

# Outlook Web Access User Guide

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**DOD 5500.7R, JOINT ETHICS REGULATION**  
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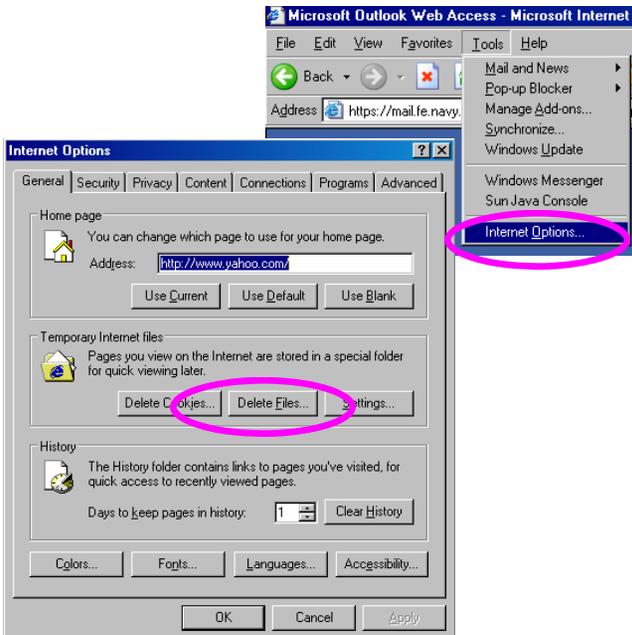
## Outlook Web Access (OWA) User Guide



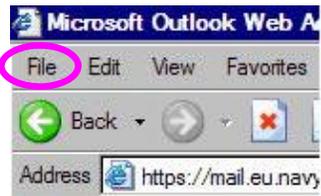
### **\*\*Logging out of OWA**

*Important: If you have more than one Internet Explorer window open, you must close all of the Internet Explorer windows to securely log out of OWA.*

1. Select **Tools**, then **Internet Options**.
2. Under "General" tab, select **Delete Files...**



3. Select **File** from the Internet Explorer menu bar.
4. Select **Close**. The Outlook Web Access window closes.



### **IMPORTING CERTIFICATES**

1. On Internet Explorer toolbar, select **Tools** and then select **Internet Options**.
2. Click the **Content** tab, then click the **Certificates** button.
3. Click the **Import** button to start the Certificate Import Wizard. At this point, ensure your floppy disk with the PKI certificate is loaded in the computer.
4. Click **Next**.
5. Click the **Browse** button and select "**A:**" drive to locate the PKI file on your floppy disk. Your PKI file should be the only file on the disk. Highlight the file and click **Open**.
6. Click **Next**.
7. Enter your Security Password (the same password used when creating your PKI certificate on the floppy disk).
8. Ensure "**Enable strong private protection**" is checked.
9. Click **Next**.
10. By default, "**Automatically select the certificate store based on the type of certificate**" is checked. Ensure checked.
11. Click **Next**. You will see prompt to provide a user name and password to store and protect the certificate in Internet Explorer.
12. Click the **Finish** button. Should see "**Importing a new private exchange key!**"
13. Click the **Set Security Level** button and select the "**High**" radio button.
14. Click **Next**. The next window displays, prompting you to provide a user name and password to store and protect the certificate in Internet Explorer.
15. Enter your name (e.g., Jack Smith) in the User Name field and create your password. You can use a new or previous password.
16. Click **Finish**.
17. Click **OK**. When you receive the message, "**The import was successful**", you will see your certificate window.
18. Click the **Close**, then the **Cancel** button to exit to complete the import process.

**ONE TEAM. ONE-NET!**

Phone DSN: 315-243-3883  
Phone Comm: 81-468-16-3883  
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1. Connect Ethernet network cable to the Ethernet port on the back of the laptop.
2. Logon to computer.
3. Start Internet Explorer and type the URL for OWA:

<https://mail.fe.navy.mil>

**\*\* In the event FE OWA appears to be inaccessible, the following URL's should be attempted before calling the ESD Service Desk:**

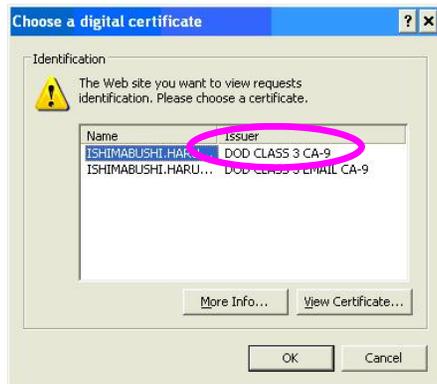
<https://mail.eu.navy.mil>

<https://webmail.me.navy.mil/exchange>

4. If you are using your CAC, insert your CAC into the Smart Card reader, otherwise, skip this step.

**\*\* If your CAC is inoperable and you have a software based PKI certificate on a floppy disk, follow the instructions on [Importing Certificates](#).**

5. At the certificate dialog, choose the one which doesn't have the word "EMAIL".



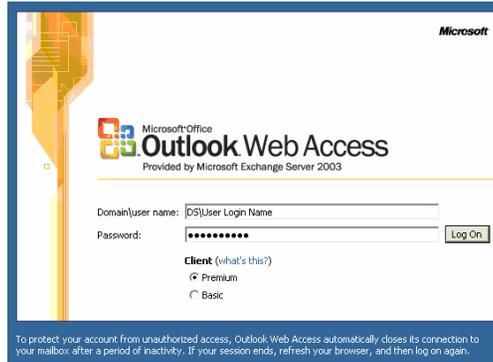
6. Press **OK**, enter your Pin Number.



7. Enter your **ONE-Net User Name:**  
**Domain (ds)**, followed by **backslash** then **User Name**.

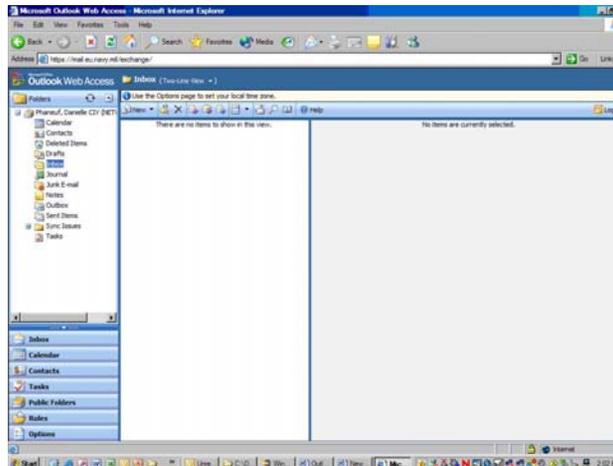
Example: **ds\john.doe**

Password is your **ONE-Net Password**.



8. Should now see "Outlook Web Access" (see below).

**\*\* If message displayed "The page cannot be displayed", try steps under [TROUBLESHOOTING](#).**



### **\*\*Using OWA**

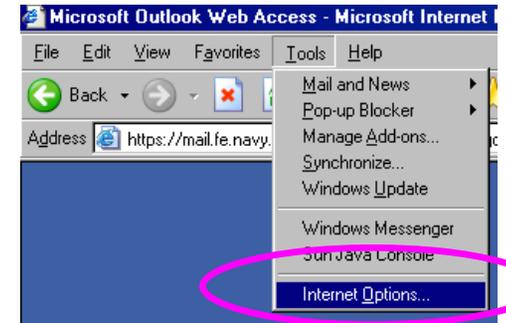
While connected through OWA, you can access your e-mail, calendar, and contacts in Microsoft Outlook, the same way you would in your PC-based Outlook program.

The main feature **not available in OWA** is that you **do not** have access to **Local Mail folders (locally created personal PST files)**. When using OWA, you cannot move mail to local folders, so you will have to wait until you are back on your PC-based Outlook to move mail to local folders.

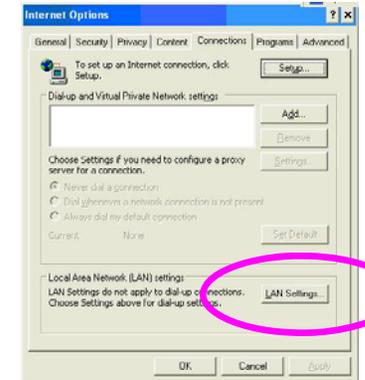
### **TROUBLESHOOTING**

**\*\* If message displayed "The page cannot be displayed", try steps below:**

1. Open Internet Explorer and go to **Tools** and then **Internet Options** on the tool bar.



2. Go to **Connections** tab and hit **LAN Settings...**



3. Uncheck all of check boxes and hit **OK**.

4. Close Internet Explorer and open it again, should now see the Web pages.

