Accessing Outlook Web App
You can access your mailbox through any browser that supports HTML 3.2 and ECMA. To access your mailbox, enter your “OWA” web address/url that was provided to you by your network specialist or navigate to www.outlook.com (Outlook Live). On the “Sign In” page enter your Domain\username and password.

Outlook Web App Home Page
The default view opens to the Mail Folder, Navigation Pane, Messaging Pane, and the Reading Pane. The Home Page provides easy access to your messages and collaboration activities.

Filter email items
Click the Filter link to sort and find email by a specific category.

Create New Message
Click the New icon (Ctrl+N) to create a new message.

Apply Actions to items
Right-click a selected item to apply actions and rules to messages and folders.

Options
Click the Options link to manage your mailbox.

Find Someone Search
Quickly search for people by inputting their names. Click the Address Book icon to access other address books and contacts.

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Message List
Displays email messages, sender’s name, subject, date, size, and importance.

Messaging List Pane
Displays all emails in a selected folder.

Sort and group email items by clicking the Arrange by link above the Message List.
Note: All related emails will be grouped by Conversation unless this feature is un-checked.

New Conversation View
View group messages from a single conversation, or subject line, together.

Reading Pane
Read emails and see attachments.
Outlook Web App Options

From the Home Page Click the Options link to manage your mailbox.

Account: You can view or update your account information.

Organize E-Mail: Set Inbox Rules, Automatic Replies, and Delivery Reports.

Groups: Join and leave groups sharing address books.

Settings: Manage settings for: Mail, Spelling, Calendar, General Settings, Region, Password, and S/MIME.

Phone: Lets you view all the mobile phones that you are currently using to synchronize with your mailbox (phones must be synchronized from your networked account).

Block or Allow: Control unwanted and unsolicited messages by creating and managing lists of email addresses and domains.

Composing and Sending an Email Message

This section will show you how to open, compose and send an email message.

Opening a new email:
To create a new email message:
• In any mail folder, click the New icon.
• Using the keyboard enter (Ctrl+N).

The Mail Message Item
This is the main window where you create and compose the emails you wish to send.

To: Type the recipient's email address. (If the recipient is in your Address Book the name and address will be auto-completed. You can access the Address Book by clicking the "To" button.)

Cc: Send a carbon copy of this item to other users. To send a Blind carbon copy "Bcc" to other recipients, click the Options link at the top of the message window and check the Show Bcc box, click OK. (Recipients cannot see the other Bcc recipients.)

Send: Click the Send button to send your message.

Attach Files: Click the attachment icon, browse and select the file, and click Attach.

Address Book:
Find and create contacts.

Tool Bar: Each type of folder has its own set of toolbar options specific to its function or purpose.

Check Spelling: Proof your message for spelling mistakes.

Subject: Enter the email subject.

Composition Tool Bar: Set text size, styles, and color.

Message Area: Type the content of your message here.
Managing Received Messages

Outlook Web App offers a number of features to improve message management. You may organize your email items with color-coded categories, set rules, and file the messages in specific Cabinet folders.

**Inbox**: Stores received mail items.

**Sent Items**: Stores copies of all sent items.

Contents of selected folders will appear in the **Message List**.

Right-click an item to display the action menu.
- **Reply**: Sends a reply message to the sender.
- **Reply All**: Sends a reply message to the sender and all other recipients of the email.
- **Forward**: Forwards the highlighted item to another recipient.
- **Forward as Attachment**: Forwards the highlighted item to another recipient as an attachment to a message.
- **Mark as Unread**: Marks the message as Unread.
- **Create Rule**: Allows you to create specific management rules.
- **Junk E-Mail**: Enables junk mail handling.
- **Delete**: Deletes the selected email message or messages.
- **Ignore Conversation**: Deletes messages for the selected conversation from all folders.
- **Move to Folder**: Moves an item to a chosen folder.
- **Copy to Folder**: Copies message to selected folder. (Copy and Paste are not available in Web App.)
- **Open Delivery Report**: Shows you the delivery status and information for a sent or received message.

**Standard Email Status Icons**

The **Message List** displays the content of the items in the folders you select. Messages display the sender, subject, and the date and time the email was received, and icons indicate the type and status of the message.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Unread message</td>
</tr>
<tr>
<td>B</td>
<td>Attachment</td>
</tr>
<tr>
<td>C</td>
<td>Has been replied to</td>
</tr>
<tr>
<td>D</td>
<td>Categorized message</td>
</tr>
<tr>
<td>E</td>
<td>Has been read</td>
</tr>
<tr>
<td>F</td>
<td>Follow Up</td>
</tr>
<tr>
<td>G</td>
<td>Forwarded message</td>
</tr>
<tr>
<td>H</td>
<td>Follow Up complete</td>
</tr>
</tbody>
</table>

**Received Mail Message Item**

When you receive an email, it will be stored in your **Inbox** folder. After opening an email, you can read and manage it.

To open a received message select the message and view it in the **Reading Pane** or double-click the selected item to open it in a separate window.

You can use the **Tool Bar** to reply, forward, delete, move to folders, create a rule, block, categorize, and find related items.

**Attachments**: To open an attachment, click the link, or right-click the attachment and select Open or Save Target As.

To close the email window: Click the exit button in the upper right corner of the window.
Address Book and Contacts
Use the Address Book to look up and select Contacts and Distribution lists when you address messages.

Finding Names in the Find Someone Search box
From the Home Page, type the name of the contact that you want to find in the Find Someone box. Outlook will search in Contacts. If no match is found, Outlook will then search all the available Address Books.

How to Open the Address Book
From the Home Page, click the Address Book icon at the top of the window. When sending a message, click the Address Book icon at the top of the window.

Using the Address Book:
1. In the Address Book list, choose the address book you want to search.
2. In the Search box, type the name, or part of a name (Outlook will auto-complete the name), that you are searching for.
3. If you wish to send an email to the selected name, right-click the selection and choose New Message.

Create and Manage Contacts
To Create a New Contact:
Click the Contact Button in the Navigation Pane to open the Contacts window.

Open, Modify, and Add Contacts:
Open Existing Contact: Enter the name of the contact you wish to open in the Search Box, or scroll for the contact in the Contacts List Pane, click on the contact to select it. To open a Contacts file, right-click the selected item and choose Open, or double-click the selected item.
Modify a Contact’s Information: Right-click the selected item and choose Open, or double-click the selected item, make the desired changes and click Save and Close at the top of the window.
Add New Contact: Click the New Contact icon (Ctrl+N). Enter the appropriate information, click Save and Close.
Calendar and Scheduling
The Outlook Calendar lets you manage Appointments and Tasks. You can create multiple calendars and share calendars with others. To access your Calendar, click the Calendar Button in the Navigation Pane.

Tool Bar: You can use the Tool Bar to create new calendar items and apply actions, you can also select the calendar view you prefer: Day, Week, Month.

Use the Navigation Arrows to display the next or previous dates. Click a date to display the events for that day. Dates that appear in bold indicate scheduled activities.

Displays calendars that you have created or calendars you have shared rights to.

To manage the Calendar folders, right-click in the My Calendars field and select the desired action.

To view an existing Calendar item, double-click it to open and view the details.

To create a new Appointment, Task or Note, double-click the respective item area or select the appropriate action in the Tool Bar.

To reschedule an item, drag it to the updated date and time (does not apply to group appointments sent by another user).

Schedule an Appointment:
1. Click the icon in the Tool Bar (Ctrl+N).
2. Type a subject for your appointment in the Subject field.
3. Enter the meeting location in the Location field.
4. Enter the Start Time and End Time.
5. Type an optional message or add attachments for the appointment.
6. Click Invite Attendees icon in the Tool Bar and choose which people or groups you would like to invite.
7. Click Send.

Note: If there is a conflict when scheduling appointments or meetings, Outlook will automatically notify you. You can also select the Scheduling Assistant tab and check the recipient(s) calendar(s) for conflicts.
Tasks

Tasks let you track anything that you choose. For example, you can create a task to write a report, and then add a reminder, start date, due date, and notes to the task.

**Create a New Task:** Click the New Task icon (Ctrl+N). Enter the appropriate information, click Save and Close.

**Modify a Task:** Find the task you want to modify, and then click it to select it. Open the task by double-clicking it, make the desired changes and, click Save and Close.

**Mark a Task as Complete:** Select the check box next to the task or click Mark Complete on the toolbar to mark it complete, or click the Mark Complete icon in the Tool Bar.

Public Folders

Public Folders are used by project teams or groups of users to share information about a common area of interest. Public folders can contain any kind of item, for example, messages, appointments, contacts, tasks, journal entries, notes, forms, files, and posts.

**Messaging Icons and What They Mean**

Below is a list of common icons you will see associated with the messages you receive in Outlook.

<table>
<thead>
<tr>
<th>Email Messages</th>
<th>Multimedia Message</th>
<th>Start Time</th>
<th>Recurring Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unread Message</td>
<td>All Day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Read Message</td>
<td>Event</td>
<td></td>
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<td></td>
<td></td>
<td>Private Item</td>
<td></td>
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<td></td>
<td>Unread Signed</td>
<td>Reminder</td>
<td></td>
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<td></td>
<td>Message</td>
<td>Associated</td>
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<td></td>
<td>Read Signed Message</td>
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<td></td>
<td>Encrypted Message</td>
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<td></td>
<td>Draft</td>
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<tr>
<td></td>
<td>Replied to Message</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Replied to Signed</td>
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<td></td>
<td>Message Hold</td>
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<tr>
<td></td>
<td>Message Hold</td>
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<td></td>
<td>More Items</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Meeting Messages</th>
<th>Contacts</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Request</td>
<td>Contact</td>
<td>Valid Signature</td>
</tr>
<tr>
<td>Accepted Meeting Request</td>
<td></td>
<td>Invalid Signature</td>
</tr>
<tr>
<td>Cancelled Meeting Request</td>
<td></td>
<td>Encrypted</td>
</tr>
<tr>
<td>Declined Meeting Request</td>
<td></td>
<td>Unknown Signature</td>
</tr>
<tr>
<td>Tentative Meeting Request</td>
<td></td>
<td>Security Warning</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Calendar</th>
<th>Flag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Received Task</td>
<td></td>
<td>No Follow Up Flag</td>
</tr>
<tr>
<td>Accepted Task</td>
<td></td>
<td>Follow Up Flag</td>
</tr>
<tr>
<td>Declined Task</td>
<td></td>
<td>Follow Up Completed</td>
</tr>
</tbody>
</table>

| Data Conflict | | |
| Exception to Recurring Item | | |