

Upgrading Student E-mail Accounts from WebMail to Outlook Web Access 2003

INFORMATION TECHNOLOGY SERVICES
California State University, Los Angeles

Version 1.1

Fall 2006

Beginning Fall Quarter 2006, student e-mail accounts will be upgraded from the WebMail e-mail system to Outlook Web Access (OWA) 2003. All students who are new to CSULA will have their e-mail accounts created on the OWA server and do not need to go through the upgrade process. Continuing students who previously had a WebMail account need to upgrade to OWA to continue using the campus e-mail system. The purpose of this handout is to provide detailed guidance on the upgrade process.

To upgrade a student e-mail account from WebMail to OWA:

1. Launch Internet Explorer and go to the URL <https://mymail.calstatela.edu>. The **NIS Account Validation** page will open (see Figure 1).

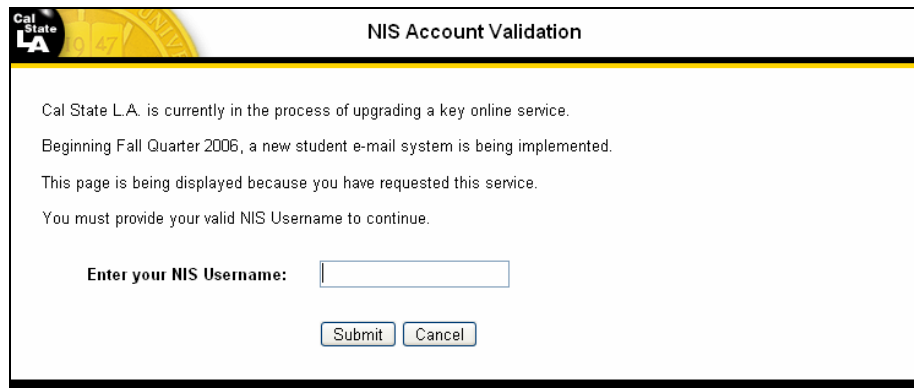


Figure 1 - NIS Account Validation Page

2. Enter the NIS username in the **Enter your NIS Username:** textbox and click the **Submit** button. The page will redraw and request the user NIS password (see Figure 2).

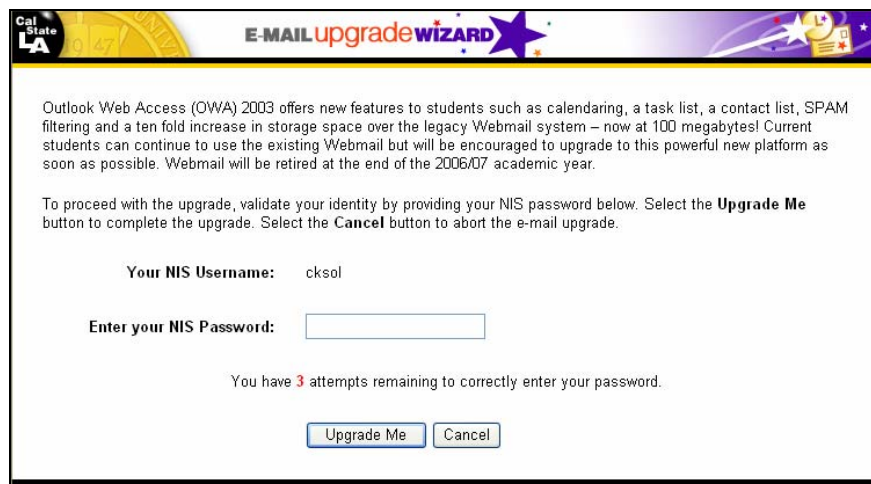


Figure 2 - NIS Password Request Page

!NOTE:

If the NIS username is not recognized the user will see the **Account Not Found** page (see Figure 3). Click the [click here](#) link and try entering the username again or, if further

assistance is needed, visit the ITS Help Desk in the JFK Library, Palmer Wing lobby or contact by telephone at (323) 343-6170.

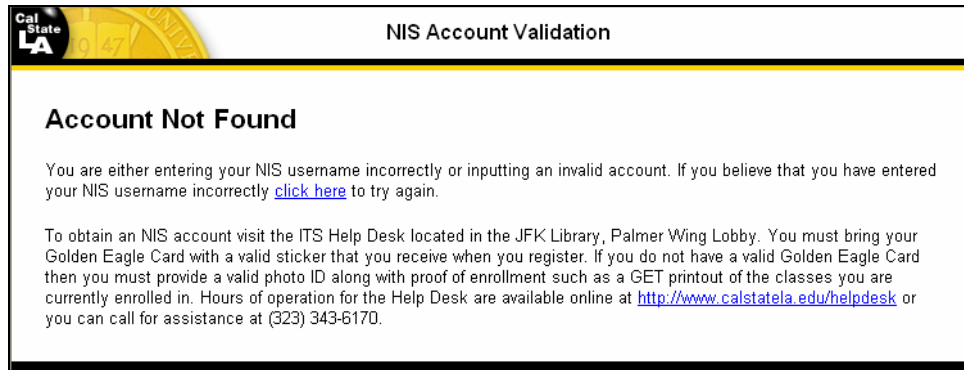


Figure 3 - Account Not Found Page

3. Enter the NIS Password in the **Enter your NIS Password:** textbox and click the **Upgrade Me** button. If successful, a **Congratulations** page will open in the browser (see Figure 4).

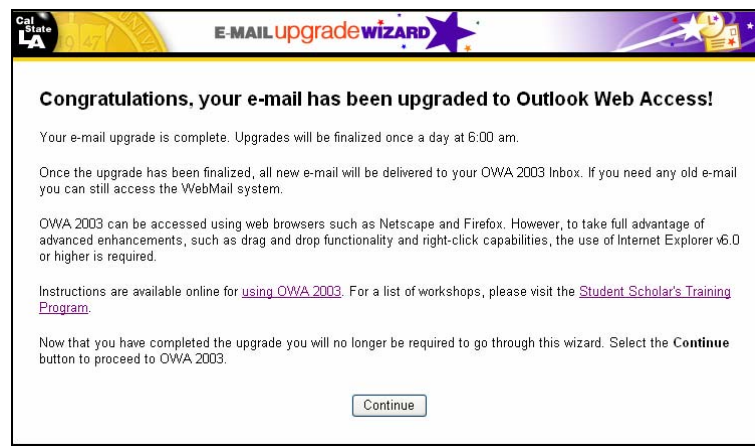


Figure 4 - Congratulations Page

!NOTE:

The user will be allowed three attempts to enter a password. If the password is not recognized after three attempts, an **Invalid Password** page will appear (see Figure 5); contact the ITS Help Desk.

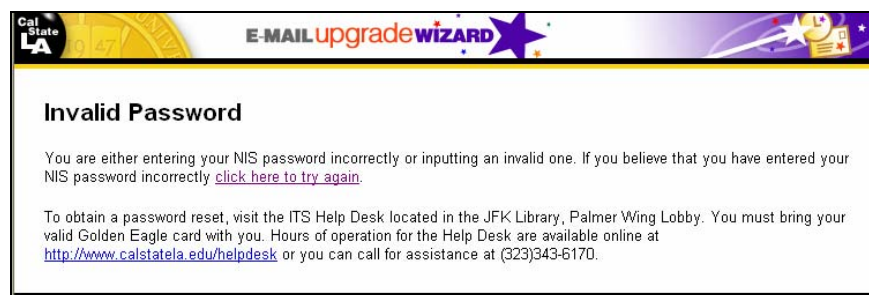



Figure 5 - Invalid Password Page

4. Click the **Continue** button. The browser will open to the **Student Logon** page (see Figure 6). Close the browser window by clicking the **Close**  button.

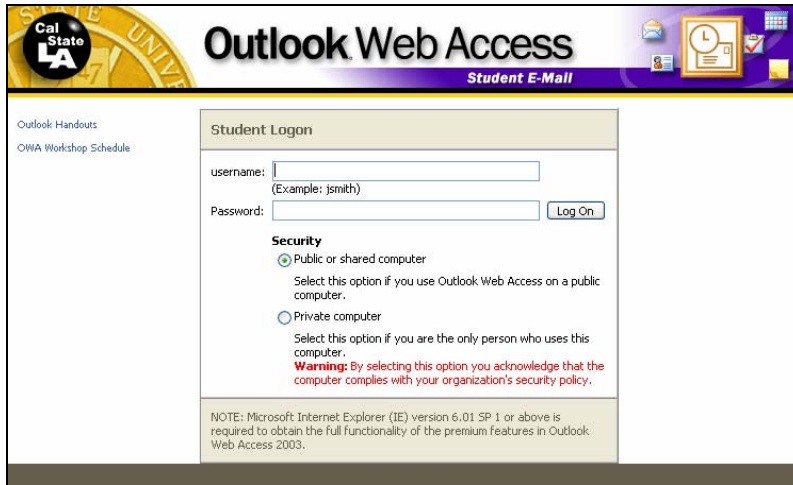


Figure 6 - Student Logon Page

!NOTE:

After successfully upgrading, the OWA e-mail account will not become active until 6:00 a.m. the following day.