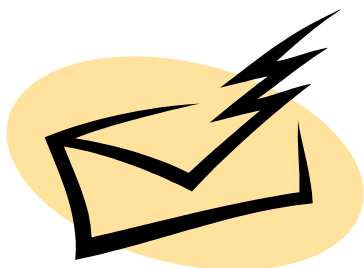




EUROPEAN MEDICINES AGENCY
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Outlook Web Access

User Manual



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Introduction

Purpose

The purpose of this User Manual is to provide a help guide on how to use Outlook Web Access (OWA).

Feedback

If you have any questions regarding that you think haven't been covered in this help manual, please send an email to **itservicedesk@ema.europa.eu**



Using Outlook Web Access

Outlook Web Access allows you to access your emails, calendars, tasks, and so on via a web browser. Please follow the steps below in order to make use of Outlook Web Access.

Step 1 – Before you start using it, ensure that you’ve followed the required process of logging a call with the IT Service Desk and have been granted access to Outlook Web Access

Step 2 – Log on to the website <https://owa.ema.europa.eu> and you will be presented with the page below:

Microsoft®
Outlook Web App

Security ([show explanation](#))

☒ This is a public or shared computer
☐ This is a private computer

☐ Use Outlook Web App Light

Remote Access Credentials ([show explanation](#))

User name:

Passcode:

Internal Network Credentials ([show explanation](#))

☐ Use a different user name

Password:

Management Gateway
erved.

Step 3

Insert
Windows login ID

Step 4

Enter your pin + 6 digits from
the RSA token straight after the
pin number



Step 5

Enter your windows
password

Step 6 – Click on the **Log on** button

Warning

For security reasons, please do not click on “Yes” to save the password in your password list

Limitations

Outlook Web Access gives access to all your emails, calendar, tasks, and public folders. But, you won’t have access to your Personal Folders.

Connection Time Out

If you haven't carried out any activity in Outlook Web Access for over 5 minutes, your connection will time out, and you would need to return to the logon page to connect again.

Logging Out

Click on the Log Off  icon on the top righthand side of the toolbar.



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