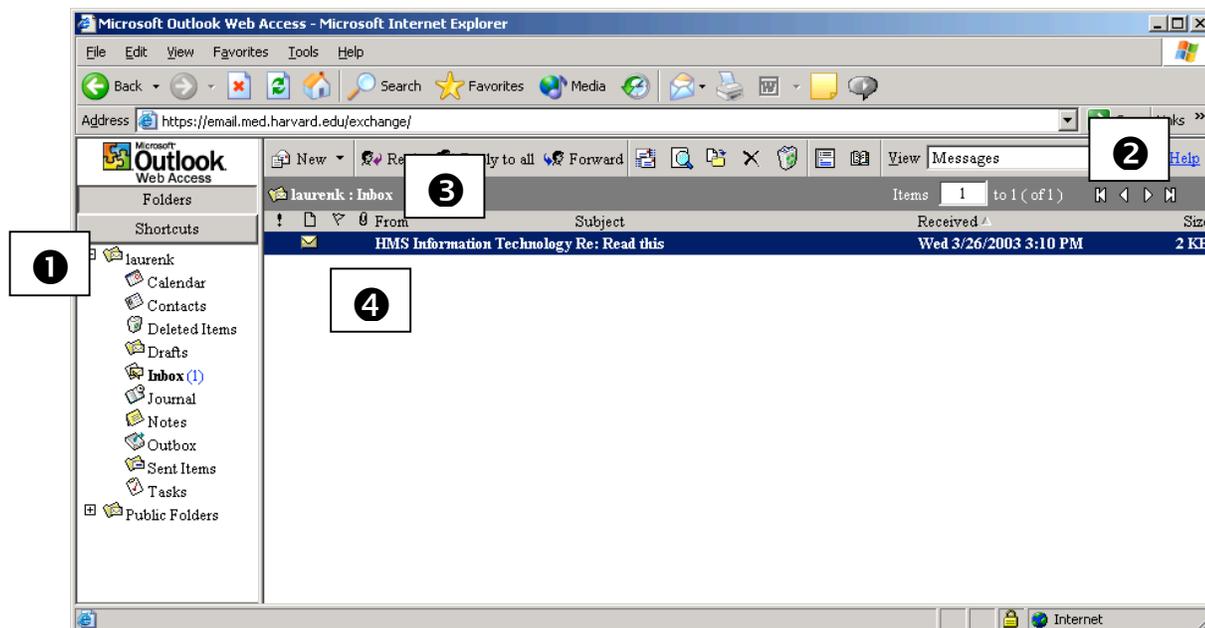


Using Microsoft Outlook Web Access

Outlook Web Access Window Overview

The picture below shows a Microsoft Outlook Web Access window. The windows' components along with a brief explanation of their function are listed under the window.



1	Outlook Bar	Provides access to Outlook folders and account management options. The Outlook Bar is resizable.
2	Outlook Toolbar	Provides access to Outlook Web Access email message and folder management commands.
3	Folder Bar	Displays the name of the active folder.
4	Message List	Lists the messages stored within the folder named on folder bar directly above.

Checking for Messages

After connecting to Outlook Web Access (OWA), all messages that have been sent to you since the last time you logged in will be listed. As you work, incoming messages will automatically display in the message area. To check for new messages at any time, click the Check for New Messages button on the Outlook Toolbar.



Using Microsoft Outlook Web Access

Managing Incoming Messages

Sorting Inbox Messages

Messages stored within the Inbox will display in reverse chronological order, so that the most recent messages appear at the top. You can change the order of Inbox messages by clicking the column headings to sort by that item. The current sort status is indicated by a triangle  next to the column heading. An inverted triangle  indicates that the column is sorted in descending rather than ascending order.

Clicking this Column Heading	Sorts by...
	Message priority
	Message type. Message types include email and delivery notifications.
	Flag status. If the mail message has been flagged for follow up within the Outlook desktop client, it will display with a flag icon in this column.
	Attachment status. If the message has a document attached, it will display with a paper clip in this column.
From	Message sender name.
Subject	Message subject line.
Received	The date the message was received.
Size	The message size.
Note: Clicking on the same column heading twice reverses the sort order.	

Using Microsoft Outlook Web Access

Reading New Messages

New and unread messages in your Inbox will display in **bold**.

1. Move the mouse pointer to the Subject line of the message to be read. The mouse pointer will change to a hand with the index finger extended to indicate a hyperlink.
2. Click once to open the message window.
3. Click **Close** to return to the Inbox.

Reading Other Messages from within a Message

Once a message window is displayed, you can read previous and next messages by using the up and down arrows in the message toolbar.

1. Open a message in Outlook Web Access.
2. To read the previous message (the one shown above the current message in the Inbox), click the **up** arrow. 

Note: Clicking the up arrow when viewing the first Inbox message will return you to the Inbox.

3. To read the next message (the one shown below the current message in the Inbox), click the **down** arrow. 

Note: Clicking the down arrow when viewing the last Inbox message will return you to the Inbox.

4. Click **Close** to return to the Inbox.

Forwarding a Message

Forwarding a message allows you to send a message originally sent to you, to another individual.

1. Open a message in Outlook Web Access.
2. Click the **Forward** button. 
3. Enter an email address in the **To...** field or click the To... button to select from the Global Address List or your Personal Address Book.
4. Enter the message text.
5. Click **Send**  when the message is completed.

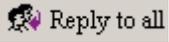
Using Microsoft Outlook Web Access

Replying to a Message

Replying to a message creates a new email with the sender's name in the To... field and the same text in the Subject... field.

1. Open a message in Outlook Web Access.
2. To reply to the original sender *only*, click **Reply** - 

OR

To reply to all names shown in the To... field, click **Reply to all** - 

3. Add additional email addresses to the To..., Cc... and Bcc... fields if desired.
4. Enter the message text.
5. Click Send when done. 

Searching for Messages

You can use the search tool to find a message based on sender name, subject line or message text.

1. Display your message Inbox.
2. Click the **Search** button on the Outlook toolbar. 

Using Microsoft Outlook Web Access

Search : Outlook Web Access - Microsoft Internet Explorer

Help

Type the words you want to search for, and then click "Find Now."

You are searching this folder: **Inbox**

Search Subfolders

Look in the Subject for these word(s):

Also search message body

From:

Sent To:

Find Now

Search Results:

Kreisberg, Lauren G. : Inbox

There are no items to show in this view.

Close

3.

Enter text in the text field(s) as described below to define your search criteria. Enter search information in more than one field to refine your search:

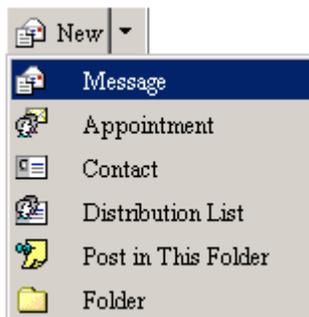
- a. **Look in the Subject for these word(s):** finds subject line text.
 - b. **From:** finds sender's names;
 - c. **Sent to:** finds individuals names in the To: field.
4. Click **Find Now** to execute the search.
 5. Click **Close** to return the OWA Inbox.

Using Microsoft Outlook Web Access

Creating and Sending Messages

Follow the steps below to compose and send an email message.

1. Select New, Message from the Outlook toolbar.



2. Enter an Internet e-mail address in the To: text box.
3. To send someone a Carbon Copy, enter an Internet e-mail address in the Cc: text box.
4. To send someone a Blind Carbon Copy, enter an Internet e-mail address in the Bcc: text box.
5. Enter the message topic in the Subject: text box.
6. Type your message in the Message: text area. Text will automatically wrap when typing. You will only need to press return to begin a new paragraph.
7. Click the **Send** button when done. 

Message Drafts

If you started a message in OWA but don't have time to finish it, you can save a draft of the message that can be opened and completed at a later time.

Saving a Message Draft

1. Create a new message as detailed in the steps under "Creating and Sending Messages" above.
2. Enter all or part of the message to be sent.
3. Click the **Save** button in the OWA toolbar. 

Using Microsoft Outlook Web Access

Retrieving and Sending a Message Draft

Message drafts are stored in the Drafts folder. Follow the steps below to access a message previously saved.

1. Display the Outlook Folder listing by clicking on the **Folders** button



in the Outlook bar.

2. Click the **Drafts** folder to display its contents.  Drafts
3. Click the subject of the message to open it.
4. Complete the message text or any other changes that need to be made.
5. Click **Send** to forward the message to the addressees.

Message Attachments

Use the steps below to send a file along with your email message.

Note: There is an 8 MB file size limitation on attached documents.

1. Create a new message.
2. Compose and address the message as you normally would.
3. Click the paper clip button to select a document as an attachment. 
4. Click the **Browse...** button.
5. Navigate through the Open File dialog box to locate the file you wish to attach.
6. Double click on the file name (or highlight the file and click **Open**).
7. Click the **Attach** button.
8. Repeat steps 4 through 7 to attach additional documents to the message.
9. Click the **Close** button to return to the message composition area.
10. Click **Send** to forward the message to the current addressees.

Message Options

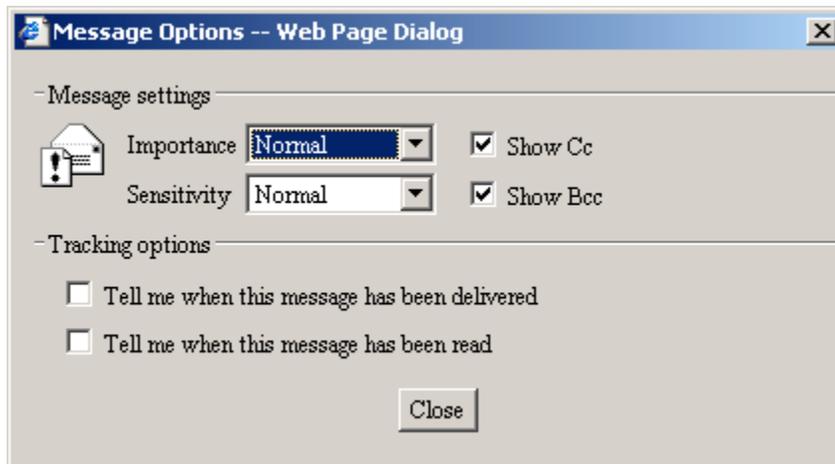
Message options provide a way for you to set message priority and request delivery and read receipts.

Message Priority

Setting a message priority is a way for you to indicate the message's level of urgency to the addressees.

1. Create a new message.
2. Compose and address the message as you normally would.

3. Click the Option button on the message toolbar.



4. Select a priority level from the Importance menu. Message priorities can be set to Low, Normal or High.
5. Click the **Close** button.
6. Send the message by clicking the Send button on the message toolbar.

Using Microsoft Outlook Web Access

Message Receipts

Message receipts, if enabled, will return messages to you indicating the email has been delivered and/or that addressee has opened the message.

1. Create a new message.
2. Compose and address the message as you normally would.
3. Click the Option button on the message toolbar. 



4. Select a Tracking option by clicking the in the appropriate check box:
 - a. **Tell me when this message has been delivered** – will indicate that the message has been placed in the addressee’s Inbox on the server.
 - b. **Tell me when this message has been read** – will indicate that the message has been opened.
5. Click **Close**.
6. Send the message.

Folders

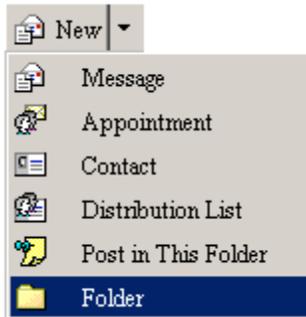
Folders provide a way to organize your email messages. Outlook also provides some folders by default, such as the Deleted Items and Sent Items folders. Messages can be moved or copied into folders. If you access your HMS email account from multiple locations, any folder you create while using Outlook will be available to you, from either Microsoft Outlook or Microsoft Outlook Web Access.

Using Microsoft Outlook Web Access

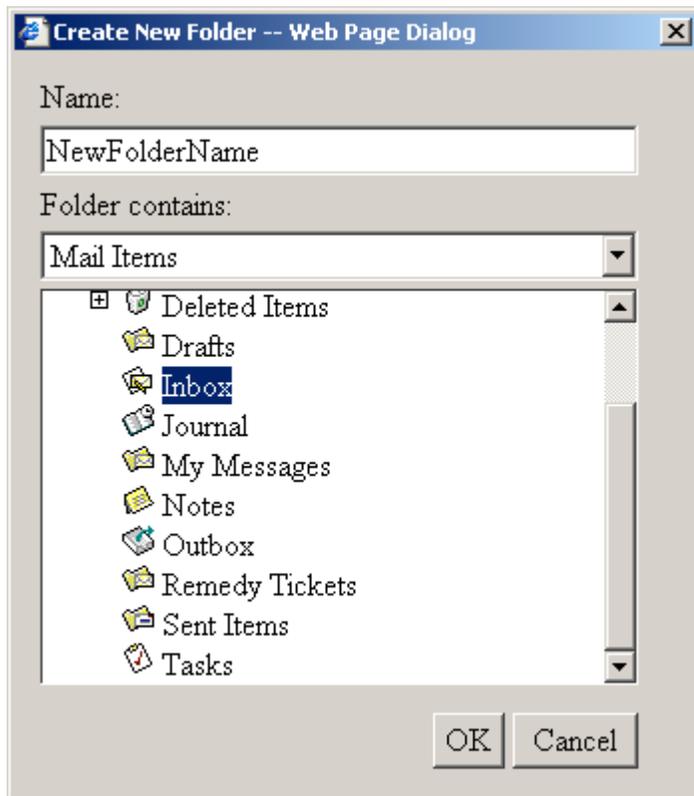
Creating Folders

When you create a folder, the new folder will be placed within the currently selected folder. You can create folders within your Inbox or with the other Outlook folders.

1. Click the **Folders** button on the Outlook bar. 
 - a. To create a folder at the top level, click your name at the top of the folder listing.
 - b. To create a folder within another folder, click the parent folder name. For example, to create a folder within the Inbox, click once on the Inbox folder.
2. Select the **Folder** option from the **New** menu on the Outlook toolbar.



3. Enter a name for the folder.



Using Microsoft Outlook Web Access

4. For the “Folder contains” option, select Mail Items if not displayed.
5. Click **OK**.

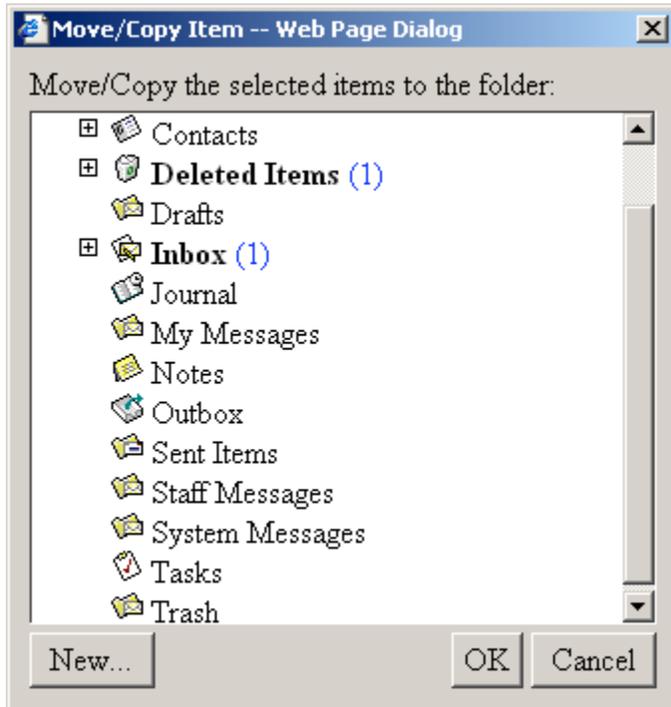
Storing Messages in Folders

Follow the instructions below to move message(s) into an existing folder.

1. Select the message(s) to be moved.
 - a. To select a single message, click once anywhere on the message.
 - b. To select multiple adjacent messages
 - i. Click the top message;
 - ii. Press and hold the **Shift** key;
 - iii. Click the last message.
 - c. To select multiple non-contiguous messages:
 - i. Click the first message;
 - ii. Press and hold the **Ctrl** key;
 - iii. Click as many additional messages as desired.
2. Click the **Move to Folder** button on the Outlook toolbar. 
3. Highlight the folder that you wish the selected message(s) to be moved to.

Using Microsoft Outlook Web Access

Note: Sub-folders are not shown. If you want to move a message to a folder within a folder, click the plus sign next to the parent folder.



4. Click **OK**.

Creating an Out of Office Message

You can have Microsoft Outlook automatically send an email indicating that you are out of the office. The out of office message will be sent as an automatic reply to any incoming mail. The out of office message remains in effect until you disable it.

	<ol style="list-style-type: none">1. Click the Shortcuts button in the Outlook bar.2. Click the Options shortcut button.3. Click the radio button next to “I’m currently out of the office” under the Out of Office Assistant.4. Enter the message text that you want sent to those individuals who send you mail while you’re away. You can include information about when you’ll be back in the office and alternate contact information if appropriate.5. Click the Save and Close button to save your changes and return to the OWA Inbox.  <p>Note: Remember to set the Out of Office Assistant back to “I’m currently in the office” when you return.</p>
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Deleting Messages

Deleting messages involves selecting the message(s) to be deleted and then flagging them for deletion.

1. Select the message to be deleted.
2. Click the Delete button on the OWA toolbar. 

Using Microsoft Outlook Web Access

Logging Off

It is important that you disconnect from OWA when you are done reading your mail.

1. Make sure you have read and responded to all the email messages you need to.
2. Click the **Logoff** shortcut button on the left side of the window.



3. To assure that no one can use the Back button to access your email account, choose **File, Close** from the menu.