HGC Superhub
Hosted Exchange Email Service

HGC SUPERHUB HOSTED EXCHANGE EMAIL

OUTLOOK WEB APP (OWA) 2013 USER GUIDE

V2014.1

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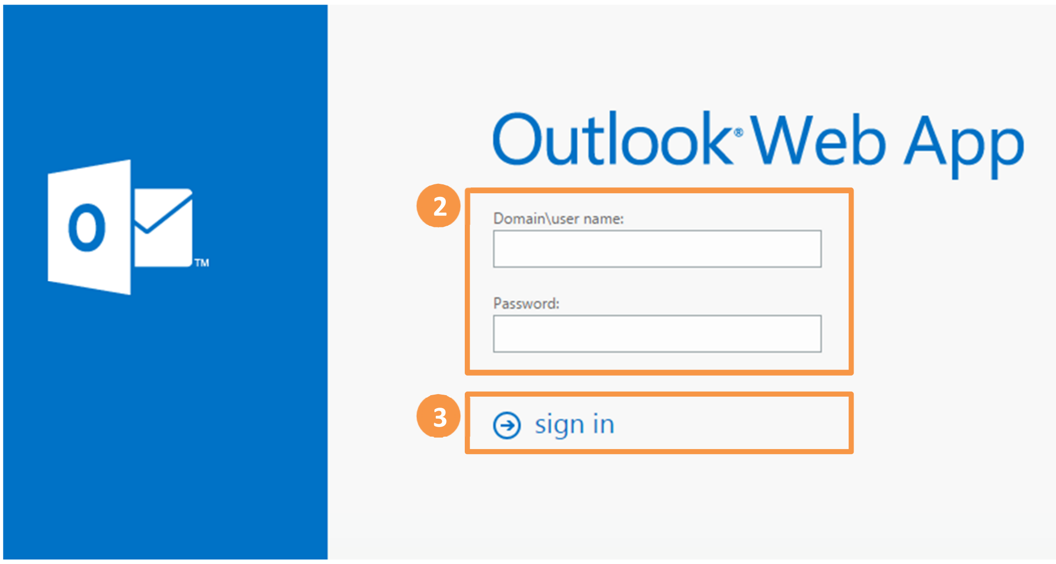
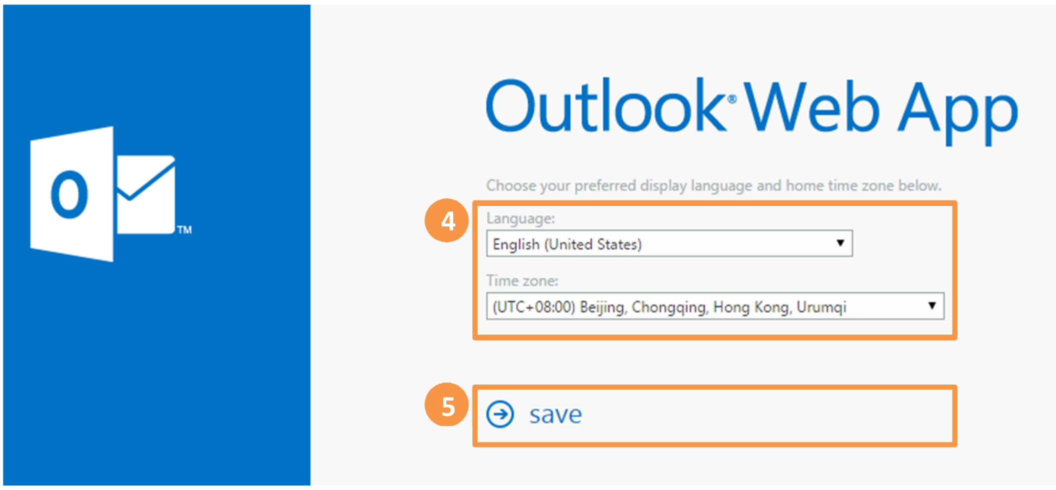
1. Get Started

1.1 Login to Your Email Account

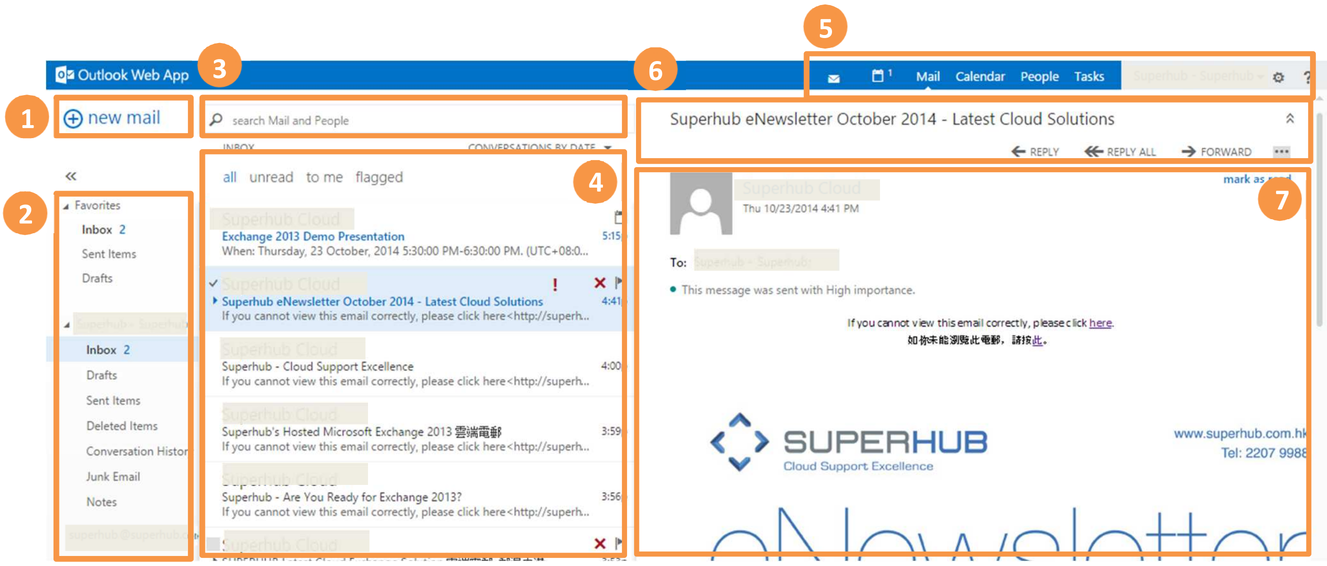
1. Open your internet browser, and enter the following address: https://hgcbizmail.hostedexchange.asia
2. Enter your email address in the **Domain\user name** field and your email password in the **Password** field.
3. Click sign in to sign in.
4. Choose your preferred display language and time zone.
5. Click save to save.





1.2 The New OWA User Interface

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

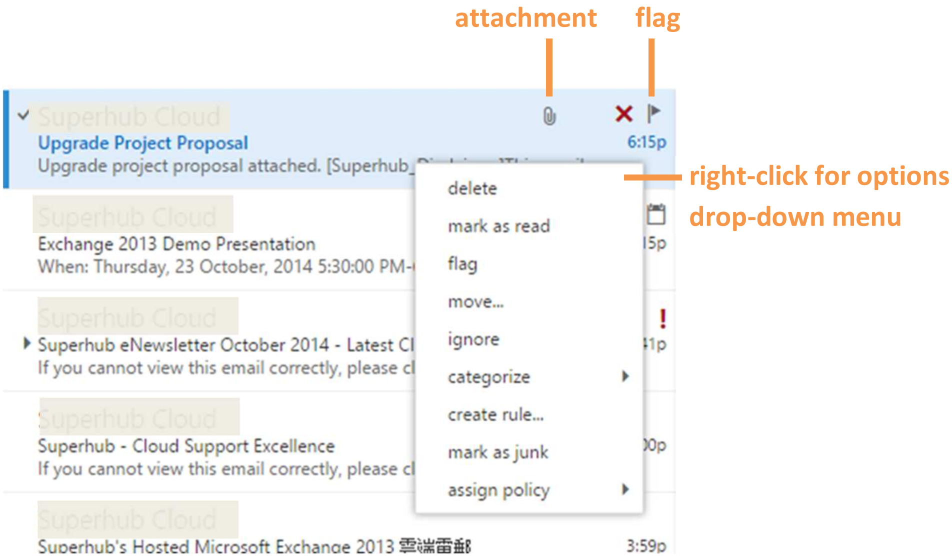


1. **Quick New Mail Button**
   Click ⊕ new mail to create a new message.

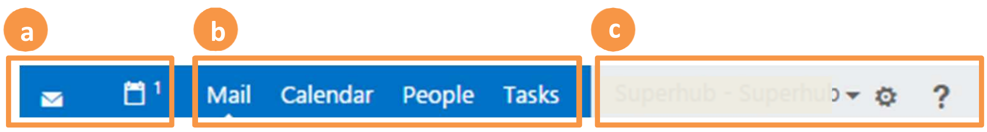
2. **Folder List**
   The folder list shows the folders in your mailbox and other folders such as favorites and archive folders. To expand and collapse a folder, click its triangle icon ◢ . To show or hide the left-hand pane, click the » or « icon at the top.

3. **Search Window**
   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.

4. **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.

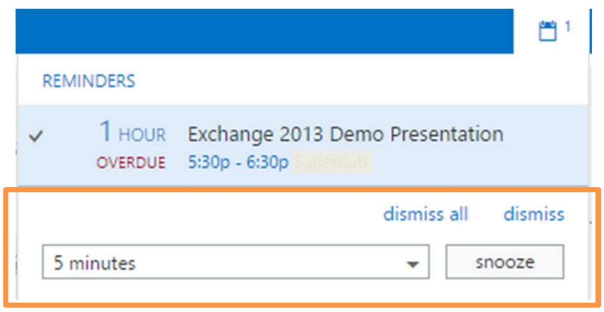


5. Notifications, Navigation, and Settings



a. Notifications

- This section keeps you updated with emails, calendar or task reminder.
- A new mail notification icon reflects that you have new message. You can click on the icon to see a preview of the latest new message.
- A calendar icon reflects that you have appointment or task reminder. You can click on the icon to reveal the reminder. You may dismiss, snooze, or dismiss all.
- The icons appear only when there is a new message or an active reminder.

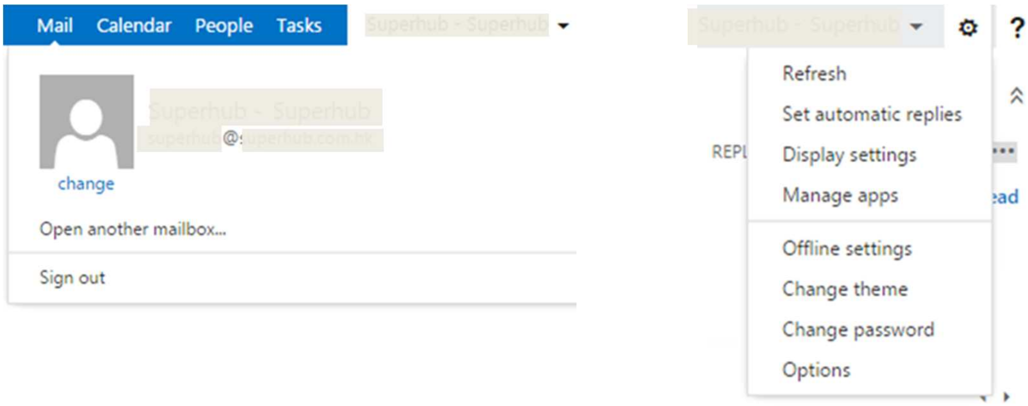


b. Navigation

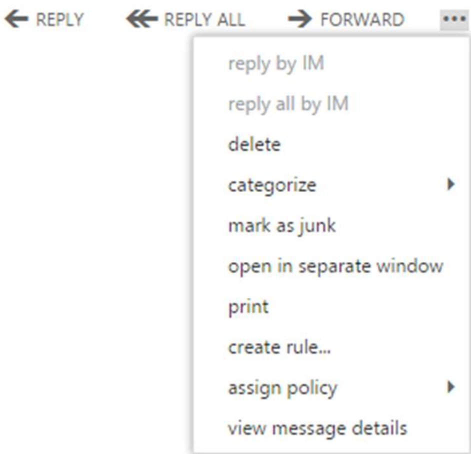
Click here to switch to other areas of OWA - Mail, Calendar, People (Contacts), and Tasks.

c. Settings

Chat status, personal information, options, and help. Use this area to sign in to chat and to manage your chat status, change your personal information, go to options, or sign out of your account.



6. **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.



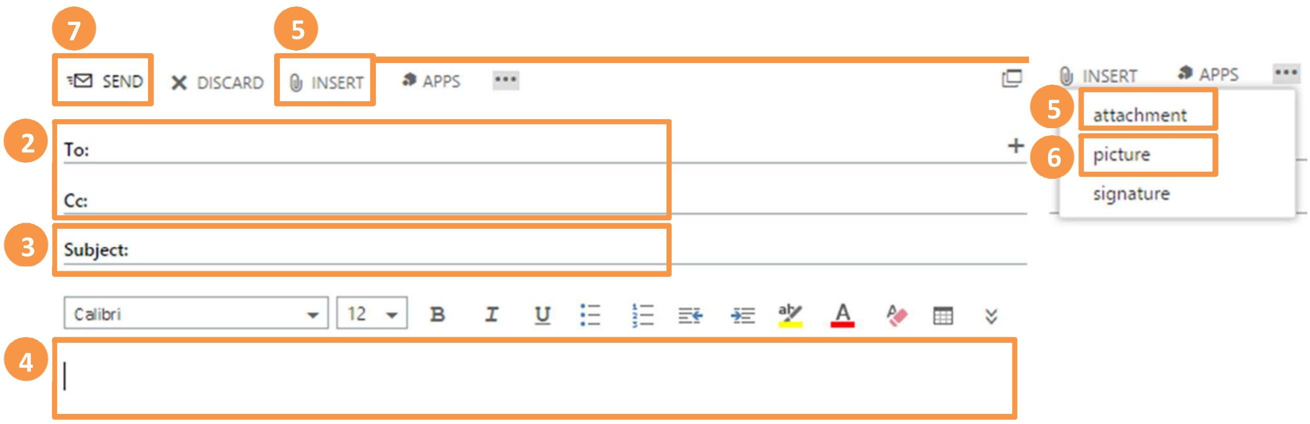
7. **Reading Pane**
   The reading pane displays the conversation that you've selected.

2. Email Messaging

2.1 Compose a New Message

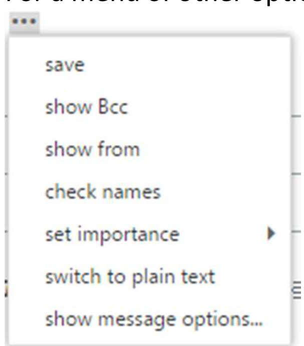
Steps:

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**" and/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, OWA 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 icon, 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 icon to send.



2.1.1 Other Messaging Options

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



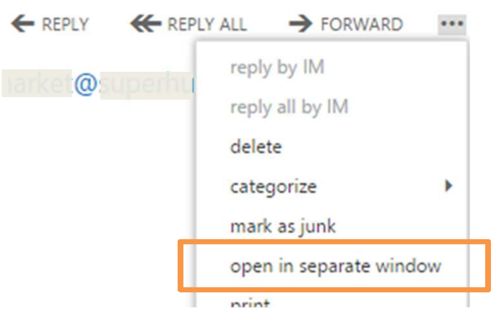
Here you can choose from the following options:

Options	Description
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.
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.

2.2 Open in a Separate Window

By default, you read and create items in OWA either in the reading pane or in a window that overlays the main window. For most items, to open them in a separate window, look for the pop out icon in the upper corner of the item that you're working on. Click it to open that item in a separate window.

To open a message that you're reading in a separate window, click the extended menu icon and select **open in separate window**.



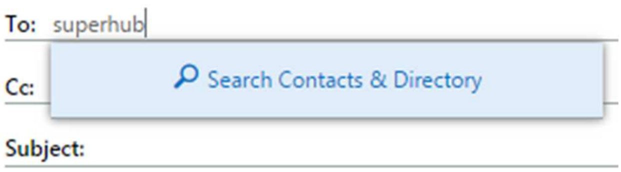
2.3 Selecting Recipients for Message

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.

2.3.1 Add Recipients by Typing Name or Email Address

1. Type the names or email addresses of the recipients on the To or CC lines in a new message. Use a semicolon (;) to separate multiple names.
2. 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.
3. Resolved names are shown in bold. Unresolved names are shown in grey text.

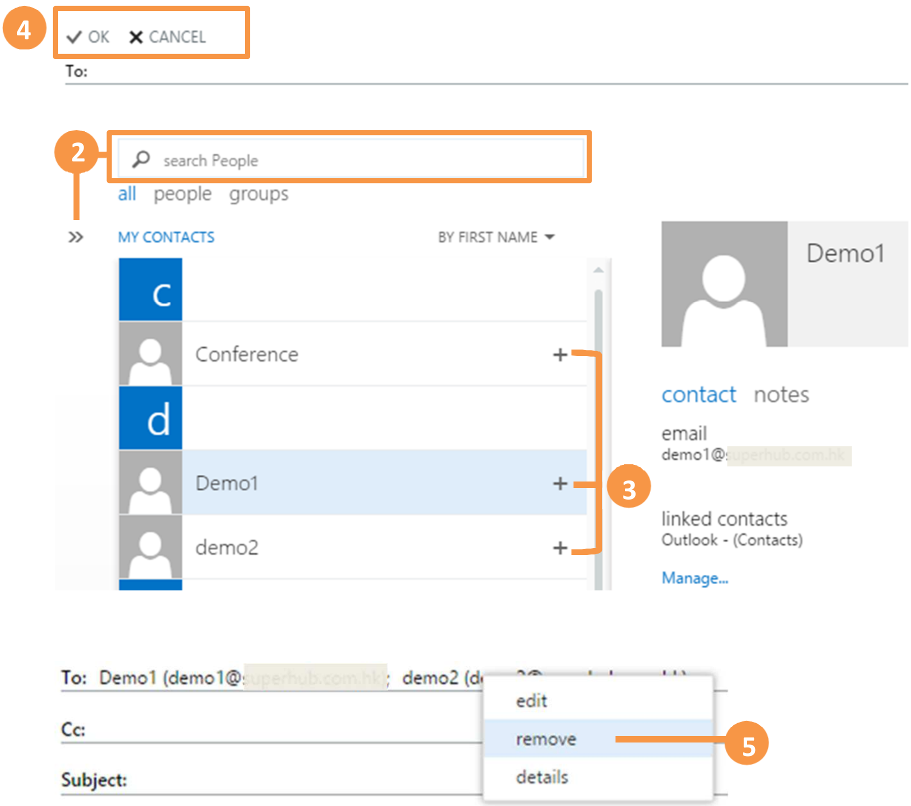


2.3.2 Add Recipients from an Address Book

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

Global Address List: A directory containing the email address of all staff including any company mailing lists.
Contacts: A list of your personal contacts.

1. To add recipients from an address book such as Global Address Book (GAL), you can also click on the "**To**" or "**cc**" link at the left of the line, or the + sign at the end of the selected field.
2. You can search for a person in the Global Address List (GAL) or your Contacts folder. You can use the » icon at the top of your contacts folders to collapse or expand them.
3. Once you have located your recipient, select the recipients and click add icon + to add them to your message.
4. When you have finished selecting your recipients, click ✓ OK to confirm and return to the message (or ✕ CANCEL to remove).
5. To remove recipients from a message, right-click the name and then choose **remove**, or select the name and press the **Delete** key from your keyboard.

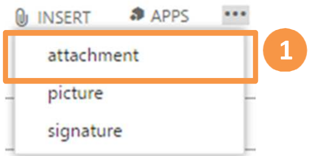


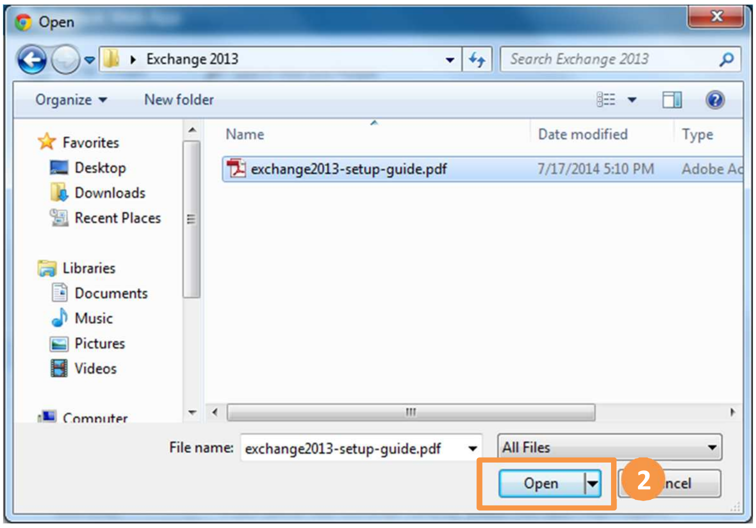
2.4 Add Attachment to Message

When composing email, you could add attachments by browsing a file and then insert or drag-and-drop.

2.4.1 Browsing a File and Insert

1. Click INSERT icon and select **attachment** to attach a file.
2. Browse for the file you want to attach and click **Open**.
3. The file is attached. You may attach multiple files.
4. To embed a picture, so that it is displayed in the message without the recipient having to open it, click INSERT icon, select picture.
5. Browse for the picture you want to embed and click **Open**.
6. The picture is embedded. You may embed multiple pictures.


INSERT
APPS
attachment
picture
signature
1


Open
Exchange 2013
Search Exchange 2013
Organize
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Name
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All Files
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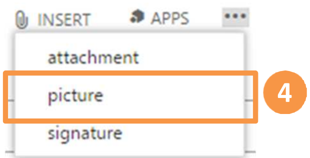
INSERT
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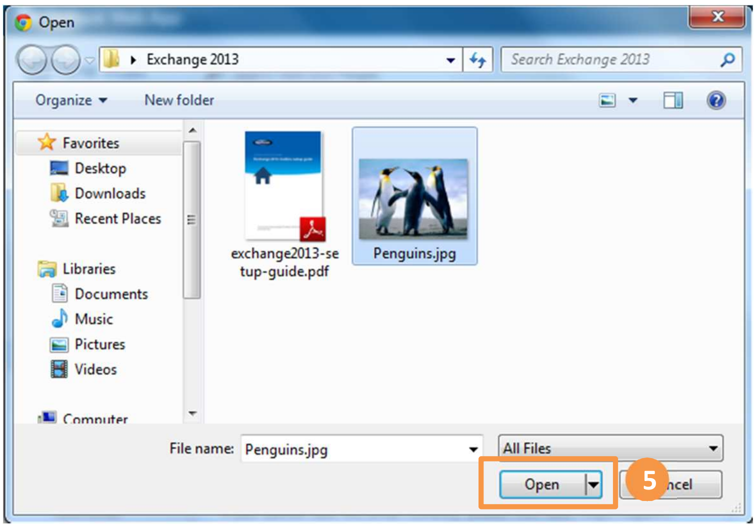
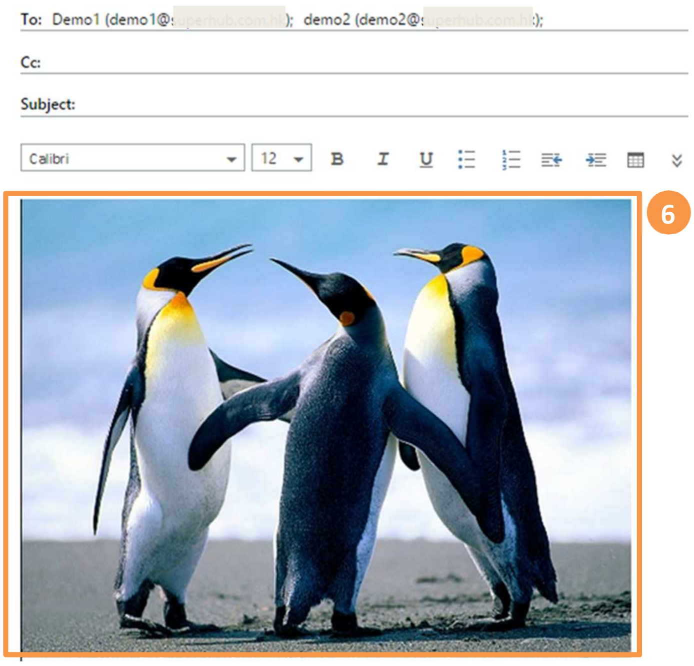
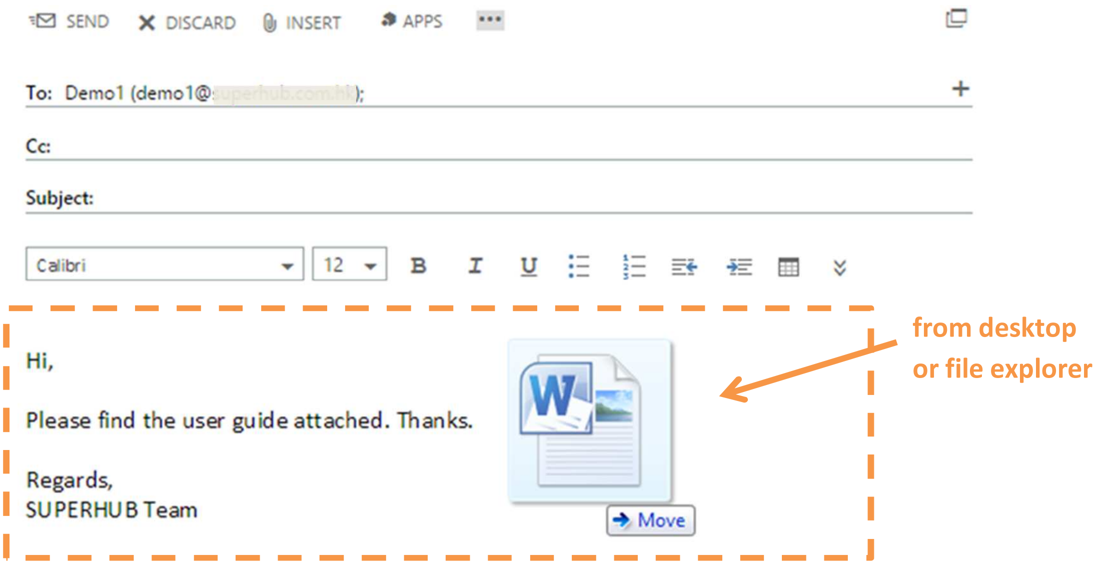

Open
Exchange 2013
Search Exchange 2013
Organize
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
exchange2013-setup-guide.pdf
Penguins.jpg
File name:
Penguins.jpg
All Files
Open
ncel
5


To: Demo1 (demo1@); demo2 (demo2@);
Cc:
Subject:
Calibri
12
6

2.4.2 Drag-and-drop

Drag a file from desktop or file explorer and drop it inside the message content.



2.5 View Message

When a new message is received, a new mail notification icon will be shown. You could click it to view immediately.

2.6 Read 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.

2.7 Reply, Reply All, and Forward Message

1. In the reading pane or message window, click the response option you want.

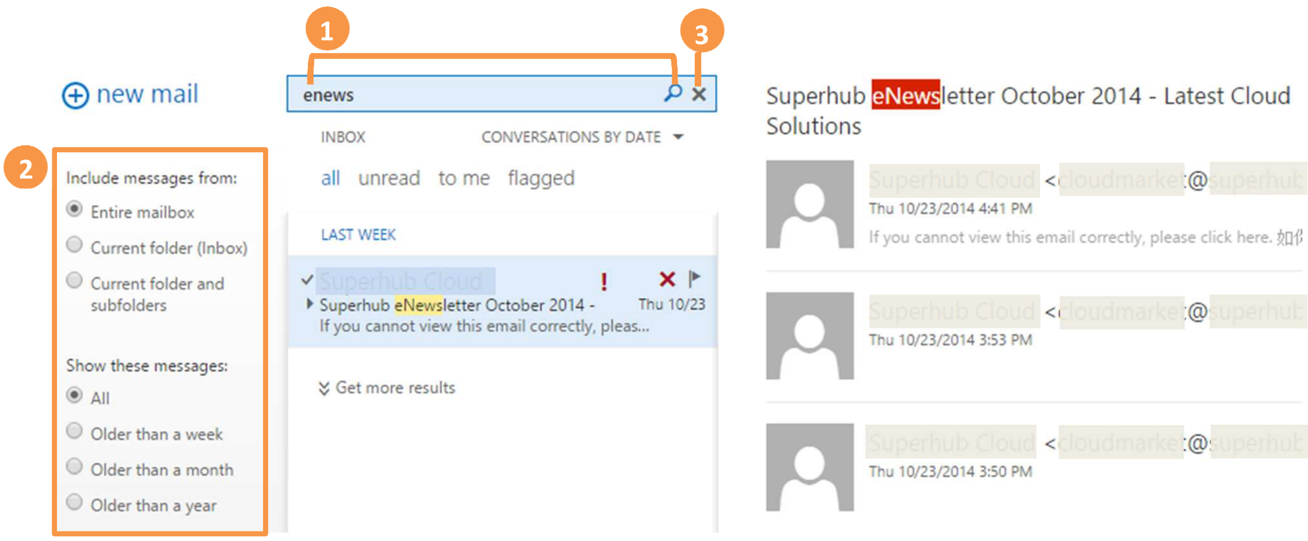
2. Add any additional recipients if needed.
3. Enter the content of your message.
4. When you have finished, click SEND to send.

Note: when replying to an email, the corresponding previous email content will be appended under your new message; however no attachments will be included. Attachment can be included by clicking FORWARD.

2.8 Search Message

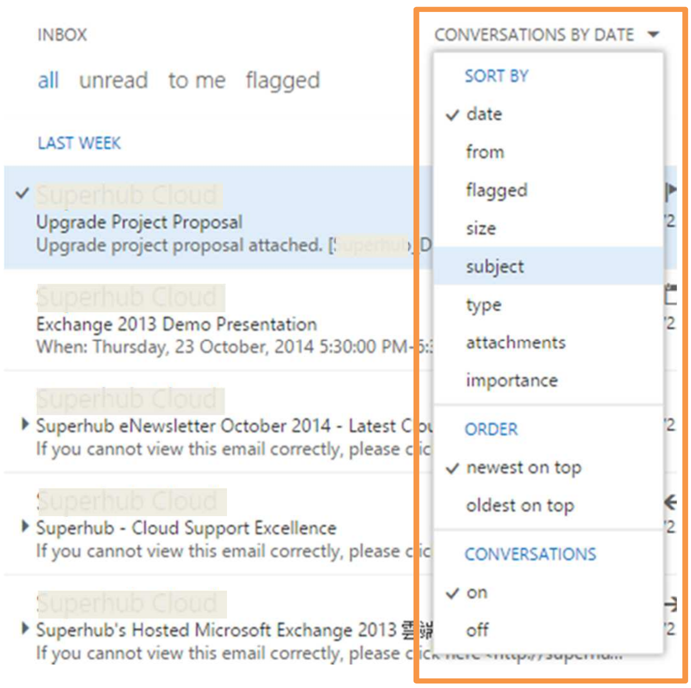
1. Enter the word, name, or phrase that you want to search in the **search Mail and People** text box at the top of the center pane and click icon to search.

2. You can refine or edit your search result by using the options displayed in the left pane, above the folder list.
3. To clear the filter/sort/search fields, click the discard icon ✕ to the right of the search box.



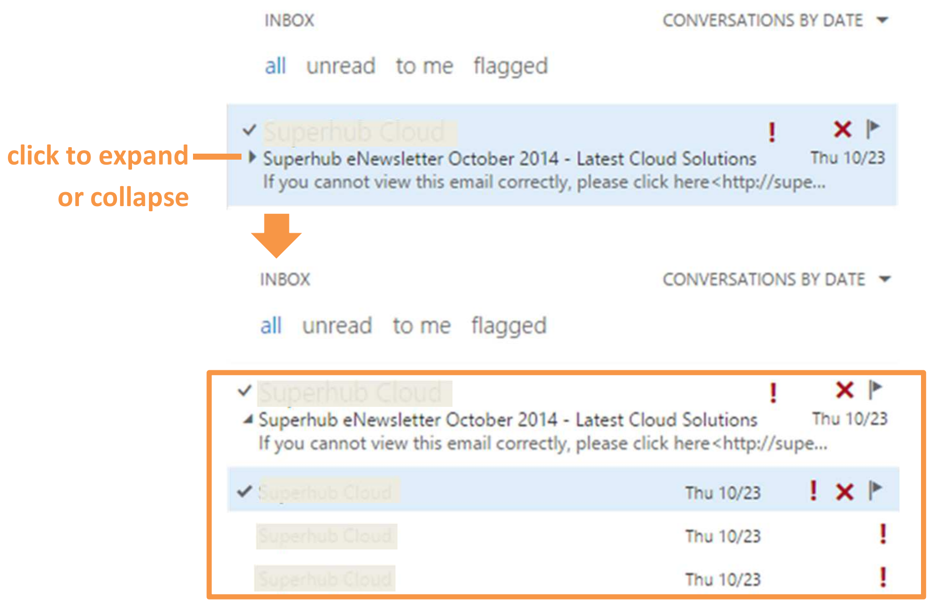
2.9 Sorting Message

By default, messages are grouped by conversation and sorted by the date received, with the newest messages on top. To change the sorting and grouping preference, click the sort arrow ▾ at the top of the list view.

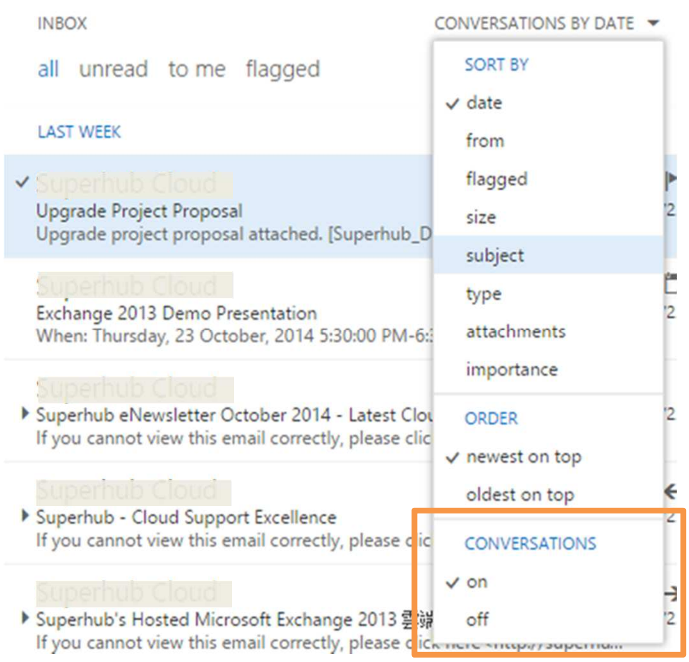


2.10 Conversation Threads

Conversation view shows all messages with the same subject as a threaded conversation, no matter what folder they are stored in. if you want to review a conversation from the main window, click the arrow ▸ by the subject line to expand or collapse the conversation.



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.



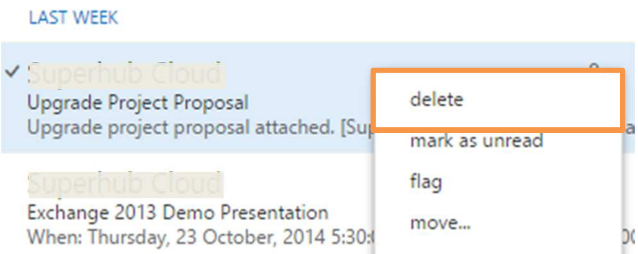
2.11 Delete Message

You can delete messages in several ways:

1. Delete messages from the message list.
2. Delete messages from the reading pane.

2.11.1 Delete Messages from the Message List

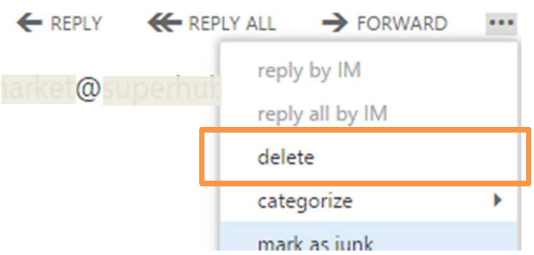
1. Select the message that you want to delete from the message list and press the **DELETE** button on your keyboard, OR
2. Mouse-over the message that you want to delete in the message list and click the ✕ icon, OR
3. Right-click on the message that you want to delete in the message list and choose **delete** from the menu options.



Tip: to delete multiple messages at once, hold down the CTRL button of your keyboard (Windows computer) as you select multiple message from the message list.

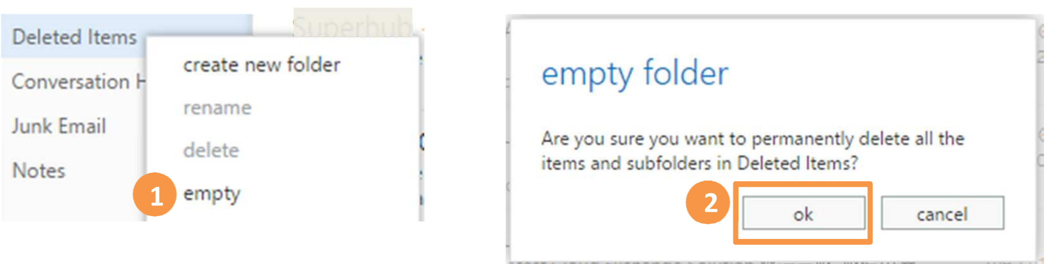
2.11.2 Delete Messages from the Reading Pane

Click the extended menu icon ••• and choose **delete**.



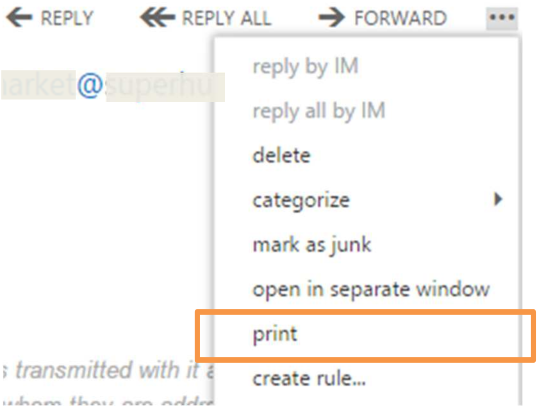
2.11.3 Empty the Deleted Items Folder

1. Right-click the **Deleted Items** folder and click **empty**.
2. Click **ok** to confirm that you want to permanently delete the items in the Deleted Items folder.



2.12 Print Message

To print a message, click the extended menu icon ••• within the message and click **print**.

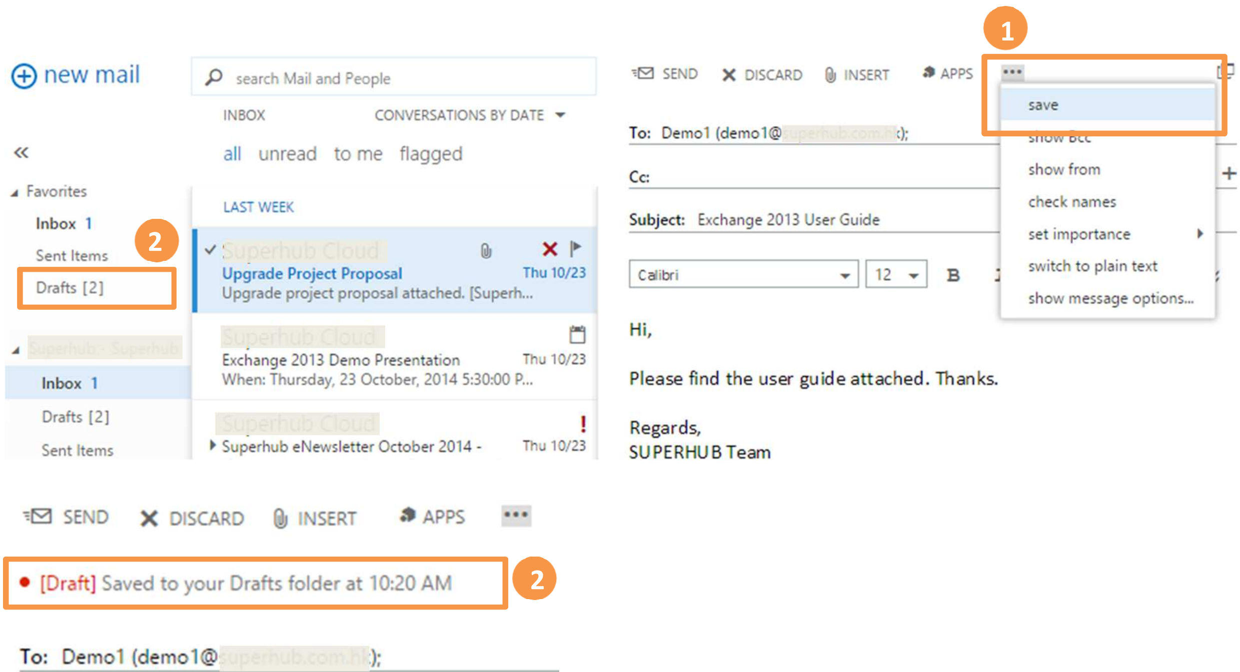


2.13 Working with Drafts

If you can't finish writing a message right away, or want to wait a bit before you send it, you can click away from it and come back to it later to finish it. OWA automatically saves your message as you create it and adds it to your drafts folder. Alternatively, you can save an unsent message manually and send it later.

2.13.1 Save Message to Send Later

1. When you finished drafting your message, click ••• icon and click **save** from the drop-down menu.
2. The message will be saved to your **Drafts** folder.



2.13.2 Finish a Drafted Message

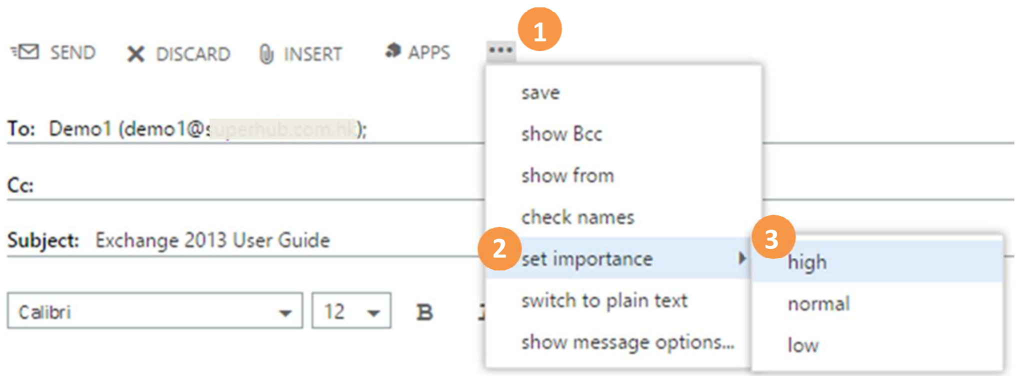
1. Click on the **Drafts** folder.
2. Click on the message you were working on to see it in the reading pane.
3. Click CONTINUE EDITING or, if you've decided you don't want to send the message after all, click DISCARD.
4. If you still want to send the message, finish editing it and click SEND.

2.14 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:

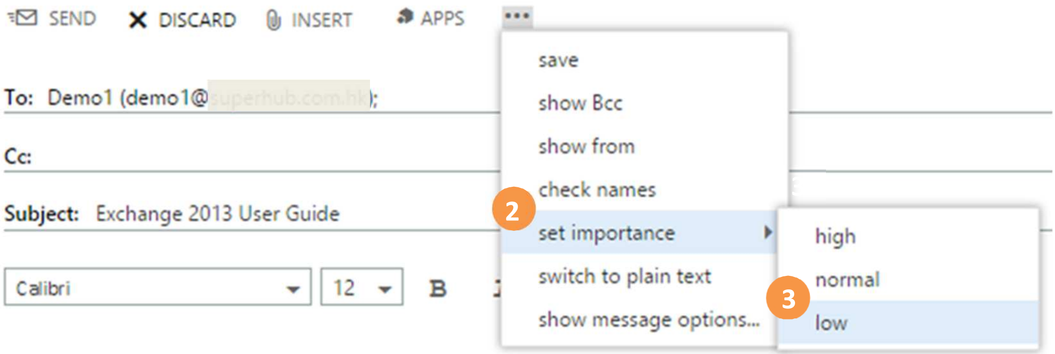
1. Click on the ••• icon.
2. Select **set importance** from the drop-down menu.
3. Select **high**.



If the message is of low importance:

1. Click on the ••• icon.
2. Select **set importance** from the drop-down menu.
3. Select **low**.

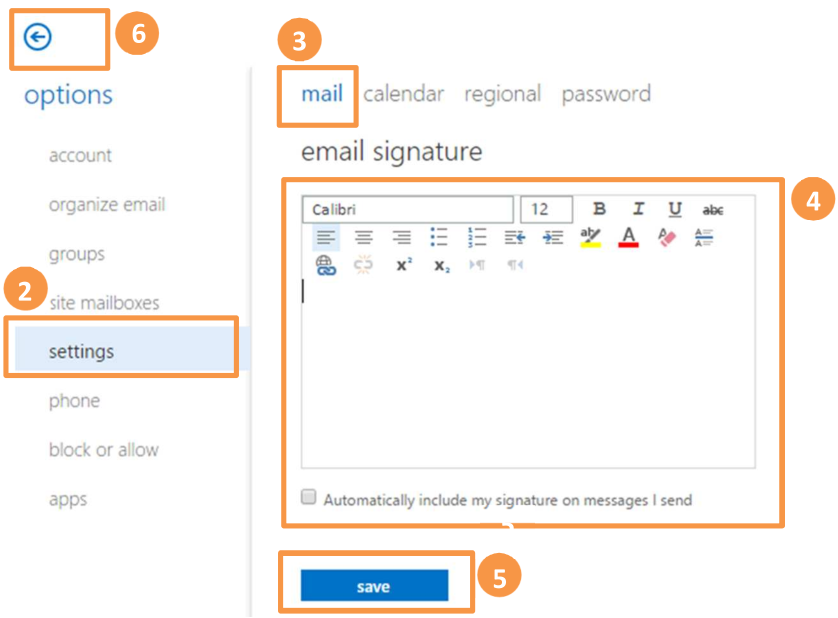
1



2.15 Email Signature

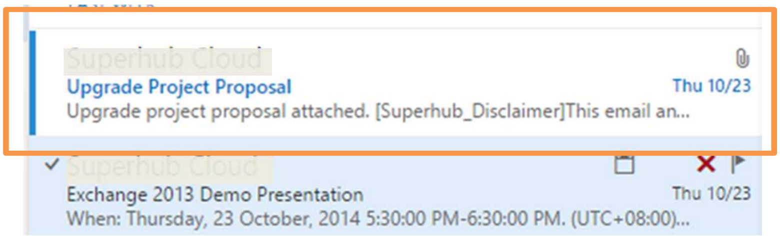
You can either automatically insert a signature in every single outgoing message or alternatively you can manually insert a signature as and when it is required.

1. Before inserting a signature you need to create it. Click on ⚙ icon at the top right corner and click **Options**.
2. Click **settings** on the left panel and click **mail** on the top pane.
3. Under the **email signature**, enter your email signature. Your email signature can be in HTML format, containing multiple lines and hyperlinks.
4. Be default, your signature will only be applied when composing email. To add your email signature when replying or forwarding, you could check **Automatically include my signature on messages I send**.
5. Click **save**.
6. To return to your mail box, click on ⊝ icon at the left top corner.



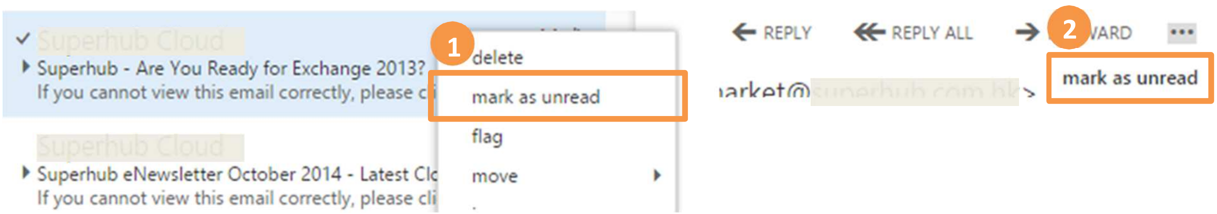
2.16 Mark Message as Unread

If a message is unread, its subject line is shaded in blue color with a blue vertical line to the left of the message.



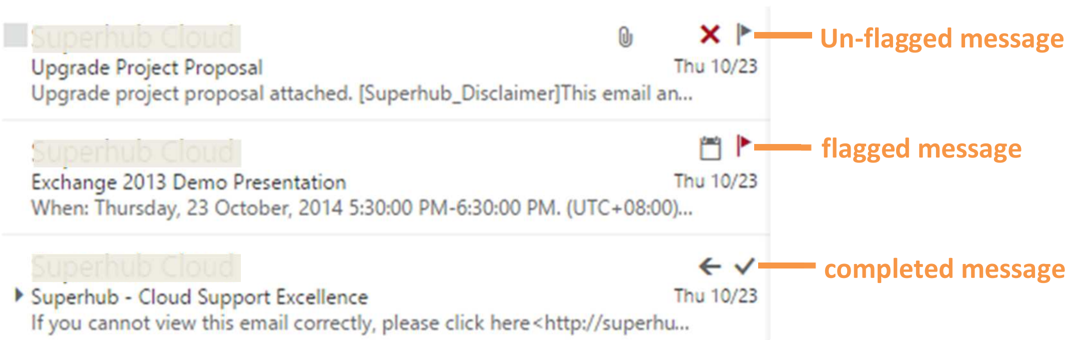
You can mark a message as unread by:

1. Right-click on the message you want to mark as unread and click **mark as unread** from the menu options, OR
2. Click on the **mark as unread** in the reading pane.



2.17 Message Flagging

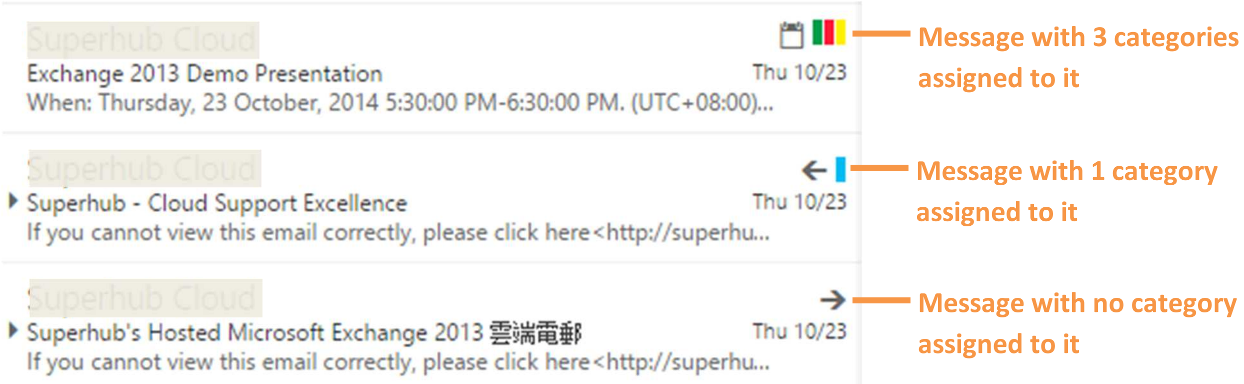
You can flag messages for follow up actions.



Task	Actions
To flag a message:	Right-click on the message in the message list and click **flag** from the menu options, or simply click on the flag icon. The flag turns red.
To mark a flag as complete:	Click on the flag icon on the flagged message. The flag icon will turn into a tick icon.
To clear a flag:	Right-click on the flag and select **clear flag** from the menu options.
To set a date and reminder:	Right-click on the flag and select the reminder time.

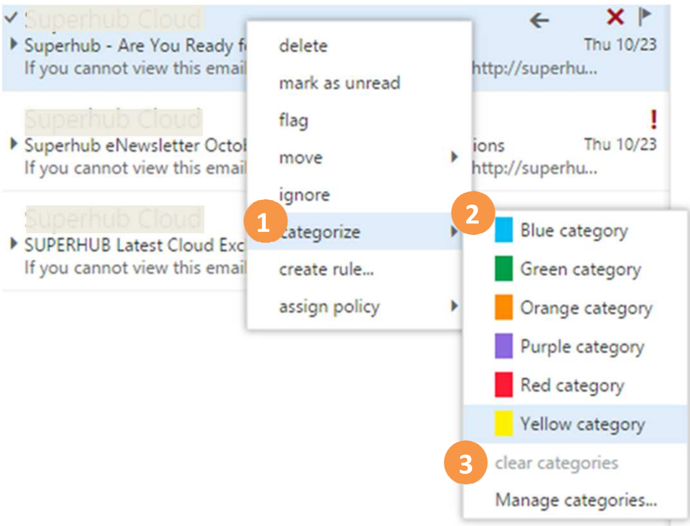
2.18 Message Categories

You can organize your messages by assigning specific colors to individual messages.



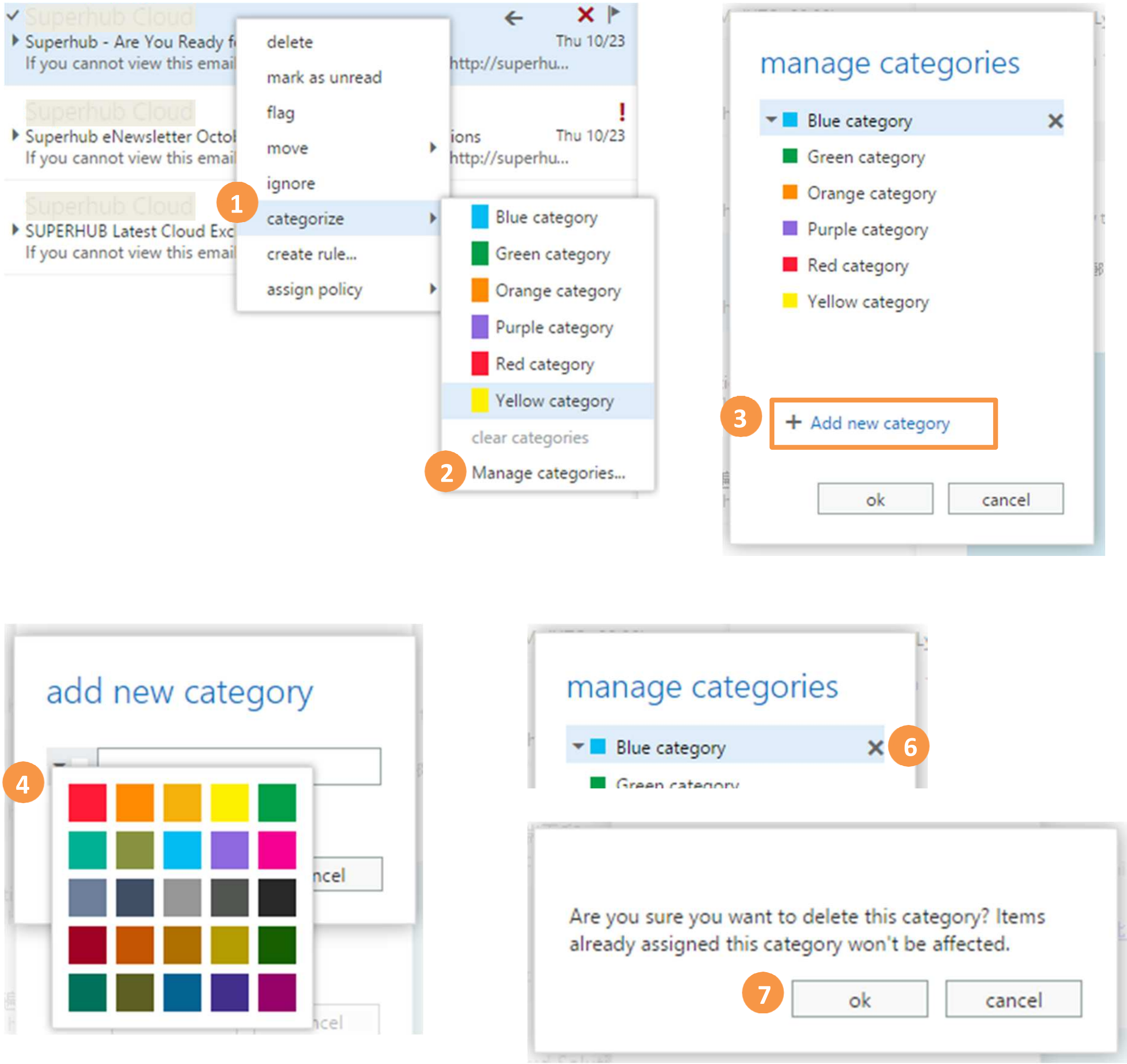
2.18.1 Add a Category to a Message

1. Right-click on the message that you want to categorize and select **categorize**.
2. Select the category that you want to assign to the message. Repeat until you have assigned all relevant categories.
3. To remove a category, click **clear categories**.



2.18.2 Create a Category

1. Right-click on the message that you want to categorize and select **categorize**.
2. Click on **Manage categories** in the menu options.
3. In the pop-out window, click + Add new category to add new category.
4. In the **add new category** window, click on the arrow to select a new color that you want for the new category and enter a name for the new category.
5. Click **ok**.
6. To delete a category, simply click on the ✕ icon of the category that you want to delete in the **manage categories** window.
7. Click **ok** to confirm the delete action.

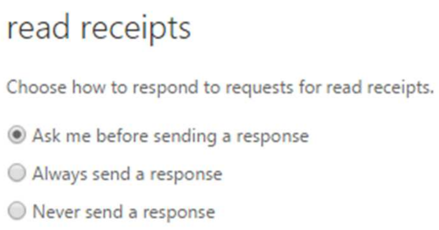


2.19 Read Receipt

2.19.1 Respond to the Request for a Read Receipt

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

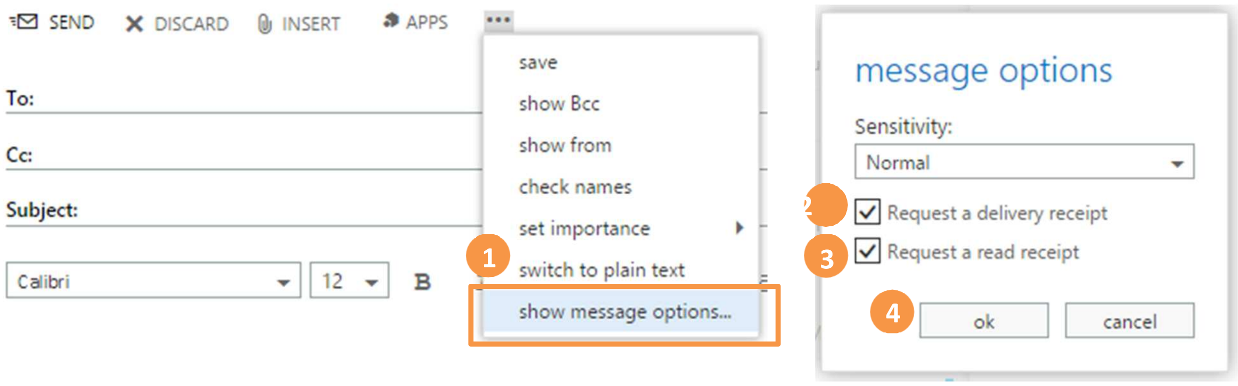
1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **settings** on the left panel and click **mail** on the top panel.
3. Under **read receipts**, click on the radio button to choose your respond preference.
4. Click the **save** button at the bottom of the page.



2.19.2 Request for a Delivery Receipt and Read Receipt

You can request for 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.

1. In the message you want to request for a delivery receipt or read receipt, click the extended menu icon ••• and select **show message options**.
2. In the message options window, check the checkbox for **Request for a delivery receipt** if you want to know when the message you are sending has reached the recipients.
3. Check the checkbox for **Request for a read receipt** if you want to know when the message that you are sending has been marked as read.
4. Click **ok**.



2.20 Message Icons

Messages within your inbox are displayed with various icons allowing you to know their status quickly.

Item	Description
	Notification of a delivered message. You will only get a notification if you've requested for 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 delivered.
!	High importance message.
↓	Low importance message.
	Message containing one or more attachment(s).

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

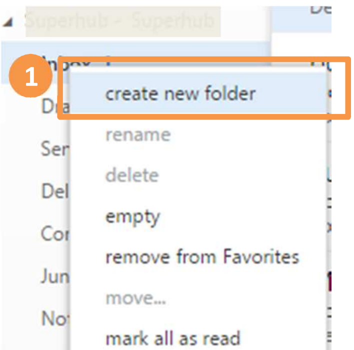
Item	Description
	Message you have replied to
	Message which has been forwarded
	Flagged message
	Unflagged message
	Previously flagged message which is now complete
	Categorized message

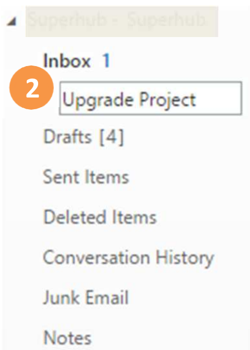
2.21 Working with Folders

You can create folders in your mail area to help you organize and find your messages. The left panel display all the folders you have access to. When you select a folder, items from that folder are displayed in the message list.

2.21.1 Create New Folder

1. Right-click on the folder which the new subfolder is to be created in (to create a new top-level folder, right-click your name at the top of the list) and select **create new folder**.
2. In the blank field, type in the name of the new folder and press ENTER on your keyboard to save your changes.



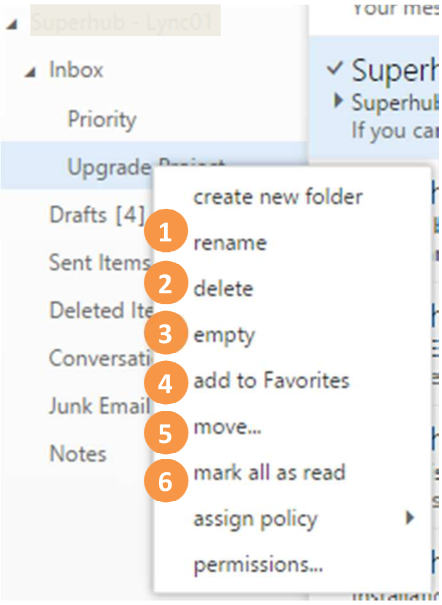


2.21.2 Managing Folders

To expand or collapse the 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.

Options	Descriptions
1. **Rename:**	Select **rename**, enter a new name in the blank field and press ENTER on your keyboard (Note: for folders that you cannot rename e.g. inbox, this option is greyed out).
2. **Delete:**	Select **delete** and click **ok** to confirm. 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.

3.	**Empty:**	Select **empty** and click **ok** to confirm. This moves all items in 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.
4.	**Add to favorites:**	This adds the folder to the Favorite folder, making it easier to find. Note that this doesn't move the folder.
5.	**Move**	Select **move** and choose the folder that you want to move to and click **ok**. (Note that you can also move folders by dragging and dropping).
6.	**Mark all as read:**	This marks all items in the folder as read.



3. Using OWA Offline

Offline access allows you to use OWA on your laptop or desktop computer when you're not connected to the Internet. After you've enabled offline access, Outlook Web App will work in an offline mode as needed depending on your network connection. When you're online, Outlook Web App will automatically update the offline information. To use offline access, you will need at least Internet Explorer 10, Safari 5, or Chrome 24.

Most tasks that you can do online are available when you're offline. Tasks you can do while offline include but aren't limited to:

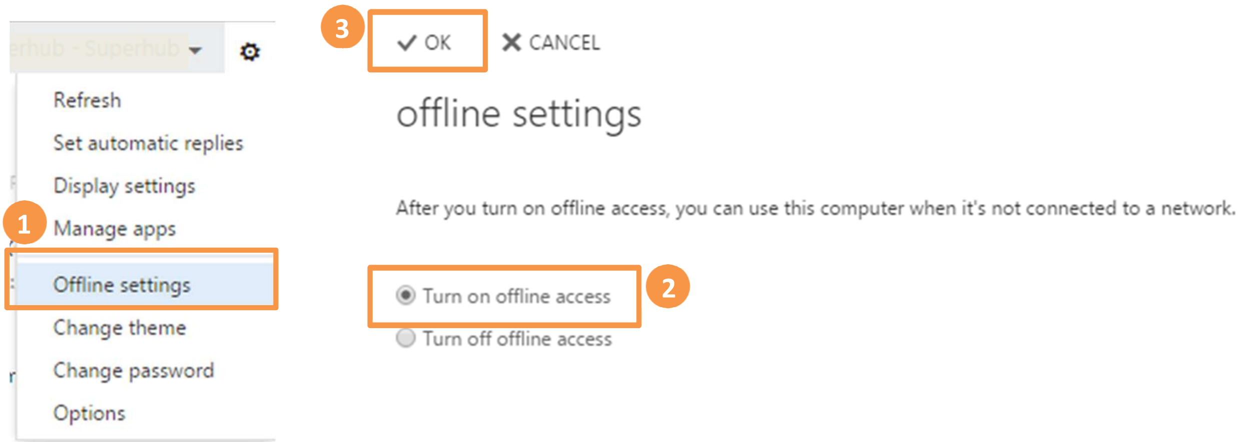
- Reading and responding to messages.
- Sending new messages.
- Viewing and editing your calendar.
- Responding to meeting requests.
- Viewing and editing your contacts.

If you try to do something that's not available offline, you will either see an error message, or what you did will change back. Anything that you do while offline will be uploaded to the server when you reconnect to a network.

3.1 Turn on Offline Access

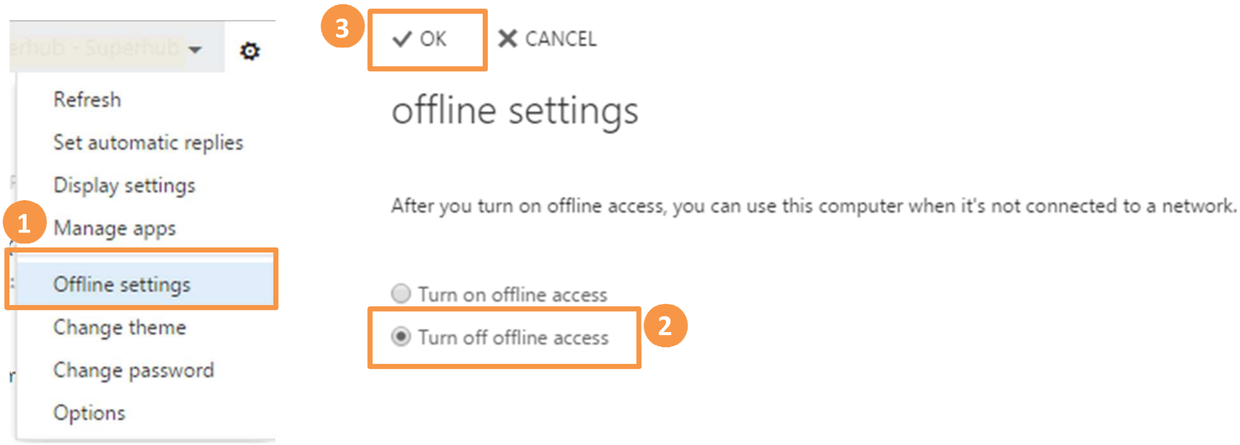
1. Select Settings at the top of the OWA window and select **Offline settings**.
2. Select **Turn on offline access**.
3. Select **OK**. OWA will walk you through the steps to set up and use offline access.

Warning: You should not turn on offline access on a computer that you share with others.



3.2 Turn off Offline Access

1. Click Settings at the top of the Outlook Web App window and select **Offline settings**.
2. Select **Turn off offline access**.
3. Select **OK**.



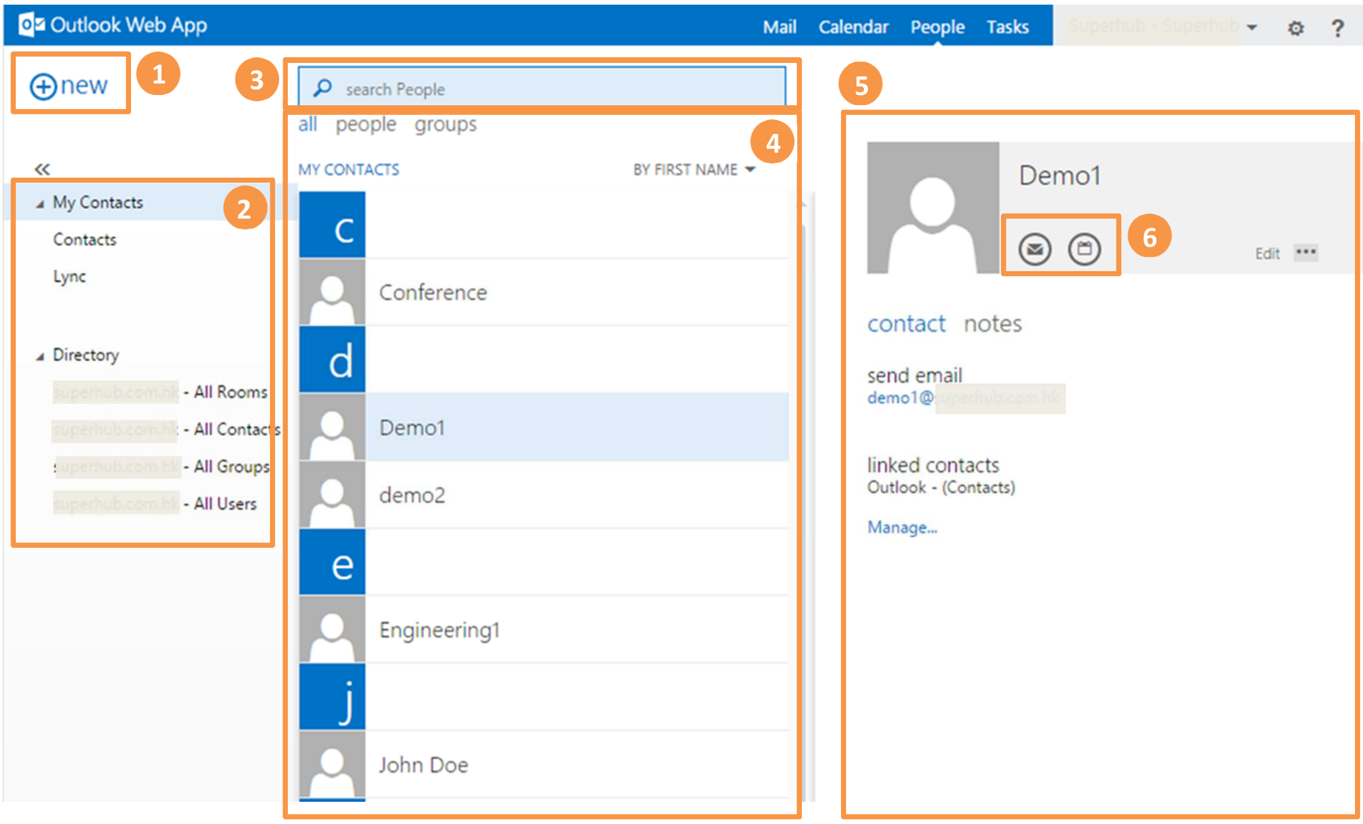
3.3 Points to Take Note

- Offline access may not make all of your email and calendar information available offline. Some of the available features and limitations are:
  - The last few days of messages. Supported folders include Inbox, Drafts, and any folders viewed within the last few days, up to 20 folders. If you've viewed more than 20 folders in the last few days, the most recent 18 plus Inbox and Drafts will be available.
  - In each folder that's available offline, you will see three days of content, or 150 items, whichever is larger.
  - Attachments aren't available when offline.
  - The previous month and future year of your calendar.
  - A limited set of upcoming calendar reminders. If you're offline for a long period of time, calendar reminders will stop working until you go online and Outlook Web App can download current information.
  - Only your primary Calendar will be available offline.
  - All the items in your Contacts folder, plus any people that you email often and any that you've emailed recently.
  - Offline access doesn't include archived folders, Team folders, tasks, or Favorites.
  - You can't search for or sort items in your mailbox when offline, and the built-in filters won't work when you're offline.
- You have to enable offline access on each computer that you want to be able to use Outlook Web App on when not connected to a network.
- Offline access for Outlook Web App is designed for portable computers such as laptops and notebooks. It can't be enabled in browsers on smaller devices, such as tablets and smartphones.
- Your web browser determines where on your computer the offline information is stored and how much space it can use. If your offline information won't fit in the space that's been set aside, you may be prompted to increase it. If the space can't be increased, less of your information will be available when you're offline.

4. People (Contacts)

This is where your contacts are stored. From here, you can find, create, and edit your contacts. Also, you can search for contacts in your organization's directory.

To access the People section (contacts). Click on the **People** link located on the main toolbar.

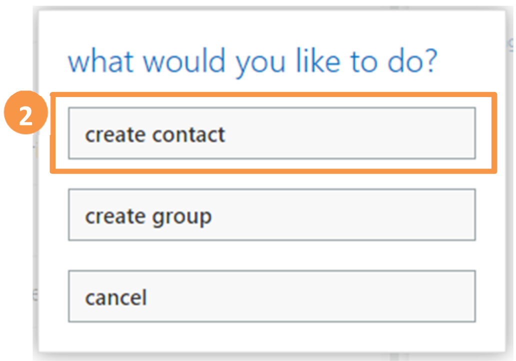


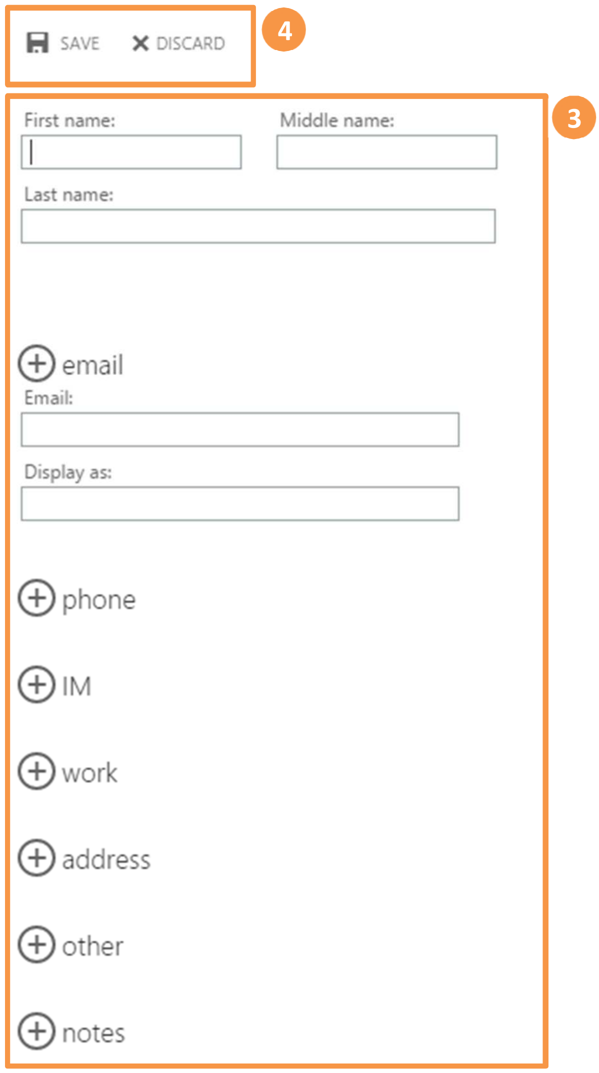
1. Create a new contact by clicking ⊕new icon.
2. All the places you can find contact information.
3. Search. Type a person's name here to search for them in your contacts and in your organization's address book.
4. List of all contacts in the current folder.
5. The contact card for the selected person.
6. Actions you can take directly from the contact card. Select the icons to send a message or schedule a meeting.

4.1 Create a New Contact

1. Select the folder under **My Contacts** that you want to create the contact in, then select ⊕new icon.

2. Select **create contact**.
3. In the blank contact form, fill in any details that you want. Select the ⊕ icon to see more options for that type of information. For example, if the person you're adding to your contacts has multiple phone numbers, select the ⊕ icon next to **Phone** to add phone numbers.
4. When you're done, select SAVE to save your changes or ✕ DISCARD to cancel.



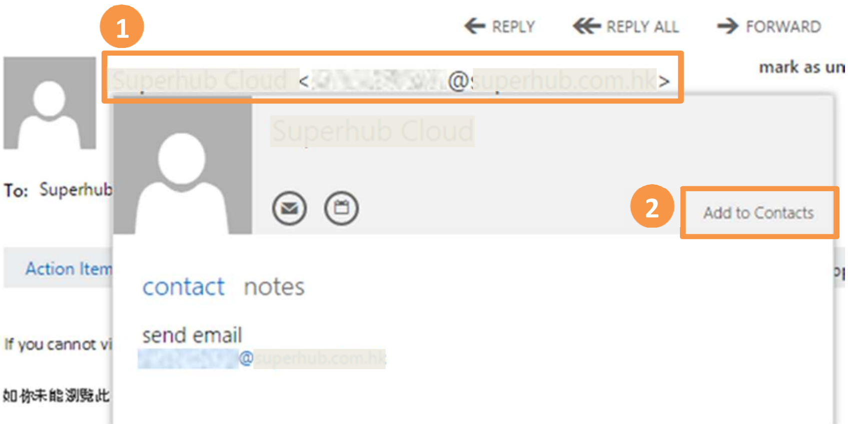


4.2 Create a Contact from a Message

You can add any contact that you see in a message to your Contacts. To add a contact from a message:

1. Select the name to see the contact card.
2. Select **Add to Contacts**.

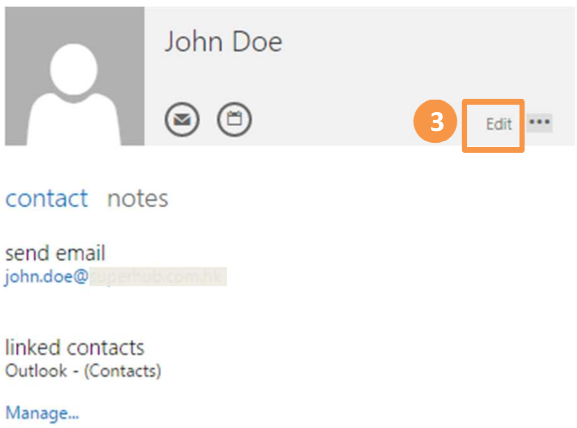
3. Add any additional information you want.
4. Click SAVE to add the card to your **Contacts**, or ✕ DISCARD to cancel.

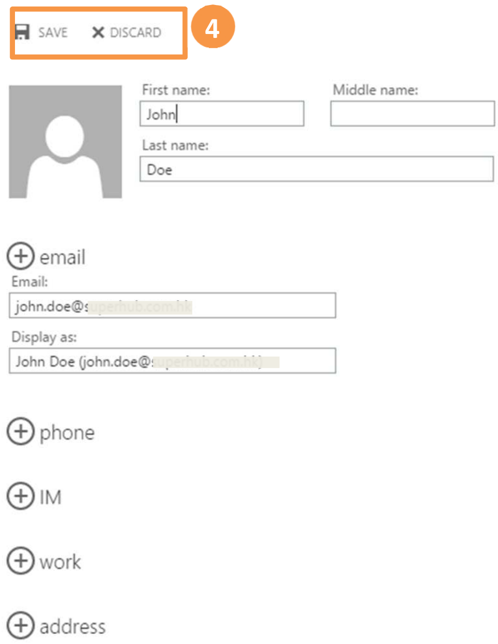


4.3 Edit a Contact

Steps:

1. Find and select the contact that you want to edit. (You can only edit contacts in the folders under **My Contacts**).
2. When you select a contact, you'll see their details in the reading pane.
3. To edit their information, click **Edit**.
4. Make any changes that you want, and click SAVE to save your changes or ✕ DISCARD to cancel.



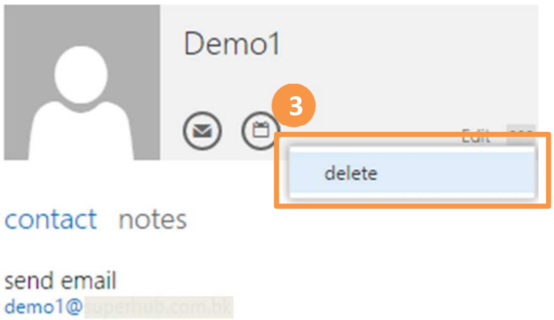


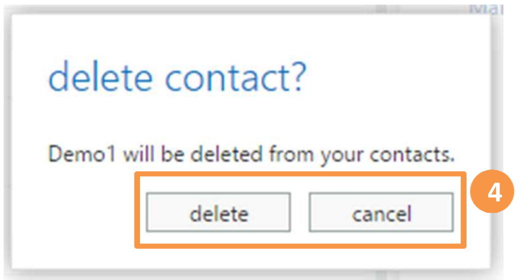
4.4 Delete a Contact

Find and select the contact that you want to delete.

1. When you select a contact, you'll see their details in the reading pane.
2. Click on the ••• icon and click **delete** OR you may press the **Delete** key on your keyboard.

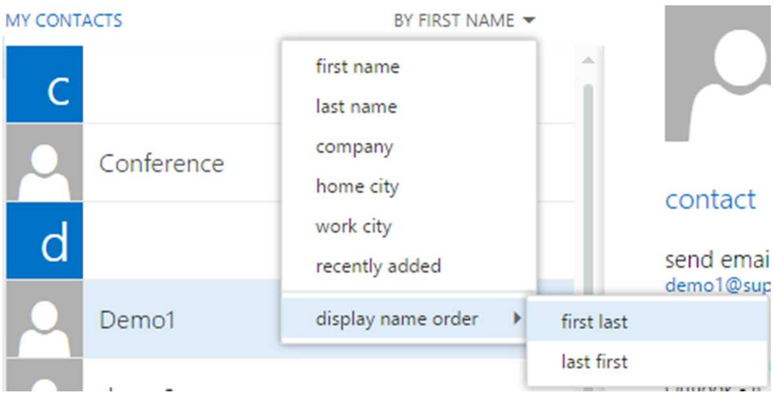
3. Click ok to confirm that you want to delete or click cancel.





4.5 Sorting Contacts

To change the sorting preference, click the sort arrow at the top of the contact list and select your preference from the drop-down list.

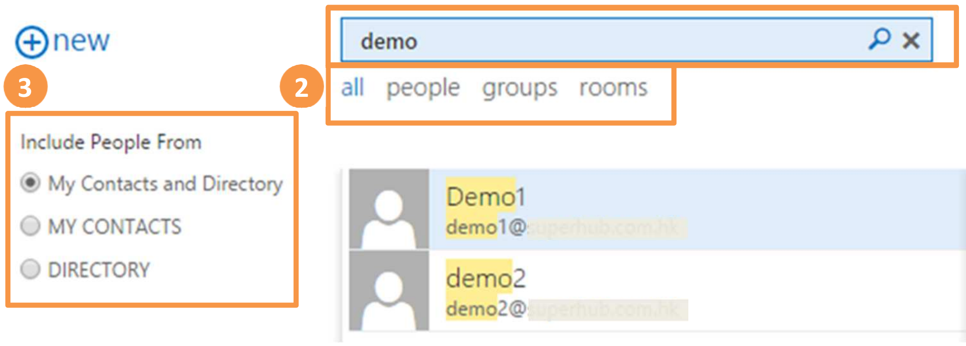


4.6 Search for a Contact

1. Enter the name of the person you want to search for in the search box and click the search icon .
2. You may refine you search by clicking one of the filters below the search box: **All**, **People**, **groups**, or **Rooms**. The default filter is **All**.
3. You may further refine your search by selecting the scope in the navigation pane. The default scope is **My Contacts and Directory**.
4. To clear your search result, select the discard icon ✕ next to the search box.

1

4

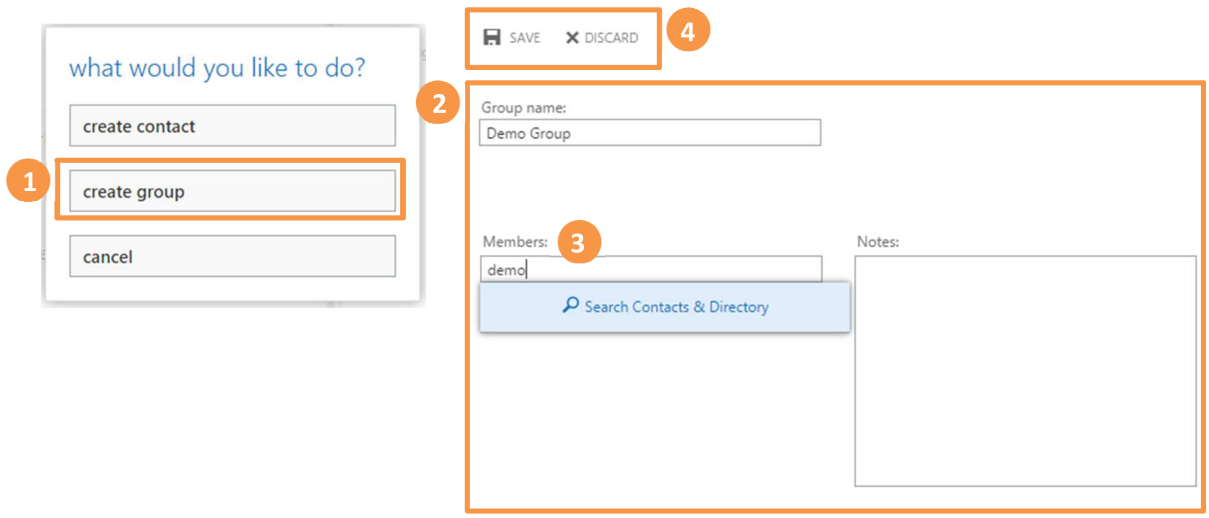


4.7 Create a Group

You can create two types of groups in Outlook Web App. The first is a personal group, which is a group that is stored in your Contacts folder and can contain entries from your personal Contacts and from your organization's address book. The other is a shared group (this is depending on the settings on your account). Please refer to Distribution Groups section for more information.

4.7.1 Create a Personal Group

1. Select the folder under **My Contacts** that you want to create the group in, then select ⊕new icon and select **create group**.
2. In the blank group form, enter the group name that you want in the **Group name** field and any notes in the **Notes** field.
3. To add members, type the name of the person you want to add in **Members**. OWA will search for a match in your Contacts and in your organization's address book. If a match isn't found, you can search for that person. You can also type an email address directly in **Members**. Press **Enter** on your keyboard to add your selection to the group.
4. When you're done, click SAVE to save your changes or ✕ DISCARD to cancel.



4.7.2 Create a Shared Group

Please refer to Distribution Groups section for more information.

4.8 Distribution Groups

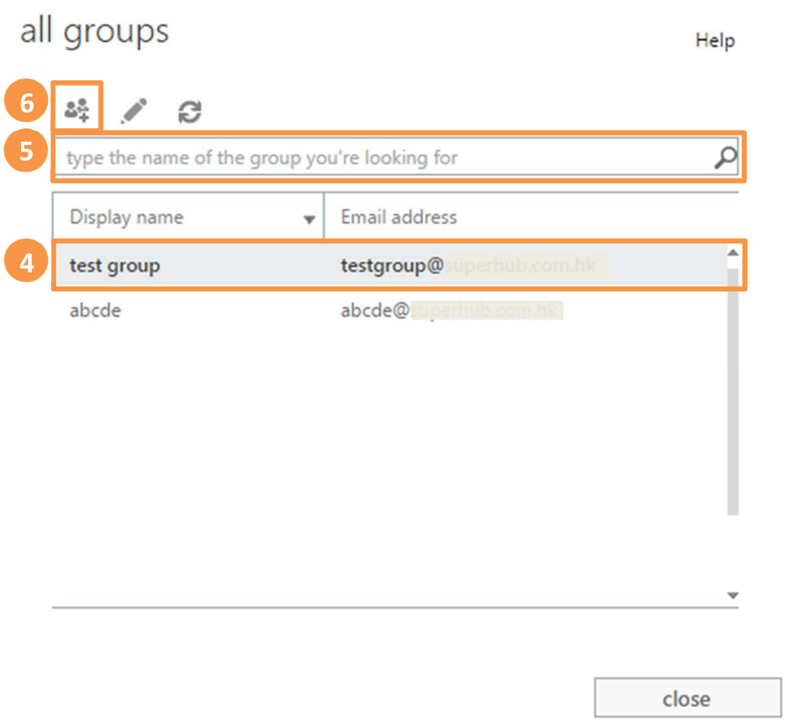
Use Distribution Groups to create, join, or leave distribution groups that are in your organization's address book. You can also create distribution groups that will appear in your organization's address book. Note: These features may not be available or may be only partly available depending on your account settings.

4.8.1 Join or Leave a Distribution Groups

Use **Join or leave a distribution group** to see and manage the distribution groups you're a member of.

To join a distribution group:

1. Click on icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I belong to**, click on the **Join** icon.
4. In the dialog box, select the group you want to join. You can search for a group by typing all or part of its name in the search window, and then selecting the search icon. Click to clear the search results.
5. Select the group you want to join.
6. Click the **Join** icon.



To leave a distribution group:

1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I belong to**, click on the **Join** icon.
4. Select the distribution group that you want to leave and click **Leave** icon.

4.8.2 Create and Manage Distribution Groups

Create and manage distribution groups shows the distribution groups that you're listed as an owner of. Use it to create new groups and manage existing groups that you own.

To create a new group:

1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I own**, click **New**.
4. In the dialog box, add the information needed to create your distribution group.
5. Click **Save**.

To edit a group or review information about a group:

1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I own**, in the dialog box, select the group that you want to edit. You can search for a group by typing all or part of its name in the search window, and then selecting the search icon. Click ✕ to clear the search results
4. Click **Edit** and make the changes you want.
5. Click **Save** to save your changes, or **Cancel** to leave without saving.
6. To delete a group that you own, find it in the list and select **Delete**.

4.8.3 Control Who Can Send to a Group

After you've created a group, you can edit it to control who can send messages to it. By default, only people inside your organization can send to distribution groups in your organization's address book.

To determine who can send to your group:

1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I own**, select the distribution group that you want to change the settings for.
4. Select **Edit**.
5. Select **Delivery management**.
6. Choose the delivery management settings.
7. Select **Save** to save your changes, or **Cancel** to leave without saving.

4.8.4 Set up a Moderated Distribution Group

Messages sent to a moderated distribution group can be screened by a group moderator before being sent to all members of the group. If you own a group, you can set up moderation rules for the group.

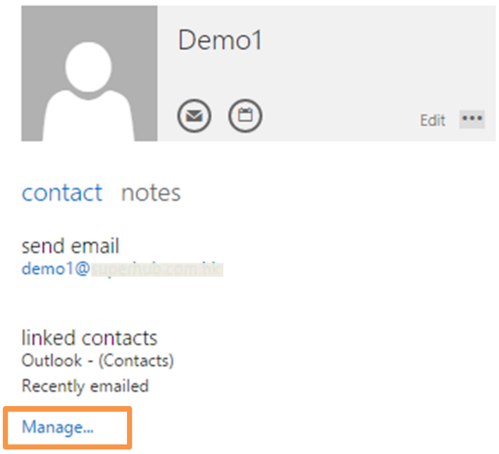
To configure a moderated distribution group:

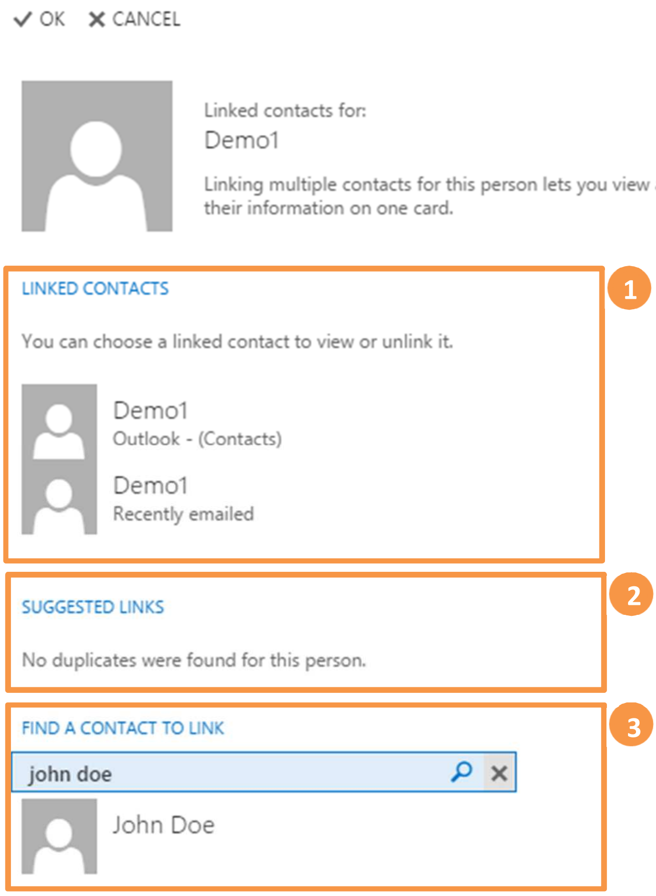
1. Click on ⚙ icon at the top right corner and click **Options**.
2. Click on **groups** on the left panel.
3. Under **Distribution groups I own**, select the distribution group that you want to make a moderated group.
4. Click **Edit** ✎.
5. Select **Message approval**.
6. Choose the message approval settings you want and add group moderators.
7. Select **Save** to save your changes, or **Cancel** to leave without saving.

4.9 Linking and Unlinking Contacts

OWA 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 in the reading pane under Linked contacts, select **Manage**. This will display the linked contacts, if any, for that card. You can also choose the contacts that you want to link.

1. You can view all the contacts linked to this contact card. If a link has been added that you want to remove, select it to **view it** or **unlink it**.
2. Suggested links shows links that might match this person.
3. You can find additional contacts to link by searching.
4. Any changes you make will be saved automatically as you make them. Close the window when you're done.


Demo1
Edit
contact notes
send email
demo1@
linked contacts
Outlook - (Contacts)
Recently emailed
Manage...


OK
CANCEL
Linked contacts for:
Demo1
Linking multiple contacts for this person lets you view all their information on one card.
LINKED CONTACTS
You can choose a linked contact to view or unlink it.
Demo1
Outlook - (Contacts)
Demo1
Recently emailed
1
SUGGESTED LINKS
No duplicates were found for this person.
2
FIND A CONTACT TO LINK
john doe
John Doe
3

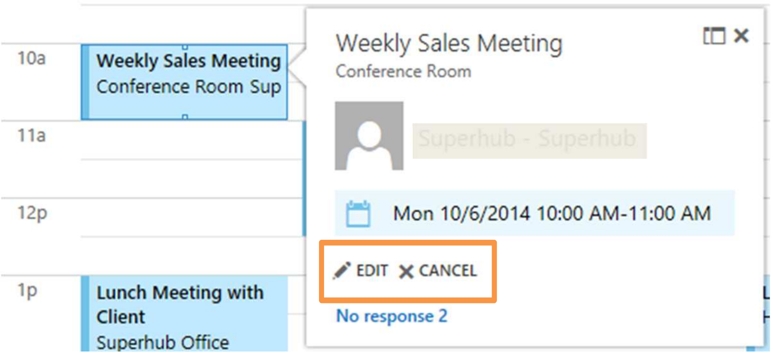
5. Calendar

Your calendar allows you to 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. 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.

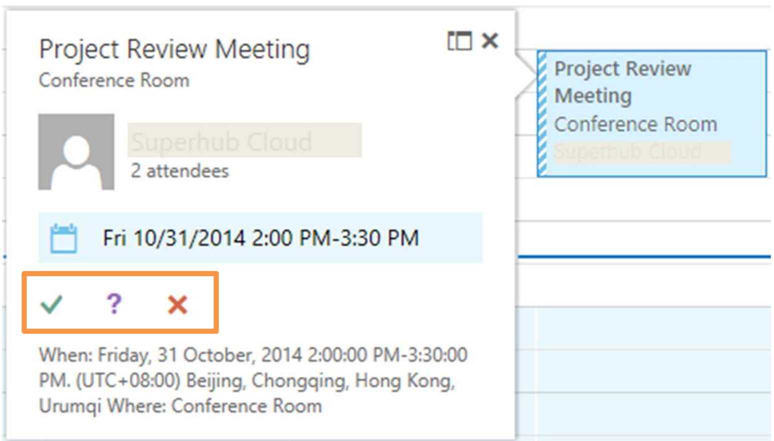
You can view your calendar in four different views: **Day**, **Work week**, **Week**, and **Month**.

5.1 Quickly View Event Details

You can click any event in your calendar to see a quick view of that event. An event that you create will show you as the creator and have a link to edit or delete the event.



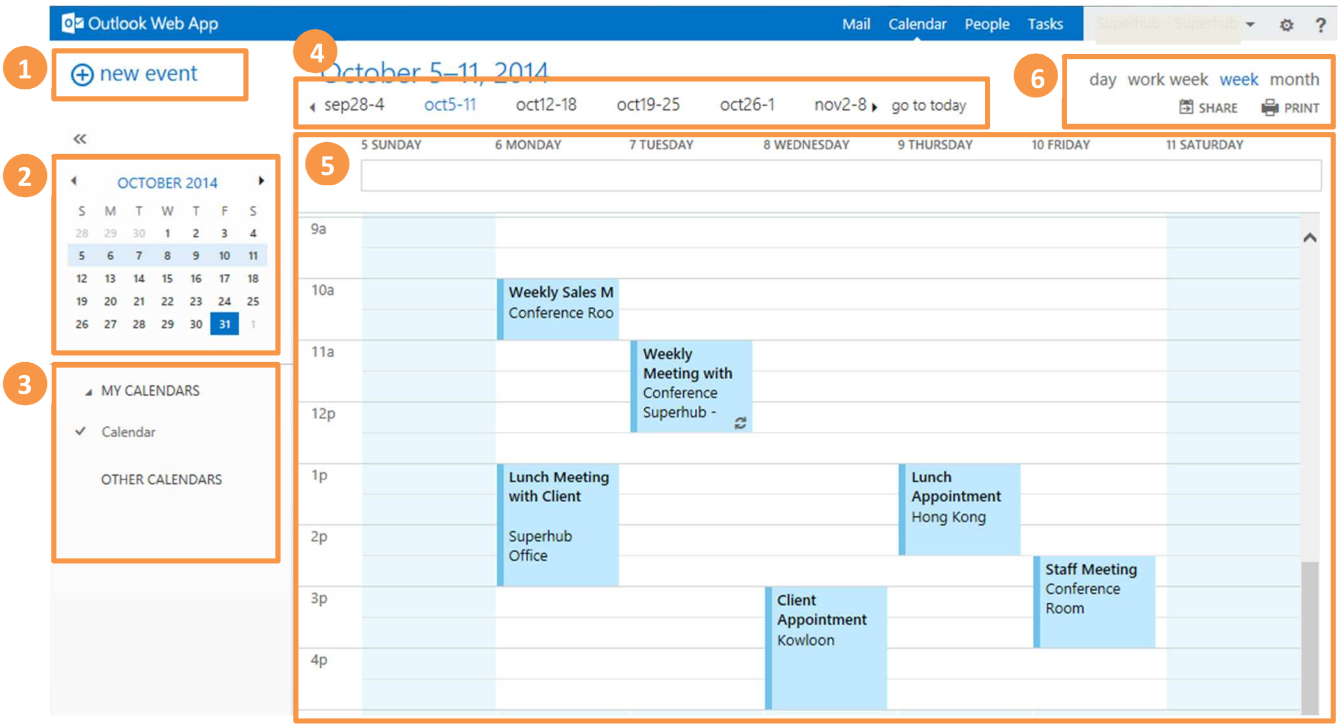
A meeting that you've been invited to will show the organizer and include links to respond to the invitation. If the organizer has included an online meeting invitation, you'll see a link to join the meeting.



5.2 Week View

Week view is the default view when you first visit your calendar in OWA. You can change that to **Day**, **Work week**, or **Month** by using the options in the upper corner.

1. Create a new event by clicking **New event** icon ⊕ new event. An event can be an appointment, a meeting, or an all-day event.
2. Use the calendars to navigate from one date to another. Shading indicates the week you're currently viewing, and darker shading marks the current date. You can use the calendar icon at the top to collapse or expand this side of the calendar view.
3. You can view more than one calendar at a time. This section lets you create other calendars, such as a calendar just for a specific project or to track 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 given a different color.
4. This is another area that you can use to navigate from one day to another. Click any date to jump to that date. Or click the arrows on either end to see the dates before or after those displayed.
5. The main window, where calendars will be displayed. Double-click any white space in this window to create a new calendar item. Or, click and drag to create a new item in the time you've selected.
6. Select the view you want, and share or print your calendar.



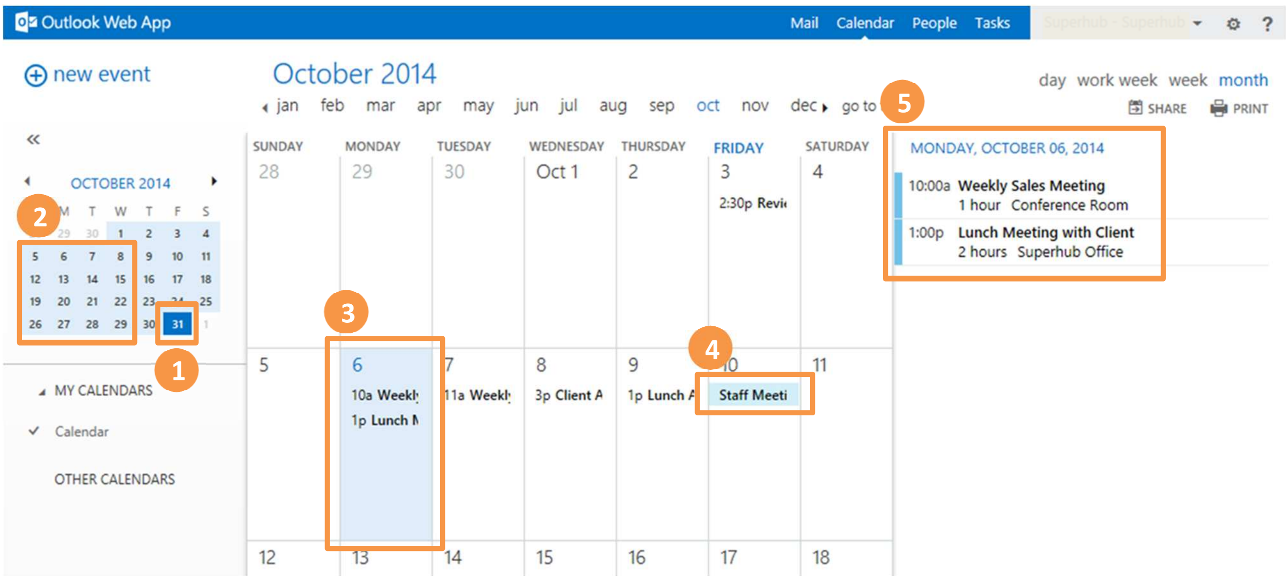
5.3 Day View

The day view is most useful if you have a very busy schedule, or if you want to view multiple schedules side by side. The controls remain the same, only the view has changed.

5.4 Month View

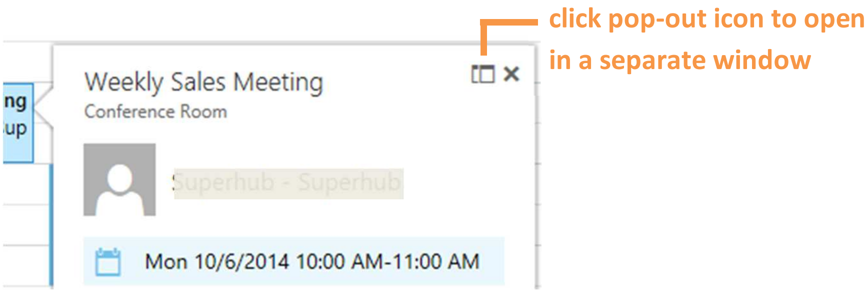
The month view can be very crowded. To make it more usable, there's an agenda displayed for the selected day:

1. Shading shows the current date.
2. Slightly lighter shading shows the selected month.
3. Shading shows the selected day and the number tells how many non-displayed items there are on each day. Double-click an item to open it. You can create a new event on any date by double-clicking the white space on that date.
4. Shaded item is an all-day event.
5. The agenda for the selected day. You can create a new item on the current date by double-clicking the white space in the agenda.



5.5 Open an Event in a Separate Window

By default, you read and create events on an overlay on the main calendar page, but that isn't always what you need. Sometimes you need to be able to view an event in a separate window. You can pop any event out into a new window by clicking the **pop-out** icon in the upper corner of the message.

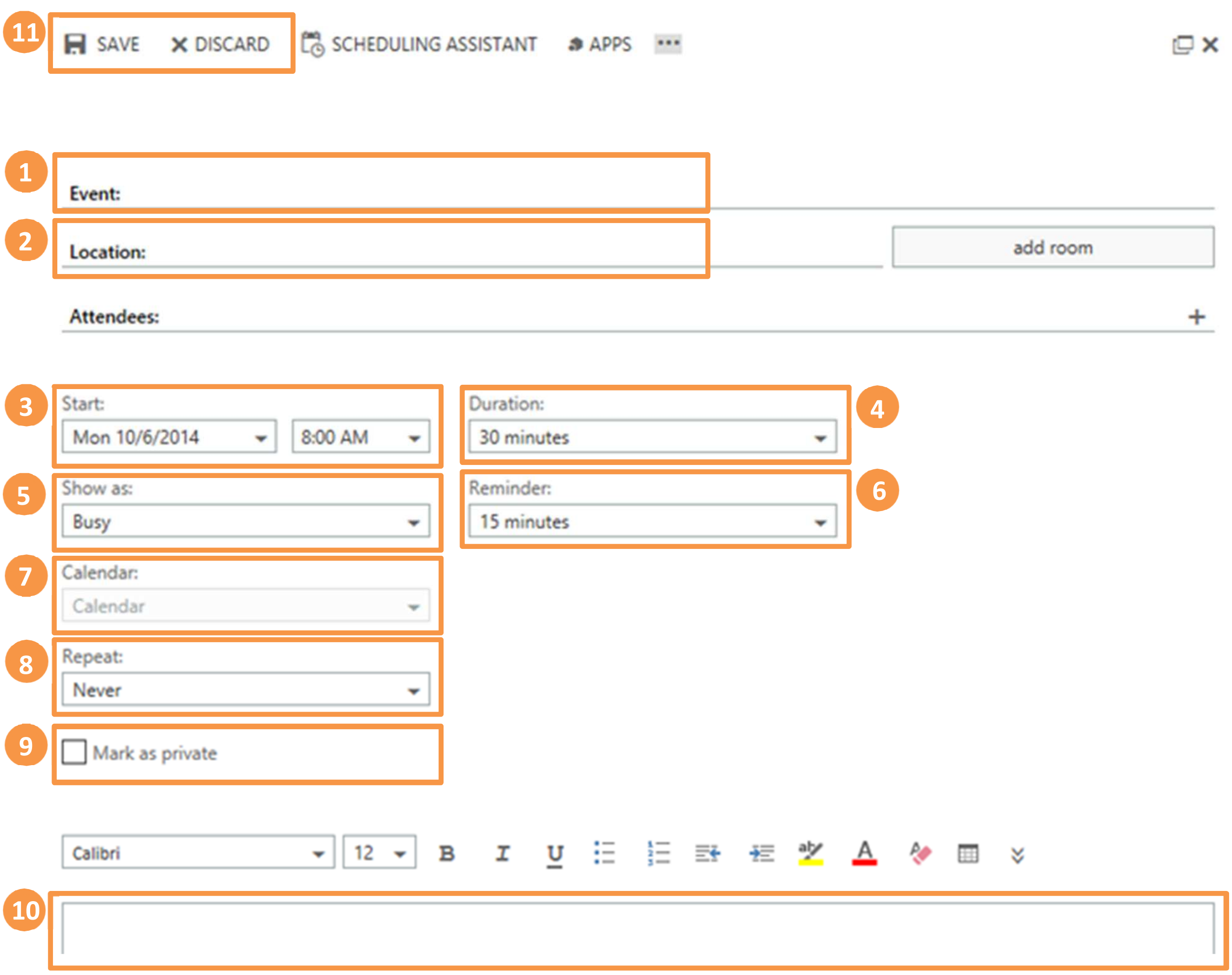


5.6 Creating Calendar items

To open a new calendar item in any view, you can click **new event** icon ⊕ new event or double-click any white space. In the day, work week, and week view, you can click or drag to select a block of time. Or you can type the subject directly on the calendar. Double-click the new item to open it and add other details.

5.6.1 Create an Appointment

Click **new event** icon ⊕ new event or double-click the calendar to open a new calendar item form.



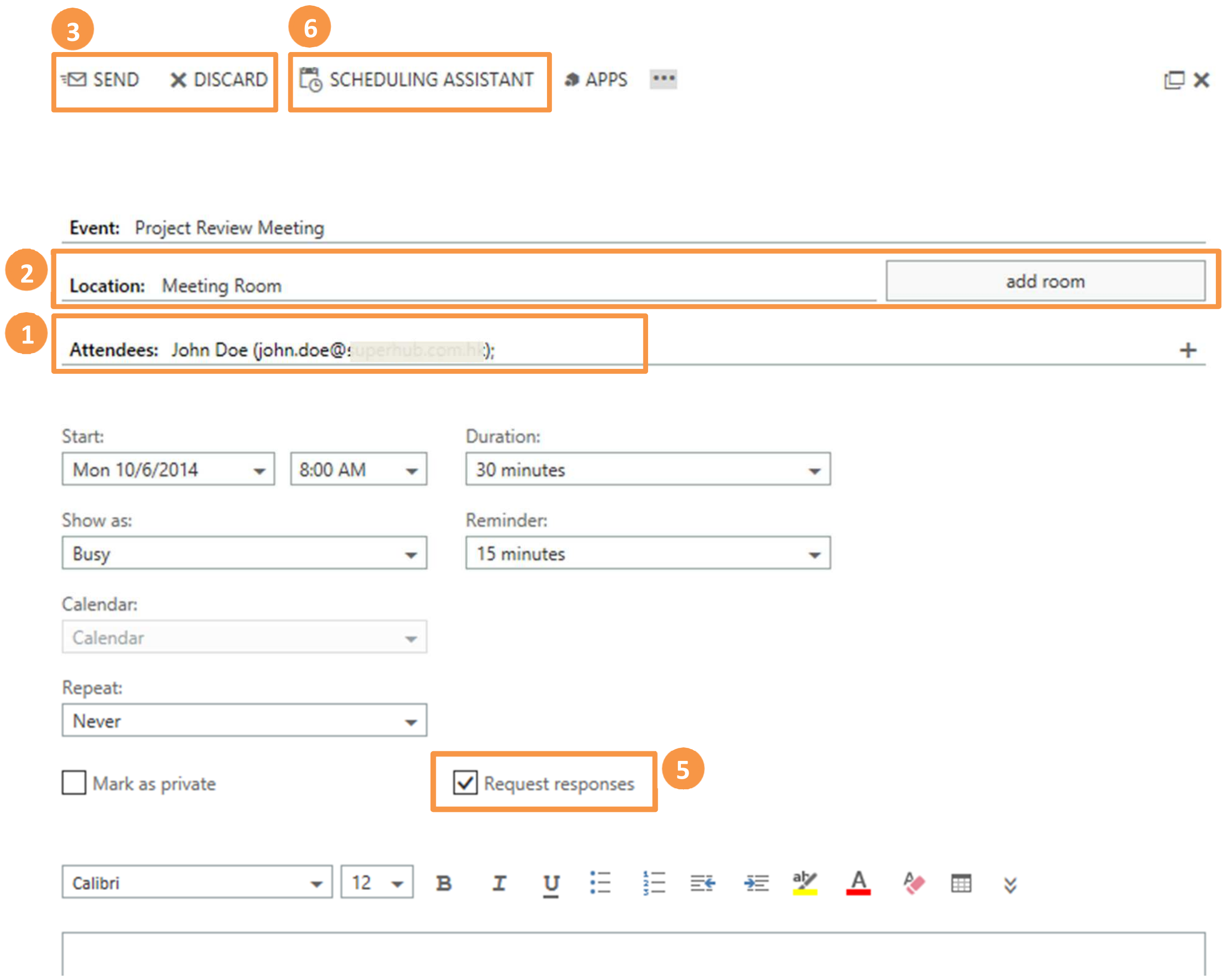
1. Enter a short description of the event.
2. Add a location if you want.
3. Select the starting date and time.
4. Select the duration. Select **All day** for an all-day event. All-day events appear at the top of the calendar. If the duration you want isn't displayed, select **Custom** at the bottom of the list. You can then enter an end time instead of selecting a duration.
5. Use **Show as** to choose how you want the time to appear on your calendar.
6. Change or turn off the reminder.
7. If you have more than one calendar, choose which calendar to save it to.
8. Set a repeating pattern if you want this event to repeat.

9. Mark it as **Private** if you don't want anyone you've shared your calendar with to see the details.
10. Use the **Notes** area to add any other information you want.
11. Click **Save** SAVE to save your changes or **Discard** ✕ DISCARD to cancel.

5.6.2 Create an Meeting

A meeting is a calendar event that you send to other people. You create a meeting the same way you do an appointment, but you invite attendees and may add a resource such as a conference room.

After you've selected **new event** icon ⊕ new event, you follow most of the same steps. To turn a calendar item into an invitation, start by entering the names of people you want to invite in the **Attendees** field.

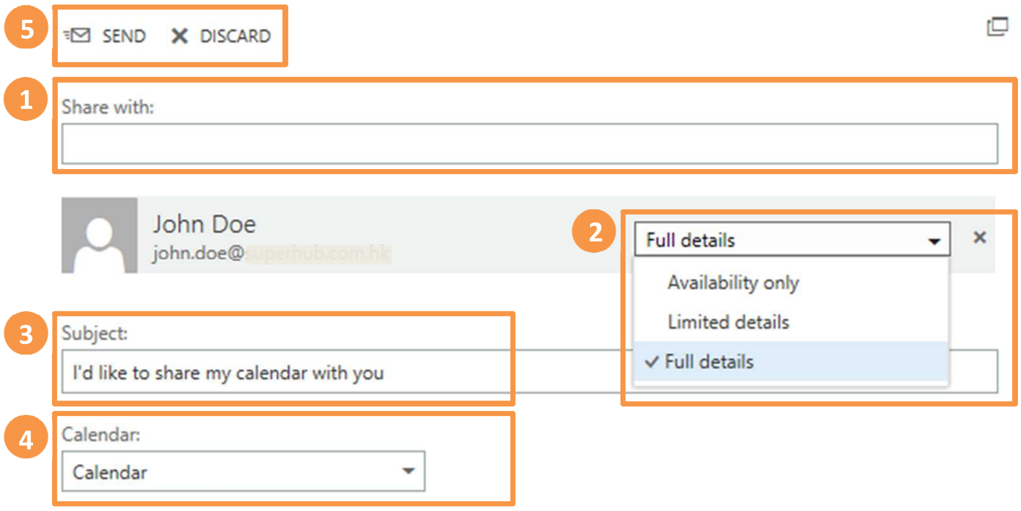


1. You can type names directly in the **Attendees** field to add them.
2. Enter a location, or select **Add a room** to see a list of available conference rooms from your organization's address book. Select **Scheduling Assistant** to show the calendars of attendees. You can also add or remove attendees and automatically schedule resources such as conference rooms.

3. To see the availability of attendees and conference rooms, select **Scheduling Assistant**. When you're done, click ✓ OK to save your changes or ✕ DISCARD to cancel. Either will take you back to the event form where you can make any other changes you want before sending.
4. If online meetings are enabled for your account, you can add an online meeting link by selecting **Online meeting**.
5. By default, **Request responses** is turned on, but you can turn it off if you don't want to know who has accepted or declined the invitation. If you leave request responses on, you'll receive a message as each attendee accepts or declines your invitation.
6. Click SEND to save your changes and send the invitation to the attendees or ✕ DISCARD to cancel.

5.7 Sharing Your Calendar

With a few clicks, you can share your calendar with other people in your organization. Start by clicking SHARE at the top of the calendar window.



1. Enter the name of the person you want to share your calendar with in the **Share with** box. Outlook Web App will automatically search for them in the address book. After they've been found, they'll be automatically added to the list of people to share with. You can add as many people as you want.
2. Choose how much information you want to share. **Full details** lets that person see all the information about events on your calendar, except events that you've marked as Private. **Limited details** will show the subject and location. **Availability only** shows only that you have an event at a particular time, but no other details. Private events will always show only as busy.
3. You can edit the subject if you like.
4. If you have more than one calendar, choose which you want to share. Most people share their default calendar (called Calendar), but you can share any calendar that's part of your mailbox.
5. After you've added everyone you want to share with and what level of access you want them to have, click SEND to send the sharing invitation to the people you've added, or ✕ DISCARD to cancel.

5.8 Modify an Existing Appointment

5.8.1 Modify an Appointment

1. Within the Calendar double click on the appointment to open it.
2. Click EDIT.
3. Make the required changes and click SAVE to save and close.

5.8.2 Cancel an Appointment

1. Within the Calendar double click on the appointment to open it.
2. Click EDIT.
3. Click DELETE EVENT to delete.
4. It will be removed from your Calendar.

5.8.3 Change a Recurrence

1. Within the Calendar double click on the appointment to open it.
2. Click EDIT and select **edit series**.
3. Make the relevant changes.
4. Click SAVE to save and close.

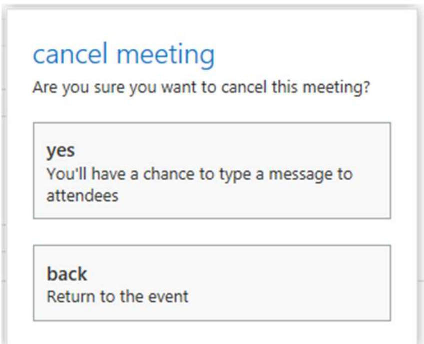
5.9 Modify an Existing Meeting

5.9.1 Reschedule a Meeting

1. Within the Calendar double click on the meeting to open it.
2. Change the date and time as required remembering to check the attendee's schedules.
3. Once all the relevant changes have been made, click SEND. An update will be sent to all attendees.

5.9.2 Cancel a Meeting

1. Within the Calendar double click on the meeting to open it.
2. Click CANCEL MEETING to cancel the meeting.
3. You will be prompted to send a cancellation message to the other attendees.
4. Click **yes**. Type in your message to the attendees and click SEND. The attendees will be automatically notified and the meeting will be deleted from all attendees' Calendars.



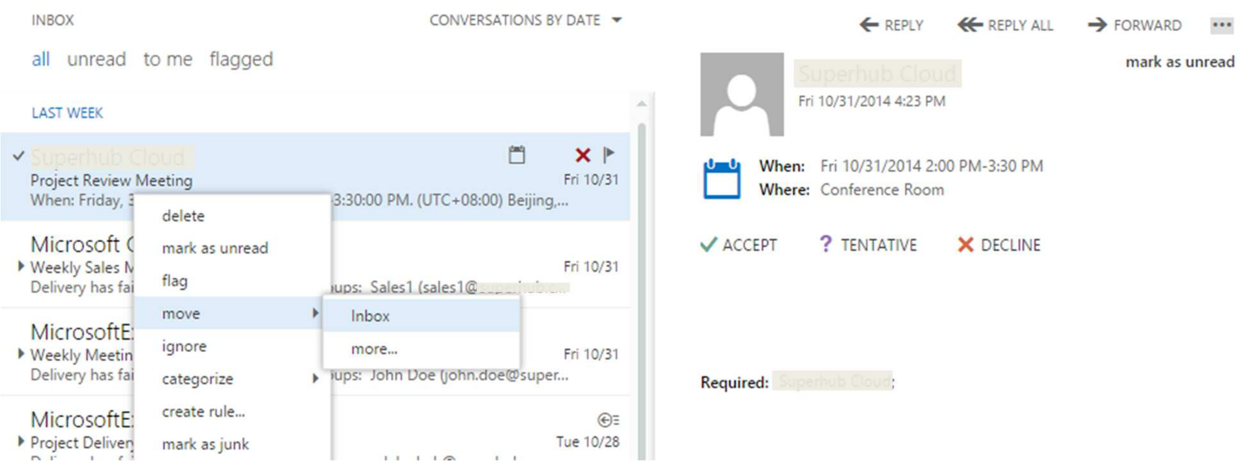
5.10 Respond to a Meeting Request

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.

1. The meeting request will appear in your inbox with icon.
2. Select the message to read in reading pane or double-click to open it in a separate window.
3. You can click on the relevant buttons to perform the following actions.

Item	Description
✓ ACCEPT	Accept the meeting and add it to your calendar. A response will be sent to the meeting organizer.
? TENTATIVE	Tentatively accept the meeting. The meeting is added to your calendar as a tentative appointment. A response will be sent to the meeting organizer.
✗ DECLINE	Decline the meeting. Nothing is added to your calendar.
✗ DELETE	Delete the meeting request.
← 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.
...	Extended menu for more options: reply by IM, reply all by IM, delete, categorize, mark as junk, print, view message details.

4. You may right-click on the message for more options such as move to inbox and more.

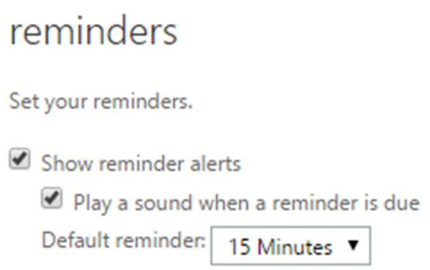


5.11 Calendar Reminders

5.11.1 Activate Your Reminders Option

Perform the below steps to ensure your Reminders are activated:

1. Click on icon at the top right corner and click **Options**.
2. Click **settings** on the left panel and click **calendar** on the top pane.
3. Under **reminders** section, check the checkbox for **show reminder alerts**.
4. Click **save** at the bottom of the page.



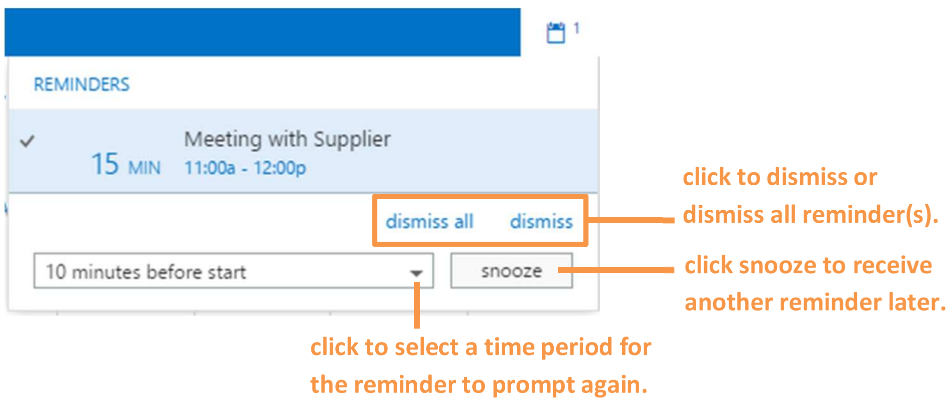
5.11.2 Set a Reminder to Snooze

When you receive a reminder, you can set a reminder to snooze if you want to receive another reminder later.

1. Click the arrow to select a time period for the reminder to prompt again.
2. Click **snooze**. You will be reminded again at the specified time.

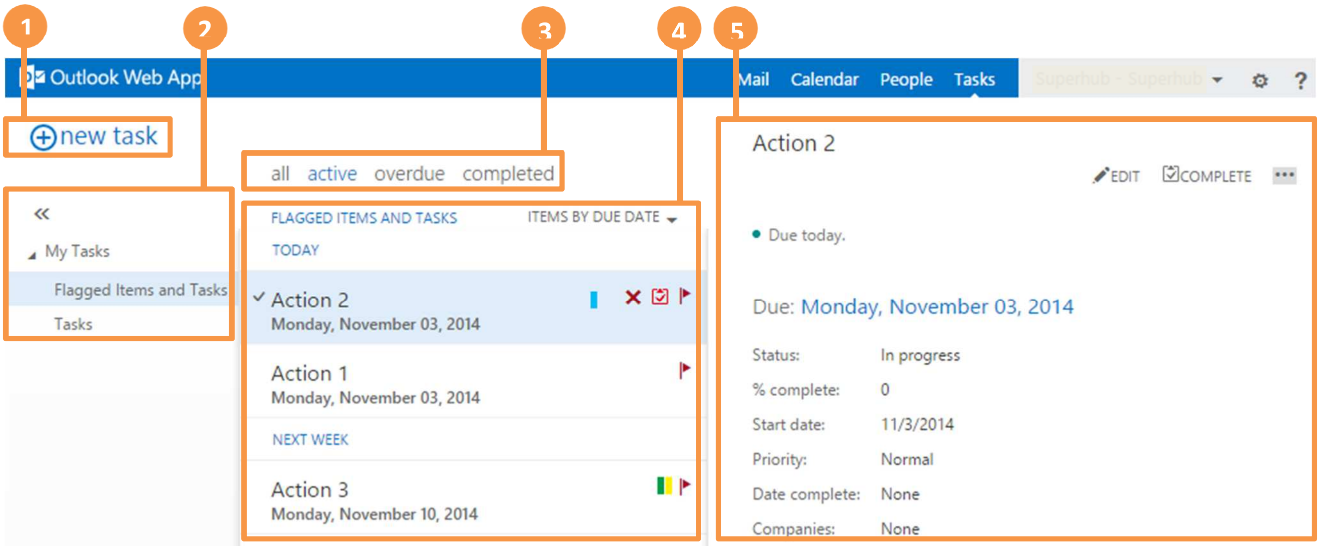
5.11.3 Dismiss a Reminder

You may want to dismiss a reminder, which closes the reminder dialog box and cancels all future reminders. When the reminder appears, click **dismiss**. You can dismiss multiple reminders at one time by clicking **dismiss all**.



6. Tasks

You can use the Tasks folder to keep track of things that you need to do but don't necessarily want to put on your calendar.



1. Create a new task by clicking ⊕new task icon.
2. Use this column to view **Flagged items and Tasks**, or just **Tasks**.
3. Filters: select the filter depending on what items you want to see. Tasks and flagged items that don't have a date associated with them and that aren't completed will appear only when you select **all**.
4. List of items that meet the current filter criteria. Click any item to view it in the reading pane. You can use the controls in the list view to make changes to an item's status. For example, you can mark a task as complete or remove a flag from a message.
5. The reading pane, where the content of the items you've selected is displayed. You can use the controls in the upper corner to make changes to the item if it's a task. If it's a message, the controls will be the same as you would see while reading your mail.

6.1 Open a Task in a Separate Window

By default, you read and create tasks in the reading pane, but that isn't always what you need. Sometimes you need to be able to view or edit a task in a separate window.

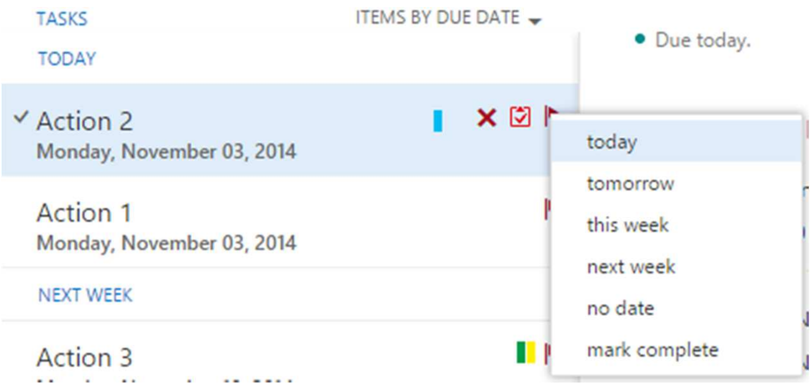
When you're creating a new task or editing an existing one, you can pop it out into a new window by clicking the pop out icon in the upper corner of the message.

To open a task that you're viewing in a separate window, click the extended menu icon ··· and select **open in separate window**.

6.2 The Task List

Tasks includes tasks that you've created and messages that have been flagged.

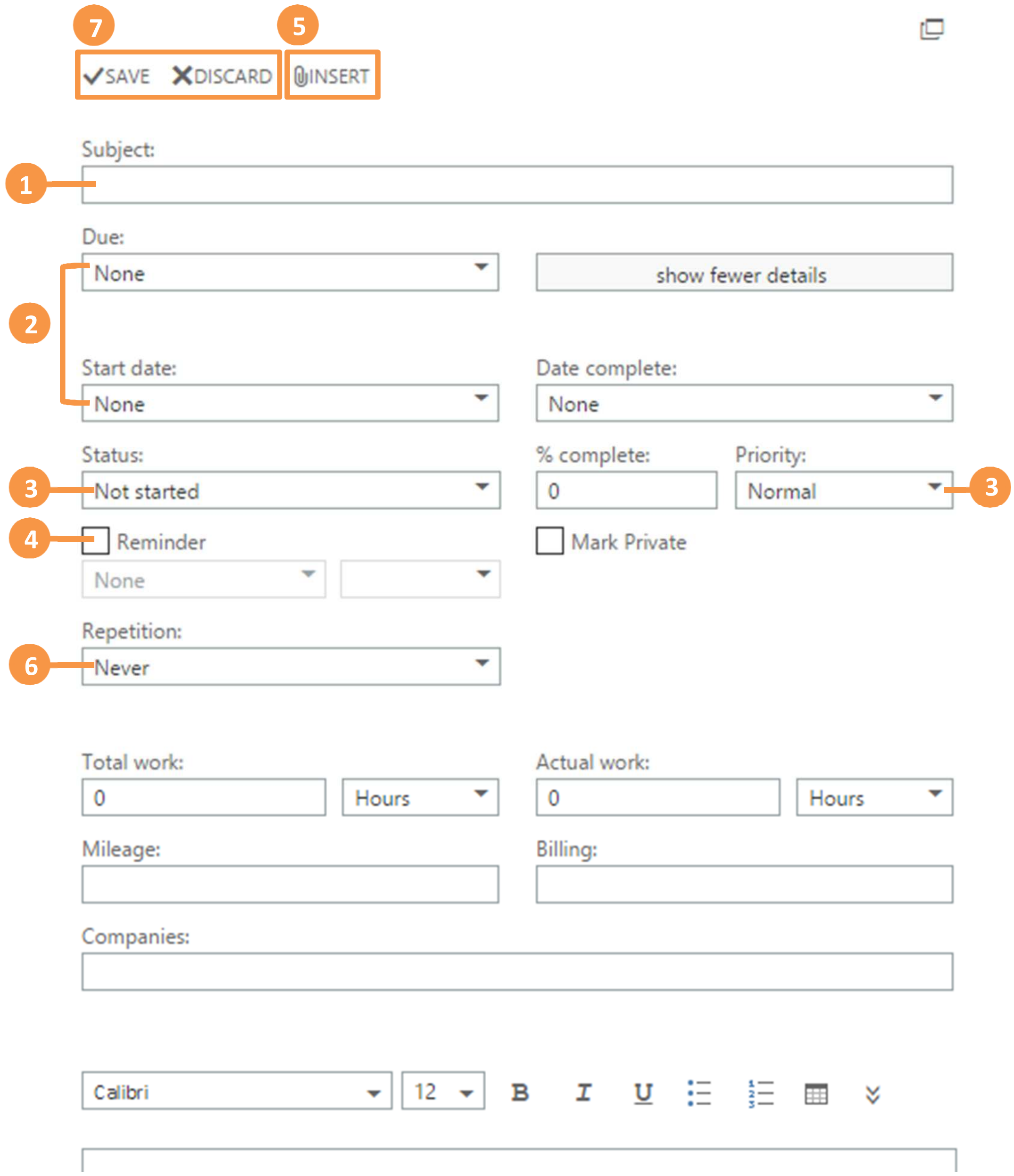
1. You can switch between viewing **Flagged Items and Tasks** and just **Tasks** by using the folder list.
2. You can further choose which items to view by using the filters at the top of the task list: **all**, **active**, **overdue**, and **completed**.
3. You can use icons in the task list to complete some quick tasks. Click to delete a task. Click or to mark a task as completed. To mark a completed task as not completed, click . To change the date associated with a flag or mark the item complete, right-click on the flag.



6.3 Creating Tasks

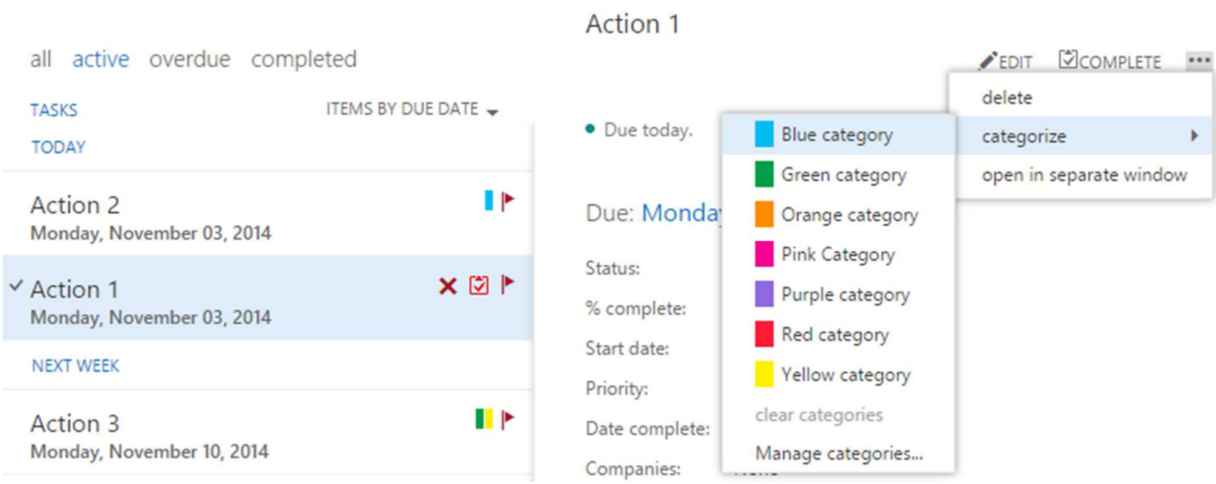
To create a new task, click the new task. A simple task form will be opened in the reading pane. If you want to have more details, click **show more details**.

1. Enter a **subject** for the task.
2. Enter the **Start Date** and **Due Date**.
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 **Repetition** if necessary.
7. When you're done, click SAVE to save your changes or DISCARD to cancel.



6.4 Editing Tasks

1. To edit a task, select it in the list view, and then click EDIT in the reading pane. When you're done, click SAVE to save your changes or DISCARD to cancel.
2. Flagged messages will appear just as they would if you were viewing your Mail. You can respond to them from within Tasks. You can change their flag status by right-clicking the flag in the Task list and then clicking the value you want.
3. When you edit a task, you can click the extended menu icon ••• to see more things you can do. Click it to see options to delete, add a category, or mark the task as complete.


Action 1
all active overdue completed
TASKS
ITEMS BY DUE DATE
TODAY
Action 2
Monday, November 03, 2014
Action 1
Monday, November 03, 2014
NEXT WEEK
Action 3
Monday, November 10, 2014
EDIT
COMPLETE
Due today.
Due: Monda
Status:
% complete:
Start date:
Priority:
Date complete:
Companies:
Blue category
Green category
Orange category
Pink Category
Purple category
Red category
Yellow category
clear categories
Manage categories...
delete
categorize
open in separate window

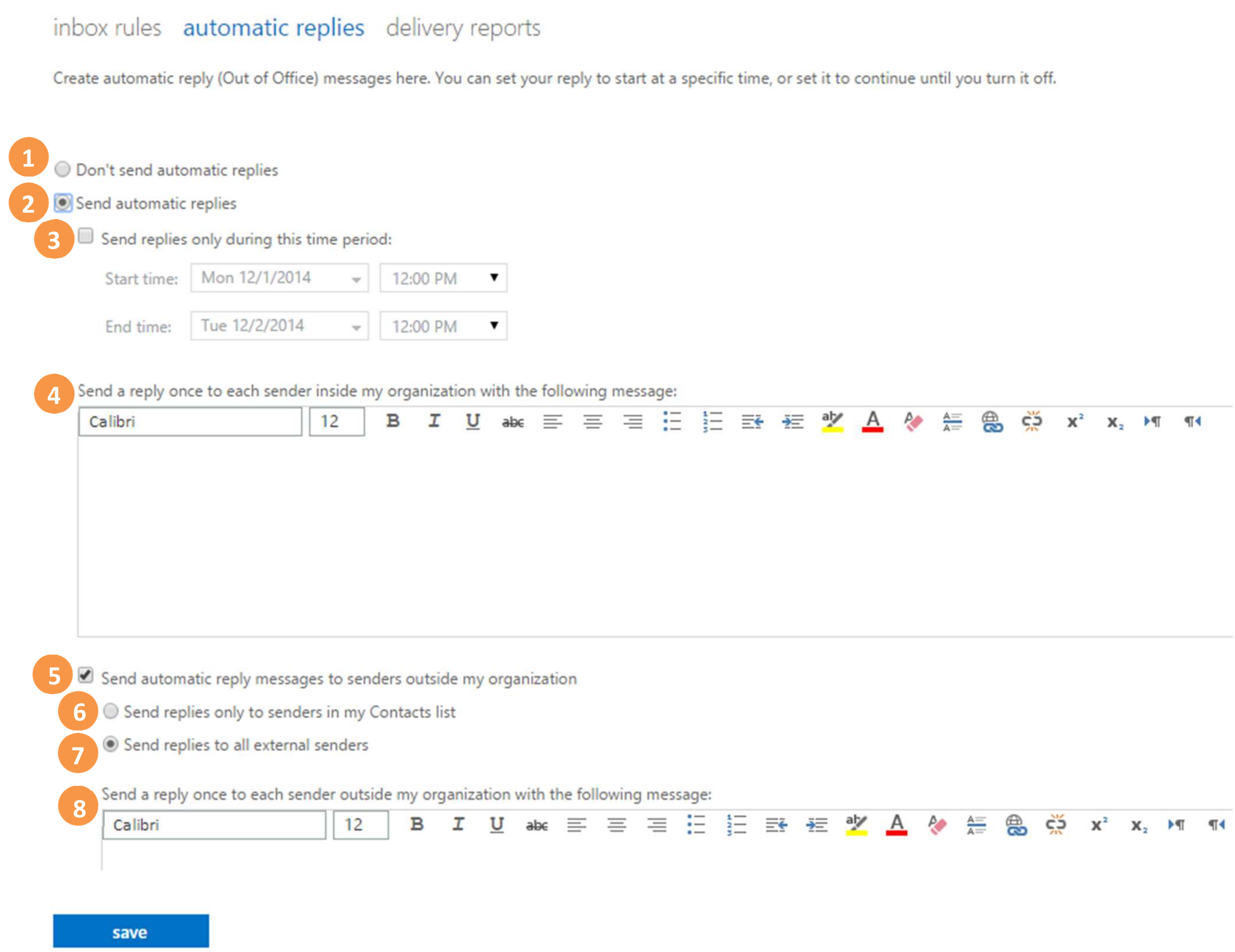
7. Automatic Replies (formerly known as Out of Office Assistant)

You can use automatic replies whenever you want to let people who send you email know that you won't be responding to their messages right away. After automatic replies are turned on, they'll be sent once to each sender.

Do the following steps to turn on or modify automatic replies:
Click on the ⚙ icon at the top right corner and click **Set automatic replies**. This setting is also located in OWA options. You may access it by clicking on ⚙ icon and click **Options**. Click on **organize email** on the left pane and click on **automatic replies** on the top pane.

Use the following information to help you set up your automatic reply:

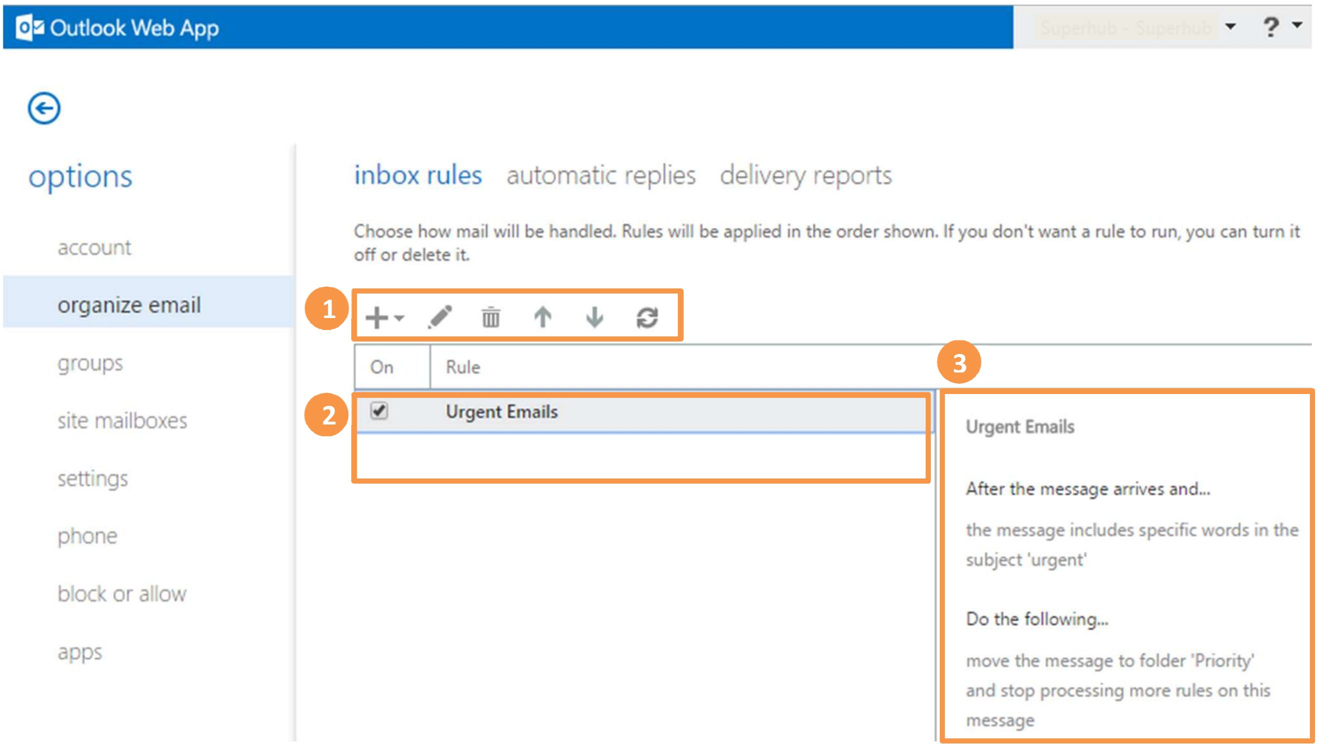
Setting	Description
1. Don't send automatic replies	Select this option to turn off automatic replies.
2. Send automatic replies	Select this option to turn on automatic replies.
3. Send replies only during this time period	Select this check box, and then enter a start time and end time to control when automatic replies are sent. If you don't set a time period, your automatic reply will remain on until you turn it off, and you'll be reminded you have automatic replies turned on each time you sign in to your mailbox.
4. Send a reply once to each sender inside my organization with the following message:	Use this box to create a message that will be sent only to senders who are inside your organization. This option may not be available.
5. Send automatic reply messages to senders outside my organization	Select this check box if you want automatic replies to be sent to senders outside your organization.
6. Send replies only to senders in my Contacts list	Select this to limit automatic replies to senders who are in your Contacts folder. Senders who aren't in your Contacts folder won't receive the automatic reply.
7. Send replies to all external senders	Select this to send your reply to all senders outside your organization.
8. Send a reply once to each sender outside my organization with the following message:	If you've selected **Send replies to all external senders**, enter the reply you want sent in this box.


inbox rules
automatic replies
delivery reports
Create automatic reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it to continue until you turn it off.
1
Don't send automatic replies
2
Send automatic replies
3
Send replies only during this time period:
Start time:
Mon 12/1/2014
12:00 PM
End time:
Tue 12/2/2014
12:00 PM
4
Send a reply once to each sender inside my organization with the following message:
Calibri
12
5
Send automatic reply messages to senders outside my organization
6
Send replies only to senders in my Contacts list
7
Send replies to all external senders
8
Send a reply once to each sender outside my organization with the following message:
Calibri
12
save

8. Inbox Rules

You can set up rules to automatically perform certain actions on incoming messages. The Inbox rules page shows you an overview of all your Inbox rules. From here, you can review what a rule does, turn rules off or on, create new rules, edit existing rules, or delete rules that you no longer need.

1. Settings used to manage inbox rules.
2. Rules are processed in the order listed.
3. The information pane shows a summary of the criteria and actions for the selected rule.



Item	Description
+	Use this to create a new Inbox rule.
✎	Highlight a rule, and then click here to view or edit the details of a rule.
🗑	Highlight a rule, and then click Delete to delete it.
↑	Use this to move the selected rule up in the list. Rules are processed from top to bottom.
↓	Use this to move the selected rule down in the list.
⟳	Use this to refresh the list of rules.
On	Use the check box next to a rule to turn it on (box checked) or off (box not checked).
Rule	The name of the rule

8.1 Create a New Rule

1. Click ✚ to create a new rule.
2. The new rule window has three sections, select your preference accordingly and click **save** to save the changes.

Section	Description
When the message arrives and:	Use this box to select criteria for your rule. Use the down arrow to view and select the criteria you want to use. If the criteria have additional options, enter them in the window that appears.
Do the following:	Use this box to select the action you want taken when a message arrives that meets the criteria you selected.
More Options	Use More Options to: • Add additional conditions or actions to a rule. • Add exceptions to a rule by selecting **Add Exception**. • Turn on or turn off the option to stop processing more rules. By default, the option to stop processing more rules is turned on. With this option on, when a message comes in that meets the criteria for more than one rule, only the first rule will be applied. Without this setting, all rules that the message meets the criteria for are applied. For example, without **Stop processing more rules** selected, if you have a rule to move all messages sent to a public group to a particular folder and another rule to move anything from your manager to another folder, and your manager then sends a message to that group, you'll find a copy of the message in both folders. If you want only the rule that moves messages from your manager to be applied, put that rule higher in the list than the rule that moves messages sent to the group, and then edit the first rule to add the option to stop processing more rules. • Create a custom name for a rule.

8.2 Edit a Rule

You can edit any rule by selecting it and choosing ✎ to open the rule so that you can change the conditions or actions of the rule.

8.3 Delete a Rule

If you have a rule that you no longer want, you can select it and then click 🗑 delete to remove it. If you just want to turn the rule off for a while, remove the check mark next to the rule.

8.4 Points to Take Note

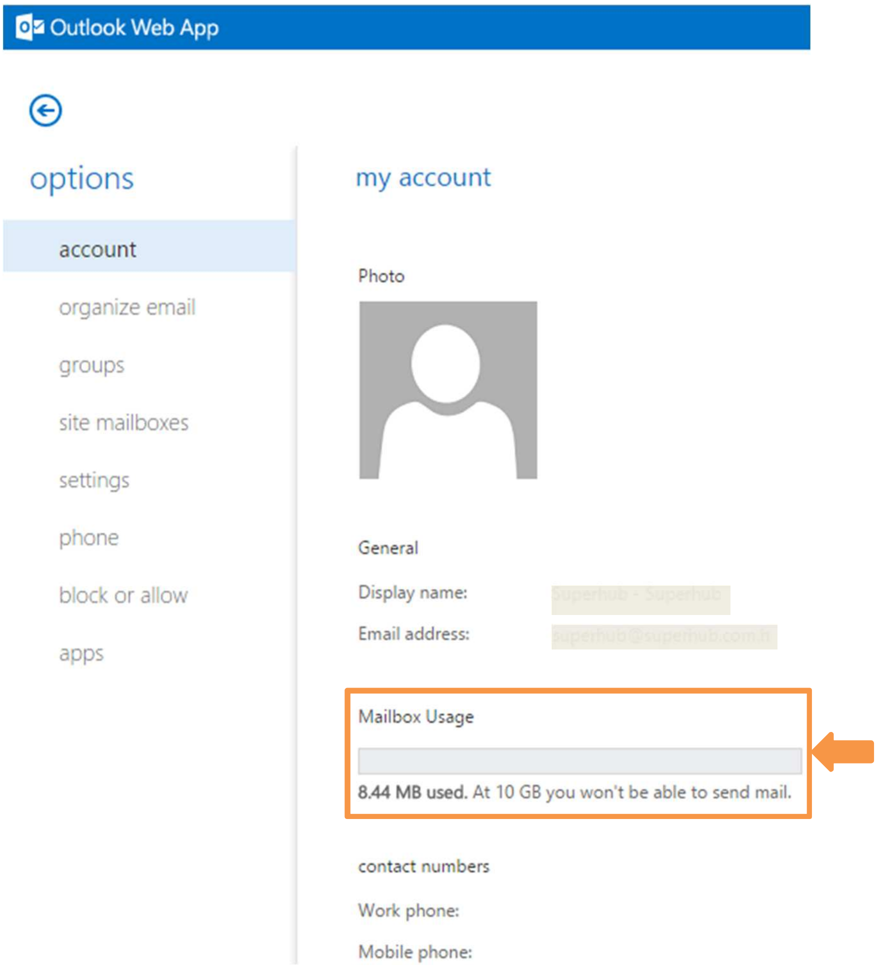
- When you create a new rule in Outlook Web App, you may receive a warning that some rules that were created in Outlook and are currently disabled will be deleted. Before you delete those rules, you may want to sign in to your account using Outlook and check the rules to see if you want to keep them. Enable any rules you want to keep.

- Rules are run from top to bottom in the order in which they appear in the Rules window. To change the order of rules, click the rule you want to move, and then click the ↑ up or ↓ down arrow to move the rule to the position you want in the list.
- Some types of messages won't trigger Inbox rules, including:
  - Delivery status notifications, which include non-delivery reports and system messages.
  - Read receipts and delivery receipts that are generated by an e-mail client.
  - Some automatic-reply (Out of Office) messages.
- You don't have to use the **Inbox rules** tab to create a rule. You can also create rules directly from messages. To create a rule directly from a message:
  - Right-click the message in the message list pane, then select **Create rule**.
  - Or while you view the message in the reading pane, select the extended menu ··· and then select **Create rule** from the menu.
- Each rule you create will take up space in a hidden section of your mailbox. This section is limited to 64 KB. The actual amount of space a rule uses depends on several factors, such as how long the name is and how many conditions you've applied. When you reach the 64 KB limit, you'll be warned that you can't create any more rules. If that happens, you'll have to delete or simplify some of your existing rules before you can create more. Some ways you can reduce the space used by rules are:
  - Delete rules you no longer need.
  - Shorten the names of your rules.
  - Combine one or more rules that do the same thing.
  - Remove criteria from rules.
- When you create a forwarding rule, you can add more than one address to forward to. The number of addresses you can forward to may be limited, depending on the settings for your account. If you add more addresses than are allowed, your forwarding rule won't work. If you create a forwarding rule with more than one address, test it to be sure it works.

9. Email Account Management

9.1 Check the Size of Your Email Account

1. You can check the size of your email account by clicking the icon at the top right corner and click **Options**.
2. Click the **account** on the left pane and you will see your existing usage and quota displayed in the center pane.

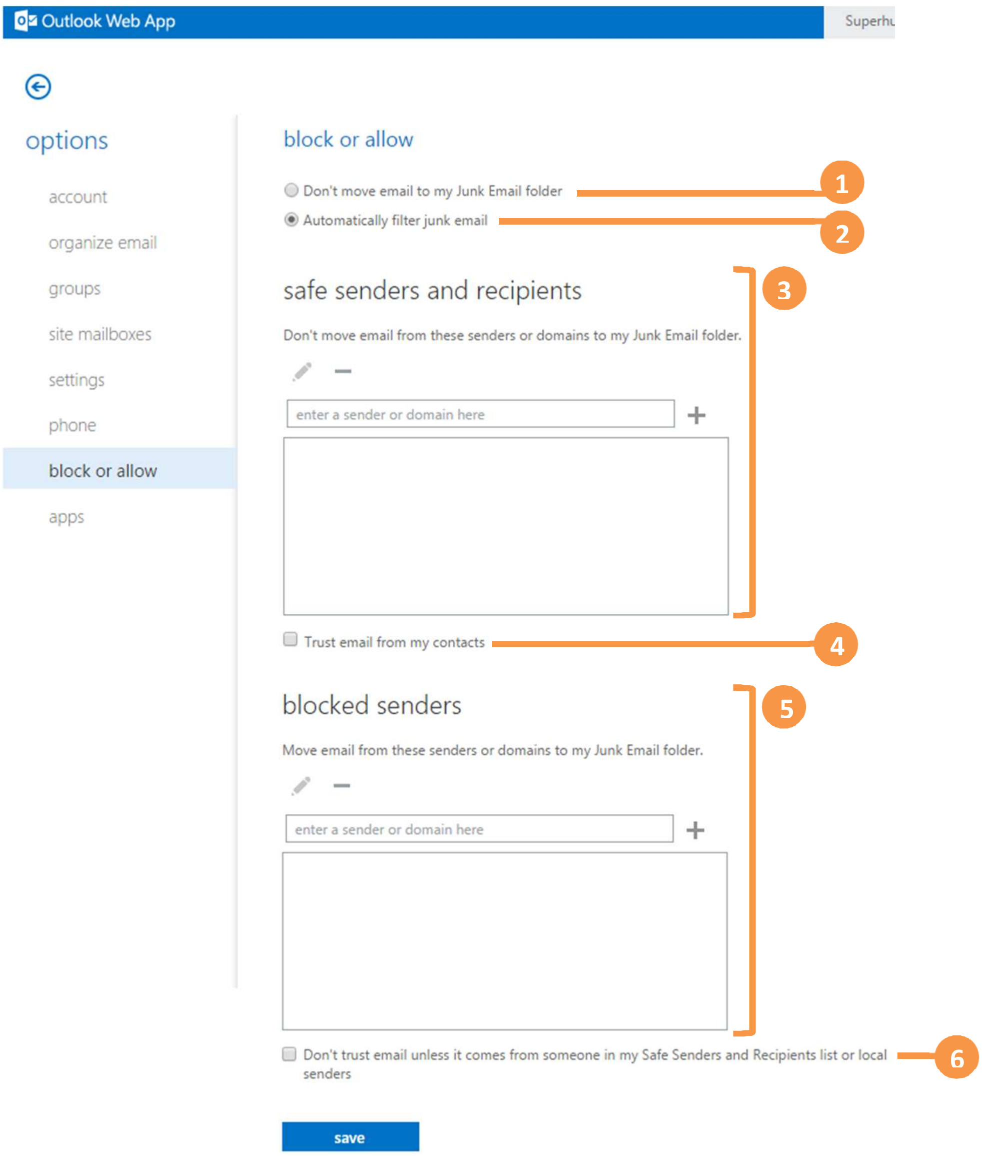


HGC Superhub
Hosted Exchange Email Service

9.2 Dealing with Junk Emails

You can use the **block or allow** settings to help control unwanted and unsolicited email messages by creating and managing lists of email addresses and domains that you trust and those that you don't.

To manage junk email settings, click on icon at the top right corner and click **Options**. Click **block or allow** on the left panel.



Settings	Description
1 Don't move email to my Junk Email folder	Select this option if you want to turn off junk email filtering. If you select this, you won't be able to use any of the other options on this page. Selecting this option doesn't turn off the junk email filtering that's been set by your administrator.
2 Automatically filter junk email	Select this option if you want to use junk email filtering. This filter is in addition to the junk email filter that's been set by your administrator.
3 Safe Senders and Recipients	Safe senders and recipients are domains and people you don't want diverted to your Junk Email folder. Add senders you trust and recipients that you don't want to block to this list.
4 Trust email from my contacts	If you select this check box, email from any address in your contacts folders will be treated as safe.
5 Blocked Senders	Blocked senders are domains and people you don't want to receive email messages from. Messages received from any email address or domain in your blocked senders list are sent directly to your Junk Email folder.
6 Don't trust email unless it comes from someone in my Safe Senders and Recipients list or local senders	In addition to Safe Senders and Recipients and Blocked Senders, you can use this setting to treat all email as junk unless it comes from someone included in your Safe Senders and Recipients list or from senders in your organization's address book.

9.3 Safe Sender and Recipients

Safe senders are domains and people you always want to receive email messages from. Safe recipients are recipients that you don't want to block, usually groups that you're a member of. Messages received from any email address or domain in your safe senders and recipients list are never sent to your Junk Email folder. However, they may be blocked before they reach your mailbox by junk email filtering settings on the server that hosts your mailbox.

9.3.1 Add a Sender or a Domain

1. In the **safe sender and recipients** section, enter the email address or domain that you want to mark as safe in the **enter a sender or domain here** text box and click + icon or press **Enter** on your keyboard.
    - For example, to mark all emails from address that end in abc.com as safe, enter abc.com in the box.
    - To mark a particular person as safe, enter that person's full email address. For example, to mark all messages from johndoe@abc.com as safe, enter johndoe@abc.com in the text box.
2. Click **save** to save your changes.

9.3.2 Remove a Sender or a Domain

1. To remove an entry from the **safe senders and recipients**, click the entry to highlight it, and then click icon.
2. Click **save** to save your changes.

9.3.3 Edit a Sender or a Domain

1. To change an entry in **safe senders and recipients**, click the entry to highlight it, and then click icon.
2. Make any changes you want.
3. Click **save** to save your changes.

9.4 Blocked Sender

Blocked senders are domains and people you don't want to receive email messages from. Messages received from any email address or domain listed in your blocked senders list are sent directly to your Junk Email folder.

9.4.1 Add a Sender or a Domain

1. To add an entry to **blocked senders**, enter the email address or domain that you want to block in the **enter a sender or domain here** text box, and click icon or press **Enter** on your keyboard.
   - For example, to block all email from addresses that end in abc.com, enter abc.com in the text box.
   - To block a particular person, enter that person's full email address. For example, to block all messages from johndoe@abc.com, enter johndoe@abc.com in the text box.
2. Click **save** to save your changes.

9.4.2 Remove a Sender or a Domain

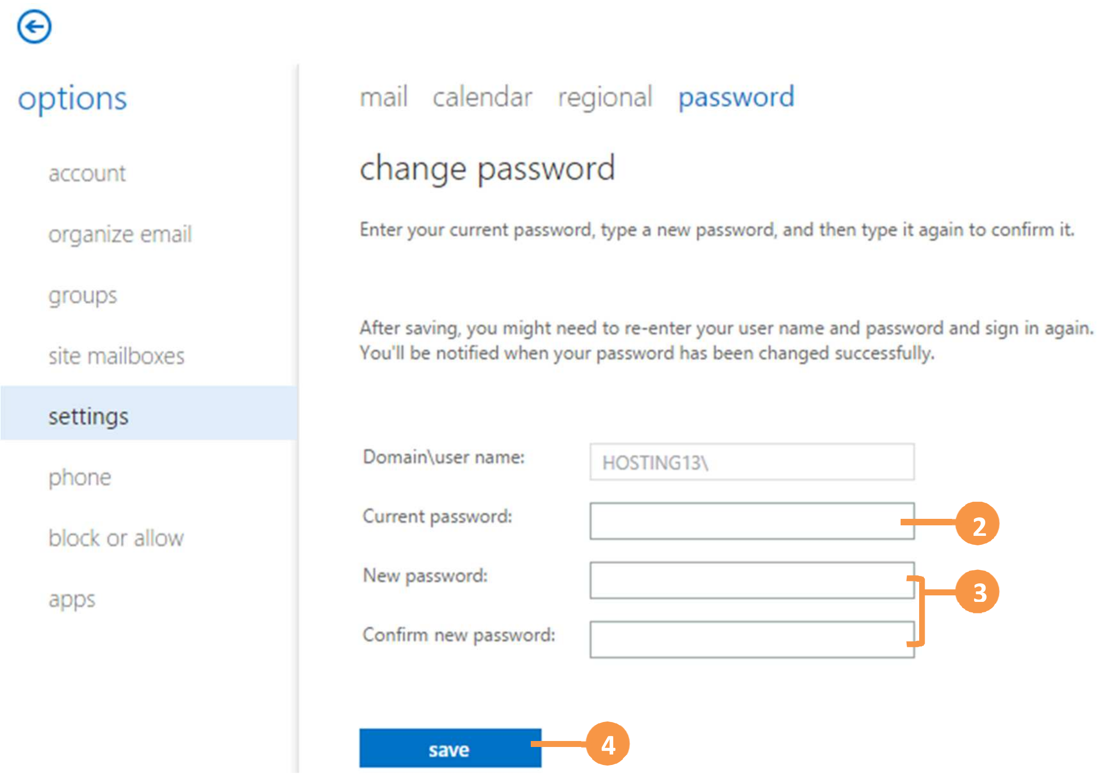
1. To remove an entry from the **blocked senders** list, click the entry to highlight it, and then click icon.
2. Click **save** to save your changes.

9.4.3 Edit a Sender or a Domain

1. To change an entry in **blocked senders**, click the entry to highlight it, and then click icon.
2. Make any changes you want.
3. Click **save** to save your changes.

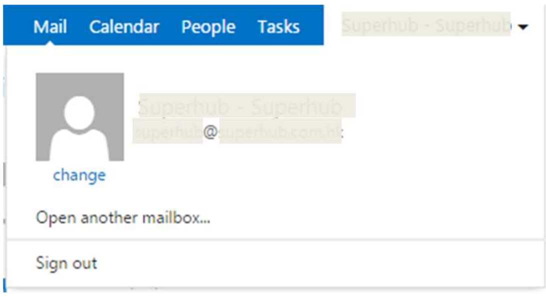
9.5 Change Password

1. Click on icon on the top right corner and click **change password**. Alternatively, you can click on icon and click **Options**, click account and click **Change your password** on the right pane, or click on icon and click **Options**, click **settings** and click **password** on the top pane.
2. Enter your current password.
3. Enter your new password and confirm your new password.
4. Click **save** to save your changes.



10. Sign 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. To sign out, click on your name on the top menu and click **sign out**.



11. 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 and Service via phone at **3160 3160**.