

# Africa International Email and Public Folders Access

## Introduction

This document will cover access to the email services from Africa International University. It includes both the emails systems (Inbox, Contacts, Tasks & Calendars) and the Public Folders. These services are very similar to the same services available with on-campus computers via Outlook®, in fact they are so similar the service is called Outlook Web Access (OWA). Where ever possible the services provide via Outlook Web Access are identical to those provided on campus using Outlook.

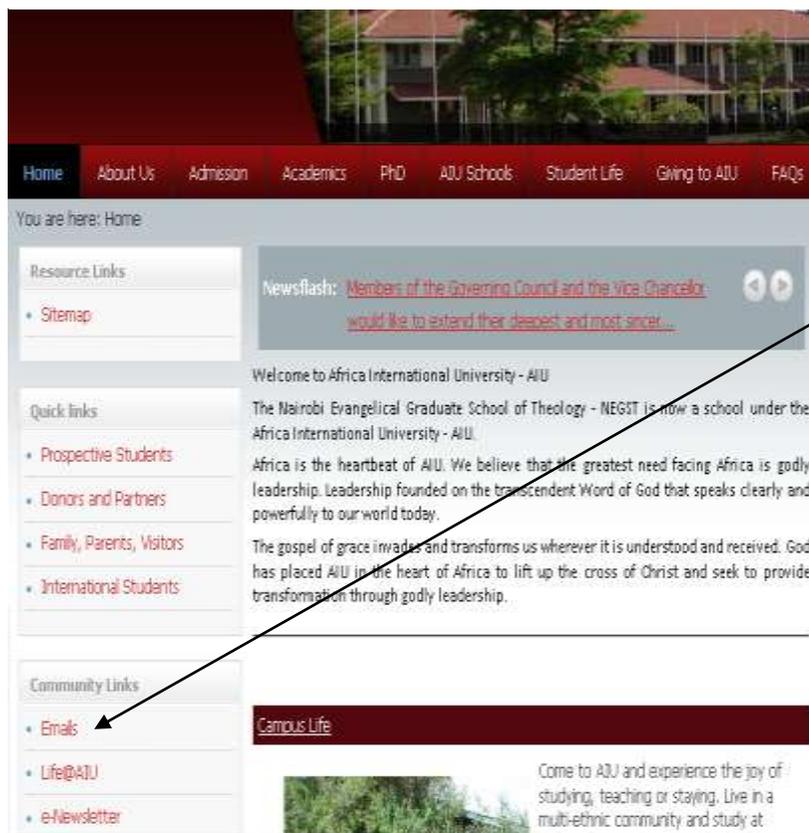
There are several steps shown in this document with images to assist. The steps cover getting your access to the [Outlook Web Access system at Africa International](#), [how to log on](#) to securely, and [how to change your password](#) when away from Campus, as well as some minimal guidelines for using these services. *Unless you are very familiar with this service please take the time to read the whole document - all 5 pages.*

## Getting to Africa International's Outlook Web Access

There are two ways to get to email. You can go to the Africa International website, or you can type the address directly in your browser address.

*Going to the Africa International website* is both very easy and carries the additional advantage of being to catch the latest news at the site. The Emails link is located under Community Links on the left side of the home page. Please see the image of the site below and note the arrow pointing to the Emails link. Clicking the Emails link takes you to the Outlook Web Access logon page. Your browser will open this in another window or another tab. The web site address is [www.negst.edu](http://www.negst.edu). (Please note that with the change to Africa International University in process, the address of the site may change!) If for some reason these instructions are out of date when you use them, we suggest that do an Internet search (your favorite engine) for "Africa International University."

Figure 1: Africa International Web Site



*Going directly to the Outlook Web Access* URL is the second way to gain access. The address to type in your address bar is "<https://mail.negst.edu/exchange>".

Using either method your browser will open a new tab or window that is the Africa International OWA logon page. It will look like the picture below.

## Logging on to Africa International's Outlook Web Access

You arrive at the Outlook Web Access screen from the Africa International website or by type the address or URL. From now on we will call this web application and the windows OWA.

When you arrive you can assess how often you might be coming to this page. If you will be a frequent visitor you may wish to create a Favourite (Internet Explorer) or a Bookmark (Firefox, Opera, or Safari) so it will be easy to return.<sup>1</sup>

Figure 2 Outlook Web Access Log On

**Introduce yourself.** Please take a moment to look at the screen. There are three parts of this page, two where you will interact to complete your log on. There are the boxes (in the middle) where you provide domain, name and password with a Log On button. And below the boxes there are two round buttons where you indicate your computer type. This is followed by a message at the bottom that predicts the behaviour of OWA should there be a failed logon or a closed session. We will review each of these areas.

### OWA Security

Security is foundational for Internet services like OWA and therefore the most critical part of this page – we will address it now

because of its importance.

**OWA will take independent action for security.** It will close your browser session when you quit or return to the log on screen when the window has been inactive (not used) for a while and when there is a problem with the highly secure communications that run behind this window. When this happens and you try to access any part of the window it will ask you to log on again. That is the gist of the message at the bottom of the window. This is all part of the effort to keep the communications secure even when the computer being used may not be secure.

**User security options.** The Security option “Public or shared computer” is the default and should be used unless you are on a computer where you are the only users of that computer. When using OWA from Africa International please be very rigorous about this. For instance, if your family members use the computer, it is a shared computer. If your student children use the computer, it is a shared computer. If your friends occasionally use your computer for internet access or movie downloads, it is a shared computer. A Private Computer for the

<sup>1</sup> If you don't know how to create a bookmark or favorite see the help for your browser and plan to do this later.

purpose of OWA is a computer used by only one person. This is important so it is listed as [Shared Computer](#) under [Things to Remember](#).

### *User Log On*

The box labels are your best hint as to how to do the final steps for logging in. The first box labelled “Domain\user name:” requires two pieces of information (Yes, with the back slash between them). The second labelled “Password:” only requires your current password. For our examples we will use a student with the name Njeri Mburu, who’s account would be njeri.mburu. Njeri’s current password is “NmburuIs#1”.

*Domain\User Name* is completed by first putting in the domain you are logging into for email. At the present that domain is “NEGST”, so use that as the first 5 characters. Follow the domain with a back slash “\” just like the label shows. Immediately following the back slash put in the full account name. If you don’t remember or never knew your account name, please see [Account Name](#) under [Things to Remember](#). Our example student will put in ‘njeri.mburu’ after the back slash, making her first logon box contents, “NEGST\njeri.mburu”.

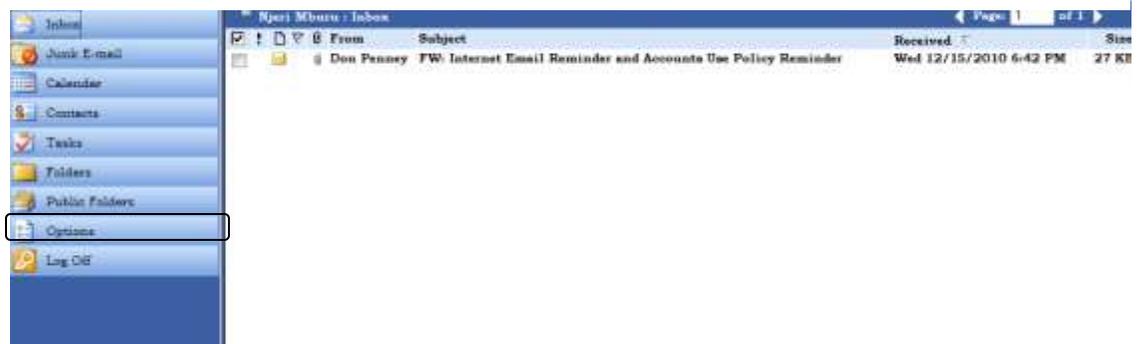
*Password* is reached by pressing the Tab key. If you prefer you can move a hand to the mouse and click in the second box, **Password**. This is where Njeri will enter NmburuIs#1. You will enter your unique password here. This is a good time to remind all the no IT staff from Africa International will ask you for your password – not via email, not on the phone, and not in person. Your password is yours alone for your access to IT services and is not to be shared. Like the shared computer definition above the password is exclusive to you and to your use. This is important so is in [Things to Remember](#) under [Password](#).

Having completed the log on boxes and chosen your computer type you are ready to start using OWA! Click the [Log On] button or hit the Enter key to see a screen like the one below with your email in it!

### *Introduce yourself.*

Take a look at this screen. Like Outlook, OWA opens to the Inbox and has similar information. The column on the left has Calendar, Contact, Tasks, and Public Folders – like Outlook.

Figure 3: Outlook Web Access Inbox



But an orientation to using OWA is beyond the scope of this document. It is covered elsewhere in the IT Knowledge Base and supported much more very effectively with [tutorials on the Microsoft OWA web site](#).

### **Africa International Password Practices**

Africa International uses passwords on every network account or network service. The passwords are subject to three standards, complexity and currency, recurrence. First, passwords have to comply to certain levels of complexity. Each and every password must meet the following three criteria. 1 – The password must be 8

characters or longer in length. 2 - The password must contain at least one capital letter. And 3 - the password must contain at least one number or special non-letter character.

Second, passwords have to be current. Current in this case is not older than 120 days. After 110 days the system will prompt the user that the password is too old and must be replaced with a new password.

Third and last, passwords cannot recur before 3 other passwords have been used - in effect for a whole year. Njeri Mburu (example student above) cannot reuse her password 'NMBuruIs#1' again when prompted for a change of password until she has had 3 other passwords. Njeri might next use '5h@r1ng' (sharing) but she cannot again use 'NMBuruIs#1'.

Because of these password standards and because there are many who use email who do not commonly come to the main campus and use the campus network, it is important to have a process to change passwords. When you add to this the security policy that IT staff never asks or knows another's password, it becomes vital that every user be able to adjust their password at any time on or off campus.

### Changing your password using OWA.

Outlook Web Access will remind you if your password is about to expire, beginning about 10 days from expiration. Take the warning seriously and make that change. Under some circumstances OWA will automatically take you to the Password Change dialogue. To make any change you will have to be logged on to OWA or attempting to do so. OWA will take you to the Password Change dialogue if your password is not set up or already expired. This is good to remember so you will find this also under [Things to Remember](#) as [Expired Password](#).

To change your password while logged on to OWA, you use the Options services. Options are on the left column of the OWA window

Inbox, above, circled). Navigate "Password" with the Change like the image in the middle of this starts the process opening the change password dialogue box.



(Figure 3: Outlook Web Access down the Options list until you see Password button looking very much paragraph. Clicking the button

*Password Change Dialogue* can be non-intuitive to the first time user so we will review it. When you open the Password Change Dialogue while logged on to OWA, you will have your Domain and Account fields already completed by the system. Three fields remain blank, Old password, New password and Confirm new password. Enter your current or expired password in the Old password field. Then enter your new password in both the New and Confirm new password boxes. When you are done click OK or press Enter. OWA will check your two passwords (new and confirm) and if they are not identical it will clear the boxes and ask you to do it again. If this happens check all boxes as you may find that your domain and Account boxes are now empty as well.

When all else password fails you will need to contact IT. When you do we will reset the password to the default so that you can enter your own unique password for your exclusive knowledge and use.

## Internet Service Manager

for Internet Information Server 6.0

Domain	<input type="text" value="NEGST"/>
Account	<input type="text" value="njeri.mburu"/>
Old password	<input type="text"/>
New password	<input type="text"/>
Confirm new password	<input type="text"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Reset"/>	

---

## Things to Remember

*Account name* - Africa International uses the full first name and the full last name for our accounts putting a dot between them. These are normally the names you provided on your application (for admission or employment). Exceptions are made when there are duplications or from time to time on the request of the user. If as a student you don't know what your account name is contact the Registrar ([registrar@negst.edu](mailto:registrar@negst.edu)) or the IT Department.

*Expired Password* - Even if your password is expired you should attempt to log on to OWA. When you do, OWA will recognize that your password is expired and take you to the Password Change dialogue box.

*Password* - Your password will never be requested by IT; it is exclusively yours. Passwords must also be changed every term and you cannot reuse a password for at least a year. Further, passwords must have a certain 'complexity' - they must include a number and a capital letter and be longer than 5 characters.

*Shared Computer* - Any computer not used exclusively by one person.