

Microsoft® Outlook® Web App 2010

Quick Reference Card

netmail™

Accessing Outlook Web App

You can access your mailbox through any browser that supports HTML 3.2 and ECMA. To access your mailbox, enter your “OWA” web address/url that was provided to you by your network specialist or navigate to www.outlook.com (Outlook Live). On the “Sign In” page enter your **Domain\user** name and **password**.

Outlook Web App Home Page

The default view opens to the **Mail Folder**, **Navigation Pane**, **Messaging Pane**, and the **Reading Pane**. The **Home Page** provides easy access to your messages and collaboration activities.

Filter email items

Click the **Filter** link to sort and find email by a specific category.


Reply to an email

Click the icons to **Reply** and **Forward** messages.


Options

Click the **Options** link to manage your mailbox.

Find Someone Search

Quickly search for people by inputting their names. Click the **Address Book** icon  to access other address books and contacts

Create New Message

Click the **New** icon  (Ctrl+N) to create a new message.

Apply Actions to items

Right-click a selected item to apply actions and rules to messages and folders.

Navigation Pane

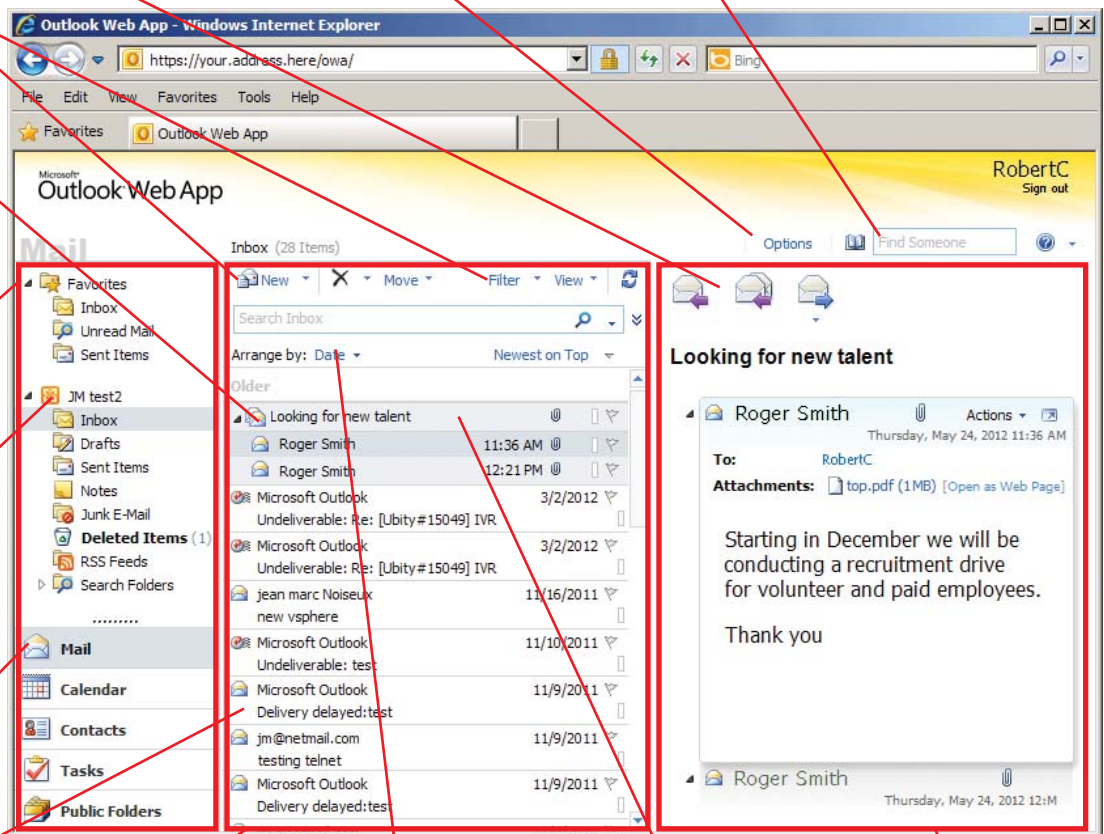
Lets you select and organize items in your mailbox.

Folder List View

Select the folders you want to view. **Right-click** a selected item to access **Folder Actions**.

Selection Buttons

Choose which **Content Pane** you wish to view.



Message List

Displays email messages, sender's name, subject, date, size, and importance.

Messaging List Pane

Displays all emails in a selected folder.

Sort and group email items by clicking the **Arrange by** link above the Message List. **Note:** All related emails will be grouped by **Conversation** unless this feature is unchecked.

New Conversation View

View group messages from a single conversation, or subject line, together.

Reading Pane

Read emails and see attachments.

Outlook Web App Options

From the Home Page *Click* the **Options** link to manage your mailbox.

Account: You can view or update your account information.

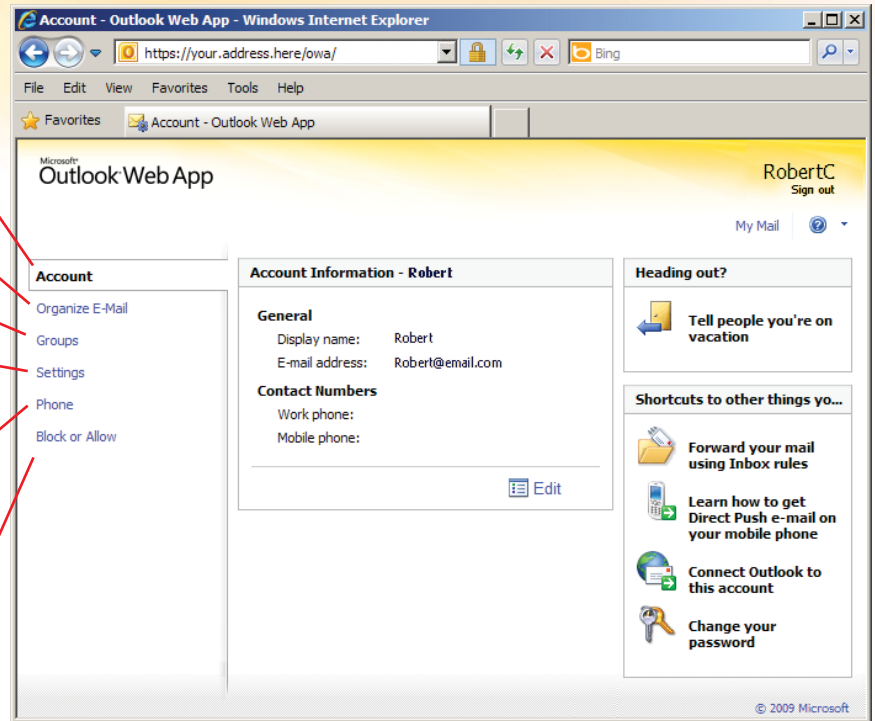
Organize E-Mail: Set Inbox Rules, Automatic Replies, and Delivery Reports.

Groups: Join and leave groups sharing address books.

Settings: Manage settings for: Mail, Spelling, Calendar, General Settings, Region, Password, and S/MIME.

Phone: Lets you view all the mobile phones that you are currently using to synchronize with your mailbox (phones must be synchronized from your networked account).

Block or Allow: Control unwanted and unsolicited messages by creating and managing lists of email addresses and domains.




Composing and Sending an Email Message

This section will show you how to open, compose and send an email message.

Opening a new email:

To create a new email message:

- In any mail folder, *click* the **New**  icon.
- Using the keyboard enter (Ctrl+N).




The Mail Message Item

This is the main window where you create and compose the emails you wish to send.

To: Type the recipient's email address. (If the recipient is in your **Address Book** the name and address will be auto-completed. You can access the **Address Book** by clicking the "To" button.)

Cc: Send a carbon copy of this item to other users. To send a Blind carbon copy "**Bcc**" to other recipients, *click* the **Options** link at the top of the message window and check the **Show Bcc** box, *click* **OK**. (Recipients cannot see the other Bcc recipients.)

Send: *Click* the  **Send** button to send your message.

Attach Files: *Click* the attachment icon, browse and select the file, and *click* **Attach**.

Address Book: Find and create contacts.

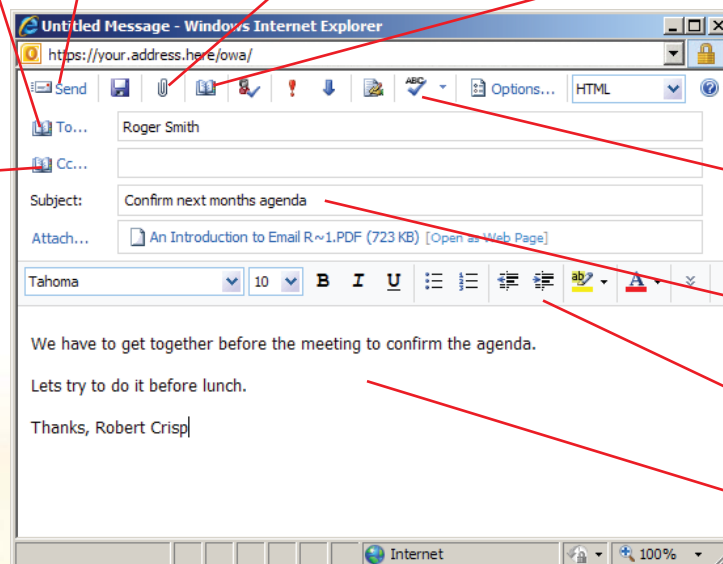
Tool Bar: Each type of folder has its own set of toolbar options specific to its function or purpose.

Check Spelling: Proof your message for spelling mistakes.

Subject: Enter the email subject.

Composition Tool Bar: Set text size, styles, and color.

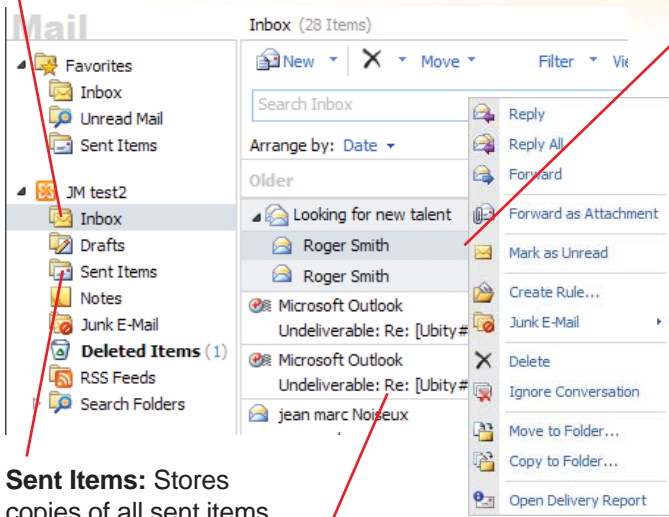
Message Area: Type the content of your message here.



Managing Received Messages

Outlook Web App offers a number of features to improve message management. You may organize your email items with color-coded categories, set rules, and file the messages in specific Cabinet folders.

Inbox: Stores received mail items.



Sent Items: Stores copies of all sent items.

Contents of selected folders will appear in the **Message List**.

Right-click an item to display the action menu.

Reply: Sends a reply message to the sender.

Reply All: Sends a reply message to the sender and all other recipients of the email.

Forward: Forwards the highlighted item to another recipient.

Forward as Attachment: Forwards the highlighted item to another recipient as an attachment to a message.

Mark as Unread: Marks the message as Unread.

Create Rule: Allows you to create specific management rules.

Junk E-Mail: Enables junk mail handling.

Delete: Delete the selected email message or messages.

Ignore Conversation: Deletes messages for the selected conversation from all folders.

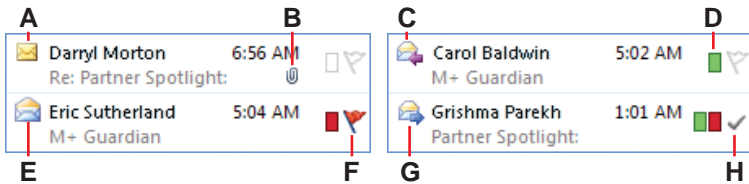
Move to Folder: Moves an item to a chosen folder.

Copy to Folder: Copies message to selected folder. (Copy and Paste are not available in Web App.)

Open Delivery Report: Shows you the delivery status and information for a sent or received message.

Standard Email Status Icons

The **Message List** displays the content of the items in the folders you select. Messages display the sender, subject, and the date and time the email was received, and icons indicate the type and status of the message.



A - Unread message

B - Attachment

C - Has been replied to

D - Categorized message

E - Has been read

F - Follow Up

G - Forwarded message

H - Follow Up complete

Received Mail Message Item

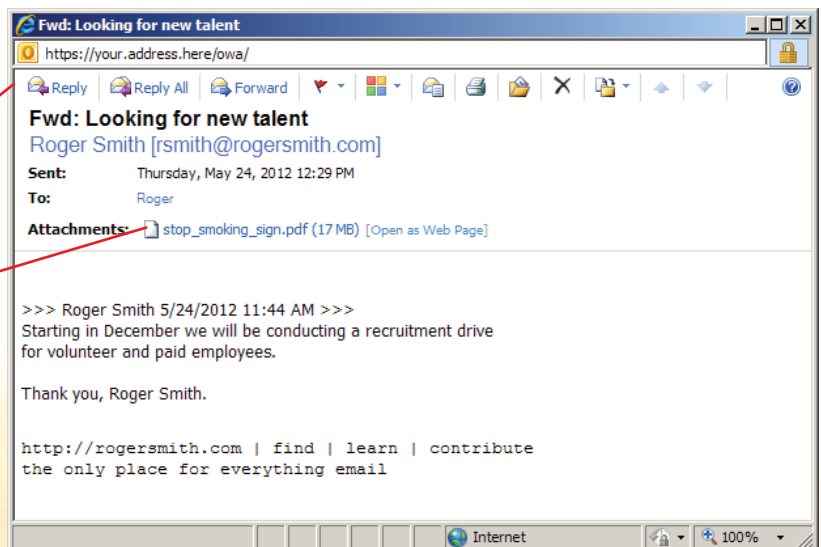
When you receive an email, it will be stored in your **Inbox** folder. After opening an email, you can read and manage it.

To open a received message select the message and view it in the **Reading Pane** or *double-click* the selected item to open it in a separate window.

You can use the **Tool Bar** to reply, forward, delete, move to folders, create a rule, block, categorize, and find related items.

Attachments: To open an attachment, *click* the link, or *right-click* the attachment and select Open or Save Target As.


To close the email window: *Click* the exit button in the upper right corner of the window.





Address Book and Contacts

Use the **Address Book** to look up and select Contacts and Distribution lists when you address messages.

Finding Names in the Find Someone Search box

From the **Home Page**, type the name of the contact that you want to find in the **Find Someone**  box. Outlook will search in **Contacts**. If no match is found, Outlook will then search all the available **Address Books**.

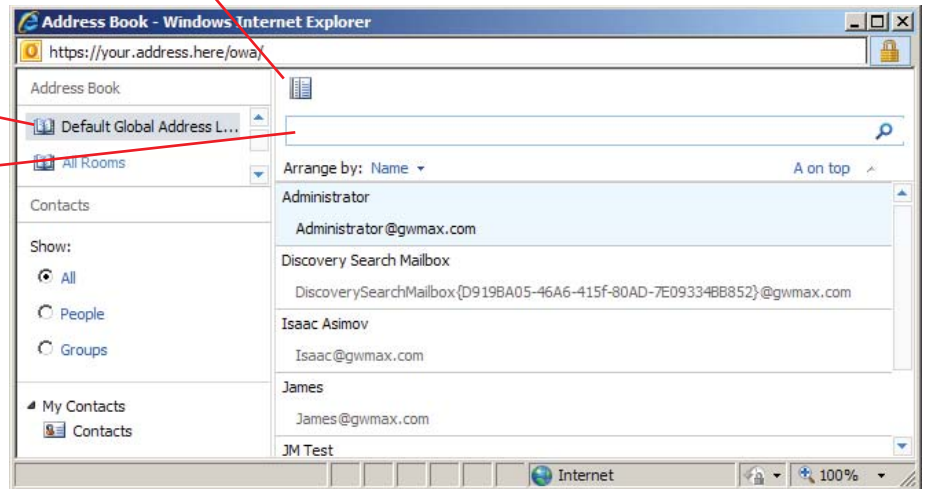
How to Open the Address Book

From the **Home Page**, *click* the **Address Book**  icon at the top of the window. When sending a message, *click* the **Address Book**  icon at the top of the window.

Turn the **Reading Pane** on to view messages in the same window.


Using the Address Book:

1. In the **Address Book** list, choose the address book you want to search.
2. In the **Search** box, type the name, or part of a name (Outlook will auto-complete the name), that you are searching for.
3. If you wish to send an email to the selected name, right-click the selection and choose **New Message**.



Create and Manage Contacts



To Create a New Contact:

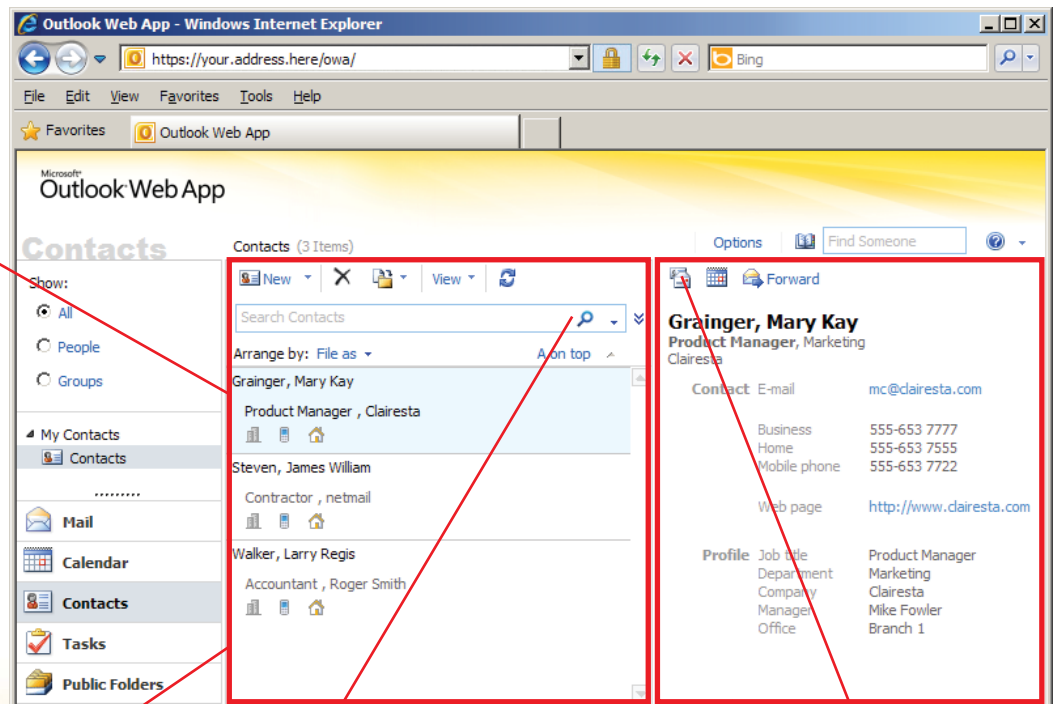
Click the **Contact** Button  in the **Navigation Pane** to open the **Contacts** window.

Open, Modify, and Add Contacts:

Open Existing Contact: Enter the name of the contact you wish to open in the **Search Box**, or scroll for the contact in the **Contacts List Pane**, *click* on the contact to select it. To open a Contacts file, *right-click* the selected item and choose **Open**, or *double-click* the selected item.

Modify a Contact's Information: *Right-click* the selected item and choose **Open**, or *double-click* the selected item, make the desired changes and *click* **Save and Close** at the top of the window.

Add New Contact: *Click* the **New Contact**  **New**  icon (Ctrl+N). Enter the appropriate information, *click* **Save and Close**.




Contacts List Pane.

Use the **Search Box** to quickly find Contacts.

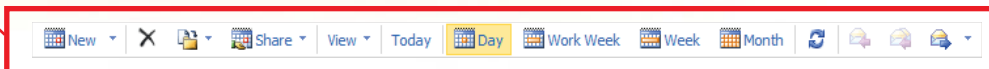
View a selected Contact's information in the **Reading Pane**.



Use the **Tool Bar** to create a new message or appointment addressed to the selected contact.

Calendar and Scheduling

The Outlook **Calendar** lets you manage **Appointments** and **Tasks**. You can create multiple calendars and share calendars with others. To access your **Calendar**, click the **Calendar** Button  in the **Navigation Pane**.

Tool Bar: You can use the Tool Bar to create new calendar items and apply actions, you can also select the calendar view you prefer: Day, Week, Month.



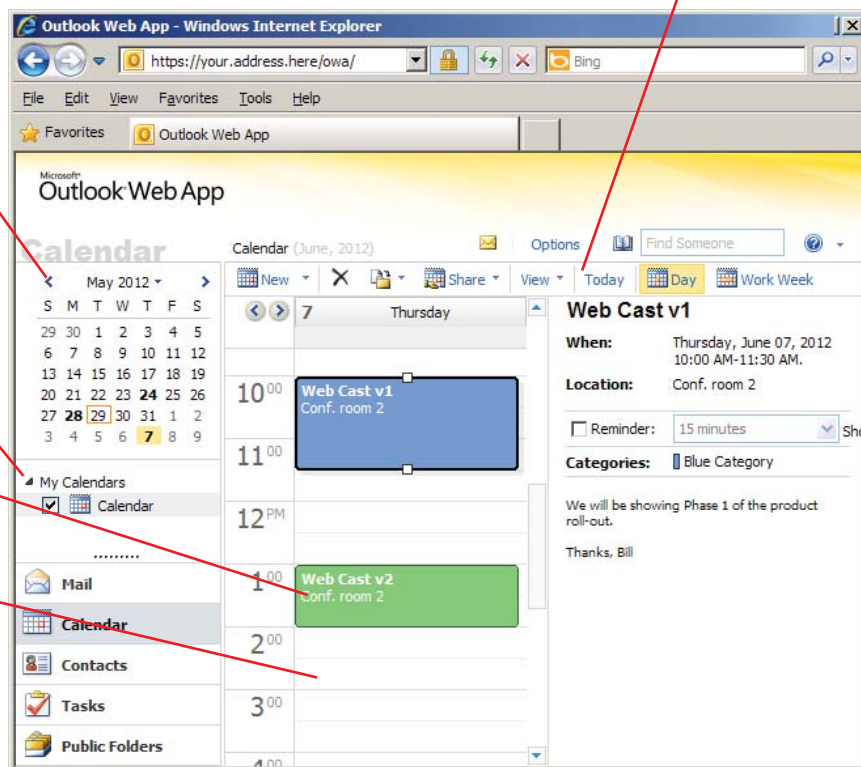
Use the **Navigation Arrows**  May 2012  to display the next or previous dates. Click a date to display the events for that day. Dates that appear in bold indicate scheduled activities.

Displays calendars that you have created or calendars you have shared rights to. To manage the Calendar folders, *right-click* in the **My Calendars** field and select the desired action.



To view an existing Calendar item, *double-click* it to open and view the details.

To create a new Appointment, Task or Note, *double-click* the respective item area or select the appropriate action in the **Tool Bar**.

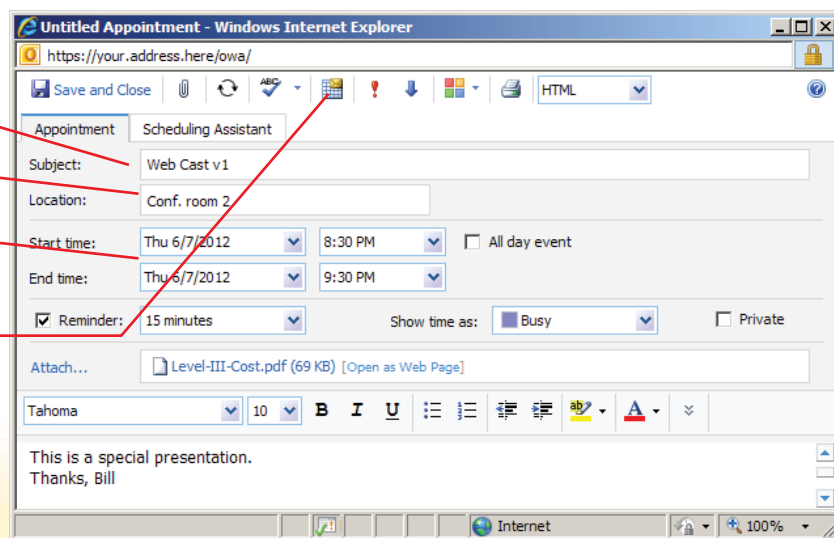
To reschedule an item, drag it to the updated date and time (does not apply to group appointments sent by another user).



Schedule an Appointment:


1. Click the  **New** icon in the **Tool Bar** (Ctrl+N).
2. Type a subject for your appointment in the **Subject** field.
3. Enter the meeting location in the **Location** field.
4. Enter the **Start Time** and **End Time**.
5. Type an optional message or add attachments for the appointment.
6. Click **Invite Attendees**  icon in the **Tool Bar** and choose which people or groups you would like to invite.
7. Click **Send**.

Note: If there is a conflict when scheduling appointments or meetings, Outlook will automatically notify you. You can also select the **Scheduling Assistant** tab and check the recipient(s) calendar(s) for conflicts.




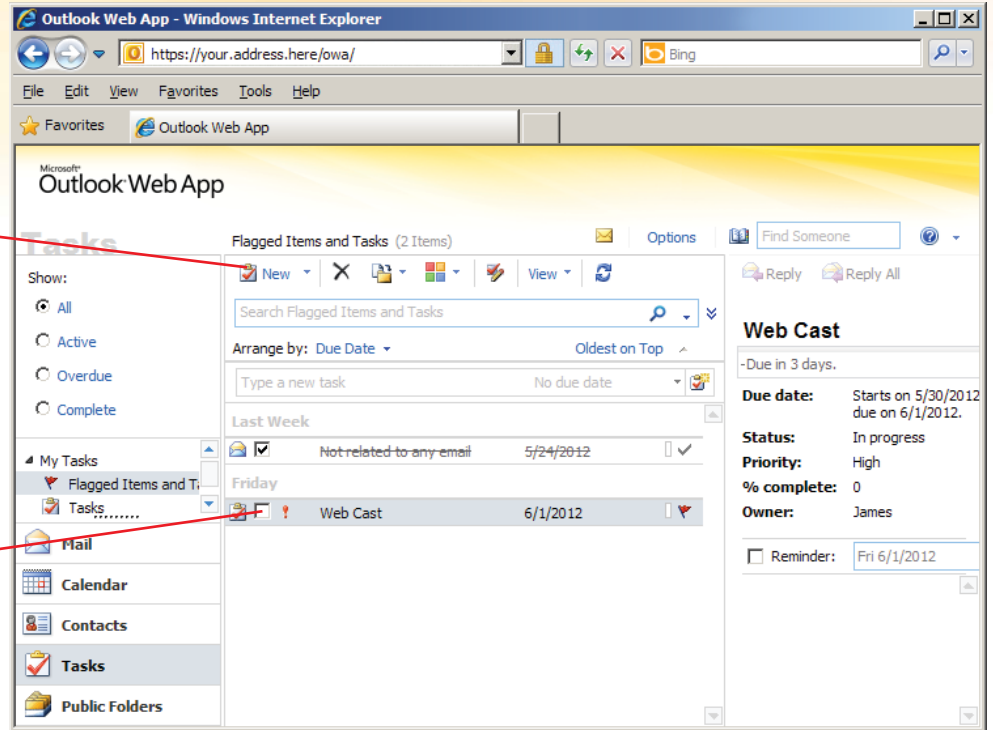
Tasks

Tasks let you track anything that you choose. For example, you can create a task to write a report, and then add a reminder, start date, due date, and notes to the task.

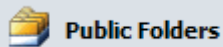
Create a New Task: Click the **New Task**  icon (Ctrl+N). Enter the appropriate information, click **Save** and **Close**.

Modify a Task: Find the task you want to modify, and then click it to select it. Open the task by double-clicking it, make the desired changes and, click **Save and Close**.

Mark a Task as Complete: Select the check box next to the task or click **Mark Complete** on the toolbar to mark it complete, or click the **Mark Complete**  icon in the Tool Bar.



Public Folders



Public Folders are used by project teams or groups of users to share information about a common area of interest. Public folders can contain any kind of item, for example, messages, appointments, contacts, tasks, journal entries, notes, forms, files, and posts.

Messaging Icons and What They Mean

Below is a list of common icons you will see associated with the messages you receive in Outlook.

<p>Email Messages</p> <ul style="list-style-type: none"> Unread Message Read Message Unread Signed Message Read Signed Message Unread Encrypted Message Read Encrypted Message Draft Replied to Message Replied to Signed Message Replied to Encrypted Message Forwarded Message Forwarded Signed Message Forwarded Encrypted Message Out of Office Message Sending Message Message Recall Request Message Recall Successful Message Recall Failure 	<ul style="list-style-type: none"> Multimedia Message Delivery Report Non Delivery Report Read Notice Deleted Not Read Notice Secure Receipt Post Replied to Post Message Hold (Receipts) 	<ul style="list-style-type: none"> Start Time End Time All Day Event Scheduled Meeting Private Item Reminder is Associated Meeting Workspace File Attachment is Associated More Items 	<ul style="list-style-type: none"> Recurring Task Task Request
	<p>Meeting Messages</p> <ul style="list-style-type: none"> Meeting Request Accepted Meeting Request Cancelled Meeting Request Declined Meeting Request Tentative Meeting Request 	<p>Contacts</p> <ul style="list-style-type: none"> Contact Contact, journaling enabled Distribution List 	<p>General</p> <ul style="list-style-type: none"> High Importance Low Importance Attachment Unresolved Possible Problem Sticky Note
	<p>Calendar</p> <ul style="list-style-type: none"> Recurring Item Exception to Recurring Item Data Conflict 	<p>Tasks</p> <ul style="list-style-type: none"> Task Received Task Accepted Task Declined Task Delegated Task 	<p>Security</p> <ul style="list-style-type: none"> Valid Signature Invalid Signature Encrypted Unknown Signature Signature Warning
			<p>Flag</p> <ul style="list-style-type: none"> No Follow Up Flag Follow Up Flag Follow Up Completed