FASmail: Accessing a Generic Mailbox using the Outlook Web App (OWA)

Please Note: Generic mailboxes are mailboxes that are not associated with a person. They are typically role-based accounts (e.g. Research Assistant) or service-based accounts (e.g. Help Desk) that are accessed by one or more users.

Access to Generic Mailboxes is no longer available using a shared password. Instead access is granted to individuals who would use their own credentials to access the shared generic mailbox. If you require access to a generic account, please contact your Department’s IT support staff.

There are two ways to access a Generic mailbox:

Method 1: Looking up the Generic account name in OWA

1) Log into your own FASmail account from Outlook Web Access by going to https://www.mail.ubc.ca with your own credentials.

   Note: For full functionality, do not check “light version”.

![Login to FASmail account](https://www.mail.ubc.ca/owa/)

   User name: [username]
   Password: ********

   Use the light version of Outlook Web App

   Security: show explanation
   - This is a public or shared computer
   - This is a private computer

   Warning: By selecting this option, you confirm that this computer complies with your organization’s security policy.

   Service Bulletins
   Visit the Exchange Service Bulletins page for service outage information.

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   Done
   Internet | Protected Mode On
2) Locate your name on the top right hand corner, and click on it.

3) A pop up window will appear. Type in the email address of the generic mailbox that you want to access.
4) Click “Open…”

5) Click “Open…” again to open the generic account.

6) OWA will perform a complete refresh to load up the generic mailbox.

   *Note:* The URL will show https://www.mail.ubc.ca/owa/generic@mail.ubc.ca
7) You can now fully manage the Generic FASmail mailbox.

*Note:* In order to access your personal FASmail box, repeat the procedures above, and replace the generic mailbox email address with your own FASmail mailbox address.

**Method 2: You know the Generic account name you want to access in OWA**

1) Log into FASmail from Outlook Web Access by going directly to [https://www.mail.ubc.ca/owa/generic_account@mail.ubc.ca](https://www.mail.ubc.ca/owa/generic_account@mail.ubc.ca)
   - Where “generic_account@mail.ubc.ca” is the generic FASmail account email address.

2) The generic FASmail account access is granted to your individual FASmail account credentials. Login with your own FASmail account credentials.

   *Note: For full functionality, do **not** check “light version”*