Outlook - Web App (OWA)

The OWA (Outlook Web App) also known as Outlook on the web) is the web-based Microsoft Outlook 2016 email client used by Michigan Medicine. The web application can be accessed at email.med.umich.edu on any internet-connected device, whether at work or offsite.

When offsite, there is an extra layer of security (called Duo two-factor authentication) in order to login. Be sure to enroll in Duo before using the OWA to access your email.

Outlook Web App does not require AirWatch to be accessed. Enrolling a smartphone or tablet in AirWatch, however, will allow your Michigan Medicine email account to integrate with your device and avoid the need to use the web-based app.

Please note that Outlook will no longer open in Internet Explorer for some CoreImage workstations; Outlook will be redirected to open Google Chrome.

General Information

Login

The initial sign in page will ask for your uniqname and Michigan Medicine (Level-2) Password.

If offsite, a Duo screen will also appear; choose a method to authenticate.

The first time you log into OWA, a prompt will appear; select a preferred language and time zone.
### Topics

#### General Information
- Login
- Accessing Mail, Calendar, Contacts, Tasks
- Conversation View in Outlook on the Web (2016)
- OWA Timeout

#### Detailed Instructions
- OWA - Opening Another Mailbox
- OWA - Recover Deleted Items
- OWA - Rules for a Resource Account Mailbox

#### Related Topics
- Outlook - Out of Office Messages

### Training Materials
- Quick Start Guide for Outlook on the Web
- Job Aid: Outlook on the web

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**Accessing Mail, Calendar, Contacts, Tasks**

Use the top left grid menu to switch between the Mail, Calendar, People, and Tasks.

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**Conversation View in Outlook on the Web (2016)**

By default, Conversation view is enabled on every folder. The view can disabled for any individual folder by clicking All (at the top of the middle section that shows the emails in that folder) > in the "View As" section at the bottom of the list, choose "Messages" instead of "Conversations".
OWA Timeout

OWA automatically times out after 20 minutes of inactivity within the mailbox (note: composing an email is for some reason considered inactivity by the system).

Due to the way that Michigan Medicine's Level-2 Single Sign-on is handled, after you get logged out, you will need to go back to https://email.med.umich.edu. If you attempt to sign back in with the timeout page that is presented you will be unable to get back into your emails.