

Outlook Web Access 2003 E-mail for New Staff


A. Web site

Outlook Web Access (OWA) users can access your Outlook e-mail on the Internet. Open Internet Explorer and go to the following address: <http://exchange.uky.edu>

Your exchange email address ends with @email.uky.edu

B. Changing Password

You will need to change your password first before logging into OWA for the first time!



1. Click on the **Change Password** link; 
2. This will open an **Internet Service Manager** window;
3. In the **Domain** box, type **MC** if not there (not case sensitive);
4. In the **Account** box, type your e-mail id; i.e. **ukcmc24** (not case sensitive).
Note: The Account name is the same as your Outlook User Name, which is the front part of your Outlook e-mail address; (for example, ukcmc24@email.uky.edu has the Account name of ukcmc24).
5. In the **Old password** box, type your initial password which is **u\$** and the last **6 digits** of your Social Security Number.
6. In the **New password** box, type the new password;
7. In the **Confirm new password** box, type the new password;
8. Click **OK**.

New Password Rules

1. Passwords must be at least **8** characters in length.
2. **Passwords are case sensitive** and expire every **90** days.
3. Passwords must have an **upper case letter**, a **lower case letter**, and a **number** and cannot be the same as your name or e-mail id or the reverse of it. Example: Trainin1
4. You cannot reuse any of your last **8** passwords. If you have password problems, contact the **MCIS Support Center** at **323-8586**. If they have to reset the password, it may take 30 minutes for it to take effect.

Password Tip: Once you have a new password setup, when you change it again in 90 days, you only have to change 1 character. Example: Trainin1 after 90 days can be changed to Trainin2

C. Logging On

1. Click the **Check Mail** link  *OR* the **Microsoft Outlook Web Access** link [Microsoft Outlook\(tm\) Web Access](#) by single left clicking on it;
2. An **Outlook Web Access Log-On** screen opens;
3. In the **Domain\User Name** box type **mc** and your Outlook **User Name**. Example: mc\ukcmc11
Note: Your Outlook **User Name** is the front part of your Outlook e-mail address; (for example: ukcmc11@email.uky.edu has the User Name of ukcmc11).
4. Click in the **Password** box and type your **Outlook password**; click the **LogOn** button. 

D. Logging Off

When ready to logoff OWA, on the toolbar sure to click the **Log Off** button at the right side of the toolbar.

Note: The **Log Off** button appears on the right side of the toolbar regardless of which folder you are using. After logging off, you will return to the Log On screen. You should then close the browser window when finished.

E. Creating a Signature

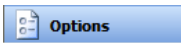

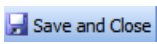
A signature is used to append information at the bottom of your messages. You may choose to automatically include the signature on all out-going messages or simply insert it on a message as you prefer. A signature contains such information as you decide. Suggested items include your name, work location, work phone, etc.

The following approved confidentiality statement should be included in your signature to meet **HIPAA** requirements:

*The contents of this e-mail message and any attachments are confidential and are intended solely for addressee. The information may also be legally privileged. This transmission is sent in trust, for the sole purpose of delivery to the intended recipient. If you have received this transmission in error, any use, reproduction or dissemination of this transmission is strictly prohibited. If you are not the intended recipient, please immediately **notify** the sender by reply e-mail or phone and **delete** this message and its attachments, if any.*

If you would like to copy/paste this statement, it is available online at the following website:
<http://www.mc.uky.edu/learningcenter/Manuals/Statement-of-confidentiality.htm>

Inserting a Signature on all messages

1. In the Navigation Pane, click the **Options** shortcut. 
2. Under the **Messaging Options** area, click the **Edit Signature** button. 
3. Type and format the information you want included in the signature. Be sure to include the confidentiality statement in this section.
4. Click the **Save and Close** button when finished. 


Note: A check mark will now appear in the box beside **Automatically include my signature on outgoing messages**. It is recommended to leave this on so the signature appears on all outgoing messages.

5. Click the **Save and Close** button on the toolbar when finished to save the changes.


F. Sending a new Message

Once logged into OWA it opens to your **Inbox**. Above it you will see the toolbar which contains various buttons that are shortcuts to commonly used actions within OWA, thus making it quicker for users. By resting the mouse indicator on each button, you will see a description of its function. The toolbar's appearance will vary depending on the folder you are viewing. Also, by clicking the **drop down arrow** beside "New" you will see a list of other new actions you can start including message, appointment, contact, and distribution list.

To send a message

1. Click the **Inbox** shortcut on the **Navigation Pane**; on the toolbar, left click the **New** button:
2. Click in the "To" box, type the e-mail address of the person(s) to whom your note will be sent. If you are sending the e-mail to more than one person, **type a semicolon (;)** after each mail address.
3. If you don't know the e-mail id, in the box beside the **To:** button, type in the person's last name; then, on the toolbar, left click on the **Check Names** button ; this will open a **Check Names** window where you can click on the name of the desired person; then click **OK**.

Tip: When typing in the person's name in the box beside the **TO:** button, type in the person's last name, then a comma, press the space bar, then type the person's first initial; then click the **Check Names** button. For example, if you type, **Smith, N** it will bring up all the **Smiths** whose first name starts with N in the **Display Name** box and thus make it easier to locate your person.

4. Click in or tab to the "**Subject**" box and type a brief subject;
5. Click in the body of the note and type your message. **Note:** To activate spell check press the **F7** key *OR* click the **Spelling** button  on the message toolbar.
6. To mail your message, from the toolbar, click the **Send** button.



Note: OWA automatically saves a copy of each sent message in the **Sent Items** folder. The **Sent Items** folder can be seen in the **Folder List** in the **Navigation Pane**. **You will want to delete unneeded e-mails** from this folder in an effort to manage your space allocation on the server (200 megabytes).

Deleted items go to the **Deleted Items** folder and items in that folder should also be deleted to manage space.

G. Handling E-mail in the Inbox

When new mail is received you will see a **Desktop Alert** appear indicating you have new mail (unless you have a pop-up blocker enabled). This happens only if you have new e-mail notification activated under **Options**. Click once on the alert to open the new message.

To read e-mail in the Inbox

1. Click one of the **Inbox** shortcuts in the **Navigation Pane**;
2. To see the **Reading Pane** which lets you read a message without opening a separate window, click the **Show/Hide Reading Pane** button  on the toolbar.
3. *OR* to read a message, double left click on it to open it. New or unread messages will appear in **bolded print**;
4. Once a message is opened, you have various options on the toolbar including **Reply**, **Forward**, **Print**, **Delete**, etc. Click on the appropriate button for the desired action.
5. To close the note, you left click the red  in the upper right hand corner of the message.

To reply to an e-mail

1. With the e-mail already opened which you desire to respond to, left click on the **Reply** button on the toolbar to send a reply message to the sender; or, you can click on the **Reply to All** button to send the reply message to the sender and everyone who is listed in the **TO:** and **CC:** boxes.
2. This will open a reply message with the **TO:** box already addressed to the sender of the original message; the reply message will contain the original message received.
3. Begin typing your reply where the cursor is blinking; when finished, click the **Send** button to mail your response.

To forward an e-mail message

1. With the e-mail already opened that you want to forward, left click the **Forward** button on the toolbar.
2. This will open a copy of the message to be forwarded; in the **TO:** box, enter the e-mail address of the person to whom this will be forwarded;
3. If desired, press the **Tab** key to move the cursor to the letter area (or you can left click in that area) and type any additional message; when finished, click the **Send** button on the toolbar to forward the message.

To delete an e-mail message


1. With the e-mail already opened, you can click the **Delete** button on the toolbar to delete the message.
2. *OR* another way to delete e-mail is to have the e-mail selected in the **Inbox**; to select an e-mail in the Inbox, simply left click it so that it is highlighted; the **Delete** button may be used from the toolbar *OR* you can press the **Delete** key on the keyboard to delete it.
3. All deleted messages go to the **Deleted Items** folder and remain there until you delete them. The **Deleted Items** folder should be cleaned out regularly.

Tip: To permanently delete an item, select the item to be deleted, hold down the **Shift** key and press the **Delete** key at the same time. Click **OK** to the question about permanently deleting the selected item. This will save you time as you will not need to delete the item again from the **Deleted Items** folder.


The **Deleted Items** folder is accessed from the **Folder List** in the **Navigation Pane**. This folder should be managed regularly to address space allotments given to your e-mail account on the server. There are different ways to delete items from this folder.

Select the item to be deleted in this folder by left clicking on it; this will highlight the item.

Click the **Delete** button from the toolbar *OR* press the **Delete** key on the keyboard to delete the item.

Tip: If you want to delete **all** items in this folder, click the **Deleted Items** shortcut in the **Navigation Pane**; click the **Empty Deleted Items Folder** button  on the toolbar. Click **OK** to permanently delete all items in this folder.

To print an e-mail message

With the e-mail already opened you want to print, left click the Printer button on the toolbar. 

H. Patient Confidentiality & E-mail Usage Reminders

Patient Confidentiality reminders:

Note: Please remember you have signed a Patient Confidentiality agreement and you must keep all patient information confidential. Be sure to dispose of unneeded, printed patient information into a confidential destroy box/basket.

“The communication of patient health information via e-mail is prohibited outside the University network.” (Hospital Policy 01-16)

E-mail usage reminders:

Inappropriate use of E-mail: “Advertising and/or solicitation of non-University-sanctioned activities is also prohibited. Other inappropriate uses of e-mail include chain letters, disseminating or printing copyrighted materials (including software and articles), abusive or objectionable language in either public or private messages, use of e-mail for illegal activities, and any other activity that could cause congestion and/or disruption of networks & systems.” (Hospital Policy 01-16).

I. Your E-mail Userid and Resources

Once campus creates your e-mail id, contact a **coworker** or the **MCIS Support Center at 323-8586** to secure your Outlook E-mail id. It may take 4-7 business days after this class before your id is created. Your **initial** password will be a lower case **u** and the **\$** sign, and the **last 6 digits** of your social security number. (**Ex:** u\$456789) Be sure to **change your password first** before logging into your e-mail account.

The complete OWA manual is available on-line at the following website:

www.mc.uky.edu/learningcenter/register/manuals.html

If you have questions about using OWA, contact the **MCIS Support Center at 323-8586**.