FREQUENTLY ASKED QUESTIONS REGARDING OUTLOOK WEB ACCESS (OWA)

Is accessing my email over the Internet secure?

● PC/LAN has made OWA a secure means to access your ADOT mailbox using firewalls and SSL among other components and software. It is **YOUR RESPONSIBILITY TO LOGOFF** when using a public computer.

How do I get this access?

● You automatically have this access ~ no calls to place, no paperwork to fill out!

I am not comfortable with the fact that my ADOT mailbox can be accessed over the Internet.

● We understand this option may not be for everyone. You can request this option be disabled on your mailbox by contacting the ADOT Support Desk. Disabling OWA affects both internal and external access. If you change your mind later on, simply contact the Support Desk and request the option be enabled.

Why am I always prompted for a certificate when accessing OWA?

● ADOT does not use a public certificate for OWA. As a result, your browser is unable to verify the validity of it. You may install the certificate on your ADOT or home computer, which will then bypass the certificate prompt.

How do I install the OWA Certificate?

● Navigate to the OWA logon page

➡ Click **Install OWA Certificate**
➡ When certificate information appears, select **Install Certificate**
➡ On certificate Store page, select **Place all certificated in the following store**
➡ **Browse** and find **Trusted Root Certification Authorities**
➡ Complete install accepting **default settings**

Contact the ADOT Support Desk at 602.712.7249 for additional information.