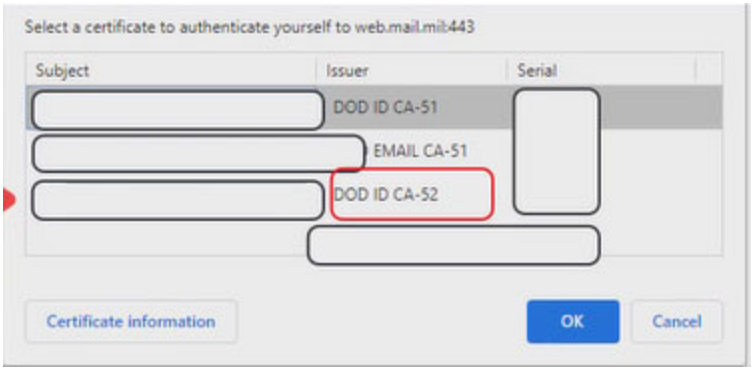
How to log into Outlook Web Access (OWA) Web Mail

IMPORTANT: READ ME (save yourself some aggravation and read this before you start).

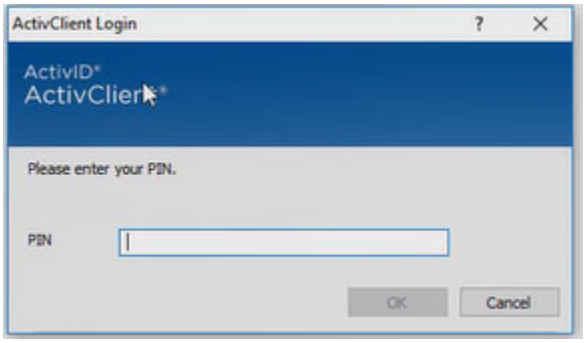
- If your browser goes to the Big F5 (in other words, you were blocked) you MUST close ALL of your browsers that are open. Example: If you are trying to log into OWA in Google Chrome, and are working in FireFox and IE, you still MUST close **ALL** the browsers (including FireFox and IE), or you will continue to be blocked.
- If your certificates do not match what is in this walk through, then unfortunately you will need to try them one at a time until you are able to log in. This will not lock your CAC as long as you are entering the "correct" PIN, but you will need to close all of your browsers before you try again.
- **RECOMMENDATION**: It is recommend that you log into OWA before you start working, so you can be familiar with which certificate you will be using. This way if you select the wrong certificate will not have to close all your browsers and possibly lose your work.

STEPS TO LOG INTO OWA WEB MAIL

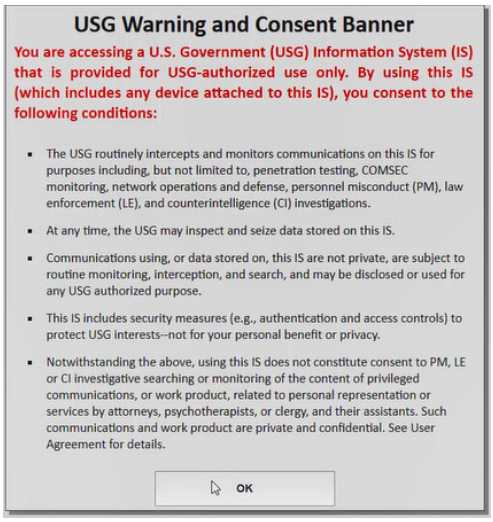
1. Open a browser (Google Chrome is being used for this walkthrough).
2. Enter > https://web.mail.mil/ in the browser address bar
3. Select your certificate. (It should be > DOD ID CA-52), but might be different. In any case, it should be the one at the bottom, then click > **OK**



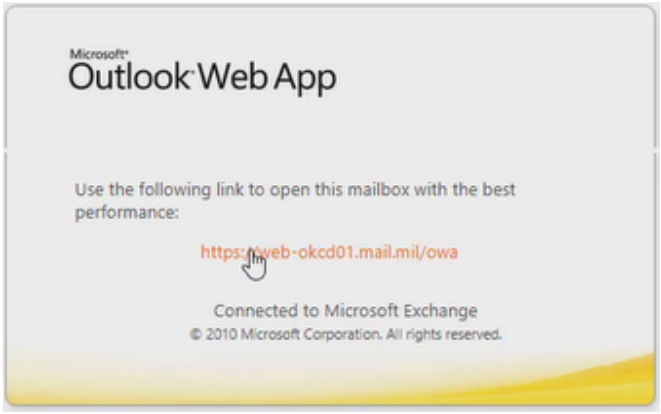
4. Enter your PIN, then click > **OK**



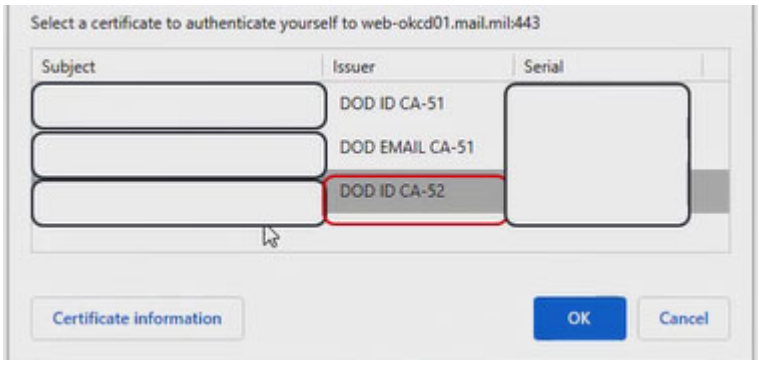
5. The USG Warning and Consent Banner will popup, click > **OK**



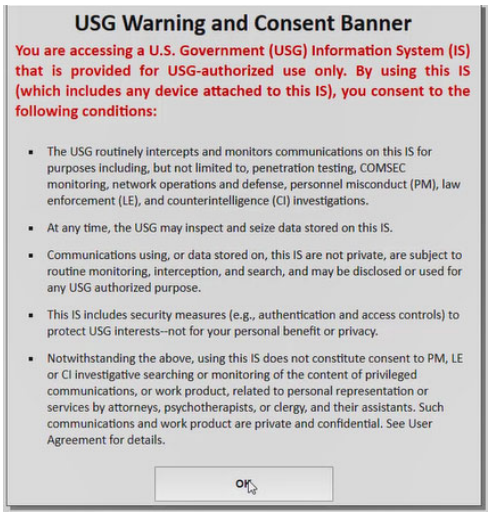
6. Click the link



7. Select the bottom certificate, then click > **OK**



8. The USG Warning and Consent Banner will popup, click > **OK**



9. You should now be in OWA Web Mail.