Using Office 365 Online (OWA)

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Purpose

This training material highlights how to use the online version of Office 365 email.

Audience

University of Memphis faculty, staff, or students who will be using the online version of Office 365 Outlook email or who want to access other online Enterprise applications.

Using Office 365 Online (OWA)
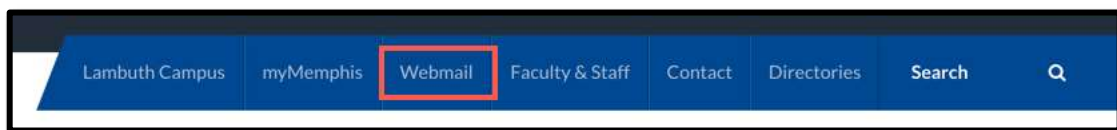
Office 365 (OWA) Online Web Application

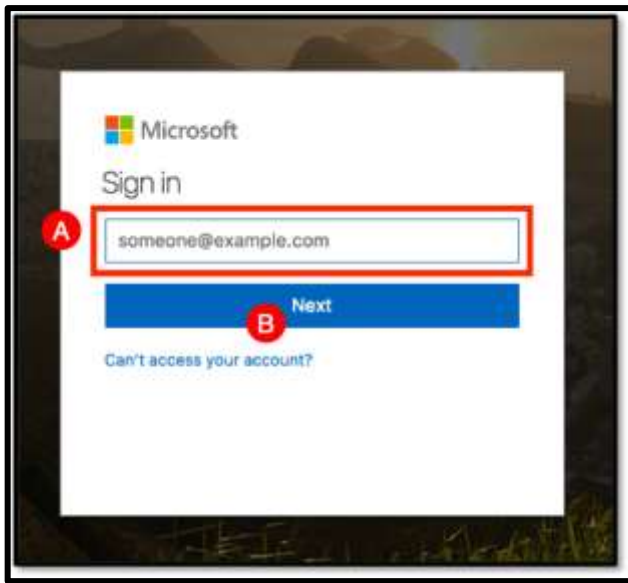1. Log into the online version of Outlook.

2. Method 1: myMemphis website

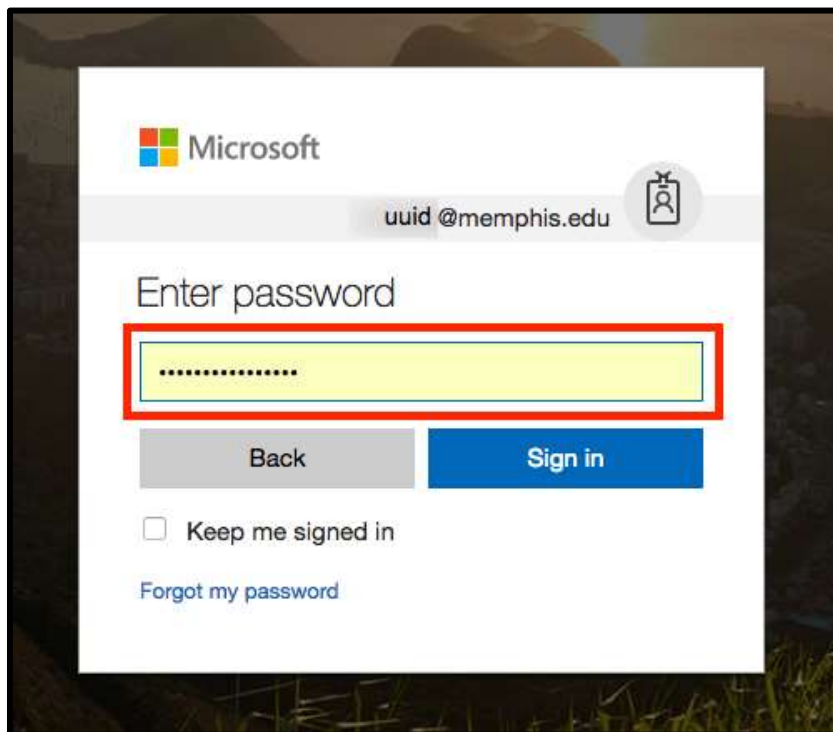3. Method 2: Use any web browser navigate to the UofM Office 365 website

4. Method 3: click on the webmail link on the menu on the UofM Website

5. **A)** Enter your full UofM email address, then **B)** click **Next**.

6. Enter your password that is associated with your UofM email address and myMemphis account.
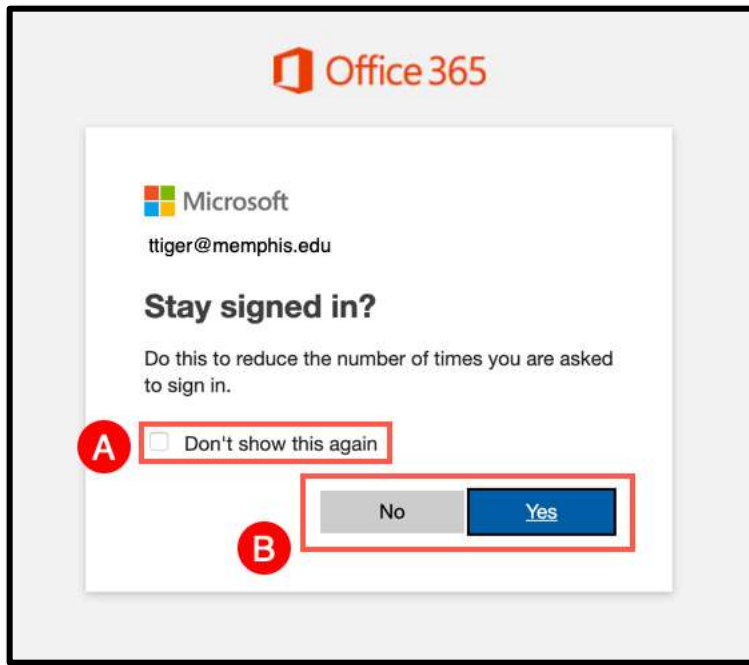
7. **A)** Enter your uuid, and password,
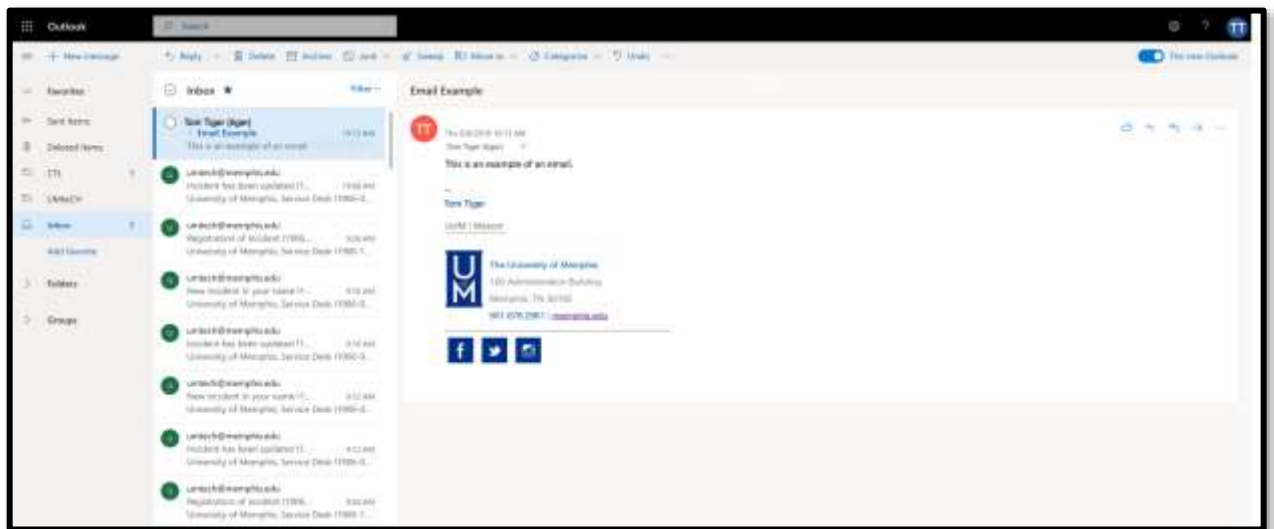   Then **B)** Click **Login**.


8. Authenticate Using Duo.

9. Next, you will be asked if you want to stay signed in. If you do not wish to see this message, again click **A)** Don't show this again or **B)** click **Yes** or **No**.

10. Once logged in you will see this. There will be a list of messages on the left, and the message pane will be on the right.

11.   Note the 9 square tiles in the upper left-hand corner. Clicking these tiles will allow you to use other online applications.
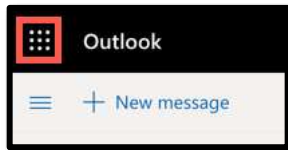
12.   When the 9 tiles are clicked, this window, which provides access to the following applications, is visible. Below, the apps show current documents you have edited using the online applications. The application saves automatically as you use it.

Have Outlook for Mac or PC Installed

To have Outlook for Mac or PC installed on your office system, enter a help desk ticket, and your LSP (Local Service Provider) will make an appointment with you to install it.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

    ITS Service Desk Walk-In hours (Admin Building Room 100):
        Monday – Friday 8:00 am – 4:30 pm

    The ITS Service Desk Call Center hours:
        Monday – Friday 8:00 am – 8:00 pm
        Saturday 10:00 am – 2:00 pm
        Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

    Explore the umTech Website
    Search the Solutions Page