Microsoft Outlook Web Access 2003 (OWA)
Access your GC e-mail though the Internet
Effective Spring 2008

Outlook Web Access 2003 provides Graduate Center users easy access to GC e-mail from any Internet-connected computer. OWA allows users access to e-mail services, Calendar items, Tasks, Contacts and other Outlook features (including Reminders), the GC Global Address List, “Out of Office” messages, message rules, and the ability to change your GC computer account password. You may access any mailbox to which you have permissions through OWA. OWA even allows users to recover e-mail deleted within the past 7 days. Please note some features of OWA are not available when using web browsers other than Internet Explorer or non-Windows computers.

Connect to Microsoft Outlook Web Access 2003 (OWA)
Access Microsoft Outlook Web Access:
• Connect to the Internet
• Enter https://wa.gc.cuny.edu in the browser address bar (fig. 1)

fig. 1

In the “Connect to wa.gc.cuny.edu” window (fig. 2):
• Enter your GC username
• Enter your GC password
• Click OK
In Microsoft Outlook Web Access, it is possible to (fig. 3):

- Review items in your Mailbox
- Access Calendar, Contacts and other Outlook feature from the navigation menu on the left of the window
- Use the GC Global Address List
- Create and activate an "Out of Office" message

Navigate through Mailbox folders using the Folder View in the upper-left portion of the window (fig. 4)
The Folder View may be maximized by clicking on the Folder Bar (fig. 5). When using the Folder View maximized, you may use the shortcut icons below it to access any of your folders.

To access a departmental or research center Mailbox:
- Log into your account on Outlook Web Access
- In the Address bar, type in the name of the department or research center Mailbox you wish to open at the end of the URL (fig. 6)
- Click Enter

Note: In rare instances, departmental and research center mailbox names and e-mail addresses are not the same. If you are having difficulty accessing a Mailbox to which you have permissions, please contact the Help Desk at 212-817-7300

Always log off when done:
- Click Log Off icon at the right side of the Outlook Web Access toolbar (fig. 7)

Read and Compose E-mail
To read e-mail:
- Microsoft Outlook Web Access automatically displays your Inbox when you log in (fig. 8)
- Messages are displayed in a list at the center of the screen. Double-clicking on a message in the list will open the message in a new window
- Previews of messages are displayed at the right

To send a new e-mail message (fig. 9):
- Click icon for composing new message
- Compose e-mail message
To reply to an e-mail message (fig. 10):
- Open an e-mail message
- Click the icon for reply to sender
- Compose reply
- Click icon for send

Access Contacts and the Global Address List

To view Contacts (fig. 11):
- Click on **Contacts** in the left navigation menu

![fig. 11](image_url)
To create a new Contact (fig. 12):
- Click New on the toolbar
- Enter the Contact’s name, e-mail address and other information as desired
- Click Save and Close when done

![Save and Close](image)

fig. 12

To use Contacts and the Global Address List (fig. 13):
- Open a new e-mail message
- Click To…
- In the “Find Name” window, select either “Contacts” or “Global Address List” from the “Find names in:” drop down
- Click Find
- When the correct recipient has been found, highlight the name in the list
- Select the addressing option at the bottom of the window: To, Cc or Bcc
- Click Close when done

Note: The Global Address List is a searchable list of computer users at the GC. To narrow a search for a recipient, select the user’s name and click the “Properties…” button

![Find Names - Well-Page Dialog](image)

fig. 13
Access your Calendar
To access your Calendar
- Click **Calendar** in the left navigation menu

To create a new appointment and select your options (fig. 14):
- Navigate to your Calendar
- Click **New**
- Enter the subject and location
- Set recurrence
- Invite other attendees, creating a meeting from your appointment
- Save the appointment when done

![Appointment creation](image)

fig. 14

Appointment reminder messages are displayed in pop-up windows (fig. 15)

![Appointment reminder](image)

fig. 15
To set your “Out of Office” message (fig. 16):
- Click **Options** on the left side navigation menu
- Create an AutoReply message in the box provided
- Click “I’m currently out of the office” to turn on the Out of Office Assistant
- Click **Save and Close** when done

Change your Graduate Center Network Account Password
- Click **Options** on left side navigation menu
- Click **Change Password** (fig. 17)
- Enter username in account field
- Enter old password in old password field
- Enter new password twice
- Click **OK** to activate new password

Passwords (fig. 18):
- Length may be from 8 to 15 characters long
- Case sensitive
- Must include 3 of the following 4 character types:
  - Lower case characters (one or more from a to z)
  - Upper case characters (one or more from A to Z)
  - Numbers (one or more from 0 to 9)
  - Special characters (any of: & or # or $ or @ or % or other characters)
- User names may not be used as passwords
- Last 3 passwords used may not be re-used
Recover Deleted Items

- Click **Options** on left side navigation menu
- Scroll down to **Recover Deleted Items** (fig. 19)
- Click **View Items**

**Recover Deleted Items**

Click **View Items** to view and recover items that were recently emptied. Items will be moved back to your Deleted Items folder.

- Click **Recover** to move the items back to your Deleted Items folder
- Click **Close** when done

Note: If the item you want to recover isn't listed, the recovery time may have expired for that item
Note: Hold down CTRL or SHIFT to select multiple items
To move the items to other folders (fig. 21):
- Navigate to your Deleted Items folder
- Click and drag items to folders in the folder view
- Move items to folders using **Move/Copy** on the toolbar

**Frequently Asked Questions**

**Why aren’t my windows opening?**
Pop-up blockers can prevent OWA windows from launching. You can try these solutions:
- Hold the CTRL key while clicking icons for **Send, Reply** and **Forward**
- Disable pop-up blocker programs while using Outlook Web Access
- Disable pop-up blocker add-ons on your browser (Google, Yahoo and others) during an Outlook Web Access session, or mark the site to allow pop-ups
- Disable Internet Explorer pop-up blocker from the Tools menu

**Why can’t I cut, copy or paste?**
To cut and copy:
- **Option 1**: Highlight the text you want to cut or copy, place your mouse on top of highlighted text and right-click. Select "Cut" or "Copy" from the context-sensitive menu
- **Option 2**: Highlight the text and then use keyboard shortcuts to cut, CTRL + x, or copy, CTRL + c

To paste:
- **Option 1**: Place your cursor at the desired location and right-click. Select "Paste" from the context-sensitive menu
- **Option 2**: Place the cursor at the desired location and use the keyboard shortcut to paste, CTRL + v