Microsoft® Outlook® Web App
Quick Reference Card

Messaging Architects™

Accessing Outlook Web App

You can access your mailbox through any browser that supports HTML 3.2 and ECMA. To access your mailbox, enter your **"OWA" web address/url** that was provided to you by your network specialist or navigate to www.outlook.com (Outlook Live). On the "Sign In" page enter your **Domain\user name** and **password.**

Outlook Web App Home Page

The default view opens to the **Mail Folder**, **Navigation Pane**, **Messaging Pane**, and the **Reading Pane**.
The **Home Page** provides easy access to your messages and collaboration activities.

Filter email items
Click the **Filter** link to sort and find email by a specific category.

Reply to an email
Click the icons to **Reply** and **Forward** messages.

Options
Click the **Options** link to manage your mailbox.

Find Someone Search
Quickly search for people by inputing thier names. *Click* the **Address Book** icon 📖 to access other address books and contacts

Create New Message
Click the **New** icon 🖺New ▾ (Ctrl+N) to create a new message.

Apply Actions to items
Right-click a selected item to apply actions and rules to messages and folders.
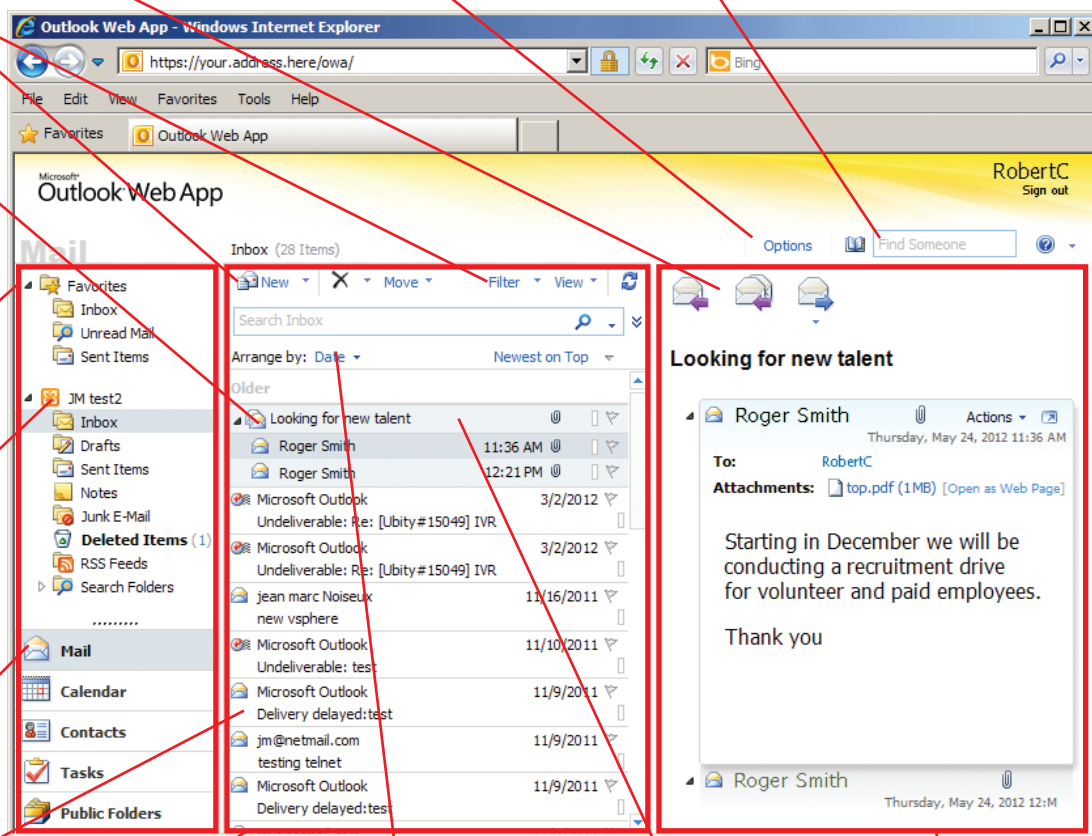
Navigation Pane
Lets you select and organize items in your mailbox.

Folder List View
Select the folders you want to view. *Right-click* a selected item to access **Folder Actions**.

Selection Buttons
Choose which **Content Pane** you wish to view.

Message List
Displays email messages, sender's name, subject, date, size, and importance.

Messaging List Pane
Displays all emails in a selected folder.

Sort and group email items by clicking the **Arrange by** link above the Message List. **Note:** All related emails will be grouped by **Conversation** unless this feature is unchecked.

New
Conversation View
View group messages from a single conversation, or subject line, together.

Reading Pane
Read emails and see attachments.

Outlook Web App Options

From the Home Page *Click* the **Options** link to manage your mailbox.

**Account:** You can view or update your account information.

Organize E-Mail: Set Inbox Rules, Automatic Replies, and Delivery Reports.

Groups: Join and leave groups sharing address books.

Settings: Manage settings for: Mail, Spelling, Calendar, General Settings, Region, Password, and S/MIME.

Phone: Lets you view all the mobile phones that you are currently using to synchronize with your mailbox (phones must be synchronized from your networked account).

Block or Allow: Control unwanted and unsolicited messages by creating and managing lists of email addresses and domains.
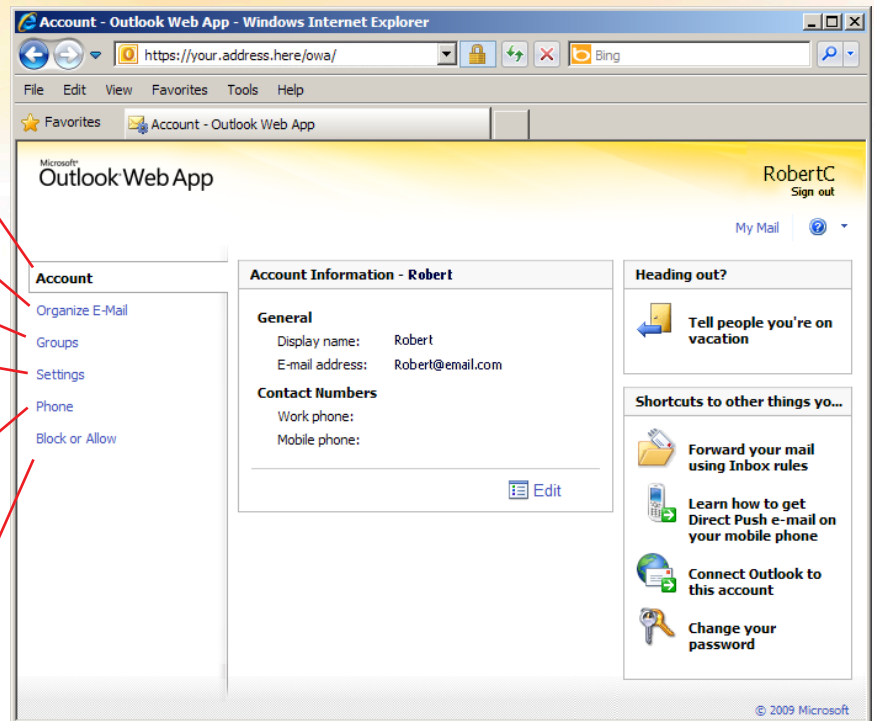
Composing and Sending an Email Message

This section will show you how to open, compose and send an email message.

Opening a new email:
To create a new email message:
• In any mail folder, *click* the **New** icon.
• Using the keyboard enter (Ctrl+N).

The Mail Message Item
This is the main window where you create and compose the emails you wish to send.

To: Type the recipient's email address. (If the recipient is in your **Address Book** the name and address will be auto-completed. You can access the **Address Book** by clicking the "**To**" button.)

Cc: Send a carbon copy of this item to other users. To send a Blind carbon copy "**Bcc**" to other recipients, *click* the **Options** link at the top of the message window and check the **Show Bcc** box, *click* **OK**. (Recipients cannot see the other Bcc recipients.)

Send: *Click* the Send button to send your message.

Attach Files: *Click* the attachment icon, browse and select the file, and click **Attach**.
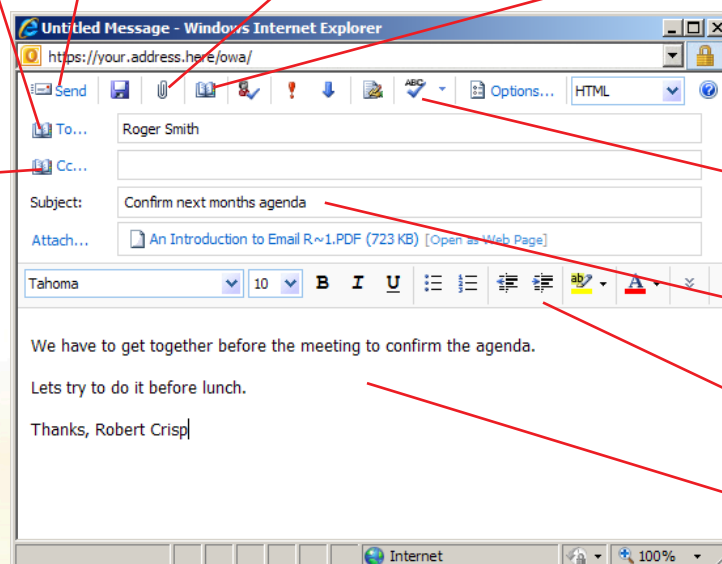
Address Book: Find and create contacts.

Tool Bar: Each type of folder has its own set of toolbar options specific to its function or purpose.

Check Spelling: Proof your message for spelling mistakes.

Subject: Enter the email subject.

Composition Tool Bar: Set text size, styles, and color.
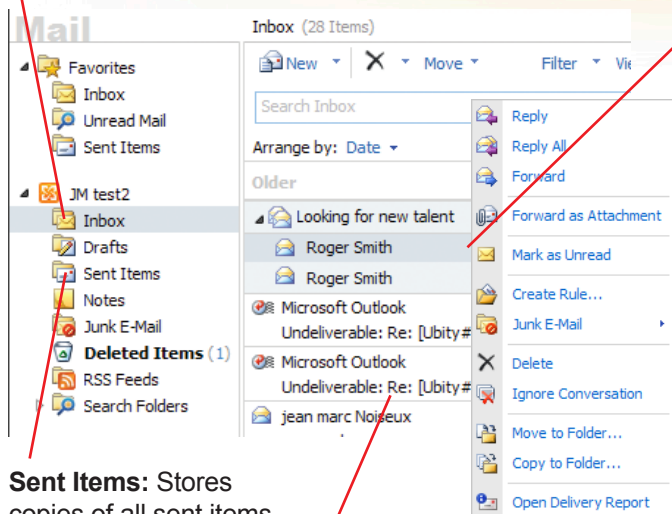
Message Area: Type the content of your message here.

Managing Received Messages

Outlook Web App offers a number of features to improve message management. You may organize your email items with color-coded categories, set rules, and file the messages in specific Cabinet folders.

Inbox: Stores received mail items.

Sent Items: Stores copies of all sent items.

Contents of selected folders will appear in the **Message List**.

Right-click an item to display the action menu.

Reply: Sends a reply message to the sender.

Reply All: Sends a reply message to the sender and all other recipients of the email.

Forward: Forwards the highlighted item to another recipient.

Forward as Attachment: Forwards the highlighted item to another recipient as an attachment to a message.

Mark as Unread: Marks the message as Unread.

Create Rule: Allows you to create specific management rules.

Junk E-Mail: Enables junk mail handling.

Delete: Delete the selected email message or messages.

Ignore Conversation: Deletes messages for the selected conversation from all folders.

Move to Folder: Moves an item to a chosen folder.

Copy to Folder: Copies message to selected folder. (Copy and Paste are not available in Web App.)

Open Delivery Report: Shows you the delivery status and information for a sent or received message.

Standard Email Status Icons

The **Message List** displays the content of the items in the folders you select. Messages display the sender, subject, and the date and time the email was received, and icons indicate the type and status of the message.
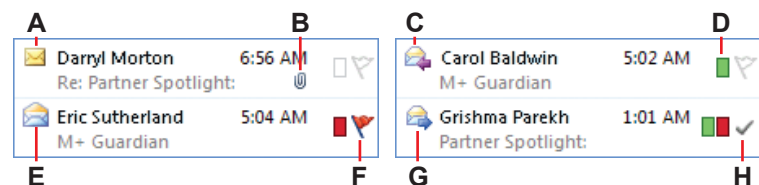
|	
A - Unread message	E - Has been read
B - Attachment	F - Follow Up
C - Has been replied to	G - Forwarded message
D - Categorized message	H - Follow Up complete

Received Mail Message Item

When you receive an email, it will be stored in your **Inbox** folder. After opening an email, you can read and manage it.

To open a received message select the message and view it in the **Reading Pane** or *double-click* the selected item to open it in a separate window.

You can use the **Tool Bar** to reply, forward, delete, move to folders, create a rule, block, categorize, and find related items.

Attachments: To open an attachment, *click* the link, or *right-click* the attachment and select Open or Save Target As.

To close the email window: *Click* the exit button in the upper right corner of the window.
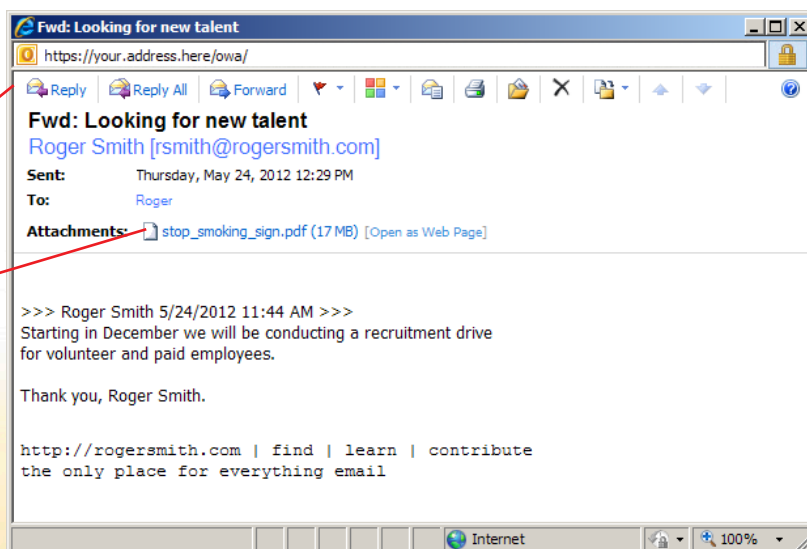
Address Book and Contacts

Use the **Address Book** to look up and select Contacts and Distribution lists when you address messages.

Finding Names in the Find Someone Search box

From the **Home Page**, type the name of the contact that you want to find in the **Find Someone** 📖 [Find Someone] box.
Outlook will search in **Contacts**. If no match is found, Outlook will then search all the available **Address Books**.

How to Open the Address Book

From the **Home Page**, *click* the **Address Book** 📖 icon at the top of the window. When sending a message, *click* the **Address Book** 📖 icon at the top of the window.

Turn the **Reading Pane** on to view massages in the same window.

Using the Address Book:

1. In the **Address Book** list, choose the address book you want to search.
2. In the **Search** box, type the name, or part of a name (Outlook will auto-complete the name), that you are searching for.
3. If you wish to send an email to the selected name, right-click the selection and choose **New Message**.
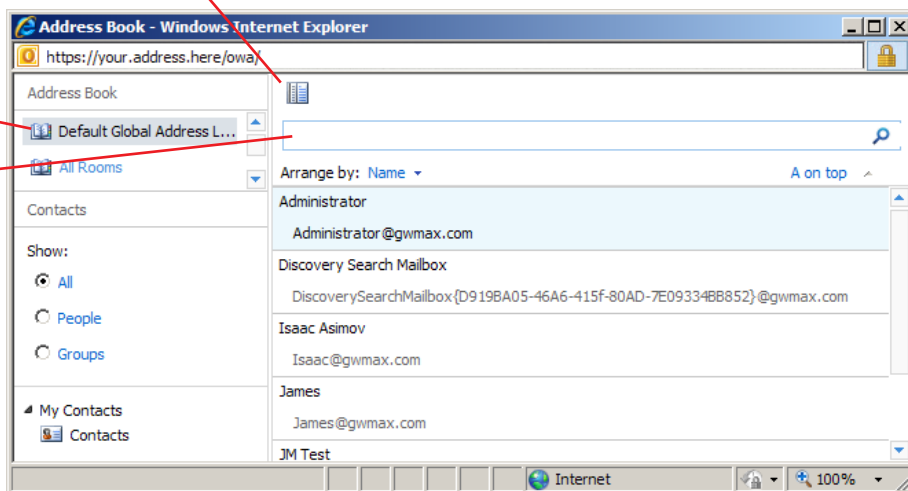
# Create and Manage Contacts

To Create a New Contact:

Click the **Contact** Button 📇 Contacts in the **Navigation Pane** to open the **Contacts** window.

Open, Modify, and Add Contacts:

Open Existing Contact: Enter the name of the contact you wish to open in the **Search Box**, or scroll for the contact in the **Contacts List Pane**, *click* on the contact to select it. To open a Contacts file, *right-click* the selected item and choose **Open**, or *double-click* the selected item.

Modify a Contact's Information: *Right-click* the selected item and choose **Open**, or *double-click* the selected item, make the desired changes and *click* **Save and Close** at the top of the window.

Add New Contact: *Click* the **New Contact** 📇 New ▾ icon (Ctrl+N). Enter the appropriate information, *click* **Save and Close**.
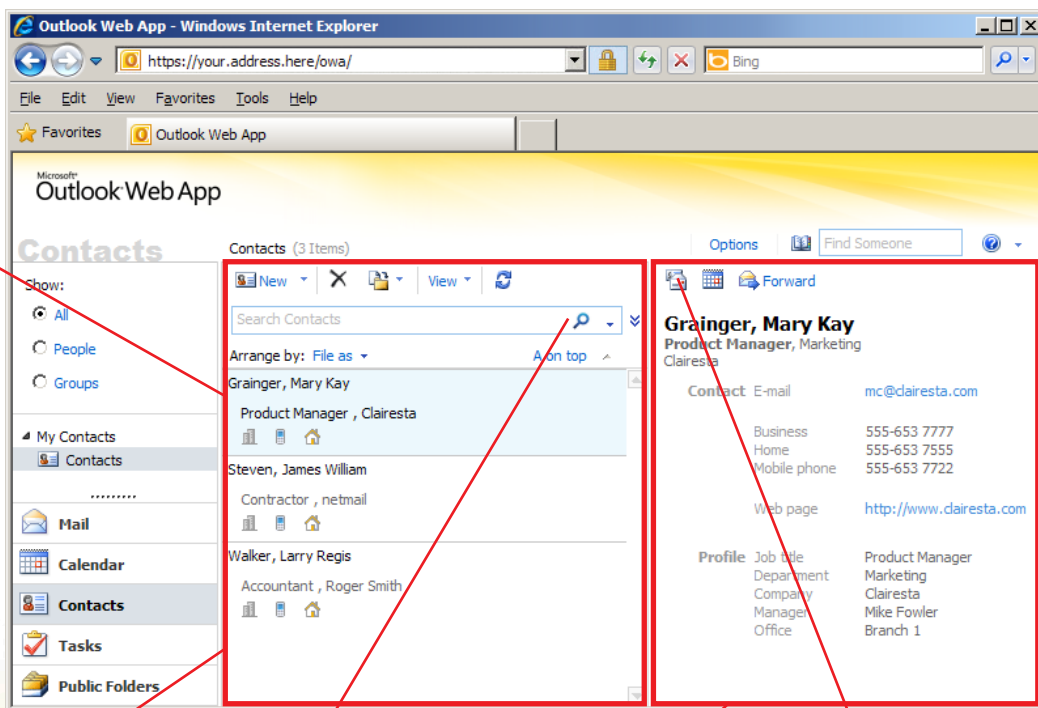
Contacts List Pane.

Use the **Search Box** to quickly find Contacts.

View a selected Contact's information in the **Reading Pane**.

Use the **Tool Bar** to create a new message or appointment addressed to the selected contact.

Calendar and Scheduling

The Outlook **Calendar** lets you manage **Appointments** and **Tasks**. You can create multiple calendars and share calendars with others. To access your **Calendar**, *click* the **Calendar** Button ▦ Calendar in the **Navigation Pane**.

Tool Bar: You can use the Tool Bar to create new calendar items and apply actions, you can also select the calendar view you prefer: Day, Week, Month.
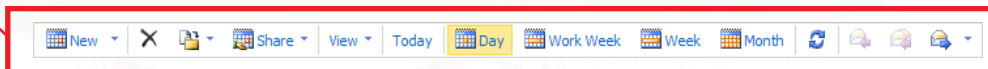
Use the Navigation Arrows to display the next or previous dates. *Click* a date to display the events for that day. Dates that appear in bold indicate scheduled activities.

Displays calendars that you have created or calendars you have shared rights to. To manage the Calendar folders, *right-click* in the **My Calendars** field and select the desired action.

To view an existing Calendar item, *double-click* it to open and view the details.

To create a new Appointment, Task or Note, *double-click* the respective item area or select the appropriate action in the **Tool Bar**.

To reschedule an item, drag it to the updated date and time (does not apply to group appointments sent by another user).
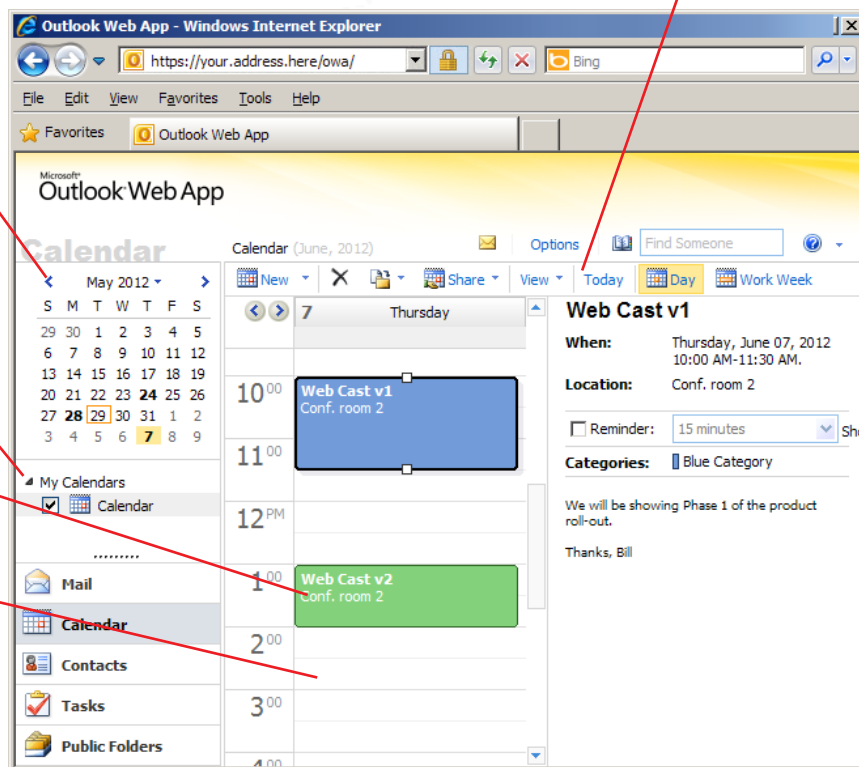
Schedule an Appointment:

1. *Click* the ▦ New ▾ icon in the **Tool Bar** (Ctrl+N).
2. Type a subject for your appointment in the **Subject** field.
3. Enter the meeting location in the **Location** field.
4. Enter the **Start Time** and **End Time**.
5. Type an optional message or add attachments for the appointment.
6. *Click* **Invite Attendees** ▦ icon in the **Tool Bar** and choose which people or groups you would like to invite.
7. *Click* **Send**.

Note: If there is a conflict when scheduling appointments or meetings, Outlook will automatically notify you. You can also select the **Scheduling Assistant** tab and check the recipient(s) calendar(s) for conflicts.
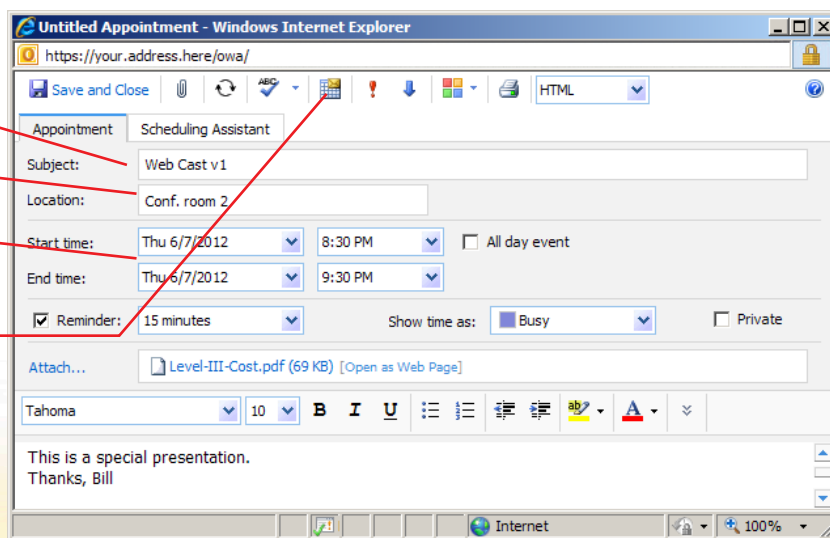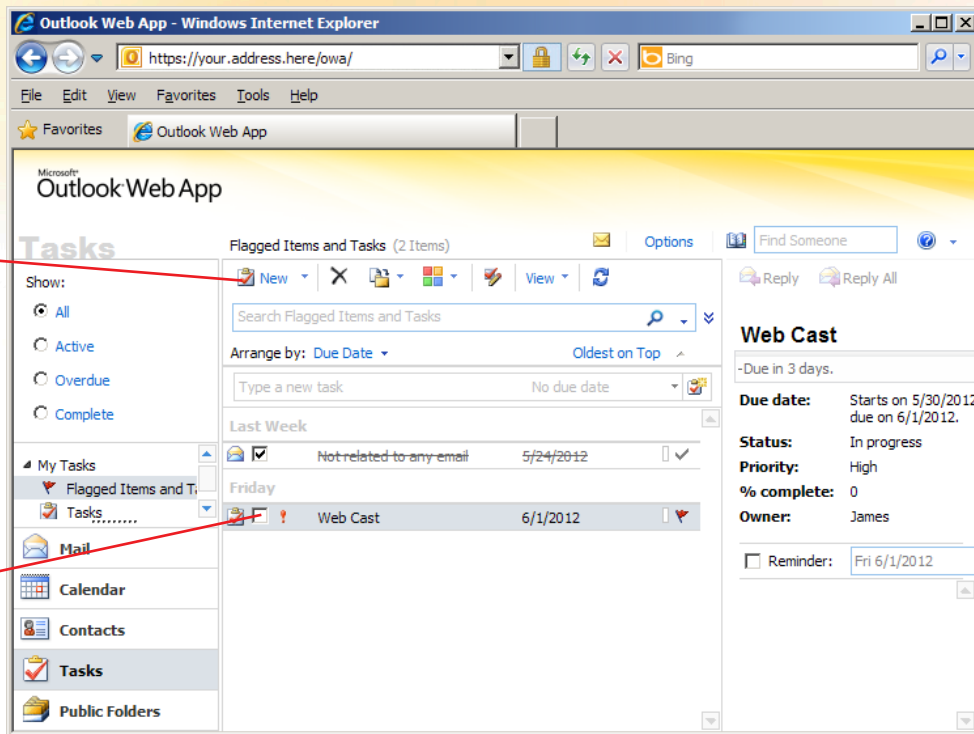
Tasks

Tasks let you track anything that you choose. For example, you can create a task to write a report, and then add a reminder, start date, due date, and notes to the task.

Create a New Task: *Click* the **New Task** 📋 New ▾ icon (Ctrl+N). Enter the appropriate information, *click* **Save and Close**.

Modify a Task: Find the task you want to modify, and then *click* it to select it. Open the task by *double-clicking* it, make the desired changes and, *click* **Save and Close**.

Mark a Task as Complete: Select the check box next to the task or click Mark Complete on the toolbar to mark it complete, or click the **Mark Complete** 🖋 icon in the Tool Bar.

Public Folders
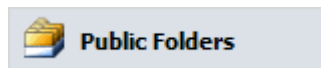
[📂 Public Folders]

Public Folders are used by project teams or groups of users to share information about a common area of interest. Public folders can contain any kind of item, for example, messages, appointments, contacts, tasks, journal entries, notes, forms, files, and posts.

Messaging Icons and What They Mean

Below is a list of common icons you will see associated with the messages you receive in Outlook.

Email Messages

✉	Unread Message
✉	Read Message
✉	Unread Signed Message
✉	Read Signed Message
🔒	Unread Encrypted Message
🔒	Read Encrypted Message
✉	Draft
✉	Replied to Message
✉	Replied to Signed Message
🔒	Replied to Encrypted Message
✉	Forwarded Message
✉	Forwarded Signed Message
🔒	Forwarded Encrypted Message
✉	Out of Office Message
✉	Sending Message
✉	Message Recall Request
✉	Message Recall Successful
✉	Message Recall Failure

	Multimedia Message
	Delivery Report
	Non Delivery Report
	Read Notice
	Deleted Not Read Notice
	Secure Receipt
	Post
	Replied to Post
	Message Hold (Receipts)

Meeting Messages

	Meeting Request
	Accepted Meeting Request
	Cancelled Meeting Request
	Declined Meeting Request
	Tentative Meeting Request

Calendar

	Recurring Item
	Exception to Recurring Item
	Data Conflict

🕐	Start Time
🕐	End Time
🕐	All Day Event
	Scheduled Meeting
🔒	Private Item
	Reminder is Associated
	Meeting Workspace
	File Attachment is Associated
	More Items

Contacts

	Contact
	Contact, journaling enabled
	Distribution List

Tasks

	Task
	Received Task
	Accepted Task
	Declined Task
	Delegated Task

	Recurring Task
	Task Request

General

❗	High Importance
⬇	Low Importance
📎	Attachment
✖	Unresolved
🌐	Possible Problem
	Sticky Note

Security

	Valid Signature
	Invalid Signature
🔒	Encrypted
	Unknown Signature
	Signature Warning

Flag

	No Follow Up Flag
	Follow Up Flag
✓	Follow Up Completed