Outlook Web App (OWA) Self-Help Guide

Use this Self-Help guide to address the most common issues with using OWA.

What is Outlook Web App (OWA)?
General setup and orientation guide can be found here.

Connect to OWA:
From <u>outside</u> the CG network @ https://www.mail.uscg.mil

From <u>inside</u> of the CG Network @ https://outlook.uscg.mil

Disconnect from OWA:
It is a best practice to select "Sign Out" from the top right corner of the OWA window. *Please do not close your OWA session without selecting "Sign Out".* You will experience email issues the next time you use OWA.

Common Problems:
Note: Some problems are known issues that will be repaired by April 20, 2020.

1. ***Issue:*** Some choices in the Options menu are not working, and this can impact user access to signed and/or encrypted email on OWA.
- *Comment:* We recommend accessing signed and encrypted email from the Outlook desktop application.
2. **Issue:** When attempting to open an email with a red ribbon over the name of sender an error occurs.
- *Comment:* This situation occurs because the email was digitally signed and cannot be opened in OWA. We recommend accessing signed and encrypted email from the Outlook desktop application.
3. **Issue:** Messages with a gold padlock over the sender's name will not open.
- *Comment:* This email is digitally encrypted and cannot be opened in OWA. We recommend accessing signed and encrypted email from the Outlook desktop application.
4. **Issue:** I am unable to open a link in my email.
- *Comment:* Right click the link and select "Open link in new tab" or "Open link in new window." If that is not working for you, copy the link and open a separate tab in your browser and paste that URL.
5. **Issue:** My Calendar items are in the wrong time zone, how do I change my time zone setting?
- *Comment:* This is one of the Options that is not working in OWA. Open the Outlook desktop app to change your time zone.
6. **Issue:** How do I digitally sign an email?
- *Comment:* This is not currently available in OWA. Please see sections three and four of the OWA Tech Tip that focuses on digital signatures - https://cg.portal.uscg.mil/units/c4itsc/reference/Library/Job%20Aids_Tech%20Tips/C4ITSC_FSD_TechTip_Access_Email_OWA.pdf
7. **Issue:** OWA keeps asking for my PIN, what do I do?

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- *Comment:* This is a complex issue. <u>If this occurs do not enter your PIN as requested. Multiple attempts to input your PIN may lock out your access.</u>
    1. Close the OWA browser window and completely exit your browser. This may be a Certificate error.
    2. Open a new browser window and go to: https://cg.portal.uscg.mil/Pages/main.aspx.
    3. If you can access CGPortal, then your certificates are okay. Attempt OWA again.
    4. If the problem persists you may need to reboot your computer.
    5. <u>Multiple attempts to input your PIN may lock out your access.</u>
    6. If after reboot OWA still does not allow you to use email without entering your PIN, we recommend using VPN and the Outlook desktop application.
    7. If you also cannot open CGPortal or are locked out and cannot access your machine you may need to go to a RAPIDS ID Office to reset your CAC certificates.
    8. If you have recently received a new CAC card you may need to synch your certificates with active directory: https://cg.portal.uscg.mil/units/c4itsc/reference/Library/Job%20Aids_Tech%20Tips/C4ITSC_FSD_TechTip_ActivClient_Reset_Cache.pdf

We appreciate your feedback! Please email problems or suggestions for additional information to outbreakquestions@uscg.mil