

Outlook and Exchange FAQ

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General

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1. What is Outlook?

It is communication software with simple-to-use tools that enable you send, receive, and manage e-mail. Moreover, you can manage your contacts and calendar, and even share your calendar via the Internet. Outlook helps you create professional and polished e-mails, stay in touch with your friends, family, and colleagues, and manage your communications and schedule more easily than ever before. Here is a video from Microsoft: <http://office.microsoft.com/en-us/outlook>.

2. Can I use Outlook to access my email from my home computer?

To access your email from your home computer, you'll need to use OWA

3. What is Exchange?

Exchange is the software and systems in the background that makes everything work together. It makes sure that what you see on your desktop, the web and your mobile device are all in synch.

4. Where will my email (and contacts, calendars, etc.) be stored?

Your information is stored on the Microsoft Exchange server. Because your information is stored on the Exchange server, you can access your email, contacts, calendars, and tasks from any computer connected to the internet by using OWA. Because all of your information is stored on the Exchange server, you don't need to worry about backing up your data. Backups of your email and calendar data are handled centrally.



E-Mail

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1. How do I get to OWA?

Click or copy this link: email.fhda.edu. To sign into OWA, you will enter your CWID and password. As an alternative, the Employees tab in MyPortal will have a link and you will not be required to sign in a second time. This takes us one step closer to our goal of "Single Sign-in".

2. I tried to login at email.fhda.edu and I am getting an error message. What's going on?

Did you use your eight-digit ID and MyPortal (or Banner) password? Most likely, your email account has not yet been converted over to the new system. If you cannot login, please call the Call Center/Help Desk at 408-864-8324.

3. Will I still be able to forward my fhda.edu mail to my personal e-mail address?

Yes. This should mainly be used by Part-Time Faculty who have assignments at several different institutions. If you are a full time faculty or District employee it is strongly recommended that you use the District email system. Any District correspondence is subject to disclosure to court ordered subpoenas and other legal requests for information, which may include District correspondence contained in your personal email accounts. Here is the [link to instructions](#) on how to do it.

4. Once I start using OWA, will I be able to save my e-mails in folders?

Yes. The folders will reside on the central server. That means that regardless of how you access your e-mail (the web, mobile device or desktop) you will have access to all of your filed e-mails.

5. If I like using the OWA and my mobile device, do I have to install Outlook on my desktop?

No. Some people will find that OWA provides all the features they need. You will still have access to your email in Eudora and Thunderbird once you are migrated to OWA (Exchange email/calendar system), but you will not be able to forward or reply to emails in the Eudora/Thunderbird inbox. If you choose to continue with only OWA, you will need to copy/paste unread or important emails that you wish to act on from Eudora and Thunderbird into OWA.

6. What happens to my important e-mails if I have Outlook installed on my desktop/laptop?

If you “Opt In” for the Outlook Desktop client, you will be able to forward and reply to those emails. Also, the Desktop Client migration will move email from Eudora or Thunderbird local folders to local folders in Outlook on your desktop/laptop computer. The emails stored in local folders will not sync to the Exchange email/calendar server and therefore are not accessible in OWA.

7. Why would I want to use the Outlook Desktop Client?

The Outlook Desktop Client will be most useful for someone who will have a high frequency of forwarding or replying to email stored in Eudora and Thunderbird local folders. Some laptop users may choose the Desktop Client because they process a lot of email when working offline (do not have an active network connection). However, most users will probably find the OWA to be sufficient.

8. Why can't I change my e-mail password in OWA or the Outlook client?

The only way to change your e-mail password is by signing into MyPortal and then clicking on the “Account” link at the top left hand corner.

9. I have a Blackberry or iPhone or iPod Touch or iPad or Android phone, will I be able to synch my calendar with my Outlook calendar?

Yes. Check the [Mobile Device Set up](#) for instructions

10. Are there any problems I should be aware of related to which type of computer I have (Mac or Pc) or which browser I'm using to run OWA?

Yes there have been some issues related to browsers and computer. Here is a list:

- Using the OWA light version on an Apple with the Chrome browser has problems when you invite several people to a meeting and the formatting is a bit off. Solution: don't check light in a Chrome browser.
- Some versions of Firefox on both a PC and Mac may not support all functions. Solutions: use Internet Explorer (IE) on a PC and Safari on an Apple/Mac. You can contact the Call Center/Help Desk to request help upgrading to the latest version of Firefox that will run on your computer.
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11. Does the Apple Outlook desktop program support all of the features you have on the PC version?

No. You will find that both “Return Receipt” and blind copying (BCC) yourself do not work. Solution: use OWA.

12. I thought I was supposed to be able to get to email through myportal?

You can click on the “Employees” tab within MyPortal, then click on the “Launch” button to access your FHDA email via OWA.

13. How do I open/download an attached CSV file?

1. In the heading area of the email (see attached picture), right click on the title for the attachment [right click: hold down the control key (CNTRL) and click the mouse button]
2. You will see a sub-menu, choose/click on "Open as new tab" or "Open as a New Window"
3. The document will open-up or you will see a tab in the lower left corner (if you tried 'Open as a New window') or on top ('Open as a new tab'). Click on it and you should be able to open the attachment.
4. Once the Excel document opens, you will be able to save it in the directory you want.
5. The file will also go to where your downloaded files usually go: a folder name 'Download.'

Mobile Device

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1. What should I do if my phone is stolen or lost and I have confidential district e-mails on it?

If your device is lost, stolen, or otherwise compromised, you can issue a remote wipe command in Outlook Web Access. To do this, go to Options/Phone/Mobile Phones and click the “Wipe Device” button. This command erases all data on the mobile device. After you wipe a device, you must remove it from the list of mobile devices. If you recover the device, you can add it back by initiating synchronization from the device.

Your mobile devices frequently store sensitive data. If you lose a device, wiping all data from the device protects that data by removing it from the mobile device. All synchronized information and personal settings are wiped from the device. This returns the device to the original factory settings. It is also a good practice to wipe a device that you are no longer using.