Outlook Web Application (OWA) Basic Training

Requirements to use OWA Full Version: You must use at least version 7 of Internet Explorer, Safari on Mac, and Firefox 3.X (these two achieve 99 percent feature availability). If you are using Google Chrome or Internet Explorer version 6, you will default to OWA Light.

What is Outlook Web App 2010?

The Outlook Web App allows you to access your e-mail and calendar from any computer that has Internet access via a Web browser.

To access OWA:

2. Click on This is a public or shared computer if you are NOT using your work computer, or are on a computer that is in a public space (kiosk machine, library computer, hotel business center).
3. Click on This is a private computer if you are using your work computer.
4. Enter your user name and password in the boxes. Then click Sign In. You are now signed in to OWA.
Navigating OWA

OWA is designed to closely mimic the look and feel of Outlook 2010. The Mail screen is divided into three panes: The Navigation Pane, Message ViewPane, and Reading Pane.

The Navigation Pane contains mail folders and provides easy access to Calendars, Contacts, and Tasks. The Message ViewPane functions as the inbox and contains all received mail. The Reading Pane displays the contents of a selected message.
Sections of OWA

Click on the selection tab to access the various tools in OWA

- Mail – Compose, send, read, and reply to e-mails.
- Calendar – Create and manage appointments and meetings.
- Contacts – Manage and store contact information.
- Tasks – To-do items with optional reminders.

OWA Mail Screen

Your Inbox and Managing E-mail
The inbox allows you to send, receive, and archive e-mail. The following image illustrates the tools available in the inbox.

Sorting Messages

To sort your messages:

1. **Click Conversations by Date.**
2. **Select** the criteria you wish to sort by from the **Drop Down List**.
Creating/Sending Messages

To create a message

1. Click on the **New** button in the toolbar and choose **Message**.

2. Type an e-mail address in the **To** field.
   - If you have sent a message to this address before, the Auto Complete feature will display the address. Click on the displayed address to auto-populate the **To** field.
To look up an address, **Click** the **To**: to open the Global Address List. Type the name of the person you would like to find and **Click** the **Magnifying Glass**.

You will see a list of possible addresses. **Click** the **address** you are looking for, then **click** the **To, Cc or Bcc** icons at the bottom of the screen to add the selected address to that field. You may search for more than one address.

3. **Click OK** when you are finished gathering addresses.
4. Add a subject and body to your message, and click Send to send the message.
Add an Attachment

1. Click on the Paper Clip icon.
2. Browse your computer and click the file you want to attach.
3. Click open.
4. Your file is now attached to your message.

Create a New Folder

Creating new folders allows you to store your messages in an organized way.
1. In the navigation pane, right click on the folder that will contain your new folder.
2. Click create new folder from the drop down menu.

3. Type a name for the new folder, and press enter on your keyboard.

4. The new folder has been created.
Move E-mail to Folders

Moving e-mail removes a message from the message pane and places it in the destination folder.

1. Click on the e-mail you want to move.
2. Click on the move dropdown menu.
3. Click the destination folder from the list that appears.

OR

1. Drag and drop the e-mail you want to move into the destination folder.
Copy E-mail to Folders

Copying e-mail leaves the original message in the message pane and places a copy in the destination folder.

1. Click on the e-mail you want to copy.
2. Click on the move dropdown menu.
3. Click Copy Folder.
4. Select the destination folder in the new window that appears.
5. Click Copy.
Customize OWA Calendar View

OWA has four views you can use to display your schedule and appointments:

- Day View – Displays a single day’s appointments by the hour.
- Work Week View – Displays appointments in a 5 day format: Monday through Friday.
- Week View – Displays appointments for the entire week: Sunday through Saturday.
- Month View – Displays appointments for the entire month.

Adding an Appointment

1. Click New on the Calendar Toolbar.
2. Click Appointment in the drop down menu
   OR
   Double click on the date of the appointment on the calendar.
3. In the Appointment window:
   1. Type a **subject** for the appointment.
   2. Type a **location**.
   3. **Select a start and end time/date**.
   4. Turn **reminder on/off** and **select** how far in advance of the appointment it triggers.
   5. **Add more details** in the body section of the window.
   6. **Click Save and Close**.

4. The appointment is now visible in your calendar.

![Appointment Window](image)

Creating a Meeting Request

Meeting Request is a tool that allows you to schedule meetings and invite attendees. You receive notification when someone accepts, declines, or proposes a new meeting time.

1. **Click New** on the Calendar Toolbar.
2. **Click Meeting Request**. The new meeting window will open.
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3. Type the address of people you want to invite into the To... field. Click To... to use the Global Address List to find attendees.
4. Type a subject for the meeting in the subject field.
5. Type a location for the meeting in the Location field.
6. Select a start and end time/date.
7. Click Send.
8. E-mail invitations will be sent to all invitees.
Using the Scheduling Assistant

The Scheduling Assistant allows you to check the availability of people, displaying Free/Busy indicators for blocks of time throughout the day.

1. Click New on the Calendar Toolbar.
2. Click Meeting Request.
3. Click the Scheduling Assistant tab.
4. Select a start and end time for the meeting.
5. Add a name to select attendees from the Global Address List.

Availability is determined by each user’s personal calendar. Unavailable time will appear as a purple block in the row next to an attendee’s name. You can easily see when people are available and select an appropriate meeting time.

- Adjusting the vertical green and red lines will change the start and end time of your meeting.
- The suggested times section on the right side of the screen will automatically populate with dates and times where all resources and people are available.
Calendar Sharing

Sharing a calendar will allow others to have more access to your scheduling information than basic Free/Busy indicators.

1. **Click Share** on the Calendar Toolbar.
2. **Click Share a Calendar** in the drop down window.
3. **Click** on the calendar you wish to share.
4. Click on the To... button to select users to share your calendar with.
5. Add a subject for the invitation.
6. In the Share section, click on the level of access you wish to grant users.
7. Type text into the body if desired.
8. Click Send.

9. The person(s) being invited will receive an e-mail in their inbox requesting a calendar share. In order to accept, they must click Add This Calendar.

Adding a Calendar

You can add anyone’s calendar to your list in OWA, however in order to see more than simple Free/Busy information, you will need to request permission.

1. Click Share in the calendar toolbar.
2. Click Add a Calendar.
3. In the Add a Calendar window, click on **Name** and select the user you want from the Global Address List.

4. **Click OK.**

![Add Calendar Window](image)

**Contacts**

**Accessing Contacts**

There are two ways to access contacts in OWA:
• The Contacts menu item in the bottom left will open your personal contacts list.
• The Find Someone button in the top right will open the Global Address List in a pop up window.

The Global Address List

The Global Address List contains all people and resources in the organization. It can be used to find contact information, invite users to meetings, and check resource availability.

Click on the book icon next to "Find Someone" you access the Global Address List. There are a couple of different features as compared to the "Contacts" you open in the left side navigation.

• **Global Address List** (default) – this is a list of all people in the system.
• **All Rooms** – this is a list of all rooms available for booking.
• **Show other address lists** – this is a list of all address books you have access to.
### The Personal Contact List

You can view All, People or Groups in your personal contact list. Click the radio button under "Show:" to select from these views.

When you click on an address of an individual or group from the list, you can:

- E-mail the individual or group
- Set up a meeting request with the group or individual
- Forward the group or individual contact information to someone else
Creating New Contacts

You can create new individual or group contacts. Click on New in the contact toolbar and select:

- **Contact** – to create an individual contact.
- **Group** – to create a group contact.

When you create either a new group contact, a window opens for you to enter in information about the group.

1. Type a name for the group in **Group Name**.
2. Click **Members** and the Global Address list (GAL) will open for you to find names to add.
1. Type the name you want to search for in the search box and click on the little magnifying glass.
2. Click on the name and then click Members at bottom of the window. The name will show up in the field next to Members.
3. To add more names, repeat steps 1 and 2.
4. When finished adding names, click on OK.

3. Back in the add group contact window, click on Add to Group to add the names to the group. The names you added will appear as a list under Name.
4. Click Save and Close when you are done. Your new group contact will appear in your contact list.
Search OWA

How to Search

You'll find a search window at the top of the list for E-mail, contacts or tasks. If you click the down arrow next to the search box you will have several choices to choose from:

- **This Folder** – Searches in folder you are in currently.
- **This Folder and Subfolder** – Searches a folder and its subfolders.
- **Entire Mailbox** – Searches the contents of your entire mailbox.
- **Set Default Location** – Lets you choose what folder to search in by default.
You can also perform advanced searching. For **Advanced searching**, click the **chevrons** to the right side of the search window to select additional options to narrow the range of your search. In Mail, you can narrow your search to the following:

- **Results in** - the subject and message body, message body only, or subject only.
- **From** - or sent to a specific person or group.
- **Category** - items in a specific category.
- After you configure your search, click **Enter** or **Search** to start your search.

**Advanced Features**

**E-mail Signature**

Adding an e-mail signature can help to ensure that e-mail meets professional standards, represents the College’s business, and provides relevant information to support Gavilan’s business processes.
1. Click on **Options** in the upper-right portion of the screen.
2. Click **See All Options** in the drop down menu.

3. Click on **Settings**.
4. Type your signature in the E-Mail Signature text box.
5. Click Automatically include my signature on messages I send if you want the signature to appear by default on your outgoing e-mail.

   E-Mail Signature

   Type your signature here.

   ![E-Mail Signature]

   - Automatically include my signature on messages I send

6. Click Save in the lower-right portion of the screen.
7. If you did not choose to automatically include your signature on outgoing e-mail, you must manually insert it. In the new email window, Click the Insert Signature button. Your signature will appear in the text of your message.

   ![New Email Window]
Out of Office Messaging

1. Click the Options dropdown menu, and select Set Automatic Replies.

2. Click the Send automatic replies radio button and choose:
3. Select Start and End times.
4. Type a message about being out of the office, i.e. “I will be out of the office from June 1-June 5.....”.
5. Click Save when you are done.
Automatic Replies

Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.

- Don't send automatic replies
- Send automatic replies

- Send replies only during this time period:

  Start date: Thu 6/5/2011 11:00 AM
  End date: Fri 6/6/2011 11:00 AM

Send a reply once to each sender inside my organization with the following message:

I will be out of the office from June 1 - June 5

Set Mail Rules

1. Click on Options.
2. Click Create Inbox Rule in the drop down menu.
3. **Click New.** This opens the New Inbox Rule window.

   Inbox Rules

   Choose how mail will be handled. Rules will be applied in the

   | New... | Details | X | | | |
   | On | Rule |

4. **Select** a condition that triggers the rule in the **When the message arrives, and:** drop down menu.

5. In this example, **select it was received from...** This opens the Global Address List.
New Inbox Rule

*Required fields

Apply this rule...

  * When the message arrives, and:

    | Select one |
    |------------|
    | Select one |
    | It was received from... |
    | It was sent to... |
    | It includes these words in the subject... |
    | It includes these words in the subject or body... |
    | It includes these words in the sender's address... |
    | My name is in the To or Cc box |
    | [Apply to all messages] |

6. Search for a sender in the list and double click on their name. They will appear in the From field at the bottom of the screen. You can select more than one sender. Click OK when you are finished.

7. Select an action for the rule to take in the Do the following: drop down menu.
8. In this example, select Move the message to folder... This opens a list of your folders.
9. **Select** the **Folder** you want in the list that appears and **click OK**.

![Select Folder Window](image)

10. **Click Save.** Your rule is now in effect.

**Sign Out**

Be sure to sign out so that no one can access your Gavilan data. Click the **Sign Out** button in the top right-hand corner; you will then be asked to close the browser by clicking the close button.