HELPFUL HINTS
MICROSOFT ACTIVE DIRECTORY/EXCHANGE

Your Computer Has Been Successfully Migrated To Microsoft Windows Active Directory. The information below is intended to serve as a very brief overview to get you up and running as quickly as possible. Please read over the information carefully and keep this as a reference for future questions.

What is the difference between Active Directory and Exchange? People often interchange "Outlook" and "Exchange". Exchange is the mail and calendar server where the messages and appointments are stored. Microsoft Outlook is a combined email and calendar client that offers an integrated solution that includes e-mail, calendar, address book, directory, tasks, and notes. Microsoft also offers a web interface called Outlook Web Access (OWA). Both Outlook versions access the information stored on the Exchange server to provide email and calendar services to DSU faculty/staff. Active Directory provides the tools to manage the network environment at DSU. Active Directory is replacing Novell as the network management tool on campus.

How do I log in?

The first time you log in to your computer after the migration, use your username (for example: jdoe – this has not changed) and use "password" as the password to access your account. Your Novell username password is no longer used.

For Example:
User Name: jdoe
Password: password
Domain: deltastate (this should always be deltastate)

If you attempt to log in to your machine incorrectly three times, your account will be temporarily locked. This lock will be automatically lifted after 5 minutes, or in an emergency OIT can reset the lock for you. You will be prompted to change and confirm your new password. You can set your password yourself, just make sure it is eight (8) characters in length. If your password needs to be reset, you will need to contact OIT @4444.

Where are my “FAST” files?

Any folders and documents located in your old Novell “FAST” home folder have been copied to your Active Directory (AD) home folder. The “H:” drive represents your individual AD home folder and can only be seen by you. Please let us know as soon as possible if you are missing any folders or documents.

Any folders and documents shared within your shared folder on the Novell “FAST” server have been copied from “FAST” to the AD server. The “I:” drive represents the department’s shared folder where you can share documents with others within your group. Please let us know as soon as possible if you are missing any folders or documents.

How do I print from Active Directory?

Your printer name will be similar to the old name, but it will no longer include the old Novell context information. If you encounter printing problems, check to be sure that your default printer is not set to the "pdf writer" and that you are you are printing to the correct printer. If problems persist, contact OIT.
What is my email address?
Your email address is the same as it was before the migration, for example: jdoe@deltastate.edu.

What program should I use to access my email?
You have the option to use either Outlook, or Outlook Webmail (OWA) to access your mail. The Outlook client on your office computer has some increased functionality that is not available on the Outlook Web version. Netscape, Pine, Eudora, etc will not be supported by OIT.

Where is my mail located?
Your email has been moved to the new Exchange Server, “Mercury”. To access your Outlook mail from your office desktop, just open Microsoft Outlook from the Start Menu and log in as discussed above. Any processes that you perform (read, delete, send, move, etc) on your Outlook web client will appear on your office desktop Outlook client as well (and vice-versa).

What is Web mail (OWA)?
OWA is Microsoft Outlook Web Access. OWA allows you to access you Delta State email from anywhere that you have Internet access. To access your mail from off campus, go to http://webmail.deltastate.edu and you will see the following screen: (please remember that there is no www in front of the address!)

User Name: jdoe@deltastate.edu
Password: xxxxxxx (use the same password that you use to log in to your machine in the office)

In order to access all features of OWA (Outlook Web Access), be sure to include the @deltastate.edu after your user name. Without this, some of the features of web mail will not be available.

What is the difference between the “Global Address Book” and “Contacts”?
The Global Address Book is the address book that resides on the Exchange server and contains the email addresses for everyone that is currently housed on the Exchange server. The DSU migration began in June of 2005 and will continue until spring 2006 – therefore not all campus employees will appear in the Global Address Book until the migration is complete. You can send these individuals mail by typing in their current email address. “Contacts” contains the contact information that you stored on your local computer and was migrated to your machine. These contacts are personal for you and you can add to them as is necessary.

When I create a new message and fill in the To: field, where does it look to verify the address?
By default, addresses are verified against the Global Address Book and then your Contacts list. If you don’t see your contacts in the current address book, then you are viewing the Global Address Book. Simply select the “Contacts” option from the pull down menu “Show Names From” when creating a new email and choose “Contacts” to view your contacts.

For questions/problems, please contact the OIT Help Desk at 662-846-4444