

CSD Helpdesk FAQ

Using Outlook Web Access

(Updated 04/24/2006)

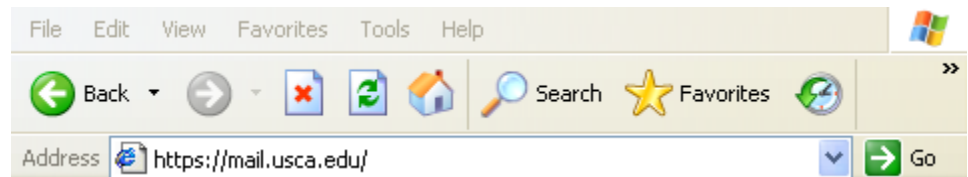
Once accepted as a student at USCA, you will be assigned an eMail account. Your eMail account will be the primary method used by faculty and staff to communicate with you. So it is very important that you start using your USCA eMail account immediately.

You will access your USCA eMail account through the web via Outlook Web Access.

Whether you're using a PC or Mac, a computer on or off-campus, thanks to USCA's Outlook Web Access eMail, you'll still have access to your eMail through the same easy to use screens.

Logging Into Your Web Access eMail

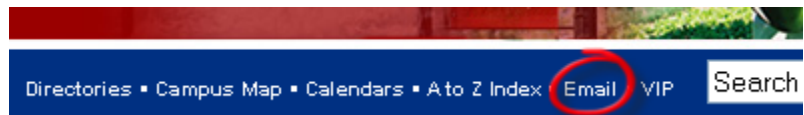
To access your USCA email account, **open Internet Explorer** or other browser.



Go to: <https://mail.usca.edu>

NOTE: The "s" in the "https://..." part of the address is required and means you are establishing a secure connection to the email server.

You can also access webmail by clicking the eMail link at the top right of the USCA home page.



Enter your *username* in the "User name:" field.

NOTE: Your USCA network username is a combination of your first initial, your middle initial and you complete last name. Your username is not case sensitive.

In this example, the student's name is: John Wayne Doe. So his account information would be...

Username: jwdoe

eMail Address: jwdoe@usca.edu

If you have any problems accessing your eMail, you can double check your assigned username at by using the form at: <http://www.usca.edu/directories/searchstudent.asp>

A screenshot of a Windows-style dialog box titled 'Connect to mail.usca.edu'. It features a key icon and a blue header. The main area is light gray and contains the following fields: 'usca.edu' (pre-filled), 'User name:' with a dropdown menu showing 'jwdoe', and 'Password:' with an empty text box. Below the password field is a checkbox labeled 'Remember my password'. At the bottom are 'OK' and 'Cancel' buttons.

Enter your *password* in the “Password:” field.

Your temporary password is normally the last 4 digits of your social security number, if you have not already changed it. However, in rare cases you may have been assigned a password manually.

Please remember that your password is case sensitive.

IMPORTANT: Never select “Remember my password” on a public computer.

Click on the OK button.

You should now see a screen similar to the one shown here.

NOTE: The screen shots shown here are from a Windows XP computer. If you use a Mac or different version of Windows, the view will be slightly different.

Many questions you may have regarding your account and its use, or campus computing in general, can be found by going to the Computer Services Division (CSD) Help Desk web page found at:

<http://www.usca.edu/helpdesk/>.

You should also review the USCA student eMail policy that governs your eMail account by going to:

http://www.usca.edu/helpdesk/student_email_policy.asp

USCA’s Computer Services Division is available to assist you if you should have eMail questions or problems. Should you need to contact the CSD Help Desk, they can be reached by calling (803) 641-3502 from off-campus, 4357 from on-campus or by emailing help@usca.edu.

