Guide to the new TCCH Outlook Web Email

The Chester County Hospital IT Department is upgrading our email from 2003 to 2010 versions. One significant component of this upgrade is a new web site for accessing TCCH e-mail from CVD devices and from home.

There will be a limited period of coexistence between the 2003 and 2010 servers, so this document will describe the different scenarios you will see before and after your personal mailbox has been migrated from 2003 to 2010. Not everyone will be done at the same time....

Regardless of whether your mailbox is still on the old server or new, effective 01/23/2012), you will have to use the address: http://webmail.cchosp.com instead of the old: “mail.cchosp.com” to access your email from home or non-work location.

Accessing your email from a CVD device within TCCH:
Simply click on the TCCH e-mail icon you are accustomed to and the session will launch as usual. You will encounter one of two scenarios, depending upon whether or not your mailbox has been updated yet.

A) If your TCCH mailbox has not been updated yet:
You will see two screens rapidly flash by as you are logged in automatically and redirected to the appropriate web mail server:
CVD will then automatically authenticate you using your TCCH username and password as usual:

Once this is complete, you will be presented with the ‘old’ TCCH web mail page:

**B) If your TCCH mailbox has been updated:**
You will briefly see the following screen flash by as you are logged in automatically:
Once you log in to the new site, you will see the main mail screen, similar to the following:

The links that appear on all TCCH CVD devices and the TCCH Team Page will be updated automatically by IT. **If you use personal bookmarks in your web browser, you will need to update them manually to reflect the new URL.**

**Accessing your email from a non-CVD device within TCCH network or via the Internet (at home):**
IT will be updating the TCCH Team Page to reflect the new URL. From inside of the TCCH network, you will simply click on the Team Page link you are accustomed to or go to [http://webmail.cchosp.com](http://webmail.cchosp.com) and the session will launch as usual. Once you launch web mail, you will encounter one of two scenarios, depending upon whether or not your mailbox has been migrated to the Exchange 2010 environment.

**If you use personal bookmarks in your web browser, you will need to update them manually to reflect the new URL.**

A) **If your TCCH mailbox has not been updated yet:**
Until your mailbox is moved to the new 2010 server, you will need to log on twice. The first logon sends you to a redirect page that will forward you to the appropriate legacy web mail server.

On this first logon page, enter your TCCH username and password. The public/private and light options displayed on this page are irrelevant while your mailbox still resides on the 2003 server.
You will automatically be taken to this results page:

The message above indicates your mailbox has not yet been moved to the new server. Click on the red link presented to you to be forwarded to the old Exchange 2003 web mail site.

You will be presented with the popup log-in window you are used to seeing. Re-enter your TCCH username and password to proceed. Once this step is complete, you will be presented with the ‘old’ TCCH web mail page:

B) **If your TCCH mailbox has been updated to the new 2010 server:**
You will see the new logon web mail logon page:
**Logon options:**
The option for public vs. private computer only affects how long you can stay inactive on the site before it logs you off automatically. Public will log you off after 15 minutes of inactivity. For the most part, using the default of public computer will be more than sufficient.

You are also able to choose between the full version and light version of Outlook on this screen. In the situation where your browser is not fully supported (mainly on cell phone and tablet-based browsers), the light version will be mandatory, and you will be unable to change that selection. You are free to choose the light version from any device and browser; however, be aware not all functionality is available in the light version.

Enter your TCCH username and password, and you will see the main web mail screen, similar to the following: