

# **OUTLOOK WEB ACCESS (OWA)**

## **USER'S GUIDE**



*Exchange 2003 Version – Revised November 2008*

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## **WHAT'S NEW IN OWA 2003?**

Below is a sneak preview of some of the new and improved features you will see as you use OWA 2003. All of these features are described in detail on the pages listed next to each.

### ***General***

- The application has been re-designed to have a “Windows XP” look and feel.
- The Folders and Shortcuts menus have been combined into a single menu (Page 7).
- The Logoff command can be easily accessed from any window (Page 36).

### ***Inbox and Message Composition***

- The Inbox now has a “2 Line View” option that allows you to view the message header information on two lines (Page 9).
- The preview pane can be displayed to the side of the messages instead of at the bottom of the page (Page 9).
- There is now integrated spell-check capability (Page 15 and 30).
- E-Mail rules can be set to automatically file e-mails based on specified criteria (Page 17).
- An auto-signature can be attached to all outgoing messages (Page 29).
- Powerful junk-mail features allow you to accept or reject incoming messages from specified senders (Page 31).

### ***Tasks***

- The Task feature has been redesigned to mimic Outlook. Tasks can now be given due dates and reminders can be set (Page 26).

## INTRODUCTION TO OWA

OWA stands for “Outlook Web Access”. It is a web-based version of Microsoft Outlook, the E-Mail application that we have used in the past. This document will introduce you to OWA and help you feel more comfortable using it and its many features.

### *Web-Based E-Mail basics*

OWA is a web-based e-mail program. This means that you can access it from **any** computer that has a network connection: your client computer, home computer, and even a computer at a public place such as a coffee shop, library, or airport. Logging on is described in detail in the next section.

### *Mailbox Limits*

Because there are a lot of people using our E-Mail system we have to put limitations on the amount of space you can use on the E-Mail server. Each person has a space limit of 100 MB (megabytes) on the E-Mail server to store E-Mail messages and their attachments, contacts, calendar items, and tasks. You will receive warning messages when you approach and exceed this limit and if you take no action you will be locked out and will be unable to send or receive messages. Your 100MB limit includes everything that is stored in your **deleted items** and **sent items** folders. You must remember to manage these folders in addition to your Inbox. See “Filing and Managing Messages” at the end of this manual.

### *How to get Help*

If you have questions about the use of a particular feature within OWA the application has an excellent on-line help feature. To access it simply click on the **Help** button on the toolbar at top of any screen within the application:



## USING OWA – LOGGING ON

The only thing you need to get off and running with OWA is a computer with a connection to the Internet. To start, make sure you are connected to the Internet (either through dial-up or through an existing network connection) then open up a web browser window. You will not be able to use OWA when you are connected to the Southeast Mortgage network. Internet Explorer is highly recommended for OWA, as the application may not display correctly in Netscape, AOL or other browsers.

Depending on the speed of your Internet connection it may take a few minutes for the site to load. You will see a splash screen and a logon screen.

You'll type your Extranet ID into the **User Name** field on the logon window. HOWEVER, you have to type **aspansrv\** first. This tells the server where you are logging in. Enter your password into the **Password** field, and click OK.

Here's an example of how to enter your user name and password. If your user name is JohnS and your password is doe123, type the following in the User Name field:

**SEM\JohnS**

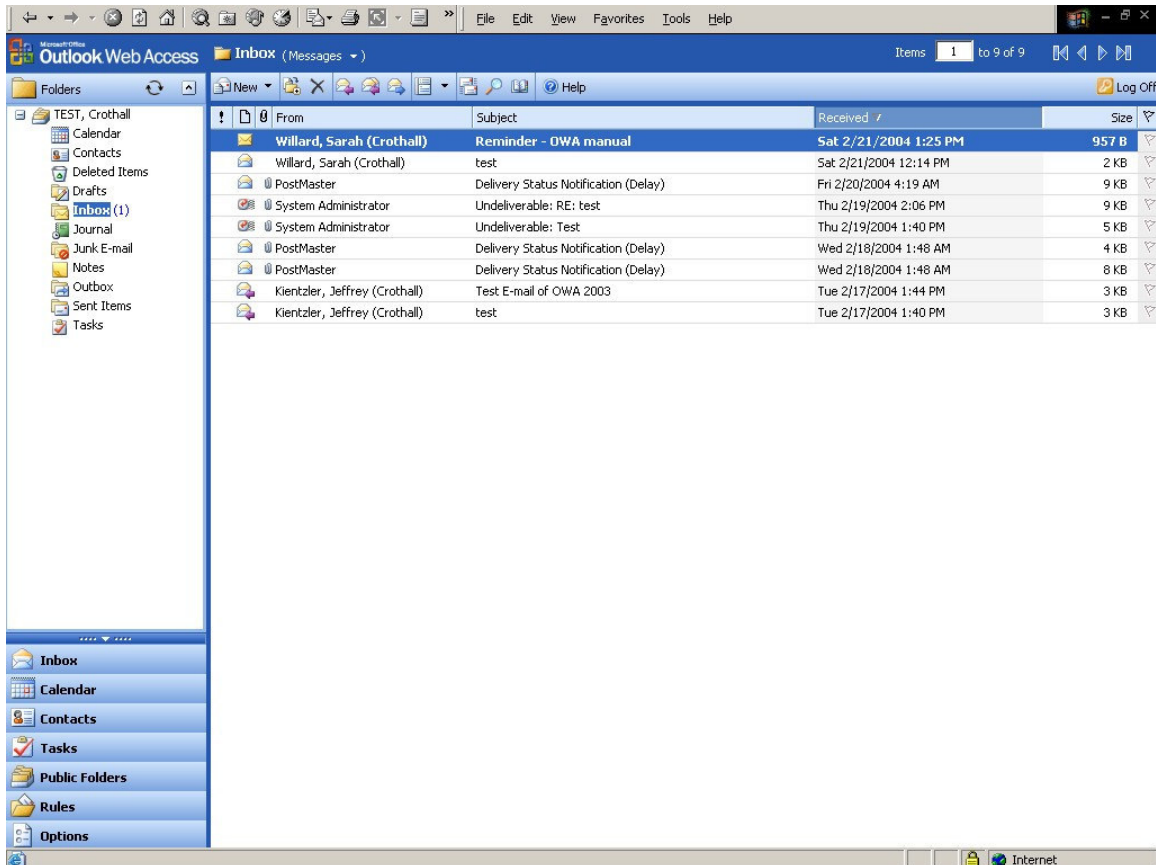
And the following in the Password field:

**doe123**

Once you click OK your Inbox will load.

## BASIC NAVIGATION

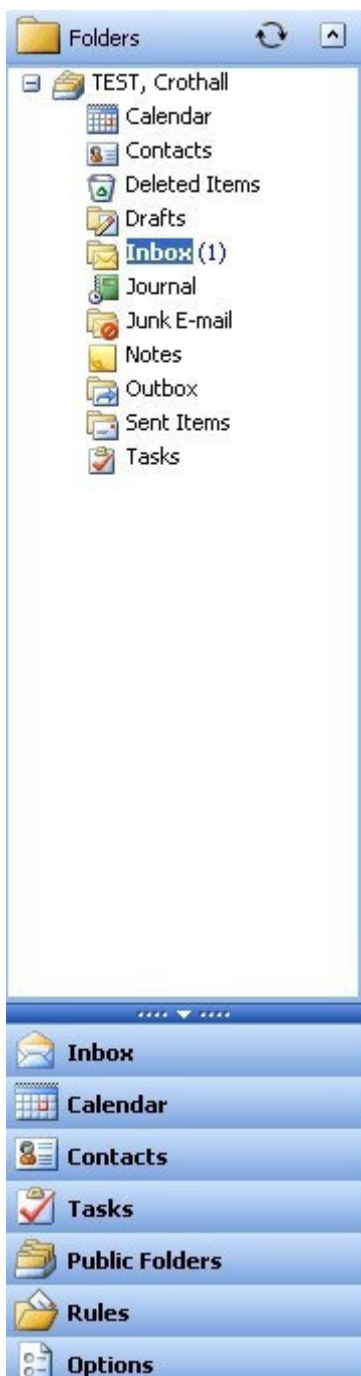
The first screen you see once you logon to OWA will be your Inbox. You will see a menu bar down the left side of the screen and a smaller toolbar on the top of your Inbox.



Everything you can do in OWA can be accessed from one of these two areas. The menu bar on the left side of the screen will stay the same regardless of the OWA feature you are using. The toolbar is specific to the feature (Inbox, calendar, etc) that you are currently viewing.

## OWA Menu Bar

The OWA menu bar located on the left side of the screen gives you shortcut access to all of the OWA features. In the previous version of OWA this menu could be viewed in two different ways: folders or shortcuts. In this version the two menus have been combined into one.



The button to the right of the Folders will refresh the view of the folders when it is clicked:



This can be used to refresh the count of unread messages in the Inbox.

The Folders view can be hidden by clicking on the up arrow button:



When this button is clicked the folders pane will display as a blue space.

The shortcuts at the bottom of the menu can be displayed as small buttons by clicking on the down arrow above the Inbox:



When you click this the shortcuts will be displayed as follows:



Click the Up Arrow above the shortcuts to revert to the large shortcuts view.

## READING MAIL AND INBOX NAVIGATION

The OWA Inbox is similar to the Outlook Inbox. By default mail messages are displayed in order by date, with the most recent messages at the top of the list. You can sort by any of the fields in your inbox simply by clicking the column heading at the top of the screen. On the first click the column will sort in ascending order. The second click will sort the column in descending order. The sorted column will display with a small arrow pointing in the direction of the sort.



To make the web pages faster to load OWA limits the number of E-Mail messages that display on the screen. If more messages exist in the Inbox than display on the screen, you will be able to use the arrow buttons above the Inbox to navigate to the next screen of messages.



In addition, the Inbox toolbar has several other buttons that are useful for managing your mailbox. Here is an overview:



**Check for new mail.** OWA checks for new mail on the E-Mail server every 4 minutes. If you'd like to check manually, click this button.



**Find.** This will open up a search window that will allow you to search for specific text within all of your messages.



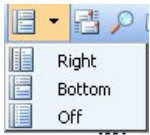
**Move to Folder.** This will move selected messages to the folder of your choice. You can also create new folders during this process.



**Delete.** This will delete the selected item(s) from your Inbox.



**View Preview Pane.** This option will split your Inbox in two parts. The top/left portion will display the message list, and the bottom/right portion will display the contents of the selected message.



Click on the down arrow to turn the preview pane on and off and to select where to display the pane.

In addition, the Inbox toolbar allows you to select different views of the Inbox. Click on the **View** pull-down menu on the toolbar to select the different views.

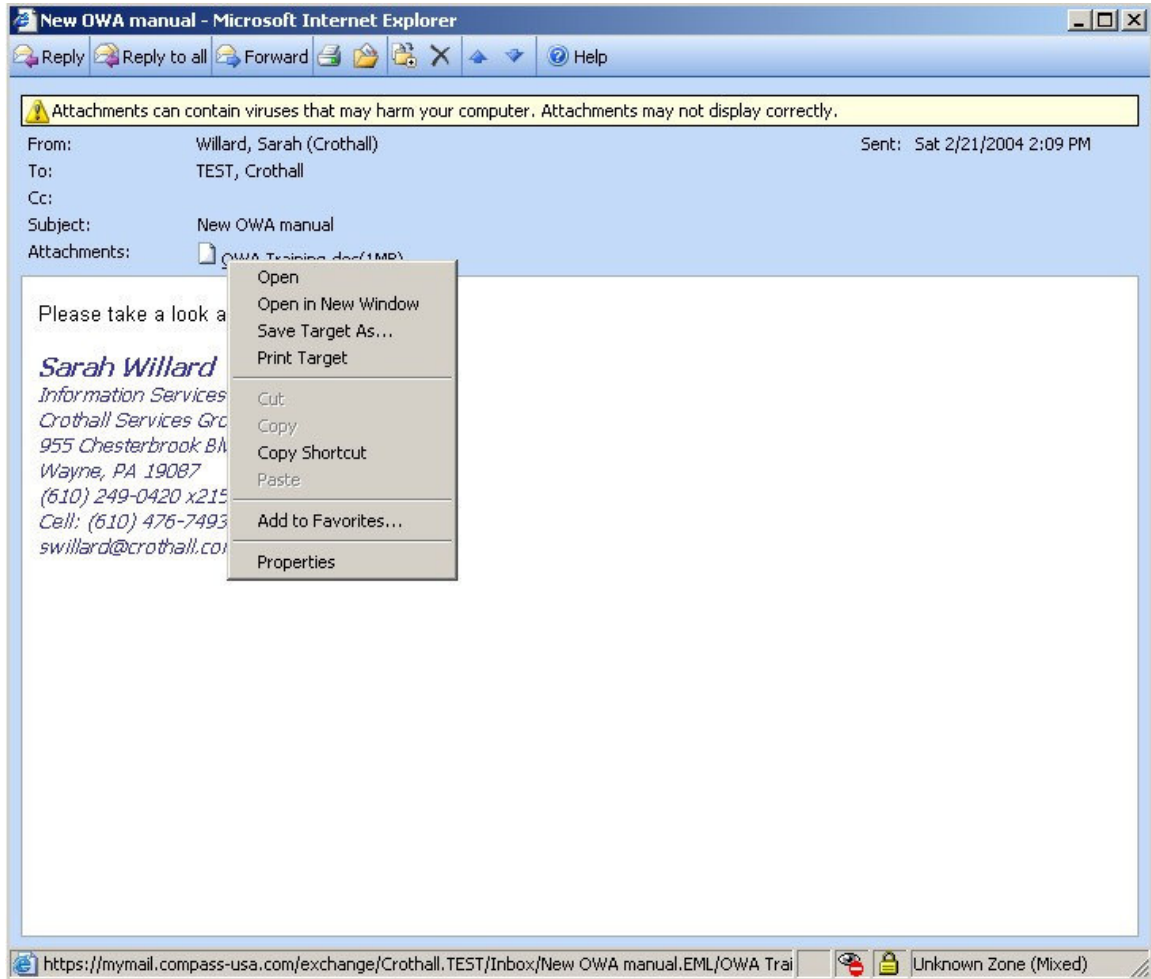


OWA will periodically check the E-Mail server to see if you have any new messages. When you do, a small “New Mail” icon will appear at the corner of your screen on top of the application you currently have open. In addition, a New Mail icon will also appear at the bottom of the OWA menu bar. Click on either icon to load the new messages.



To read a message that is in your Inbox, double-click on it. The message will open in a new window with its own toolbar. When you have read the message you close it by clicking on the X at the top right of the window, or you can click on one of the toolbar buttons to reply, forward, print, move to a folder, or delete it. The blue up/down arrows will automatically move you to the previous or next message in your Inbox.

Messages with attachments will display with a paperclip icon in the Inbox. To view the attachment right-mouse click on it and select Save Target As from the pop-up menu that appears.



**Important Note:** If you select “Open” from the pop-up menu the document will display in a browser window and you will not be able to edit it.

## COMPOSING AND SENDING MESSAGES

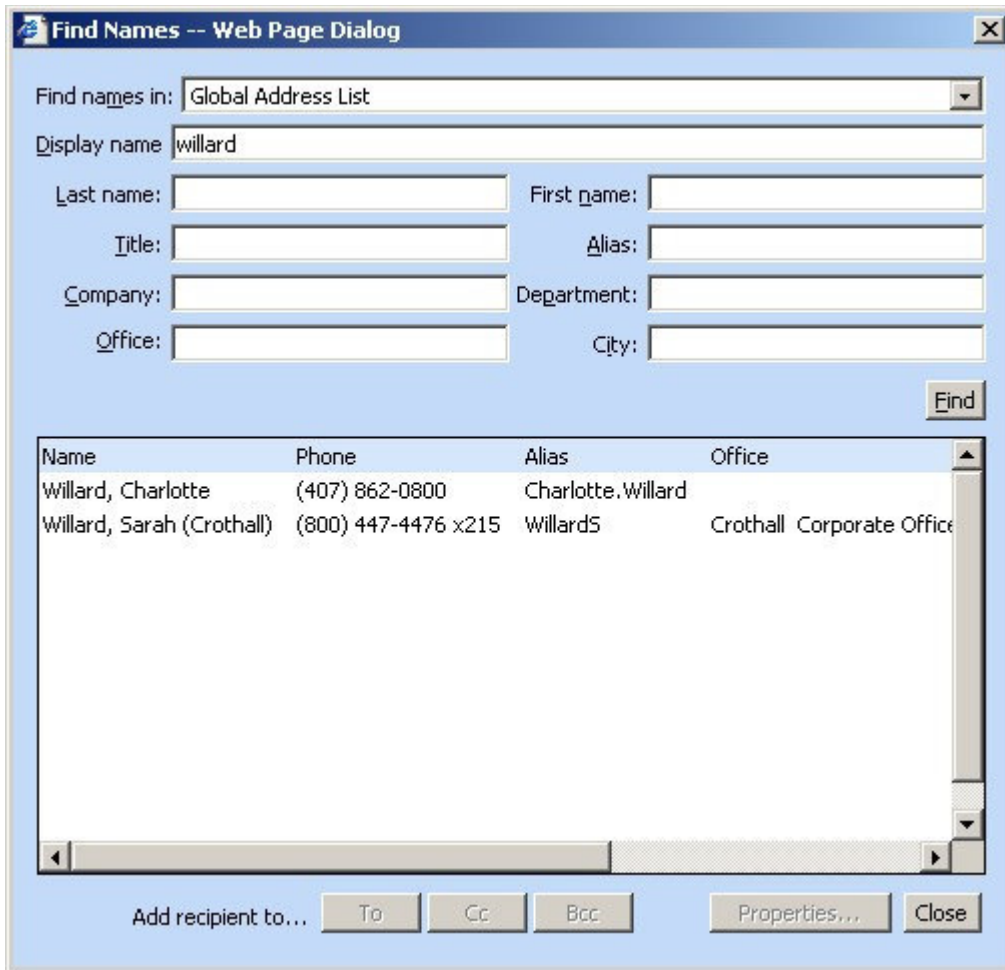
### *New Messages*

To create a new E-Mail message, simply click on the New button while viewing your Inbox.



A blank message window will appear and you can type your message and subject line.

To address the E-Mail you can either type in the E-Mail address in the proper format (name@company.suffix) or you can click on the **To:** field to display a copy of the SEM E-Mail address book. To choose a name simply type the first few letters of the Last name into the **Display Name** box and click **Find** when you are done. Highlight the desired name in the bottom of the window and click on **To**, **CC**, or **BCC** to add the E-Mail address. Click **Close** when you are done.



**Important Note:**

To be sure you have the right person you can click on the Properties button at the bottom right of the window to see the complete details for the selected address:

