Outlook Web Access (OWA) User Guide

Revised: August 29, 2007

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Introduction to OWA

Outlook Web Access (OWA) gives you access to your email through secured logon and the Internet using a supported web browser. You can work from a GIL, Non-GIL Windows based computer, or Macintosh computer.

All major Outlook functions are accessible including Inbox, Folders, Calendar, Contacts, Tasks, plus view and send attached files.

OWA closely matches current Outlook functionality, but is not a replacement for the full-featured Outlook program.

What’s In This Guide

This User Guide tells you the requirements to use OWA, shows how to log on with SecurID, use OWA, and includes Troubleshooting steps.

Audience

This User Guide is written for end users connecting to OWA Single Sign-On. Typical OWA users are:

- Users who just need basic email read/write capability while away from the office.

Requirements

Requirements to use OWA include:

- Your email must be on an Exchange 2003 server if you want to log on using Single Sign-On. Otherwise, you can use the standard logon process as described in section Logging On When Your Email is Not on an Exchange 2003 Server.
- You must be subscribed to OWA and SecurID
- Know your SecurID PIN
- Have your SecurID hard token with you

Subscribe to OWA and SecurID from http://gilserv.chevron.com/. For more information about the SecurID hard token and PIN, see About RSA SecurID.

What’s New

Features that you will notice in OWA 2003 include the following:

- OWA offers Single Sign-On, which means that you are only required to type your Login ID and SecurID Passcode. This is only available to users whose email is on an Exchange 2003 server.
- OWA Standard sign-on is offered for locations that are not using an Exchange 2003 server. This requires your Login ID, password, and SecurID Passcode.
- OWA will timeout after 15 minutes of an idle session. Your current message will not be saved if you time out. You will get a warning when the session is about to expire.
• Archived messages appear with the archive icon 📦. See Archived Messages.
• OWA gives you access to the Chevron Global Address list. See Global Address List.
• OWA provides a spell check and thesaurus. See Spell Check and Thesaurus.
• You can view Public Folders but are limited to viewing only those that are on Exchange 2003. See Public Folders.

Internet Convenience

OWA gives you the ability to check your email anywhere; any time there is an Internet connection with a browser as long as you have a SecurID hard token. See more about SecurID in section About RSA SecurID.

OWA runs best and fastest with Internet Explorer 5.0; other browsers including Internet Explorer 4.01 and Netscape Navigator will provide lower performance. With Internet Explorer 5.0 not only is performance improved, but functionality is increased as well.

For more information about what browser to use, see Supported Browsers page 18.
Using OWA

About RSA SecurID

RSA SecurID confirms your network permission and is required to use OWA. SecurID is available in a hard token device—a "smart" card that creates a one-time Token code, every 60 seconds. You must be subscribed to SecurID service and have a SecurID hard token (Figure 1) to use OWA. Subscribe from GILServ.

SecurID Passcode

Your SecurID personal identification number (PIN) + the current Token code together constitute the one-time SecurID passcode.

Figure 1. RSA SecurID Hard token key fob

SecurID hard token features:

- A Token code (Cardcode) is good for one time use only. If you attempt to re-use a code, you will be denied access to the network. Instead, wait for a new code to appear on your SecurID before attempting to log on again.
- Each Timer bar on your RSA SecurID represents 10 seconds. When these bars disappear, the displayed number will change and the Token code is no longer valid. Make sure the code you are using has enough bars left to allow you to make your connection. If time is running out (i.e., one or no bars), wait for a new code to appear.
- After seven consecutive failures to log on, your SecurID needs to be reset. Call the Help Desk for assistance.
- Remember to bring your SecurID hard token when packing for a trip!

Log On with Single Sign-On

Logging on with Single Sign-On is easy and only requires that you use your Login ID and SecurID Passcode. Single Sign-On is only available to users who have email on and Exchange 2003 server. If your email has not yet been moved to Exchange 2003, see section Logging On When Your Email is Not on an Exchange 2003 Server page 8 for Logon procedures.

Log on to OWA Single Sign-On as follows:

1. From a GIL (or non-GIL) computer, open your browser and go to https://gilmail.chevron.com/.
2. Read and close the pop-up message. The Welcome page will appear (Figure 2).
The *Welcome* message tells you what is required to use OWA. Below it, the *Message Center* will tell you any current known outages or other important OWA information.

3. From the *OWA Single Sign-On* drop-down list, select your home office **region** and click **GO**.

4. The *RSA SecurID* page will appear (Figure 3).

5. In the *Username* field, type your **Login ID**.

6. In the *Passcode* field, type your 10-digit **SecurID passcode** (Figure 1).

7. Click **Send**. An *Authentication Succeeded* message will appear briefly, then *Outlook Web Access* will open in your browser (Figure 4).

   **Note:** Your SecurID PIN was set up when you subscribed to SecurID service and was mailed to you with your hard token. If you do not know your SecurID PIN, please call the Help Desk.
**OWA Features**

OWA looks and operates similar to Outlook on your desktop or notebook computer (Figure 4). The following are a few tips to help you use OWA:

- OWA will timeout after 15 minutes of an idle session. Your current message will not be saved if you time out.
- Messages appear in the Inbox in groups of 25 to a page. View the next group of messages using the navigation buttons. See Viewing Messages.
- Archived messages appear with the archive icon 🗑. See Archived Messages.
- OWA gives you access to the Chevron Global Address list. See Global Address List.
- OWA provides a spell check and thesaurus. See Spell Check and Thesaurus.
- You can view Public Folders that are on Exchange 2003. See Public Folders.
- When you are ready to log off, follow steps provided in Log Off.

![Figure 4. Example Outlook Web Access](image)

**Viewing Messages**

In OWA your messages appear in the Inbox in groups of 25. To view the next group of messages, use the navigation buttons located in the upper right corner, which include First page, Previous, Next, and Last page (Figure 5). Click the buttons to scroll through your messages.

![Figure 5. Next and Previous buttons to scroll through messages](image)
**Archived Messages**

As in Outlook on your desktop, archived messages appear with the archive icon 🗑️. An archived message will open in a new browser window the same way a new message will open.

**Global Address List**

OWA provides access to the Chevron Global Address List. For example, to create a new message and send it to a name in the Global Address List, follow these steps:

1. From the Inbox on the toolbar, click **New** to create a new message, then click **TO**. The **Find Names** dialog box will appear (Figure 6).

![Find Names -- Web Page Dialog](image)

2. Type **search criteria** in any field to search for a name and click **Find** (located under the **City** field). The results will appear in a list.

3. Select the **name** from the list and click **To** (or Cc or Bcc) to add the recipient to your email.

4. Repeat steps 2 and 3 for each name that you want to add, then click **Close** when finished.

5. **Send** your message as usual.

You can also access the Global Address List from **Address Book** 📚 on the **Inbox toolbar**.
**Spell Check and Thesaurus**

OWA provides a spell check and thesaurus when you create a new message.

To spell check a message, type your message and click **Spell Check** on the toolbar. If a misspelled word is found, the spell check window will pop-up and offer an alternative word. Choose a word from the list and click **Change** to replace your misspelled word.

To look up a word in the Thesaurus, type your message, select a word, and click **Thesaurus** on the toolbar. The thesaurus window will pop-up with a list of alternative words. Select a word from the list and click **Replace**. The Thesaurus window will close and replace the word with your selection.

**Public Folders**

When you click Public Folders, an additional browser window will open to view the folders.

Most Public Folders are stored on Exchange 2000. With single sign-on, you can only access Public Folders on Exchange 2003. The Public Folder needs to be migrated to Exchange 2003 in order to access it. You can call the Help Desk to request migrating your Public Folder to 2003.

**Log Off**

1. From OWA, click **Log Off** located in the upper right corner.
2. Click **Close** at the Complete Log Off Process message.
3. Click **Yes** at the Do you want to close this window prompt.
4. **Clear the Cache.** The following steps are recommended but not required. Your browser’s cache stores the contents of all the Web pages that you have visited during a session. To safeguard your information and prevent another user from viewing what you have visited, clear cache memory as follows:

   **Netscape 4.76 users:**
   - Click **Edit | Preferences**.
   - Select **Advanced** from the Category listing.
   - Click **Cache**.
   - Click **Clear Disk Cache** then **Clear Memory Cache**.
   - Click **OK**.

   **Internet Explorer 5.x & 6.x users:**
   - Click **Tools | Internet Options**.
   - Click the **General** tab at the top.
   - Click **Clear History**.
   - Click **Yes** to confirm.
   - Click **Delete Files**.
   - Click **OK**.
   - Click **OK** to close the Internet Options dialog box.
Logging On When Your Email is Not on an Exchange 2003 Server

While the Chevron email servers are migrating to Exchange 2003, OWA will continue to offer a logon method for non-Exchange 2003 users, which requires your Logon ID, CT password, and SecurID Passcode. Log on as follows:

1. Open your browser and go to: https://gilmail.chevron.com/. The OWA Welcome page will appear (Figure 7).

   ![Figure 7. OWA Welcome page]

2. Before you log on, take a moment to read the Welcome message, which tells you what is required to use OWA. Below it, the Message Center will tell you any current known outages or other important OWA information.

3. From OWA Sites, select your Home location from one of the drop-down lists and click GO. The Connect to gilmail dialog box will appear, prompting your login (Figure 8).

4. Log on as follows:
   - In the User name field, type ct\Login ID (Your Login ID is the same ID that you use everyday to log on to your computer. Make sure you include ct\ before your login ID.
   - In the Password field type your password. This is the same password that you use everyday to log on to your computer. If you use SmartBadge and do not know your Password, contact the Help Desk.
   - Click OK.
5. If you are connecting from outside the Chevron network, you will be prompted to type SecurID information (Figure 3). You must have subscribed to SecurID service and have a SecurID hard token (see About RSA SecurID) to log on from outside of the Chevron network.

![SecurID Login](image)

**Figure 9. SecurID Login**

6. In the *Username* field, type only your *Login ID* (do NOT precede with ct\).  
7. In the *Passcode* field, type your *SecurID passcode* (10 digits: your 4-digit *SecurID PIN* plus your 6-digit *SecurID tokencode* (Figure 10) that appears on your hard token (see About RSA SecurID)).

   - **Note:** Your SecurID PIN was set up when you subscribed to SecurID service and was mailed to you with your hard token key fob. If you do not know your SecurID PIN, you will need to call the Help Desk.
8. Click **Send**. An **RSA Redirect** message will appear briefly, then **Outlook Web Access** will open in your browser (Figure 11).

9. About OWA:
   - OWA look and operates similar to Outlook on your desktop or notebook computer (Figure 11).
   - OWA will timeout after 15 minutes of an idle session. Your current message will not be saved if you time out.
   - Turn off your Out of Office Assistant as shown in the **Tips** section, **How Do I Turn Off the Out of Office Assistant**.
   - When you are ready to log off, follow all steps provided in section **Log Off**.

---

Figure 10. SecurID Hard token key fob

Figure 11. Example Outlook Web Access
Troubleshooting

Outlook Web Access operates the same way Outlook 2003 operates from your computer. The following are troubleshooting steps:

How Do I Get to OWA

Open your browser and go to the OWA web site: https://gilmail.chevron.com/.

Scroll through Messages

The OWA Inbox displays your first 25 messages. You can view more messages using the navigation buttons located in the upper right corner, including First page, Previous, Next, and Last page (Figure 12). Click the buttons to scroll through your messages.

Trouble Logging In

Make sure you have followed the Login instructions provided in this guide in section Log On. If you are still having trouble logging in, you may need to clear your temporary Internet files or your Cookies. Follow these steps:

Clear Temporary Files and Delete Cookies

From your browser top navigation menu, click Tools | Internet Options. The Internet Options dialog box will appear (Figure 13).
1. Click **Delete Cookies** and wait for the procedure to complete.
2. Click **Delete Files** and wait for the procedure to complete.
3. Try logging in again. If you still cannot log on, go to the next section.

**Access Denied Error**

You need to be subscribed to OWA to be able to log on to it. You can subscribe from inside the Chevron network at [http://gilserv.chevron.com/](http://gilserv.chevron.com/). Click **Request Service** and scroll through the list looking for Outlook Web Access. When you subscribe, your subscription will activate within a few minutes.

Also make sure you are subscribed to SecurID service and have your RSA SecurID hard token, which you also subscribe to from [http://gilserv.chevron.com/](http://gilserv.chevron.com/). For more information, see sections **Requirements** and **About RSA SecurID**.

**Viewing Sent Items and Other Folders**

If you cannot see your Inbox, Sent Items or other folders, you probably need to expand your **Folders** list as follows:

1. On the left pane, click the down arrow located next to **Folders** (Figure 14, left image).
2. Folders will expand as shown in Figure 14 (right image).

![Figure 14. Viewing Sent Items and Other Folders](image)

**Viewing a Shared Mailbox**

Once you are logged in to OWA, type the shared mailbox alias to connect to the mailbox.

1. In the browser address bar, after the gilmail directory, type the **shared mailbox alias**. (Figure 15)
Attachments

Saving Attachments

OWA only provides access to your email but not to any storage locations. Therefore, you cannot save your attachments; you can only read them and forward them.

Viewing Attachments

With OWA you can view several types of attached files including:

<table>
<thead>
<tr>
<th>Word Processor</th>
<th>Spreadsheet</th>
<th>Presentation</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word (DOC)</td>
<td>Microsoft Excel (XLS)</td>
<td>Microsoft Power Point (PPT)</td>
<td>Adobe Portable Document Format (PDF)</td>
</tr>
<tr>
<td>Adobe maker Interchange Format (MIF)</td>
<td>Applix spreadsheets (AS)</td>
<td>Applix Presents (AG)</td>
<td></td>
</tr>
<tr>
<td>Applix Words (AW)</td>
<td>Comma Separated Values (CSV)</td>
<td>Corel Presentations (SHW)</td>
<td></td>
</tr>
<tr>
<td>Display Write (IP)</td>
<td>Corel Quattro Pro (QPW, WB3)</td>
<td>Lotus Freelance Graphics (PRE)</td>
<td></td>
</tr>
<tr>
<td>Folio Flat file (FFF)</td>
<td>Lotus 1-2-3 (123, WK4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fujitsu Oasys (OA2)</td>
<td>Microsoft Works Spreadsheet (S30,S40)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JustSystems Ichitaro (JTD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lotus AMI Pro (SAM)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lotus Word Pro (LWP)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Works (WPA)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Windows Write (WRI)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WordPerfect (WO, WPD)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>XyWrite (XY4)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Sending Large Attachments**

OWA is limited in the size of attached files that you can send. Instead of emailing large files, you need to login to the Chevron network and access your O drive, copy the file to the dropbox on your Share drive, and email the user a link to the folder. (Remember, you cannot access your O drive through Outlook Web Access). The following shows an example of how to use the dropbox:

1. Login to the Chevron network. From your desktop, click **My Computer**, expand the **O drive**, and expand the **Dropbox** folder (Figure 16).

![Figure 16. Dropbox](image)

2. Create a **New Folder** and name it anything.
3. Copy your files into your new folder.
4. Email a link to the folder as follows:
   - Notice the name of your Share drive. In the above example the Share drive is *Chvpkntrfs1.chvpk.chevronexaco.net*.
   - Click in the body of an email message, type the path to your new folder surrounded by double brackets as shown in the following example:
     
     $<Chvpkntrfs1.chvpk.chevronexaco.net\Dropbox\foldername\>$

Session Time Out

When OWA is idle for 20 minutes, it will give you a warning asking you to extend the session, please click Extend to continue the session, otherwise it will log you out of your session.

![Session Warning]

Any new message that you had not saved or sent will be lost, as well as any unsaved new items such as a calendar appointment or task.

NavGuard Warning

NavGuard prevents users from navigating away from their OWA session without first prompting them to either log off or return to their OWA session. If users click the log off button, they will be logged out of OWA and redirected to the requested website.

![NavGuard Warning]
.PST file or O Drive

You cannot access your Outlook Personal Folders file (.pst) or your O drive when using OWA.
You can only access your .pst file through Outlook on your desktop.
You need to be logged in to the Chevron network to access your O or P drives.

Archived Email

The OWA Inbox displays 20 messages at a time. In the upper right corner, locate the First page, Previous, Next, and Last page buttons (Figure 19). Click these buttons to scroll through your messages.

Disaster recovery note: During disaster recovery, if your Exchange server is being recovered, you might temporarily not have access to your archived email. Once your Exchange server is restored, your archived email will appear.

Contacts List

You can access the Contacts list that you have already created from your office computer.

Use your contacts the same way you would from Outlook on your computer.

Disaster recovery note: During disaster recovery, if your Exchange server is being recovered, you might temporarily not have access to your Contacts list. Once your Exchange server is restored, your Contacts list will appear.

How Do I Turn Off the Out of Office Assistant

To turn off the Out of Office Assistant, follow these steps:

1. From the left panel towards the bottom click Options.
2. In the Out of Office Assistant section, check option I’m currently in the office and click Save and Close (Figure 20).
## Major Differences with Outlook Web Access

The following lists operational differences between Outlook Web Access and Outlook 2000.

<table>
<thead>
<tr>
<th>Function</th>
<th>Outlook Web Access</th>
<th>Outlook 2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working offline</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Spell Check</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Deferred delivery &amp; expiration</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Copy messages in public/mailbox folders</td>
<td>YES</td>
<td>Yes</td>
</tr>
<tr>
<td>Access mail from a browser</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Time for graphics to Display¹</td>
<td>Fast (after first use)</td>
<td>Slow (fast, if in cached mode)</td>
</tr>
<tr>
<td>Time to check names</td>
<td>Not affected</td>
<td>Fast</td>
</tr>
<tr>
<td>Time to sort server(slower) messages</td>
<td>Locally (faster)</td>
<td>Slow. (Fast, if in cached mode)</td>
</tr>
<tr>
<td>Time to logon depending on message size</td>
<td>Fast</td>
<td>Not affected</td>
</tr>
<tr>
<td>Time to logoff</td>
<td>Fast</td>
<td>Slow</td>
</tr>
</tbody>
</table>

**Note:**
1. Times are based on the average case of an Internet connection. For slow connections, accessing mail will be more efficient using Outlook 2003. For fast connections, the difference of download time between Outlook Web Access and Outlook 2000 is negligible.
Supported Browsers

See Table 1 for a list of supported browsers.

Other Browsers

Although other supported browsers do not offer the complete functionality that Internet Explorer 5.0 offers, the user interface is more similar to Outlook than earlier versions of Outlook Web Access. Other browsers operate in a two-frame mode, with a navigation panel on the left that never changes. Only the right pane renders pages, which reduces network traffic. Both public and private folders are displayed in these browsers. Private folder contents can be moved or copied between other private folders.

MAC clients supported include: OS: 10.3.9   IE is 5.2.3   Safari is 1.3.1. This was tested in CVX.

Table 1 shows the new level of browser support for the operating systems offered by Outlook Web Access for Exchange 2003. Please know that IE 7.0 on Vista client is not supported. The Vista client will be supported on April 2007.

Table 1. Browser support for Outlook Web Access for Microsoft operating systems

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 5.1</td>
<td>B,P</td>
<td>None</td>
<td>B,P</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 5.5 SP2</td>
<td>B,P</td>
<td>B,P</td>
<td>B,P</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 6</td>
<td>B,P</td>
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<td>B,P</td>
<td>B,P</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 6 SP1</td>
<td>B,P</td>
<td>B,P</td>
<td>B,P</td>
<td>B,P</td>
<td>B,P</td>
</tr>
<tr>
<td>MSN® version 8 and later</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>B,P</td>
<td>B,P</td>
</tr>
<tr>
<td>Netscape Navigator 7</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
</tbody>
</table>

Table 2 shows the level of functionality for the operating systems and browsers for Outlook Web Access.

Key

- B - Basic version of Outlook Web Access supported
- B,P - Both the Basic and Premium versions of Outlook Web Access are supported
• None - Neither the Basic nor Premium versions of Outlook Web Access are supported

Other Browsers

Although other supported browsers do not offer the complete functionality that Internet Explorer 5.0 offers, the user interface is more similar to Outlook than earlier versions of Outlook Web Access. Other browsers operate in a two-frame mode, with a navigation panel on the left that never changes. Only the right pane renders pages, which reduces network traffic. Both public and private folders are displayed in these browsers. Private folder contents can be moved or copied between other private folders.

Table 2. Browser support for Outlook Web Access with other operating systems

<table>
<thead>
<tr>
<th></th>
<th>Apple OS 9.x</th>
<th>Apple OS 10.1 and later</th>
<th>Sun Microsystems Solaris HP/UX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 5.0 and later</td>
<td>B</td>
<td>B</td>
<td>N/A</td>
</tr>
<tr>
<td>for Apple</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Internet Explorer 5.5</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>SP2</td>
<td></td>
<td></td>
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<td>Internet Explorer 6</td>
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<td>None</td>
<td>None</td>
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<td>Internet Explorer 6 SP1</td>
<td>None</td>
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<td>None</td>
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<td>MSN version 8 and later</td>
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<td>Netscape Navigator 6.2</td>
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<td>Netscape Navigator 7</td>
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<td>B</td>
<td>B</td>
</tr>
</tbody>
</table>

Key

B - Basic version of Outlook Web Access supported
B,P - Both the Basic and Premium versions of Outlook Web Access are supported
None - Neither the Basic nor Premium versions of Outlook Web Access are supported

Additionally, support for the following browsers and operating systems has been discontinued for Exchange 2003:

• Microsoft Internet Explorer 4.5
• Internet Explorer 5 on all versions of Microsoft Windows
• Internet Explorer 5 for UNIX 6.0
• Internet Explorer 4.57 for Apple OS 9 and later
• Microsoft Windows® 95
• Microsoft Windows® 98
• Microsoft Windows NT® 4.08
• Apple OS 8.17