How To Log On to the Office 365 Outlook Web Application Portal (OWA)

1. Open a common web browser like Internet Explorer or Chrome.

2. In the address field, enter: http://outlook.com/owa/suny.edu

   a) If you are on the SUNY System Administration LAN, after a few seconds your browser may display the following logon box:

   ![Windows Security Logon Box](image1)

   Otherwise, your browser should immediately display your Office 365 mailbox.

   b) If you are not on the SUNY System Administration LAN (even if you are using a SUNY PC or laptop), you should see this logon box:

   ![Suny Secure Logon Box](image2)
3. In the Username field, enter your SUNY **email address** – e.g., darrel.dupple@suny.edu

4. In the Password field, enter your regular **LAN password**

5. If your credentials are correct, you will see the following screen for several seconds:

And then your Office 365 Inbox should be displayed like below:
6. The mailbox consists of the main folder list on the left-hand side, the list of items within the highlighted folder is in the center column and the contents of the highlighted item are shown on the right-hand side.

7. In the upper right corner is the main menu for your Office 365 account:

Through which you can access your Mailbox (“Outlook”), Calendar, the Address Book (“People”) or a link to Office.com (“…”). By clicking your name, you may Sign out or Open another user’s mailbox if you have permission to do so. Clicking the Gear icon provides access to many mailbox options that you may configure for your account such as an Automatic Reply, Email Signature and Personal Retention Policies.

Through the Question mark is where Help is found for Outlook Web App. This link leads to a great overview of Outlook Web App:


Finally, you may occasionally see additional icons to the left of Outlook. One such icon looks like a notepad. This icon is the Reminder Notification and will list upcoming meetings or tasks for which you set a reminder.

**Tips on situations you may encounter:**

- If your browser alerts you with “Pop-up blocked” when working with your online mailbox, the browser should offer options for handling this condition. Select the option which most closely matches “Always Allow Pop-ups from this Site”.
- If you are using Internet Explorer or FireFox to access OWA while logged into the System Administration LAN, you may not be able to log out of Office 365. When attempting to log out, your browser may redisplay your Office 365 mailbox. Simply close the browser (or just the tab displaying OWA) to end your OWA session.

If you have any questions, please don’t hesitate to call or write the Helpdesk (x1208) for assistance.
Appendix A

Depending on whether your mailbox is on Office365 or on the SUNY email server, there are two different Outlook Web Access URLs. If you enter the URL for the system you are not attached to – that is, if you are on the SUNY server and use the cloud OWA URL, or vice versa – you should receive one of the following screens.

**Mailbox is on Office 365 – SUNY OWA URL entered in the browser**
In this case, do NOT click (or bookmark) the link. Use [http://outlook.com/suny.edu](http://outlook.com/suny.edu) instead.

![Microsoft Outlook Web App](image)

**Mailbox is on SUNY email system – Office 365 OWA URL entered in browser**
In this case, you may click (or bookmark) the link to go to SUNY OWA.

Use the following link to open this mailbox with the best performance:

[http://outlook.suny.edu/](http://outlook.suny.edu/)

more detail...