

# HGC SUPERHUB HOSTED EXCHANGE EMAIL OUTLOOK WEB APP (OWA) 2010 USER GUIDE

V2013.6

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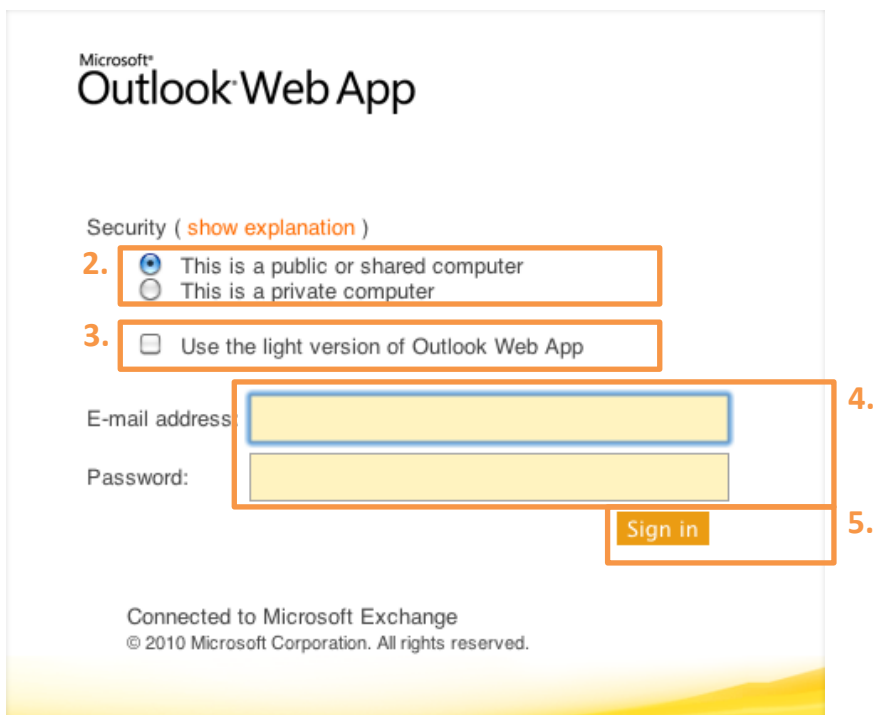
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## 1. Get Started

### 1.1 Log into Your Email Account over the Web

Steps:

1. Open your internet browser, and enter the following address: [webmail.hgcbizmail.com](http://webmail.hgcbizmail.com).
2. You can simply check the option for logging in via a public or shared computer for more secured measures.
3. There is another option for the Light Version of Outlook.
4. Please enter your **Email Address** and password.
5. Click **Log On**.



Microsoft®  
**Outlook Web App**

Security ( [show explanation](#) )

2. ☒ This is a public or shared computer  
☐ This is a private computer

3. ☐ Use the light version of Outlook Web App

E-mail address:

Password:

4.

5.

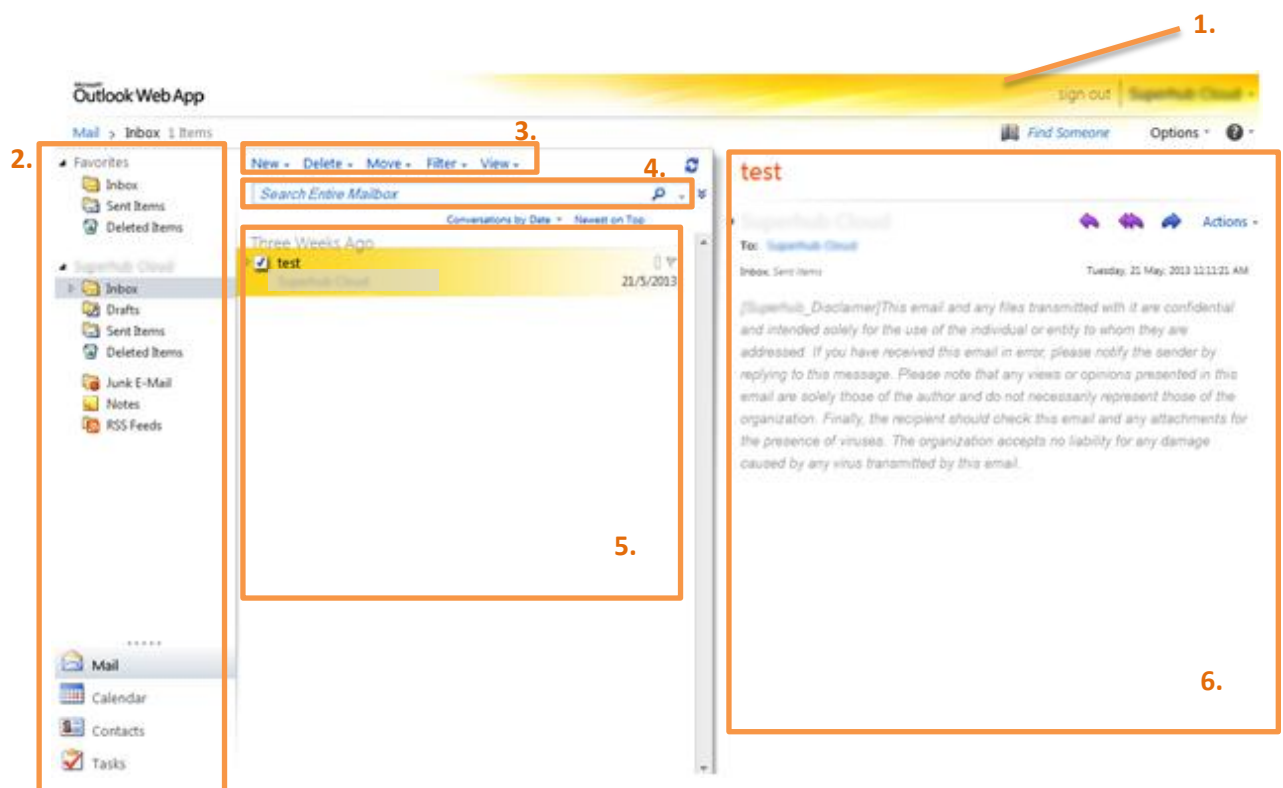
Connected to Microsoft Exchange  
© 2010 Microsoft Corporation. All rights reserved.

\* The OWA Light Option provides an interface with fewer features. Useful if broadband speed is low. OWA Light addresses accessibility requirements and is optimized for users with low vision. Open with OWA Light by clicking on the checkbox to the left of “Use the light version of Outlook Web App” on the logon page.

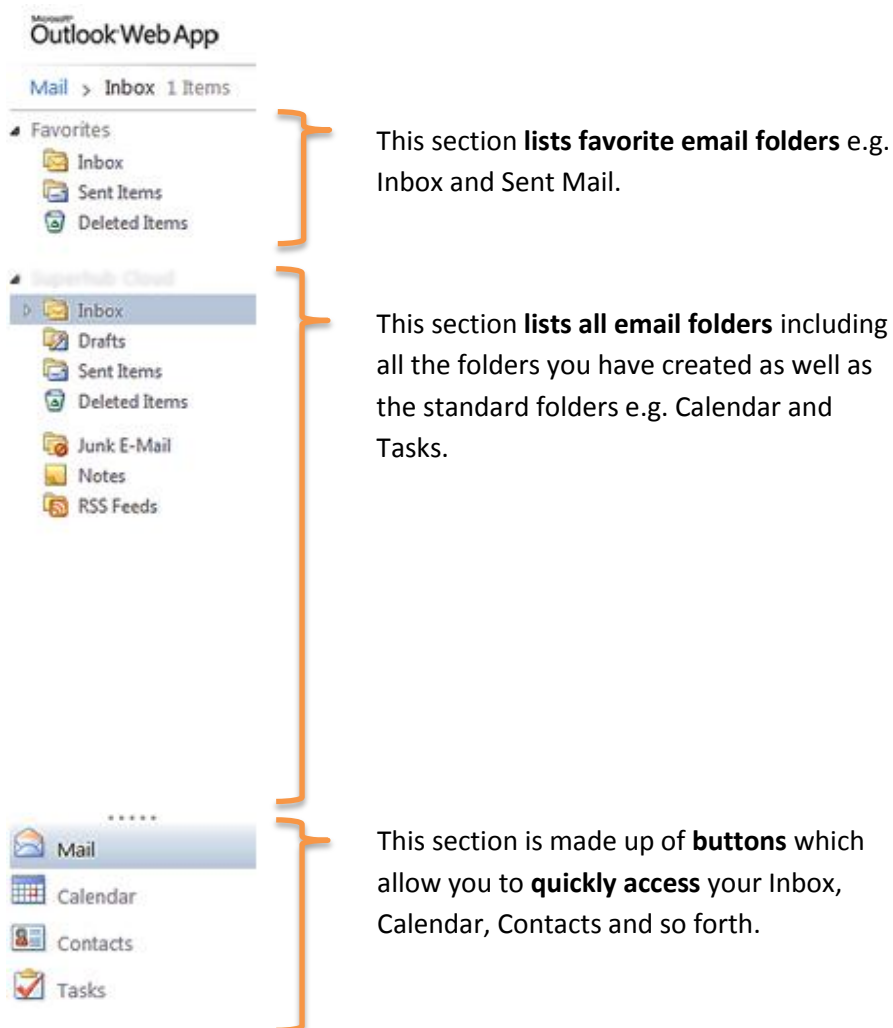
## 1.2 Introduction to Your Inbox

Once you have successfully login to your email account, you will be presented with the following screen.

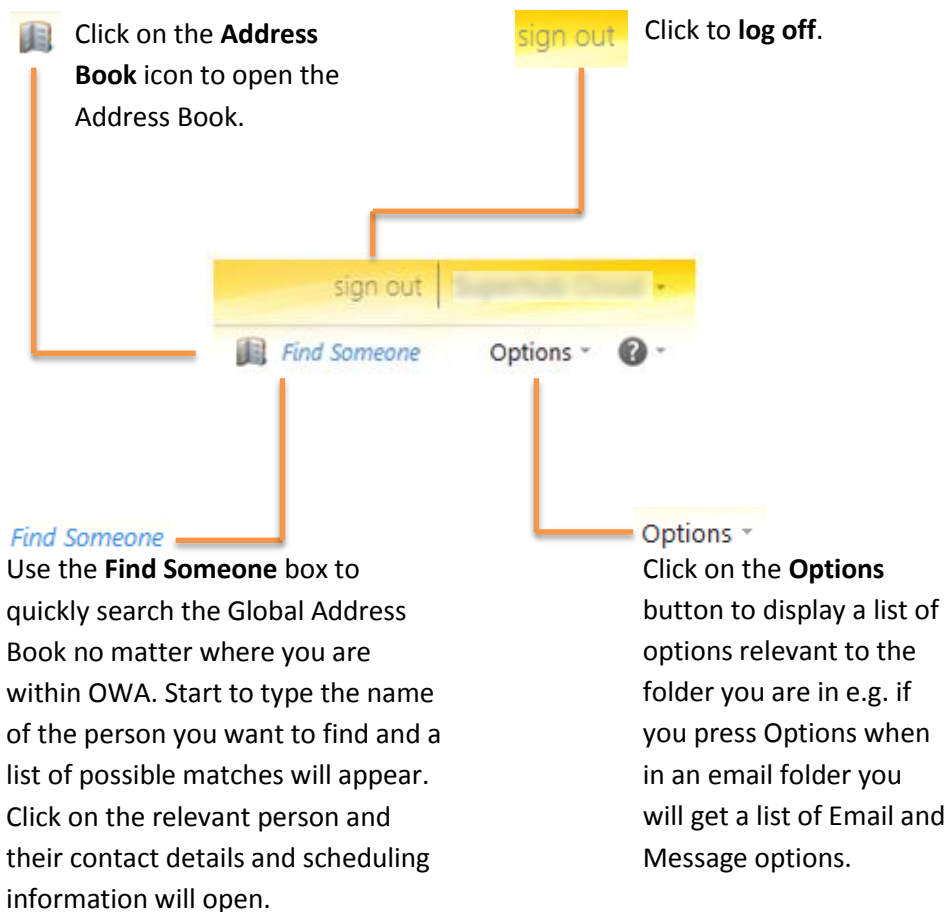
1. The Outlook Web App Bar
2. Navigation Pane
3. The Inbox Toolbar
4. Search for a message
5. List of email messages (currently displayed in conversation view)
6. Reading Pane



### 1.2.1 The Email Navigation Pane



### 1.2.2 Outlook Web Address Bar




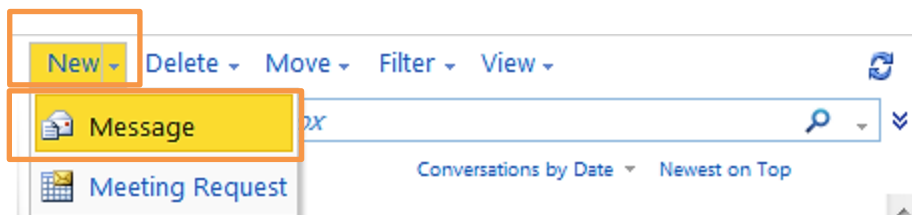
\* You must remember to log out of your email account to prevent other users from accessing your mail and potentially abusing your account.



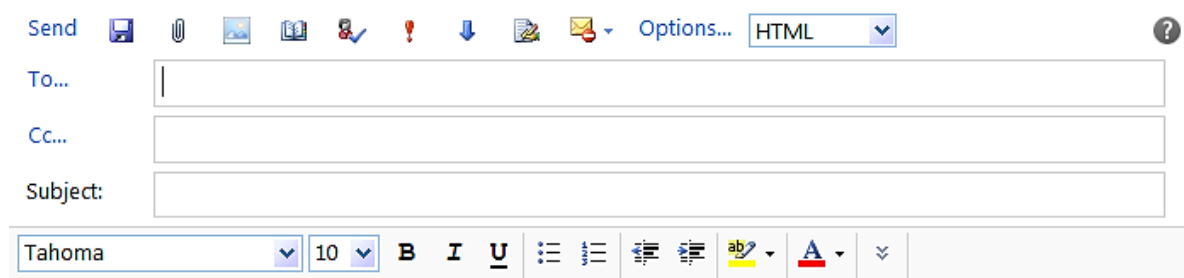
## 2. Create and Send New Messages















### 2.1 Create a New Messages

To create a new message, click **New** on the Inbox Toolbar. Then select **Message** from the drop down menu .



Then the following dialogue box will appear.




















Send              Options... HTML 

To...

Cc...

Subject:

Tahoma  10  **B** *I* U               

## 2.2 Address the Message

The following **addressing options** are available:

**To:** Sends the message to the selected recipient.

**CC:** Sends a Carbon Copy of the message to the selected recipient.

**BCC:** Sends a Blind Carbon Copy of the message to the selected recipient. The recipient's name will not be visible to other recipients of the message.


***Tip:** If you wish to include a recipient in the BCC field and the field is not visible: click Options, tick the checkbox next to Show BCC and click OK.*

### 2.2.1 Address the Message by Typing in the Name

If you are sure of the **recipient's full name**:

- **Type the name** in the To, CC or BCC sections of the new message. You can type the name in **any format** as long as you include the first name and the surname.
- If you start typing the name of a recipient you have **emailed in the past** a list of possible name matches will appear, click on the name of the correct recipient.

OR

- If the correct name does not appear, click **Check Names** 

A list of possible matches from the Global Address List will appear, click on the name of the correct recipient.

## 2.2.2 Address the Message Using the Address Book

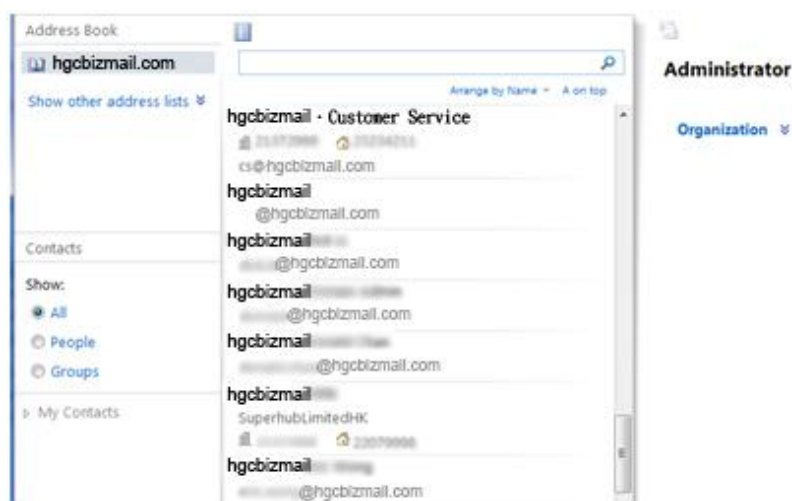
There are **2 separate address lists** contained within your address book:

**Global Address List:** A directory containing the email address of all staff and students including any University mailing lists.

**Contacts:** A list of your personal contacts. To find out more about Contacts, refer to section 6.0.

To address the message using the Address Book:

- From within a message click on the **To, CC or BCC buttons** as required. The Address Book will open and look similar to the following..



- In the left hand column, click on the **relevant address list**
- In the search field at the top of the Address Book, **type the name**, part of the name or the **matriculation number** of your first recipient and click **Search**.

(Type the name you want to search here)



**Tip:** you can type the name in any format: [surname, forename]; [forename, surname]. If you only type the surname or the forename then it will bring up a list of people with matching surnames/forenames.


A list of matching names will appear.

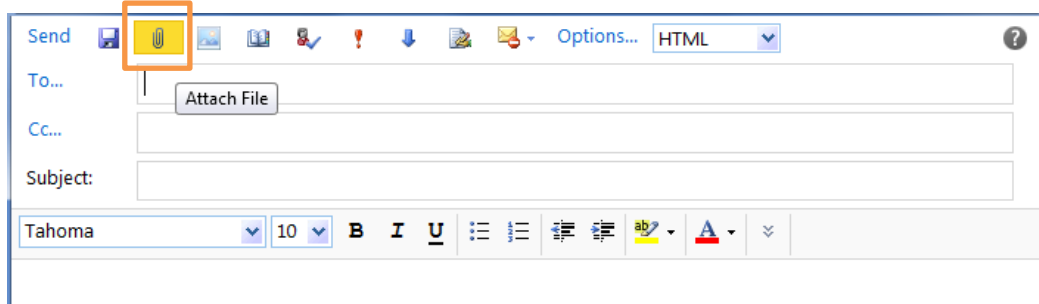
- Double click on the name of the correct recipient to add them to the To, CC or BCC fields as required. OR
- Highlight the name of the correct recipient and click on the To, CC or BCC buttons as appropriate.
- Repeat the process** until you have entered the name(s) of all recipients.
- Click **OK**.

**Tip:** If the name or matriculation number cannot be found in the address book then the text "No items found" will be displayed in the dialog box. In this situation you should check the spelling or numbers and try again. You could also try searching using a different field e.g. first name only.

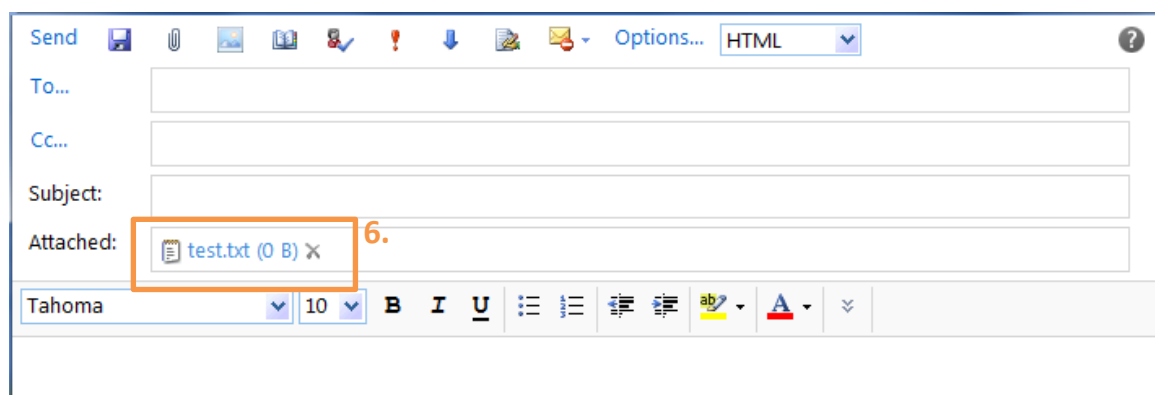
## 2.3 Attach a File to the Message

Steps:

1. With the message open, click **Add Attachment** icon .



2. **Navigate to the location of the file** by clicking on the drop down menu to the right of the **Look In** field, select the required drive and open the required folder by double clicking.
3. Click once to **highlight the required file**.
4. Click **Open**. The full pathname of the file will now be visible in the box to the left of the Browse button.
5. **Repeat the process** until you have attached all of the necessary files.
6. The **attached file name will now be visible** at the top of the message



## 2.4 Save a Message to Send Later

When you message is open, type the message and subject, then click **Save** icon.


The message will be saved to your **Drafts** folder.




## 2.5 Set the Importance of a Message

You can **alert the recipient of the importance of a message**. The message will appear on the recipient's computer with an **additional icon** denoting high or low importance.

If the message is of **high importance**:

1. When your message is open, select the **High Importance** icon  OR select **Options**.
2. Select **High** from the Importance drop down menu.
3. Click **OK**.

If the message is of **low importance**:

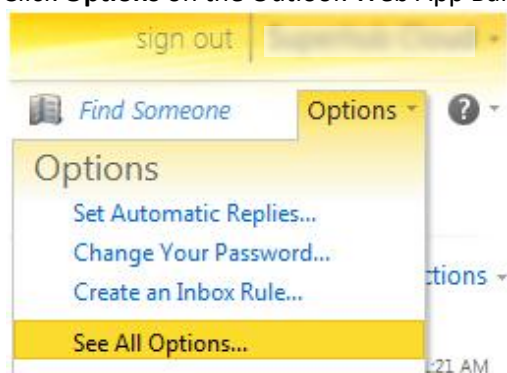
1. When your message is open, select the **Low Importance** icon  OR select **Options**.
2. Select **Low** from the Importance drop down menu.
3. Click **OK**.


## 2.6 Insert a Signature

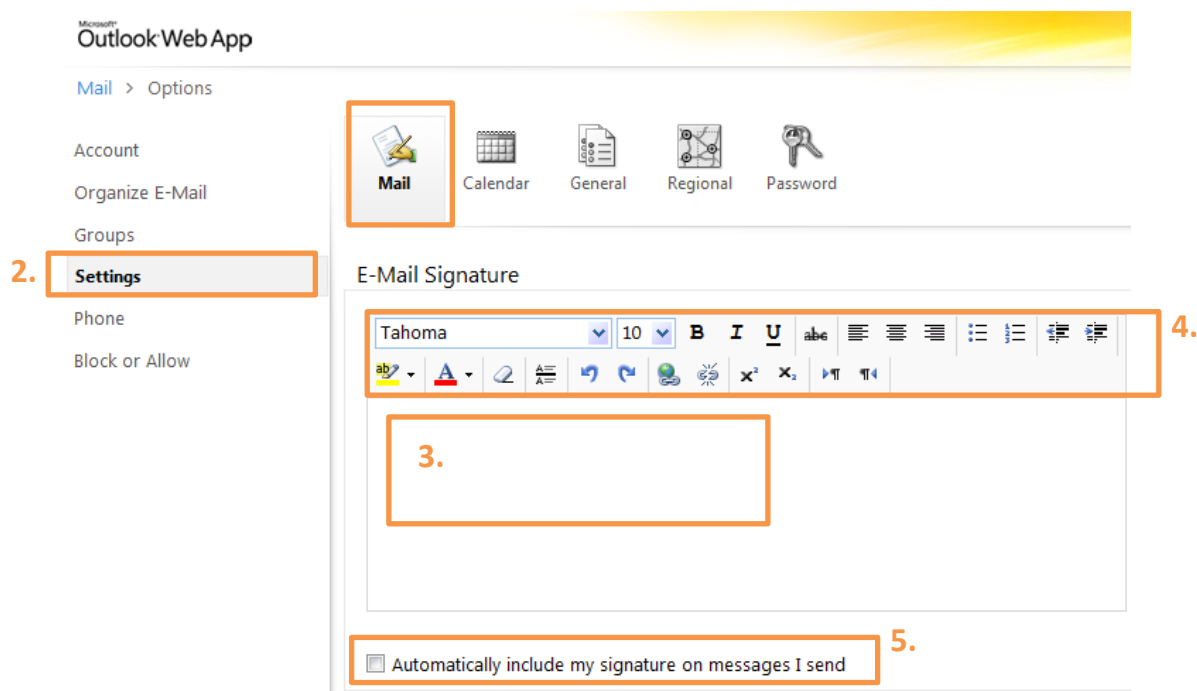
You can either automatically insert a signature in every single outgoing message alternatively you can manually insert a signature as and when it is required.


Before inserting a signature you need to create it. To **create a signature**, steps:

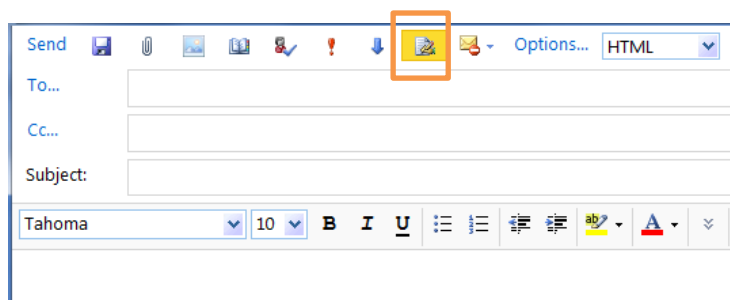
1. Click **Options** on the Outlook Web App Bar. Click **See All Options**.



2. Select **Settings**, you will see **Email Signature** box under **Mail**.
3. Type your **signature text** as required.
4. Use the **formatting options** to customize your signature.
5. If you want your signature to appear on all outgoing messages, check the box **Automatically include my signature on messages I send**.
6. Click **Save**  **Save**.











If you choose not to include your signature on all outgoing messages and you wish to include your signature on a particular message, insert the signature as and when it is required by clicking **Insert Signature** icon  when in a new message










### 3. Manage Messages

#### 3.1 Message Icons

Messages within your inbox are **displayed with various icons** allowing you to quickly view their status:

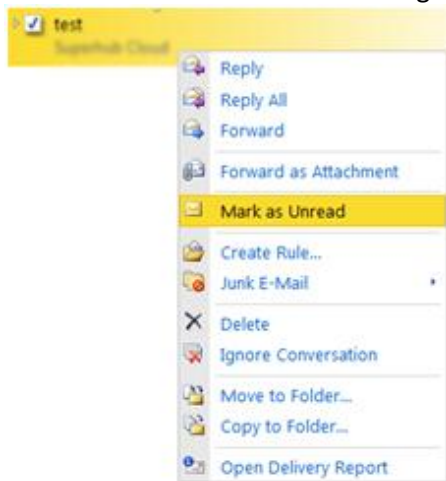
-  Unread message
-  Read message
-  Notification of a delivered message. You will only get a notification if you've requested a delivery receipt
-  Notification of a read message. You will only get a notification if you've requested a read receipt
-  Notification that a message was not read. You will only get a notification if you've requested a read receipt
-  High importance message
-  Low importance message
-  Message containing one or more attachment(s)

Once you have **actioned a message**, other icons will be displayed:


-  Message you have replied to
-  Message which has been forwarded
-  Unflagged message
-  Flagged message
-  Previously flagged message which is now complete
-  Uncategorized message
-  Categorized message

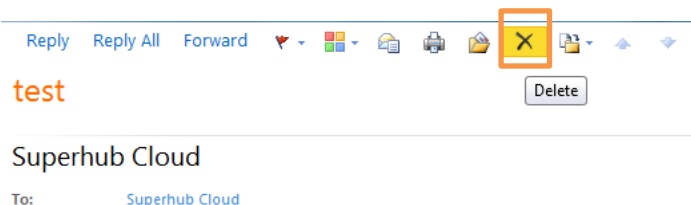
### 3.2 Mark Messages as Unread

1. **Right click** on the message you wish
2. Select **Mark As Unread**. The message appearance of an unread message.

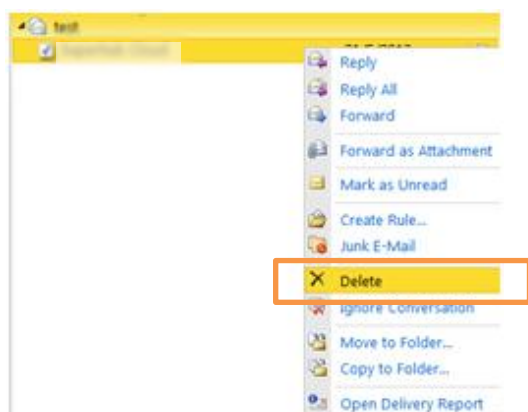


### 3.3 Delete Messages

You can delete message that are open, click **Delete** .



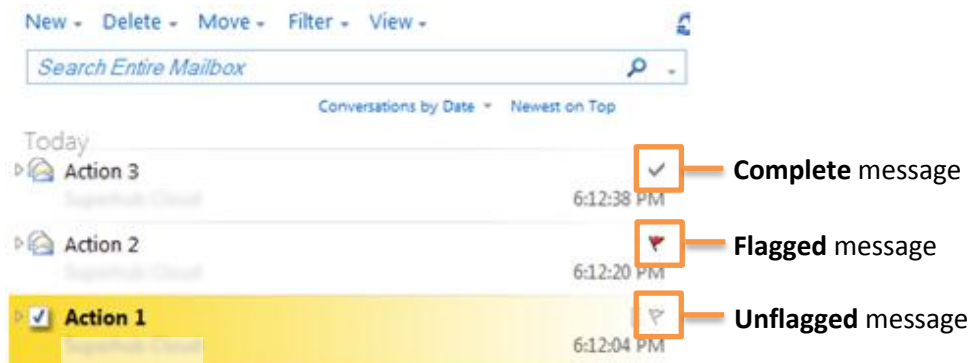
You can also delete messages listed in your email folder without opening them first. Highlight the email and right click, then **Delete**.





### 3.4 Message Flagging

You can **Flag messages** requiring further action.



**To flag a message:** Within the Inbox or other email folder click on the **flag next to the required message**. The flag turns red.

**To mark a flag as complete:** Click on the **flag** on the flagged message. The flag icon becomes a tick icon.

**To clear a flag:** Right click on the required **flag**. Select **Clear Flag** from the list of options.

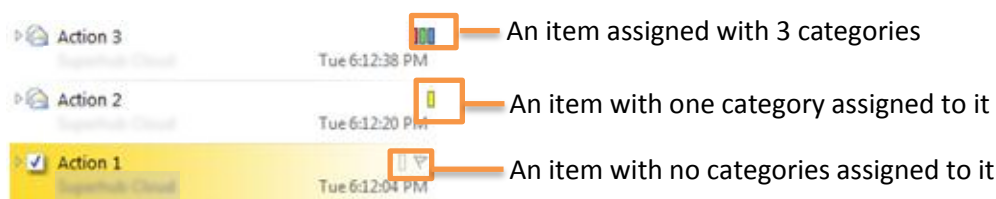
**To set a date and reminder:** Right click on the required message **flag**. Select **Set Date and Reminder**.

If you wish to receive a pop up reminder, click on the **Reminder checkbox** and use the drop down date and time selectors to **enter the date and time of your reminders**.

Click **OK**

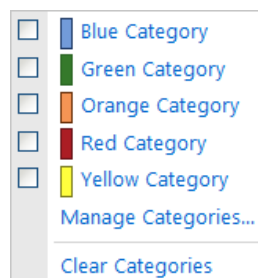
### 3.5 Message Categories

OWA Categories help you to organize items in your mailbox by allowing you to **assign specific colors to individual items**. You can assign up to 3 categories to any item. **Categories can be assigned to Contacts, Calendar Items and Tasks as well as Messages.**



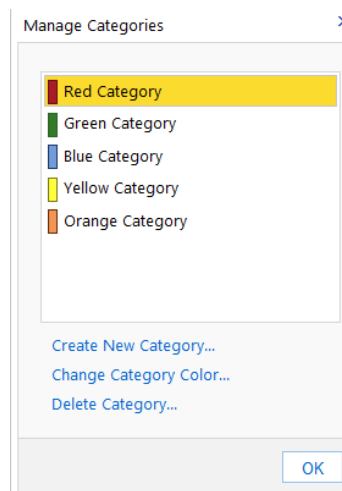
To add a Category to a message, steps:

1. On the message that you wish to categorize, click on the **Category box** or .
2. The Category pop up box will appear:
3. Click the **checkbox to the left of the category you wish to assign to the item**. Repeat until you have assigned all relevant categories.
4. Click away from the Category pop up box to **save your changes**.
5. To Remove a Category, click on the **Category box**, then click **Clear Categories**.



To Create **New Categories**, assign different colors to categories and assign specific name to each category:

1. On the message that you wish to amend, click on the **Category box** or .
2. On the Pop up menu, click **Manage Categories**.
3. **Select the Category** you wish to amend.
4. Click on **Create New Category, Change Category Color** or **Delete Category** as appropriate.
5. Click **OK** once you have made your changes.



### 3.6 Search for a Message

Steps:

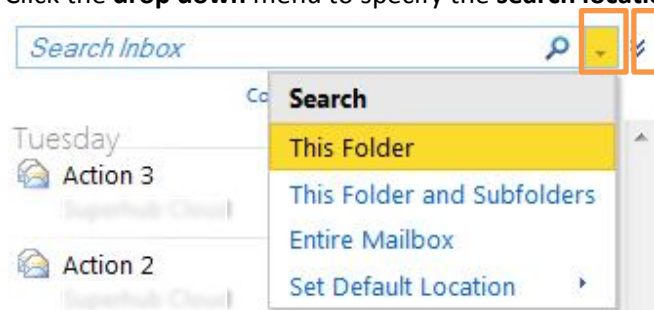
1. Open the **folder you wish to search**.

2. Click **Search** field on the toolbar:

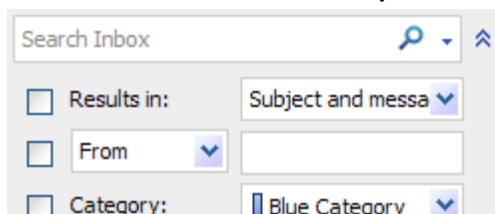



3. Enter a **search term** which could be words from the subject and/or text of the message or a sender's name.

4. Click the **drop down** menu to specify the **search location**:



5. To view the **advanced search options** click on the chevrons  , then see below box



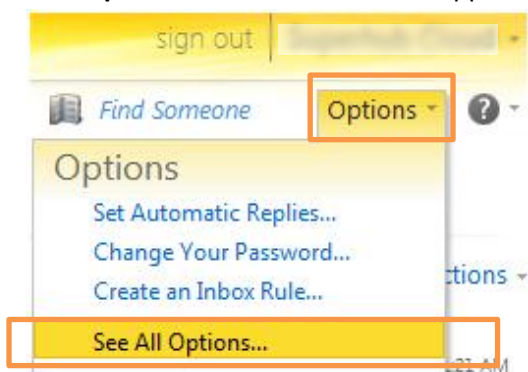
6. When you are ready to search either press the **return key** or click **magnifying glass**  . The items meeting your search criteria will be displayed.

7. **Double click on the relevant item** to open it.

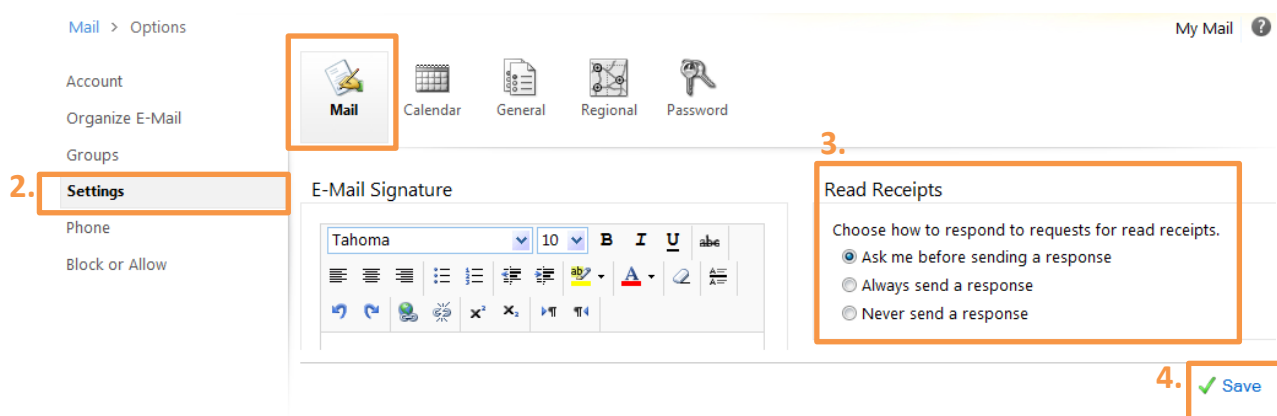
### 3.7 Respond to the Request for a Read Receipt

Some senders may **request a read receipt** from you so they know when their has been read. You can choose **whether or not to send a read receipt**. Steps:

1. Click **Options** on the Outlook Web App Bar. Click **See All Options**.



2. Select **Settings**, see the **Mail**.
3. Select the required radio button under Read Receipts
4. Click **Save**.

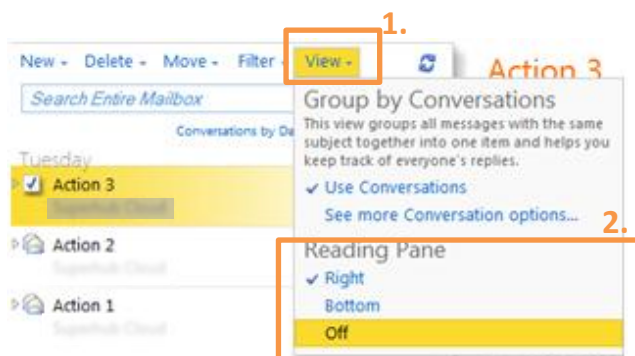


### 3.8 Reading Pane

The Reading Pane allows you to view a **preview** of the highlighted message. Usually as a default the Reading Pane is displayed in the right hand column however **you can change the settings** to display the Reading Pane at the bottom of the screen or switch it off altogether.

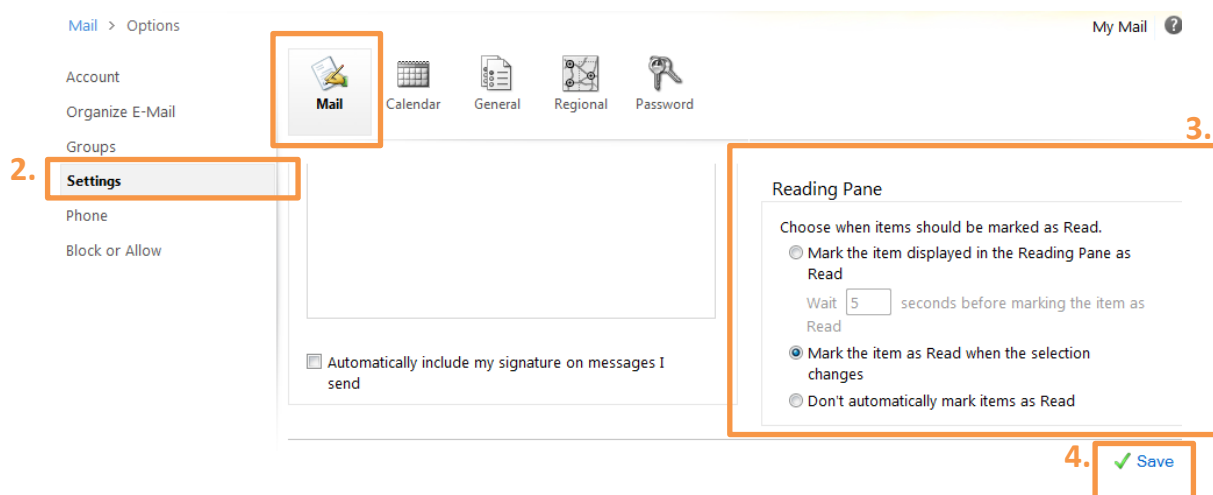
To **change the Reading Pane display settings**, steps:

1. Click on the **View** button on the Inbox Toolbar.
2. Select the required option from the drop down menu.



You can also alter the settings so that the messages viewed in the Reading Pane appear as **read or unread** depending on your preference, steps:

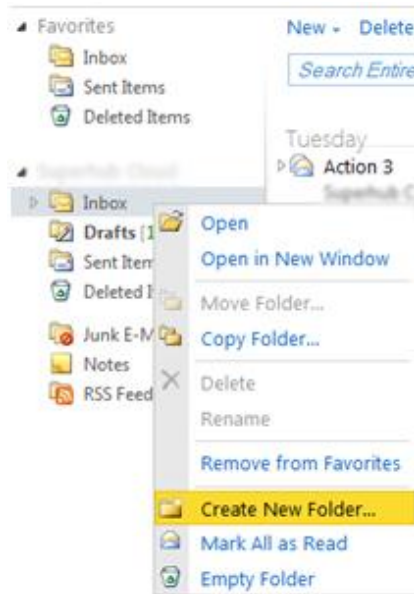
1. Click **Options** on the Outlook Web App Bar. Click **See All Options**.
2. Select **Settings**, see the **Mail**.
3. Select you preferred option.
4. Click **Save**.



## 4. Work with Folders

### 4.1 Create a New Folder

1. In the Navigation Pane **right click on the folder which the new subfolder is to be created in** e.g. Inbox.
2. Select **Create New Folder**.



3. Enter a **folder name** in the space provided and press the **Enter/Return** key on the keyboard

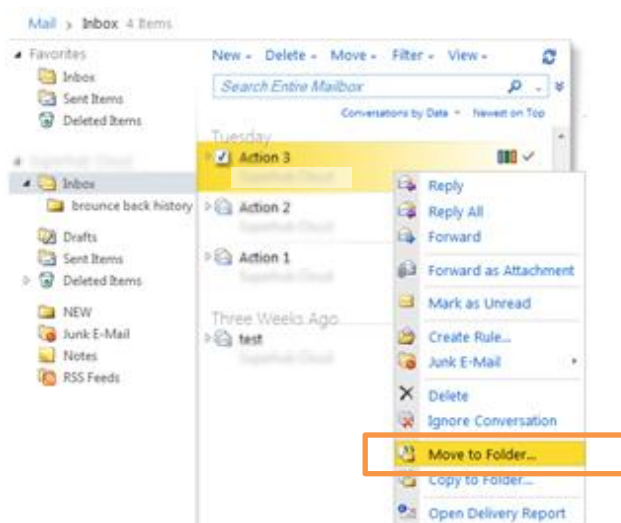
## 4.2 Move Messages between Folders

To move a message from one folder (e.g. the inbox) to another, steps:

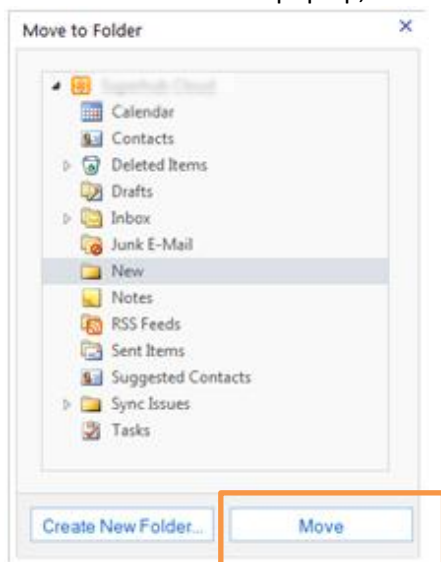
1. Highlight the **message to be moved**.
2. **Click and drag** the message and drop it in the destination folder in the Navigation Pane.

OR

1. Highlight the **message to be moved** and right-click on the message. Select **Move to Folder**.



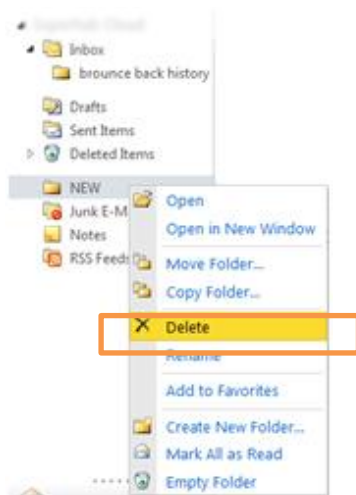
2. On the **Move to Folder** pop up, select the folder. Click **Move**.



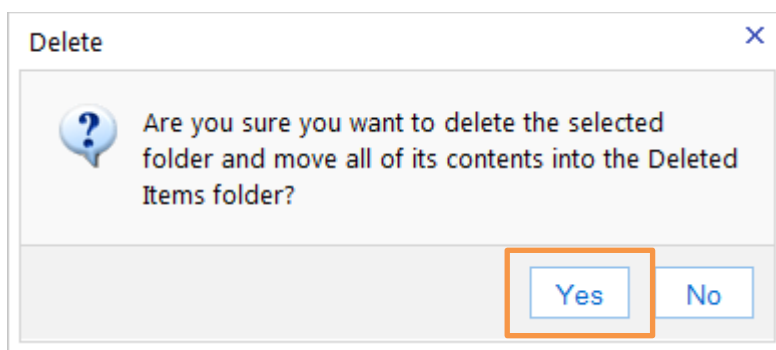
### 4.3 Delete a Folder

Steps:

1. In the Navigation Pane, **right click on the folder to be deleted.**
2. Select **Delete** from the drop down menu



3. Below box pop up, click **Yes**.





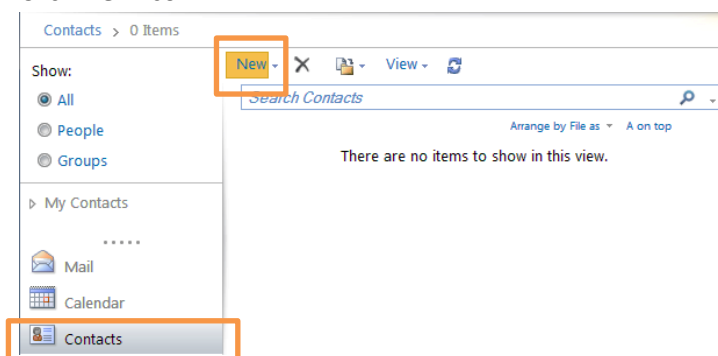
## 5. Your Contacts

The Contacts folder allows you to store details of your own **personal or business Contacts**. As well as storing their email address you can store their company details, personal address, website address and any other information about the contact.

### 5.1 Add a Contact

Steps:

1. In the Navigation Pane, click **Contacts**.
2. Click **New** icon.



3. A new contact screen will appear.
4. Complete the details as required.  
(You do not need to populate all the fields)
5. Click **Save and Close**. You will be returned to your Contacts folder with the new Contact listed.


### 5.2 Edit a Contact

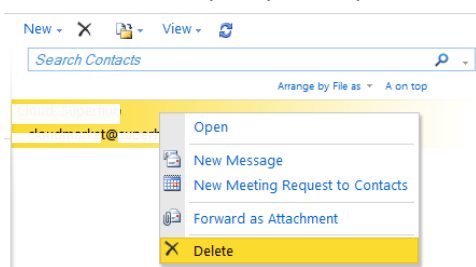
Steps:

1. Double click to **open the Contact** that you wish to edit.
2. Make the **required changes**.
3. Click **Save and Close**. The changes will be saved.

### 5.3 Delete a Contact

Steps:

1. Highlight the Contact you wish to delete.
  2. Click the delete button  .
- OR
- Hit the delete key on your keyboard.



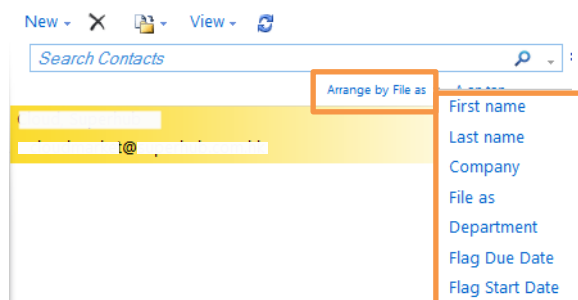
### 5.4 View your Contacts

Steps:

1. Click **Contacts** on the Navigation pane.
  2. If you have your **Reading Pane** open **click once on the contact you wish to view**, the details will be displayed in the Reading Pane.
- OR
- If you **do not have your Reading Pane** open **double click on the Contact** you wish to view. Their details will be displayed on the screen.

### 5.5 Sort your Contacts

In the Contacts folder, click **Arrange by file** and click the category you want to sort by.



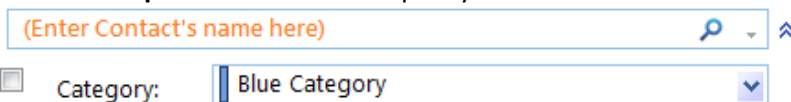
## 5.6 Search for a Contact


Steps:

1. Click **Search** field on the Contacts Toolbar.



2. Enter all or part of the **Contact's name**.
3. Click the **drop down** menu  to specify the search location.

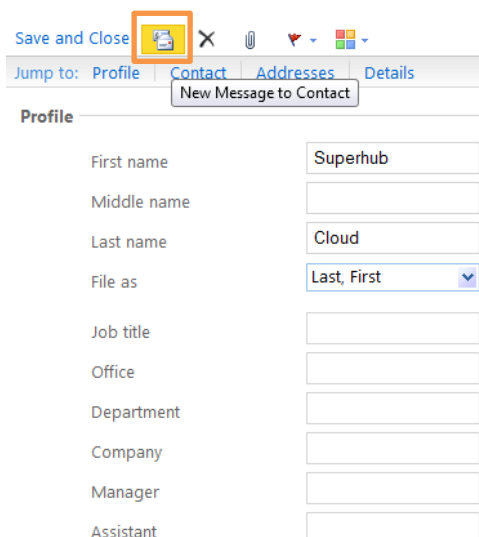


4. When you are ready to search either press the **return key** or click on the **magnifying glass** icon .
5. The Contacts meeting your search criteria will be displayed.
6. **Double click on the relevant Contact** to open it.

## 5.7 Email a Contact

Steps:

1. In the Contacts folder, double click the Contact you wish to email
2. Click the New Message to Contact icon.



3. The New Message dialog box will open with the contact's email address already entered into the **To:** field.

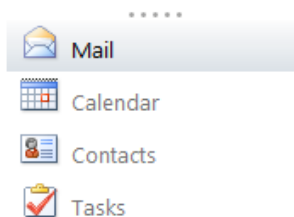
## 6. Your Calendar

### 6.1 OWA Calendar Basics

#### 6.1.1 Open your Calendar

Steps:

1. Click **Calendar** in the Navigation Pane.



2. The calendar will open.

**Calendar Toolbar**

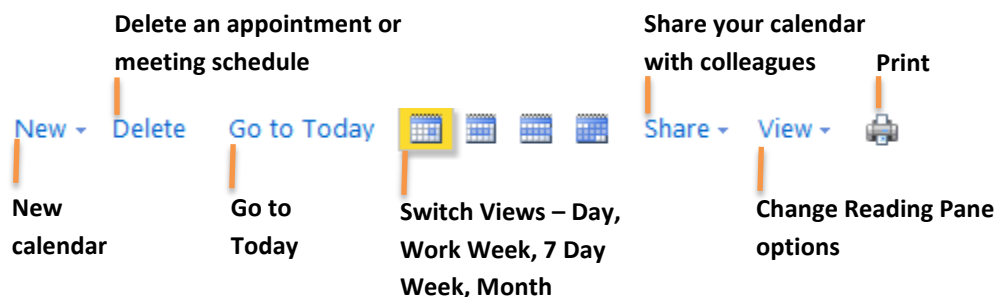
**Calendar Navigation Pane**

**Meeting Example**

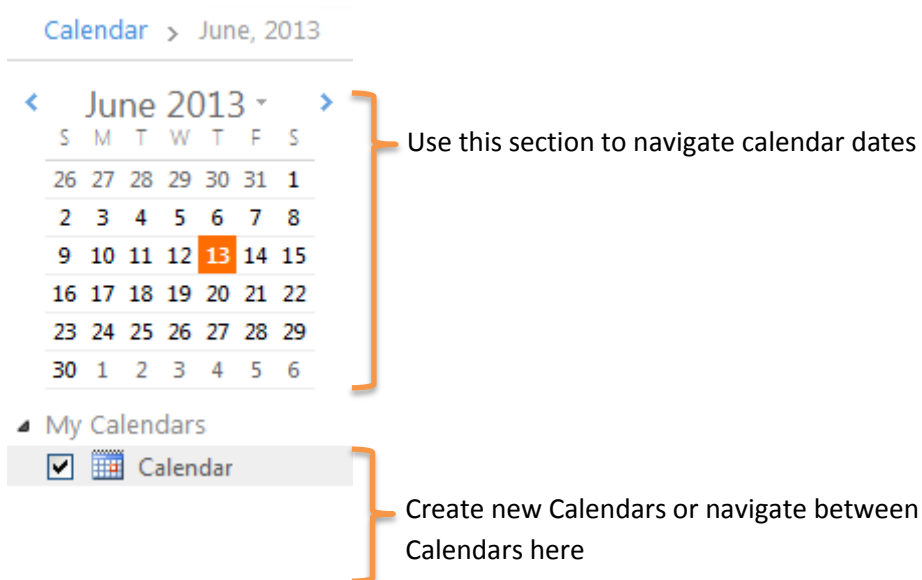
**Preview Pane**

Scheduled appointments and meetings are displayed in this section

### 6.1.2 The Calendar Toolbar



### 6.1.3 The Calendar Navigation Pane



## 6.2 View your Calendar

You can customize how many days are visible at one time.



Displays all scheduled appointments and meetings for the current day.



Displays all scheduled appointments and meetings for the current work week.

**(Tip:** You can customize your Work Week within Calendar Options by clicking on Options from the Outlook Web App Bar and selecting Calendar Options from the Navigation Pane.)



Displays all scheduled appointments and meetings for the current week.



Displays all scheduled appointments and meetings for the current month.

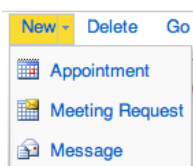
You can change the day, week or month that you view by clicking a date on the Date Navigator then reselecting the week or month view if required.

## 6.3 Make a New Appointment

An **appointment** refers to an engagement that only you will attend, this is different to a **meeting**, which involves others.

Steps:

1. Click on the **New** button on the Calendar toolbar.



OR

1. Click on the arrow to the right of the **New** button.
2. Select **Appointment** from the drop down menu. The new appointment screen will appear.
3. Enter the **relevant fields** as required.

Enter the  
Subject and  
Location

Attach a File to your appointment

Save and Close

Appointment | Scheduling Assistant

Subject: [Text Box]

Location: Cloud Room 1

Start time: Thu 13/6/2013 6:30:00 PM [All day event]

End time: Thu 13/6/2013 7:30:00 PM

☒ Reminder: 15 minutes

Show time as: Busy [Private]

Tahoma 10 B I U

Discussion .....

Enter the Start Time  
and End Time using  
the drop down lists


In the **Show time as** drop down list select how you wish your time to appear during the appointment. The options are Busy, Free, Tentative and Out Of Office. This is useful for others who are viewing your Calendar.

If you wish to receive a reminder tick the Reminder checkbox and select a timescale from the drop down list.

Type and additional information in the message body.

### 6.3.1 Set the Importance of Your Appointment

If the appointment is of **high importance**, select the **High Importance** icon 


If the message is of **low importance**, select the **Low Importance** icon 

Click **Save and Close** to close the appointment.

### 6.3.2 Set a Recurrence for Your Appointment

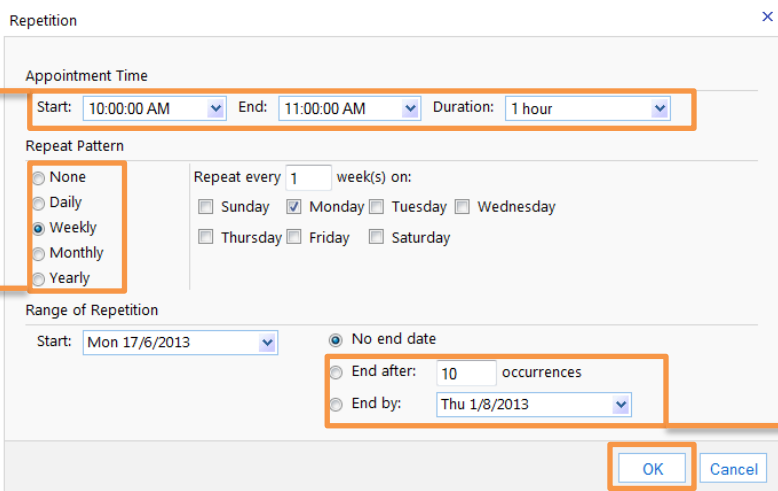
If your appointment occurs on a regular basis, you can set the item as recurring to save you from having to re-enter the information every time the appointment takes place.

Steps:

1. When your appointment is open, click on the **Recurrence** 
2. The **Recurrence** dialog box will open

Select the Appointment **Start and End times** using the drop down menu.

Define the **Recurrence pattern** in this section.



Use this section to specify the **start and end dates** of the recurrence.

3. Once you have made your selections, click **OK**.
4. Click **Save and Close** to close the appointment.




## 6.4 Modify an Existing Appointment


### 6.4.1 Modify an Appointment

1. Within the Calendar **double click on the appointment** to open it.
2. Make the required **changes**.
3. Select **Save and Close**.

### 6.4.2 Cancel an Appointment

1. Within the Calendar **double click on the appointment** to open it.
2. Click the **Delete** icon .
3. It will be **removed from your Calendar**.

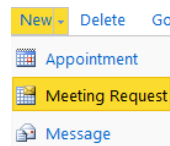
### 6.4.3 Change a Recurrence

1. Within the Calendar **double click on the appointment** or meeting to open it.
2. When prompted to select This Occurrence or The Series select **The Series**.
3. Click the **Recurrence** icon .
4. Make the **relevant changes**.
5. Click **OK**.
6. Click **Save and Close**.

## 6.5 Schedule a Meeting

Creating a meeting is similar to creating an appointment but you would usually invite other attendees to a meeting, steps:

1. Click on the arrow to the right of the **New** button.
2. Select **Meeting Request** from the drop down menu.
3. Enter the meeting details as required.
4. To invite attendees to your meeting, click the **To** button.



5. The Address Book will open.
6. Find the contact you wish to invite for the meeting and click **To/Required** or **Optional** as appropriate.
7. Until you have entered the name(s) of all attendees, click **OK**.

You can use the Scheduling Assistant to **check the schedule of your potential attendees** to ensure that they are available for you allocated timeslot, if they are not available you can easily reschedule the meeting within the Scheduling Assistant screen.

Within the Meeting screen, click **the Scheduling Assistant** tab

The Scheduling Assistant will open displaying the availability information of all attendees.

If one of the attendees is busy or out of the office then a **blue or purple bar** will be displayed next to their name.

Meeting room availability can be viewed here.

The **Proposed meeting time** is between the green and red vertical lines.

OWA automatically generates **suggested timeslots** depending on attendee availability.

To reschedule the meeting, change the **Start and End date and times** as appropriate and the Scheduling Assistant will update to display attendee and room availability for the new times:

Appointment Scheduling Assistant

Start: Mon 17/6/2013 12:30:00 PM End: Mon 17/6/2013 1:30:00 PM

☒ Show only working hours


Once you have selected a suitable meeting time, click **Send**. A meeting request is sent to each attendee and they have the option to accept, decline or tentatively accept your invitation. The response will be sent to you. Your Calendar and their Calendar(s) are updated accordingly.

## 6.6 Modify an Existing Meeting

### 6.6.1 Reschedule a Meeting


1. Within the Calendar **double click on the meeting** to open it.
2. Change the **Start and End times** as required remembering to check the attendee's schedules.
3. Once all the relevant changes have been made select **Send Update**. An update will be sent to all attendees.

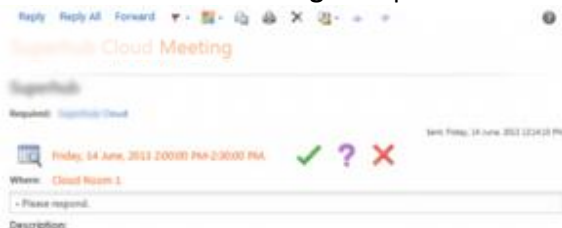
### 6.6.2 Cancel a Meeting











1. Within the Calendar **double click on the meeting** to open it.
2. Click the **Cancel Meeting** icon .
3. You will be prompted to send a cancellation message to the other attendees.
4. Click **Send**. The attendees will be automatically notified and the meeting will be deleted from all attendees' Calendars.

## 6.7 Receive a Meeting Request

If you receive a **meeting request** from another person you can **accept**, **decline** or **tentatively accept** the meeting. You can also **forward** the request to another user. Steps:

1. The meeting request will appear in your inbox represented by this icon .
2. **Double click on the message** to open it. You will see this screen.



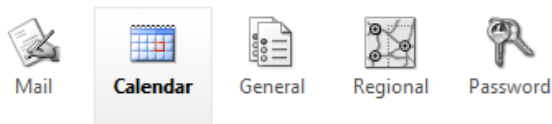
3. Click the **relevant button** to perform one of the following actions.
  -  **Accept the meeting** and add it to your calendar. The meeting organizer is sent a response.
  -  **Tentatively accept the meeting.** The meeting is added to your calendar as a tentative appointment. The meeting organizer is sent a response.
  -  **Decline the meeting.** Nothing is added to your calendar.
  -  **Check your Calendar** for that particular day to ensure that you are available.
  - Reply** **Reply to the sender** without accepting or declining the meeting.
  - Reply All** **Reply to all invitees** without accepting or declining the meeting.
  - Forward** **Forward the meeting request to another person.**
  -  **Flag the meeting request for follow up**, setting dates and reminders as required
  -  **Apply a category** to the meeting request.
  -  **View the message details** of the meeting request.
  -  **Print** the meeting request.
  -  **Delete** the meeting request.
  -  **Move or copy** the meeting request to a folder

## 6.8 Calendar Reminders

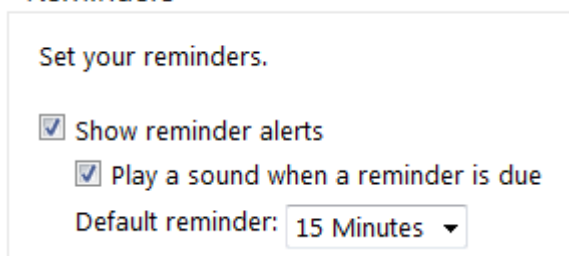
### 6.8.1 Activate Your Reminders Option

To ensure your Reminders are activated, steps:

1. On the Outlook Web App Bar select **Options**. Then select **See All Options**.
2. On the Options Navigation Pane, select **Settings** then **Calendar**



3. Find **Reminders** Options:  
**Reminders**



4. Ensure that the **Show reminder alerts** box is checked.
5. Click **Save** at the bottom right hand corner.

### 6.8.2 Set a Reminder to Snooze

When you receive a reminder you may wish to set it to snooze so you can **receive another reminder later**. To set a reminder to snooze, steps:

1. Select a **time period** from the “**Click snooze to be reminded again in:**” drop down menu.
2. Click **Snooze**. You will be reminded again at the specified time.

### 6.8.3 Dismiss a Reminder

You may wish to **dismiss a reminder**, which closes the Reminder dialog box and cancels all future reminders.

When the reminder appears, click **Dismiss**

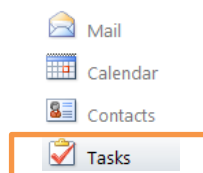
## 7. Your Tasks

Assign Tasks to colleagues or to keep track of your personal responsibilities. Reminders can be set so deadlines are met and you can attach files to Tasks so work can easily be shared. The Tasks folder will assist you in managing your work.

### 7.1 Tasks Basics

#### 7.1.1 Open your Tasks

Click **Tasks** on the Navigation Pane.



#### 7.1.2 The Task Toolbar and Navigation Pane

Use this to change the way you view your Tasks. Options:

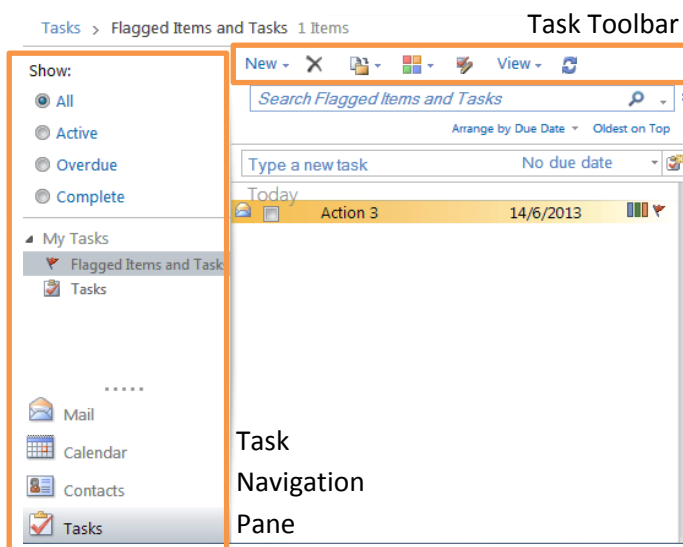
**All** - Displays the subject and due date for all your tasks including those which are marked as complete.

**Active** - Displays all Tasks that have not yet been completed.

**Overdue** - Displays all tasks which are incomplete and past their due dates.

**Complete** - Lists all tasks marked as complete.

Create new Task lists or navigate between Task lists



**New** New Task

**X** Delete Task

**✓** Mark Task as Complete

**↺** Check Messages

**📁** Move/Copy to Folder

**📁** Set Category

**View** Set Reading pane view: Right/Bottom/Off

## 7.2 Create a Task

Click the **New** button the Task Toolbar OR Click the arrow to the right of the **New** button and select **Task** from the drop down menu **New ▾**. Steps:

1. Enter a **subject** for the task.
2. Enter the **Due Date** and **Start Date** using the drop down lists of dates.
3. Enter the **Status** and **Priority**.
4. If you wish to receive a reminder tick the **Reminder** checkbox and select a timescale from the list.
5. **Attach a file** if required.
6. Set the **Recurrence** if necessary.
7. Assign a **Category** if required.
8. Once you have entered all the information click **Save and Close**.

The screenshot shows the 'New Task' form with the following elements:

- Toolbar:** Buttons for 'Save and Close' (8), 'Mark Complete', 'Repeat...' (6), 'Forward', and a 'Category' dropdown (7).
- Subject:** A text input field (1).
- Date Fields:** 'Start date' and 'Due date' dropdowns (2).
- Status and Priority:** Dropdowns (3).
- Completion and Reminder:** 'Date completed' dropdown, '% complete' input, and a 'Reminder' checkbox with a time dropdown (4).
- Private:** A checkbox labeled 'Private'.
- Fewer details:** A link to expand/collapse additional fields like 'Total work', 'Actual work', 'Billing', 'Companies', and 'Mileage'.

## 7.3 Modify an Existing Task

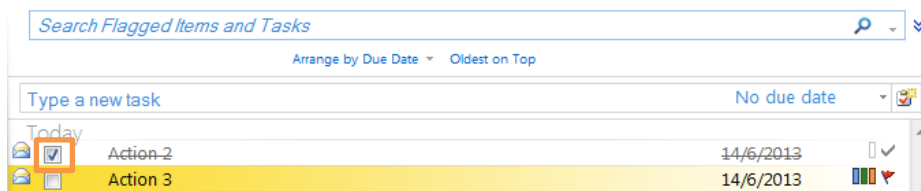
Steps:

1. Double click on the Task to open it.
2. Make the required changes.
3. Select Save and Close.



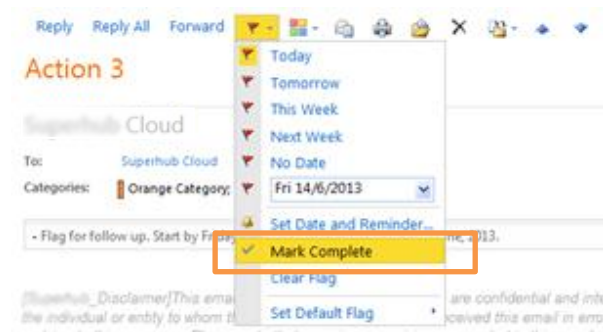
## 7.4 Mark a Task as Complete

Click the **Checkbox** of the task.




OR

Double click the **Task** to open it. Select **Mark Complete** from the drop down menu.



## 7.5 Delete a Task

Steps:

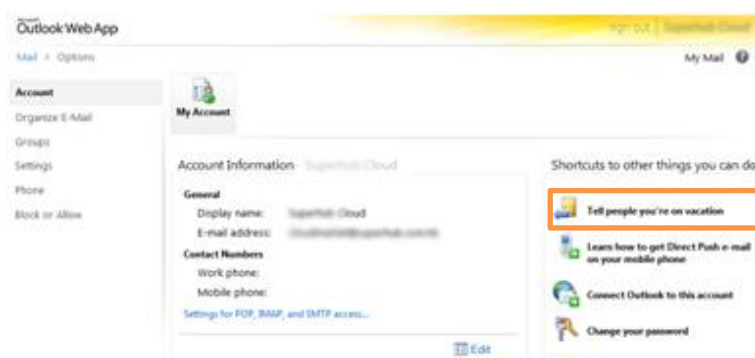
1. Select the **Task** you wish to delete.
2. Click the **Delete** icon .

## 8. Use the Out Of Office Assistant

When you are unable to check your email for a period of time, you may want to set up an **Out of Office reply**. You can create separate Out of Office messages for internal and external senders and set Out of Office replies to appear at particular times. Once the Out Of Office reply is switched on, anyone who attempts to email you will receive an **automated message created by you**. The sender is then aware that you are away from your email.

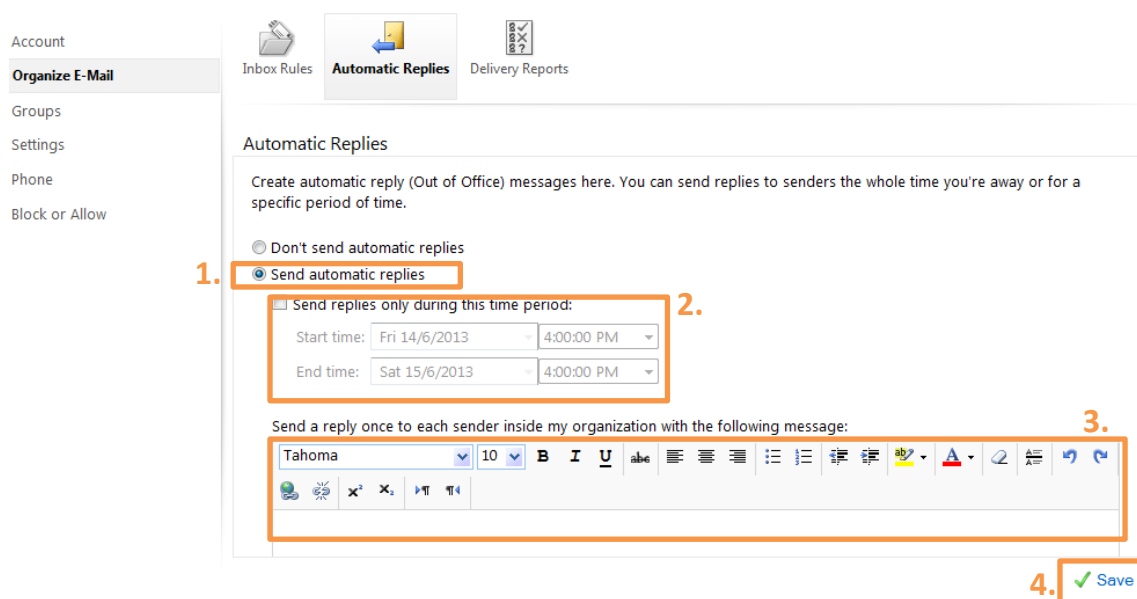
Steps:

Select **Options** from the Outlook Web App Bar, then select **See All Options**. Find the below shortcut **Tell people you're on vacation**.



To set the Out of Office Reply to reply to **senders within the organization**, steps:

1. Select **Send automatic replies**.
2. If you want the message to appear only at certain times, select the checkbox **Send replies only during this time period** and enter the **Start and End times**.
3. Type the message you want to reply to senders within the organization and use the formatting options to format the message.
4. Click **Save**.



To set the Out of Office Reply to **senders out of the organization**, steps:

1. Put a tick in the checkbox of **Send automatic reply messages to senders outside my organization**.
2. If you want to limit your Out of Office Reply to your Contacts, then select **Send replies only to senders in my Contacts list**.  
Alternatively, if you want to send your Out of Office Reply to all external senders, then select **Send replies to all external senders**.
3. Type the message you want to reply to external senders and use the formatting options to format the message.
4. Click **Save**.

Account

**Organize E-Mail**

Groups

Settings

Phone

Block or Allow

Inbox Rules **Automatic Replies** Delivery Reports

Automatic Replies

1. ☒ Send automatic reply messages to senders outside my organization

☐ Send replies only to senders in my Contacts list

2. ☒ Send replies to all external senders

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

3. Tahoma 10 B I U abc

4.

To switch off the Out of Office Reply, select **Don't send automatic replies**, then click **Save**.

Automatic Replies

Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.

☒ Don't send automatic replies

☐ Send automatic replies

☐ Send replies only during this time period:

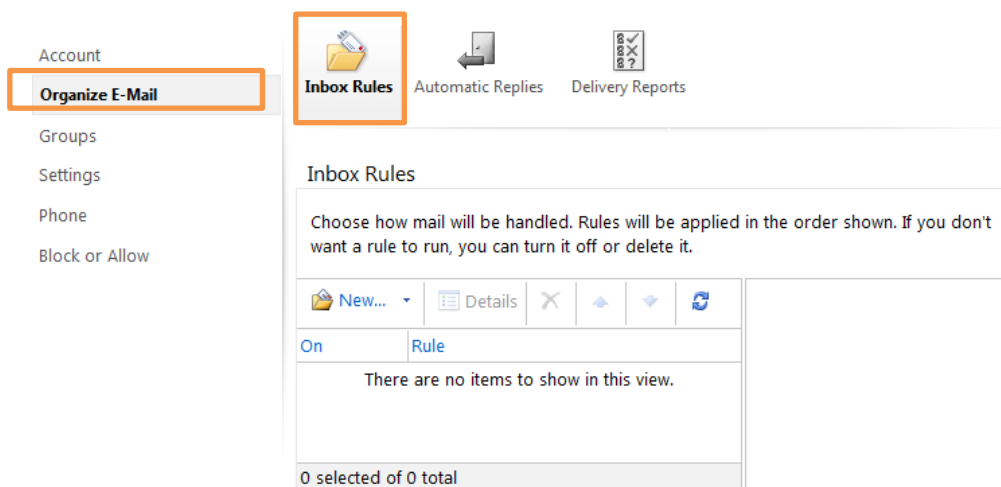
Start time: Fri 14/6/2013 4:00:00 PM

## 9. Rules

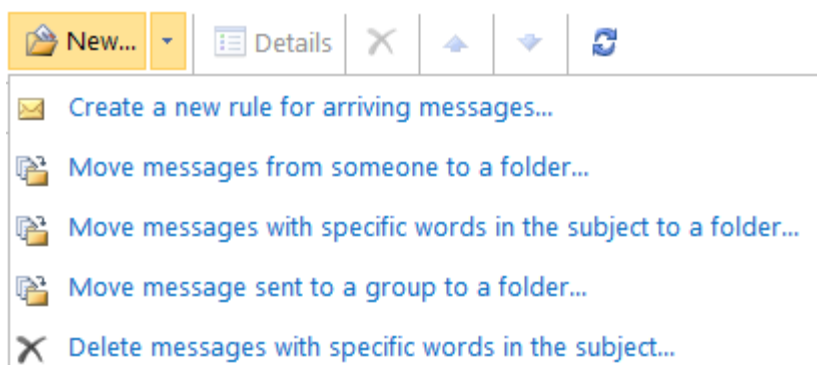
You can set up rules to **automatically perform certain actions on incoming messages**.

### 9.1 Create a New Rule

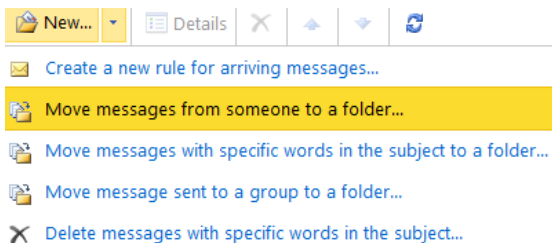
1. Select **Options** from the Outlook Web App Bar, then select **See All Options**.
2. Select **Organize E-mail**.
3. Select **Inbox Rules**.



4. Click **New Rule**. A Drop down menu will appear.
5. Select your **required action** from the list and follow the instructions provided by the **Rules Wizard**.



### 9.1.1 Move Messages from someone to a folder



Steps:

1. Click **Select people** and use the Address Book to select the required sender.
2. Select **Move the message to folder** to show the selection and select the relevant folder from your folder list.
3. Select **More Options** and enter **Exceptions** as required.
4. **Name** the Rule.
5. Click **Save**.

New Inbox Rule  
Apply this rule...

\* When the message arrives, and:

It was received from... \* Select people... 1.

Add Condition

2. Do the following:

Move the message to folder... New

Add Action

3. Except if:

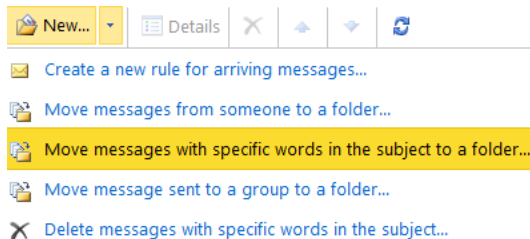
Add Exception

☒ Stop processing more rules (What does this mean?)


4. Name of rule:

5. ✓ Save ✗ Cancel

### 9.1.2 Move Messages with Specific words in the subject to a folder



Steps:

1. In the Rule section, select **It includes these words > in the subject**.
2. Click **Enter words** and add words or phrases as required. Click icon Add  and click **OK**.
3. Click **Do the following** to show the selection and select the relevant folder from your folder list
4. Select **More Options** and enter **Exceptions** as required.
5. **Name** the Rule.
6. Click **Save**.

#### New Inbox Rule

\*Required fields


Apply this rule...

\* When the message arrives, and:



1. It includes these words in the subject... 2. Enter words...

3. Do the following:

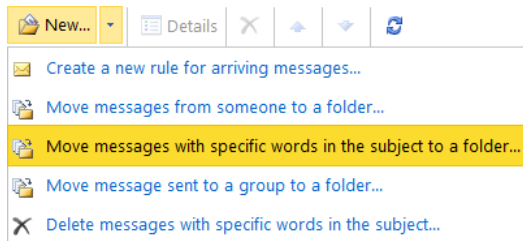
Move the message to folder... \* Select one...

4.  More Options...

---

6.  Save  Cancel

### 9.1.3 Move Messages sent to a distribution list to a folder



Steps:

1. Click **Select people** and use the Address Book to select the required sender.
2. Click **Select One** and select the relevant folder from your folder list.
3. Select **More Options** and enter **Exceptions** as required.
4. **Name** the Rule.
5. Click **Save**.

New Inbox Rule

\*Required fields

Apply this rule...

\* When the message arrives, and:

It was sent to...

Add Condition

\* **Select people...**

Do the following:

Move the message to folder...

Add Action

\* **Select one...**

3. Except if:

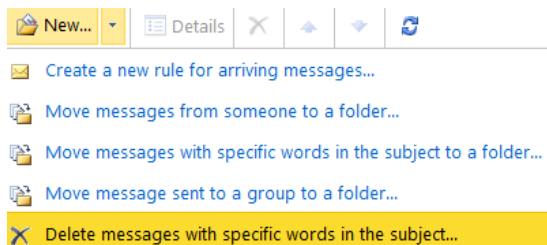
Add Exception

☐ Stop processing more rules (What does this mean?)


4. Name of rule:

5. **Save** **Cancel**

#### 9.1.4 Delete messages that have specific words in the subject



Steps:

1. Click **Enter words** and add words or phrases as required. Click icon Add  and click **OK**.
2. Select **More Options** and enter **Exceptions** as required.
3. **Name** the Rule.
4. Click **Save**.

##### New Inbox Rule

\*Required fields

Apply this rule...

\* When the message arrives, and:

It includes these words in the subject...

\* Enter words...

Add Condition

Do the following:

Delete the message

Add Action

2. Except if:

Add Exception

☐ Stop processing more rules (What does this mean?)

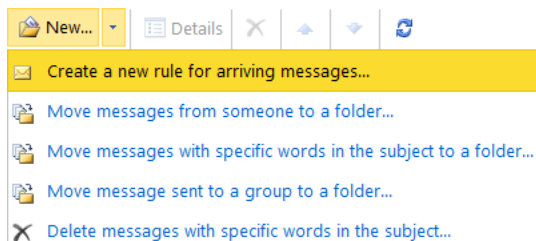
3. Name of rule:

4.  Save

 Cancel



### 9.1.5 Create a New Rule for Arriving Messages



1. Select the relevant condition entering information in the Rule section as required.
2. In the **Do the following** section, select the relevant action entering information in the Rule Description section as required. Select **More Options**
3. Select **More Options** and enter **Exceptions** as required.
4. **Name** the Rule.
5. Click **Save**.

New Inbox Rule

\*Required fields

Apply this rule...

\* When the message arrives, and:

1. 

Select one  
[Add Condition](#)
2. 

Do the following:  
 Select one  
[Add Action](#)
3. 

Except if:  
[Add Exception](#)

☐ Stop processing more rules ([What does this mean?](#))

4. 

Name of rule:

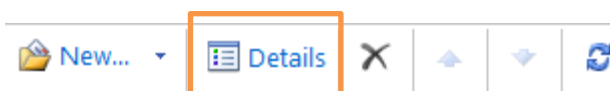
5.

Once you have completed all the stages and are ready to save your Rule, click **Save and Close**.

## 9.2 Change an Existing Rule

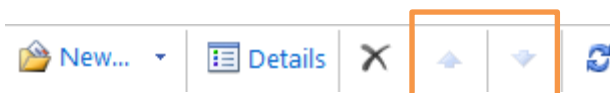
Within the Rules screen,

1. Highlight the Rule you wish to change and click **Details** OR double click on the rule you wish to change
2. Make the changes as required.
3. Click **Save**.




## 9.3 Reorder Your Rules

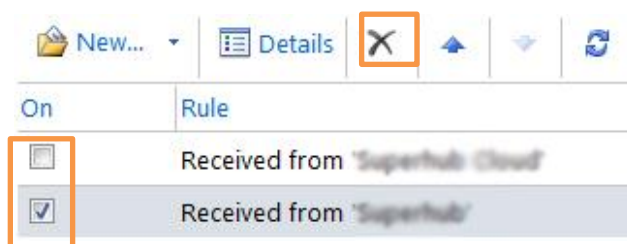
Use the arrow buttons to change the priority of the rules.



## 9.4 Delete a Rule

**Highlight** or **Tick** the rule you wish to delete. Select **Delete** .

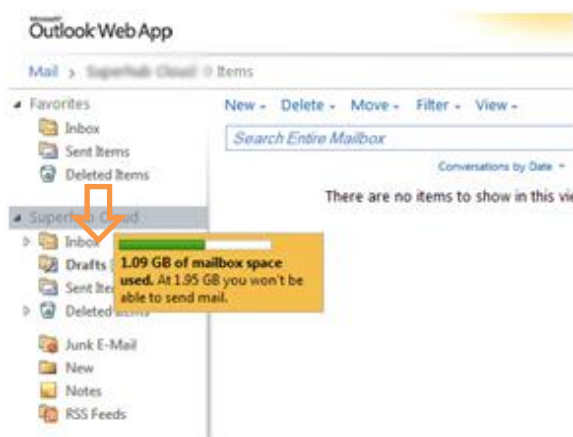
When asked if you are sure to delete the selected item, click **OK**.



## 10. Email Account Management

### 10.1 Check the Size of Your Email Account

Place the mouse cursor **on top of** your mailbox name for a while, a popup will show up and display your existing usage and quota



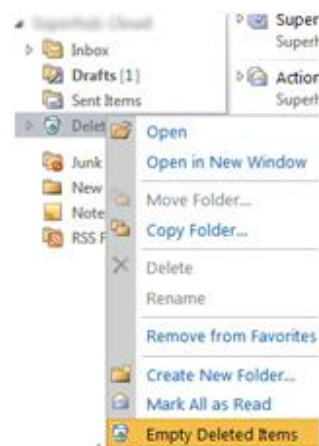
### 10.2 Empty Your Deleted Items Folder

When you delete items they are moved to the deleted items folder.

**You need to empty the deleted items folder** to permanently remove them from your mailbox.

Steps:

1. On the Navigation Pane, right click on **Deleted Items** folder.
2. Select **Empty Deleted Items**:
3. When asked if you are sure to delete the selected item, click **OK**. The deleted items folder will be emptied.



## 10.3 Deal with Junk Emails


If you regularly receive **unwanted or unsolicited email messages** you may wish to use the **Junk E-mail Prevention facility**. Within Outlook Web App you can set up lists of Safe Senders, Safe Recipients and Blocked Senders:

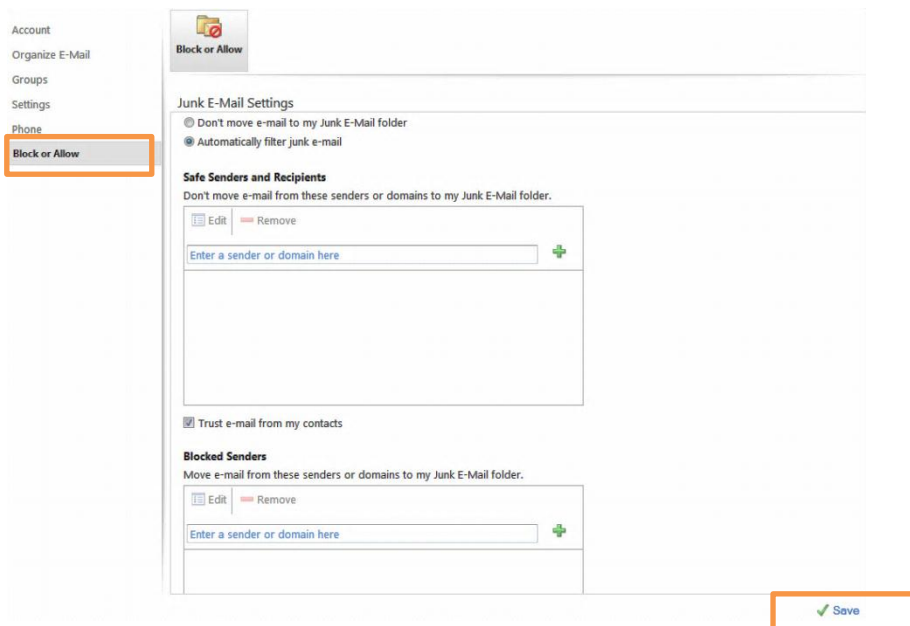
**Safe Senders:** Senders who you want to receive messages from.

**Blocked Senders:** People and domains that you don't want to receive messages from.

**Safe Recipients:** Mailing lists that you are a member of and wish to receive emails addressed to.

Steps:

1. Click **Options** on the Outlook Web App Bar. Click **See All Options**.
2. Select **Block or Allow**
3. Ensure the radio button to the left of "**Automatically filter junk e-mail**" is selected.
4. Enter sender or domain that you wish to receive the email from under **Safe Senders and Recipients** and that you do not wish to receive the email from under **Blocked Senders**. Click Add icon . Highlight the sender or domain and **Edit** or **Remove** as required to modify.
5. Click **Save**.



## 10.4 Change Password

Steps:

1. Click **Options** on the Outlook Web App Bar, click **Change Your Password**.
2. Enter **Current Password**.
3. Enter **New Password** and **Confirm new password**.
4. Click **Save**.

### Change Password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name:

Current password:

New password:

Confirm new password:

 Save

## 11. Log out of OWA

You must remember to log out of your email account to prevent other users from accessing your mail and potentially abusing your account.

Click the **Sign Out** icon which can be found on the Outlook Web App Bar.



## **12. Get Help**

We are glad to assist you with any enquiry or issue on the setup and use of service. Please contact our Customer Support & Service via phone at 3160 3160.