Outlook Web Access – User Guide

Version 1.4

Table of Contents

1. Overview
2. Prerequisites
3. Accessing OWA
4. Navigating OWA
5. Managing Email
6. Contacts
7. OWA Calendar
8. Advanced Features
9. Changing Your Password
10. Sign Out
11. Known Issues
12. Third level Contacts
13. Version Updates

1. Overview

The Outlook Web App allows you to access your Outlook e-mail and calendar from any computer that has Internet access via a Web browser. This guide will show you how to use its various features.

2. Prerequisites

Need permission to access mailbox through OWA.

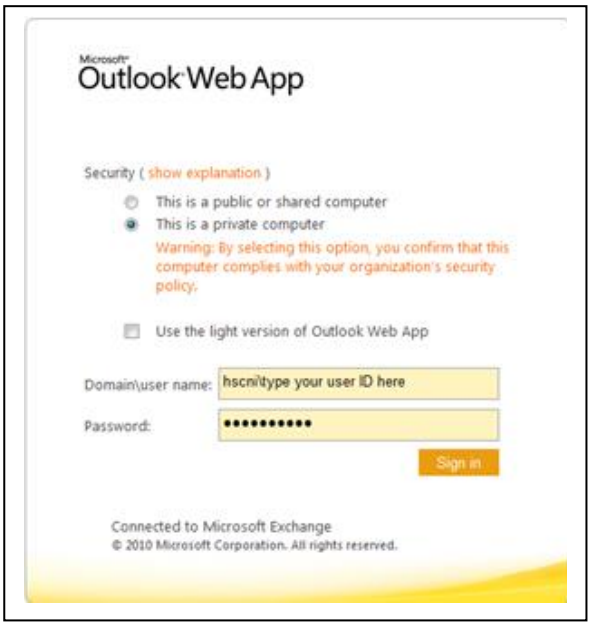
3. Accessing OWA

To access OWA

3.1 Go to https://mail.hscni.net/owa

3.2 A windows will appear similar to that on right. Click on **This is a private computer** if you are using your work computer.

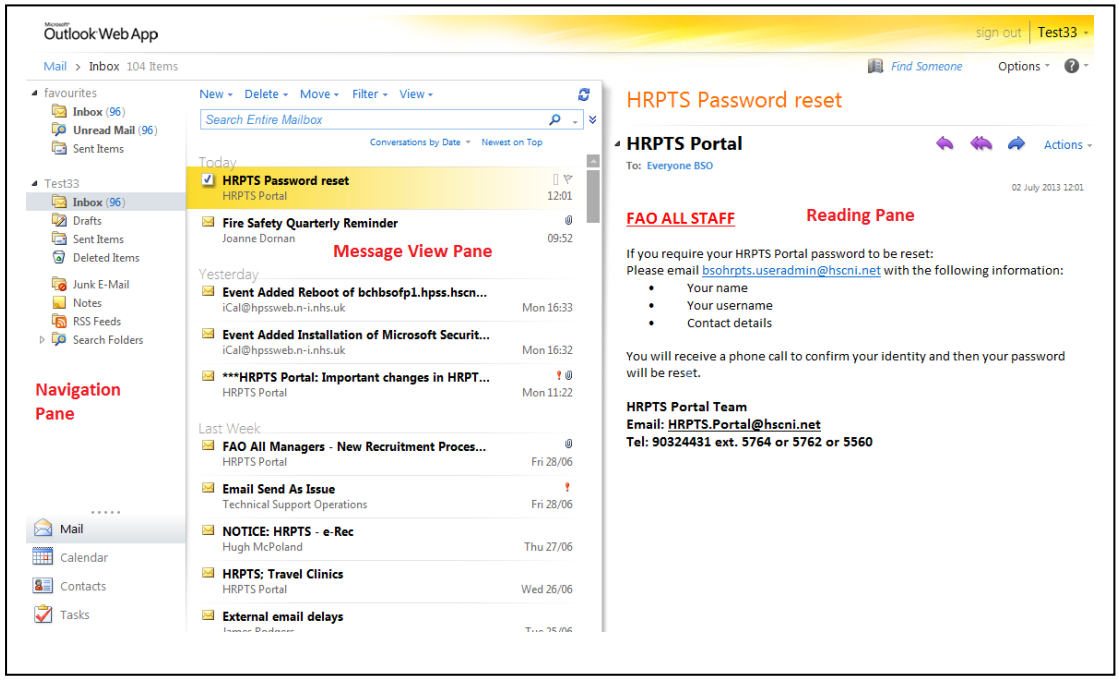
3.3 Enter your **user name and password** in the boxes. Then *click* **Sign In**. You should now be signed into OWA.



4. Navigating OWA

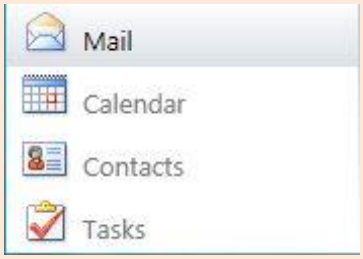
OWA is designed to closely mimic the look and feel of Outlook 2010. The Mail screen is divided into three panes: The *Navigation Pane*, *Message View Pane*, and *Reading Pane*.

The *Navigation Pane* contains mail folders and provides easy access to Calendars, Contacts, and Tasks. The *Message View Pane* functions as the inbox and contains all received mail. The *Reading Pane* displays the contents of a selected message. When trying **to open folders** you will need to **click on the triangle to the left** as clicking on the folder may result in a message stating “There are no items to show in this view” and double clicking doesn’t work.



Sections of OWA

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

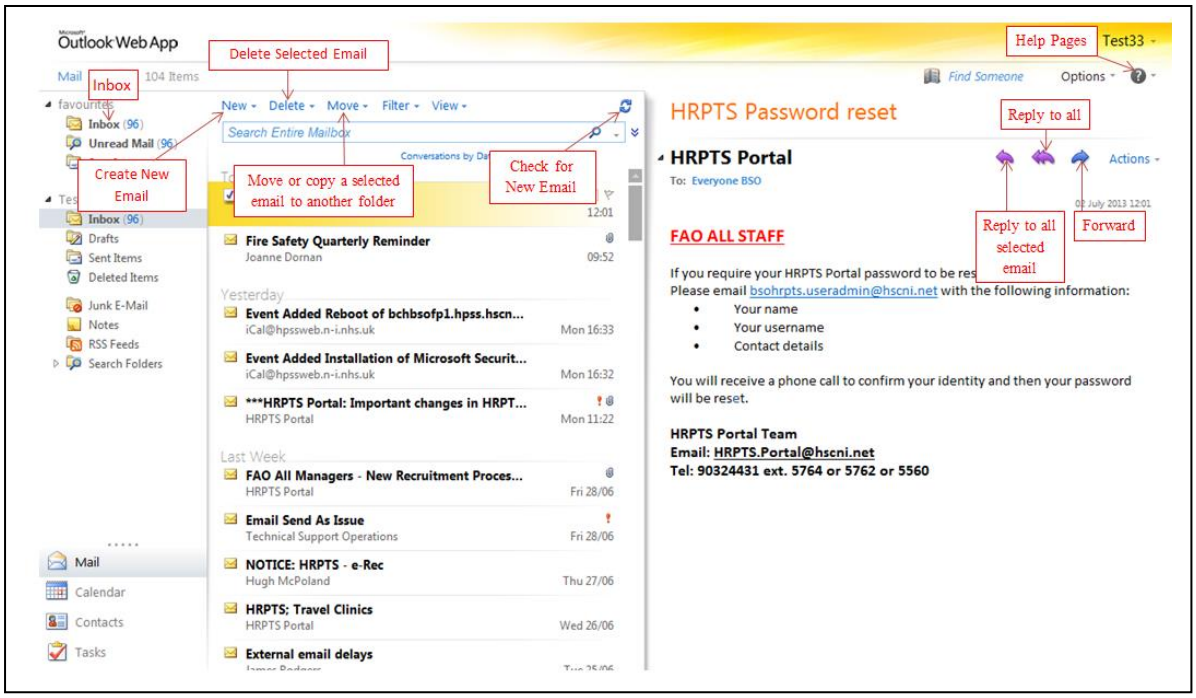


- **Mail** – Compose, Send, Read, and Reply to emails
- **Calendar** – Create and Manage appointments and meetings
- **Contacts** – Manage and Store contact information
- **Tasks** – To do items with optional reminders

5. Managing Email

Your Inbox and Managing E-mail

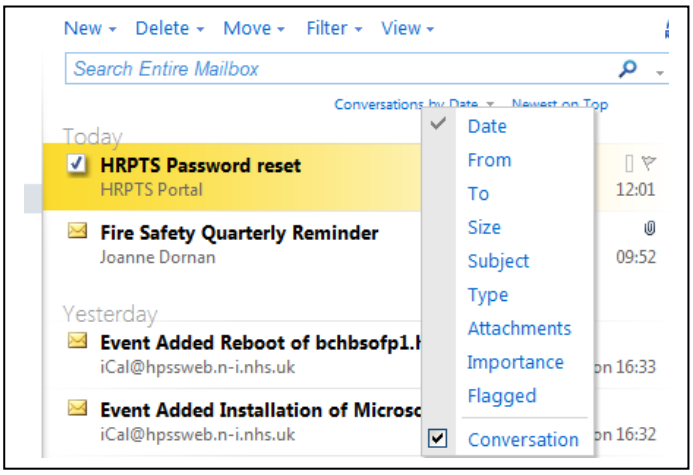
The inbox allows you to send, receive, and archive e-mail. The following image illustrates the tools available in the inbox.



Sorting Messages

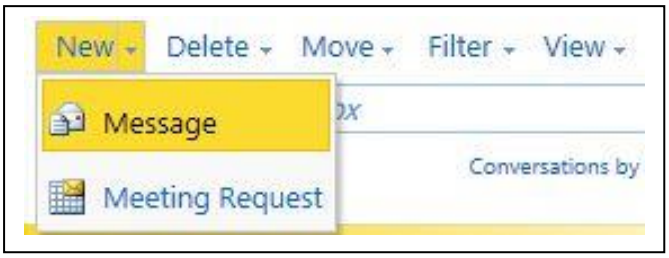
5.1 Click **Conversations by Date**.

5.2 Select the criteria you wish to sort by from the **Drop Down List**.



Creating/Sending Messages

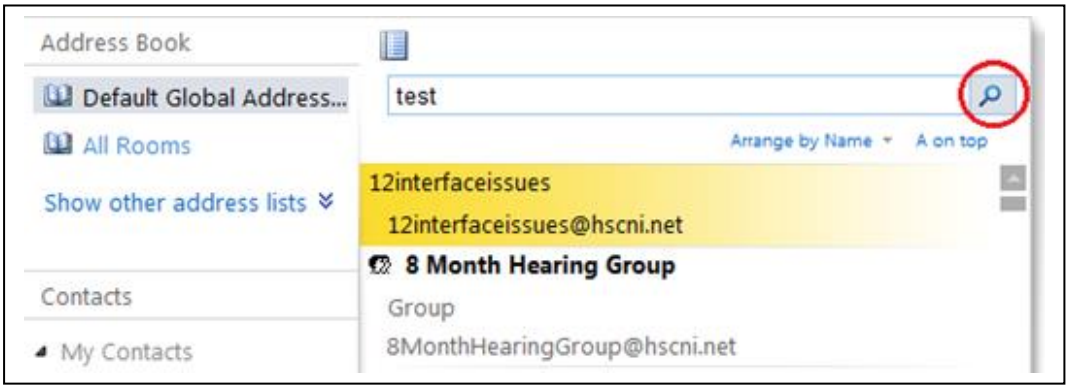
5.3 Click on the **New** button in the toolbar and *choose* **Message**.



5.4 Type an e-mail address in the **To:** field.

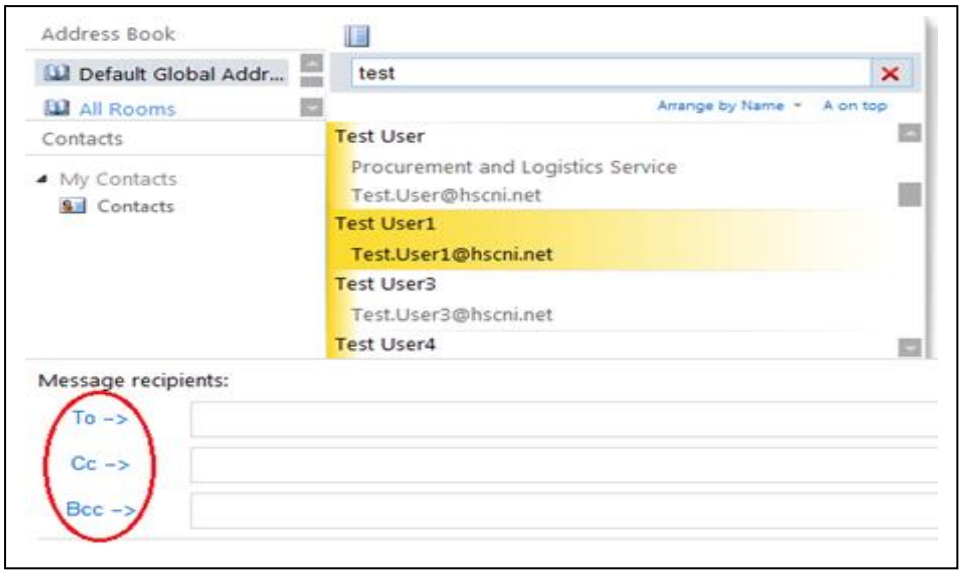
If you have sent a message to this address before, the Auto Complete feature will display the address. *Click* on the **displayed address** to auto-populate the **To:** field.

5.5 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**.

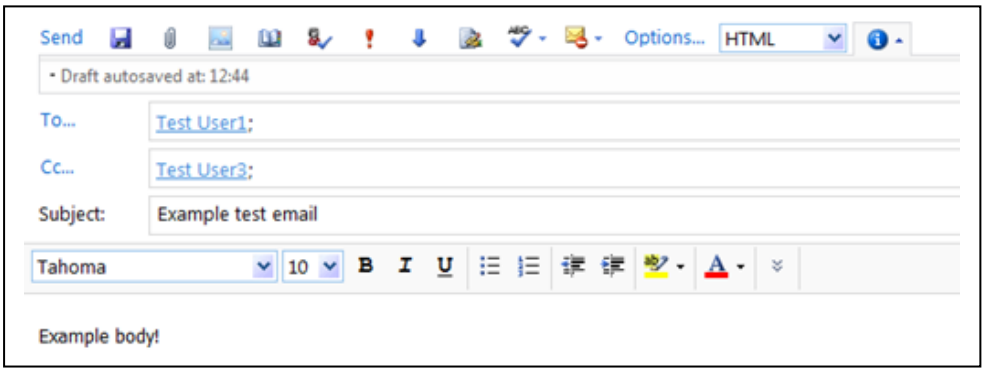


5.6 You will see a list of possible addresses. *Click* the **address** you are looking for, then *click* the **To, Cc or Bcc** icons at the bottom of the screen to add the selected address to that field. You may search for more than one address.

5.7 Click **OK** when you are finished gathering addresses.



5.8 *Add* a subject and body to your message, and *click* **Send** to send the message.



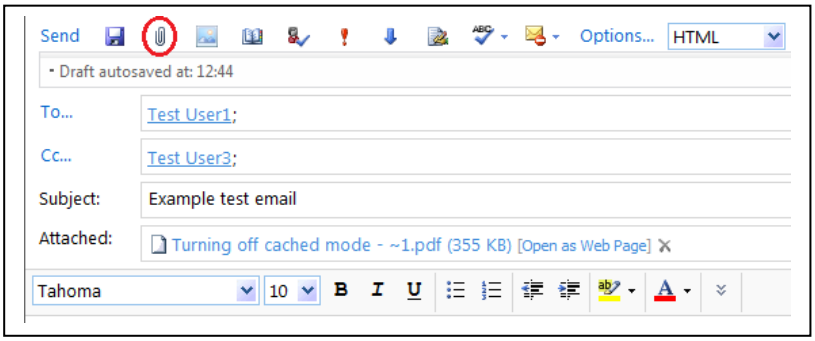
Add an Attachment

5.9 Click on the **Paper Clip** icon.

5.10 Browse your computer and click the **file** you want to attach.

5.11 Click **Open**.

5.12 Your file is now attached to your message.

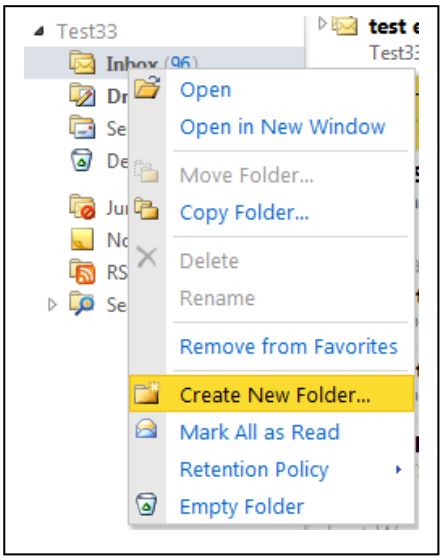


Create a New Folder

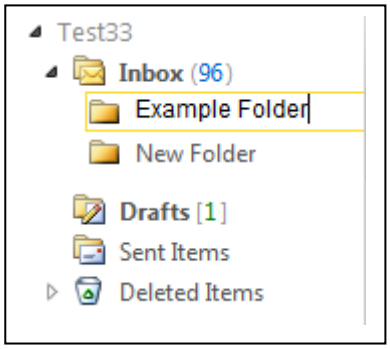
Creating new folders allows you to store your messages in an organized way.

5.13 In the navigation pane, *right click* on the **folder** that will contain your new folder.

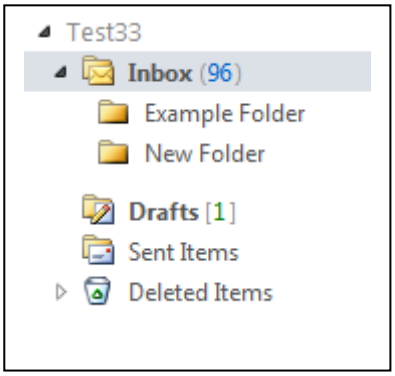
5.14 Click **create new folder** from the drop down menu.



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



5.16 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.

There are 2 ways that you can do this:

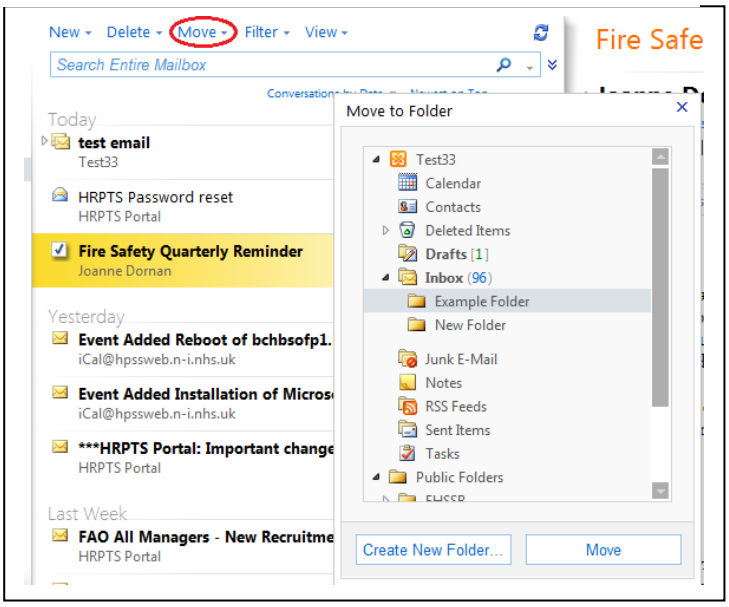
1 Use the Move to Folder facility
2 Drag and Drop

<u>Move to Folder</u>

5.17 Click on the **e-mail** you want to move.

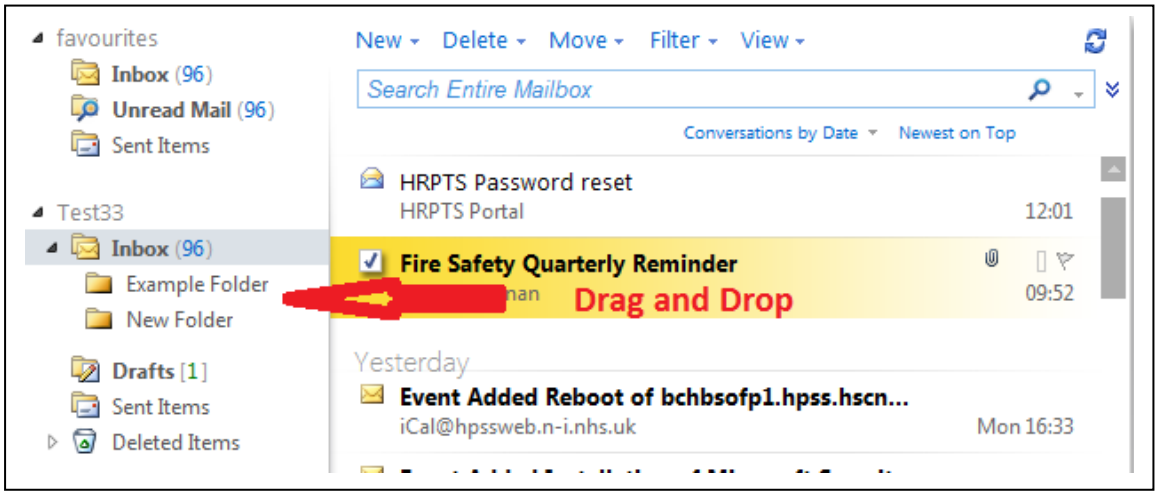
5.18 Click on the **move** dropdown menu, then the **move to folder** option

5.19 Click the destination folder from the list that appears.



<u>Drag and Drop</u>

5.20 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.

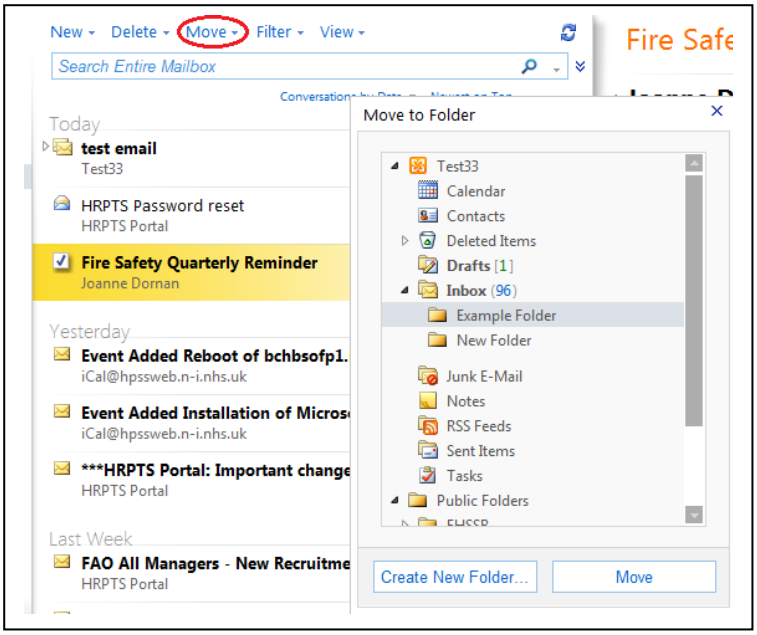
5.21 Click on the **e-mail** you want to copy.

5.22 Click on the **move** dropdown menu.

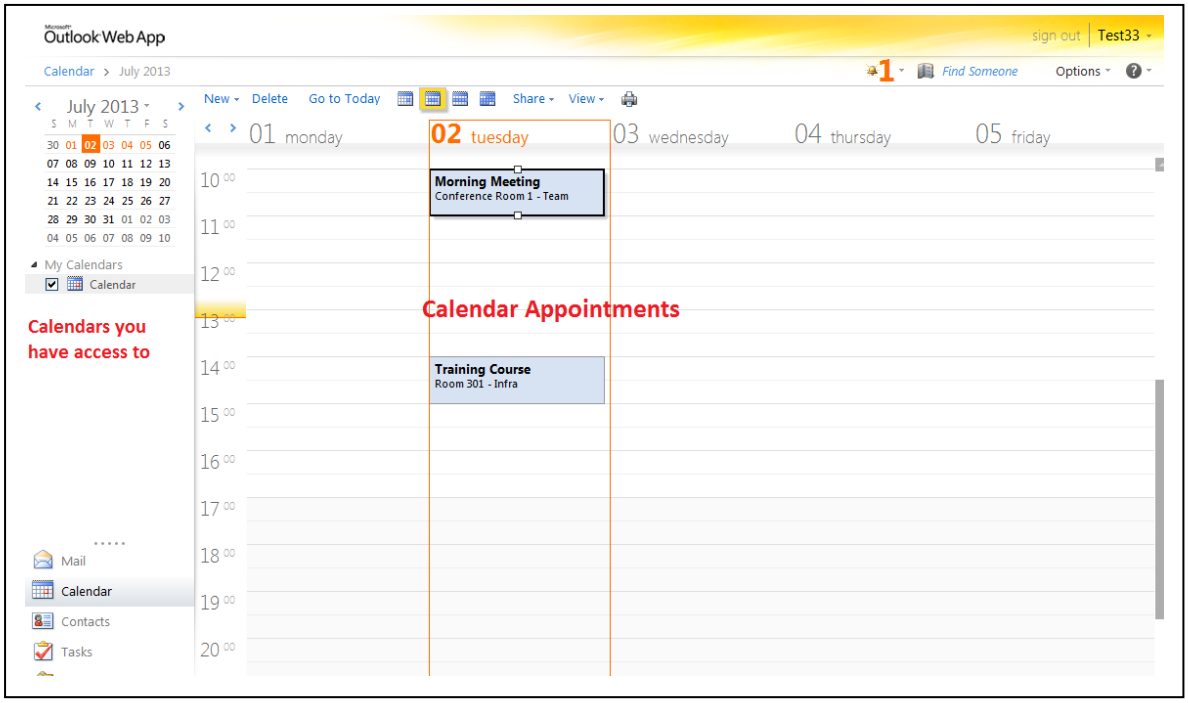
5.23 Click **Copy Folder.**

5.24 Select the **destination folder** in the new window that appears.

5.25 Click **Copy**.



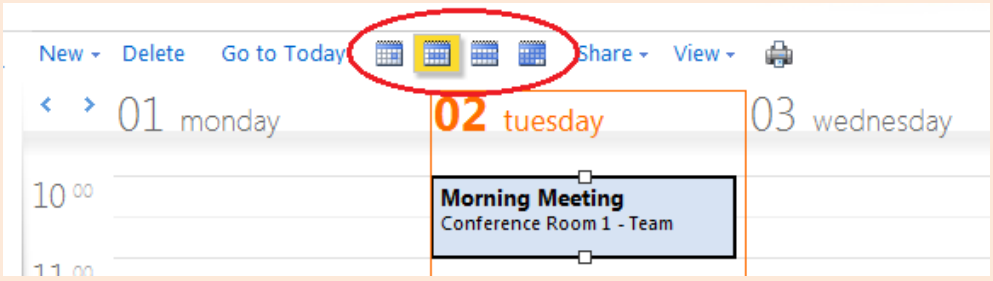
6. OWA Calendar



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

There are two ways of adding an appointment

1 From the Calendar Toolbar
2 Through a Double-Click operation

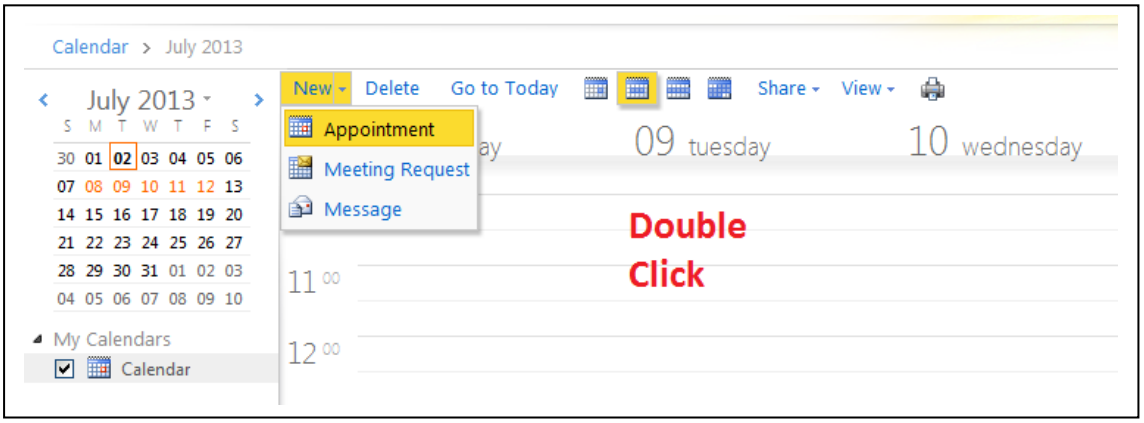
From Calendar Toolbar

6.1 Click **New** on the Calendar Toolbar.

6.2 Click **Appointment** in the drop down menu

Double-Click on Calendar

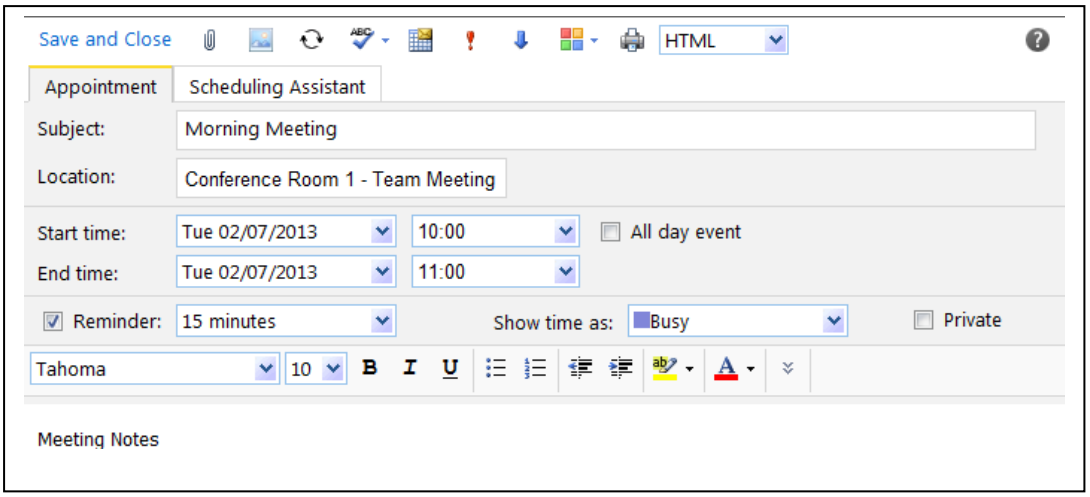
6.3 Double click on the **date of the appointment** on the calendar.



6.4 In the Appointment window:

a) Type a **subject** for the appointment.
b) Type a **location**.
c) Select a **start and end time/date**.
d) Turn **reminder** on/off and select how far in advance of the appointment it triggers.
e) Add more **details** in the body section of the window.
f) Click **Save and Close**.

6.5 The appointment is now visible in your calendar.

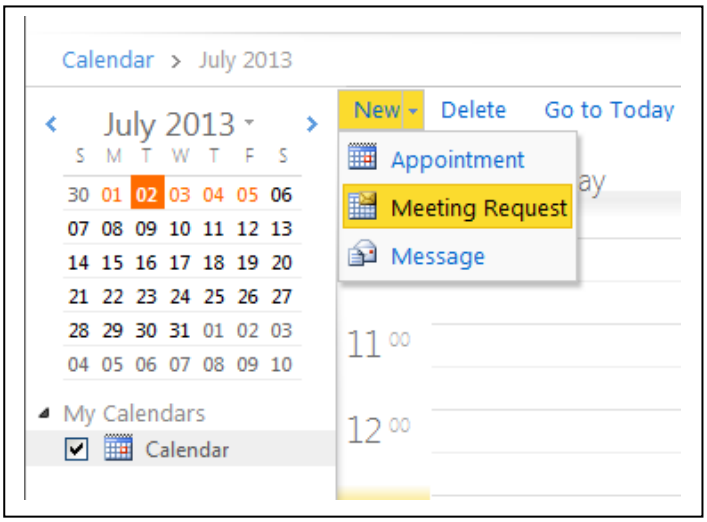


Creating a Meeting Request

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.

6.6 Click **New** on the Calendar Toolbar.

6.7 Click **Meeting Request**. The new meeting window will open.



6.8 Type the address of people you want to invite into the **To**… field. Click **To…** to use the Global Address List to find attendees.

6.9 Click on **Resources…** and select a resource from the list to reserve a room or piece of equipment.

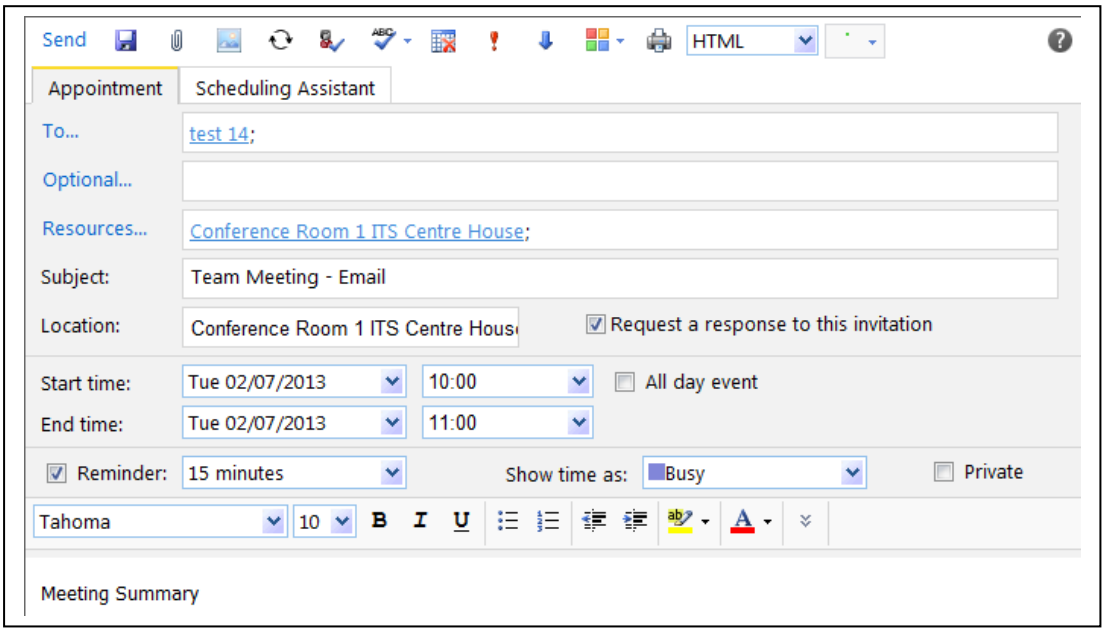
6.10 Type a subject for the meeting in the **subject** field.

6.11 Type a location for the meeting in the **Location** field. If you selected a room in Resources, it will auto-populate here.

6.12 Select a **start and end time/date**.

6.13 Click **Send**.

E-mail invitations will be sent to all invitees and resources will be reserved during your scheduled time.



Using the Scheduling Assistant

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

6.14 Click **New** on the Calendar Toolbar.

6.15 Click **Meeting Request.**

6.16 Click the **Scheduling Assistant** tab.

6.17 Select a start and end time for the meeting.

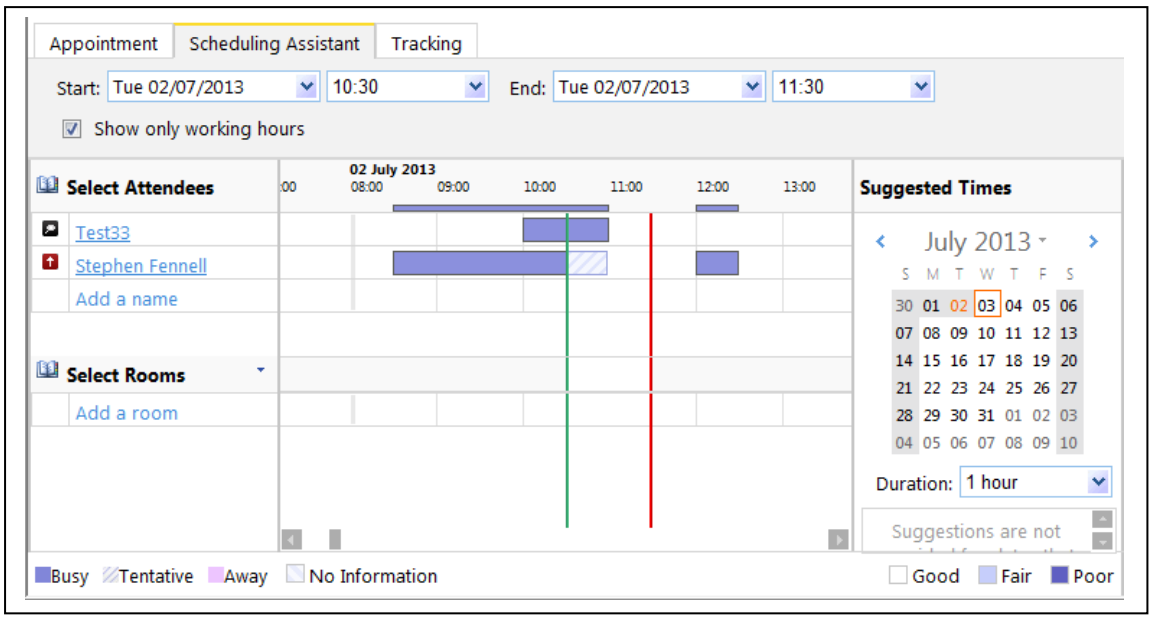
6.18 Add a name to select attendees from the Global Address List.

6.19 Add a room to add a location for the meeting.

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 and resources are available and select an appropriate meeting time.

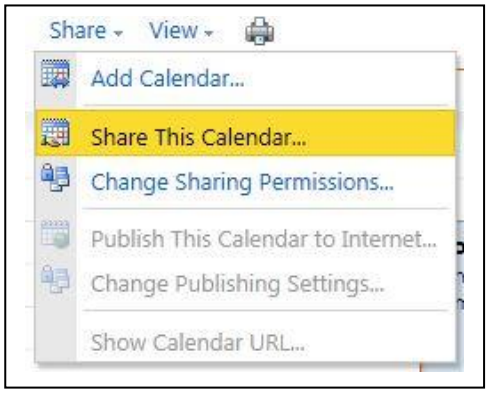
- Adjusting the vertical green and red lines will change the start and end time of your meeting.

- 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.



6.20 Click **Share** on the Calendar Toolbar.

6.21 Click **Share a Calendar** in the drop down window.

6.22 Click on the calendar you wish to share

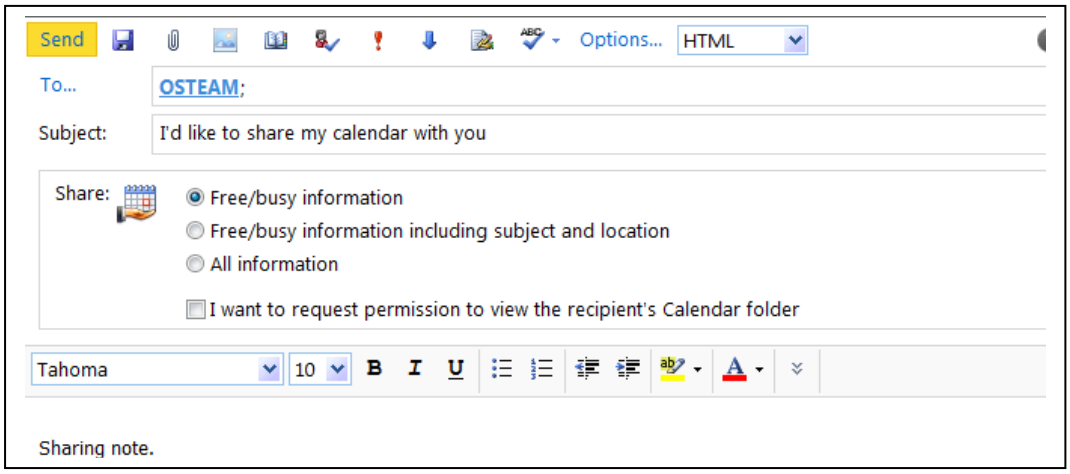
6.23 Click on the **To**… button to select users to share your calendar with.

6.24 Add a **subject** for the invitation.

6.25 In the Share section, click on the level of **access** you wish to grant users.

6.26 Type text into the body if desired.

6.27 Click **Send**.



6.28 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

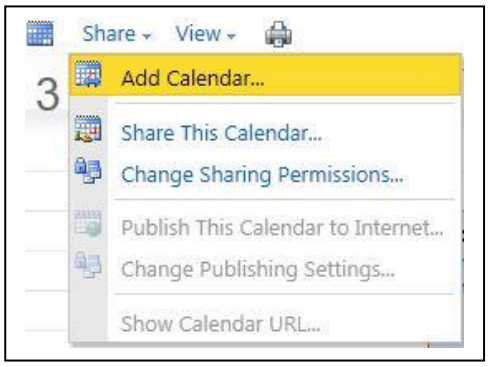
You can add anyone's calendar to your list in OWA, however in order to see more than simple Free/Busy information, you will need to request permission.

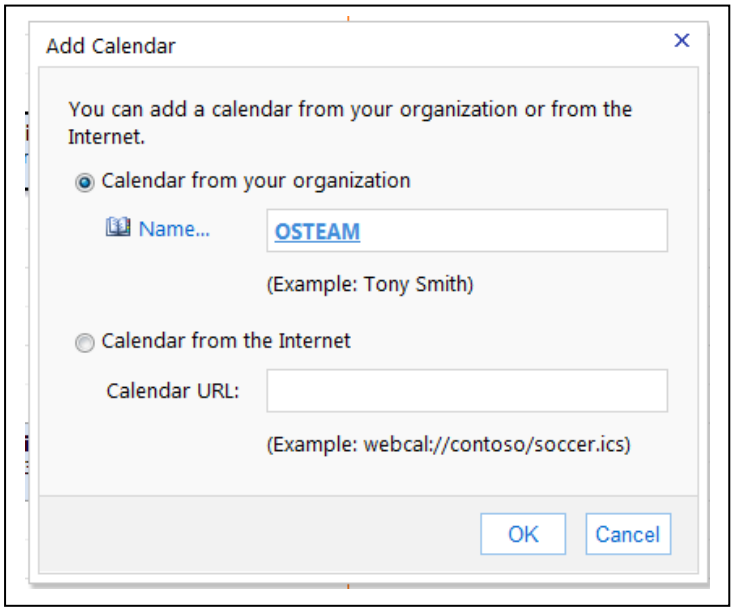
6.29 Click **Share** in the calendar toolbar.

6.30 Click **Add a Calendar**.

6.31 In the Add a Calendar window, *click* on **Name** and *select* the user you want from the Global Address List.

6.32 Click **OK**.



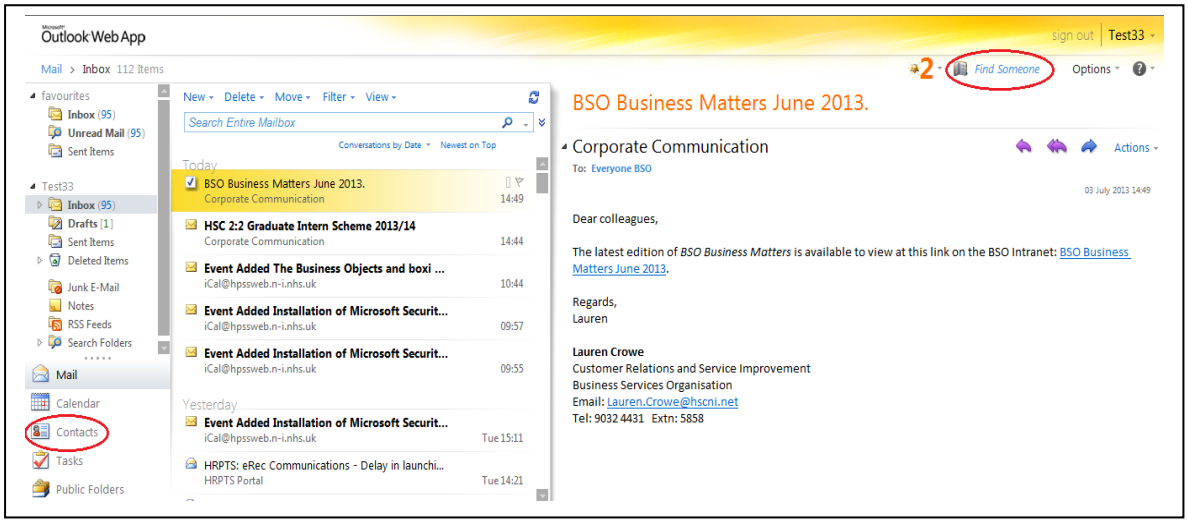


6. Contacts

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.



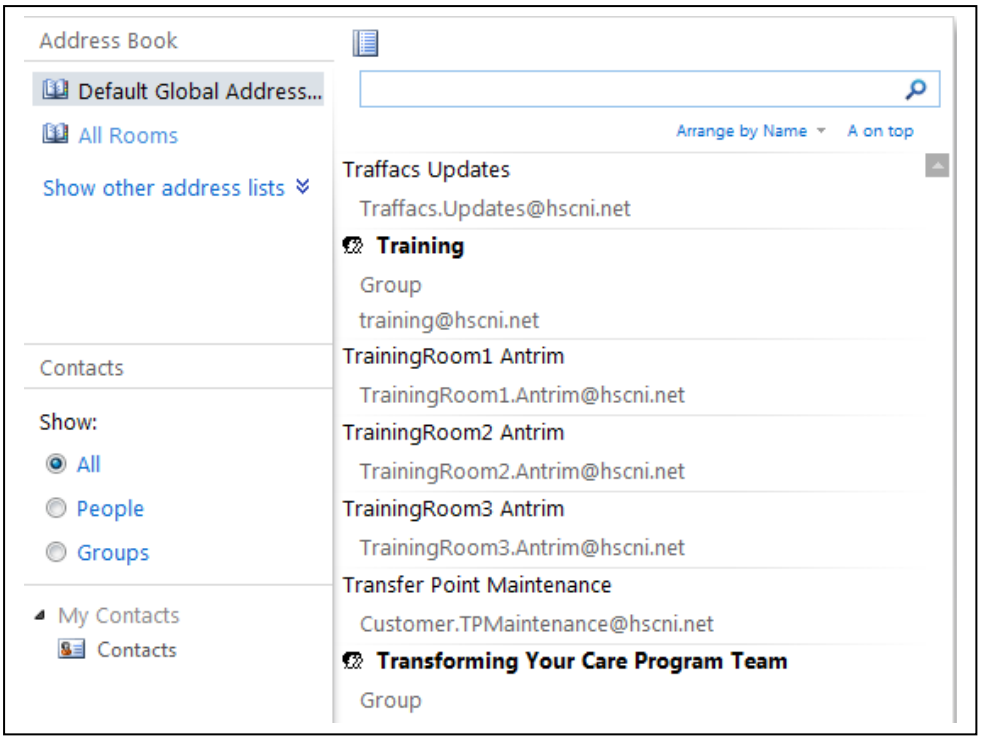
Global Address List

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

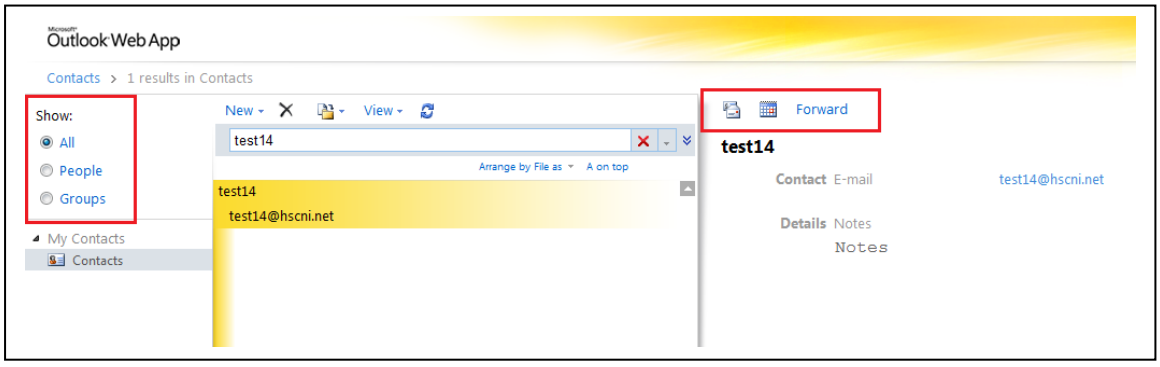


Personal Contact List

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:

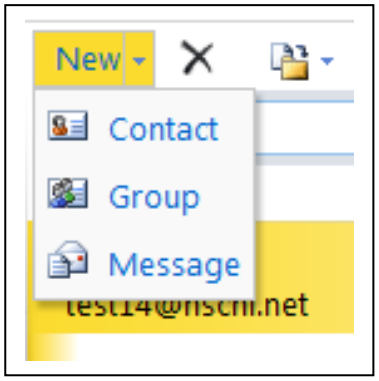
- E-mail the individual or group
- Set up a meeting request with the group or individual
- Forward the group or individual contact information to someone else



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 or contact, a window opens for you to enter in information about the group.

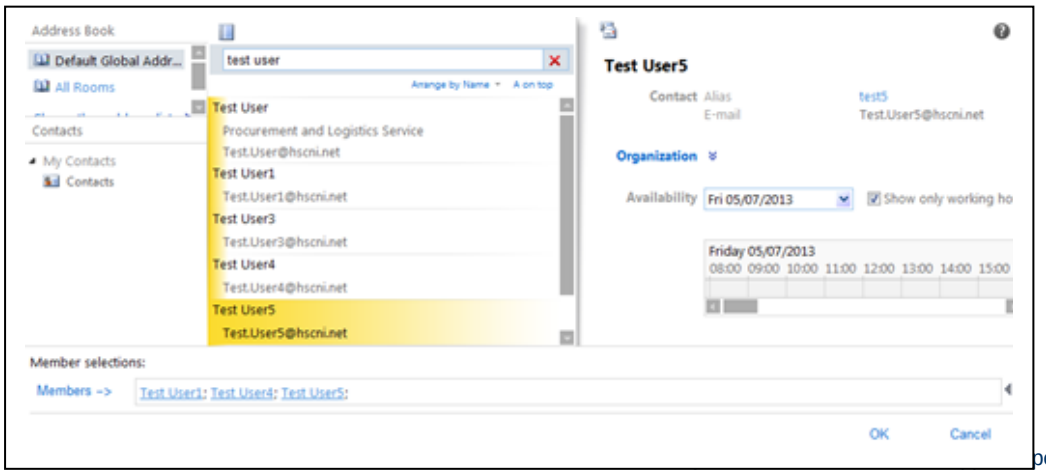
6.1 Type a name for the group in **Group Name**.

6.2 Click **Members** and the Global Address list (GAL) will open for you to find names to add.

6.3 Type the name you want to search for in the **search** box and click on the little **magnifying glass**.

6.4 Click on the **name** and then click **Members** at bottom of the window. The name will show up in the field next to Members.

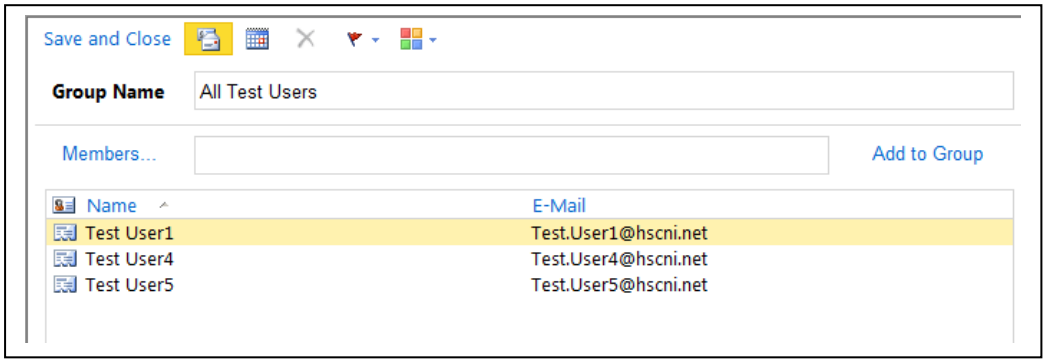
6.5 To add more names, repeat steps 6.1 and 6.2.



6.6 When finished adding names, *click* on **OK**.

6.7 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**.

6.8 *Click* **Save and Close** when you are done. Your new group contact will appear in your contact list.

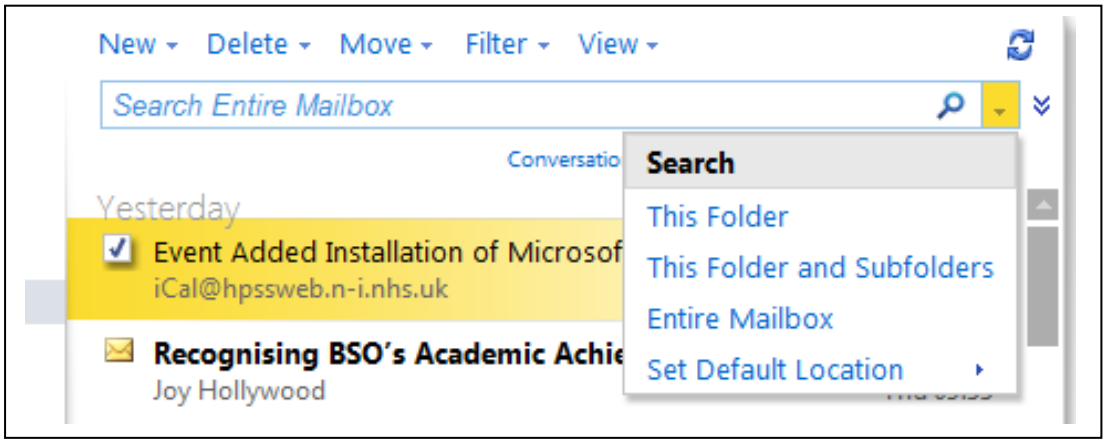


7. Searching OWA

How to Search

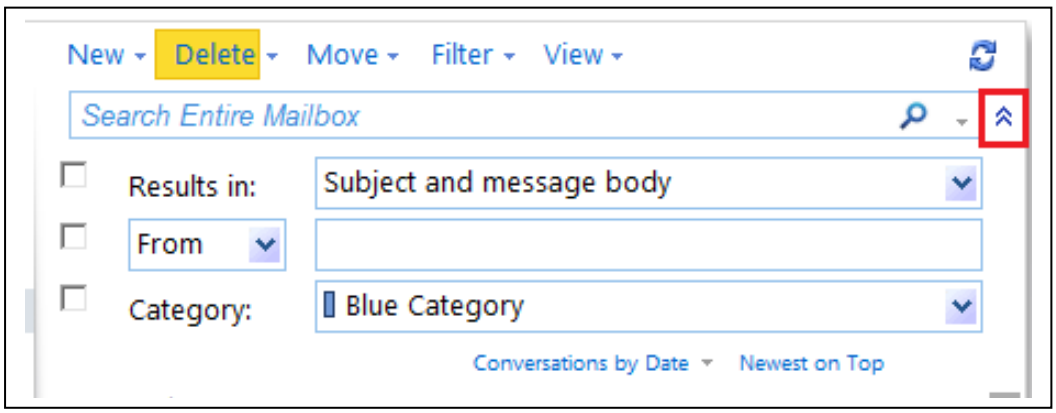
You'll find a search window at the top of the list for E-mail, contacts or tasks. If you click the down arrow next to the search box you will have several choices to choose from:

- **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.



8. Advanced Features

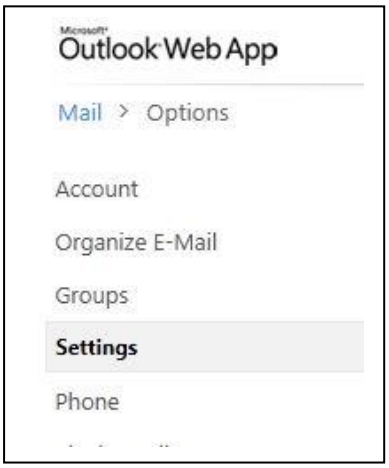
E-mail Signature

Adding an e-mail signature can help to ensure that University e-mail meets professional standards, represents the quality of your work and the University's business, and provides relevant information to support Northwestern business processes. Suggested guidelines to consider when creating your University e-mail signature are outlined at E-mail Signature Best Practices.

8.1 Click on **Options** in the upper-right portion of the screen.

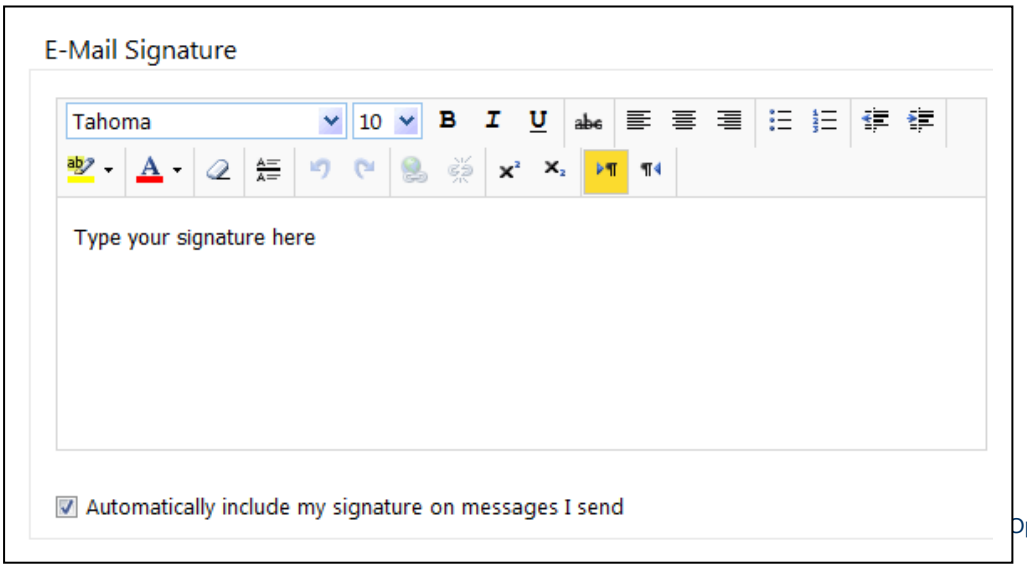
8.2 Click **See All Options** in the drop down menu.

8.3 *Click* on **Settings**.



8.4 Type your signature in the **E-Mail Signature** text box.

8.5 Click **Automatically include my signature on messages I send** if you want the signature to appear by default on your outgoing e-mail.

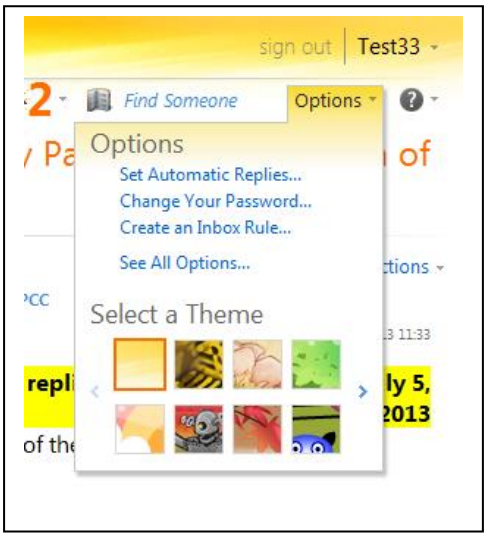


8.6 *Click* **Save** in the lower-right portion of the screen.

8.7 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

Out of Office Messaging

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

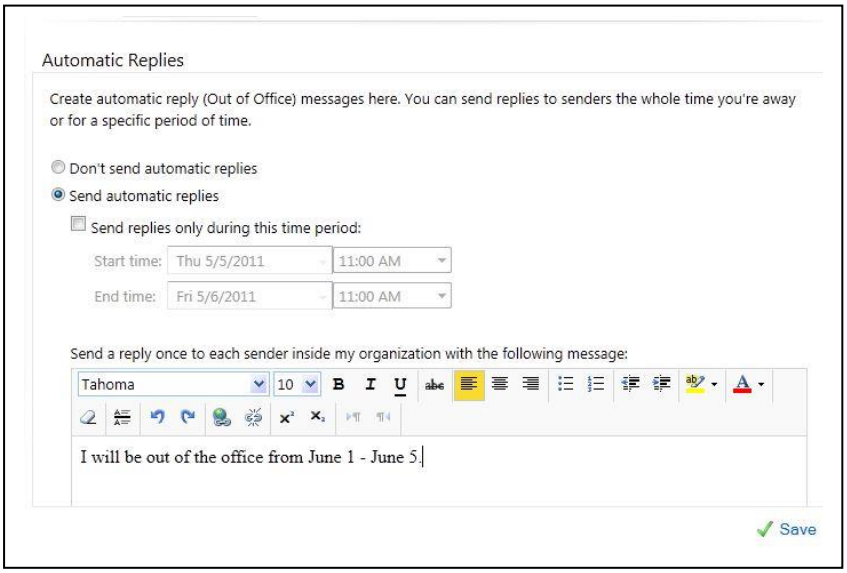


8.9 Click the **Send automatic replies** radio button and choose:

8.10 Select Start and End times.

8.11 Type a message about being out of the office, i.e. “I will be out of the office from June 1-June 5…..”.

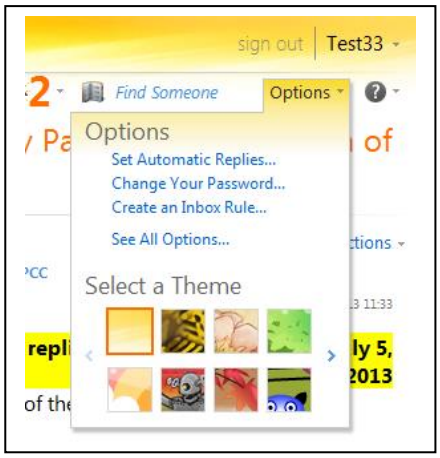
8.12 Click **Save** when you are done.



Set Mail Rules

8.13 Click on **Options**.

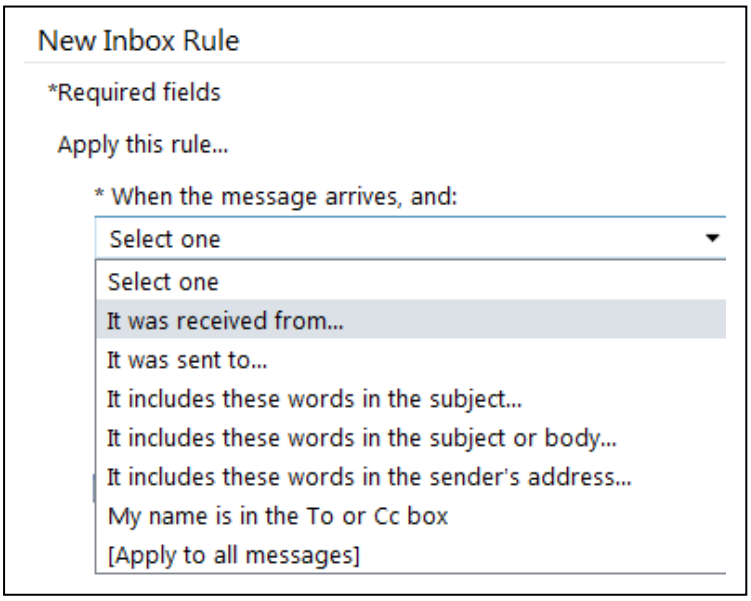
8.14 Click **Create Inbox Rule** in the drop down menu.



8.15 *Click* **New**. This opens the New Inbox Rule window.

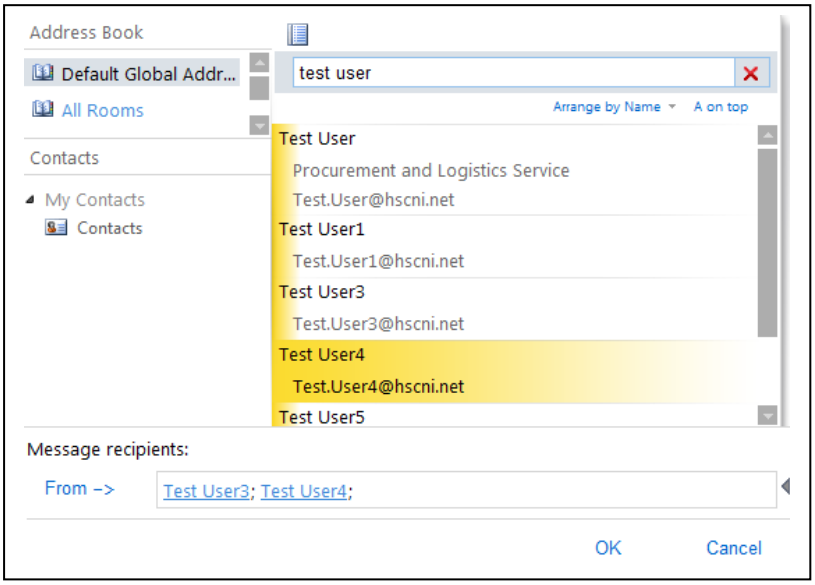
8.16 *Select* a condition that triggers the rule in the **When the message arrives, and:** drop down menu.

8.17 In this example, *select* **It was received from…** This opens the Global Address List.



8.18 *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.”

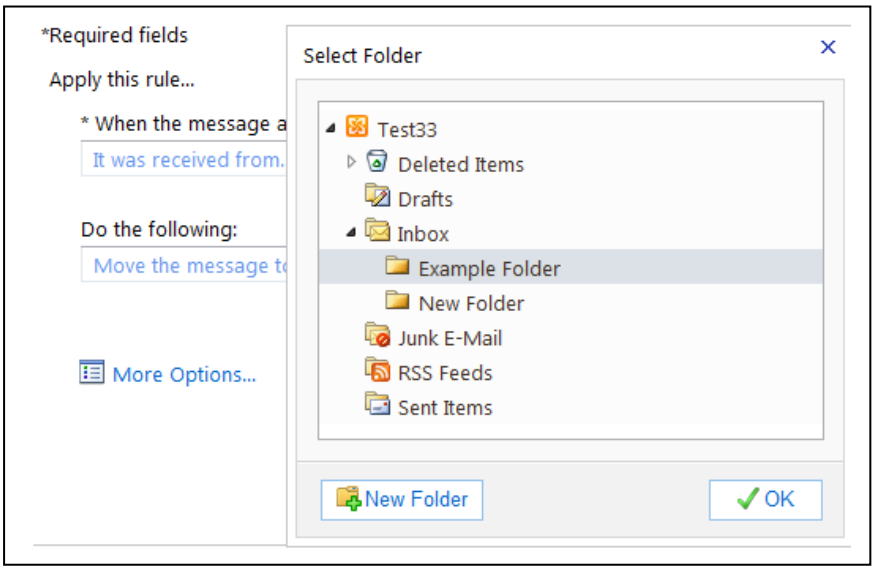
8.19 *Click* **OK** when you are finished.



8.20 *Select* an action for the rule to take in the **Do the following:** drop down menu.

In this example, *select* **Move the message to folder…**This opens a list of your folders.

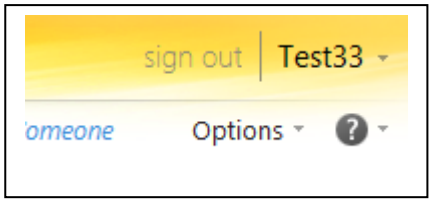
Select the **Folder** you want in the list that appears and *click* **OK**.



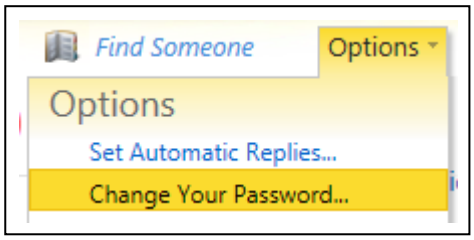
8.21 Click **Save.** Your rule is now in effect.

9. Changing Your Password

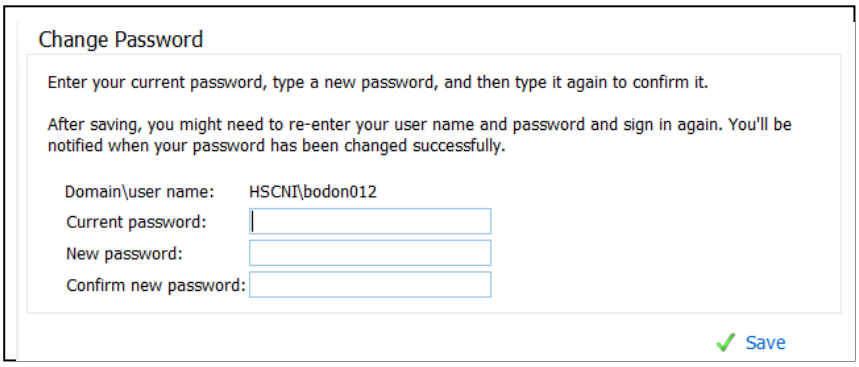
To change your logon password, you must first have signed in to the mailbox. At the top right you will find the **Options** button, click this.



From the drop down, select **Change Your Password…**

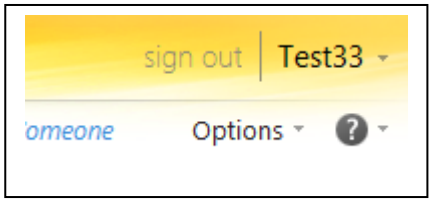


To change your password, in the first field enter your current password, then in the next two fields enter what you want your new password to be. Once complete, click the **Save** button at the bottom right.



10. Sign Out

Be sure to sign out so that no one can access your Organisation's 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.



11. Known Issues

None

12. Next Level Contacts

BSO Service Desk:

028 9536 2400

12. Version Updates

Version	Update Description
1.0	Document Creation
1.5	Additional steps added