

## **Why Discontinue Support for POP Email and The Benefits of Using Outlook Web Access (OWA)**

- × **Insecure authentication.** With POP clients, a user's username and password are submitted to the mail server in clear text, which can easily be captured by other users. (OWA has secure authentication)
- × **Active Directory security concerns.** The account used for e-mail is the same account used to access PTSD's private Active Directory network. Therefore someone who "sniffs" a clear text username and password from a PTSD POP user will also get a username and password that allows access to private PTSD network resources. (OWA encrypts)
- × **Ineffective backup.** Depending on how the POP client is configured, mail data may be stored only on the hard drive of a user's computer. If the computer's hard drive fails, all of the user's mail data could be lost. (OWA is backed up with divisional servers)
- × **Data can get scattered among several computers.** Users who use POP clients from multiple computers will have their mail data stored on each of these PC's. (OWA consolidates mail and address books and makes them available anywhere there is an internet connection)
- × **Sent messages are not saved on the server.** Saved messages are stored only on the hard drive of the PC that the message was sent from. This makes using POP from multiple computers confusing when looking in the Sent Items folder, and results in the Sent Items not being backed up.
- × **No access to Public Folders.** POP clients cannot access Exchange Public Folders.
- × **No access to Exchange Calendaring.** (OWA enables Exchange Calendaring)
- × **No access to Global Address List.** POP clients cannot look-up PTSD recipients in the Global Address List. They must know the e-mail address of the user. If a message is sent with an incorrect address it is returned undeliverable, or delivered to the wrong recipient. (OWA provides Global Address book with address resolution by name; you only need to know the name of the person you wish to email)
- × **Poor message filtering capabilities.** POP clients typically have very limited capabilities with regard to the filtering of messages. These features can aid in dealing with SPAM. (OWA is protected by SPAM Assassin)
- × **Email Stored Locally.** With POP clients the email is downloaded and stored locally. If the hard drive crashes or the computer is stolen the mail goes with the computer. (OWA stores the email in the secure server room and is backed up locally and remotely to a tape. If your computer is stolen or your hard drive crashes your address book and mail remains secure.)