

# UAConnect Email Migration Issue Assistance

## Issue #1: Trouble Logging in

Troubleshoot all problems from the OWA Client as this is likely to reduce the number of issues which you may run into. <http://uaconnect.arizona.edu>

1. Remember to use your **NetID** username and password.  
(do not include "@email.arizona.edu")
2. If you are having trouble remembering your **NetID** password you can reset it.  
[https://netid.arizona.edu/chgid\\_forgetpw.php](https://netid.arizona.edu/chgid_forgetpw.php)
3. If you can still not log in to your account on OWA or you get a message that your account is disabled contact the campus 24/7 IT Support Center at (520) 626-TECH (8324) and press option #2 for the UAConnect team.

## Issue #2: Missing Emails

If are able to access your account via the OWA client and appear to be missing emails please submit an MX4 ticket explaining that this is your issue and make sure to include your **NetID** username. (Do **NOT** include your password)

[http://150.135.72.231/MX4/\\_private/RequestWork1.asp?ID=14](http://150.135.72.231/MX4/_private/RequestWork1.asp?ID=14)

## Other Issues:

If you are having any other issues not described above please submit an MX4 ticket describing your problem and include your **NetID** username. (Do **NOT** include your password)

[http://150.135.72.231/MX4/\\_private/RequestWork1.asp?ID=14](http://150.135.72.231/MX4/_private/RequestWork1.asp?ID=14)

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