




HELPFULL OUTLOOK WEB ACCESS TIPS

Sending An Email

- Make sure you have the Inbox displayed then click on the  **button**.
- The **New Message window** will appear and the cursor will be in the **To:** field.
- Type the **email address** of the person you want to send the email to. You may send a message to many people at once by separating the addresses with a semi-colon.
- If you do not know the person's email address, click on the **To** box, then put in their last and/or first name, and click **Find** to find them in the *Address Book* . Highlight the one you want, then click at the bottom of the screen to Add recipient to ...
(Note: You may hear the Address Book referred to as the 'GAL'. This stands for Global Address List.
- Cc (carbon copy): will send a copy to the address you put in this box, and Bcc (Blind carbon copy): will send a copy to the address, but the other recipients will not know that you have sent a copy to this person.
- Click in the **Subject** area and enter a title for your message.
- Click in the main area of blank white space and type your email.
- Click the  **button** to deliver your message. (If there is a problem delivering your email, you will get an error message. If you do not receive an error message and assuming you've entered the correct email address, then your message has been delivered correctly). All sent messages go in your **Sent Items** folder.
- You can click on the **Save** icon to save your message to the **Drafts** folder if you do not have time to complete it, then open it again from the Drafts folder to finish it later.



Including an Attachment

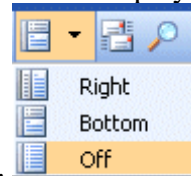
An attachment is a file, such as a Word document or an Excel spreadsheet, which you can include with your message.

When you are writing your email, click on the attach icon -  , which produces the attach dialogue box. Click on **Browse** to find the file that you want to include with your message, highlight it, and then click **Open**. Click **Attach** to add the file to the attachments list, and then **Close** to return to your message. You can attach more than one file, and you can mix file types, e.g. you can attach Word and Excel files to the same message.

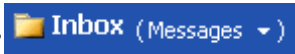
Reading/Opening Your Mail

All new messages are delivered to the **Inbox** folder.

- To open it, simply click on **Inbox** on the left of the screen.
- Double-click on any message to read it.
- Close a message by clicking on the  in the upper right corner of the **message window**.
- Delete a message by clicking on the slightly larger  in the upper center of the window.
- To show or hide the Reading (Preview) pane, which displays the text of the message,

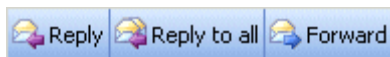



- click on the Show/Hide Reading Pane button.
- Select **Right** or **Bottom** to display it, or **Hide** to remove it.
- If your message contains an **Attachment**, click on the attached document and "save" it to a location on your computer where it can be opened (such as the desktop or "My Documents". Do not "open" the attachment within the email application itself.

Tip: If you don't see any messages, check your Inbox 'View' . If it says 'Unread Messages', change it to 'Messages'.

Replying to a Message

When a message is open or highlighted, there are several options for replying to it:

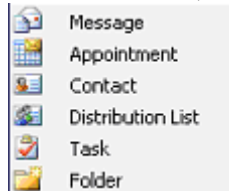


- Click on **Reply** to reply only to the person that sent the message.
- Click on **Reply to all** to reply to the sender and everyone else that received the message.
- Click on **Forward** to send the message on to a new recipient.
- Type in the text of your reply message.
- The text of the original message is included by default, but you can delete it if desired.
- Click on the  **Send** button.

Create a Distribution List

If you regularly send e-mail messages to a group of people, you can create a distribution list to simplify addressing messages and meeting requests. After a distribution list is created, you can send a message or meeting request to multiple recipients at the same time. Distribution lists can include anyone with a valid e-mail address.

7. On the main toolbar, click the arrow next to **New** and then click **Distribution**




List.

8. In the new distribution list window, in the **List Name** text box, type the name of your new distribution list.
9. To add a member of your organization to your distribution list, click **Find Names**. Use the **Find Names** dialog box to locate the person in your organization's global address list or your contacts, and then click **Add recipient to...Distribution List**. Repeat this step for each person you want to add.

Note You can also type the e-mail addresses or aliases for the people you want to add in the **Add to Distribution List** text box.

- o To add a personal contact or person outside of your organization to your distribution list, type the contact's name or the person's e-mail address in the **Add to Distribution List** text box, and then click **Add**. Repeat this step for each person you want to add.

Tip To delete the distribution list from your address book in the new distribution list window, click **Delete** on the toolbar. To send a message to all the members of the distribution list, click **Send mail to list** .

Help

You can access context sensitive help at any time by clicking



Other Useful Utilities

You may want to have a look at:

- **Calendar** – for listing your important dates, appointments, etc.
- **Contacts** – for storing information about people that you communicate with regularly.
- **Folders** – you can create folders for your messages, so you can organize them by topic, subject, etc. Right click on your name (mailbox), and select New Folder.
- **Message Receipts** – to confirm that your message has been delivered and/or read. When you are composing your message, click on **Options** to set this.
- **Rules** - to automatically perform actions on certain messages, such as forwarding them to a particular folder
- **Signature** - set up your own signature to be included on outgoing messages. Set this up under **Options**.

OWA may be set to *automatically* include your signature each time you send a message or you may choose to enter the signature manually by placing the cursor where you want the signature to be and clicking the "**insert signature**"

button. 

Tip If you don't find the font that you would like to use for your signature within OWA, you may create a signature using **Microsoft Word** and then copy and paste your signature into the signature box in OWA.

Closing OWA

Click on Log off, and then close the browser window.