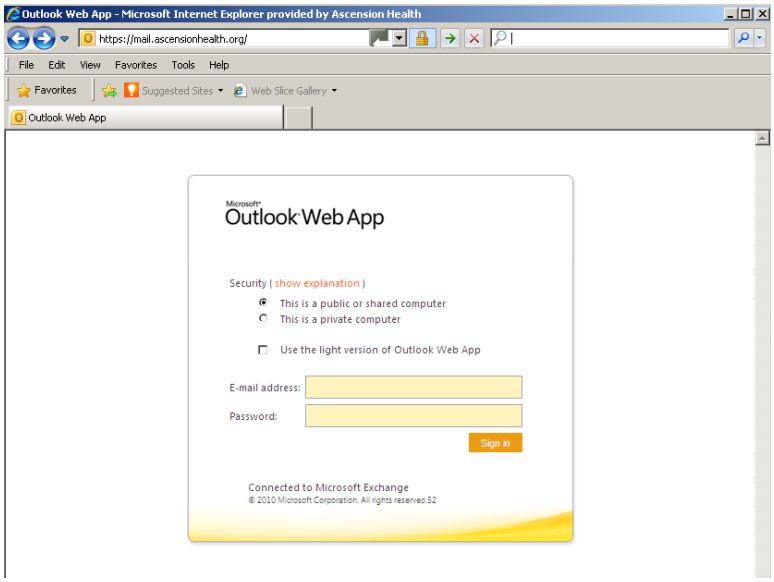
How to Guide – Outlook Web Access 2010

If you have questions about any of the items in this guide, contact the IS Service Desk at 85-2400 or 414-326-2400.

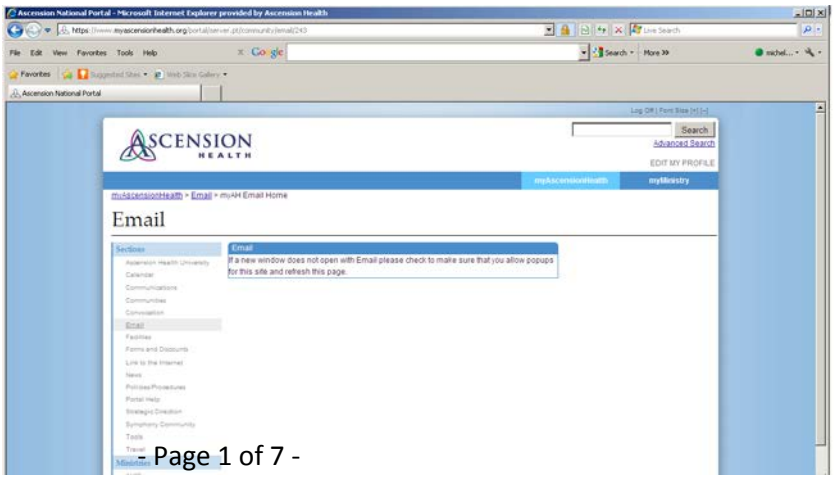
Outlook Web Access (OWA) provides Web-based email with similar functionality to Outlook full client. You can use OWA to access your email from any computer with an Internet connection. Below are the steps to access OWA for Columbia St. Mary's email and more information about its features.

OWA Access

To log in to OWA, go to https://mail.ascensionhealth.org or use the shortcut on the home page of the CSM Intranet.



You also can access OWA through Symphony by selecting the email link and logging in by entering your domain name, login ID and password.



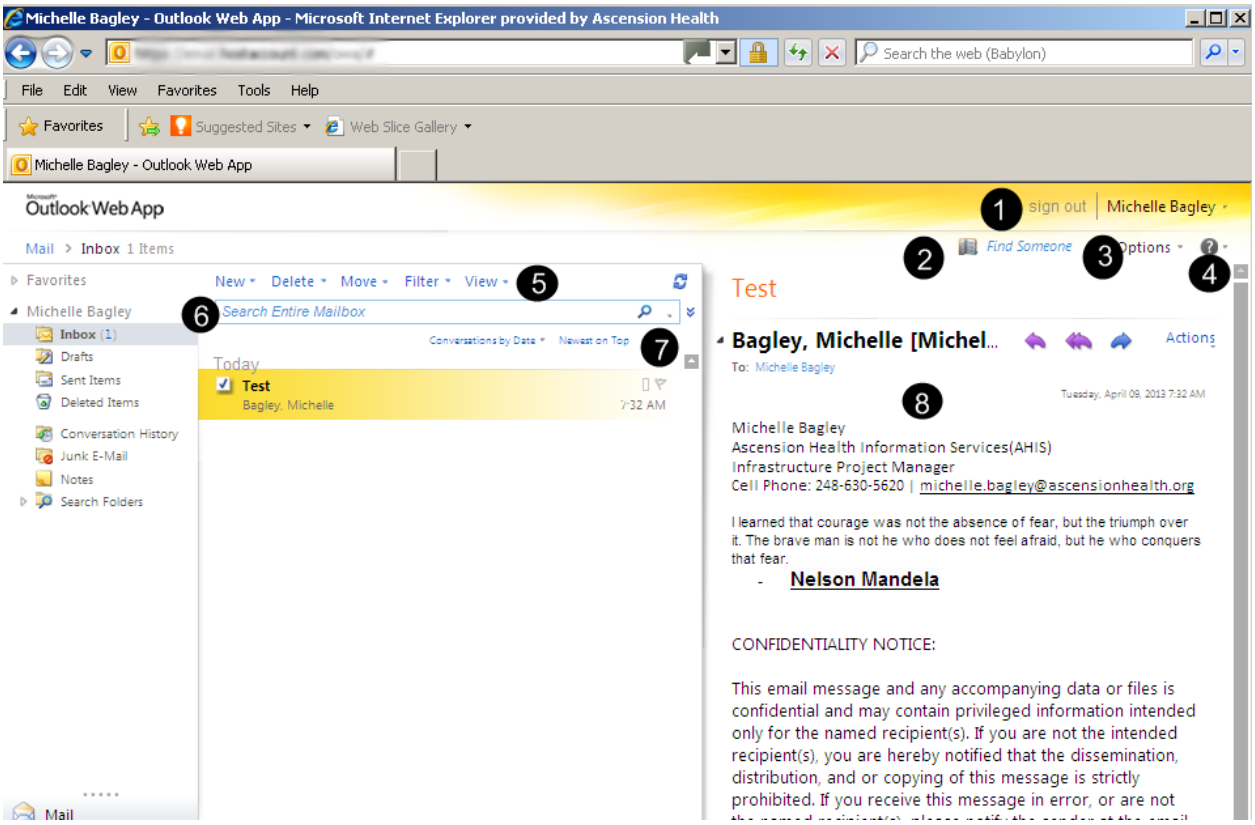
New and Improved Features

Outlook Web Access User Guide

New User Interface

The components of OWA are noted as numbered in the following graphic:

❶ Sign out ❷ Reminders ❸ Option ❹ Help
❺ Toolbar ❻ Search ❼ Sort ❽ Reading Pane

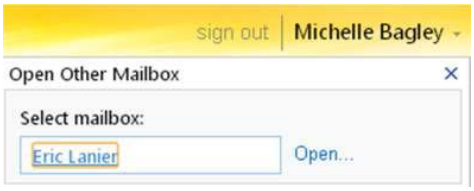


Select a Theme

Choose from 27 built-in themes to personalize the look and feel of your OWA view. Click Options > Select a Theme > click the arrow for more options > click on a theme.

Open a Different Mailbox

Please keep in mind that only one mailbox can be open at a time. If you want to view a different mailbox, click the down-triangle next to your name > type the name of the mailbox you have permission to view > click Open.



Outlook Web Access User Guide

Turn off Conversations for All Emails

By default, messages are displayed in threads so that all the messages on a particular topic are grouped together. You can turn this feature off by clicking the down-arrow next to Conversations by Date and unchecking Conversations box.

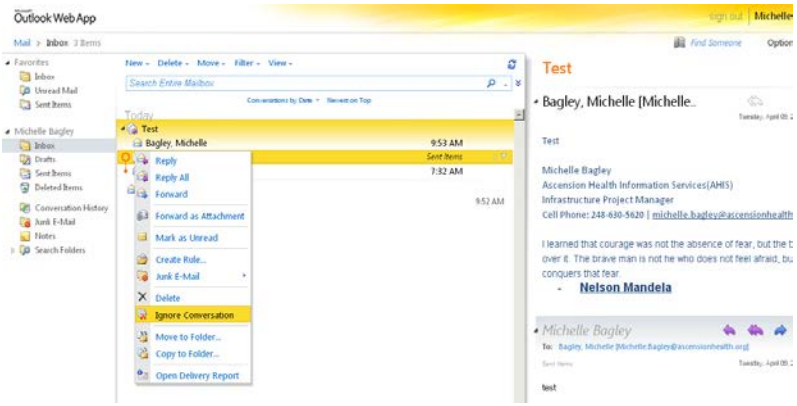
Ignore Conversations for One Email

You can keep unwanted conversations out of your Inbox by using the Ignore Conversation feature. Ignore Conversation removes all messages related to the conversation that you select, and moves future messages in the conversation directly to your Deleted Items folder. To do this, highlight the message > click Actions from the toolbar > select Ignore Conversations.

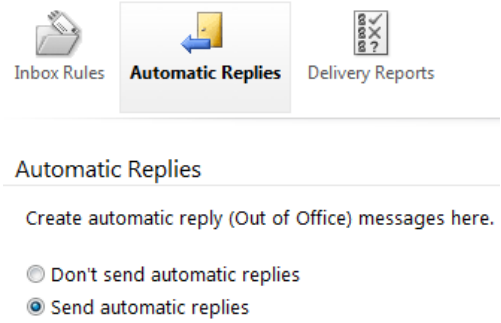
CAUTION: If you ignore an email by mistake, you can find it in the Deleted Mail folder. To reset this feature, right click the email and select Cancel Ignore Conversation. The email will be moved to the Inbox.

Setup Automatic Replies (Out of Office Assistant)

Use automatic replies when you're unable to respond to email for an extended time. After automatic replies are turned on, they'll be sent once to each sender. To set an automatic reply, click Options > Select Set Automatic Replies > click Send automatic replies > modify the message > click Save.



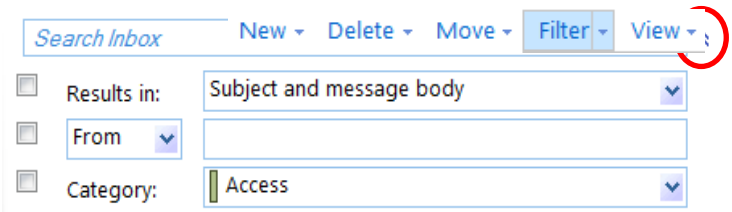
NOTE: Click My Mail to exit Automatic Replies window.



Use Filters to Find Messages

Filters can now be applied from a drop- down menu with common options. To apply a filter, click Filter on the toolbar > Select an option from the drop-down list > Click Apply.

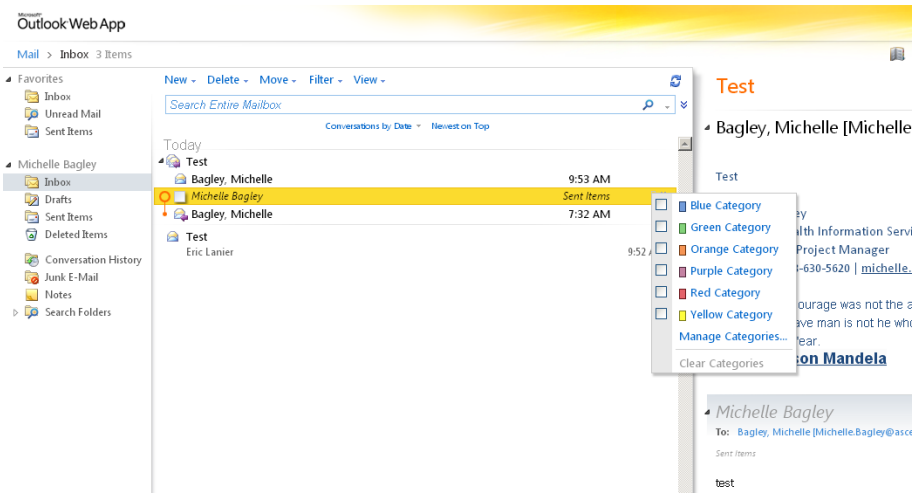
NOTE: For a more advanced search, click the chevron icon to open Advanced Search.



Outlook Web Access User Guide

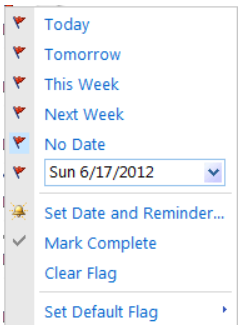
Assign Categories

Categories help you organize items in your mailbox. Each category is assigned a color and a name. You can apply more than one category to anything in your mailbox: a message, a calendar item, a contact, or a task. To assign a category, right click over the Categories icon and select a category.



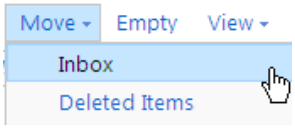
Add Flags

You can quickly flag a message to organize your messages or remind yourself to follow up on the message. To add a flag, Right click over the flag icon and select an option.

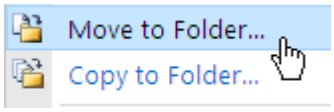


Recover Deleted Items

To recover deleted items:



- In the Deleted Items folder, select the item > select Move from the toolbar> select the folder you want to move the item to
- Or right-click on the item > select Move to Folder> select the folder

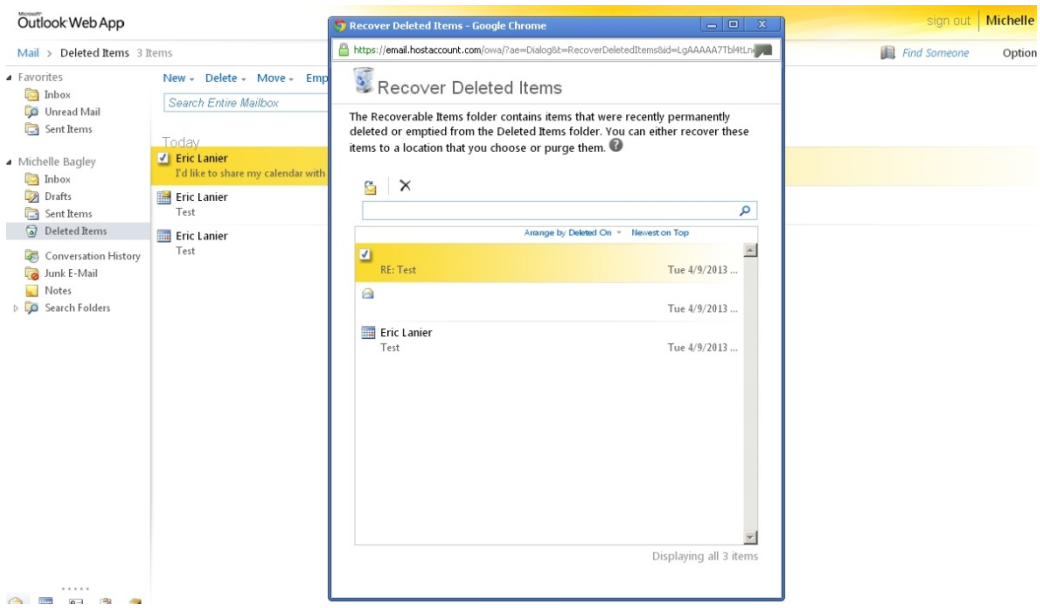


- Or open the item > Click Action on the toolbar > Select Move to Folder

Outlook Web Access User Guide

Recover Permanently Deleted Items

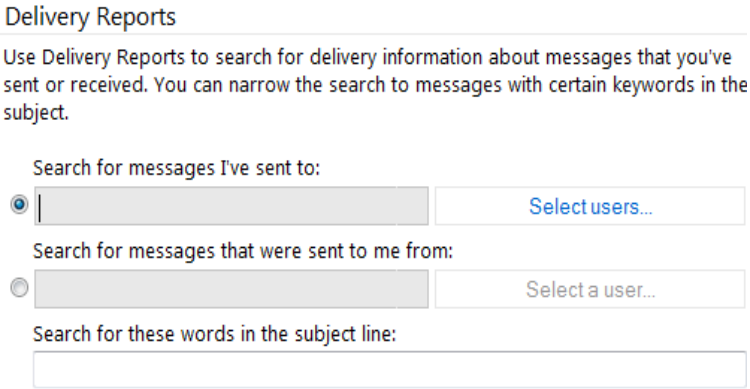
In OWA, you can now recover items that were permanently deleted. On the left navigation pane, right-click the Deleted Items folder > select Recover Deleted Item > in the new window, highlight the items you want to recover > click the Recover Deleted Item icon > select the folder where you want to move the item > click Recover.



Use Delivery Report for E-Mails Meeting Search Criteria

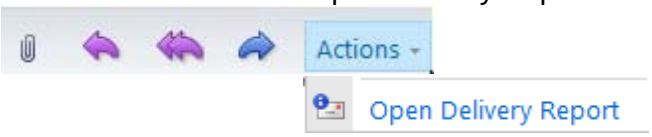
The delivery report shows you the date and time when the message was submitted and when it was successfully delivered.

To run a report click Option > click See All Options… > select Organize email on the left pane > click the Delivery Reports icon > check the radio button for messages that you sent or received > type a keyword in Subject > click Search > click Details to view delivery information in a pop-up window. Click Clear to start a new search.



Open Delivery Report for One Email

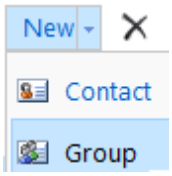
To create a delivery report for one email message, select the message > In the Reading Pane, click the Action button > select Open Delivery Report



Outlook Web Access User Guide

Create a Distribution List (Group)

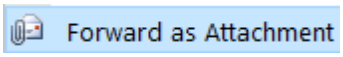
To create a private list for sending email to multiple people without entering each address separately, from Contacts click New from the toolbar > select the Group button > type a name for the group > click Members to select from the Global Address List > double click the names you want to add > click OK > click Save and Close



Forward Message as Attachments

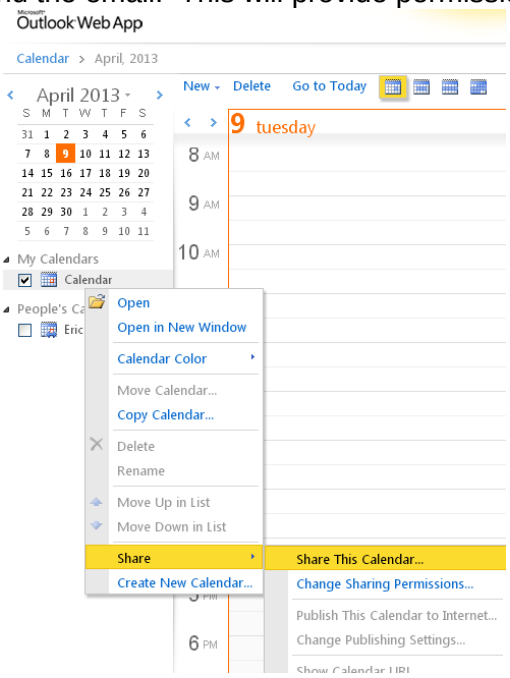
You can forward emails exactly as they were sent or received. This is particularly useful when forwarding email for technical reasons, for example any spam that has been received. To do this:

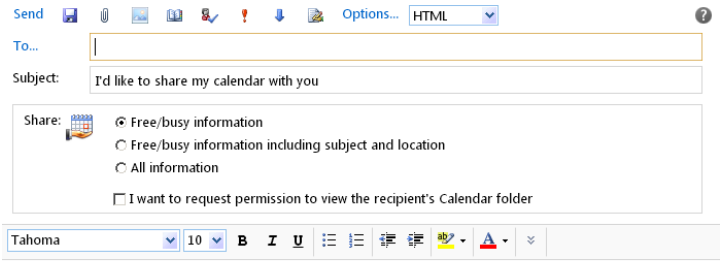
- Right click the message that you want to send as an attachment
- Or in the Reading Pane, click Actions > and click Forward as Attachment



Share Your Calendar

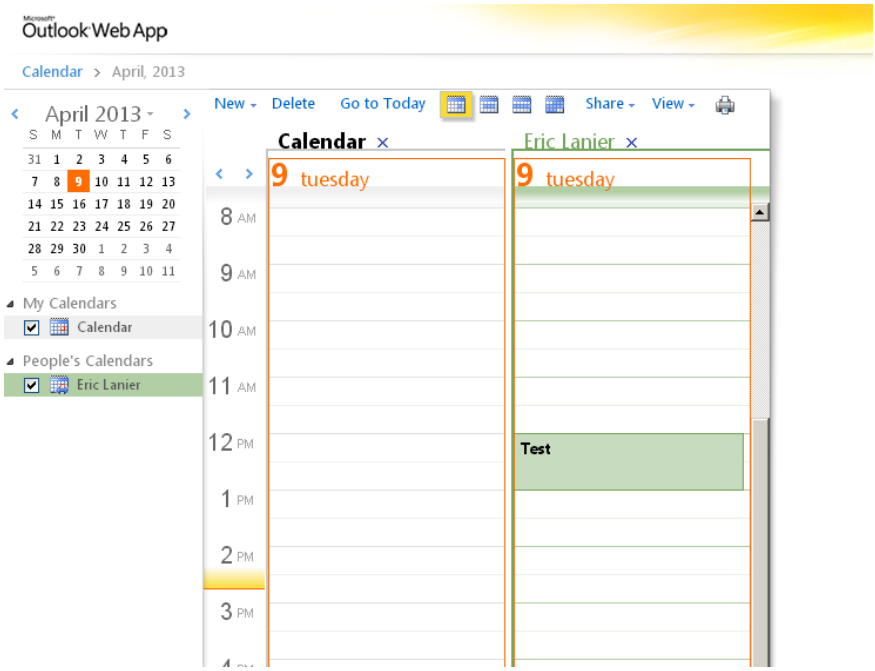
To allow others to access to your calendar, from the calendar > right click on calendar > select share > click share this calendar > an email will pop-up, and you should type the person's name and send the email. This will provide permission to view your calendar.





Outlook Web Access User Guide

View Calendars Side-by-Side

To add a shared calendar, once you have permission to view someone else's calendar, you will see appointments detail.

If you do not have permission, you only see their busy/not busy blocks. To view calendars side-by-side, from the calendar, place a checkmark next to the name on the left navigation pane.