Help Document Series: Using the Outlook Web App to access your personal or group mailbox

This document will walk you through connecting to group mailboxes using Outlook Web App. This will allow you to check your email from any computer, as long as it has an updated web browser and an active internet connection.

Step 1.
Open your web browser, type https://exchange.clarku.edu to access your personal mailbox or https://exchange.clarku.edu/exchange/mailboxname@clarku.edu, substituting mailboxname for the name of the group mailbox you are trying to access, and hit the Enter key.

Step 2.
When the page has loaded, you should see a login page for the Outlook Web App. In the Security section, select either This is a public or shared computer or This is a private computer by clicking the respective radio button. The public option will log you out after a shorter idle period, while the private option has longer idle periods, and will remember your username (see Step 3) for the next time you wish to log on. Select the option you prefer.

Step 3.
Type your Clark email address “username@clarku.edu” in the Domain\user name: text field. Type your Clark Account password in the Password: text box.

When you are satisfied with your settings, click the Sign In button to access the mailbox.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.