Outlook Web Access (OWA) Tutorial

Outlook Web Access 2010 allows you to gain access to your email messages, calendars, contact, tasks and public folders from any computer with internet access.

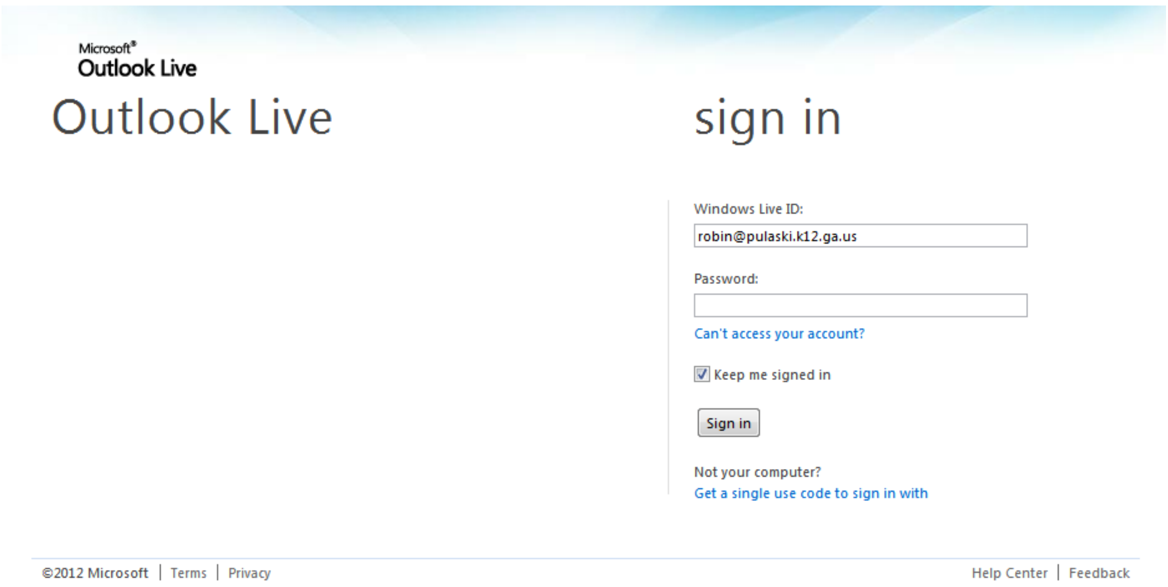
How to access your email:

There are two ways you can access your email via the web.

1. Open your browser and go to the Pulaski County Website (http://www.pulaski.k12.ga.us) and click on the Outlook Mail link located in the left pane under Quick Links.

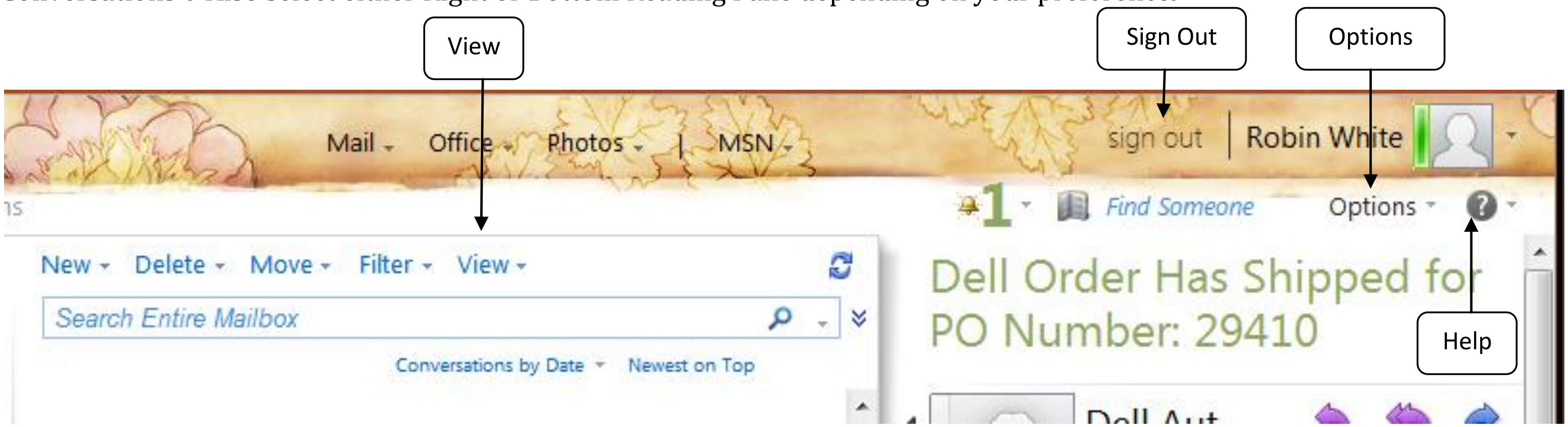
2. Open a browser and type in the following address… http://www.outlook.com

The login page will look like this -

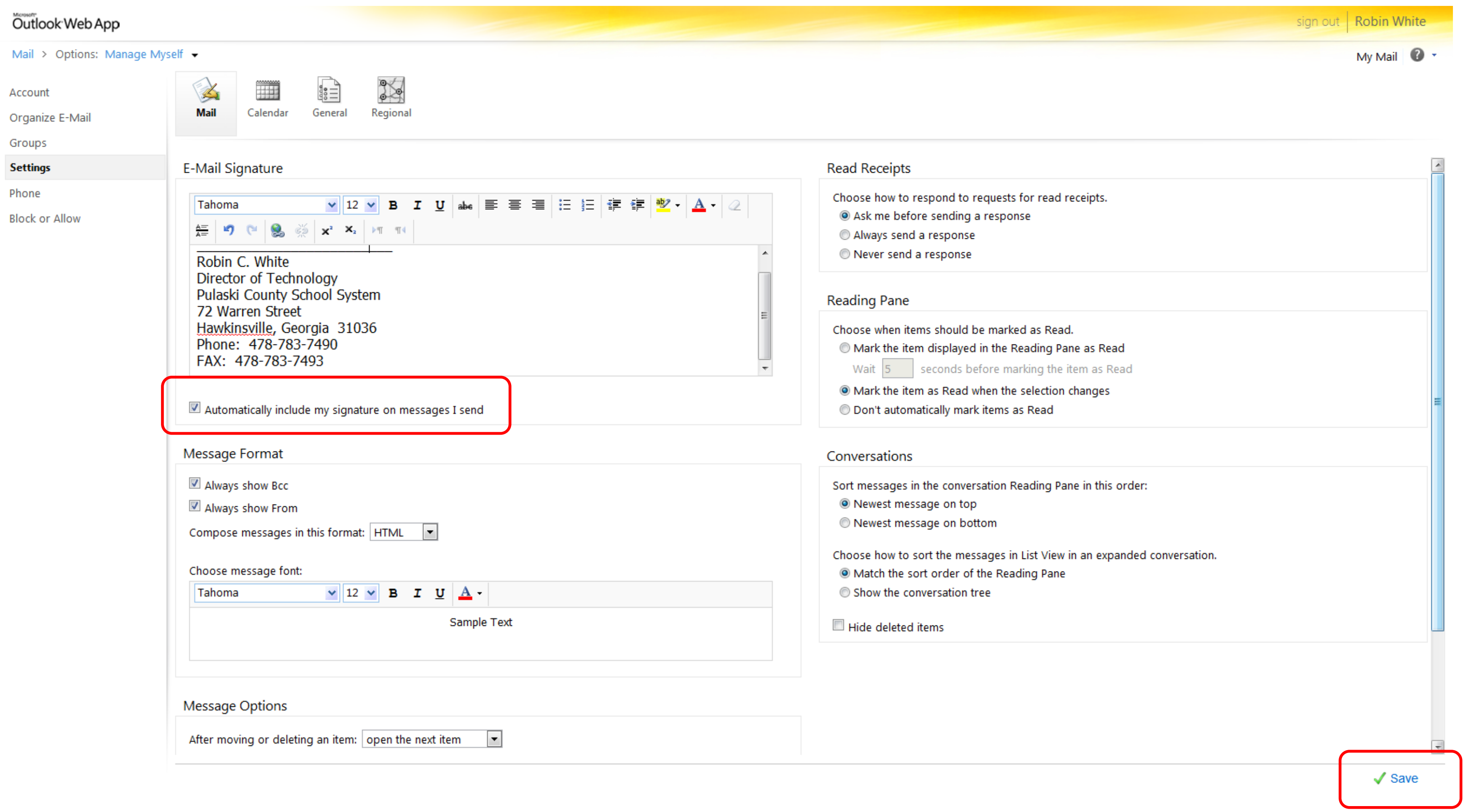


The OWA 2010 Toolbar

After successfully logging on, your Inbox will be displayed. Use the toolbar along the top of your Inbox to manage your email messages. It is recommended you change two settings. Click on the "VIEW" link near the top of your Inbox and uncheck "Use Conversations". Also select either Right or Bottom Reading Pane depending on your preference.

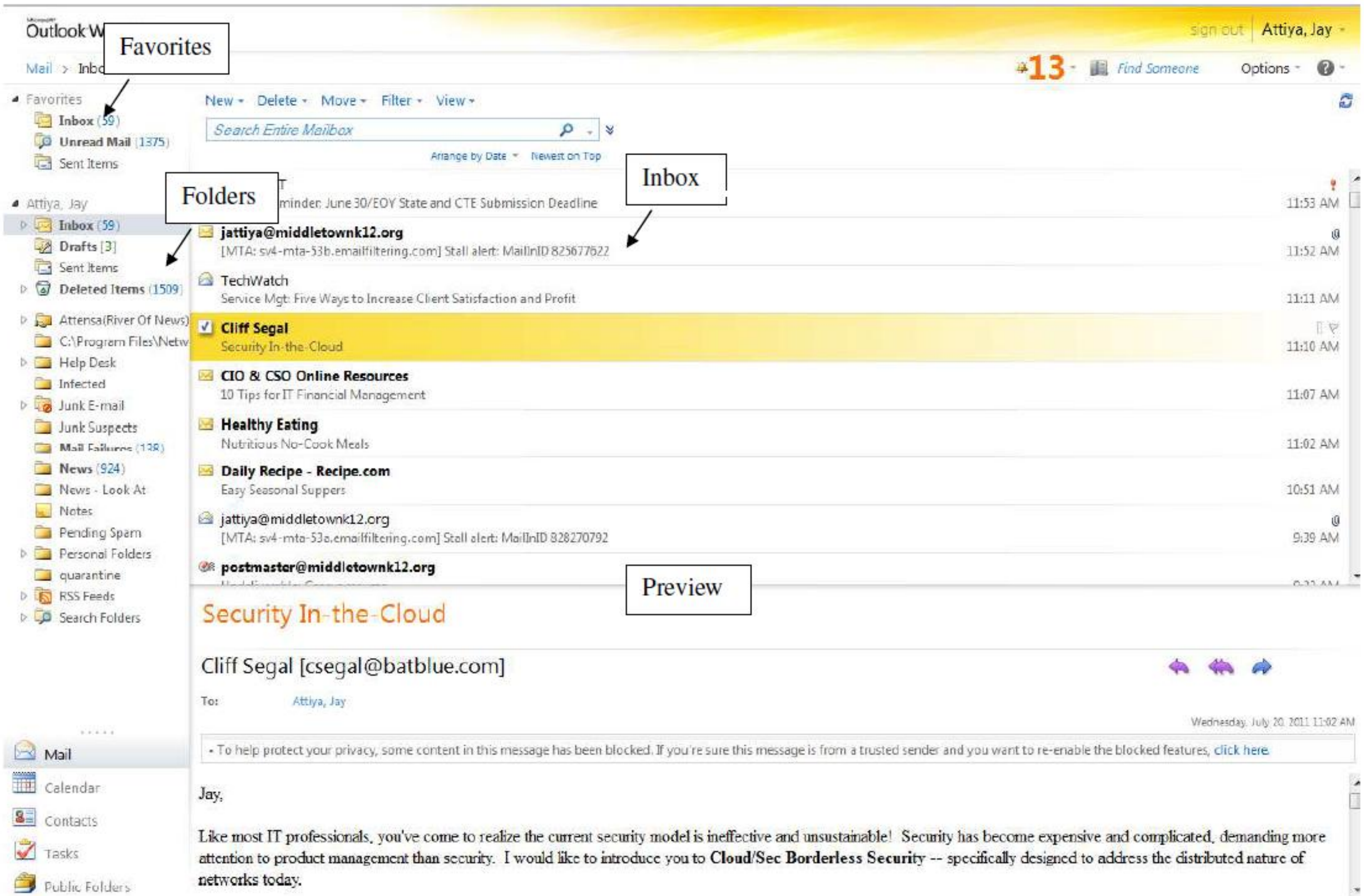


Next, each user needs to create a signature to be added automatically to the bottom of each email sent. This is basically your business card containing your contact information and position. To do this click on "Options" and then click on "See All Options" and finally click on "Settings" and create your E-mail Signature. Check the box marked "Automatically include my signature on messages I send". Finally, be sure to click on "SAVE" when you are done.



The OWA 2010 Screen

When you first open OWA 2010, your screen may be divided into 4 main areas: folders, favorites, inbox and preview.

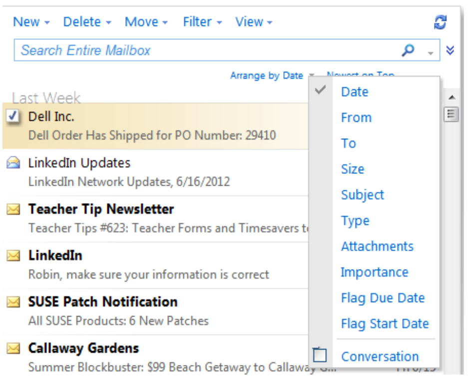


Folders: In your folders list you will find such items as your calendar, contacts, deleted items, drafts, inbox, notes and sent items.

Favorites: This contains shortcuts to your inbox, unread mail and sent items. You may add folders to the shortcut list by right-clicking on the folder and selecting "Add to Favorites". You can access any of these shortcuts by simply clicking them.

Preview Pane: This section can be made larger or smaller by clicking on and dragging the line separating the Preview and Inbox areas.

If you wish to open one of the mail messages to full screen (as opposed to only the preview pane) simply double-click the desired mail message.

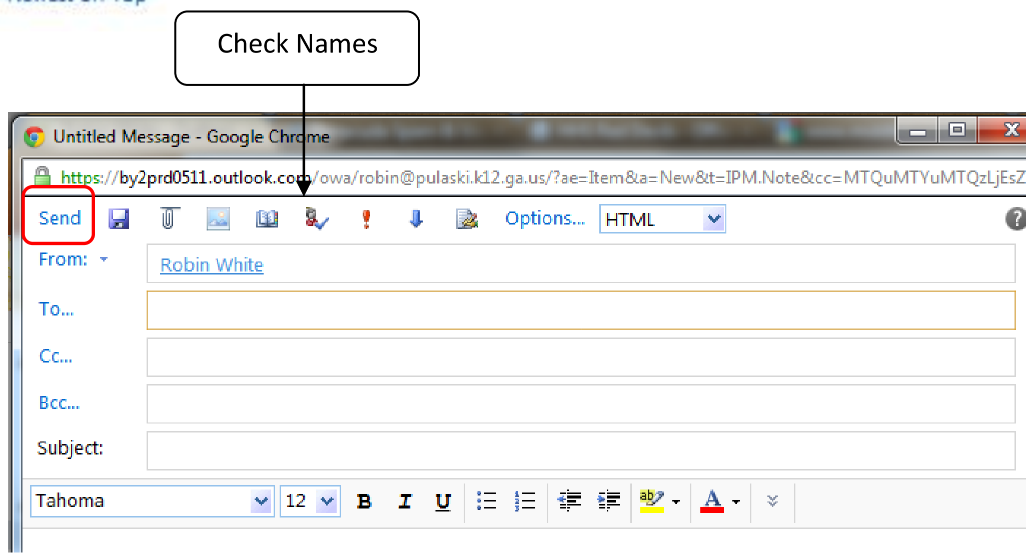


In the "Arrange by" drop-down you will find various way to organize the message in your inbox.

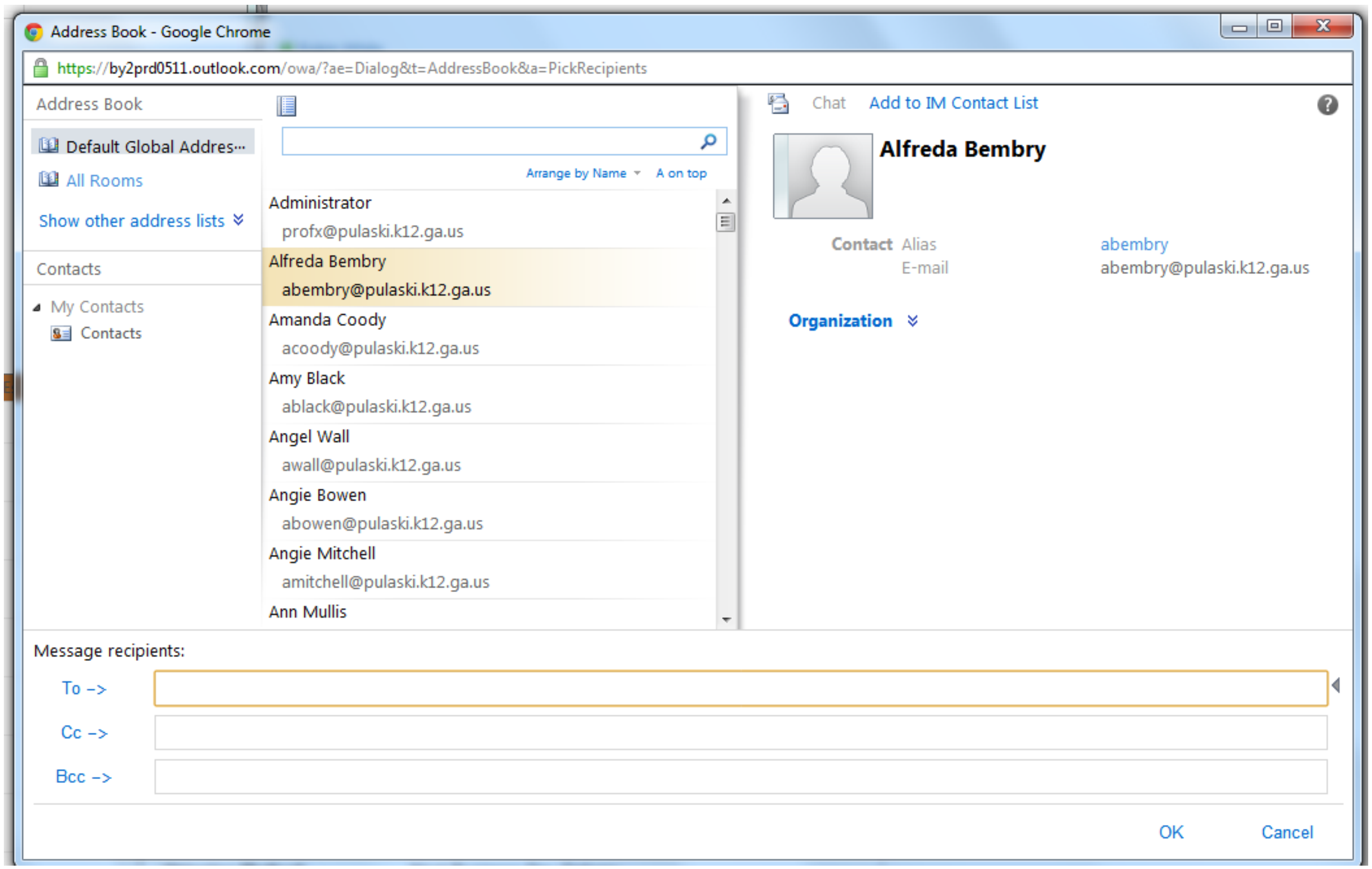
How to Create A New Message

To create a new message, click the downward arrow located next to the word NEW at the top of the page. A drop-down list with various options will appear. Select “Message. Another option is to simply click on the word NEW. An untitled message box will open in a new window.

Begin typing the first or last name of the person within our system in the TO: field and click on the <u>Check Names</u> button to search for that individual. It may auto-populate as well. Be sure to separate multiple names with a semicolon. This function will give you all the names in your address book that fit the criteria. For example if you type “Rob” and then click on the Check Names a list of all matches will be shown. You do not have to type the entire name.



Another way to find users if you don't want to go through the trouble of entering long, complicated email addresses, or if you know someone else is a user within our system, but you are unsure as to what their email address is, the Exchange server will help you find it. Start by creating a new email message. Click the TO button. The Find names dialogue box will appear. On the left under Address Book, click on Default Address List. Everyone in our organization will be displayed. Find in the list the name of the person you'd like to email and double click on it. It will auto populate in the TO field.



Finally, compose your message and click the SEND button located at the upper left-hand corner of the window.

A word about Address Books…

Global Address Book: This of this as the PCSS yellow pages. Every person or group within our system can be found in the Global address book.

My Contacts: Think of this as your personal phone book. Only address you personally enter into your contacts will appear here. These are contacts that are you personal list and not available to anybody else in the system.

If you wish to email someone but are unsure of how to spell their name, type the beginning of a name in the search box. For example type "Ho" and click the **Find** button (magnifying glass). A list of names that meet the search criteria will appear.

Simply click the appropriate one to select it. Under the **Add recipient to**...section, select either **To**, **Cc** or **Bcc** to put the recipient's name in the correct box. You can follow these steps again to add additional people. Once you have found all the recipients you would like, select **OK** at the bottom of the window and you will return to your new message with all the recipients in place.

Attachments

With OWA 2010 you can attach a document, picture or other file to the message you are sending. To add an attachment to a new message, simply select the **paperclip** located at the top of the window. This will take you to the **Attachments web dialog box.**

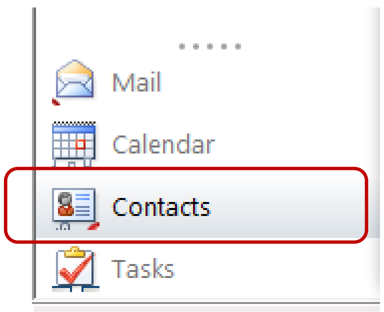
Once the dialog box is open, select **Browse** to find the file you would like to attach. Double-click the file to insert the file name. To insert more files click .Choose more files.. Once you have found the correct files, select **Attach**. You can also repeat this process if you would like to attach more files to the same email message. The file/s you selected will now be attached to your message ready to be sent.

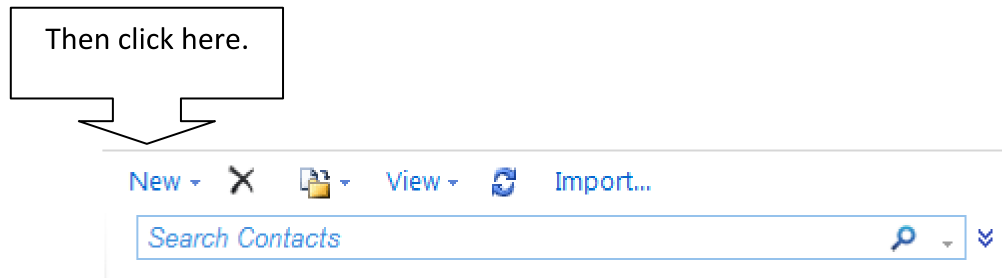
Deleting a message

To delete any message that appears on your list, simply select it by clicking it once, then hit the **Delete** key on your keyboard. Hitting the **X** symbol at the top of your page will do the same thing.

Note: When you delete a message it is actually moved to your deleted items folder. This still takes up space so it is good practice to periodically go to your deleted items folder and delete the messages from there. This will permanently delete the messages and free up the space.

How to create a new contact

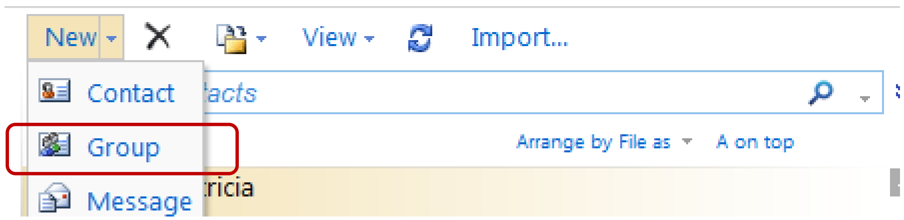




The Contacts section is your personal email address book. Select the **Contacts** icon either in your folder list or your shortcuts to access it. Your **Contacts** window will appear with a list of your personal contacts. To create a new contact, click the downward arrow located next to the word **New**. A drop-down list with various options will appear. Select Contact.

The **New contact** dialog box will open on your screen. Enter whatever information you require for this contact into the necessary fields. When you are finished, select the **Save and close** button. Next time you select your Contacts shortcut or folder, you will see your new contact listed.

How to create a personal Group “distribution” list



A personal distribution list (also known as a Group) is one email address given to a group of individuals. This comes in very handy when you have a group of individuals you email the same message to on a frequent basis (ie a special team or class group). This will help you to avoid entering each individual's email separately.

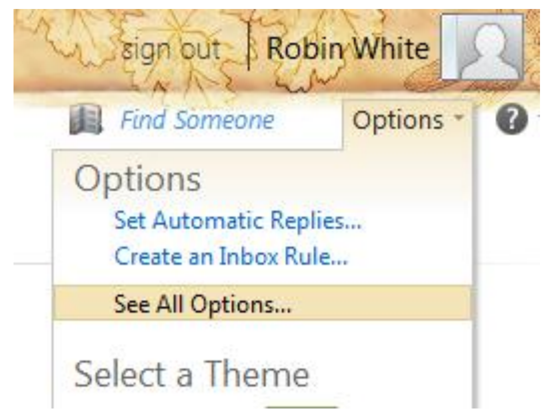
To create a new personal distribution list, select the downward arrow located next to the word **New**. A drop-down list with various options will appear. Select Group.

An untitled group will appear on your screen. Add email addresses either by manually typing them into the **Add to Group** field or using the **Find names** button to locate them in the global address book or your personal contact list.

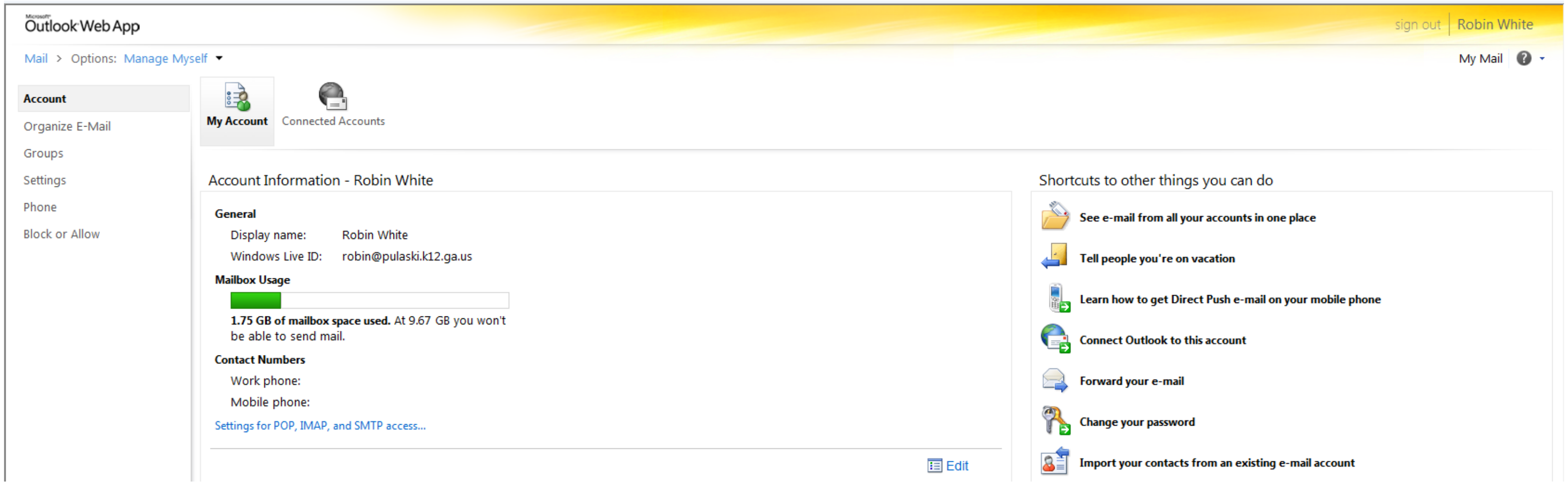
Make sure to type in the name of the group under List name. You can name the group whatever you like. Select **Save and close**. The personal distribution list will now be a part of your personal contacts list.

Options

Through the **Options** section, you have the ability to personalize your OWA 2010 client. Be sure to **Save and close** when you are finished, otherwise your changes will not take effect. To access your options, simply select **Options** and then **See All Options** in the top right-hand side of the window.

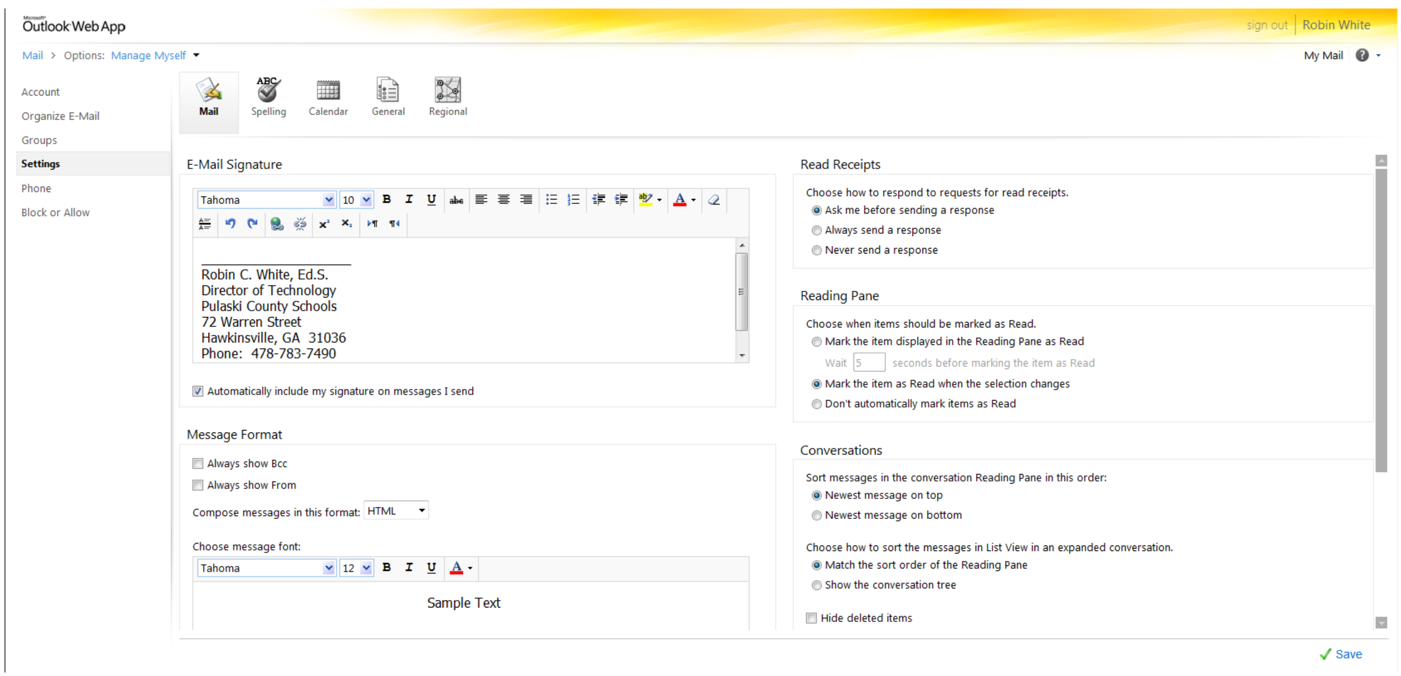


Then the following screen will appear.



Adding a signature: There are many ways you can personalize your account in the **Options** section.

Under **Settings** you will see areas to create an **E-Mail signature**, default font and other message options.



FAQ – (Frequently Asked Questions)

WHY DOES MY OWA LOOK DIFFERENT THAN SOMEONE ELSE'S?
Outlook Web Access will look and function differently depending on the Internet browser you use to access it. Browsers other than Internet Explorer 5.5 and above may not provide all the features, options and functionality of OWA. For instance the Firefox browser does not have the Spell Check feature in the Options section.

HOW DO I SET UP AN ALERT FOR NEW MAIL MESSAGES?
To set an alert when you receive new email, go to **Options** then **Settings** then **Scroll down to Messaging Options** then choose either:

- Display a notification message when new mail arrives or
- Play a sound when new mail arrives or
- both

IS THERE AWAY TO FLAG EMAIL MESSAGES FOR FOLLOW-UP?

You can use flags to remind yourself to follow up on an issue or to categorize messages in your **Inbox.** For example, you can flag all personal messages in blue, all messages that must be followed up on within 24 hours in red, and so on. Message flags are displayed in the last column of the **Inbox** view.

You can use message flags to do the following:

- To flag a message with a particular color, right-click the flag that corresponds to the message, and then select the flag color. **Tip:** To change a message's flag to red, click the flag that corresponds to the message.

- To flag a message as complete, right-click the message, and click **Flag Complete**.

- To sort your messages by color, click the flag column heading.

- To clear a flag from a message, right-click the message, and then click **Clear Flag**.

HOW DO I CREATE A NEW CONTACT?

To add a person's contact information in your personal **Contacts** area:

- In **Contacts**, on the toolbar, click **New**.
- In the new contact window, in the profile tab, type the information you want to include for the contact.
- **Tip:** Use the drop-down lists to record multiple entries in some boxes. For example, the drop-down list next to the **Email** icon allows you to store up to three different email addresses for a contact (**Email**, **Email 2**, and **Email 3**). You can also store multiple addresses and phone numbers.
- If you have multiple addresses stored for a contact, you can designate one as the contact's mailing address. Select the address in the list, and then select the **Mailing address** check box.
- On the **Details** tab, you can fill in additional information about a contact.
- Click **Save and Close**, and then refresh your browser window to see the new contact.

Note: Use the **File As** list on the **Profile** to determine how the contact will appear in Contacts. You can display each person by first and last name, by last name first, or by company name.

HOW DO I INVITE OTHERS TO AN APPOINTMENT OR MEETING?

In planning a meeting with other users, you can check their schedules (.free-busy search.) to assure they are free before you invite them with a message.

- Click the **New** button on the **Calendar** standard toolbar
- Add users as you would a standard email message.
- Insert any other appropriate information in the fields provided.
- Click **Send** to send a message request to the attendees named.

HOW DO I SET UP A REMINDER?

You can set reminder messages with or without an “alarm” sound to remind you of appointments, meetings or tasks. Like an alarm clock, you can either turn off or dismiss the reminders or “snooze” to be reminded again.

- Click the **Options** section button.
- Under **Settings_ Calendar** check the **Show Reminder Alerts** to turn on your reminder feature.
- (Optional) Check the **Play a sound when reminder is due** box to add an audible “alarm” to your reminders.
- Click **Save** and **Close**.
- When you set a new meeting, appointment or task, check the **Reminder** box to add a reminder OR click the **Reminder** button on the toolbar.
- In **Meetings** and **Appointments** click on the pull down menu next to the **Reminder** check box to select the number of minutes before the meeting or appointment the reminder will sound. (The default is 15 minutes.)
- In **Tasks**, click on the pull down menu to select a day and a time for the reminder. (The default is 8:00 am of the day the task is set.)

HOW DO I SET UP THE SPELL CHECKER?

Use the following procedures to customize your spelling options. (***This features does not appear if using Mozilla Firefox***)

To automatically check spelling before a message is sent:

- Under **Spelling Options**, select the **Always check spelling before sending** check box.

To prevent the spelling checker from checking words in UPPERCASE letters:

- Under **Spelling Options**, select the **Ignore words in UPPERCASE** check box.

To prevent the spelling checker from checking words that contain numbers:

- Under **Spelling Options**, select the **Ignore words with numbers** check box.

Outlook Web Access also allows you to spell-check messages in several languages using language-specific dictionaries.

To select a dictionary:

- Under **Spelling Options**, select a language from the drop-down list.