

Introduction to Outlook Web Access (OWA) 2010



TEAM 1-5.3a Introduction to Outlook Web Access (OWA) 2010

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Introduction

This course is designed to introduce you to Outlook Web Access (OWA) 2010. The first part of this course will focus on how to access your account. Then we will take a more detailed look at some of the features of the application. This course should take approximately 1 hour. There will be time for Q & A once the course is complete. Please check course offerings on eCampus as we will be offering advanced training topics in the future.

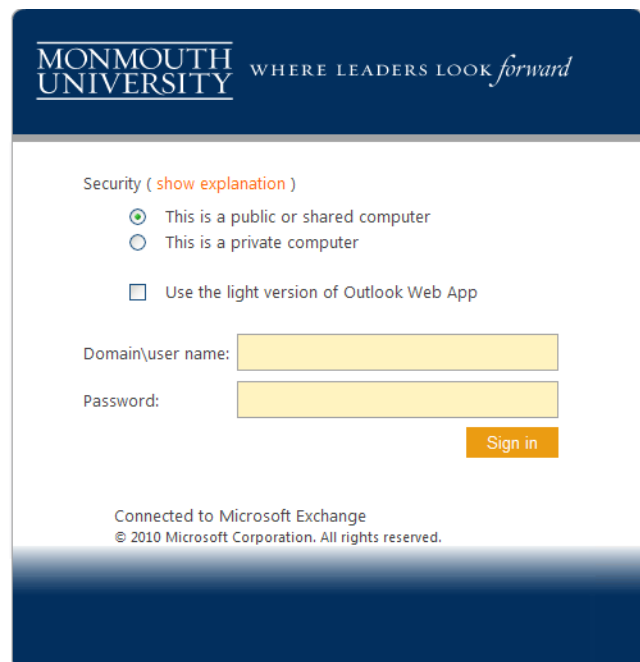
What's New in OWA 2010

- OWA stands for **Outlook Web Apps**.
- **Conversation View**: By default, messages are displayed by topic.
- **Ignore Option**: If you're not interested in a conversation, simply select *Ignore Conversation* and any further messages on that topic automatically deleted.
- **Delivery Report**: Use this new feature to confirm that messages have been sent and received.
- **Multi-Browser Support**: Particularly good news for Mac users, who in the past only could access OWA Light!
- **Integration with MS Office Communicator**: View the online presence of others in our organization, and engage in online chat sessions.
- **Side-by-Side Calendars**: OWA 2010 allows users to open shared calendars side-by-side with their own!
- **Exchange Control Panel (ECP)**: Replaces the Options page, the Exchange Control Panel (ECP) offers users more options than in previous versions.

Accessing Your Exchange Account through OWA

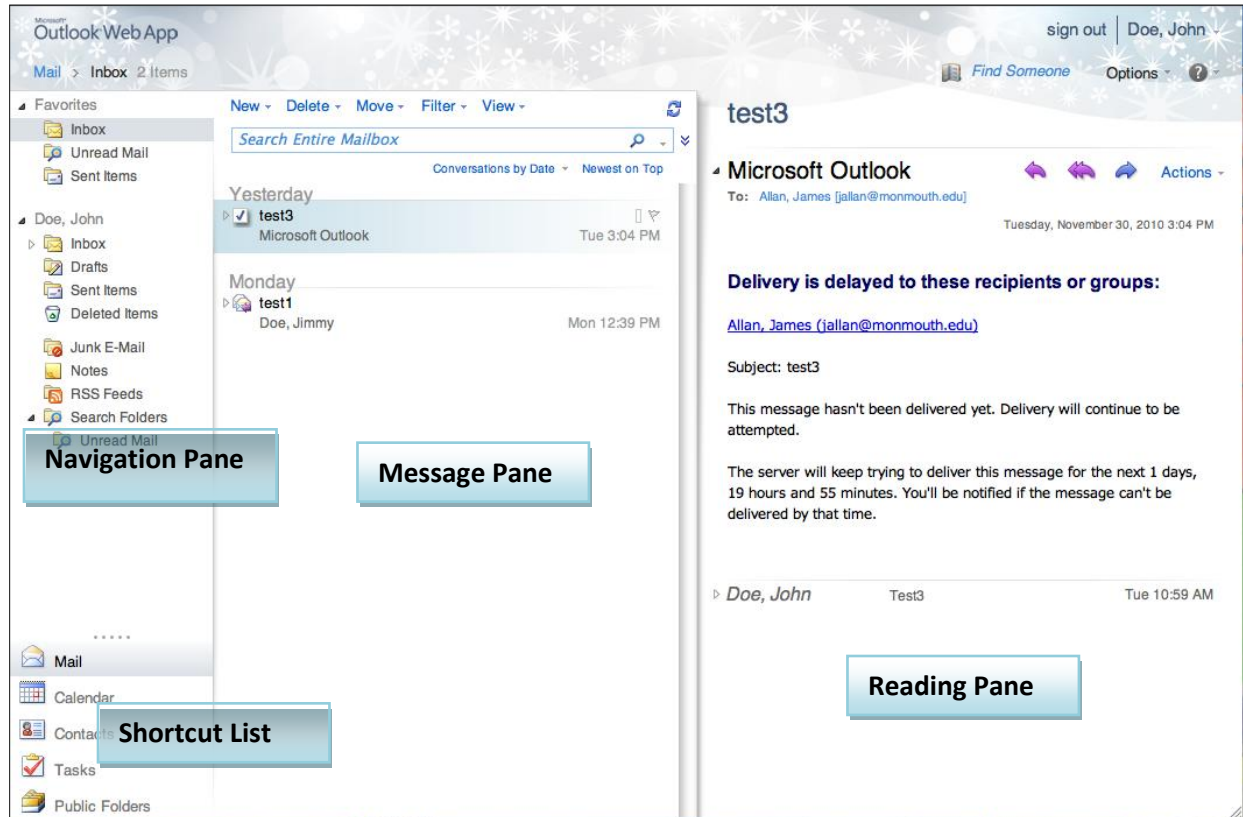
Log into your Outlook account through the Web:


1. From the Monmouth University home page (www.monmouth.edu) click **Resources, Campus Technology, Outlook Web Access (OWA)** or from your web browser type www.monmouth.edu/exchange
2. Enter your User name as *domain\username*
3. Enter your Password
4. Click **Sign In**

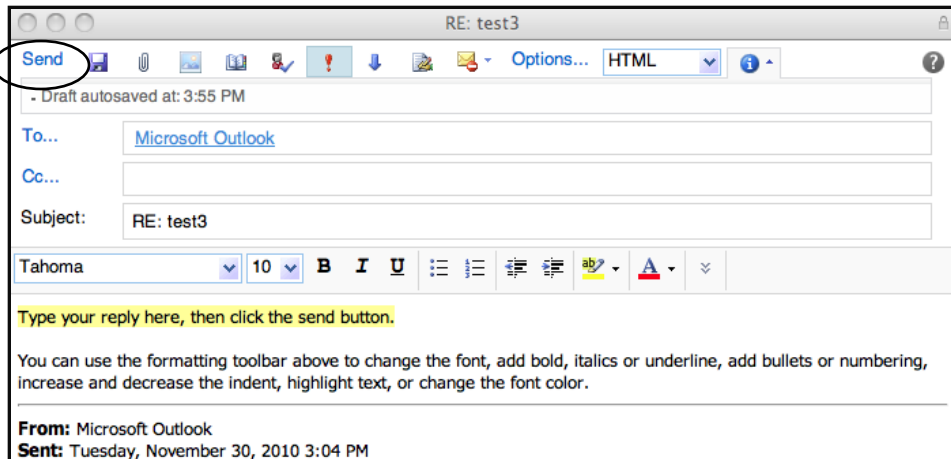


Outlook Web Access: Mail

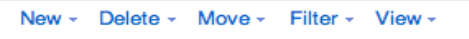
By default, OWA opens to the Inbox folder. To read an email, click once on it in the message pane. The contents of the message will appear in the Reading Pane. You can also double-click the message in the message pane to open it and read it.

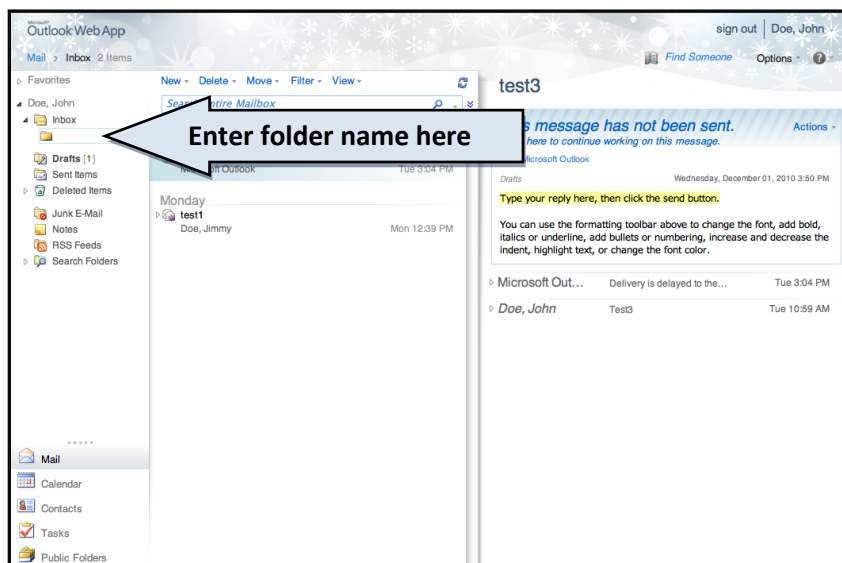


Click the reply icon  from the toolbar at the top of the Reading Pane. A new window opens, completed with recipient information, subject line, and the contents of the original email message. Type your reply then hit **Send**.



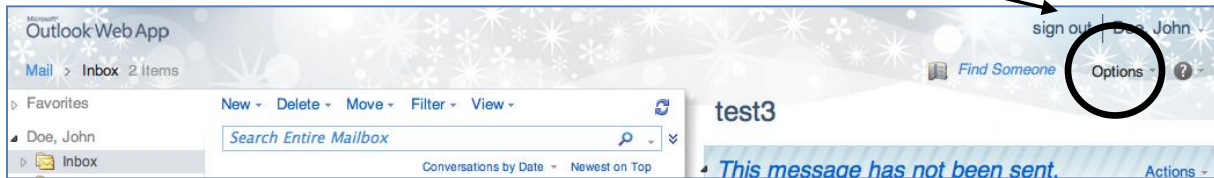
After you've read the message, take some sort of action with it. That action may be simply to delete it, which you can do by clicking **Delete** in the toolbar

 or by right-clicking the message and selecting delete from the menu. If you plan to keep the message, create folders to organize your mail. Right-click the folder where you want to add a sub-folder, then select **Create New Folder**. A new folder is created one level below the original folder. You can name that folder anything you wish, by typing in the space provided.

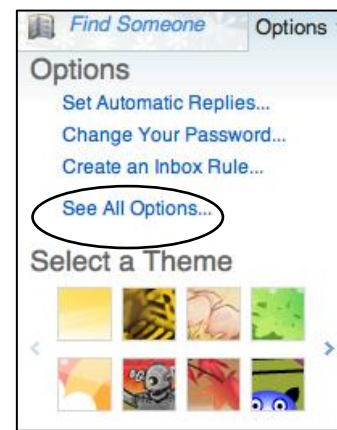


Add a Signature

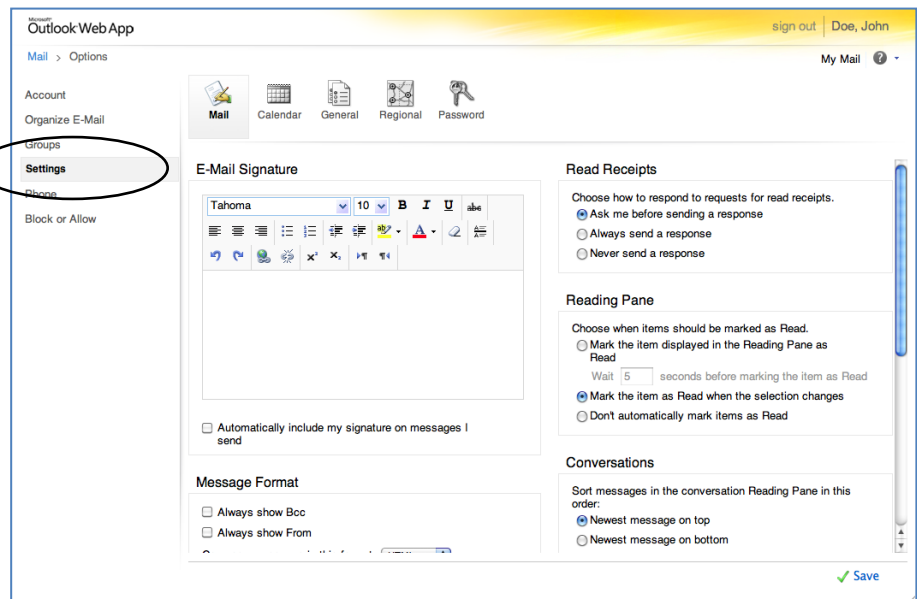
1. You can create an email signature which can then be included automatically, or by choice, to an outgoing email message. Begin by clicking **Options** from the Outlook Web App page.



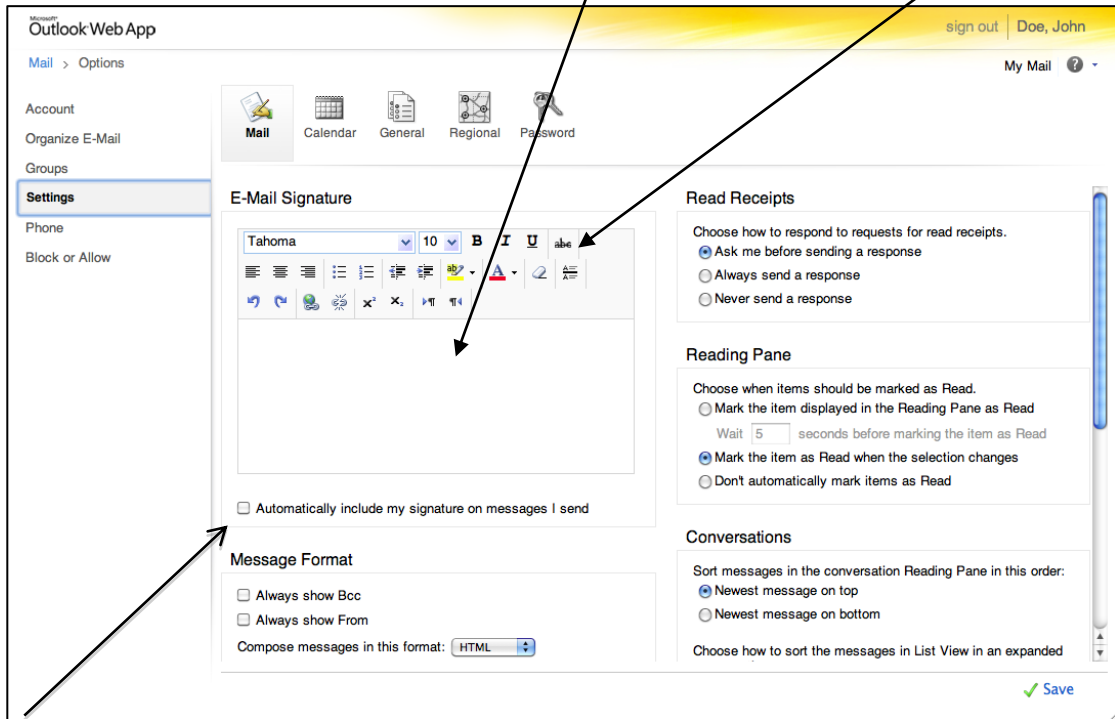
2. Select **See all Options** from the **Options Menu**.



3. Choose **Settings** from the **Mail > Options** screen



4. Type the signature that you want to use in the **E-mail Signature** box, and use the formatting options to personalize it.



5. If you wish to include the signature on all outgoing messages, click **Automatically include my signature on messages I send**.
6. Click **Save** when you're done.

NOTE: if you don't want to include a signature on all outgoing emails, you can add it on the fly! Leave the **Automatically include my signature on messages I send** option unclicked, then click the **Insert Signature** (📧) icon from the outgoing message window.

Outlook Web Apps – Calendar

OWA provides a calendar that you can use to schedule meetings, classes, office hours, etc. Placing events on your OWA calendar will help keep you organized and prevent overbooking your time.

Accessing the OWA Calendar

Click the Calendar button in the Shortcut list.

OWA Calendar Layouts and Views

You can choose how to view your calendar. OWA provides views by day, workweek, week or month. You can also choose to turn the reading pane on and off.

The screenshot shows the Outlook Web App calendar interface. On the left, there is a navigation pane with icons for Mail, Calendar, Contacts, Tasks, and Public Folders. The main area displays a calendar for December 2010, with the current day being Thursday, December 2nd. A 'Test Appointment' is scheduled for 2:30 PM to 3:30 PM. A 'View' button is located in the top right corner of the calendar area. A callout box with arrows pointing to the 'View' button and its dropdown menu (which includes 'Right' and 'Off' options) contains the text: 'Click these icons to change the calendar view.' Another callout box points to the 'View' button with the text: 'This is the reading pane. You can toggle it on and off by clicking the View button.'

Appointments vs. Meetings

An appointment is a block of time that you have scheduled for yourself. A meeting is an appointment that you invite others to attend. An appointment, even if it is with someone else will only appear on your calendar. A meeting will appear on all the recipients' calendars as well as your own. Appointments and meetings can be scheduled as single or recurring events.

Create an appointment

In the **Calendar**, on the toolbar, click **New**. You can also add an appointment by double-clicking on the date and time of the appointment on the calendar.

The screenshot shows the 'Untitled Appointment' dialog box with the following fields and options:

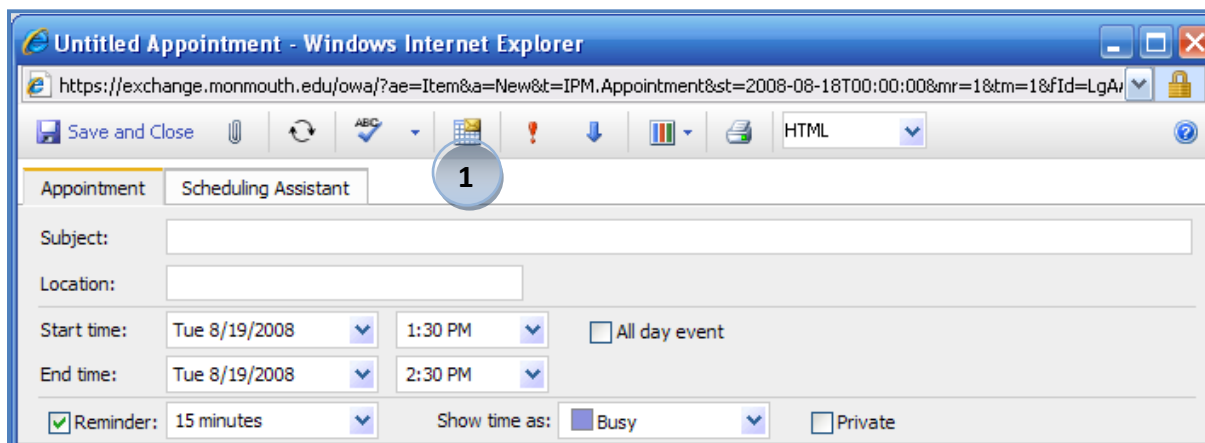
- Appointment:** Scheduling Assis...
- Subject:** (1)
- Location:** (2)
- Start time:** Thu 12/2/2010 5:00 PM (3)
- End time:** Thu 12/2/2010 6:00 PM (3)
- Reminder:** 15 minutes (4)
- Show time as:** Busy (5)
- Private:** (6)
- Text area:** (7)
- Toolbar:** (8)
- Save and Close:** (9)

1. Enter a brief description of the appointment in the **Subject** line
2. Type the location of the appointment in the **Location** box
3. Enter a **Start Date and Time** and an **End Date and Time**, or click the **All Day Event** box if applicable

4. Click the **Reminder** box if you want to be alerted of the appointment; you can set the alert from as little as 5 minutes before the event, or as long as 2 weeks.
5. Use the **Show Time As:** block to set the appointment time as others will see it on your calendar. The choices are **Busy, Free, Tentative** or **Away**. For instance, you may schedule an hour of office time, but you are still available for department meetings. In that case, enter the appointment on your calendar, but set the **Show Time As:** to **Free**.
6. Click **Private** if you want to prevent others from seeing the details of your appointment.
7. Enter details about the appointment.
8. Click **Recurrence** (↻) if you wish to make this a recurring appointment.
9. Click **Save and Close**.

Request a meeting

In the **Calendar**, on the toolbar, click the arrow next to **New**, then select **Meeting Request**. You can also request a meeting by double-clicking on the date and time of the meeting on the calendar.



Appointment Scheduling Assistant

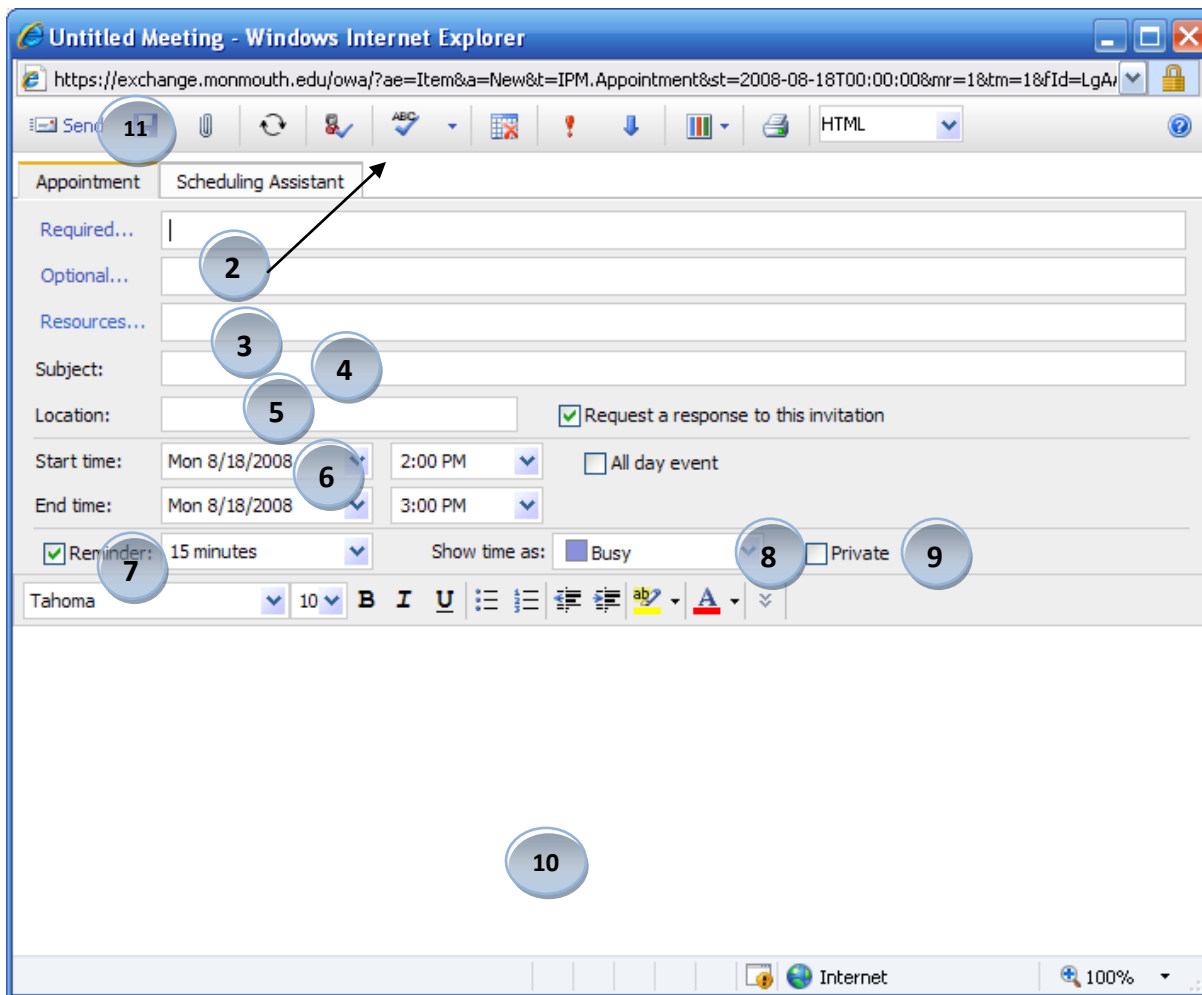
Subject:

Location:

Start time: Tue 8/19/2008 1:30 PM All day event

End time: Tue 8/19/2008 2:30 PM

Reminder: 15 minutes Show time as: Busy Private



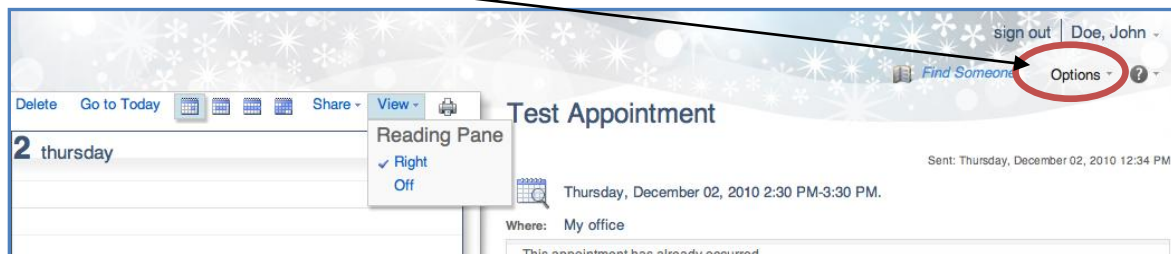
1. Click the **Invite Attendees** (📅) icon to begin the Meeting Request. Note that once you invite attendees, the screen changes from **Untitled Appointment** to **Untitled Meeting**.
2. Use the **Required** and **Optional** boxes to type the names of the people you want to invite to the meeting. Use the **Check Names** icon (🔍) to check the names in your meeting request against the names in the Address Book or in your Contacts folder.
3. Use the **Resources** field if you need to request a conference room or piece of AV equipment.
4. Enter the **Subject** of the meeting
5. Type the location of the appointment in the **Location** box
6. Enter a **Start Date and Time** and an **End Date and Time**, or click the **All Day Event** box if applicable
7. Click the **Reminder** box if you want to be alerted of the appointment; you can set the alert from as little as 5 minutes before the event, or as long as 2 weeks.

8. Use the **Show Time As:** block to set the appointment time as others will see it on your calendar. The choices are **Busy, Free, Tentative** or **Out of Office**. For instance, you may schedule an hour of office time, but you are still available for department meetings. In that case, enter the appointment on your calendar, but set the **Show Time As:** to **Free**.
9. Click **Private** if you want prevent others from seeing the details of your appointment.
10. Enter any details about the appointment you may want to keep track of.
11. Click **Send** (✉) and the meeting is added to your calendar, and a meeting request is sent to each of the attendees. Those receiving the request can accept, decline, or tentatively accept.

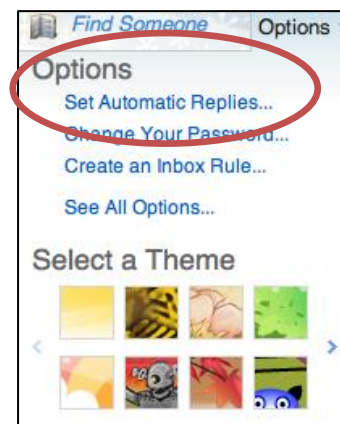
Out of Office Assistant

Use the Out of Office Assistant when you are unable to respond to email for an extended period of time. With OWA 2010, you can set the Out of Office Assistant to automatically send replies, with different replies being sent to Internal (Monmouth.edu) and External senders. You can also set it to start and end at specific times.

- 1) Begin by clicking **Options** from the OWA interface.



- 2) Select **Set Automatic Replies**



Microsoft
Outlook Web App

Mail > Options

Account

Organize E-Mail

Groups

Settings

Phone

Block or Allow

Inbox Rules **Automatic Replies** Delivery Reports

Automatic Replies

Send automatic replies

Send replies only during this time period:

Start time: Fri 4/1/2011 2:00 PM

End time: Sat 4/2/2011 2:00 PM

Send a reply once to each sender inside my organization with the following message:

Tahoma 10 B I U abc

I will be out of the office today.

John Doe

Send automatic reply messages to senders outside my organization

Send replies only to senders in my Contacts list

Send replies to all external senders

Send a reply once to each sender outside my organization with the following message:

Calibri 12 B I U abc

I will be out of the office today.

Save

1. Select **Send Automatic Replies** under the Automatic Replies.
2. Select the checkbox **Send replies only during this period**. With just this clicked, auto-replies will be sent to Internal email addresses only. Then select the **Start time:** and **End time:**
3. Type the message that you want the Out of Office to send.
4. If you want to send Auto-Replies to email received from external email addresses click **Send automatic reply messages to senders outside my organization**. You can elect to send only to those addresses in your Contacts list or to any outside address.
5. You can send a different auto-reply message to external email addresses.
6. Select **Save**.