INFORMATION TECHNOLOGY
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UMail FAQs

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UMail FAQs

Mobile Devices

iPhone

I already have my UMail account and an iPhone, how do I set it up?
Please visit iPhone - Configuring with UMail.

How do I configure UMail on my iPhone using IMAP?
Please visit iPhone - Configuring with UMail.

How do I delete my UMail account on an iPhone?
Please visit iPhone - Configuring with UMail.

Android

I already have my UMail account and an Android Device, how do I set it up?
Please visit Android Devices - Configuring with UMail.

How do I delete my UMail account on an Android device?
Please visit Android Devices - Configuring with UMail.

Windows Mobile

I already have my UMail account and a Windows Mobile Device, how do I set it up?
Please visit Windows Phone - Configuring with UMail.

How do I delete my UMail account on a Windows Mobile device?
Please visit Windows Phone - Configuring with UMail.

How do I configure UMail on a Windows Mobile 6 device using ActiveSync?
Please visit Windows Phone - Configuring with UMail.

I already have my UMail account and Smartphone, how do I set it up?

Please visit Configuring a smartphone running Windows Mobile 5.0 on Active Sync.

Outlook for PC

2016

How do I set up my UMail account using Outlook 2016?
Please visit Outlook 2010 - Configuring for UMail.

How do I check my mailbox size in Outlook 2016?
Please visit What's the size of my mailbox?.

How do I share my calendar with another UMail user in Outlook 2016?
Please visit Share your calendar Outlook calendar with other people.

How do I handle Junk Email in Outlook 2016?
Please visit Overview of the Junk Email Filter.

2013

How do I set up my UMail account using Outlook 2013?
Please visit Outlook 2010 - Configuring for UMail.

How do I check my mailbox size in Outlook 2013?
Please visit What's the size of my mailbox?.

How do I share my calendar with another UMail user in Outlook 2013?
Please visit Share your calendar Outlook calendar with other people.

How do I handle Junk Email in Outlook 2016?
Please visit Overview of the Junk Email Filter.

Outlook for Mac

2016

How do I set up my UMail account using Outlook 2016?
Please visit Outlook 2011 - Configuring for UMail.

How do I check my mailbox size in Outlook 2016?
Take the following steps to verify how much space your account is currently using when you are using Outlook 2016 for Mac:

1. Right-click (Or control click) on your inbox and select **Folder Properties**...
2. Click the **Storage** tab.
3. The size will display in KB. Divide the number by 1,000,000 to determine the amount of GBs being used.

How do I share my calendar with another UMail user in Outlook 2016?
Please visit Share your calendar in Outlook 2016 for Mac.

How do I handle Junk Email in Outlook 2016?
Please visit Customize junk email preferences to allow or block senders in Outlook 2016 for Mac.

How do I Make Outlook 2016 my default application for e-mail, calendar, and contacts?
Please visit Set an account as the default in Outlook 2016 for Mac.

2011

How do I set up my UMail account using Outlook 2011?
Please visit Outlook 2011 - Configuring for UMail.

How do I check my mailbox size in Outlook 2011?

1. Take the following steps to verify how much space your account is currently using when you are using Outlook 2011 for Mac:
2. Right-click (Or control click) on your inbox and select **Folder Properties**...
3. Click the **Storage** tab.

4. The size will display in KB. Divide the number by 1,000,000 to determine the amount of GBs being used.

How do I share my calendar with another UMail user in Outlook 2011?

Take the following steps to share your calendar in Outlook 2011 for Mac:

1. Select the calendar you wish to share calendar, and then click **Permissions** in the Home tab.
2. In the permissions window, click **Add User**, and then choose the individual for whom you'd like to assign permissions.
3. Once the user has been added to the list, assign the desired permissions.
4. Take the following steps to view a shared calendar in Outlook 2011 for Mac:
5. Chose **File > Open > Open Other User's Folder.**
6. Click the **Address Book** icon and enter the last name, first name and select **Find.**
7. Select the name and click **OK.**
8. Make sure **Type = Calendar** and click **OK.**
    a. **Note:** The user name will appear under Shared Calendars. It may take a few minutes for the calendar items to load once you select the person's calendar.

How do I handle Junk Email in Outlook 2011?

Please visit About junk e-mail protection.

How do I Make Outlook 2011 my default application for e-mail, calendar, and contacts?

Please visit Make Outlook your default application for e-mail calendar and contacts.

Outlook Web Access (OWA)

How do I login to my UMail account using OWA?
Please visit OWA - Signing In.

How do I navigate OWA?
Please visit OWA - Basic Navigation.

How do I use the Global Address List (GAL) in OWA?
Please visit OWA - Using the GAL.

Why does my OWA look different than someone else's?
Outlook Web Access will look different and function differently depending on the Internet browser you use to access it. Browsers other than Internet Explorer 5.5 and above may not provide all the features, options, and functionality of OWA. Internet Explorer 6.0 and above is the recommended (supported) browser for UMail.

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 create a new contact using OWA?
Please visit OWA - Creating a New Contact.

How do I stop my "good" emails from going into my Junk Email Folder?
Please visit OWA - How to stop "Good" e-mails from being filtered into the Junk folder.

I am using Firefox on a Mac to access Outlook Web Access and every time I try to download an attachment such as a Word document or Adobe PDF, the file is saved with the extension .asphx. How do I get the file to open correctly?
Microsoft is currently working on a fix for this issue but until one is made available please use one of these three workarounds.

1. Use Safari or Chrome as your internet browser on Mac in the interim.

2. Download the attachments and change the extension from .asphx to the appropriate file extension by clicking the file name twice beneath the file's icon and typing in the correct file extension (.doc, .pdf, etc.). A window will appear asking if you are certain you wish to change the extension. Click "Use" and the file extension will take.
3. Downgrade to Firefox 7.

Apple Mail

How do I set up my UMail account using Apple Mail?
Please visit AppleMail - Configuring for UMail.

How do I set up my UMail account using Apple Mail using IMAP?
Please visit AppleMail - Configuring for UMail.

How do I configure a UMail account with Yosemite or El Capitan?
Please visit AppleMail - Configuring for UMail.