

# Outlook Web Access 2007

## Having Trouble Logging in?

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Please check the following:

**1. Is Caps Lock on?**

- Yes, if Caps Lock is on and your password contains lowercase letters you will not be able to login because all Network and email passwords are case sensitive.
- No, please go to Question 2.

**2. Have you mistyped your username and/or password?**

- Yes, if you think you may have mistyped your username and/or password please close the current session of Internet Explorer, open a new one and try to login again.
- No, if you've tried to login more than once and are still unable to logon your password may have expired. Please go to Question 3.

**3. Has it been 90 days since you last changed your password?**

- Yes, as of April 22, 2003, anyone with a National-Louis University username and password will be required to change their passwords every 90 days. If you are unable to logon to Outlook Web Access with your current username and password please follow the step below to change it.
- No, please contact the NLU helpdesk for further assistance (866)813-1177, ext. 4357, or at [helpdesk@nl.edu](mailto:helpdesk@nl.edu).

Changing your password through OWA

**Password Requirements:**

Your new password must be at least 8 characters long. Your new password must also include at least 3 of the following 4 categories:

1. Uppercase letters
2. Lowercase letters
3. Numbers
4. Special characters (i.e. ! \$ or \*)

Your new password cannot include your username and cannot contain consecutive characters (ex. ABC, 123, ABC123). An example of a good password is Pmimffr# or Pmimffr1. It is strongly recommended DO NOT USE any word in a dictionary and especially not the names or nicknames of your friends, relatives, pets, street address, city, or anything that is easily associated with you. Once you've successfully changed your password here are a couple of things to keep in mind. You will be required to change your password every 90days, the server stores your 6 most recent passwords and will not let you use the same password until you've had 6 other passwords.

If you are continuing to experience technical difficulty with OWA, please contact the Help Desk.