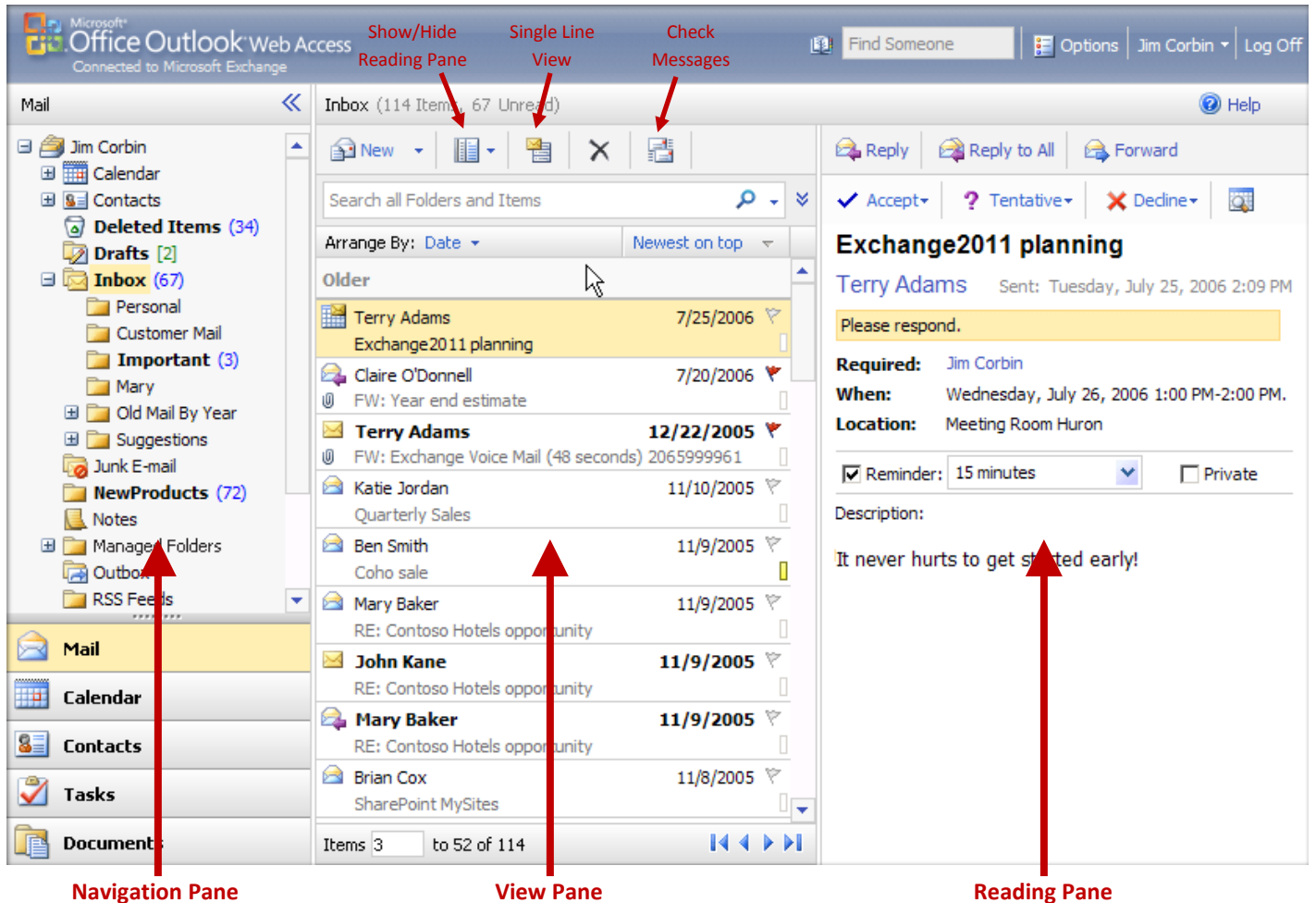







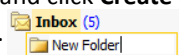


The Outlook 2007 Web Access interface consists of three main parts: the **Navigation Pane**, the **View Pane** and the **Reading Pane**.

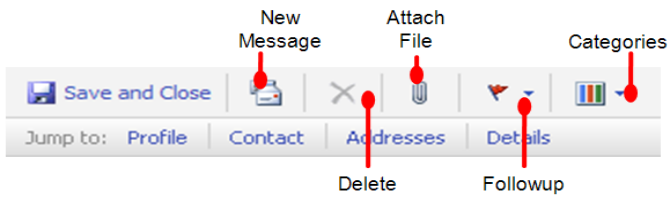
- Use the Navigation Pane to access the different areas of your account: Inbox, Calendar, Contacts, Tasks and documents.
- Use the View Pane to see a listing of your messages, meetings or tasks.
- Use the Reading Pane to read messages.



## Email

- To **Read a Message in the Reading Pane**, click once on the title of the message in the View Pane.
- To **Read a Message in a new window**, double-click on the title of the message in the View Pane.
- To **Start a New Message**, click the New button. 
- To **Reply to a Message**, select the message in the View Pane and click on either the Reply or Reply to all button.
- To **Delete a Message**, select the message in the View Pane and click on the delete button.
- To **Forward a Message**, select the message in the View Pane and click on the forward button.
- To **Flag a Message**, click on the Flag button to the right of the message title in the View Pane. 
- To add a **Category** to a message, click the rectangle to the right of the message title in the View Pane. 
- To **Add an Attachment**, click on the **paperclip** in the New Message window toolbar. Click on the **Browse** button, choose the file you want to attach. Click on the **Attach** button. 
- To **Search** messages, type in the **Search Bar** what you wish to search for, then click the **Search Button**. 
- To **Set Importance** of a new message, click on either the exclamation point (high) or the down arrow (low). 
- To **Add a Signature** to a new message, click the **Insert Signature** button. 
- To **Make a New Folder** in the Navigation Pane, right-click on the desired top-level folder and click **Create New Folder**, then type the name of the folder. 

## Contacts



- As you e-mail others, OWA now stores the names in a special cache called the Recipient AutoComplete Cache. This is stored server-side so it is available no matter what computer you are using. It works very similar to Outlook.
- **To address an email:** Begin typing the name. If you have sent an email to them before, OWA will offer possible matches. Click to select.
- **To use address book or contact folder:** Create a new message. Click **To:**, **CC:**, or the **address book icon**.
- **To Create a New Contact:** Click **New**, or press **<Ctrl> + <N>**.
- **To Create a New Contact from a Message:** Right-click on the sender or any of the recipients. Click **Add To Contacts**.
- **To Edit a Contact:** Double-click the contact.
- **To Move Contacts to Another Folder:** Drag contact from Folder Content Pane to Navigation Pane.
- **To Delete a Contact:** Select the contact and click **Delete** or press the keyboard's <delete> key.
- **To Create a Distribution List:** Click **New** and select **Distribution List**.  
Note: Distribution lists can be stored in subfolders.

## Folders

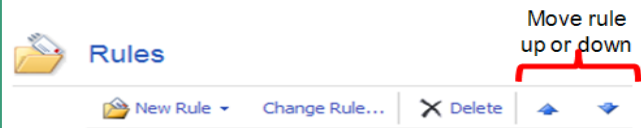
*Note: Folders are always displayed in alphabetical order.*

- **To Create a Folder:** Right-click on folder name for submenu. Click **Create New Folder...**
- **To Move an Item to a Different Folder:** Click and drag the message from the Folder Contents Pane to the desired Folder in the Navigation Pane.
- **To Delete a Folder:** Right-click on folder name for submenu. Click **Delete**.

## Rules

*Rules are now accessed through the Options Screens and are the same rules that are used in Outlook 2007. Rules are invaluable tools for working effectively with e-mail.*

### Rule Toolbar



1. On the OWA toolbar, click **Options**.
2. On the Navigation Pane, click **Rules**.
3. Click **New Rule**.
4. Follow the guided steps to create the rule.

- Rules created in either Outlook or OWA can be edited. Follow steps 1 & 2, then select the rule and click **Change Rule**.
- Rules are applied in the order they are shown on the list to those messages received after the rule is created.

## Customizing Options

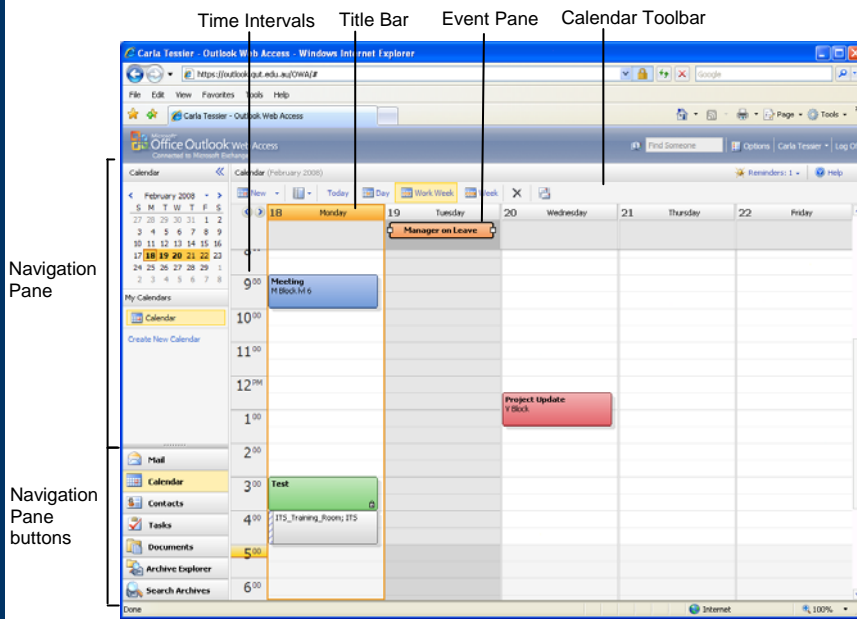
**On the upper right corner of the main screen, click **Options** to customize your OWA.**

- **To change the interface's language:** Click **Regional Settings** and use the drop down box to select a Language.
- **To display more or less e-mails on each page:** Click **Messaging**. Under Message Options, use the drop down box to select a number.
- **To create an E-mail Signature:** Click **Messaging**. Under Email Signature, type in the information. To automatically include the signature on all messages, check the box provided.
- **To always or never send a message tracking response:** Click **Messaging**. Under Message tracking, change to desired setting.
- **To change the spell-check dictionary to another language:** Click **Spelling**. Change the Dictionary Language to desired language.
- **To set an automatic response while on vacation:** Click **Out of Office Assistant**. Specify the start and end times to apply the auto-response.
- **To manage Blocked or Safe Senders lists:** Click **Junk E-Mail**.
- **To change your password:** Click **Change Password**.
- **To change the color of your OWA skin:** Click **General Settings**. Select from the custom EPCC, traditional Seattle Sky or the Carbon Black.
- **To use a screen reader more comfortably:** Click **General Settings**. Under Accessibility, check the **"Use the blind and low vision experience"**. Log off and re-log in to apply these changes. *Many interactive features are disabled when using this feature.*
- **To automatically empty your Deleted Items when you log off:** Click **Deleted items**. Place a checkmark in the appropriate box.

# Outlook Web Access

## Calendar Quick Reference Guide

### The Calendar Screen



### Basics continued...

- To mark an item as Private: Open the item and select the  Private box.

### Delegates

Note: You can only manage delegates in MS Outlook on a Windows PC, this cannot be done from within the Outlook Web Access.

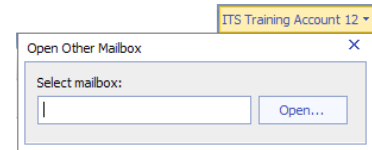
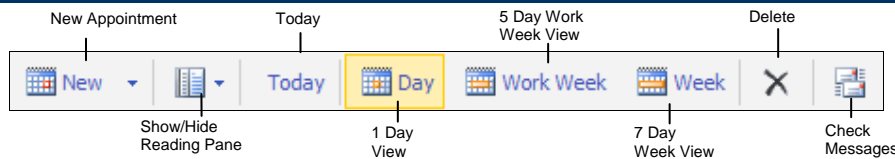
### Sharing Calendar

Note 1: You can only manage shares in MS Outlook or MS Entourage; this cannot be done from within the Outlook Web Access.

Note 2: You can only open someone else's calendar if you already have FULL access to ALL of their mailbox.

- To Open a Shared Calendar:
  1. Click on your name in the top right hand corner beside the log off button.

### Calendar Toolbar



2. Enter the users name whose mailbox you have full access to.
3. Click the **Open** button.

*This will open the users mailbox in a separate window. This will only work if you have been assigned full access to the users mailbox.*

### Calendar Indicators

#### Appointment, Meeting and Event Indicators:

- You have received a meeting request.
- An attendee has accepted your meeting request.
- An attendee has declined your meeting request.
- An attendee is not sure if they can attend.
- Recurring item.
- An exception to a reoccurring meeting.
- Private appointment, meeting or event.

### Calendar Basics

- To Access the Calendar: Click the  Calendar button in the Navigation pane.
- To Change Views: Click on the various buttons for **Day**, **Work Week**, **Week**, or **Today**.
- To Change Time Intervals: Click the  Options button and select from 15 or 30 minute time intervals, then click on **Save**.
- To change your work hours: Click the  Options button and your usual start/finish times in the **Calendar Work Week** area.

### Basics continued...

- To Schedule an Appointment: Click the  New button or press **<Ctrl> + <N>**.
- To Delete an Item: Select the appointment and click the  Delete button or press the **<Delete>** key.
- To Reschedule an Item: Double-click the entry, make your changes and click the  Save and Close button.
- To Schedule a Recurring Appointment: In the appointment window, click on the  Recurrence button, then select your settings and click **OK**.
- To Schedule an All Day Event: In the appointment window, select the  All day event option.
- Show Multiple Non-Consecutive Dates: Select  Day, and hold down **<Ctrl>** or **<Shift>** then, select the dates you wish to view in the Navigation pane.
- To Create a New Calendar: Select **Create New Calendar** in the Navigation Pane, type a name for the new Calendar and press **<Enter>**.
- To Apply a Category: In the appointment window, click on the  Categories button, then select the appropriate category and click the **Save and Close** button.

### Terminology

- Auto Accept Meeting Room:** All meeting requests will be automatically accepted unless it has another booking. You will receive a meeting acceptance within seconds of setting the meeting. No individual monitors these rooms.
- Delegate Accept Meeting Room:** This requires the delegate for the room (a real person) to accept or decline every meeting invitation before the room is confirmed for a meeting.
- Mail Folder:** A folder in your mailbox which contains email and/or archived items. eg. Inbox & Sent Items. You can make as many additional mail folders as you choose.
- Calendar Folder:** A folder in your mailbox which contains appointments and events. You will have one primary "Calendar" but you can have many calendar folders.

# OWA Scheduling Assistant

# Meeting Requests

Free and busy information

- To Respond to a Meeting Request Email Message:
  - Double-click on the meeting request in your email Inbox.
  - Select the appropriate response button, **Accept**, **Tentative** or **Decline**.
  - Select **Send the response now** and click **OK**.

## Best Practice – Responding to Meeting Requests

ALWAYS send a response to a meeting request so the meeting organiser is advised of your intentions.



### Accept:

You will definitely be attending this meeting. The meeting request is now in your Calendar and you receive updates if the meeting details change. The default Free/Busy time appears as Busy. Meetings can be declined at a later date if circumstances change.

### Tentative:

Use this option if you are interested in the meeting but are not sure if you will be able to make it. The meeting will remain in your Calendar and will appear to others as tentatively unavailable. You should Accept the meeting as soon as you can make the commitment.

## Best Practice – ‘Tentative’ Responses

Respond Tentative, if you are not attending a meeting yet still wish to view the meeting in your Calendar.

### Decline:

You are definitely not attending this meeting and will not be changing your mind. **Decline removes the meeting from your Calendar**. If the meeting time does change, you will still receive the meeting updates.

## Best Practice – Showing All Meetings in Calendar

Avoid Decline unless you will **definitely not** be attending the meeting. If you will not attend a meeting yet still wish to view the meeting in your Calendar, send a Tentative response.

If you do not need to be invited to the meeting, you should contact the meeting organiser to remove you from the attendee list.

# Working with Meetings

## To Create a Meeting Request:

- Click the button list arrow and select **Meeting Request**.
- Enter the names or email address(es) of the invitees in the **Required** or **Optional** box.
- Enter the room or equipment in the **resources** box, this will place the room in the location box.
- Enter the subject of the meeting in the **Subject** box.
- Fill out the Start and End times for the meeting.
- Click on the **Scheduling Assistant** tab to ensure all parties and resources are available in the timeframe selected.

*The right pane suggests other possible meeting times, displaying how many attendees and resources are available within each timeframe.*

- Click the button or press **<Alt> + <S>**.

## To Cancel a Meeting:

- Double-click on the desired meeting.
- Click on the Cancel Meeting button.
- Click the button.

## Best Practice – Meeting Cancellations

*If a meeting is cancelled at short notice, then advise all attendees in person by phone.*

## To Respond to a Cancelled Meeting:

- Double-click on the cancellation message and click on the **Remove from Calendar** button.

## Best Practice – Scheduling for Most Suitable Time

*Check and minimise attendee conflicts by using the Suggested Time feature when scheduling group meetings.*

*It will colour code the dates in the date navigator area, in accordance with the best available attendee and resource allocation.*

*It will suggest from the most effective options listing down to the least effective solutions.*

*Ensure sufficient travel time is allowed for all attendees before and after the meeting.*

## To create a meeting using your Contacts:

- On the **Scheduling Assistant** tab click and select . From here you can choose which of your contacts you wish to invite to your meeting.