

# Using Office 365 Online (OWA)

## Center for Teaching and Learning (CTL)

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## **Purpose**

This training material highlights how to use online version of Office 365 email.

## **Audience**

University of Memphis faculty, staff, or students that will be using online version of Office 365 Outlook email or that want to access other online Enterprise applications.

# Using Office 365 Online (OWA)

## Office 365 Online Web Application

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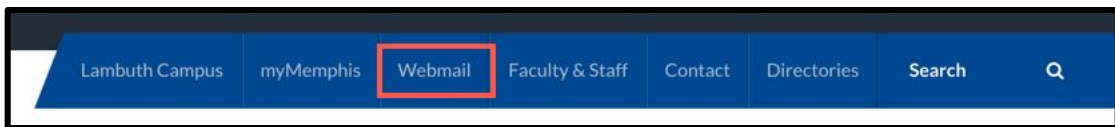
1. Log into the online version of Outlook.

2. Method 1 [myMemphis website](#)

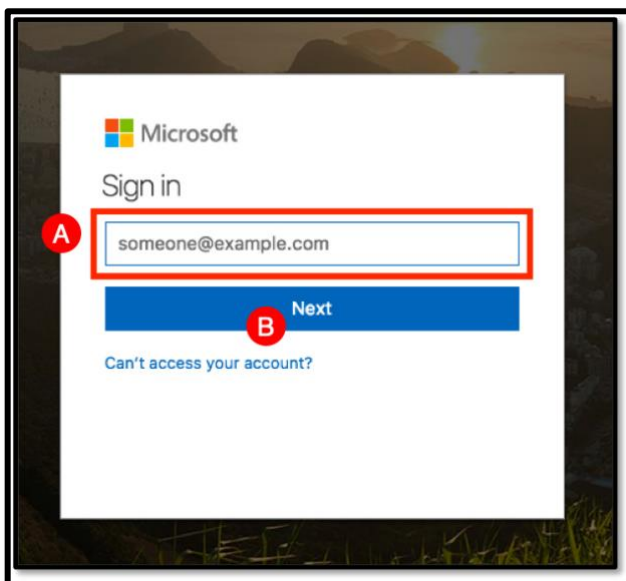


3. Method 2, use any web browser [navigate to the UofM Office 365 website](#)

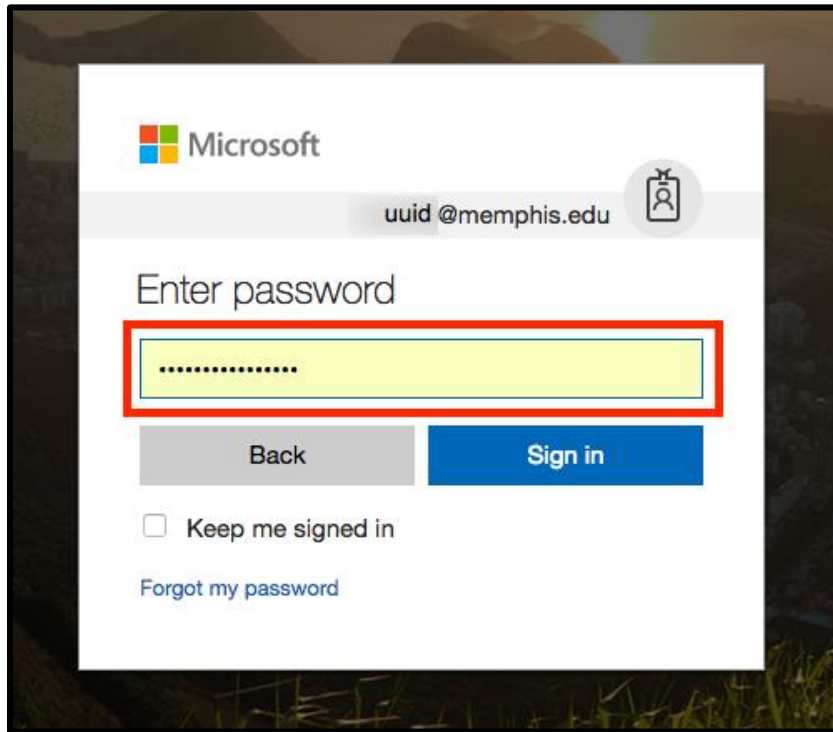
4. Method 3, click on the webmail link [on the menu on the UofM Website](#)



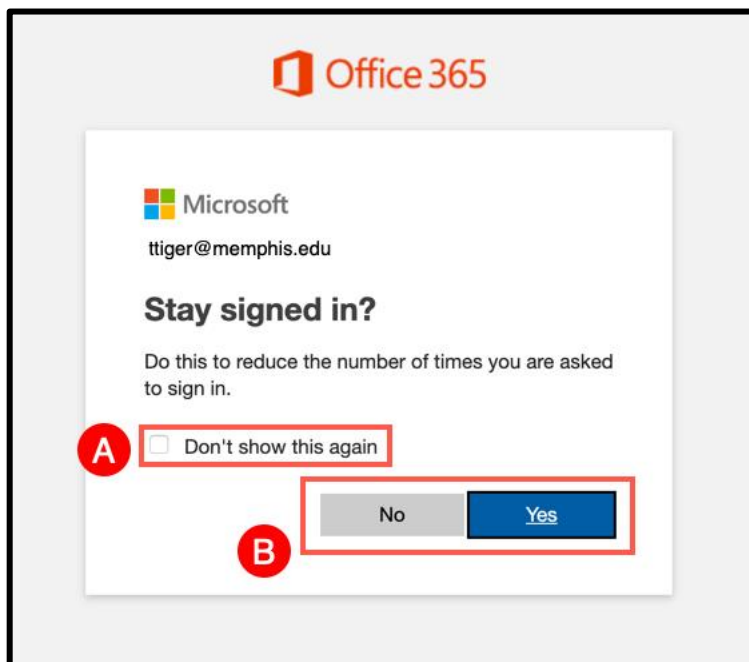
5. A) Enter your full UofM email address, then B) click **Next**.



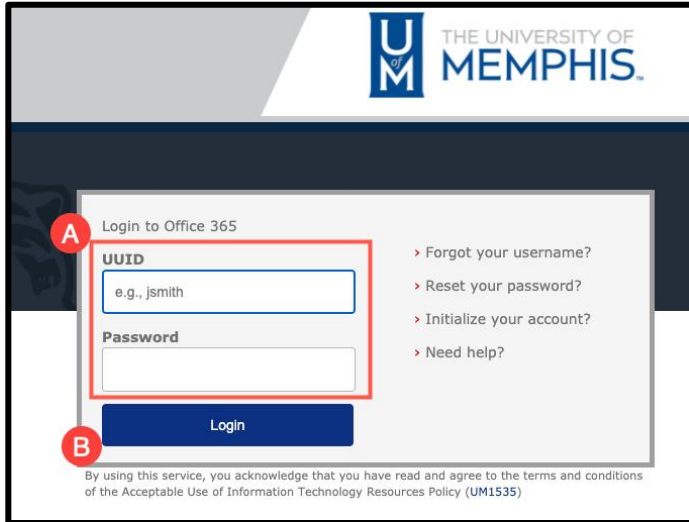
6. Enter your password that is associated with your UofM email address and myMemphis account. Sign in with Single Sign On (SSO), authenticate using DUO.



7. Next, you will be asked if you would like to stay signed in. If you do not wish to see this message, again click A) Don't show this again or B) click yes or no.



8. **A)** Enter your uuid, and password,  
then **B)** Click **Login**.



U THE UNIVERSITY OF  
M MEMPHIS.

Login to Office 365

**A**

**UUID**  
e.g., jsmith

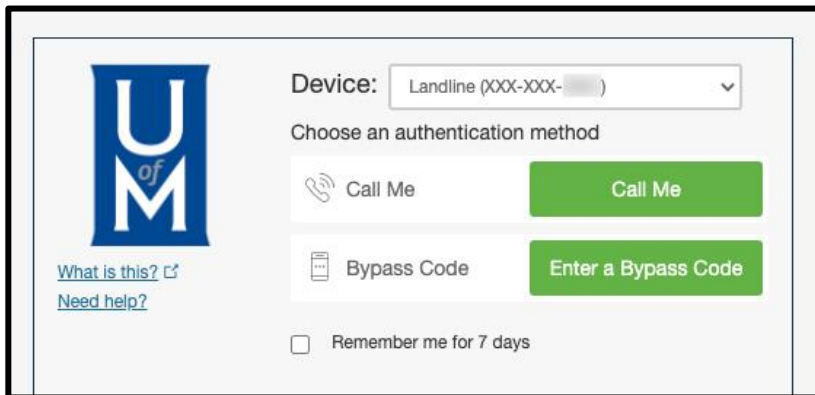
**Password**

**B** Login

- > Forgot your username?
- > Reset your password?
- > Initialize your account?
- > Need help?

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)

9. **Authenticate Using Duo.**



U  
of  
M

Device: Landline (XXX-XXX- )

Choose an authentication method

Call Me Call Me

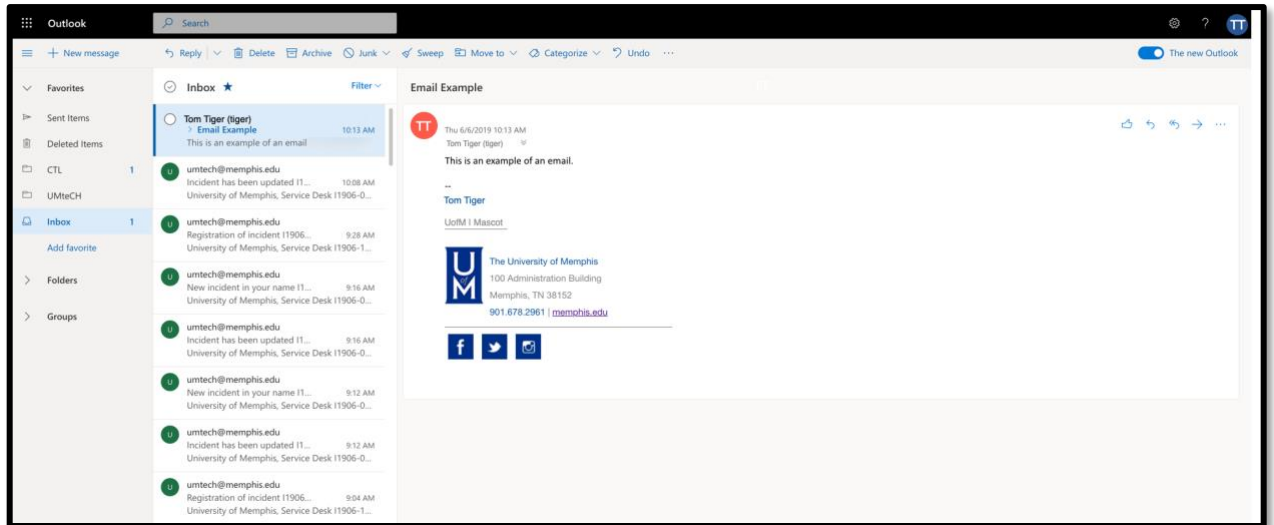
Bypass Code Enter a Bypass Code

Remember me for 7 days

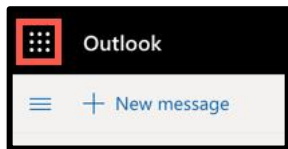
[What is this?](#)

[Need help?](#)

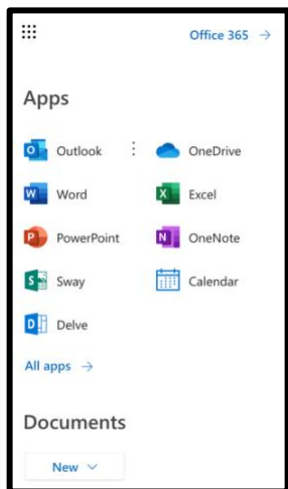
10. Once logged in you will see this. There will be a list of messages on the left and the Message Pane is on the right.



11. Note the 9 square tile in the upper left-hand corner. Clicking these tiles will allow you to use other on-line applications.



12. When the 9 tiles are clicked, this window which provides access to the following applications is visible. Below the apps will show current documents you have edited using the online applications. The application saves automatically as you use it.



## Have Outlook for Mac or PC installed

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To have Outlook for Mac or for PC installed on your office system [enter a help desk ticket](#) and your LSP ([Local Service Provider](#)) will make an appointment with you to install it on your system.



# Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

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### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

### Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

## Important Links

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- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)