

# FAQ (UGAMail)

## Accessing UGAMail

### How can I see my apps in OWA?

Chances are your inbox has update its look. The "OneDrive, Outlook, Calendar, People" in the top right is gone and replaced with a blue square in the far left. If you would like to pin any of the apps to the nav bar, as they were before, you can:

- click the blue square in the top left
- click the "..." in the top right of the app you want to pin
- click "Pin to nav bar"

You can pin up to 3 apps to the nav bar.

### When I try to log into my UGAMail account, I am automatically logged into another account. Why?

If you have a personal Microsoft consumer account (e.g. for Skype, OneDrive, Xbox Live, Windows 8, etc.) or an account with another organization that utilizes Microsoft services, you must first log out of that account to access UGAMail. You can do this by clicking on the **sign out** link in the upper-right corner of your email.

You may also need to click on "Sign in as a different user" on the main sign-in page.

### What browsers are compatible with UGAMail?

Microsoft recommends the most recent versions of:

- Safari
- Chrome
- Firefox
- Edge

Internet Explorer 11 is also compatible.

### Known Issues

- **Google Chrome**, when combined with the Skype toolbar, may cause issues sending messages through the Outlook Web interface. To disable this toolbar:
  - a. Click on the wrench icon (next to the address bar).
  - b. Go to Tools -> Extensions
  - c. Choose "Disable" next to the Skype Toolbar entry.
- The latest version of Safari available for Mac 10.6 is not compatible with UGAMail.

## General Questions

### What is the Microsoft Outlook Web Application (OWA)?

The Outlook Web App is the product that powers UGAMail webmail; in this environment, OWA is synonymous with UGAMail web-based email.

#### Table of Contents

- 1 Accessing UGAMail
  - 1.1.1 How can I see my apps in OWA?
  - 1.1.2 When I try to log into my UGAMail account, I am automatically logged into another account. Why?
    - 1.1.2.1 What browsers are compatible with UGAMail?
    - 1.1.2.2 Known Issues
- 1.2 General Questions
  - 1.2.1 What is the Microsoft Outlook Web Application (OWA)?
  - 1.2.2 How do I change my display name?
  - 1.2.3 How do I modify my sender picture?
  - 1.2.4 How do I set a vacation message?
  - 1.2.5 How much email storage do I have?
  - 1.2.6 How large can email attachments be?
  - 1.2.7 How do I send messages to multiple recipients?
  - 1.2.8 How do I forward my email?
  - 1.2.9 How many messages can I send per day? or Why can I not send any more messages today?
  - 1.2.10 How do I determine if my account has been compromised?
- 1.3 Email Clients
  - 1.3.1 How do I configure my email client?
  - 1.3.2 Can I use my cell phone to check the UGAMail system?
  - 1.3.3 Outlook: How do I autocomplete addresses based on last name rather than first?
  - 1.3.4 Outlook: How do I change the stored password in Outlook?

## How do I change my display name?

Display name refers to the first and last name that appears when you send a message to another individual (e.g. Joe G. Smith <joeuser@uga.edu>).

- Please Contact the EITS Help Desk to have this name updated.

## How do I modify my sender picture?

1. Once logged into your email account, click on your name in the upper-right corner.
2. Click on the link "Change" to open a new overlay tab.
3. On this overlay, click on the folder icon, which will open a browse window. Find the picture you wish to use on your computer, then double-click on the file.

This will immediately make this file your new picture. Note that this change may take 30 minutes to an hour to fully propagate so others see the change.

## How do I set a vacation message?

Please see the article:

[Setting a Vacation Message in UGAMail](#)

## How much email storage do I have?

50GB

## How large can email attachments be?

The maximum attachment size is 26 MB.

## How do I send messages to multiple recipients?

Multiple email addresses/recipients must be separated with **semi-colons** rather than commas in the To:, CC:, and BCC fields (e.g. janeuser@uga.edu; joeuser@uga.edu; myid@uga.edu)

## How do I forward my email?

- See the

[Forwarding Your Account \(UGAMail\) guide.](#)

## How many messages can I send per day? or Why can I not send any more messages today?

Microsoft limits the number of messages an account can send per day to prevent spamming from bots and compromised computers. A list of these restrictions for UGAMail are available at the link below:

<https://technet.microsoft.com/en-us/library/exchange-online-limits.aspx#Receiving%20and%20sending%20limits>

- 1.3.5 Outlook for Mac: I can't access my UGAMail in the latest version of Outlook (2016 or 2019). How do I fix this?
- 1.3.6 Mac Mail: I can't access my UGAMail in the latest version of Mac Mail (Mojave). How do I fix this?
- 1.3.7 Using UGAMail Webmail (Outlook Web App, or OWA)
- 1.3.8 How do I see my UGAMail quota?
- 1.3.9 How do I turn off message threading / threaded messages / conversation view?
- 1.3.10 How do I delete an attachment in a new message?
- 1.3.11 Can I allow other users to see my UGAMail inbox?
- 1.3.12 How do I report something as spam or junk email?
- 1.3.13 How do you view message headers in OWA?
- 1.3.14 How do I set up message filters to send messages to a certain folder?
- 1.3.15 Is it possible to import or export contacts in webmail?
- 1.3.16 Troubleshooting and Support
- 1.3.17 I am having a number of issues with my mobile device. Is this a known problem?
- 1.3.18 I accidentally deleted a message from my trash that I need. Can I recover it?
- 1.3.19 I did not find the deleted message in my "Recover Deleted Items" folder. Can it still be restored?
- 1.3.20 I tried to send a message, but received an error concerning the transmission of Social Security Numbers being restricted. What happened?

- You are allowed to send up to 10,000 messages/recipients in a 24-hour period.
- You can include up to 500 recipients on any one message in a 24-hour period.
- If you or your organization sends out massive amounts of messages per day, we recommend setting up a [Listserv](#), or using our "mailgateway server." Please contact the Help Desk for details.

## How do I determine if my account has been compromised?

<https://support.microsoft.com/en-us/kb/2551603>

## Email Clients

### How do I configure my email client?

Instructions for setting up your favorite email client, as well as mobile devices, can be found at the UGAMail documentation article.

### Can I use my cell phone to check the UGAMail system?

Yes. Cell phones with internet browsers may access the new UGAMail service through the web interface, though it is not recommended and has limited functionality. Phones with IMAP/POP email or ActiveSync/Exchange capabilities can be used to check and manage UGAMail. Instructions on configuring them can be found in our Documentation & Setup Guides.

### Outlook: How do I autocomplete addresses based on last name rather than first?

When resolving names from the contact list, Outlook will start the autocomplete process if it matches a few characters in the first name. For example, if you start typing in "Jane," in the **To:** field, it will find any contact whose first name begins with a J; the same is not true if you begin typing "Staffman," unless their first name is "Staff" or something similar. The best way around this is to use the "Check Names" function. Type in part of a person's name, then either click on the "Check Names" button, or press "ctrl+k". This function will check through all addressed email messages and match them to the best result; if the name you've typed is not unique enough, it'll bring up a list of names that are closest.

### Outlook: How do I change the stored password in Outlook?

- **For Exchange Users:**
  1. Click "File" in the top left
  2. Click the "Account Settings" button
  3. From the drop-down menu select "Account Settings"
  4. Select the UGAMail Account, choose **Change**
  5. Click on **More Settings**
  6. Choose the **Security** tab
  7. Check "Always prompt for credentials"

### Outlook for Mac: I can't access my UGAMail in the latest version of Outlook (2016 or 2019). How do I fix this?

If you are using the latest version of Outlook for Mac, but still can't access your UGAMail, you may have to remove your UGAMail account and re-add it to Outlook. Try the following:

1. On the top bar in Outlook, go Outlook
2. Click Preferences
3. Click accounts
4. Select the UGAMail account.
5. Click the minus button (-) on the bottom left of the page.

- 1.3.21 I received a notice stating "Your email message conflicts with a policy in your organization." What should I do? (DLP policy)
- 1.3.22
- 1.3.23 My email failed to send and I don't have the option to override the DLP email policy. What should I do?
- 1.3.24 Why can't I send to multiple recipients? Why am I getting the error: "No Match Found"?
- 1.3.25 Why are my messages stuck in the Outlook outbox?
- 1.3.26 My webmail interface looks different, claiming it is the "Outlook Web App, light version." How do I use the normal version?
- 1.3.27 Why can't I delete this folder? What are the default folders in UGAMail?
- 1.3.28 How do I find message headers in UGAMail?
- 1.3.29 I'm leaving the University. How do I export or backup my email and contacts before my account is disabled?

6. After it's done removing, click the plus button and re-add the account.

If this does not fix your issue, please contact the [Help Desk](#).

## **Mac Mail: I can't access my UGAMail in the latest version of Mac Mail (Mojave). How do I fix this?**

If you have upgraded your Mac to OS Mojave and still can't access your UGAMail through Mac Mail, you may have to remove your UGAMail account from Mac Mail and re-add it. Try the following:

1. On the top bar for Mac Mail, go to Mail
2. Click Accounts
3. Select your UGAMail account. It should be an Exchange Account
4. Click the minus button (-) on the bottom left of the page.
5. After it has been removed, click the plus button and re-add the account.

If this does not fix your issue, please contact the [Help Desk](#).

## **Using UGAMail Webmail (Outlook Web App, or OWA)**

### **How do I see my UGAMail quota?**

Once you are logged into your UGAMail account, please do the following:

1. Click on the Gear icon in the upper-right corner of this window.
2. Choose **Options**.
3. Under the **Account** tab, you will see a heading entitled "Mailbox usage," which displays how much space is being used.

### **How do I turn off message threading / threaded messages / conversation view?**

Conversation View will group messages together based on their subject and replies to that specific subject. They are stacked into a single mailbox entry. If you wish to display messages individually in your inbox (a new mail entry per new message):

- Access your email account ([viaugamail.uga.edu](http://viaugamail.uga.edu)).
1. In the center column (the message list), you will see a search bar across the top. Immediately beneath it, to the right, will be the text "Conversations By Date." Click on this text to reveal a menu.
  2. At the bottom of this menu is the heading "Conversations." Select the option "off" to disable.

### **How do I delete an attachment in a new message?**

If you've accidentally attached a file or document to a new message and wish to get rid of it, simply click on the "X" icon next to the attachment.

### **Can I allow other users to see my UGAMail inbox?**

Yes, but it requires your account to be configured in a program capable of setting mailbox permissions (i.e. Outlook 2007/2010). Please see the following article:

[Sharing Your Inbox](#)

### **How do I report something as spam or junk email?**

You may mark a specific message as spam by right-clicking (or Ctrl+click on a Mac) and choose "Mark as junk."

- To report a piece of spam directly to Microsoft, please see the following guide:

[Reporting Junk E-Mail](#)

- To report a phishing scam message, you may forward a copy directly to [abuse@uga.edu](mailto:abuse@uga.edu).

## How do you view message headers in OWA?

- In OWA, highlight the message in question. In the reading pane, in the upper-right corner, is a gray box with an ellipsis in it (...). Click on that item.
- Click on "View message details."

## How do I set up message filters to send messages to a certain folder?

Please view the guide below to see examples of how to set up message filters (inbox rules):

### [Using Inbox Rules](#)

- If you require help setting up a specific message filter, please contact us.

## Is it possible to import or export contacts in webmail?

At this time, it is not possible to export contacts in the UGAMail web interface. You will need to use Microsoft Office Outlook (newest version).

You can, however, import a contacts file that is in the comma separated values format (.csv) exported from Outlook. To do this:

1. Log into webmail (<http://ugamail.uga.edu>)
2. Click the settings gear in the top upper-right section.
3. Next, find and click **People** under **Your app settings**.
4. On the left side of the page under **People** click **import contacts** and choose your mail provider.
5. Follow on screen instructions.

## Troubleshooting and Support

### I am having a number of issues with my mobile device. Is this a known problem?

There are a large number of non-standard behaviors persistent within UGAMail and mobile devices not currently listed in this FAQ. If you cannot find your answer here, please check the following Microsoft knowledgebase article: <http://support.microsoft.com/kb/2563324>

### I accidentally deleted a message from my trash that I need. Can I recover it?

Yes. There is a sort of recycle bin available in UGAMail webmail that you can recover. Please see the following article:

#### [Recovering Deleted Items](#)

### I did not find the deleted message in my "Recover Deleted Items" folder. Can it still be restored?

Unfortunately, if you cannot find the message in your **Deleted Items** folder, **Trash**, the **Recover Deleted Items** folder, or by performing a full mailbox search, the message is likely unrecoverable; Microsoft does not keep a backup of mailboxes.

### I tried to send a message, but received an error concerning the transmission of Social Security Numbers being restricted. What happened?

When attempting send a message, you receive a rejection notice that states the following:

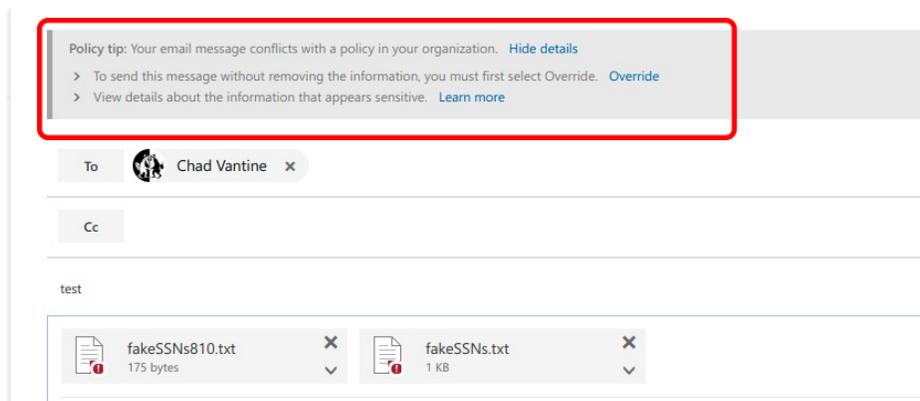
*Message not sent: the transmission of Social Security Numbers is restricted. For help contact the Help Desk at 706-542-3106.*

Generally, you will receive this message if you are attempting to send an SSN in your sent email. This can very rarely lead to false positives. If you are including a legitimate number in your sent message (e.g. delivery confirmation, international phone), please contact us via telephone at 706-542-3106.

## I received a notice stating “Your email message conflicts with a policy in your organization.” What should I do? (DLP policy)

Strict Data Loss Prevention (DLP) policies are put in place in UGAMail and OneDrive for Business to prevent the sharing and storing of sensitive or restricted data, including Social Security Numbers, HIPAA ePHI data, credit card data, bank account information and sensitive student records.

If you have not tried to email or store this kind of information, you may have received a notice in your email or web client in error.



To send your message without removing information, select Override. You can also view the details about the information that appears sensitive by selecting View.

You can also contact the EITS Help Desk to override the DLP policy.

## My email failed to send and I don't have the option to override the DLP email policy. What should I do?

If you are using Mac Mail or a mobile app to check your UGAMail, you may not see the option to override the DLP policy. Instead you will get a message that your email failed to send.

If you think your email has been flagged in error, try using the Outlook web client, available at [uga.mail.uga.edu](http://uga.mail.uga.edu), to send the email. You can also use SendFiles, an encrypted file service that allows you to securely share sensitive documents and large files online, to share information.

## Why can't I send to multiple recipients? Why am I getting the error: "No Match Found"?

More than likely, there is a syntax error or incorrect email address in the "To:" field.

- Make sure each address is separated with a semi-colon (not a comma).
- Check each address to make sure it is correctly formatted and use email addresses instead of names whenever possible.
- If you are sending to a huge number of individuals, make sure they are not running over the recipient limit.

- Copying and pasting an address list from a rich text editor such as Microsoft Office programs (e.g. Word), this may introduce characters and symbols that cannot be handled by OWA. Try manually entering each address.

## Why are my messages stuck in the Outlook outbox?

You may not be able to send email through your Outlook email client for several reasons.

- You may be experiencing network difficulties. Make sure you are connected to the internet and the Exchange server.
- Outgoing mail scanning may be enabled in your security/antivirus software of choice. This can cause issues with sending mail.
- There could be an authentication failure. Try to login to <http://www.outlook.com> with your full UGAMail address and MyID password. (**Note:** First you will need to log out of OWA if you are logged in through <http://ugamail.uga.edu>.) If you can't login, then call the EITS Help Desk at 706-542-3106.

## My webmail interface looks different, claiming it is the "Outlook Web App, light version." How do I use the normal version?

The standard UGAMail webmail (OWA) will appear by default in supported web browsers (list available below). If you are not using a supported web browser (such as Safari for iPad or iPhone or the Android browser), the "light version" will be used.

### OWA browser requirements

If you changed a preference in the options menu, follow these steps in the Outlook Web App Light Version:

1. Click on the gear in the upper-right corner.
2. Choose "Display Settings"
3. Click on the text "Outlook Web App version"
4. Place a checkmark next to "Use the light version of Outlook Web App"
5. Log out, then log back in for the changes to take effect.

## Why can't I delete this folder? What are the default folders in UGAMail?

Certain folders in UGAMail exist by default and cannot be deleted. They are (common alternative names in parenthesis):

- Deleted Items (Trash)
- Junk E-Mail (Junk Mail or Spam)
- Sent Items (Sent)
- Drafts
- Inbox

You may wish to configure your mail client to use these default folders (Outlook will automatically), but it is not required. Otherwise, you may have items appear in the "Sent" folder instead of "Sent Items."

## How do I find message headers in UGAMail?

You can find Internet headers in Outlook and Outlook Web App, by doing the following:

1. Open the mail message. In Outlook 2010, 2007, 2013, or Outlook Web App (OWA), double-click the message so that it opens in its own window.
  - In Outlook 2010 and 2013, in the Tags group, click the dialog box launcher (small square with an arrow).
  - In Outlook 2007, in the Options group, click the dialog box launcher (small square with an arrow).
  - In the Outlook Web App, click the "Message Details" button (the icon is an envelope with a small document over it).
2. The message headers are at the bottom of the window, in a box labeled "Headers:" or "Internet headers:".

Inserting headers into a e-mail message:

1. Select all the headers by clicking and dragging the cursor from the top left corner to the bottom right corner of the header text.
2. Press Ctrl-C to copy the headers to the Clipboard.
3. Create a new email message, click in its main text window, and press Ctrl-V to paste the headers.

## **I'm leaving the University. How do I export or backup my email and contacts before my account is disabled?**

Once you graduate or leave UGA, you will lose access to your UGAMail and other MyID-connected services [after a period of time](#).

You can find instructions for exporting and backing up your emails, contacts and calendar on Microsoft's support website.

[Outlook 2016 for Mac backup instructions](#)

[Backup instructions for other versions of Outlook](#)