

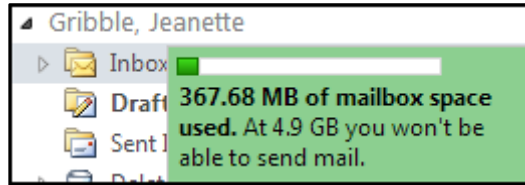
Microsoft Outlook Web Exchange 2013 - Frequently Asked Questions

1. Where can I get my emails on-line?

You can get your emails by accessing the [Gateway](#).

2. What is my quota on the Exchange Outlook Web Access 2013 account?

You have 5GB total which includes all folders you create. An email reminder will be sent before you are over quota to delete any emails you no longer need. A good place to look is in the deleted folder or the sent folder. If you do get over quota you will still receive emails but you will not be able to send any until you are under your quota. To find your quota simply sit your mouse pointer over the first folder that has your name on it and a box will appear with your information. (example below)



3. How do I forward or redirect my emails on Exchange Outlook Web Access 2013?

Follow the steps [here](#).

4. What password do I use and how do I change it?

Your password for Exchange Outlook Web Access is your Active Directory password or sometimes referred to as your Network password.

5. How do I look up someone's email address in a new message?

With a new message open click on the To button and it will open a window where you can search for a user at Dickinson College or in your own personal Contacts.

6. Can I set up a meeting in my calendar and invite users?

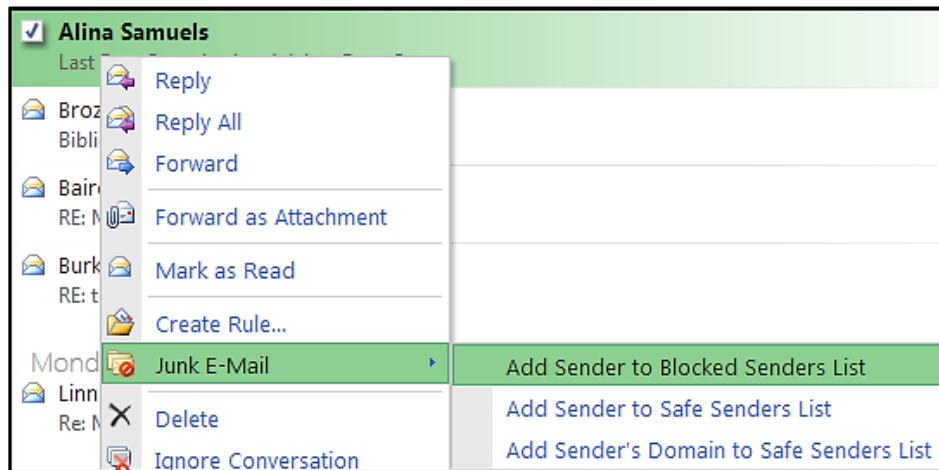
Yes, in Exchange Outlook Web Access you will be able to set up meetings with anyone at Dickinson College. Click on the Calendar, then new Meeting Request to start the process.

7. Do you have any tutorials with step-by-step instructions?

For all tutorials at Dickinson College click [here](#).

8. Junk emails are annoying, how can I manage them?

Setting up junk emails can help, but remember to check your **Junk E-mail** folder often. Right mouse click on the email message while in your inbox, choose **Junk E-Mail**, then **Add Sender to Blocked Senders List** as shown below.



9. Where can I go to get more help?

You can call the helpdesk at x1000 or 717-245-1000 or email helpdesk@dickinson.edu or you can stop into the helpdesk which is located in the lower level of the Library. The office hours are 8am till 5pm, Monday - Friday.