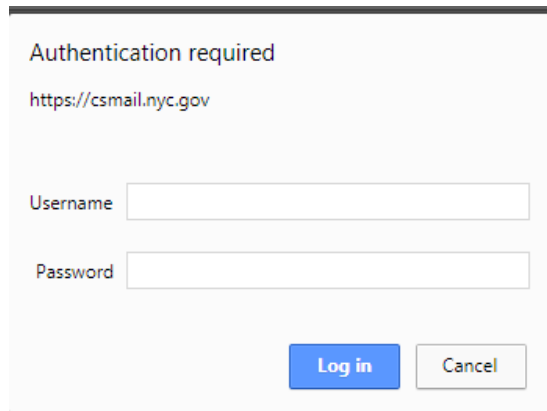


# NYC Department of Records and Information Services

## Outlook Web Access Instructions

- **Outlook Web Access (OWA) allows you to access your work email anytime anywhere as long as there is internet connection to your device.**
- **Steps:**
  - Open internet browser (IE, Chrome, Safari, Firefox, etc.)
  - Go to <https://csmail.nyc.gov>
  - You will be prompted to enter username and password. Use your computer login credential, which is:
    - i. Username: CSC\    - ii. Password: <your password>



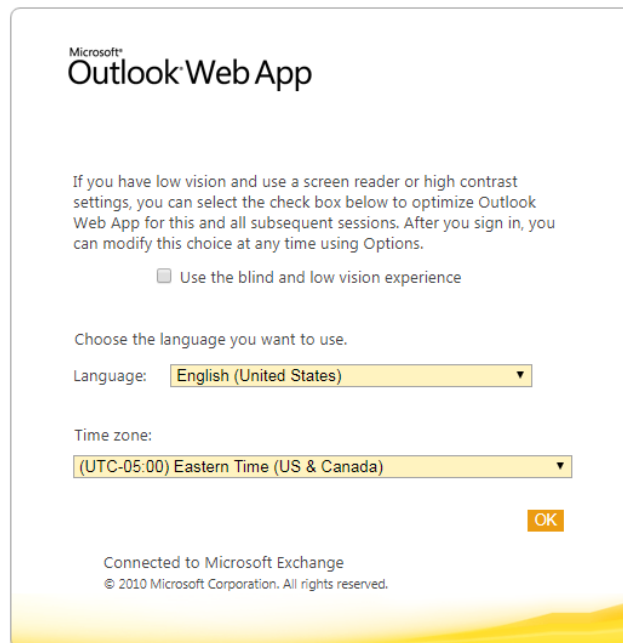
Authentication required

<https://csmail.nyc.gov>

Username

Password

- If you are redirected to the following page, just click OK:



Microsoft  
**Outlook Web App**

If you have low vision and use a screen reader or high contrast settings, you can select the check box below to optimize Outlook Web App for this and all subsequent sessions. After you sign in, you can modify this choice at any time using Options.

Use the blind and low vision experience

Choose the language you want to use.

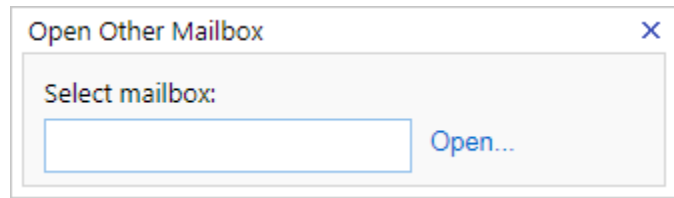
Language:

Time zone:

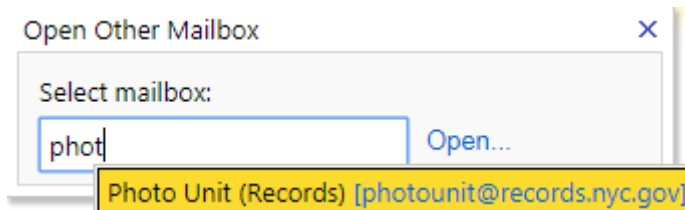
Connected to Microsoft Exchange  
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## NYC Department of Records and Information Services

- Once you log in, you should be able to read/send email
- **For users with multiple email accounts**
  - Once you have signed in, on the top right, click on the Mailbox name (usually your name) next to “sign out”
  - The following window pops up:



- Type in the email address of the mailbox you want to open, and choose from the suggestions:



- Then click “Open...”
- **Once you have completed your work, click “sign out” on the top right corner, and click the browser.**

