

Enabling and Disabling Outlook Web App Light

All users (non-transitioned and transitioned) accessing the NHSmail service using Internet Explorer (IE) 8 will be automatically directed to Outlook Web App (OWA) Light. This has been introduced to prevent performance issues when accessing NHSmail 2. Some functions are not available in OWA Light, such as access to Shared Folders. You can find more information on the available functions in OWA Light in the [Browser Comparison Guide](#).

For NHSmail (non-transitioned) users: If you require the full version of Outlook Web App, you should follow the instructions below to disable OWA Light.

For NHSmail 2 (transitioned) users: You should ensure that you continue to use OWA Light as a default when accessing NHSmail 2 using IE 8. If you disable OWA Light, you will find that you experience performance issues when using your email account. If you require the full version of OWA, you will need to use an alternative supported web browser. You should seek guidance from your local IT support if you are unsure of the web browser you should use to access NHSmail 2.

NHSmail (non-transitioned) users: Disabling OWA Light on IE 8

To disable OWA Light on IE 8:

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Untick the box next to 'Tick this box if you require high contrast settings or have a slow internet connection' located on the login screen

From an N3 connection

Log in

Username:

Password:

[Reset forgotten password](#)

Tick this box if you require high contrast settings or have a slow internet connection

From a non-N3 connection

Log in

Username:

Password:

This is a public or shared computer

This is a private computer

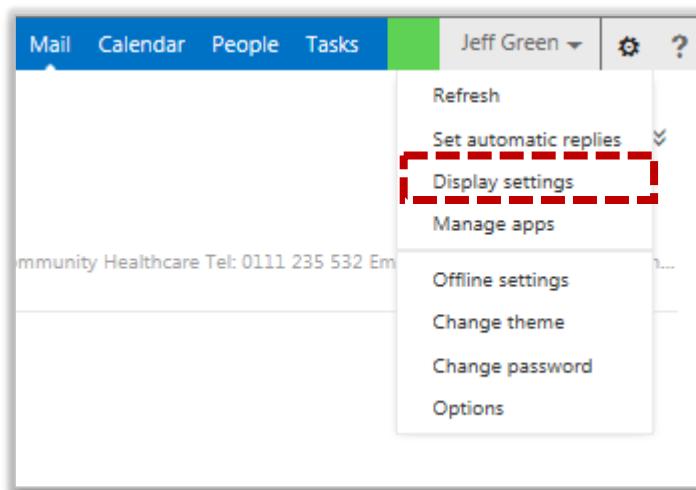
Tick this box if you require high contrast settings or have a slow internet connection

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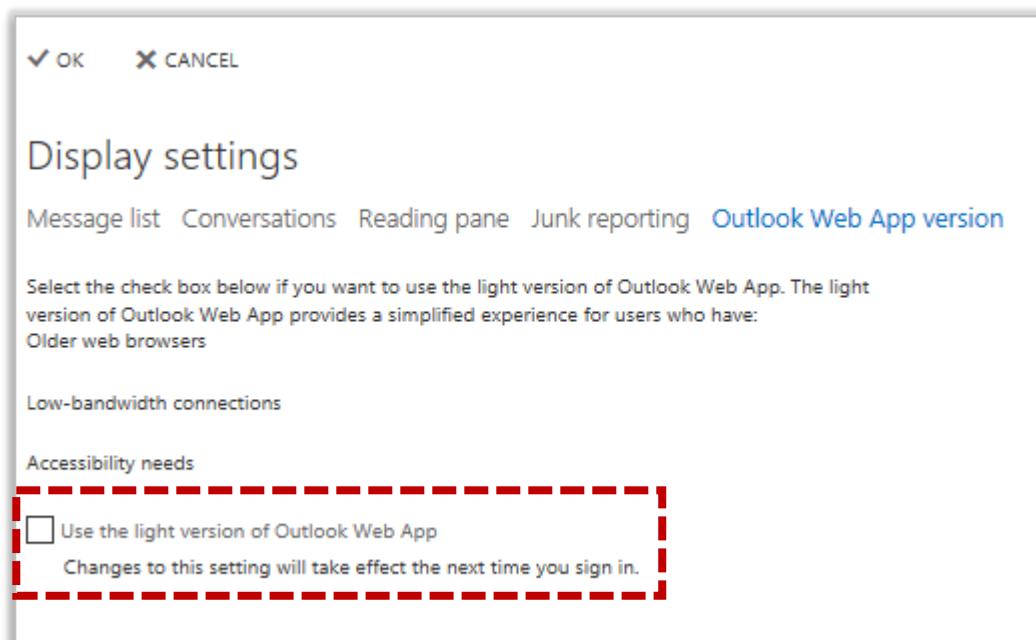
Enabling OWA Light for NHSmail 2 on browsers other than IE 8

To enable OWA light on NHSmail 2:

- 1 Click on the **Settings icon**  at the top right of the screen and select **Display Settings**



- 2 Check the **Use the light version of Outlook Web App** tick box



- 3 Click **OK**  at the top of the page

You will need to log out and log back into OWA to experience the light version