



Office 365 FAQs

Outlook on the Web (OWA)

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General Information

Basics

How do I log into my Office 365 account using OWA?

In your web browser, type in **<http://email.miami.edu>** in the address bar. Provide your CaneID and password (the same credentials you use to log on to myUM) and click **Sign In**.

How do I navigate OWA?

Please visit Getting started in Outlook on the web for Office 365.

How do I access my mail in OWA?

Click **Outlook** in the Navigation Pane at the top of the window. Click [here](#) for additional mail navigation information.

How do I access my calendar in OWA?

Click **Calendar** in the Navigation Pane at the top of the window. Click [here](#) for additional calendar navigation information.

How do I access my contacts in OWA?

Click **People** in the Navigation Pane at the top of the window. Click [here](#) for additional contacts navigation information.

Why does OWA automatically update my University contacts without my authorization?

Outlook and OWA clients are designed to resolve the University email address you enter to an existing University Global Address List contact, if one does exist. Your contact will resolve and automatically populate information (Ex: Business Phone, Department, etc.) that already exists in the University Global Address List. There is unfortunately no way to keep the email address from resolving to the contact in the Global Address List. However, you can store additional information that does not get overwritten such as extra phone numbers and notes for the contact.

Please Note: This does not occur for outside email addresses, such as Gmail or Yahoo.

How do I create a new contact using OWA?

Please visit [Using contacts \(People\) in Outlook on the web](#).

Do I need to enable cookies in order to use OWA?

You will need to enable session-based cookies in order to use OWA. If your browser does not have this option enabled, you will not be allowed access to OWA and will be redirected to a page explaining that cookies are not enabled on your PC. These cookies are not stored on your PC and are used to enforce secure logoff and session idle timeout. It does not store your personal data.

How do I stop my “good” emails from going into my Junk email folder?

Please visit [Block or allow \(junk email settings\)](#).

How long does it take for OWA to timeout?

OWA will timeout after 8 hours of inactivity.

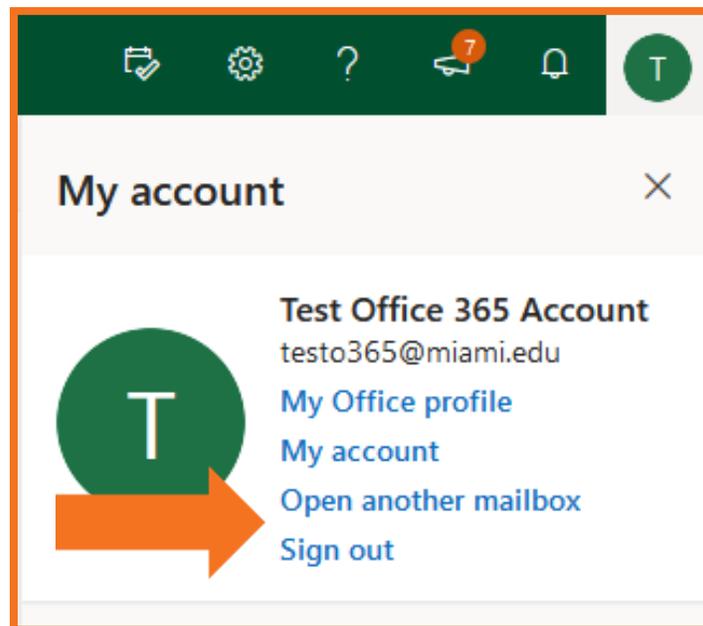
How can I perform advanced searches in OWA?

Please visit [Search Mail and People in Outlook on the web](#).

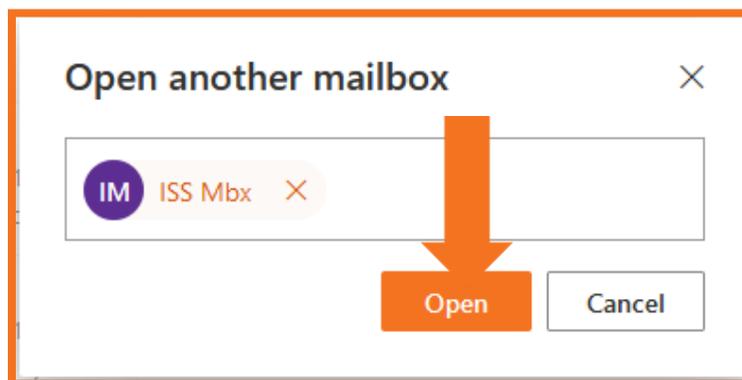
Shared Mailboxes

How do I open a shared mailbox or a departmental mailbox using OWA?

1. In a web browser, go to <http://email.miami.edu> and sign into your University mailbox.
2. Click your picture/avatar in the upper right-hand corner and select **Open another mailbox....**



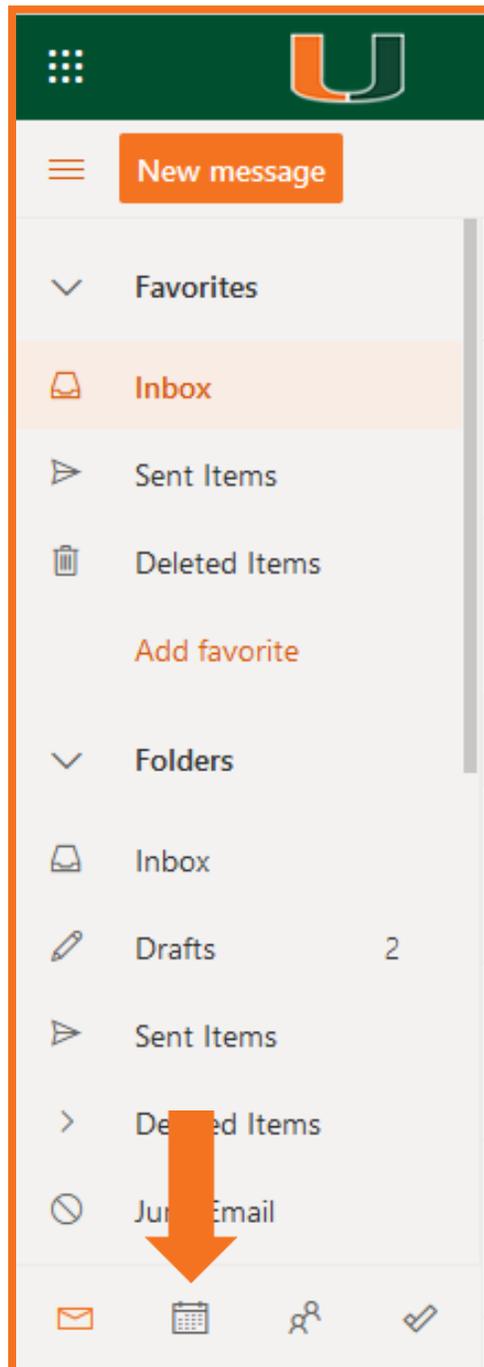
3. Type in the name of the mailbox and press the Enter key.
4. The name should resolve. If it does not, select the appropriate mailbox from the dropdown list that appears. Click **Open**.



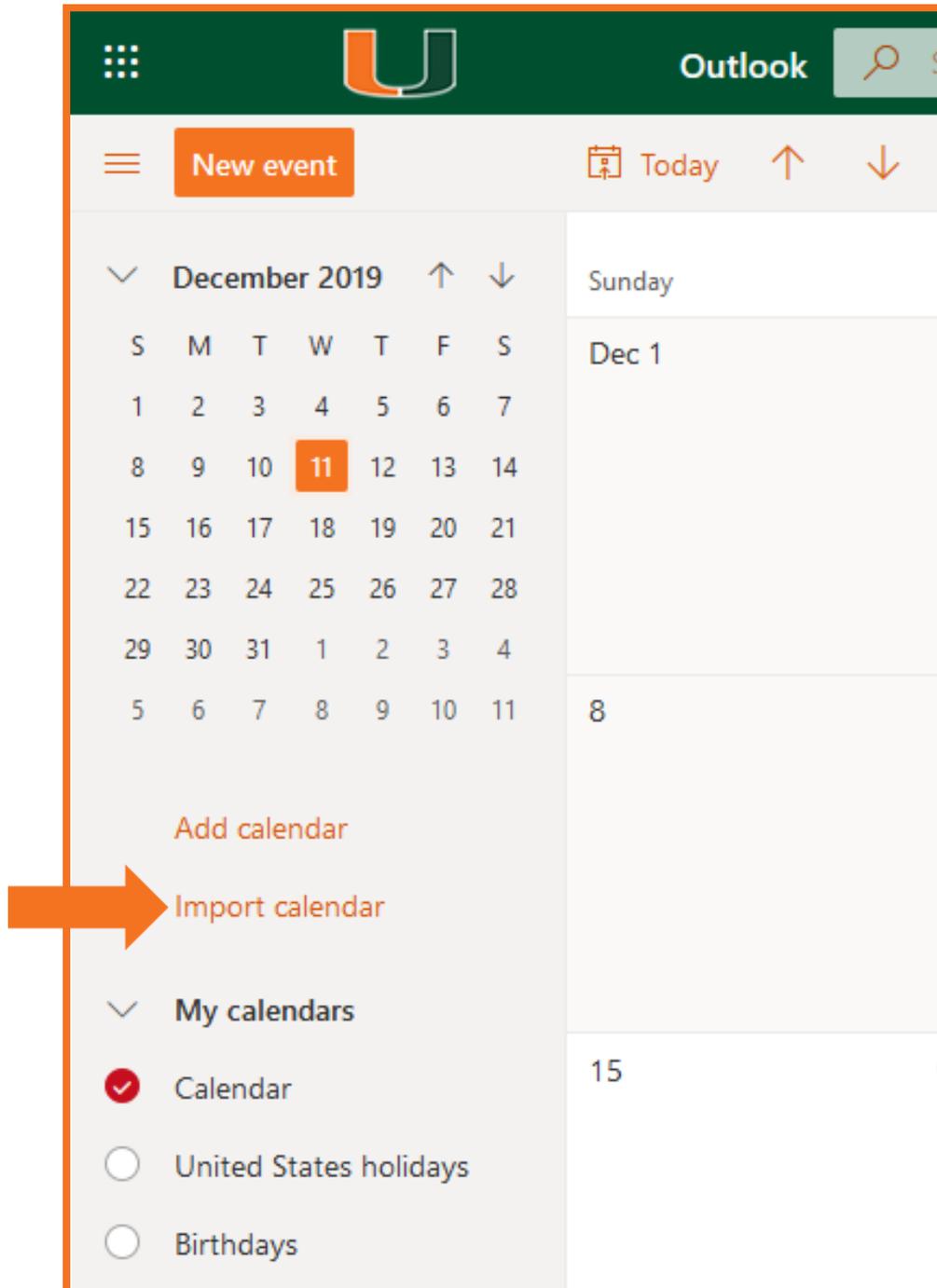
5. The mailbox will appear in a new window or tab.

How do I add a shared calendar on OWA?

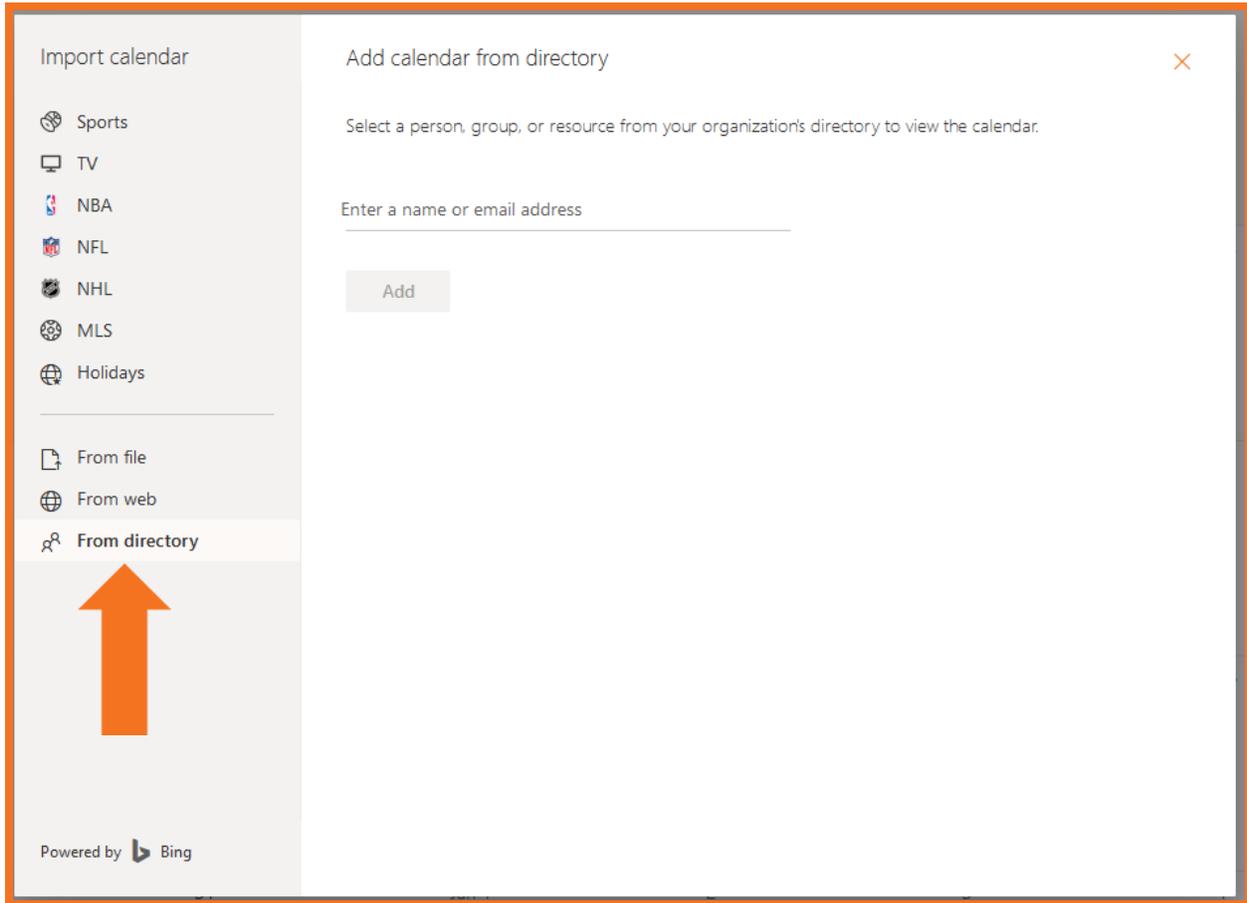
1. In a web browser, go to <http://email.miami.edu> and sign into your University mailbox.
2. At the bottom of the page, select **the calendar icon**  to go to Calendar.



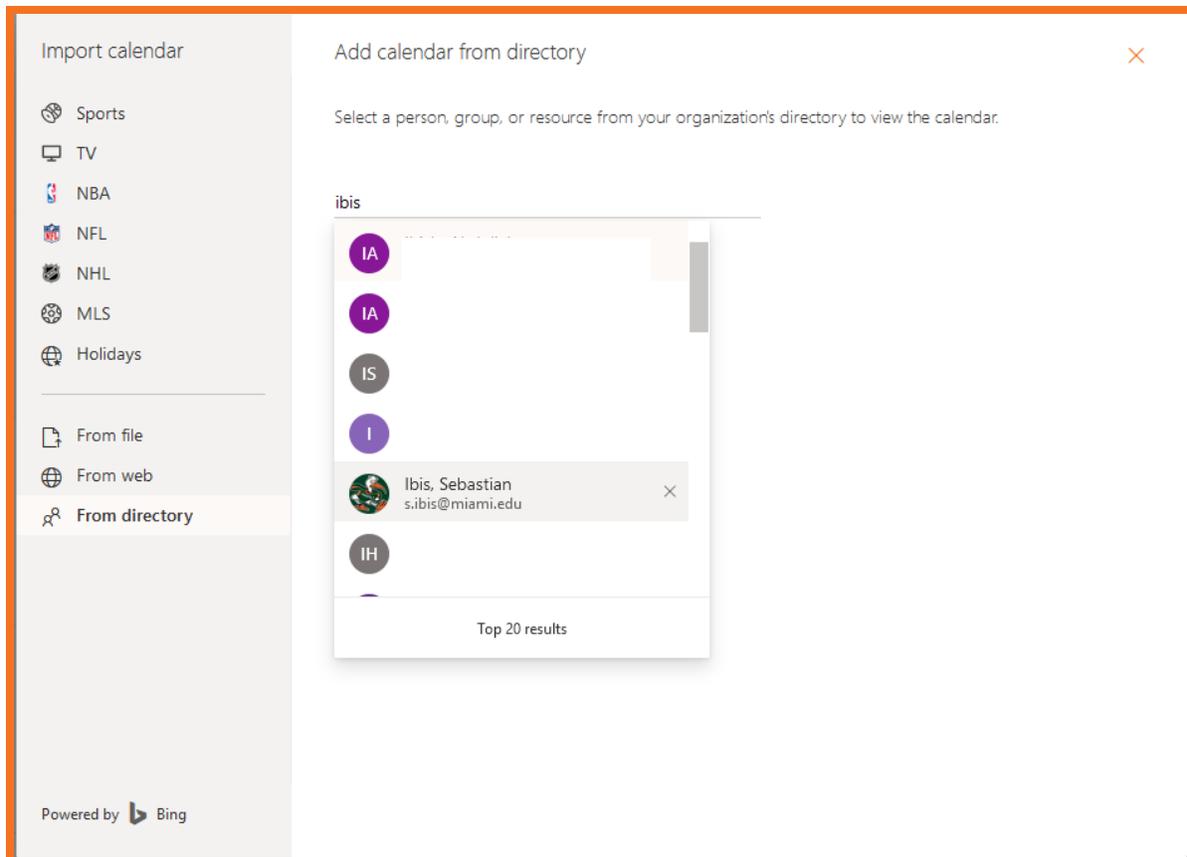
3. In the calendar navigation pane, select **Import calendar**.



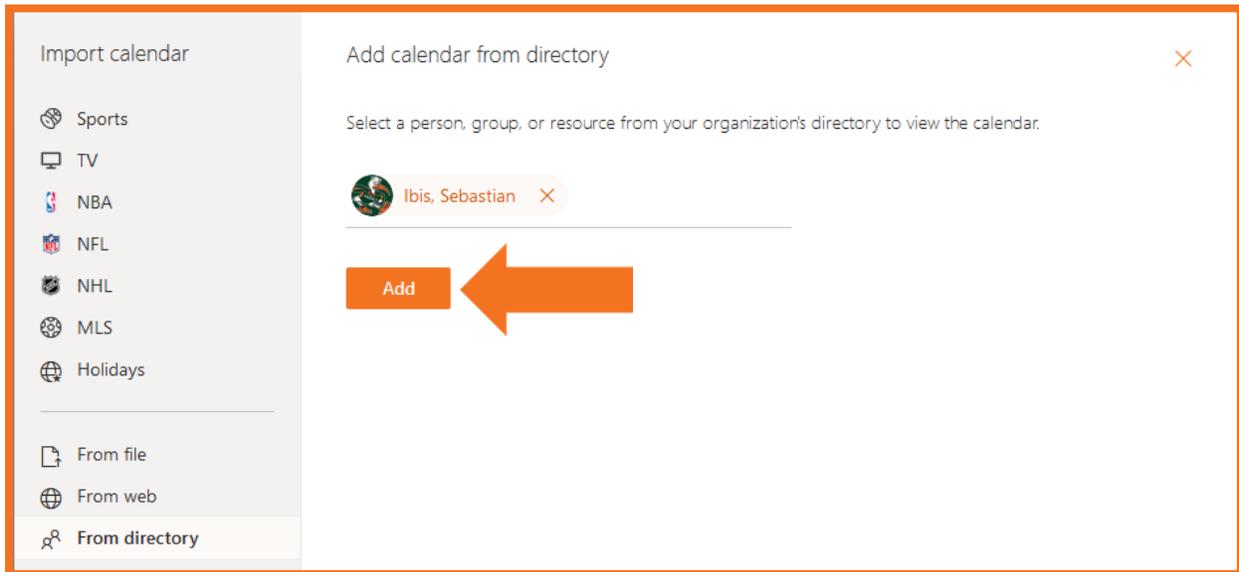
4. Under **Import calendar**, select **From directory**.



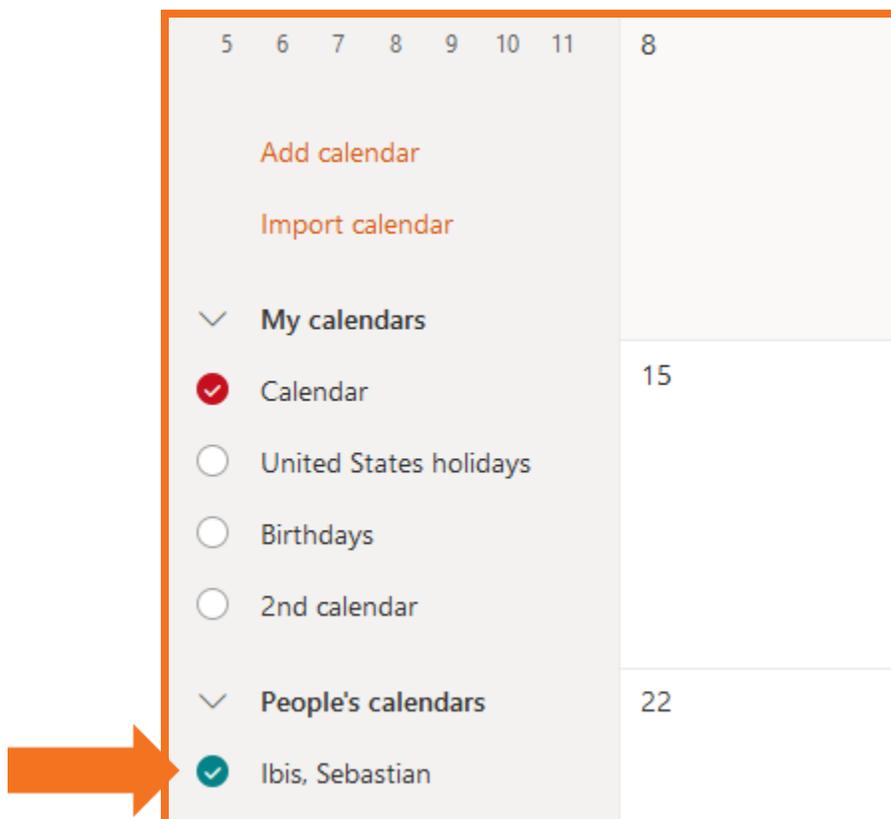
5. Enter the name or email address of the mailbox who's calendar you want to add. Outlook on the web will automatically find matching entries from the University's Global Address List.
6. Select the appropriate contact from the dropdown list that appears.



7. Select **Add**.



8. The calendar will appear under the heading **People's calendars**



How do I add rules or configure an Out of Office message to a shared mailbox or a departmental mailbox using OWA?

Please visit [Configure Out of Office or Mailbox Rules for a Departmental Mailbox](#).

How do I share folders in a shared mailbox or a departmental mailbox using OWA?

Please visit [Sharing and Accessing Subfolders](#).