

### Using Outlook Web (OWA) Services

To Access Outlook Web App (OWA) navigate to <https://email.ucsf.edu/> and login with your UCSF email address [FirstName.LastName@ucsf.edu](mailto:FirstName.LastName@ucsf.edu) and password.

*Trouble logging in? Contact the BCHO Helpdesk at 510-428-3885 x4357 or go to <https://myaccess.cho.org/sso/passwordhelp>*

When accessing email from off campus, you will be required to two-factor authenticate via [Duo Two-Factor Authentication](#)

Two-factor authentication verifies your identity on a separate device (e.g., your smartphone) through a 3<sup>rd</sup> party application known as Duo.

### Using Active Sync Services

Through Microsoft's ActiveSync protocol you can sync email, calendaring, and contact information to your smartphone or tablet.

All ActiveSync based devices are subject to [Forced Device Encryption](#) and the [UCSF-wide mobile device security standards](#).

Contact your cell phone service provider for information on ActiveSync enabled mobile devices and find the one that works best for you.

Here's how it works:

- Purchase the device and service plan that best fit your needs.
- Activate your device based on the manufacturer's instructions.
- Connect your device with our configuration instructions for:
  - [Windows Mobile](#)
  - [Android](#)
  - [BlackBerry OS 10](#)
  - [iPhones](#)
  - [iPads](#)

**Important:** ActiveSync supports remote erasing (wiping)\* of your device through the Outlook Web App in case your device gets lost or stolen.

*\* By using ActiveSync on your mobile device, you consent to having your device remotely wiped in the event of suspected theft or loss. Remote wiping may result in the possible loss of personal data on the mobile device. Prevent permanent loss of data; back up your mobile device regularly!*