Australian
National
University

How to access functional mailboxes in Webmail or via a portable device

Contents

Purpose

This document is designed to assist and answer the most frequently asked questions with regards to accessing functional accounts via Outlook Web Access(OWA), through a web browser or portable device, following migrations to Office 365.

Document Support Boundaries

This Document is written to support the following mail clients

- Online Web Access (OWA).

Note: For any other versions of Email clients, please consult your manual, built in help system, place of purchase or use online searches for configuration instructions.

I cannot access a functional mailbox on a portable device?

Access to a functional mailbox is not available on portable devices using 'lite' versions of web browsers. Web browsers on portable devices are required to be 'full' versions to allow access to functional mailboxes.

I need to access a functional mailbox on an Android phone or Windows phone?
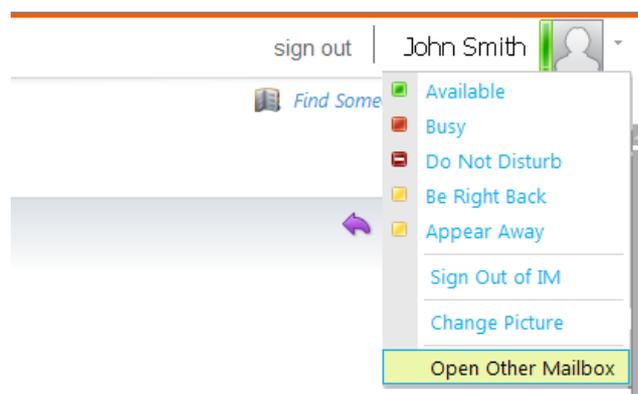
Access to functional mailboxes on your phone is available using OWA. Please note the web browser compatibility point above.

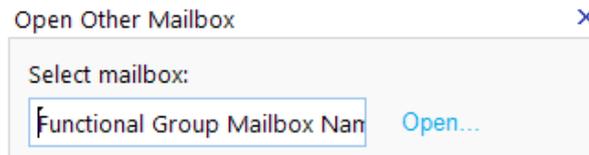## I need to access a functional mailbox on an iOS portable device?

Contact your local IT Service Desk and log a ticket to have a local IT support staff configure the phone. As a work around, kindly use the Online Web Access up until this has been configured.

Viewing functional mailboxes in Webmail

1. Sign in to **Outlook Web App** (http://outlook.com/owa/anu.edu.au).

2. Select **Your Name** in the top right of the Webmail interface.

3. Select **Open Other Mailbox.**

4. In the popup window, enter the name of the *functional mailbox* that you would like to open.

5. Select **Open.**

Note: This will open the functional mailbox that you have entered.

6. You have successfully opened a functional mailbox in webmail**.**

I can only see one of my functional mailbox and not the others?

You will need to follow the above steps to respectively view each functional mailbox that you have access to.

How do I go back to viewing my personal mailbox?

If you wish to go back to your personal mailbox, follow the above steps and enter your full name (eg. John Smith) when prompted to "Open Other Mailbox".