

Outlook Web Access

Outlook Web Access 2003 (known as OWA 2003) allows you to gain access to your messages, calendars, contacts, tasks and public folders from any computer with internet access. OWA 2003 has many added features which allow for improved performance, better security and a fresh new look.

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How to access your email

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

1. Open your browser and type in the following address:

<https://webmail.semonline.com>

2. Open your browser and go to the Southeast Mortgage web site at www.southeastmortgage.us and click on the employee resources tab. Select the SEM OWA button.

Upon completing one of these options, a Security Alert window may appear on your screen informing you that this is a secure connection. By checking off *In the future, do not show this warning* you will avoid having to go through this alert message again.

Click OK.



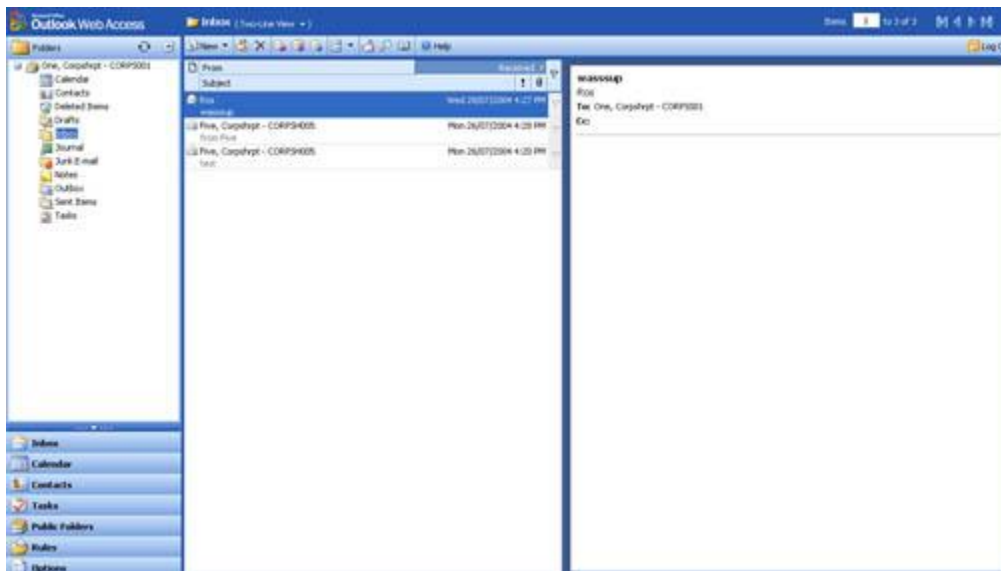


The connect to <https://webmail.semonline.com> dialog box will appear on your screen prompting you for your username and password. After entering your username and password, select OK. This is the same password you would log onto a computer at the office.



The OWA Screen

When you first open OWA 2003 you will find that the screen is divided into 4 main areas: folders, shortcuts, inbox and preview pane.



Folders: in your folders list you will find such items as your calendar, contacts, deleted items, drafts, inbox, journal, junk email, notes, sent items and tasks.

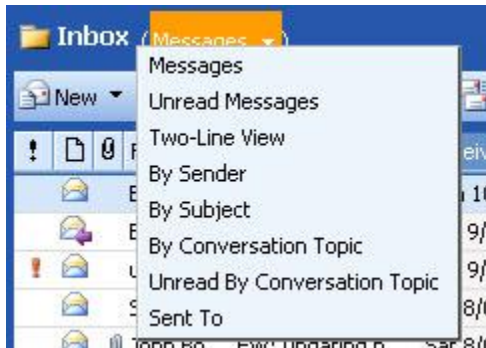
Shortcuts: in your shortcuts list you will find exactly that, shortcuts to your inbox, calendar, contacts, tasks, public folders, rules and options. You can access any of these shortcuts by simply clicking them.



Inbox: your inbox list will default to the two-line view. this means that the pertinent information to the email (sender, date, re:) will appear across two lines. You can change the view by clicking the drop-down arrow located next to the word **Inbox**.

You can view your inbox in **two-line, by messages, by unread messages, by sender, by subject, by conversation, by unread conversation, and by sent to**. (It is most common to leave it in two-line view).

To change the view, please click on the *Two-Line View* text next to InBox.



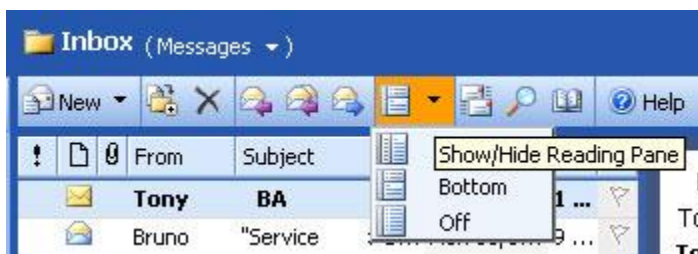
If you wish to open one of the mail messages full screen (as opposed to only the preview pane) simply double-click the email in question.

Preview pane: the preview pane allows you to view your selected message without physically opening it. As an added feature in OWA 2003, you can even open attachments from this preview pane.

How to change from 3 columns to one column with Preview Pane: When you first open OWA 2003 you will find that the screen is divided into 4 main areas: folders, shortcuts and inbox and preview pane.

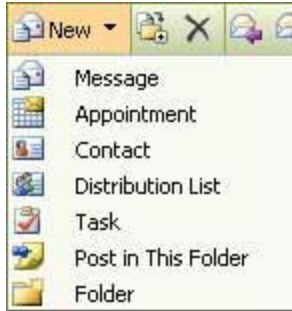
This will be divided into a total of three columns. Many people prefer a more traditional view where the preview pane is located beneath the messages as opposed to the right hand side of the screen.

To change how the columns appear on your screen, click the arrow located next to the **Show/hide reading pane** button (*this button is located on the main toolbar at the top of the OWA 2003 screen*). In the drop-down you will find various ways to organise the column on your screen. Select **Bottom** to have the preview appear at the bottom of your screen.



How to create a new message

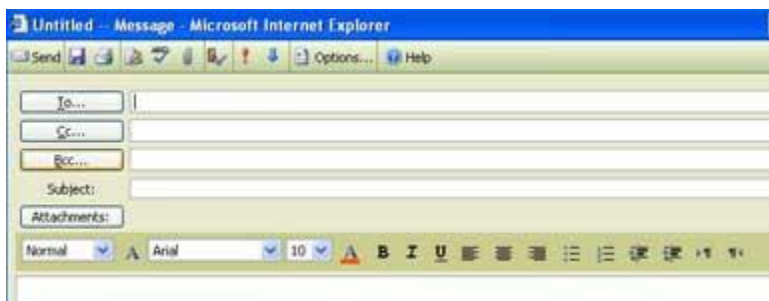
To create a new message, click the downward arrow located next to the word **New**. A drop-down list with various options will appear. Select **Message**.



An untitled message dialog box will appear on your screen. Compose your message and click the **Send** button located at the upper left-hand corner of the window.

Using the **To** button to find other 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 the University of South Australia, 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.



In the **Find names in:** box, click the drop-down to select either Global address book or Contacts.



Global address book: think of this as the University yellow pages. Every person or group with a University of South Australia email account can be found in the Global address book.

Contacts: think of this as your personal little phone book. Only addresses you personally enter into your contacts will appear here. These contacts are your personal list and not available to anyone else in the University.

Now you can use any combination of the other fields to find who you are looking for. For example, you wish to email someone but are unsure of how to spell their name. In the **First name** field, type the beginning of a name, eg "Iv" and leave the rest blank. Now click the **Find** button. A list of names that meet the search criteria will appear.

If a list of names appears on your list, simply click the appropriate one to select it. Under the **Add recipient to...** section, select either **To**, **Cc** or **Bcc** to put the recipients 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 **close** and you will return to your new message with all the recipients in place.

Attachments

With OWA 2003 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 **Attachments** button. Note: You can also select the **paperclip** located at the top of the window. Either one 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. Once you have found the correct file, select **Attach**. Repeat this process if you would like to attach more files to the same email message. When you are done, select **Close**. The file/s you selected will now be attached to your message ready to be sent.

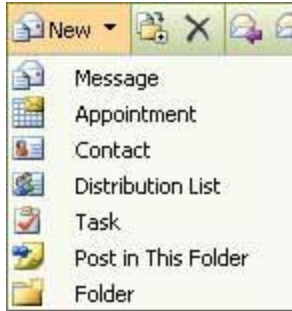
Deleting a message

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 contact

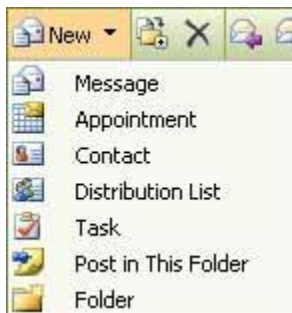
The Contacts section is your personal email address book. Select the **Contacts** icon either in your folder list or your shortcuts to access it. Your **Contacts** window will appear with a list of your personal contacts. To create a new contact, click the downward arrow located next to the word **New**.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

An untitled distribution list will appear on your screen. Add email addresses either by manually typing them into the **Add to distribution list** 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 personalise your OWA 2003 client. Be sure to **Save and close** when you are finished, otherwise your changes will not take effect. To access your options, simply select the **Options** icon under your shortcuts.



Adding a signature: There are many areas you can personalize in the **Options** section. Under **Messaging** options, select the **Edit signature...** button and enter a signature to go with every email sent out. This way you don't have to type your name and title every time you send a message.

Your signature should have the following Information. You can cut and paste the example below into the signature area..

Your Name
 Southeast Mortgage
 Mortgage Loan Originator
 NMLS# 111111
 Office: (770) 279-0222 ext. 111
 Toll Free: (800) 344-8788 ext. 111
 Cell: (770) 777-7777
 Fax: (770) 279-9141
 Email: Your.Name@SoutheastMortgage.us
 Website: www.SoutheastMortgage.us

Spell check: Another nice feature is the spelling options. You can check off **Always check spelling before sending** to avoid embarrassing spelling mistakes.

Junk Email: This server based SPAM filter will significantly reduce the amount of SPAM you receive in your inbox.



Important notes regarding SPAM filter.



Check your Junk Email folder regularly. The SPAM filter will move messages suspected to be SPAM in a folder in your mailbox called **Junk Email**. A false positive is a legitimate message that the SPAM filter suspected as SPAM. To avoid missing legitimate messages, check your Junk Email folder regularly.

Add false positives to White List. You can prevent messages from a particular email address from being filtered as SPAM by simply sending an email to that address using your University of South Australia email account.

Don't reply to SPAM. Replying to SPAM messages will add the sender of the SPAM to the filter's White List. This will reduce the effectiveness of the SPAM filter and result in more SPAM reaching your Inbox. Never reply to a SPAM message.