



# Outlook Web App OWA Quick Guide

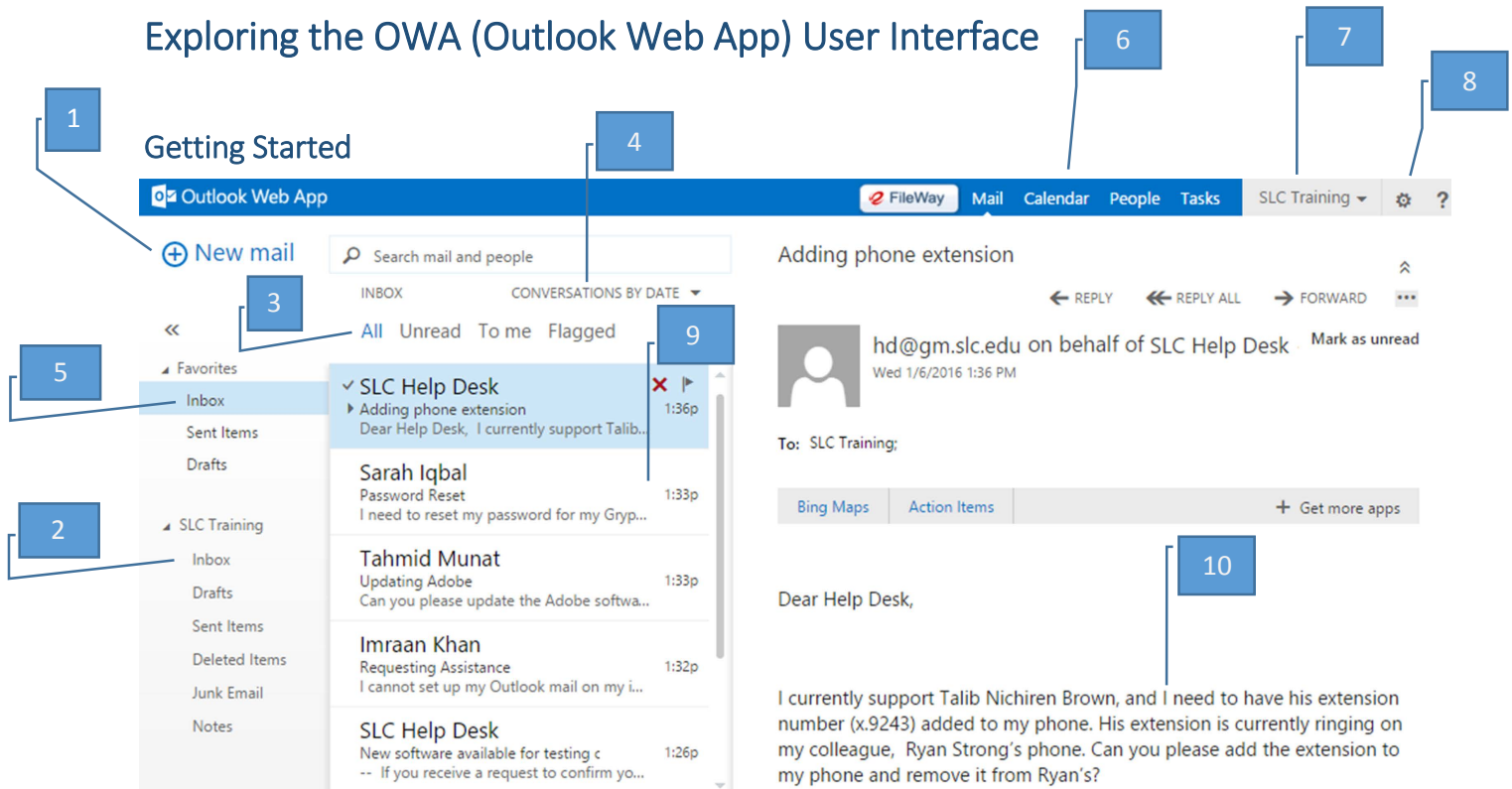
Getting you up to speed quickly

ITS Help Desk  
1/6/2016

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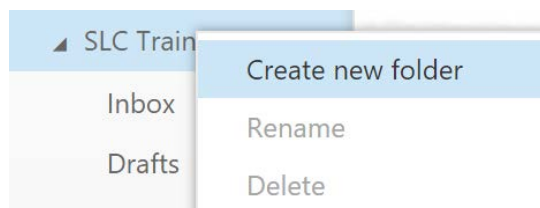
## Exploring the OWA (Outlook Web App) User Interface

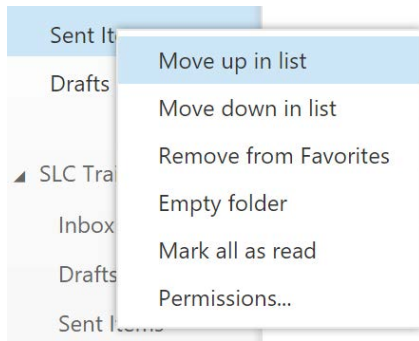


Create New Mail (1) – click the  new mail to create a new message

### Folder Structure within Navigation Pane (2) –

Within the Navigation Pane is your Folder Structure. You can create new folders by right clicking on your account name and clicking create new folder. If you want to move a folder up or down in the list, right click on it and click move up in list or down in list.

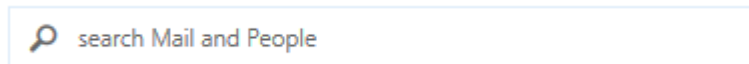




### Filtering of Folder Content (Example Inbox) (3) –

all unread to me flagged

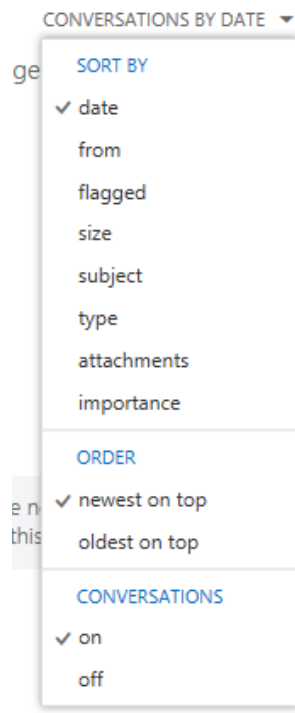
By clicking on any of these items you can filter the content within the folder.



**Instant Search box:** Helps you quickly find items in Outlook Web App (OWA). The Instant Search box is available in the "Outlook (Mail)" and "People" views, and can be used to search through your e-mails and contacts.

### Conversations by Date (4) –

You can sort the contents of the selected folder. By default it is sorted by date.



### Favorites (5) –

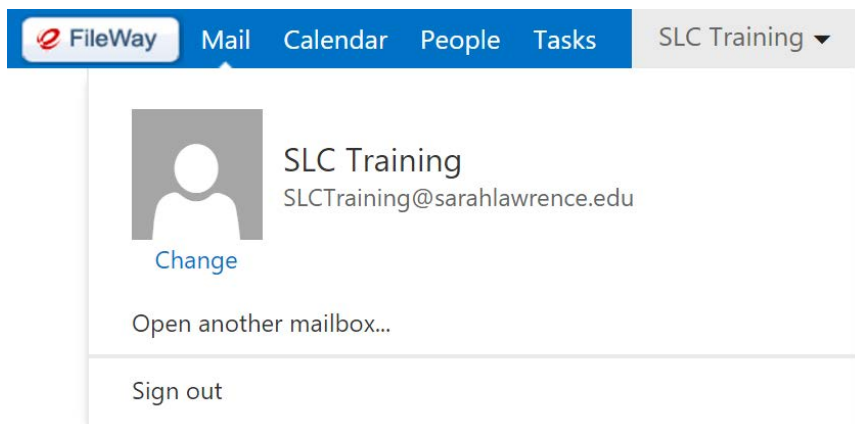
Displays your Inbox, Sent Items folder and Drafts. You can add other folders you frequent often to the Favorites section.

### Outlook Elements (6) –

Switch between Mail, Calendar, People, Task elements.

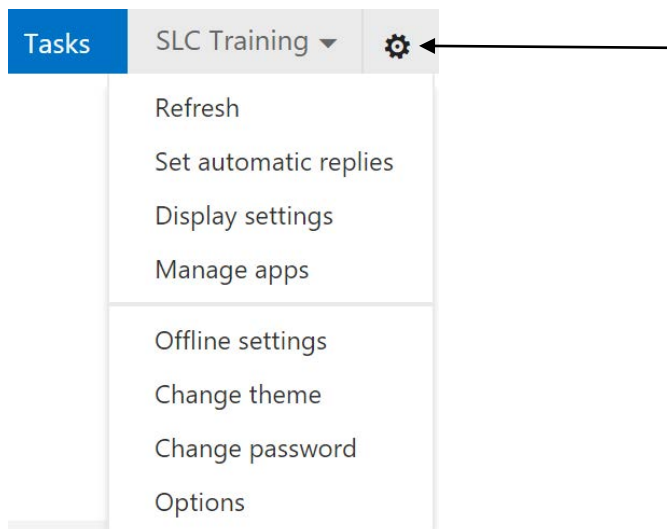
### Account Name (7) –

[Click] the down icon next to the account name and you can either open another mailbox or Sign out.




### Settings (8) –

Displays the contents of the selected email message.



**Offline access:** Offline access allows you to use Webmail without being connected to the server. OWA in "Offline" mode can also be used when you have no Internet connection. When you turn on "Offline" use, a local copy of your mailbox data is created.

**Options access:** By clicking the  you can return to your main OWA interface.



## options

account

organize email

groups

site mailboxes

settings

phone

block or allow

apps

### List of Messages in the Current Folder (9) –

Each entry in the list view has additional information, such as how many messages there are in a conversation and how many are unread, or if there is an attachment, flag, or category associated with any messages in the conversation. A conversation can have one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons. At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged. In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.



You can flag messages. When you add a follow-up flag to a message, it automatically appears in Tasks.

### Reading Pane (10) –

The reading pane, where the conversation that you've selected is displayed. You can respond to any message in the conversation by clicking the links at the top of the message.

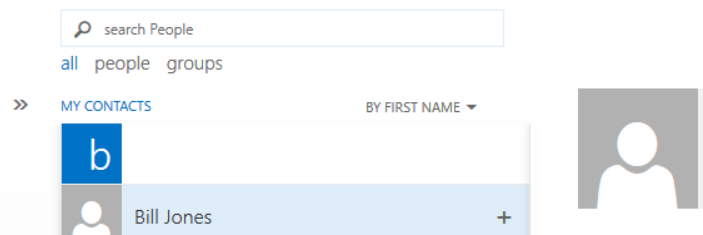
## Mail




### Creating and Sending a Message

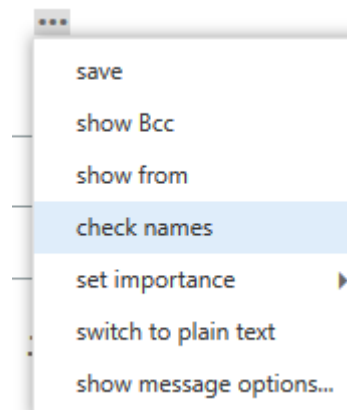
1. Click  **new mail**
2. In the TO or CC text boxes, type the names of the addresses. For an internet address, type the full address (example, [hd@sarahlawrence.edu](mailto:hd@sarahlawrence.edu)). As you type, Outlook presents previously used addresses. Or to select names from the address book click . Once you have selected your contact click OK.

✓ OK ✗ CANCEL

To:



- 2.1. For more options, click  including setting priority importance of message and saving the message as Draft. Use the **High**  or **Importance: Low**  to revert to normal importance. By default, any message you create, but don't send, are saved automatically to the Drafts folder. You can return to Outlook later and find the unsent message.



### 3.1 Show message options

#### message options

Sensitivity:

Normal ▼

☐ Request a delivery receipt

☐ Request a read receipt

ok

cancel

In the message window options, check REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT, or both. To set for all messages follow these instructions.

To set a delivery receipt, check the Delivery receipt confirming the message was delivered to the recipient's email box.

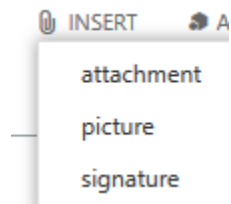
To set a read receipt, check the Read receipt confirming the recipient viewed the message box.

Select an option in the For any message received that includes a read receipt request section.

[Click] the OK button.

3. Type the SUBJECT and the message.

4. **Attaching a File or Signature:** [Click]  INSERT



### Reading Messages

An easy way to read messages is to use the Reading Pane.

1. If the Reading Pane is not already open, choose VIEW, READING PANE > RIGHT or BOTTOM. You can change the size of the pane by [Dragging] the bar dividing the Reading Pane and the list of emails.
2. To read a message, [Click] on it to view it in the Reading Pane, or [Double Click] to open.
3. To safely, quickly preview an attachment;
  - 3.1. [Click] the attachment below the header, [Click] PREVIEW FILE if necessary.
4. To fully open an attachment, [Double Click] the attachment. When prompted, [Click] OPEN. If you have the required program for reading the file, Windows starts the program and displays the attachment. When you have finished reading the attachment, close the program window to return to Outlook.




## Replying to a Message.

- 4.1. Select or open the message.
- 4.2. In the reading pane, then REPLY to reply to the sender only or REPLY ALL to reply to all

addresses  REPLY  REPLY ALL .

- 4.3. Complete the message, then [Click] SEND.

## 5. Forwarding a Message.

- 5.1. Select or open the message.
- 5.2. In the reading pane, then  FORWARD
- 5.3. Complete the message then [Click] SEND.

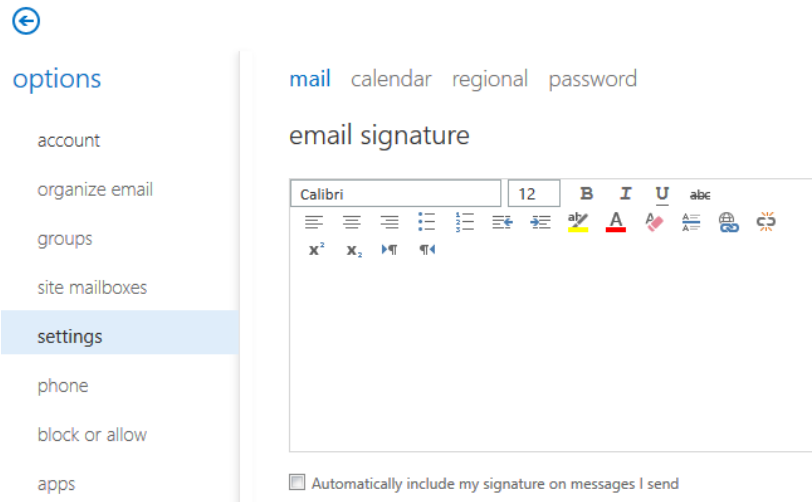
## 6. Add a Flag to a Message.

- 6.1. Flags create a visible reminder that an action is due. When a message is flagged, a flag appears for that message in the message list. Flagged items also appear in the To-Do Bar, in the Daily Task List in Calendar, and in the To Do List in the Tasks View. You can include a reminder that alerts you at a pre-determined time. As you hover over flagged messages in the Task List, the details that are associated with the flag appear, such as due date, the type of follow-up that is needed, or when a reminder will appear. The following table describes how the dates work for the flags on the Follow Up menu, which is in the Tags group but you can customize the dates and set reminders for any flag. **NOTE:** Custom is not available in OWA only in the Outlook Client.


FLAG	START DATE	DUE DATE	REMINDER
Today	Current date	Current date	One hour before the end time of today's work day
Tomorrow	Current date plus one day	Current date plus one day	Start time of current day plus one work day
This Week	Current date plus two days, but no later than the last work day of this week	Last work day of this week	Start time of current day plus two work days
Next Week	First work day of next week	Last work day of next week	Start time of the first work day of next week
No Date	No date	No date	None
Custom	Current date is displayed; choose a custom date if desired	Current date is displayed; choose a custom date if desired	Current date is displayed; choose a custom date if desired

## Creating an E-mail Signature

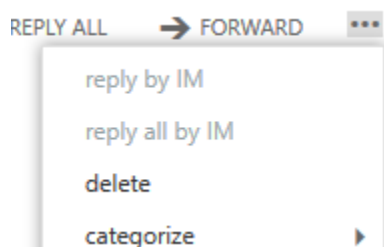
1. Choose SETTINGS icon  then Options then settings



## Deleting Messages

Hover over the message in a list and [Click]  at the far right. OR

1. Select or open the message(s) to delete.



2. The messages are moved to the Deleted Items folder.

## Sorting Messages

Choose VIEW then a sort method in the ARRANGEMENT group. Or, [Click] a column heading such as SUBJECT, RECEIVED, BY DATE. To reverse sort order, [Click] the heading again or [Click] "Reverse Sort" button.


## Creating a Contact from a Message

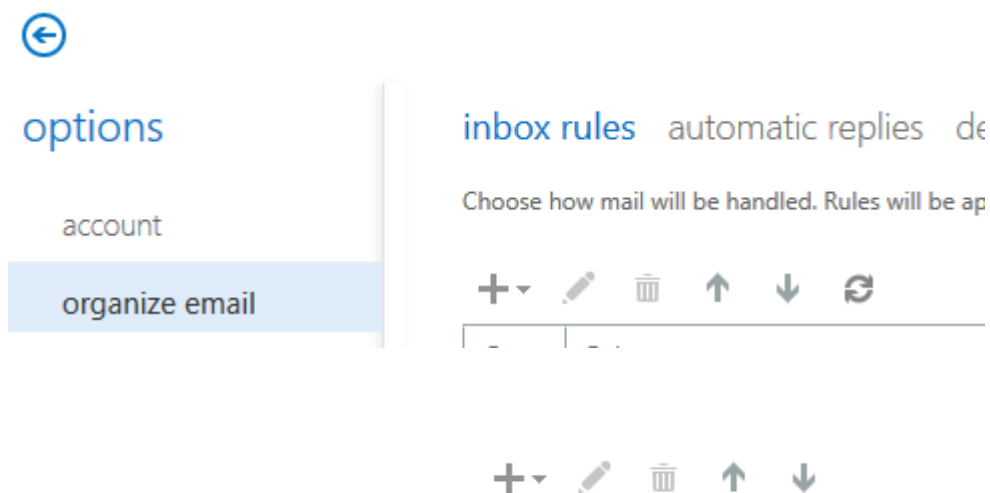
Outlook automatically creates a contact in the Suggested Contacts folder for anyone you send to who is not in your Contacts. To create a contact from a message:

1. In an open message or the Reading Pane, [Right Click] on the person's name, and choose ADD TO OUTLOOK CONTACTS.
2. Add other necessary information, then [Click] SAVE.

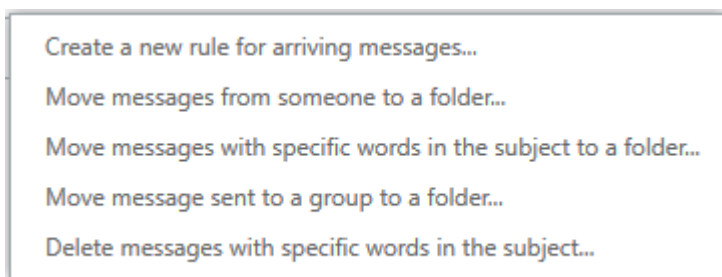
## Creating Rules

You can create rules in OWA. Example: Messages from a certain person are placed in a specific folder.

1. Choose SETTINGS icon  then Options then **organize email**




2. Click inbox rules. Click the plus button

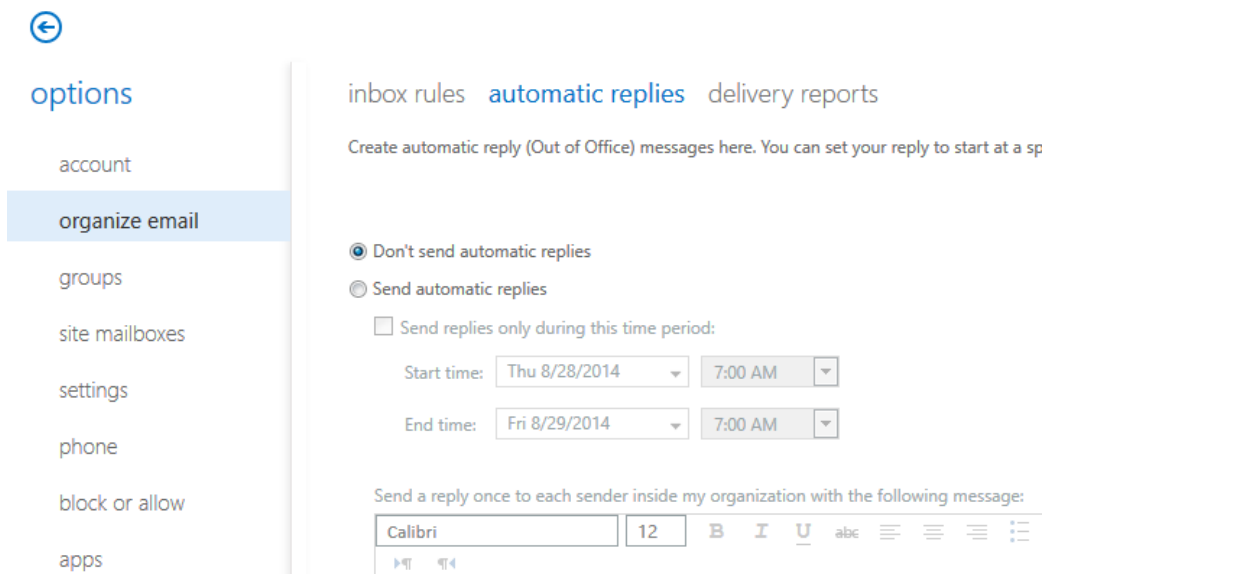


3. Choose with of the rules you would like to apply.

### Using the Out of Office Assistant

If using OWA, you can have Outlook automatically reply to messages when you're absent for some time.


1. Choose SETTINGS icon  then Options then **organize email**

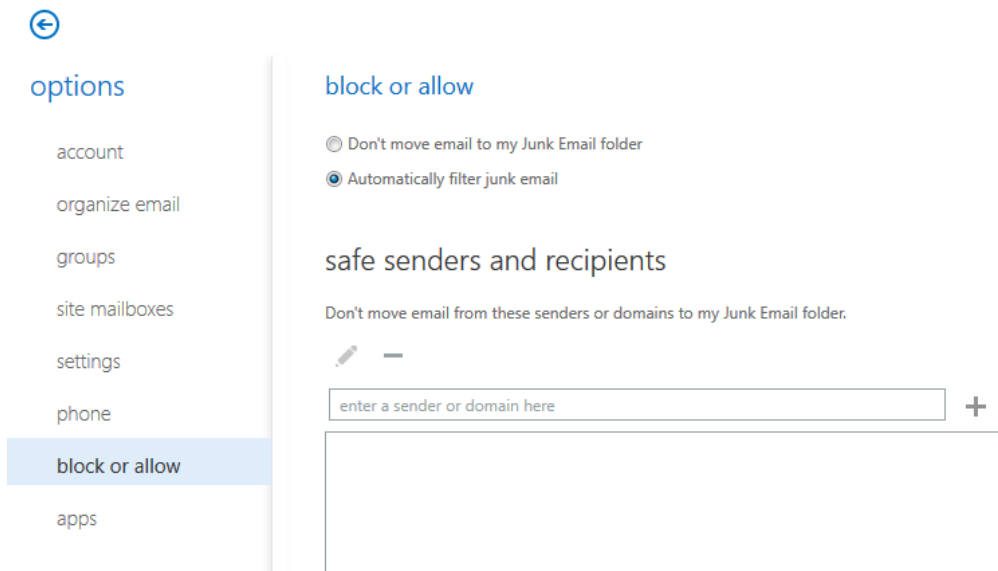


## Handling Junk Mail

Any message that is suspected to be junk is automatically moved to the "Junk E-mail" folder. We recommend that you periodically review the messages in the "Junk E-mail" folder to check for legitimate messages that were incorrectly classified as junk. If you find a message that isn't junk, you can mark the item as not junk by selecting the message, clicking on the "..." icon in the Action bar and selecting "mark as not junk". This will move the message back to your Inbox.

## Setting Up Spam Filtering by using block or allow

1. Choose SETTINGS icon  then Options then **block or allow**



## Calendar

In Outlook, an appointment is a calendar item that has a specific start date and end date, and a specific start time and end time. If you invite other people to an appointment, it is considered a meeting. In

Calendar, click **+ new event** on the top left to create a new appointment.

The Calendar includes the following improvements:

- Faster access to meeting details through the optional reading pane in the Day and Week views.
- Faster navigation through the calendar by using the date picker in the navigation pane.
- Multiple view options enable users to view their calendar by using week, work week, or single day views.

The ability to modify calendar items by dragging them to a new time.


### Managing your appointments

- To change the date or time for an appointment, drag the appointment to a new location on the calendar. Or double-click the appointment, click on "EDIT", make your desired changes, and click "SAVE" when finished.
- To delete an appointment, right-click the appointment on the calendar, and then select "delete". Alternatively, you can double-click the appointment, and then click "DELETE".

### Scheduling a meeting with other people

1. In the Calendar view, click on "+new event" in the upper left corner.

2. To invite attendees, select the "Attendees" line. You can add contacts from your address book by typing a person's name or by clicking the "+" button. If the person is not found in your address book, a drop down will appear that says "Search Contacts & Directory" that will allow you to search through all of the active users at SLC.
3. Fill in the details for the meeting and click "SAVE" at the top. This will send a meeting invite to all attendees that you have listed, which they can then accept, mark as tentatively attending, or decline

or to Busy Search the attendees click on  SCHEDULING ASSISTANT

When scheduling a meeting, users can switch from the Appointment tab to the Scheduling Assistant tab to add attendees, search for a conference room, and find a meeting time. The Scheduling Assistant offers the following enhancements:

Improved management and scheduling of meeting attendees and meeting locations. The user can enter the names of meeting attendees or meeting rooms directly in the Scheduling Assistant or perform an advanced search by using the Address Book.

✓ OK

✗ DISCARD

...

August 24–30, 2014

◀ jul27-2

aug3-9

aug10-11

Untitled meeting

When:

Fri 8/29/2014

5:00 PM

Duration:

30 minutes

Attendees:

add attendees

4 REQUIRED 2 CONFLICTS

Training1

Tentative - end of summer party

Training15

Tentative

✗

Training6

Free

✗

Training20

Free

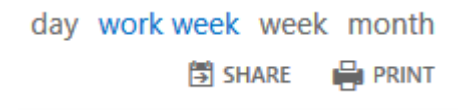
✗

	24 SUNDAY	25 MONDAY	26 TUESDAY
12p			
1p			
2p			
3p			
4p			
5p			
6p			

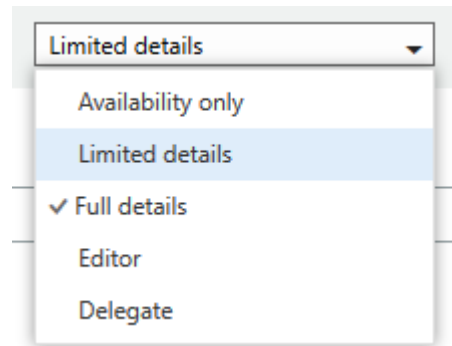
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## Share a Calendar

From the Calendar view, click SHARE (see below snapshot)



Options for Calendar Details are below.



**Availability Only** Access will show only that you have an event at a particular time, but no other details. Private events will always show only as busy.

**Limited Details** Access will show the subject and location.

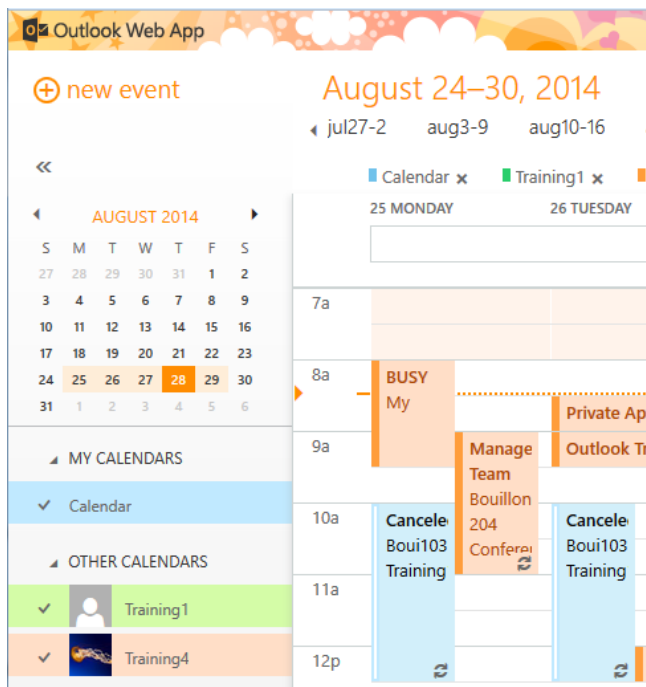
**Full Details** Access allows for lets the person see all the information about events on your calendar, except events that you've marked as Private.

**Editor** Access allows for editing of your calendar.

**Delegate** Access allows for responding to meeting requests on your behalf.

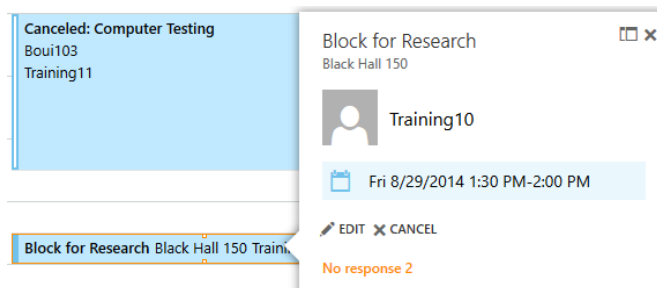
## Viewing Multiple Calendars

To view other user's calendars that have been shared with you, check the box next to their name. When you check their calendar it will highlight in another color different from your own personal calendar. Any events scheduled on their calendar will highlight in the color associated with their account name.



## Quickly View Event Details

You can click any event in your calendar to see a quick view of that event. An event that you create will show you as the creator and have a link to edit or delete the event.




## People

This is where your contacts are stored. From here, you can find, create, and edit your contacts. Also, you can search for contacts in CWU's directory.

### Creating a New Contact

1. [Click] **People** in the Navigation Bar.

2. [Click] 



what would you like to do?

create contact

create group

cancel

3. Fill in the areas for the new contact.

 SAVE  DISCARD

First name:


Middle name:


Last name:

 email


Email:

Display as:


 work

 address


 other

 phone

 IM

 notes

### Creating a Contact Group

1. [Click] **People** in the Navigation Bar.
2. [Click]  **new**
- 3.



what would you like to do?

create contact

create group

cancel

4. [Click] Create Group. Name the Group and add members.

 SAVE  DISCARD

Group name:

Members:

add members...

Notes:

### Tasks

Tasks stores tasks that you create or that are sent to you, and also messages that you've flagged. To view your tasks, click **Tasks**. When you view your tasks, the default view is **Flagged Items and Tasks**.