Outlook Web App 2013 User Guide
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1. Signing into User Mail using the Outlook Web App

OWA URL,  https://webmail.rcfltd.com/owa

Use your ticket number and password to login as mentioned below:
2. **The New OWA User Interface**

The image below displays the mail area of the new OWA interface:

- **A Quick New Mail Button**
  
  Click **new mail** to create a new message.

- **B Folder List**
  
  This section shows the folders in your mailbox and other folders such as favorites and archive folders. To expand and collapse a folder, click its triangle icon. To show or hide the left-hand pane, click the >> or << icon at the top.

- **C Message List**
  
  The message list contains each message in the current folder, showing the sender, the subject (title), and the first line of the message. Messages are normally grouped into 'conversations' by default. Each entry in the list view has additional information, such as how many unread messages there are in a conversation, and icons to show if there’s an attachment, flag, or category associated with any messages in the conversation. If you select a conversation, you can then delete it, add a flag, or add a category by right-clicking and choosing from the drop-down menu, or by clicking the appropriate icon.

- **D Reading Pane**
  
  The image below plays the mail area of the new OWA interface.
The reading pane displays the conversation that you’ve selected.

E Instant Search Box

Type what you want to search for here. This could be a sender or recipient’s name, or a word or phrase in the title or body of a message. Below the search box are filters that you can select to quickly find messages that are unread, that include your name in the To or the Cc line (to me), or that have been flagged. In addition to the filters, you’ll see the name of the folder you’re viewing and the view you’ve selected. For more information on selecting message recipients, please see the section titled Selecting recipients for your email.

F Action Bar

You can respond to any message in the conversation by using the REPLY, REPLY ALL, or FORWARD links above the message. You can access more actions using the menu, for example to categorize the message or mark it as junk.

G Main Toolbar

The main toolbar contains shortcuts to Outlook (email), Calendar and People (contacts). You can also use this toolbar to access your settings, user profile or sign out of OWA.
3. Using the Outlook Web App

Creating a new message

To create a new message:

1. Click the new mail icon in the top left corner. A new message form is displayed in the reading pane (or in a pop-up window, if you have disabled the reading pane).

2. Enter the recipients in the To or Cc field. You can type the name of anyone who is in your contacts folder or establishment’s address list, or you can type the email address. The first time you enter a particular person’s name, Outlook Web App searches for that person’s address. In the future, the name will be cached so it will resolve quickly.

3. Enter a Subject for your message.

4. Type the message you want to send.

5. To add an attachment, click INSERT then Attachment at the top of the screen and browse to the file you want to attach.

6. To embed a picture, so that it is displayed in the message without the recipient having to open it, click INSERT, then Picture, and browse to the picture you want to add.
7. When you’ve finished and your message is ready to go, click SEND.

Other messaging options

For a menu of other options, click the extended menu icon.

Here you can choose from the following options:

**Save:** Outlook Web App automatically saves your messages as you compose, but you can choose this option to force a save at any time.

**Show bcc:** You can use bcc (blind carbon copy) to add a recipient while hiding their name from the other recipients.

**Show from:** If you have permission to send from more than one address, you can use this field to change the ‘from address’ of the message you’re composing.

**Set importance:** Use this to set message importance. This doesn’t change how Outlook handles the message, but lets the recipients know whether the message is of high or low importance.

**Insert signature:** If you’ve created a signature in Mail settings, but didn’t configure it to be automatically added to your messages, you can add it by clicking here.

**Switch to plain text/switch to HTML:** HTML text can be formatted with bolding, underlining, colored text, a choice of fonts, etc. If HTML text is selected, a text-editing toolbar is displayed above the message body. Please note that your recipient(s) may be using a device that can’t display that formatting correctly.

To customize the selection of tools shown on the toolbar, click the down-arrow at the right of the toolbar, and check or uncheck the boxes to choose the tools you want to be displayed.
Show message options: Here you can set message sensitivity, or request receipts. The sensitivity settings are Normal, Personal, Private, and Confidential. They are only for information: they don’t change how the message is handled. You can request a delivery receipt to let you know when a message that you’ve sent has reached the recipients. A read receipt will tell you when a message that you sent has been marked as read. Some email programs allow recipients to choose whether or not to respond to read receipts.

4. Selecting recipients for your email

You can select who you want to send your email to in a variety of ways:

Option 1: On the To and Cc lines, type the names or email addresses of the recipients. Use a semicolon (;) to separate multiple names.

When you type a name on the To or Cc lines in a new message, Outlook will try to match or resolve the names. You can wait for this to happen automatically or select search contacts and directory to provide a list of suitable names from both your contacts and the global directory.

Resolved names are shown in bold. Unresolved names are shown in grey text.

Option 2: To add recipients from an address book, such as the Global Address Book (GAL), you can also select the ‘To’
or ‘Cc’ Link at the left of the lines, or the + sign at the end of the selected field.

Clicking on any of these links opens the Address Book, where you can search for a person in the Global Address List (GAL) or your Contacts folder. You can use the double arrow (<<) at the top of your contacts folders to collapse or expand them.

Once you have located your recipient, select their name(s) and click Add email to add them to your message. When you have finished selecting your recipients, click OK to confirm and return to the message (or CANCEL to remove).

To remove recipients from a message, right-click the name and then choose remove, or select the name and press the Delete key.

Using the Blind Carbon Copy Feature (Bcc)

You might want to include recipients without having them visible to everyone you sent the message to. You can do this using ‘Bcc’ (Blind carbon copy). Bcc recipients get a copy of the message, but their names don't appear in the list of recipients.
To access Bcc, click the extended menu icon ⚙️ within a new email message and choose Show Bcc. A Bcc field will appear on your new email message.

To read a message:
Click on a message in the list to display it in the reading pane. Alternatively, you can double-click on an email from the list pane to open the message in a new window.

To reply to or forward a message:

1. In the reading pane or message window, click the response option you want (REPLY, REPLY ALL or FORWARD).

2. Add any additional recipients, if required (for more information about selecting your email recipients, see section titled Selecting recipients for your email).

3. Enter the content of your message.

4. When you have finished, click SEND.
6. Creating and using mailbox folders

It’s useful to create folders in your mail area, to help you organize and find your messages. The left-hand pane displays all the folders you have access to. When you select a folder, items from that folder are displayed in the center message list.

Creating new folders

1. Right-click Inbox, as this is the folder that will contain the new folder. (To create a new top-level folder, you would right-click your name at the top of the list.)

2. Choose create new folder.

3. In the blank field, type the name of the new folder.

4. Press Enter to save your changes.
7. Managing folders

To expand or collapse the list of subfolders, click the arrow by the parent folder. When you right-click on a folder, a drop-down menu appears. This menu gives you other useful options for managing and quickly finding your folders, including:

**Rename:** For folders that you cannot rename (e.g. Inbox), this option is greyed out.

**Delete:** This moves the folder to the Deleted Items folder. It’s not permanently removed until you empty or manually delete the folder from the Deleted Items folder (see section 4.9 for more on recovering deleted items).

**Add to Favorites:** This adds the folder to the Favorites folder, making it easier to find. Note that this doesn’t move the folder.

**Move** (Note that you can also move folders by dragging and dropping.)
8. Viewing, Printing and Deleting Messages

The mail list view displays a list of all the current messages in the selected folder. If a message is unread, its subject line is shaded in color (by default, blue) with a blue vertical line to the left of the email.

*Example of unread email in OWA:*

```
Jeff IT
Another Test OWA Email
This is what a READ email looks like in OWA. The...
```

When you select a message, it is shaded and a tick is shown by the sender’s name. If you have the reading pane enabled, the selected email contents should be displayed.

*Example of a selected email in OWA:*

```
Jeff IT
Another Test OWA Email
This is what a READ email looks like in OWA. The...
```

*Example of a read email in OWA:*

```
Jeff IT
Another Test OWA Email
This is what a READ email looks like in OWA. The...
```

**Right-click** on a message to see the menu of options for deleting, marking, flagging, moving, categorizing, and other actions. (You can also move messages by dragging and dropping them between folders.)

Now that you can also flag or delete an email directly from the message list by clicking the <> or X on the highlighted email.

**Tips for working with messages in the message list:**
To select a block of adjacent messages, select the first message and then hold down the Shift key while you click on the last message in the block.

To select multiple messages that aren’t adjacent, hold down the Ctrl key while you click each message you want to select.

To search your emails, use the ‘search mail and people’ box at the top of the center pane: type in the word, name or phrase that you want to find.

When you are using the search box, various options for refining your search are displayed in the left pane, above the folder list.

To clear the filter/sort/search fields, click the grey ‘X’ to the right of the search box.

**Printing emails**

To print an email, click the extended menu icon within the email message and choose Print.

**Deleting emails**

Emails can be deleted several ways:

Deleting messages from the message list:

Option 1: Select an email from the message list and press the Delete button on your keyboard.
Option 2: Right-click on an email in your message list and choose Delete from the menu options.
**Tip:** To delete several emails at once, hold down the Ctrl button of your keyboard (on Windows computers) as you select multiple emails from the message list.

Deleting messages from the reading pane:

**Option 1:** Click the extended menu icon and choose Delete.
9. Understanding and Using Conversation Threads

Conversation view shows all messages with the same subject as a threaded conversation, no matter what folder they're stored in. For example, if you've replied to a message in your Inbox, you'll see both the original message and your reply in conversation view. The default setting for the list view is to group messages by conversation and to sort them by the date received, with the newest messages on top.

You can change this option by clicking the sort arrow at the top of the list view and choosing the off option for conversations.

When you turn off conversations, messages are displayed in the reading pane individually.

If you want to review a conversation from the main window, click the arrow by the subject line to expand or collapse the conversation.

The image below shows an example of an expanded email conversation in the conversation view. When the conversation 'thread' is expanded, the messages in the thread are listed under the subject line; you can click any message to review it in the reading pane. In the reading pane you can click on the message to expand or collapse it.
10. Using Contacts (People)

The People area is where you can access your stored personal contacts and view any distribution or address lists that have been created, such as the Global Address List (GAL). You can use a contact card to store as much or as little information as you like about a contact. You can also create groups within your People folders. Groups can be used to send email to multiple recipients through a single entry.

To access the People (contacts) section, click on the People link located on the main toolbar.

The image below displays the People area of the new OWA interface

A  New contact button

Click + new to create a new contact.

B  Sources:

Select the source(s) you want to include for contact information. Under My Contacts you can create folders for your contacts.

C  Contact list

Shows a list of all contacts in the current folder/search.
D Contact details

Shows contact information for the selected contact

E Search box

Type here to search for contacts in your Directory. Below the search box are filters you can choose to restrict the items displayed (people, groups, rooms or all).

Linking and unlinking contacts

Outlook Web App detects contacts that have the same or very similar display names, and will link them into a single view. To see which contacts have been linked, choose a contact card, and then click Manage in the reading pane.

Creating and using contact groups

You can use contact groups to send email to multiple recipients through a single entry in your Contacts folder. A group can include entries from your Contacts folder and from the Jefferson Global Address List (GAL). You can use groups to send messages and meeting requests just as if they were individual contacts. Groups that you create in your contacts folder do not appear in the Global Address Book.

To create a contact group:

1. Select the contact folder where you want to create the group (My Contacts or a subfolder).

2. Click new and choose create group.
3. In the new group window, enter the information you want to include for the group.

**Group name:** Enter a display name for this group.

**Members:** Use the search box to select the names of the members you want in this group.

**Notes:** Enter any other information you want to include about this group.

4. Click SAVE to create the group.

The new contact group is displayed in your contact list, and can be quickly located using the group filter.
11. The Calendar Area

Your calendar lets you create and track appointments and meetings. You can create multiple calendars, link to other people’s calendars, and even share your calendar with other people within Jefferson. A meeting that you’ve been invited to will show the organizer and include links to respond to the invitation. If the organizer has included an online meeting invitation, you’ll see a link to join the meeting.

You can display your calendar in four different views: day, work week, week, and month.

The image below displays the Calendar area of the new OWA interface.

A New Event Button

Click + new event to create a new appointment, meeting or all-day event.

B Outline calendar

Use section to navigate to the date you want. Shading indicates the week/month you’re currently viewing, with the current date shaded darker. Use the right and left arrows to move to the next or previous month. Click <=/> navigate between months. Click on the month name to quickly navigate to a specific month/year.
C Calendar selection

You can view more than one calendar at a time. This section lets you create other calendars, e.g. for a specific project or for personal appointments. You can also add other people’s calendars and select which to display. If you select multiple calendars to display, they’ll be merged into a single view with each calendar coded by color.

D Main calendar area

Here your calendar items are displayed, and you can also create new ones. Double-click any white space in this window to create a new item for that time, or click and drag to create a new item in a longer time period.

E Calendar entry detail

When you select on a specific calendar entry from the main calendar area, the entry’s details will appear in this pane. If you are in month view, you will see your calendar entries for the day you have selected in the main calendar area.

F Selected calendars

This area will list the calendars that are currently being viewed in the main calendar area. If you have selected multiple calendars to view at once, then each calendar will be listed in this area with its associated entry color. To eliminate a specific calendar from view, click the x next to the calendar name.

G Additional links

This area provides more navigation shortcuts. Click the link to view the selected period. Use the right and left arrows to move to the next or previous period.

H Day, work week, week, month

Select the calendar view you want, and share or print your calendar.

Week view: This is the default view when you first visit your calendar in Outlook Web App. You can use the links in the top right corner to change to day, work week or month.

Day view: The day view is most useful if you have many appointments in a day, or if you want to view multiple schedules side by side. The controls remain the same; only the view has changed.

Month view: The month view can appear crowded. To make it more usable, an agenda is displayed for any day you select.
**A  Month view**

Dark shading shows the current date; lighter shading shows the selected month.

**B  Current day**

The selected day is shaded with a blue bar. To view an item, double-click it. To create a new event on any date, double-click in the white space for that date.

**C  Selected date**

Selected date(s) will be shaded in light blue.

**D  Agenda**

The agenda for the selected day. To create a new item for the selected date, double-click in the white space in the agenda.