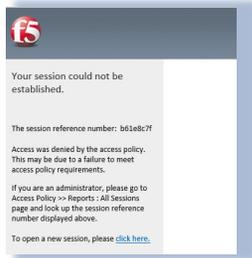ISSUES COMMON TO LOGIN TO OWA USING HOME COMPUTER

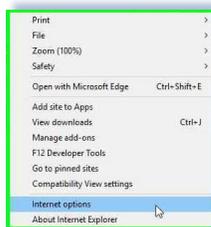1. Common issues may encounter accessing DEE (OWA) Webmail is the F5 error message:

This means you may have selected the wrong certificate. (Please select the Authentication Certificate, same as the 16 digit PIV)

2. To resolve and clear this error:

-Select the gear (icon upper right corner of page):
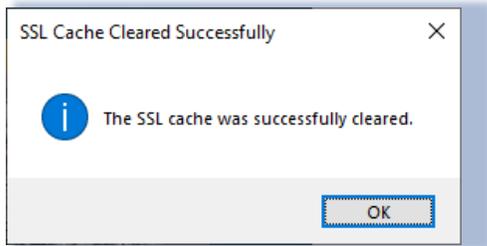

-Then Select Internet options:

-Select Content tab:

-Select Clear SSL State:

-A pop-up Window will show "SSL Cache Cleared Successfully"

3. Close current Browser and reopen type the in the URL: https://web.mail.mil (Select the Authentication Certificate)
   a. If you receive the F5 or sometimes the Big IP Error; complete the steps above and select the correct certificate.

4. If you still are receiving the error please chose a different browser (Chrome, Edge or Firefox) Ensure you select the Authentication Certificate.