

Outlook Web Access

Outlook Web Access (OWA) is an online version of Outlook that provides easy and reliable access to email and all the other functions of our Exchange server.

Log on to Outlook Web Access

1. Go to <http://mail.mcombs.utexas.edu>.
2. Click the link **Log on to your Exchange mailbox**.
3. In the Username field, enter **mcombs\msbaccount**, where msbaccount is your personal [McCombs School of Business Account](#) (msb account).
Tip: the "\" key is above the Enter key on most keyboards.
4. In the password field, enter the password associated with your msb account.
5. Click **Logon**.

Public vs. Private

If you are using a public computer, like at a computer lab, you should ensure that the Public Computer option is selected when logging on to OWA. Using the Private Computer option will allow a longer period of inactivity before logging you off.

Outlook Web Access Light

Outlook Web Access Light has fewer features than OWA, but still allows you to access your McCombs Mailbox. If you are using a dial up internet connection, it is recommended that you check the **Use Outlook Web Access Light** box when logging in to OWA. This will allow for faster performance.

If you are using an internet browser other than Internet Explorer, Outlook Web Access Light will be selected by default. The full version of OWA is only available in Internet Explorer.

Troubleshooting Outlook Web Access

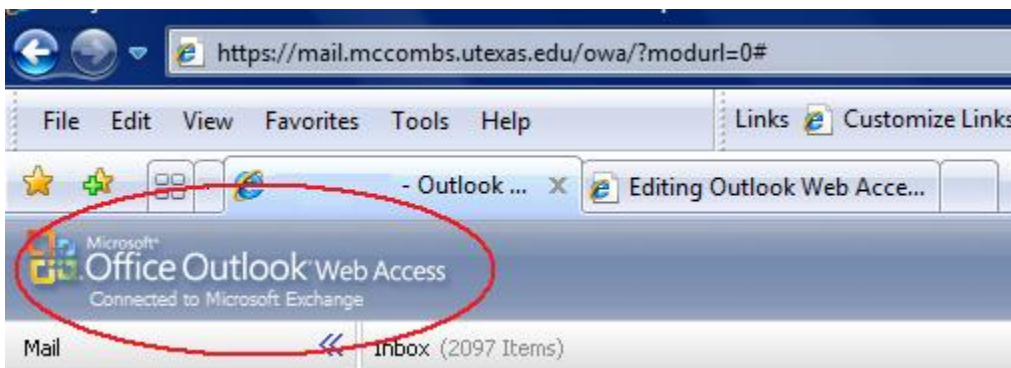
If you are unable to log into OWA, please read below for help.

First, make sure that you are logging in correctly, with the username **mcombs\msbaccount**, where msbaccount is your personal [McCombs School of Business Account](#). For students, this is msb followed by some letter & numbers. For faculty and staff, this is your last name + first initial.

If you are logging in with the correct account, your password may have expired. Your password expires once a year. You can reset your password online at the [Password Change Site](#). (Does the Password Change Site tell you that your account is disabled? [Read this question and answer.](#))

Outlook vs. Outlook Web Access

It is important to know if you are using OWA or Outlook, because some features work differently, or are not available, in OWA. If you aren't sure, there are a few ways to tell whether you are using Outlook, or Outlook web Access. If you are using Outlook Web Access, you will be viewing it through a web browser (probably Internet Explorer, Firefox, or Safari). Still not sure? Look at the top of your window. If you are using Outlook Web Access, there will be an Outlook Web Access logo.



Although Outlook Web Access does most of what Microsoft Outlook on your computer can do, it has a few limitations. You can not see all of the email in your mailbox in one continuous list. Instead, you have to use navigation buttons to move between different pages of email.

