Accessing your Exchange Mailbox using an Internet Browser

The best way to access your Exchange mailbox on a PC or Mac is by using Outlook. This isn't always possible, or convenient, but Exchange also allows you to access your mailbox from *any* computer/tablet/smartphone which is connected to the Internet by using *any* Internet Browser program.
Microsoft calls this type of access Outlook Web Application (OWA) but a more general name for it is webmail.
(In versions of Exchange prior to 2010, OWA stood for Outlook Web Access.)

You don't need to install any program or make any configuration changes to a computer in order to use OWA and, when you've finished, the only data left behind is the OWA website's name in the browser's History.

How to Connect to OWA

The URL to type into the Browser Address bar is:-

pushex.com

You don't usually have to type any prefix but, if the above doesn't work, try:-
http://pushex.com

This isn't the actual address of OWA but, as a convenience, to reduce the amount of typing required, is a website that automatically redirects you to the *actual* OWA website which has the full address of:-
https://mail.pushex.com/owa

You can if you wish type the full address to access OWA.

Note that the address of OWA starts with **https** which means that all traffic passing back and forth between the Exchange server and your browser is strongly encrypted so anyone monitoring your connection will not be able to see any information.

You can also setup your own redirection website if you wanted your users to access OWA by typing, say:-
webmail.mycompany.co.uk

To do this you would have to point this address to a website you had created somewhere, and set it to automatically forward to the *real* OWA URL or you could make use of our redirection website by making a DNS CNAME entry of:-
webmail.mycompany.co.uk = pushex.com

There's not a great deal of point to using your own URL to access OWA as the address bar will show pushex.com after redirection:-
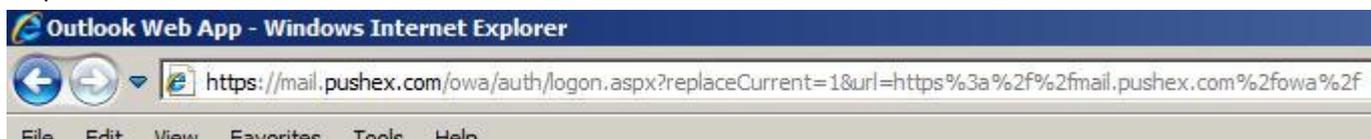
When you reach the OWA website, you are presented by this logon box:-

Enter your

username

and password

Then click: **Sign in**

The logon screen offers a few options:-

1 – Public or Private Computer?
All that this does is to change the amount of time that has to pass with no user input before the session expires and requires you to logon again.
For **Public** this is 15 minutes and for **Private** this is 8 hours.
Use **Public** unless you are going to be using OWA for a several hours at a time.

2 – Light or Standard version of OWA?
The Standard version of OWA is supported in the following browsers:-

On a PC:-
Internet Explorer 7 and later
Mozilla Firefox 3.0.1 and later
Google Chrome 3.0.195.27 and later

On a Mac:-
Safari 3.1 and later
Firefox 3.0.1 and later

On a Linux computer:-
Firefox 3.0.1 and later

When a browser, such as Opera, does not support the Standard version, the Light version box is automatically selected and greyed-out.

The light version has fewer features than the standard version. One example is that the standard version shows all the emails in a folder in one long list while the light version shows them in pages of 20 at a time.

You may also need to use the Light version, even with a supported browser, if the Standard version doesn't work properly because of a slow Internet connection, unusually strict security settings or some other problem with the computer.

There is also a super-light, text-only version of OWA called **OWA Mini**, useful in extreme circumstances, which is discussed later in this document.

Why is OWA not as good as Outlook?

OWA is very impressive in the way it mimics the Microsoft Outlook program and can be used happily for long periods of time. However Outlook is better than OWA because:-

1 – The screen output of Outlook is generated by code running on the local computer while OWA downloads all screen updates from the OWA website over the Internet. The delay between clicking on something and the screen responding will, therefore, always be quicker with Outlook.

2 – If the connection to the Internet is lost then OWA freezes until it is restored again. Outlook stores a copy of all the mailbox data on the local hard drive which allows you to continue working even when the Internet has dropped out. Without Internet access, Outlook can't send emails or receive new ones but in a situation where the Internet connection is intermittent, such as using 3G on a train, you may be able to continue using Outlook as normal and not notice when there are dropouts.

3 – Outlook allows you to have additional email accounts, from other providers, open in the same window as the Exchange account. OWA just displays your Exchange mailbox.
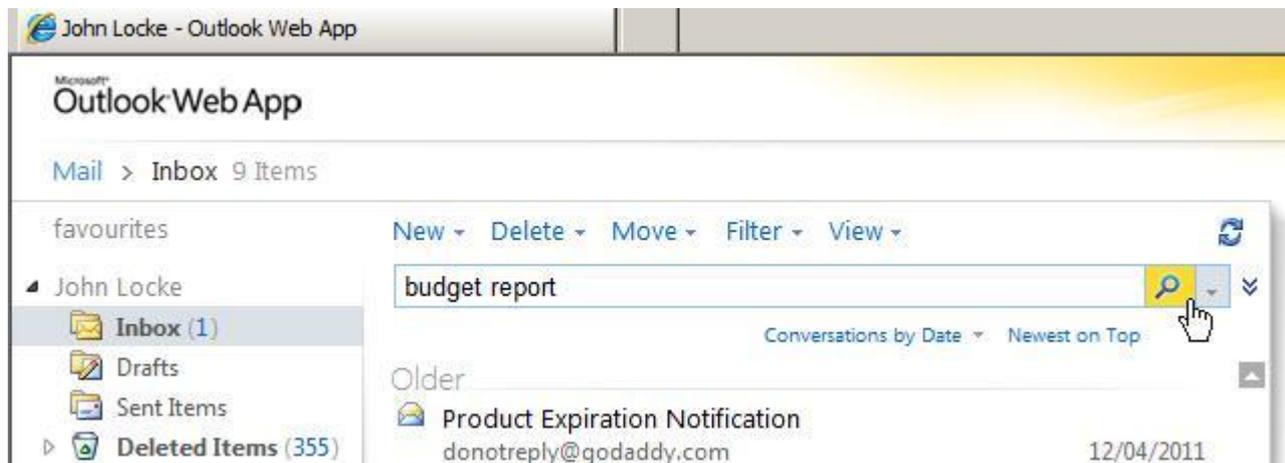
Things you can do with OWA

Public Folders

Click on the Public Folders button in the bottom right to view any Public Folders you have access permission for.
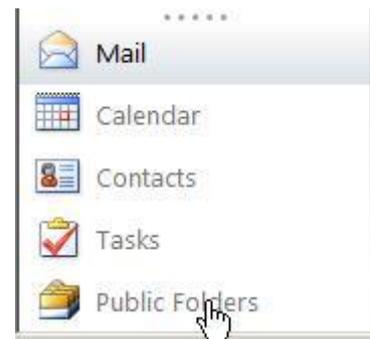
Searching

Our Exchange server has a search and indexing system crawling through your mailbox's data which enables

you to perform quick searches of its contents.

Enter the search term in the Search Box and click on the magnifying glass.

Conversation View

By default, OWA groups emails which form a chain of replies, into a single item in your Inbox called a Conversation. This can be good for keeping all emails related to one topic together and reducing the number of individual items shown in your Inbox. However, if you don't know about this feature, it can make you miss emails which are hidden behind a Conversation.

Take some time to see if you like Conversation View and perhaps disable it to start with.

To disable Conversation View click: **View** and then **Use Conversations** to deselect it.
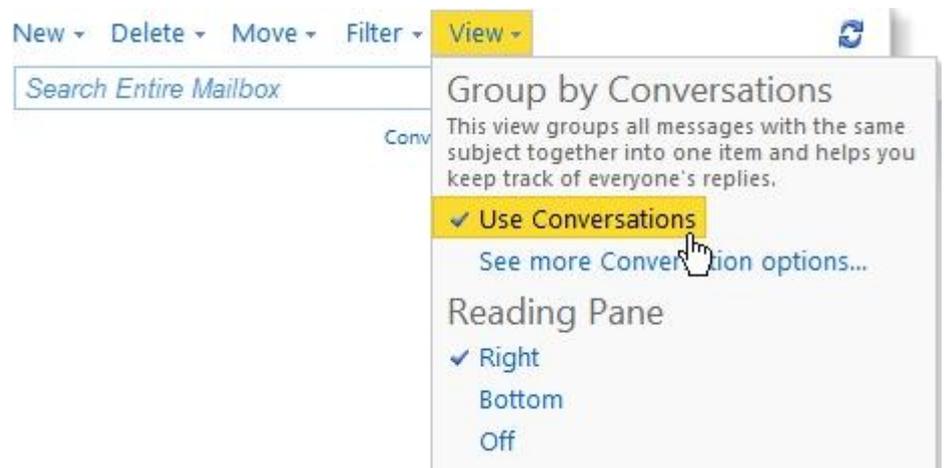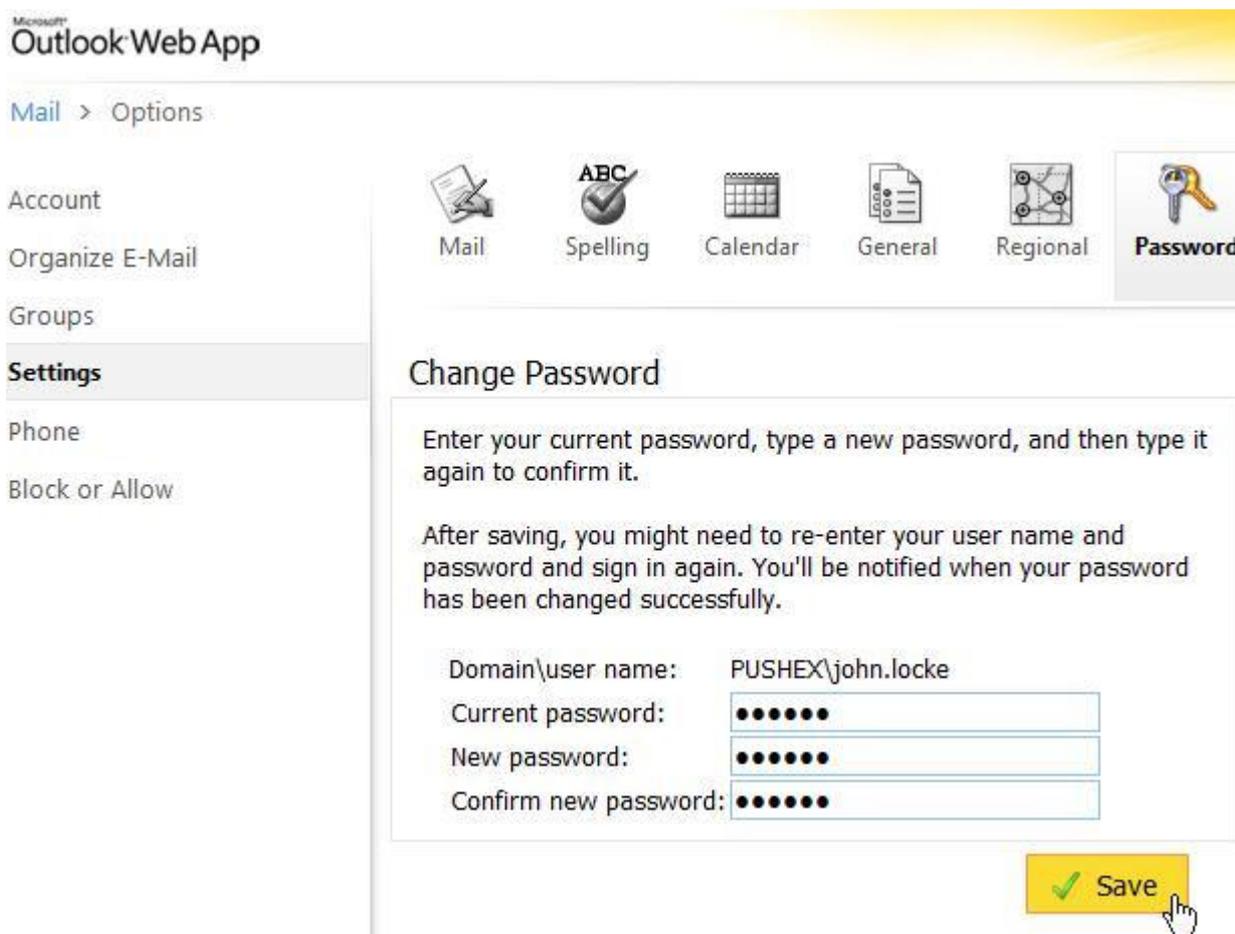
Change Your Password

This is the one thing you can do in OWA that you *can't* do in Outlook.

In the top left corner click on **Options** then:-
Change Your Password…

Enter your current password, then your new password twice, followed by **Save**

Change Password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name:	PUSHEX\john.locke
Current password:	●●●●●●
New password:	●●●●●●
Confirm new password:	●●●●●●

Mailbox Size

To find out your mailbox size allowance and how much of it you are using, just hover the mouse over your mailbox name and a pop-up window will show your usage:

760.52 MB of mailbox space used. At 30.08 GB you won't be able to send mail.
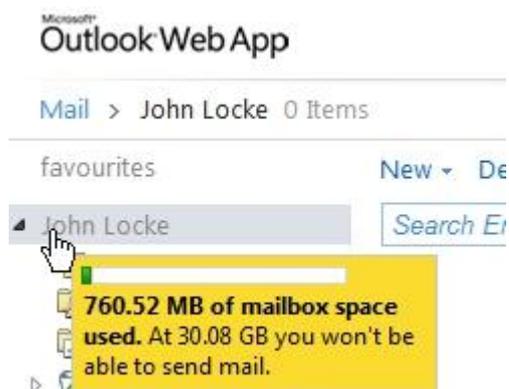
Inbox Rules

Most Inbox Rules are stored on the server and not in Outlook and you can use OWA to edit, delete or create new server Inbox Rules.

To access Inbox Rules in OWA go to:-

Options – Create an Inbox Rule…

Other Options

- You can share your Calendar with other users in your "Company", but can only give them Read access.
- In **Options – Account** you can edit some fields in your user account information including your Display Name if you want something other than *<firstname> <lastname>*.
- Manage your Out-of-Office replies.
- Create a Signature (This is not related to any signature you may have created in Outlook and is only used when sending emails from OWA).
- Choose a Theme, a Language and various Spell-checking options for use with OWA.
- See which phones are synchronising with your account, block them, delete them or initiate a remote wipe.

OWA Mini

If you have a very slow Internet connection, such a 2G on a mobile phone, you are using a smartphone with a small screen and no email client, or your PC has problems, such as corrupted JavaScript, so that even OWA Light won't work, you can always use OWA Mini to access your mailbox.
It's not pretty but if it's the only way to access your emails then it's fulfilled its purpose.

The URL to type into the Browser Address bar is:-

mini.pushex.com

This isn't the actual address of OWA Mini but a website that automatically redirects you to the *actual* OWA Mini website which has the full address of:-

https://mail.pushex.com/owa/oma

To logon, enter your

username and

password

then click: **OK**

This is what you see:

- You can read emails in all your folders plus create and send new ones.
- Emails are displayed as text-only with no graphics.
- You can see the name of any attachment but can't access or send attachments.
- You can access your Calendar, Contacts and Tasks.
- You can turn on or off out-of-office replies plus edit the message.
- You can search your contacts for an address but you can't search through emails.
- You can't change your password.
- There is no "Log Off" button so you just close the browser window when you've finished.

Troubleshooting Tips for OWA

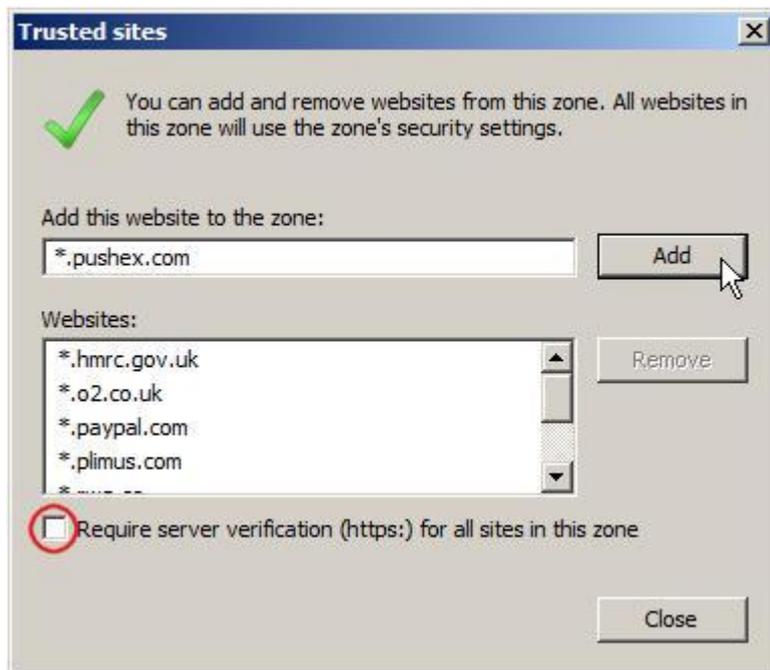If you can't get OWA to work, here are some things to try:-

1. Add pushex.com to the list of trusted sites in your browser.
    For Internet Explorer you do this by going to:-
    Tools – Internet Options – Security – Trusted Sites – Sites

    Then add: ***.pushex.com** to the list of trusted sites:

    Deselect "Require server verification…" before adding the site.

2. Download and install the latest version of Java from **www.java.com**

3. Try a different browser such as Mozilla Firefox or Google Chrome.

4. Make sure our servers aren't being blocked by your firewall. See if you can connect to:-
    http://support.pushex.com