EMORY UNIVERSITY | Office of Information Technology

Enterprise Email

(Also known as: Exchange, OWA, Email: Enterprise)

Eligible: Faculty, Physician, Staff, Research, IT Professionals
Availability: 24 hours, Daily
Support: Monday - Friday, 8 a.m. - 5 p.m.

Emory has deemed Microsoft Exchange its enterprise-level email system, used by a large portion of Emory University staff and exclusively used by staff of Emory Healthcare. Microsoft Exchange is a messaging and collaborative software product available to all Emory faculty and staff.

Support features allow users to manage cell, email, and calendaring services on mobile devices: Blackberry, Palm Treo, and the iPhone, respectively.

Outlook Web Access (OWA) is the web service of Microsoft Exchange. OWA provides users of Emory Exchange access to email, calendars, contacts, tasks, and other mailbox content when access to the Outlook desktop application is unavailable.

An Exchange account must be requested by the user's local support contact or by contacting the Service Desk.

Benefits

Encourages Continuity: Using one system to communicate electronically across the Emory community promotes collaboration and information continuity - more people using the same email and calendaring system equals less room for error

Accessible: Easily accessible by web-based applications

Versatile: All-in-one system featuring email, calendaring, meeting planning, tasks, data storage, and synchronization of with features of personal mobile devices

Features/Options

Outlook Web (OWA): Web browser to access Microsoft Exchange from any computer with an Internet connection

Calendaring: Creates meeting requests, manages responses from meeting attendees, participates as a meeting attendee, makes counterproposals for meeting times, sets reminders for meetings, centralizes meeting information and location

ActiveSync for Mobile Devices: Enables real-time synchronization of all features (email, contacts, calendar) for ActiveSync enabled devices with information on Microsoft Exchange

Service Overview

BlackBerry Synchronization for Mobile Devices: Enables real-time synchronization of all features (email, contacts, calendar, tasks, notes) for the BlackBerry mobile devices with information on Microsoft Exchange

Data Storage Support: Exchange stores and retrieves information

Tasks: The ability to track a personal or work-related errand through completion

Costs

Allocated Cost: $No additional costs are charged for this service.

Customer focus is vitally important to our service mission. We encourage users to contact the Service Desk (404-727-7777) for immediate response to critical service needs. There are four ways to interact with us to request assistance online:

Help: Assistance with all service How-To questions

Fix: When a service is broken or malfunctioning

Order: Allows requests or access to a service

Develop: Suggestions for new IT services or improvements

Additional Information: http://it.emory.edu/catalog/enterprise_email/

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