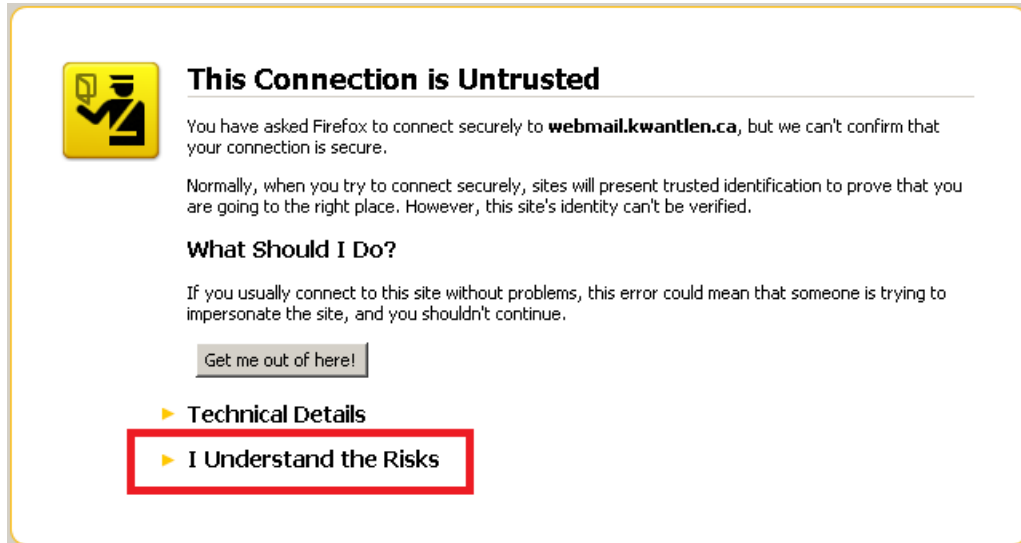


Outlook 2010 - Webmail Access

When using <https://webmail.kwantlen.ca/> to access webmail online, certain browsers experience issues displaying the login page.

These issues appear as security issues, and the browser will generally state that it doesn't trust the certificate from the site. The following examples are from a Mozilla Firefox browser.

1. Click I Understand the Risks



The screenshot shows a yellow warning icon with a shield and a red 'X'. The title is "This Connection is Untrusted". The text explains that Firefox cannot confirm the connection to **webmail.kwantlen.ca** is secure. It provides a "Get me out of here!" button and two options: "Technical Details" and "I Understand the Risks". The "I Understand the Risks" option is highlighted with a red box.

This Connection is Untrusted

You have asked Firefox to connect securely to **webmail.kwantlen.ca**, but we can't confirm that your connection is secure.

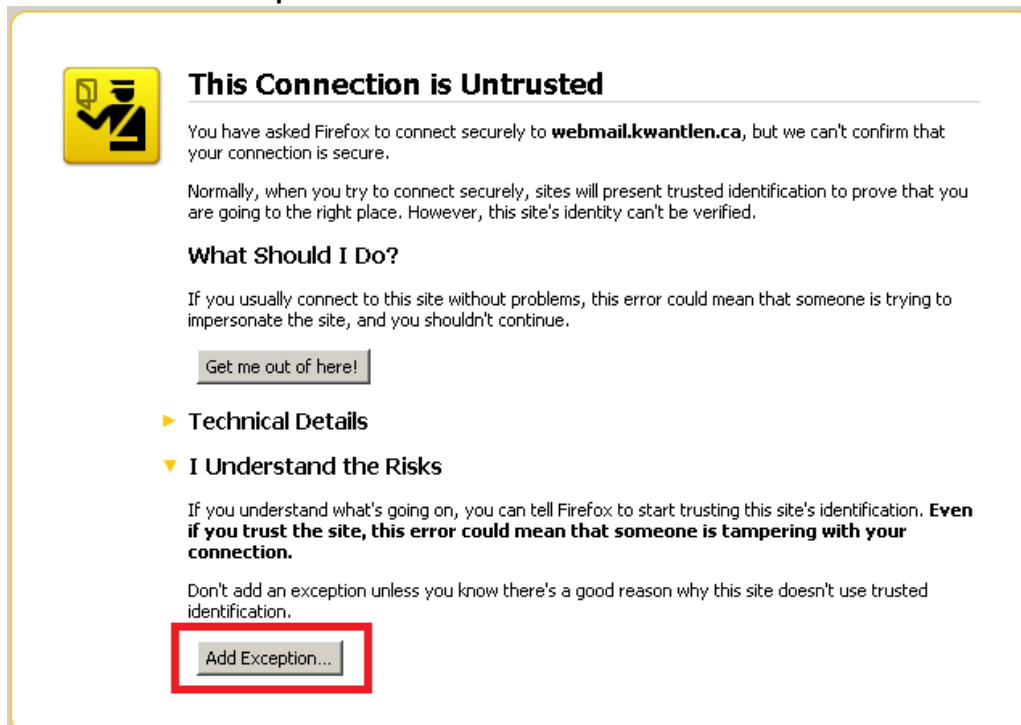
Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

- ▶ Technical Details
- ▶ **I Understand the Risks**

2. Click Add Exception...



The screenshot is identical to the first one, but the "I Understand the Risks" option is selected, and the "Add Exception..." button is highlighted with a red box.

This Connection is Untrusted

You have asked Firefox to connect securely to **webmail.kwantlen.ca**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

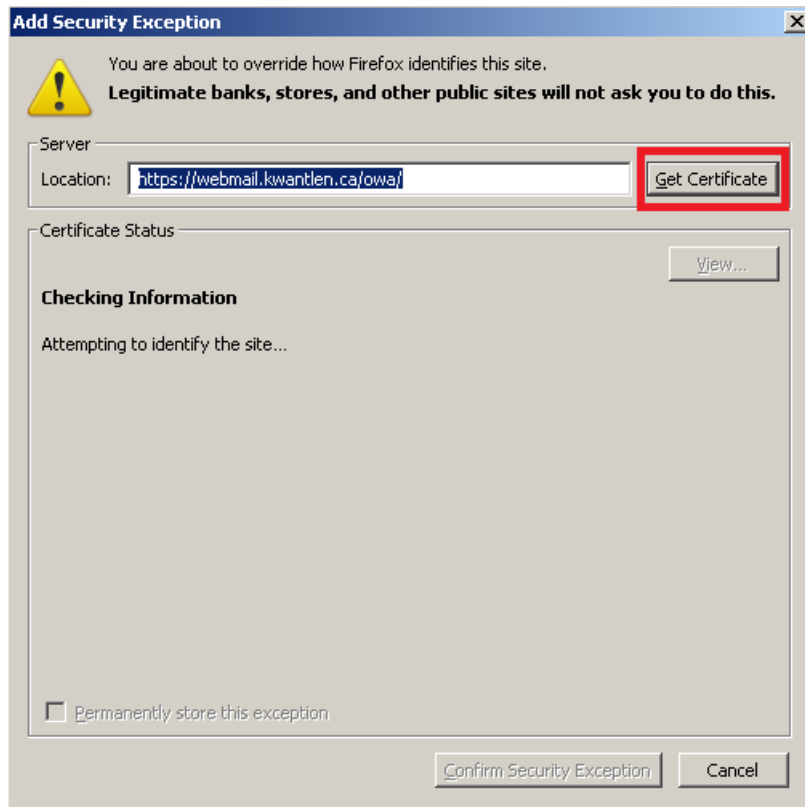
If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

- ▶ Technical Details
- ▼ **I Understand the Risks**

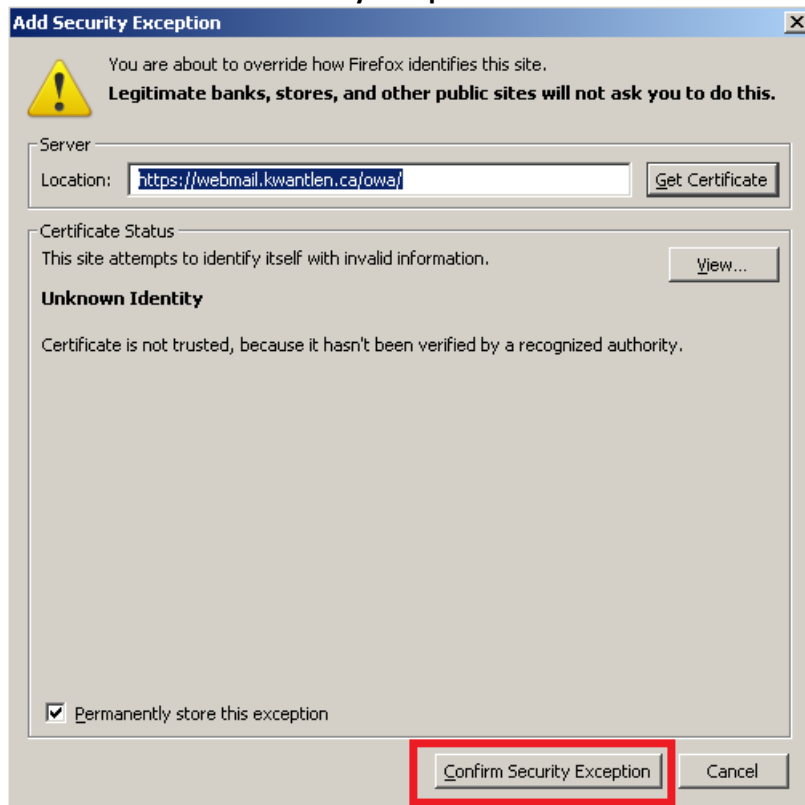
If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

3. Click **Get Certificate**



4. Click **Confirm Security Exception**



5. The login page will now load



The screenshot shows the Microsoft Outlook Web App login interface. At the top left, it says "Microsoft® Outlook Web App". Below this is a "Security" section with a link to "show explanation". There are three radio button options: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App" (with a checkbox). Below the radio buttons are two text input fields: "User name:" and "Password:". To the right of the password field is an orange "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2009 Microsoft Corporation. All rights reserved." The page has a yellow gradient at the bottom.

Microsoft®
Outlook Web App

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

Use the light version of Outlook Web App

User name:

Password:

[Sign in](#)

Connected to Microsoft Exchange
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