

Intended Audience: All FS August 16, 2012

# Using Microsoft's Outlook Web Application (OWA)

## The Main Point

Did you know that you can access your email from any Forest Service computer? By simply opening a web browser, Outlook Web Application (OWA) lets you check your email from wherever you are. And, when you return to your own FS computer, you will see the same content in your Inbox and Sent folders as you saw using OWA.

**Please note:** OWA will not work on a public or personal computer, tablet, or handheld device. You must be directly connected from a Forest Service office or through a Virtual Private Network (VPN) connection.

## What You Need to Do

- 1. Open Internet Explorer.
- 2. Enter this URL in the Address field, or simply click the link and make it a favorite: <u>https://mail.usda.gov</u>
- 3. Click **OK** when you see: You are about to view pages over a secure connection.
- 4. On the next webpage, click **This is a private computer**.
- 5. If you have a slow connection, click **Use the light version of Outlook Web App**. Note that the "light version" also provides 508 compliant features for users with accessibility needs (such as those using screen readers).
- Depending on your area and setup, in the Domain\user name field, enter one of the following: ds.fs.fed.us\your Active Directory name (for example, ds.fs.fed.us\mjones), or
  - ds\your Active Directory name (for example, ds\mjones)
- 7. In the Password field, enter your Active Directory password.
- 8. Click **Sign in**.
- 9. When finished, simply click sign out and close the browser.

For more, see the gEMS <u>Welcome to the Email Page</u> website and scroll down to Outlook Web App.

## More Information

Using OWA does not download your entire Inbox, which is what happens when you use the Outlook application on a borrowed FS computer. Downloading your Inbox takes up

network resources and also leaves a copy of it on the borrowed machine, which creates potential security risks.

### Help is Available

If you need technical help, <u>contact the Customer Help Desk</u> or call 1-866-945-1354 (TTY: 1-800-877-8339).

#### Please do not respond directly to this mass email.

#### **Comments, Inquiries, or Feedback**

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- If your comment, question, or feedback concerns this message, use the contact methods specified in the message above.
- Go to the <u>CIO home page</u> and click **Feedback** under **Contact Us** on the left side of the webpage.
- Discuss your concerns with your <u>Customer Relations Specialist</u>.
- Respond to customer satisfaction surveys, including the one mentioned in the closure notice for each of your help desk tickets.

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