Outlook Web Access 2003 Remote User Guide

Using Common Access Card Access

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CAC Enabled Outlook Web Access – CAC Enabled OWA is a way to view your email through a web connection using the Internet Explorer web browser, a DoD Common Access Card (CAC) while connected to a standard Internet connection. When you open up your email in OWA it will look slightly different from the way Outlook appears on your desktop. A couple items of particular interest while connecting to OWA are the inability to view more than one mailbox and inability to access Personal Folders (PST files). The following requirements and procedures are intended to be used for External CAC Enabled OWA (from Internet) ONLY.

NOTE: All the required software downloads and user setup documentation is available on the hyperlinks below. **ATTENTION:** These hyperlinks can ONLY be accessed while CONNECTED to the Internal CGDN network and are NOT currently available from the INTERNET. All Users should save necessary files and software to a location on your office workstation and then copy or move them to some form of removable media such as a USB thumb drive. Commands are encouraged to download the necessary software and documents and burn to CD's to provide to your users.

Home PC Requirements

Home PC Best Practices:

http://cgweb.tiscom.uscg.mil/tsd1/tsd1c/remacc/BESTPRACTICE.htm - This reading is *HIGHLY* recommended for all users.

The following prerequisites are necessary for External CAC Enabled OWA Access and must be met on your home PC or Government issued laptop and are currently the only platforms and methods supported:

- Microsoft Windows XP with SP2, Internet Explorer ver 6.0 or greater
- Microsoft Windows VISTA with SP1, Internet Explorer ver 6.0 or greater
- ActivIdentity Middleware version 6.1 and DOD Root Certs installed. Software and setup instructions:
 - ActivIdentity ActivClient v6.1 This software must be installed on any Windows XP or Vista machine. http://cgweb.tiscom.uscg.mil/tsd1/tsd1c/remacc/CGDN+%20Extranet/ActivCard/AC61 Homeuse.exe
 - DoD Root Certificate Installer This executable is required for accessing and trusting DOD PKI enabled applications and services. http://cgweb.tiscom.uscg.mil/swiiiftp/PKI/InstallRoot/InstallRoot_v2.22A.zip
 - ActivIdentity ActivClient 6.1 and DoD Root Installer Setup Instructions -<u>http://cgweb.tiscom.uscg.mil/tsd1/tsd1c/remacc/CGDN+%20Extranet/ActivCard/Home</u> <u>Use_ActiveIdentity_ActiveClient_6_1_Installation_Guide_v1_3.pdf</u>
 - ActivIdentity Card Reader USB Driver vSCM_3XXX Smartcard (CAC) reader device driver. This is only needed for specific vSCM 3XXX USB readers and the correct driver Card reader driver software available at link: <u>http://cgweb.tiscom.uscg.mil/tsd1/tsd1c/remacc/CGDN+%20Extranet/ActivCard/ SCM_3XXX_Driver_Installer.exe</u>
 - Additional Info Ensure that no additional toolbars are installed. I.e., yahoo, aol, etc.

If you do install or have additional IE toolbars installed, they should be turned off. To turn off added IE toolbars within Internet Explorer version 6 – Click 'View' – 'Toolbars' – Then uncheck any added toolbar. Within Internet Explorer version 7 – Click 'Tools' – Scroll down to 'Toolbars' – On the side panel next to 'Toolbars' uncheck any added toolbar.

- Up-to-date virus software and virus definition software is available at: <u>http://cgweb.cgia.uscg.mil/index.php?option=com_content&task=view&id=16&Ite</u> <u>mid=103</u>

Logging onto Outlook Web Access

Outlook Web Access 2003 (known as – OWA 2003) allows you to gain access to your messages, calendars, contacts, tasks and public folders from a computer with internet access. OWA 2003 has many added features which allow for improved performance, better security and a fresh new look. This document provides instructions on how to use Outlook Web Access 2003.

Once the prerequisites are met on your home PC or Govt issued PC or Laptop the following procedures will guide you through accessing your email using CAC Enabled OWA:

-Insert your CAC into card reader.

-Open your IE browser, use the following URL: https://cgwebmail.uscg.mil

When accessing OWA, you should see a dialogue box to "Choose a digital certificate". If your CAC card is inserted in the reader, you should see multiple certificates to choose from. Select the DOD CLASS 3 EMAIL certificate.

Security Alert Box

:)	identification. Please cho	ose a certificate.
	Name	Issuer
	KEPLER.STEVEN.RO	DOD CLASS 3 CA-10

Type in your PIN, click OK

CAC PIN BOX

ActivClient Login	? 🛛
Actividentity	
Please enter your PIN. PIN	
	OK Cancel

After your certificate is validated you will be logged onto Outlook Web Access 2003. When you first open OWA 2003 you will find that the screen is divided into 4 main areas: Folders, Shortcuts, Inbox and Preview Pane.



Folders: in your folders list you will find such items as your calendar, contacts, deleted items, drafts, inbox, journal, junk e-mail, notes, sent items, tasks and more.

Shortcuts: in your shortcuts list you will find exactly that, shortcuts to your inbox, calendar, contacts, tasks, public folders, rules, and options. You can access any of these shortcuts by simply clicking them.

Inbox: your inbox list will default to the two-line view. This means that the pertinent information to the email (sender, date, re :) will appear across two lines. You can change the view by clicking the drop-down arrow located next to the word inbox. You can view your inbox in two-line, by messages, by unread messages, by sender, by subject, by conversation, by unread conversation, and by sent to. (It is most common to leave it in two-line view). If you wish to open one of the mail messages full screen (as opposed to only the preview pane) simply double click the email in question.

Preview pane: the preview pane allows you to view your selected message without physically opening it. As an added feature in 2003, you can even open attachments from this preview pane.

Use the toolbar along the top of your Inbox to manage your email messages.



The Outlook Web Access user interface features also include improved keyboard shortcuts and reorganized toolbars to better match those in Outlook 2003.



Getting Help

To get help on the window you're working in, click Help in the toolbar. For information about other Outlook Web Access features or instructions on how to do something, browse the table of contents in the Help window.

🙆 Log Off

Log Off

When you finish using Outlook Web Access, be sure to click Log Off in the toolbar, and then close all browser windows. Logging off helps prevent someone else from using the computer to access your mailbox. Even if you plan to continue using the computer to visit other Web sites, click Log Off and close all browser windows after every Outlook Web Access session.

Setting up User Signature

Select Options from the OWA menu as shown below and then click on the Edit Signature button to create a signature.



Configuring OWA to use a Digital Signature NOTE: It is necessary to have Local Admin rights on the PC being used to install the necessary files for E-mail Security (Digital Signature and Encryption).

Select Options, navigate to the Email Security section, click the Download button.



The following screens will appear. Click Run for both.

File Down	load - Security Warning	×
Do you	want to run or save this file?	
	Name: setupmol.exe Type: Application, 311 KB From: ogwebmail.usog.mil	
	Run Save Cancel]
٧	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do no run or save this software. <u>What's the risk?</u>	ot



After the install runs, you will see the digital signature options appear as shown below. Leave both boxes unchecked. If you check either box it will attempt to digitally sign and/or Encrypt every email being sent. Also please NOTE that the encryption feature should not be used at this time unless absolutely necessary for sensitive information.

E-mail	Security
2	Encrypt contents and attachments for outgoing messages
	Add a digital signature to outgoing messages
	Click here to install the latest version of the S/MIME Control. When the file download dialog appears, choose $\mbox{Open}.$
	Re-install

If you wish to digitally sign an email or reply, simply click the envelope with the red ribbon symbol.

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END of Supported Section

MAC and LINUX Setup - *NOTE*: The following section and instructions is provided for CG MAC or Linux users and was provided 'as is' with no guarantees to work and no additional support. Once again, this is offered to assist in Setup *ONLY* on MAC or Linux platforms and comes with *NO guarantees* to work correctly on your system and comes with *NO* additional Support.

Basic LINUX Setup:

- Test conducted using Ubuntu Linux 8.04 and Firefox browser using USB SCM Micro SCR331 Card Reader Device
 - (1) Downloaded a set of libraries and utilities. For you non Linux types, they are all in the repository, one command line command and it resolves all dependencies, downloads & installs in seconds.
 - (2) Downloaded DOD root certs from http://dodpki.c3pki.chamb.disa.mil/rootca.html
 - (3) Activated a small config in Firefox to allow CAC to act as security device

(4) Launch Firefox browser, go to <u>https://cgwebmail.uscg.mil</u> and it prompted for PIN. Type in PIN and access is granted.

Basic MAC Setup:

- Test was conducted using Mac OS 10.5.4 with latest version of Safari browser. You may need to find a Card Reader that works correctly.
 - (1) Be sure you have a CAC Reader that works. (Insert CAC, go to <u>https://www.jtfgno.mil</u> or some other CAC enabled site to verify.)
 - (2) Open "Keychain Access" Application in your utilities folder.
 - (3) Insert CAC. It should show up in the "Keychains" list in the upper left side of the Keychain Access window.
 - (4) Select your CAC. A list of certificates will show up in the main window. Rightclick on the proper certificate. The proper cert is the one signed by the E-mail CA and is the same cert used for "Smart Card Login, Secure E-mail and Client Authentication. On the Mac (of course) it's a little different. If you "Get Info" on the certificate in KeyChain Access and scroll down to "Public Key Info" you will see a field called "Key Usage" which lists "Encrypt, Verify, Wrap, Derive". That's the key you want to use.
 - (5) Right-click on the proper certificate(more on that below). Pick "Set New Identity Preference"
 - (6) Type <u>https://cgwebmail.uscg.mil</u> into the URL field. Prompts for PIN. Type PIN and access is granted.

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