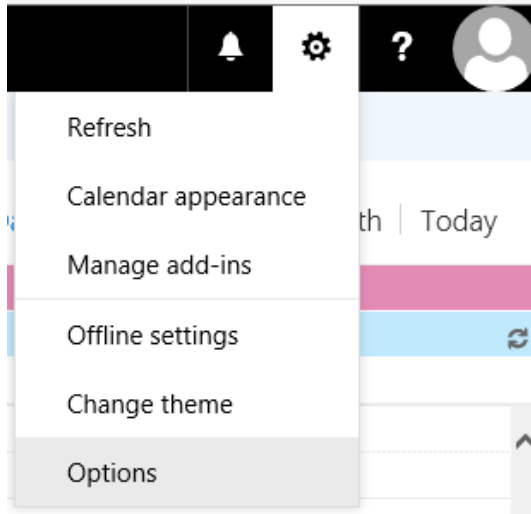
In the upper left hand OWA window. Click on the icon to the left of Mail



This brings up the options for Mail, Calendar, People (your Contacts) and Tasks



You can edit many of the options/views in OWA by selecting the Settings button in the upper right hand corner of the OWA window and selecting Options.



Getting Help

Click on the <?> at the right of the toolbar and select Help. From here, you can type a term in the Search box and click on the magnifying glass.

