

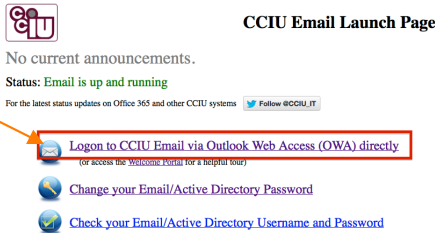


# Outlook Web Access (OWA) Quick Reference

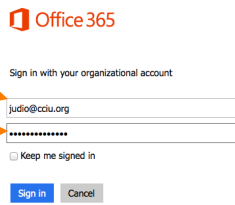


## How to Log in

1. Open a Web Browser (Safari, Firefox, Chrome)
2. Go to: [email.cciu.org](http://email.cciu.org)
3. Click Login to CCIU Email link



4. Enter CCIU email address
5. Enter password
6. Click Sign in button
7. If prompted, choose *never* save password.



## Navigation

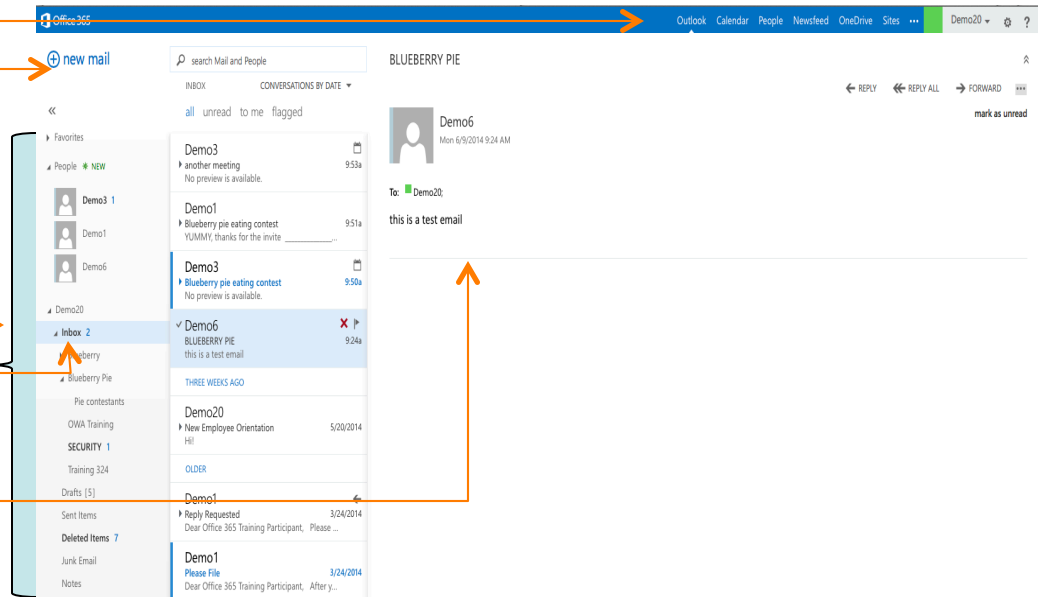
OWA Toolbar

New Mail link

OWA Navigation links

Inbox

Highlighted Mail message



## How to send an email

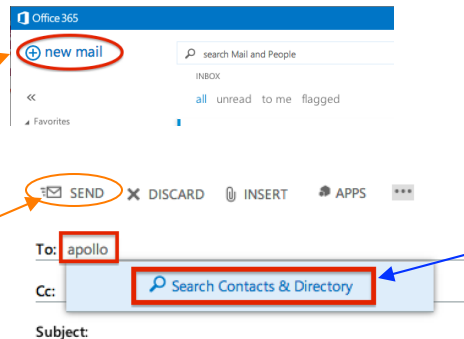
Click new mail link

Enter recipient name

Enter Subject

Enter Message

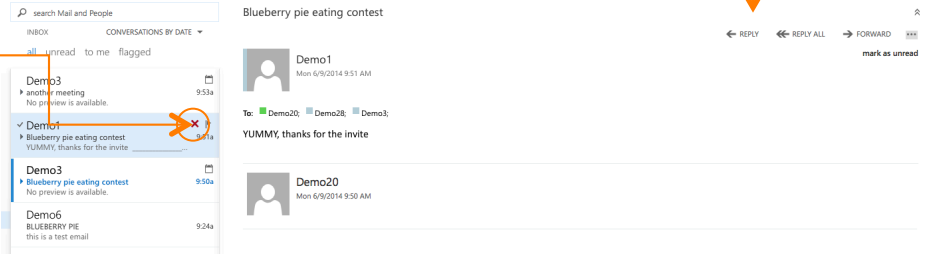
Click Send link



Note: If the recipient's name does not appear in a pop-up list, press return (on your keyboard or click the "Search Contacts & Directory" link"

## How to Reply to a message

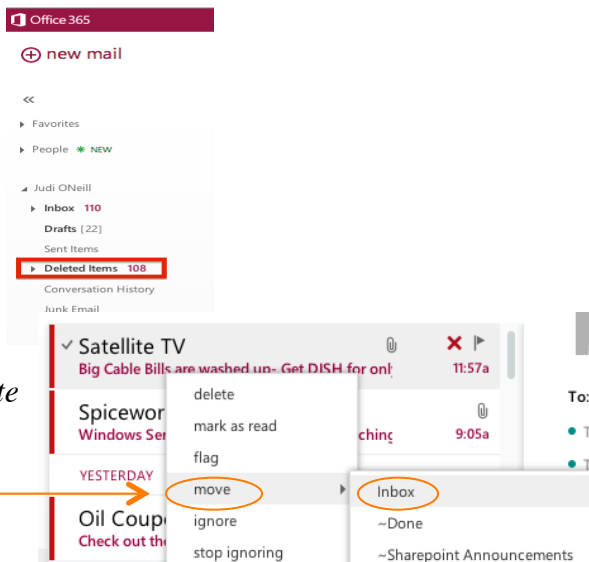
## How to delete a message



## How to Undelete a Message

Click “Deleted Items” link to show your deleted emails

Find email you’d like to *undelete*  
Right click on the email  
Choose “Move >”  
Choose “Inbox”

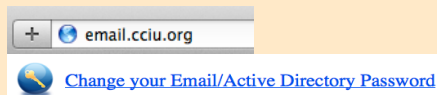


## How to change your password

Open Safari or Chrome

Go to [email.cciu.org](http://email.cciu.org)

Click Change Password link



Enter User Name: (Everything before the “@” in your CCIU email address)

Enter Current Password: (Town####)

Enter and Confirm New Password

**(Password must be at least 8 characters long and include one Capital letter and at least one number and/or symbol.)**

Click Change button

Note: Use this new password for OWA, Web Help Desk, Aventail, Remote Desktop, accessing FileServer *Common* shares.

**Please submit [Web Help Desk](#) ticket if you are unable to change your password.**

## What to do if you forget your password and can’t log into Web Help Desk

No Problem!

Contact CCIU IT at 484-237-5220 or your Administrative Assistant who will, in turn, submit a Web Help Desk Ticket and ask to have your password reset.

**Please submit [Web Help Desk](#) ticket if you have any questions.**