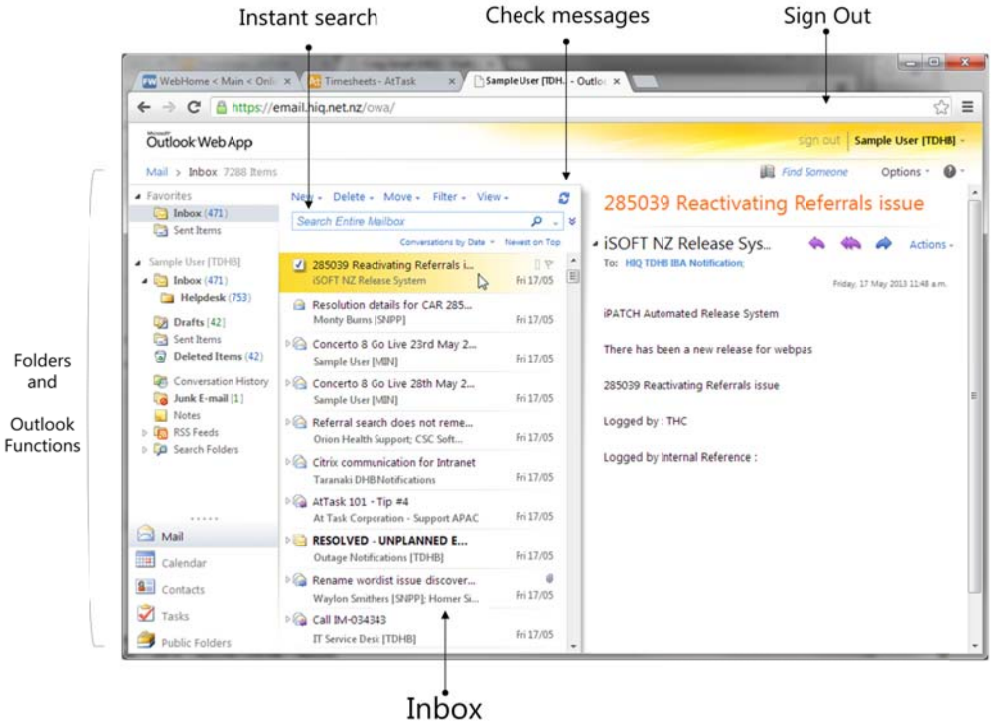
Outlook Web App - Introduction

The Outlook Web App Screen



Navigation Pane

Mail

Contains mail folders; Inbox, Sent Items, and Search Folders

Calendar

Enables you to view and schedule appointments, event, and meetings view shared calendars

Contacts

Store and keep track of addresses, phone numbers, and e-mail addresses

Tasks

Organize to-do lists, track task progress, and delegate tasks

Public Folders

GP Lists and Staff Trade and Exchange

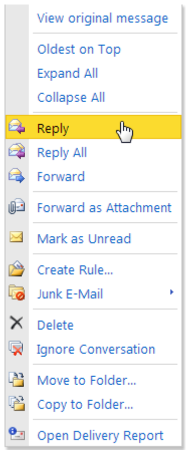
Program Basics

- **To Log In to Outlook Web App:** Open the URL for your organization's Web App. Choose the security option you wish to use while accessing your Outlook account. If necessary, click the Use the light version of Outlook Web App check box. Enter your e-mail address and password in the appropriate fields and click Sign In.
- **Message Indicators:**
  Message has not been read.
  Message has been read.
  File is attached to the message.
  Message has high or low importance.
- **To Move the Reading Pane:** Click the View button on the toolbar. Select a position (Right, Bottom, Off) for the Reading Pane from the menu.
- **To Reset Your Password:** Click the Options button and select the Change Your Password link. Complete the fields as directed and click Save.
- **To Change Program Settings:** Click the Options button and choose the settings you wish to change.
- **To Print a Message:** Double-click the message to open it in its own window. Click the Printable View button on the toolbar. Choose the print settings in the Print dialog box and click Print.
- **To Get Help:** Click the Help button and select Help. Type your question in the Search box and press <Enter>. Or browse the help topics to find the topic you want.
- **To Sign Out:** Click the Sign Out button in the upper-right corner of the window.

Mail Basics

To create a new message

1. Click the New button on the Inbox toolbar. Or, press <Ctrl> + <N>.
2. Enter the e-mail address(es) in the To: box, or click the To button to use the Address Book.
3. Click the Cc: or Bcc: buttons and enter the e-mail address(es) for whom you want to send copies of the message.
4. Enter the subject of the message in the Subject box.
5. Enter the text of your message in the text box.
6. Click the Send button.



To Access message Actions: For an easy way to view all the commands you can apply to a message, click the Actions button in the Reading Pane. A menu with these commands appears.

Many of these commands are also available by right clicking.

- **To Reply to a Message:** Select/open the message, click the Reply button, type your reply, and click the Send button.
- **To Forward a Message:** Select/open the message, click the Forward button, enter thee-mail address(es) in the To box, enter comments in the Body area, and click the Send button.

Keyboard Shortcuts

Save	Ctrl + S
Preview and Print	Ctrl + P
Undo	Ctrl + Z
Cut	Ctrl + X
Copy	Ctrl + C
Paste	Ctrl +V
Reply	Ctrl + R
New Item	Ctrl + V

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Mail: Advanced Tasks

- **To Attach a File to a Message:** Create a new message and click the Attach Item button in the Standard toolbar.
- **To Preview an Attachment:** Click the Open as Web Page link in the Reading Pane. Use the buttons in the window to navigate through the different pages in the document.
- **To Open an Attachment:** Click the attachment name link in the Reading Pane, or the preview "Open as Web Page" window. The file opens in its default program.
- **To Check Spelling:** Create a new message and click the Check Spelling button on the Standard toolbar.
- **To Format Text:** Use the buttons on the Formatting toolbar in the New Message window to change font type, size, colour, etc.
- **To Customize the Formatting Toolbar:** Click the Customize button at the right end of the Formatting toolbar. Click the check box next to each command you wish to add to the toolbar. Click the Customize button again to close the list.
- **To Set Message Priority:** In the e-mail message window, click the Importance: High or Importance: Low button on the Standard toolbar. Or, click the Options button, click the Importance list arrow, and select a level of importance.
- **To Add a Read or Delivery Receipt:** In an e-mail message window, click the Options button on the toolbar. Click the Request a delivery receipt for this message and/or the Request a read receipt for this message check box. Click OK. You will receive a message in your Inbox when the message is delivered or read.
- **To Create a Signature:** In the program window, click the Options button and select See All Options. Click the Settings tab and create the signature in the E-mail Signature section of the Mail settings. If you wish, click the Automatically include my signature on messages I send check box.
- **To Add a Signature to an E-mail Message:** In the e-mail message window, click the Options button and select See All Options. Click the Settings tab and create the signature in the E-mail Signature section of the Mail settings.
- **To Move a Message to a Different Folder**: Select the message, click the Move button in the toolbar and select Move to Folder. Select the destination folder and click Move.
- **To Flag a Message as a To-Do Item:** Click the flag icon on the message.
- **To Categorize a Message by Colour:** Click icon on the message.
- **To Turn On Automatic Replies (Out of Office Assistant):** Click the Options button and select Set Automatic Replies button. Click the Send automatic replies option and complete the time period and message fields as necessary. Click Save.
- **To Create a New Rule By Example:** Right-click the message on which you want to base the rule and select Create Rule. Set the rule criteria, click Save.
- **To Create a New Rule From Scratch:** Click the Options button and select Create an Inbox Rule. Click the New button, set the rule criteria, click Save.
- **To Manage Rules:** Click the Options button and select Create an Inbox Rule. Select a rule; click the Details button to edit the rule or click the Delete button to delete it.

Calendar

To Open the Calendar: Click the Calendar button in the Navigation Pane.

To Change Views: Click a button on the toolbar to view Month, Week, Work Week, and Day views.

To View a Specific Date: Click the date in the Date Navigator, or click and drag to view a set of consecutive dates.

To Schedule an Appointment: Click the New button on the toolbar, or press <Ctrl> + <N>.

To Schedule a Recurring Appointment: Click the New button on the toolbar and click the Repeat button on the toolbar.

To Schedule an All Day Event: Click the New button on the toolbar and click the All day event check box.

To Reschedule an Item: Click and drag the item to a new date and/or time on the Calendar. Or, double-click the item to open it, make your changes, and click the Save & Close button on the toolbar.

To Delete an Item: Select the item and press <Delete>. Or, right-click the item and select Delete from the contextual menu.

To Schedule a Meeting: Click the New button list arrow and select Meeting Request. Add recipients and meeting details, using the Scheduling Assistant if necessary, and click Send.

To Respond to a Meeting Request: Click the Mail button in the Navigation Pane. Double-click the meeting request to open it in its own window. Click a response button to respond to the meeting request.

Contacts

- **To Open Contacts:** Click the Contacts button in the Navigation Pane.
- **To Create a New Contact:** Click the New button on the toolbar, or press <Ctrl> + <N>. Or, right-click the contact you wish to add and select Add to Contacts from the contextual menu.
- **To Edit a Contact:** Double-click the contact and make your changes.
- **To Find a Contact:** Type your search text in the Search Contacts field. Or, click the Find Someone field in the program window, enter your search text and press <Enter>.
- To Delete a Contact: Select the contact and press <Delete>

Tasks and To Do items

- **To Open Tasks:** Click the Tasks button in the Navigation Pane.
- **To Create a New Task/To-Do Item:** Click the New button on the toolbar, or press <Ctrl> + <N>.
- **To Update a Task:** Double-click the task you want to update. Enter updated percentage of completion information. Click the Save & Close button.
- **To Complete a Task: Click** the Complete check box next to the task. Or, right-click a task and select Mark Complete from the contextual menu.
- **To Delete a Task:** Select the task and press the <Delete> key. Or, click the Delete button on the toolbar.

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