Enterprise Messaging (EM)
Logging on to OUTLOOK

Your Department has migrated to a new email and calendaring system called **Enterprise Messaging**. This document describes the log on procedures for **Microsoft Outlook** and **Outlook Web Access (OWA)**. In the event you need to change your EM email Password, follow the steps described on Pages 3 and 4.

1. Open **Microsoft Outlook**.
2. When prompted to logon, enter the information below, and click **OK**:

Outlook 2007 EM logon screen:

EM User name: Type your <**UCLA Logon ID** > (previously known as BOL ID).

NOTE: The first time you logon to Outlook, **ad** must precede your UCLA Logon ID.

Password: Type your EM password.

Who do I contact for Help?
> Your IT Help Desk: **x64525**, or email: **HelpDesk@college.ucla.edu**

What is my EM User name?
> This is usually the same name as your UCLA logon ID (previously known as BOL ID). If you've forgotten this logon, you can look up your UCLA logon ID at
> **https://logon.ucla.edu**

Enterprise Messaging email is accessible via the web using **Outlook Web Access (OWA)** anytime you choose to access email remotely. OWA comes in two versions: **Premium** and **Light**. **OWA Premium** is optimized for **Internet Explorer 6** or higher, and offers more robust features. **OWA Light** is provides basic mail features and is best used on slower connections. OWA Light works with Macintosh **Safari**, **Firefox**, **Opera** or older IE browsers.

Logon to EM Email using Outlook Web Access (OWA):

1. Open a Web browser and type the URL: **www.em.ucla.edu**
2. Click the *Outlook Web Access* link
3. Enterprise Messaging Logon:
   Name: Type your<**UCLA Logon ID**> (previously known as **BOL ID)**
   Password: Type your<EM **Password**>
4. Click the *Secure Log On* button:

Questions:

What is my EM Logon name?
This is usually the same name as your UCLA Logon ID (previously known as BOL ID). If you've forgotten this logon, you can lookup your UCLA logon ID at **https://logon.ucla.edu**

Who do I contact for Help?
Your IT Help Desk: **x64525**, or email: **HelpDesk@college.ucla.edu**

How do I log off?
When you are finished, please log off the e-mail system instead of simply closing the browser. The **log off button** is located in the upper right hand corner, depending on your browser.

Why was I logged off OWA automatically?
OWA (Outlook Web Access) automatically closes its connection to your mailbox after a period of inactivity in order to protect your account from unauthorized access. If you are automatically logged off, you will be redirected to log in again from the following screen:
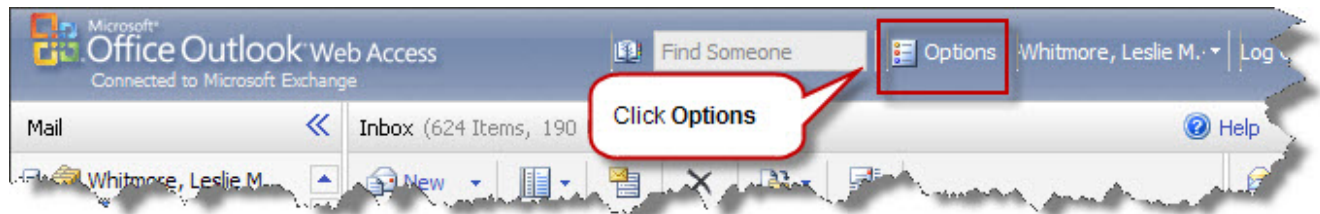
How to Change Your EM Email Password:

Changing your EM email password must be completed while logged in to **Outlook Web Access (OWA)**. This password change affects your EM account in both OWA and your regular EM email client.
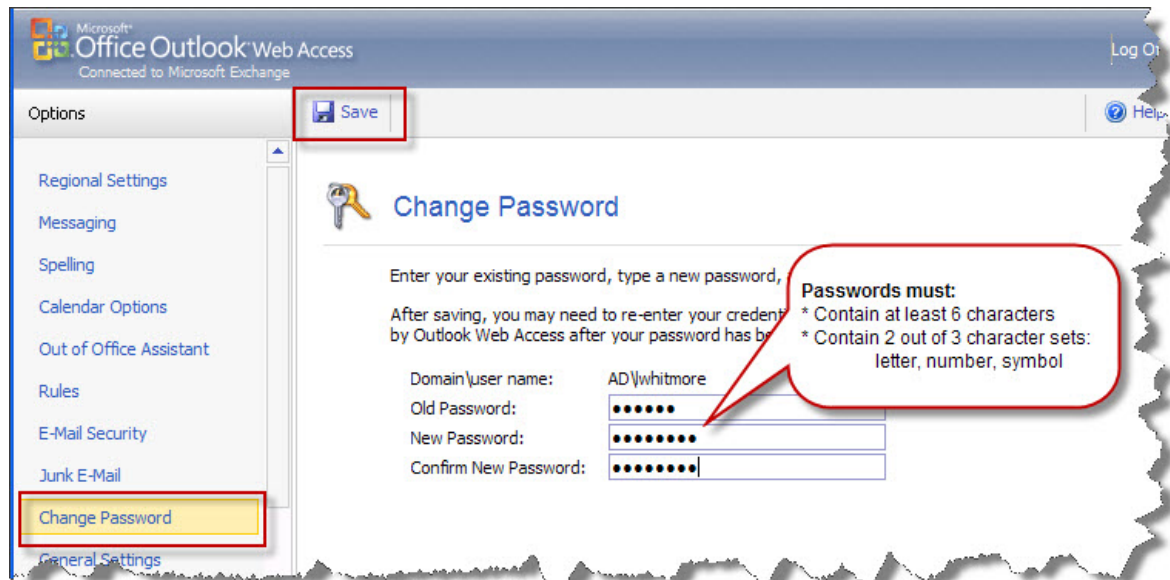
- A.) **Open** a web browser and type the URL: **www.em.ucla.edu**
- B.) Click the **Outlook Web Access** link
- C.) Enter your Enterprise Messaging logon information:

1. In the **Name** field: Type your <**UCLA logon ID**>(previously known as **BOL ID**)
2. In the **Password** field**:** Type your**<Current Password**>
3. **Click** the **Secure Log On** button.

D.) Click **Options** in the header bar:

E.) Click **Change Password** and complete the fields:

D). For additional help, contact: **College HelpDesk x64525**