LONDON SOUTH BANK UNIVERSITY

Microsoft Outlook Web Access

Overview

Table of contents

Logging on to Outlook Web Access 3
The sections of Outlook Web Access 4
The Inbox Toolbar 4
How to sections 5
Email Basics 5
Use the Reading Pane 5
Create a new folder 5
Move and copy emails 5
Search a folder 5
Log off 5
Create a message 5
Read a message 5
Reply to a message 6
Forward a message 6
Sort messages 6
Check spelling 6
Save a draft message 6
Add an attachment 6
Print an email 6
More advanced email features 7
Create a signature 7
Create a rule 7
Mark a message read or unread 7
Ask for delivery and read receipts 7
Use flags 7
Set message importance options 7
Check a name 7
Setting an Out of Office reply 7
The Calendar 8
Schedule an appointment 8
Schedule a recurring appointment 8
Send a meeting request 8
Reply to a meeting request 8
Cancel a meeting 8
View the calendar 8
Tasks 9
Notes 9
Contacts 9
Create a contact 9
Send an email to a contact 9
Create a distribution list 9
Extras 10
Filter junk mail 10
Block automatic download of pictures and sound 10
Manage junk mail lists 10
Recover deleted emails 10
OES Keyboard shortcuts 10

Logging on to Outlook Web Access

You can access your Outlook account from any PC with internet access and Internet Explorer 6.0 with Service Pack 1 or higher.

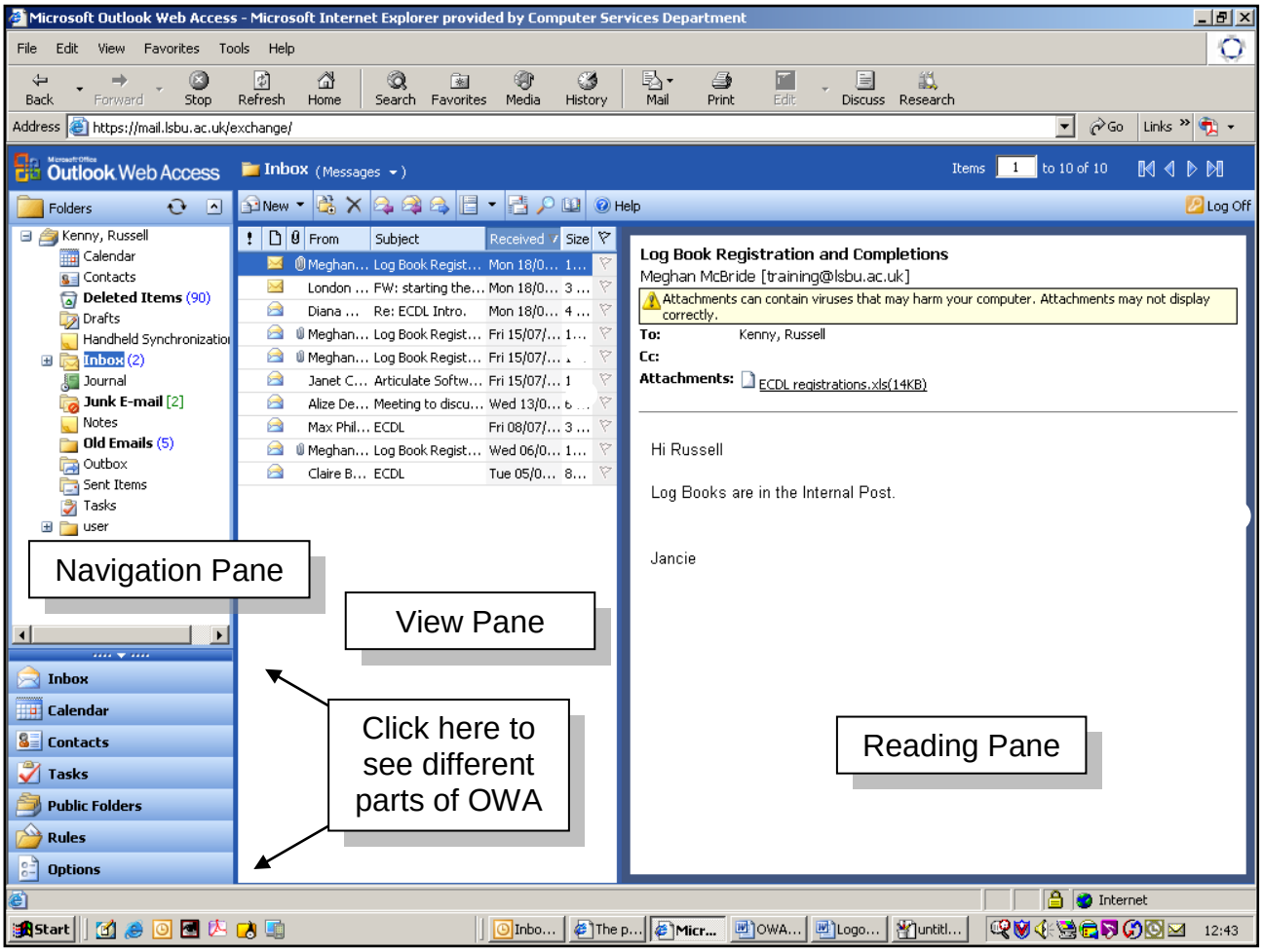
Try this yourself

1. Open Internet Explorer
2. Enter the address **mail.lsbu.ac.uk** then press the enter key
3. Enter your username and password, then click on the OK button

1

2

3

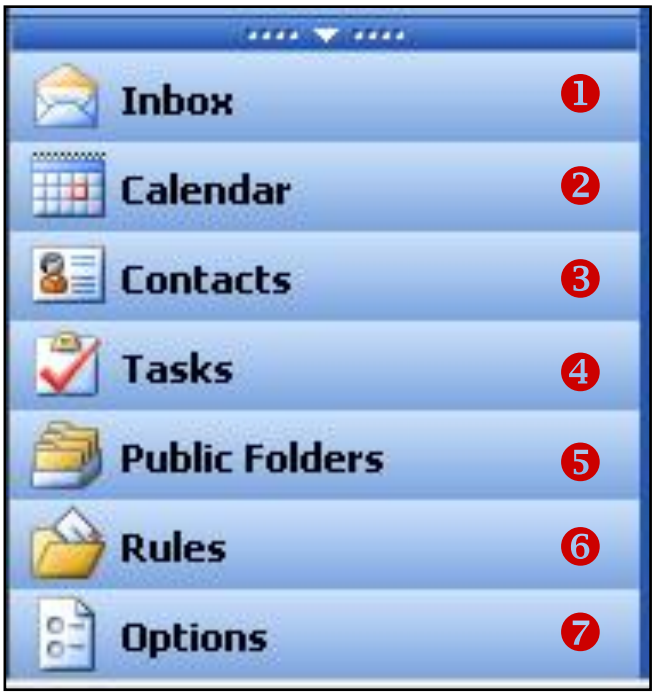


Outlook Web Access

The sections of Outlook Web Access

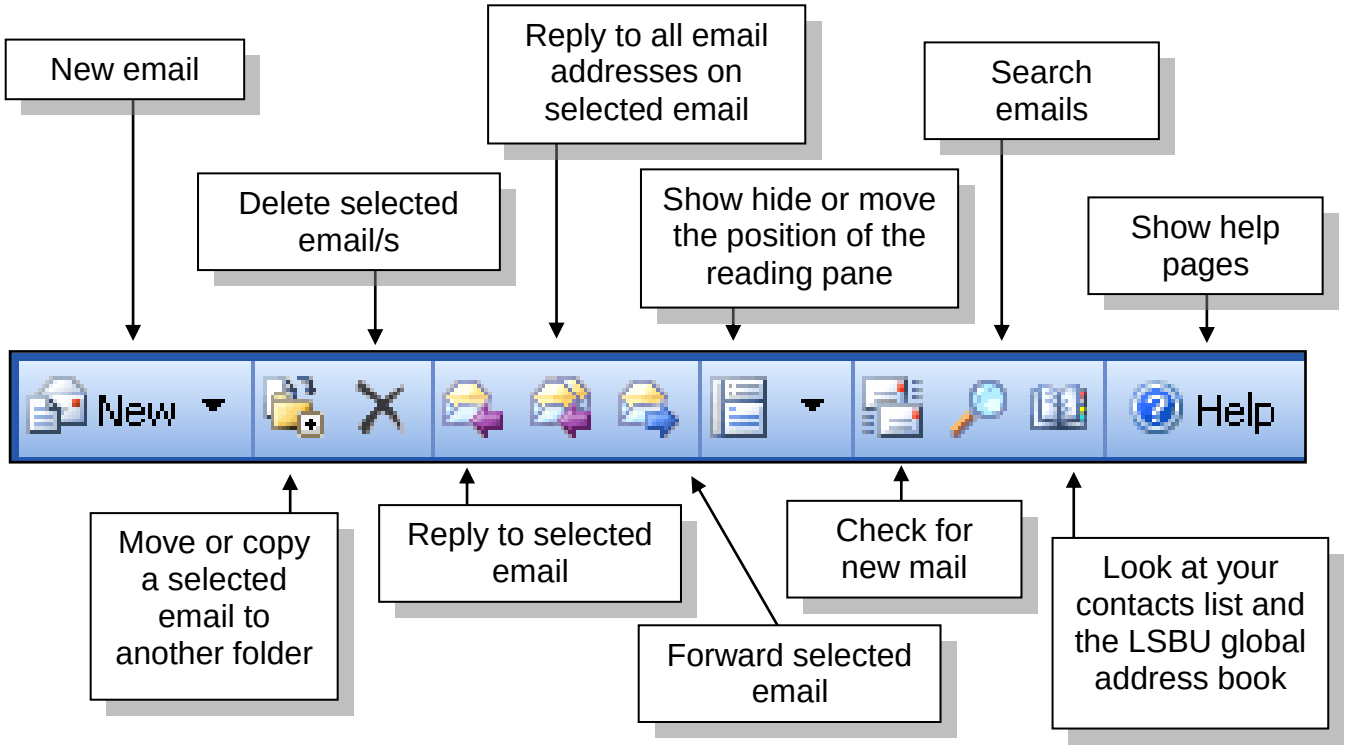
By clicking on these buttons, you can move to the various sections of OWA

1. Inbox – Compose, send, read and reply to emails
2. Calendar – Create appointments and meetings
3. Contacts – Manage and store contact information
4. Tasks – A to-do list
5. Public folders –shared information area – not yet in use at LSBU
6. Rules – Create rules to manage your emails
7. Options – Tools for customizing OWA



The Inbox Toolbar

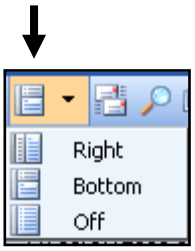
The Inbox is where you send and receive emails. These are the tools that are available on the Inbox toolbar.



How to sections

Email Basics

Use the Reading Pane



The Reading Pane lets you view your e-mail without opening it. You can move the Reading Pane to the bottom, the right or turn it off entirely by clicking on the reading pane icon and choosing from the drop down menu.

Create a new folder

From the Navigation Pane; right click on the folder that you want to place the new folder within, select New Folder from the drop down menu.
Enter a name for the folder and then click on the Folder Contains drop down menu to choose what type of contents the folder will have, and then click on the OK button.

Move and copy emails

Select the email that you want to move/copy in the View Pane, click on the Move/Copy button and select the location you would like to move/copy the e-mail to. If you want to move the email, click the Move button, if you want to copy the email, click the Copy button.

Search a folder

Select the folder that you want to search, then click the Search button on the toolbar, Enter a word or phrase in the text box and click the Find now button. The results will be displayed (if any). Double-click the message that you want to view.

Log off

Be sure to log off so that no one can access your emails. Click the Log off button in the top right-hand corner, you will then be asked to close the browser by clicking the close button.

Create a message

Click on the Inbox on the Navigation pane, click on the New button on the toolbar. Enter the e-mail addresses as appropriate, fill in a subject line and the message itself. When you are finished, press the Send button.

Read a message

In the View Pane double click on the message you want to read, this will open the message in a new window. To close this message, click on the close button in the top right hand corner. To view the message without opening it just click on it once and to view the message in the Reading Pane.

Reply to a message

Click on the message that you want to reply to, and then click the reply button. At this point you can add some more email addresses if you so wish. Enter your reply text and press send.

Forward a message

Select the message that you want to forward. Click the forward button and enter the e-mail address to which you want to forward the message. If you want, you can enter some text about the message and then click the send button.

Sort messages

To sort your messages, click on any of the headings.

Check spelling

Create your message and then click the Spelling button or Press F7, once Spell Check has finished click on the Save and Close button.

Save a draft message

After creating your email message, if you are not ready to send it yet, you can save it as a draft. Click the Save button and then close the message window.

Add an attachment

To attach a file to a new message, click on the Paper Clip button, a new window will open, Click on the Browse button and select the file you want to attach then click on open. Click the attach button and then the close button.

Print an email

Open the message you want to print, click the Print button on the toolbar, select your print options in the print dialog box then click the Print button.

More advanced email features

Create a signature

Click the Option shortcut button and then under Messaging options, click the Edit signature button. Enter a signature (you can format text here) click on Save and Close. Above the Edit signature button you can tick a check box so your signature is added every time you send an email. Click the Save and Close button. This signature will only be used when using Outlook Web Access.

Create a rule

Click the rules shortcut in the Navigation Pane, click the New button on the toolbar and enter a name for the rule, Enter or select a criteria in the When message arrives section. Enter a result in the Then section. Click on Save and Close once you are happy with the rule.

Mark a message read or unread

Right click on the message and select Mark as Read or Mark as Unread from the pop-up menu.

Ask for delivery and read receipts

From a new message, select Options, then tick the check boxes to confirm that you want a Read receipt and Delivery receipt then click on the Close button.

Use flags

To use the flags, Right click on a message in the View Pane, choose the Follow Up option from the pop up menu. To change the flag colour, right click on the flag icon and select a colour.

Set message importance options

In a new message, select Options and then set the importance of the message, Click on close and the send the message when you are ready. The recipient will see the importance you have set on the email message.

Check a name

In a new message, Type in a partial name in the To: Cc: Bcc: boxes then click on the Check Name button, a list will appear with one or more found matches. Select the one you want, making sure the Change to option is selected, then click OK. Send the message when you are ready.

Setting an Out of Office reply

Click the Option shortcut button and then under Out of Office Assistant option, click the “Currently out of the office” radio button and type in an out of office message.

The Calendar

Schedule an appointment

Click on the Calendar shortcut in the Navigation Pane and then click on the New button on the toolbar. Enter information in the Subject box, and then fill in the other fields like Location, Date and Time. Click on Save and Close.

Schedule a recurring appointment

In the Calendar open an appointment or create a new one and then click on the Recurrence button, select the Appointment Time, Recurrence pattern and Range of recurrence. Click on the OK button and enter any Information into the Calendar about the appointment, click the Save and Close button when finished.

Send a meeting request

In the Calendar section, click on the New button on the toolbar. Click on Invite Attendees. In the required fields enter the names / email addresses of the people that you want to invite to the meeting. Enter a description in the Subject box, Location box and Message box, add Start and End times. When you are finished, click the Send button.

Reply to a meeting request

Click on the Inbox and open the meeting request message. Click on the Accept, Tentative or Decline button, optionally also add a reply, and click the Send button. If you don't want to respond, click the Do Not Respond button.

Cancel a meeting

Select the meeting you want to cancel and click on the Delete button, click the Yes button to notify attendees, enter some text and then click the Send button.

View the calendar

Click on the Calendar Shortcut, click on a date to view that day. You can now choose to view, Daily, Weekly or Monthly view by clicking on the appropriate button.

Tasks

Create a task entry
Click on the Tasks button, then click on the New button. When the window appears, enter a name in the Subject Box, enter a Start date and Due dates for the tasks. When complete click on the Save and Close button.

Mark a task complete
Open the task you want to mark as complete, click on the down arrow of the Status box and select Completed. To finish Click on Save and Close.

Sort tasks
To sort the tasks, click the arrow next to the tasks list on the folder bar and select a view from the menu.

Notes

Create a note
Click the Notes folder in the Folder List, then click on the New button, enter a subject in the Subject box and add a note.

Contacts

Create a contact

Click on the Contacts shortcut, then click on the New button. Enter information about the contact. You can optionally file this contact under a group. Click on Save and Close once you're finished.

Send an email to a contact

Double click on your contact and click on the Send Mail to Contact button on the toolbar, complete the Email as normal and click on Send

Create a distribution list

To create a distribution list, click on Contacts, then Click on the down arrow triangle next to the New button. Select distribution list form the menu, enter a name for the list in the List name box. Enter a name or email address in the Add to Distribution List box. Click on the Add button. You can keep adding email addresses to the list. When the list is complete, click on the Save and Close button to finish.

Extras

Filter junk mail

Click on the Options shortcut, scroll down to Privacy and Junk E-mail Prevention and ensure the Filter Junk e-mail box is ticked, click Save and Close to finish.

Block automatic download of pictures and sound

Click on the Options shortcut, scroll down to Privacy and Junk E-mail Prevention and ensure the Block External content box is tick, click Save and Close to finish.

Manage junk mail lists

Click on the Options shortcut, scroll down to Privacy and Junk E-mail Prevention and click on manage Junk E-mail list button, a window will open, Select an option from the View or Modify list. Click on Add to add an e-mail address (always has an '@' sign in it) or Internet Address (usually begins www.) to the filter, click Save and Close to finish.

Recover deleted emails

Click on the Deleted Items Folder and select the item that you want to recover, Right click and select Move/Copy to folder form the menu, select where you would like to restore the item. Click on the Move button.

OES Keyboard shortcuts

Key Combination	Function
CTRL+N	New mail
CTRL+R	Reply to currently selected mail in view
CTRL+SHIFT+R	Reply all to currently selected mail in view
CTRL+SHIFT+F	Forward currently selected mail
CTRL+U	Mark currently selected messages as unread
CTRL+Q	Mark currently selected messages as read