Outlook Web Application

Exchange 2010 Quick Reference Guide

Outlook Web App (OWA)

http://outlook.depaul.edu

OWA works in most major browsers:

- IE 7 & later
- Firefox 3.0.1 & later
- Chrome 3.0.195.27 & later
- Safari 3.1 & later

Login

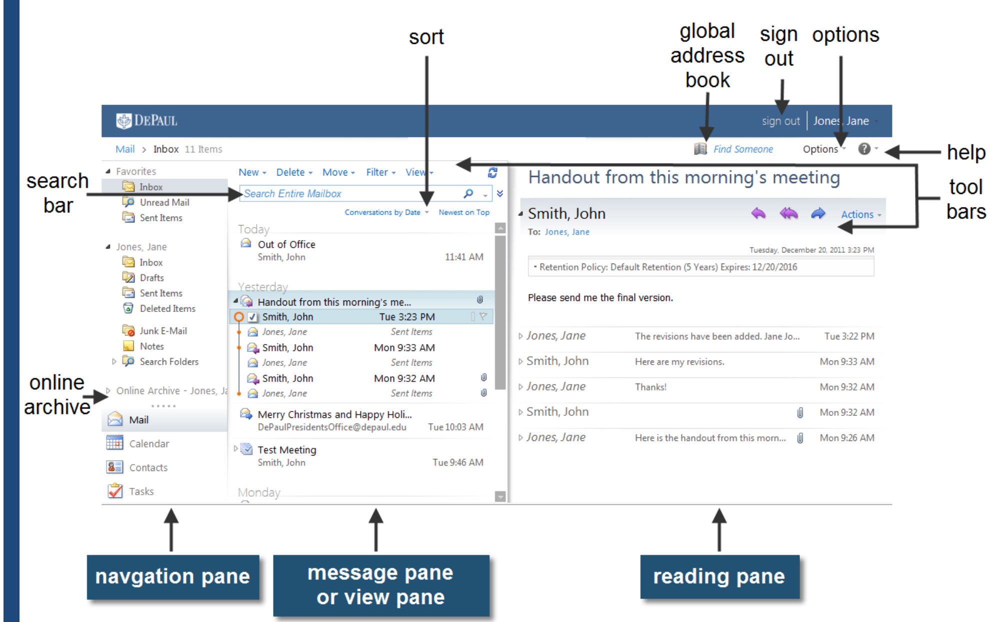
Select either:

This is a public or shared computer Select this option if you use OWA on a public computer. Remember to sign out when and close all windows to end your session. OWA will log you out after 15 minutes of inactivity.

This is a private computer Select this option if you're the only person who uses this computer. Your server will allow a longer period of inactivity before signing you out.

Enter your **Campus Connect username and password**. Click **Sign in**.

The OWA Screen



Features

Mail

- Access email and voicemail messages in a unified inbox
- Access email archive
- Organize inbox with sorting, filtering, & rules
- Drag & drop mail between folders
- Schedule enhanced out of office auto replies
- Request read receipts

Calendar

- View calendar
- Access shared calendars
- Change permissions
- Schedule appointments & meetings
- Respond to meeting requests
- Set reminders
- View real time calendar for meetings and room bookings

Contacts

- Create, delete, & organize contacts

Tasks

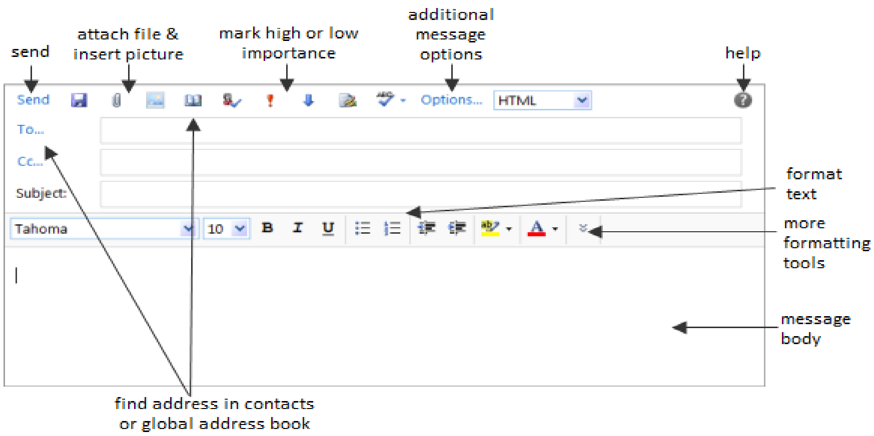
- Create, sort, categorize, & mark complete tasks and flagged items

Message Icons

- Unread message
- Read message
- Conversation
- Currently selected message
- File attached to message
- High or low importance
- Meeting request
- Reminder scheduled

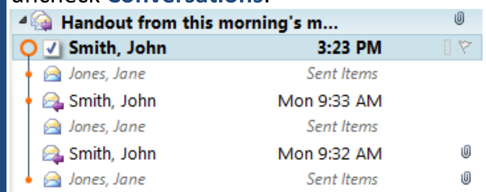
Sending Mail

- ***New Message:*** In the message pane tool bar, click **New** & **Message** or press **Ctrl + N**.
- ***Save Message as Draft:*** Click the save button in the message window. The message will appear in **Drafts** until it has been sent or deleted.



Conversation View

The conversation view improves managing related messages. The user can see the complete course of the conversation, including responses from the Sent folder. There is no more searching for the various parts of a conversation. Messages are arranged by the time the last response was received. To turn conversation view on or off, click **Conversations By Date** in the sort toolbar in the message pane. Check or uncheck **Conversations**.



Mail Basics

- ***Open a Message:*** Select the message to view in the reading pane or double click to open in a new window.
- ***Expand a Conversation:*** click the small arrow next to the message icon. Select messages in the conversation to view them in the reading pane.
- ***Reply to Message***: In the reading pane tool bar, click purple arrow to reply to sender or double purple arrow to respond to all recipients.
- ***Forward a Message***: In the reading pane toolbar, click the blue arrow.
- ***Delete a Message***: Select the message & press the **Delete** key.
- ***Open a Voicemail Preview:*** Exchange 2010 sends voicemail messages straight to your email inbox. The message contains a text preview & an MP3 of the recorded message. In Internet Explorer, click the play button embedded in the email to hear the message.

In other browsers, click the attachment to download & play the MP3.

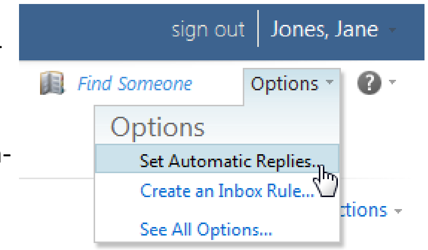
Attachments: 26252 (42 seconds) Voice M~1.mp3 (83 KB)

Mail Tips & Tricks

- ***Create a Signature:*** From the options menu, select **See All Options.** Then, select **Settings**. Enter and format your signature in the E-Mail Signature box. If you choose, check the box **Automatically include my signature on messages I send**. Click the save button at the bottom right of the window. If you do not check the Automatically include box, manually add the signature to messages by clicking the signature button at the top of the message window.
- ***Sort Inbox:*** By default, messages are sorted by date, with the newest on top. To show the oldest on top, in the message pane click **Newest On Top.** For other sort options, click **Conversations by Date**, and choose an option from the drop down menu.
- ***Filter Inbox:*** In the message pane toolbar, click **Filter** then **Apply**. The properties of your filter will now be displayed in a blue bar below the toolbar. To save filter for future use, click . To remove, click .
- ***New Folder:*** Right-click on **Inbox** in navigation pane. Select **New Folder**.
- ***Categorize Messages by Color:*** Click a message to select. Click the small gray box above the date/time of receipt & select a color. To assign colors to categories, select **Manage Categories**.
- ***Request a Delivery or Read Receipt:*** In the message window, click **Options**. Then check **Request a delivery receipt** to receive a receipt when the message is delivered to the recipients inbox and/or **Request a read receipt** to receive a receipt when the recipient reads the message.
- ***Access Email Archive***: Your archive is located in the navigation pane. For more info, please see the document **Email Retention & Archives**.
- ***Open Another Inbox:*** Click your username in the window's upper right corner. Type the username of the account you wish to open & click **Open**. Note: To open another account, the owner of the account must have already assigned you delegate rights. For more information, see the documents **Delegate Access in Outlook 2010** or **...Outlook 2011**.

Out of Office Assistant

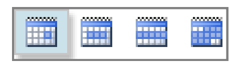
In the Outlook Web App, select **Options**, then select **Set Automatic Replies….**



- **Internal (DePaul.edu) Senders:** Select Send automatic replies. Enter text of message in the text box.
- **External Senders:** To turn on, select **Send** automatic reply messages to senders outside my organization. Choose either to send replies only to those in your Contacts list, or to send replies to all senders. Enter text of message in the text box.
- **Preschedule Auto Replies:** To preschedule start and end dates, check **Send replies only during this time period,** and choose a Start time and End time.

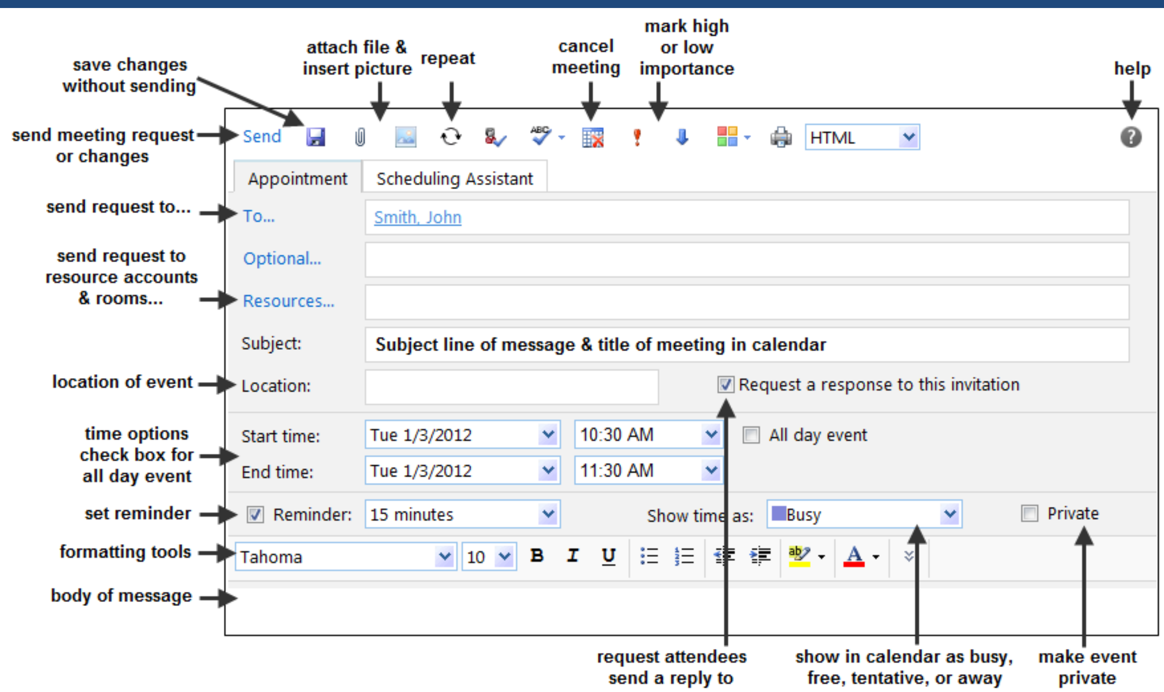
Calendar Basics

- **Open Calendar:** Click the Calendar button on the navigation pane.
- **View by Day, Work Week, Week, or Month:** Select an option in the view pane toolbar.
- **Schedule an Appointment:** In the view pane toolbar, press **Ctrl** + **N** or click **New** and **Appointment.**
- **Create a Meeting Request: In the view pane toolbar, click New and Meeting Request.**
- **Schedule a Recurring Appointment or Meeting:** Click the repeat button  in the appointment window toolbar. Make selections and click **OK**.
- **Edit a Calendar Item:** Double click the item to open it in an appointment window and make changes. To save to your calendar only, click the **Save** icon. To send updates to other meeting attendees, click **Send Update**.



- **Delete an Item:** Select the item and press the **Delete** key.
- **Schedule an All Day Event:** Check **All Day Event** in the appointment window.
- **Add a Shared Calendar:** In the view pane, click **Share** and **Add Calendar**. Type the account name of the calendar you would like to view and press **Enter**. OWA will offer suggestions from the Global Address Book. Click the correct account name when it appears. To search the Global Address Book, click **Name**.
- **View Reading Pane:** In the view pane toolbar, select **Right** or **Off**.
- Set Your Work Week and Work Hours:

Calendar Meeting/Appointment Window



Contacts

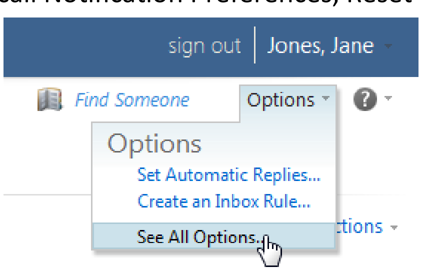
- **Open Contacts:** Click **Contacts** in navigation pane. Your contacts from Outlook on your PC or Mac will automatically sync.
- **Find a Contact:** Click Search Contacts in the navigation pane search menu and type the name.
- **Send a Message to a Contact:** Click the contact. In the view pane toolbar click the small arrow next to **New** and then **Message**.
- **Create New Contact:** In the view pane menu, click **New**. Enter contact's info. Click **Save and Close**.
- **Edit a Contact:** Double click the contact. Edit, and then click **Save and Close.**
- **Create New Contact Group:** In the view pane window menu, click the small down arrow next to **New**. Then click **Group.** Enter a name for the group in **Group Name**. In **Members…** begin typing names of contacts, and OWA will suggest contacts. Click a contact's username to select and click **Add to Group**. Or, to select users from the Global Address Book, click **Members…** There, select names of contacts and click **Members ->** to add each to the list. Once you have selected all the contacts, click **OK**, then **Add to Group**. When the list is complete, click **Save and Close.**
- **Send a Message to a Group:** Click **Contacts** in the navigation pane. Select the correct contact group and double click. Click the mail icon at the top of the window. A new window will open with the name of the contact group in the **To…** field. Compose and send the email as usual.

Tasks and Flagged Items

- **Open Tasks:** Click **Tasks** in the navigation pane. Your tasks from Outlook on your PC or Mac will automatically sync. At the top of the navigation pane, choose to view **All** tasks or only those that are **Active**, **Overdue**, or **Complete.**
- **Create a Task**: In the view pane menu, click **New.** Enter the name of task in **Subject**. Optional: enter additional information. Click **Save and Close**.
- **Quick Method to Create a Task**: At the top of the view pane, where it says **Type a new task**, type the subject of your task. Click **No due date** to view a drop-down calendar and select a due date. Click the small Add new task button to save.
- **Set Due Date:** Select a due date from the drop down menu when creating or editing a task.
- **Set a Reminder**: To be reminded of a task, check the **Reminder** box in the Task window and set a date and time using the drop-down menus. **Click Save and Close**. If you used the Quick Method or did not set a reminder when you originally created the task, double click the task from the navigation menu to open the Task window.
- **Edit a Task**: Double click task from the view pane to open the Task window. Make changes & click **Save and Close**.
- **Flag a Message as a To-Do Item:** In the message pane, click the small gray outline of a flag to the far right of a message. The flag will turn red. Now it is available in the Task list. Right-click the flag to edit the due-date or set a reminder.
- **Complete a Task:** Click the box to the left of the task.
- **Delete a Task:** Select the task, then in the view pane toolbar click the delete button, which looks like an **X.** Or, right-click the task, and click **Delete**.

Options

The OWA **Options** menu offers a wide variety of choices to customize your email, calendar, and phone experience. Among the options in this menu you will find: Inbox Rules, Auto Replies, Delivery/Read Reports, Calendar Appearance, Language, Date Format, Time Format, Time Zone, Voicemail Options, Missed-call Notification Preferences, Reset Voicemail PIN, Mobile Phone Details, Mobile Phone Wipe Device, and Block or Allow Junk Mail Settings.



Blind & Low Vision Accessibility

The light version of Outlook Web App is optimized for accessibility, such as for users who are blind or have low vision. It provides fewer features and is faster for some operations.

You may want to consider using the light version if:

- You are blind or have low vision
- You are on a slow connection
- You are using a computer with unusually strict browser security settings

To Switch Versions: Click **Options > Settings > General**. On the General tab, under Accessibility, select **Use the blind and low vision experience**. Click **Save**. Sign out and sign in again to complete the change.

For More Information: about OWA Light and using assistive technologies with OWA, see **Accessibility in OWA.pdf.**