

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto Outlook Web Access		Doc. No.	IT118
Scope	Operational Directorate			
Purpose	To ensure all operational staff can log onto the Outlook Web Access.			
GUIDELINES	<u>Outlook Web Access</u> Outlook Web Access provides access to emails to UC24 employees who have a Microsoft Outlook Account. The Web Access system is also used for ensuring users have an out of office message in place when on annual leave.			
PROCEDURE			RESPONSIBILITY	
1	To logon to the Outlook Web Access system enter the following Internet address in the Web browser. https://mail.miaa.nhs.uk/owa		UC24 Employee	
2	Once the page displays you will then be required to enter a username and password to connect to the web access server. The username needs to include the mail server that you are connecting to. All UC24 users connect to the xmerseyhc domain. The username should be entered as follows, e.g. xmerseyhc\brownm		UC24 Employee	
3	Once you have entered the password click the login button		UC24 Employee	

4	After clicking the login button a new window will then display. The user will then have full access to their Inbox, Personal Folders, Sent and Deleted Items . The web access system will not include any emails that have been archived on the network.	UC24 Employee
5	To turn on the out of office, from the home page click on the options button.	UC24 Employee
6	When the new window displays on the left hand side select the Automatic Replies option.	UC24 Employee
7.	From here you can then click the button to turn on automatic replies , enter a date period for when the message will display and enter a message that will be returned to the user. Once you have finished with the settings click the save button to complete the out of office messaging.	UC24 Employee
8.	If you have any problems connecting to the Outlook Web Access application please speak with a member of the IT department.	UC24 Employee



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Title	SOP IT118 Logging onto Outlook Web Access	Doc. No.	IT118
Version	V1		
Approving Managers/Committee			
Date Ratified			
Department of Originator	Information Management and Technology		

Responsible Executive Director		Director of Finance	
Responsible Manager/Support		Head of IT	
Date Issued		10/11/2015	
Review Date		November 2016 or when there is a change in the process.	
Target Audience		All Staff	
Version	Date	Control Reason	Accountable Person for this Version
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / * Clinical Operations Admin section Please delete as appropriate *	Standard Operating Procedures File in the Call Centre.
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