

QUICK REFERENCE CARD

Introduction to Outlook Web Access



Launching OWA

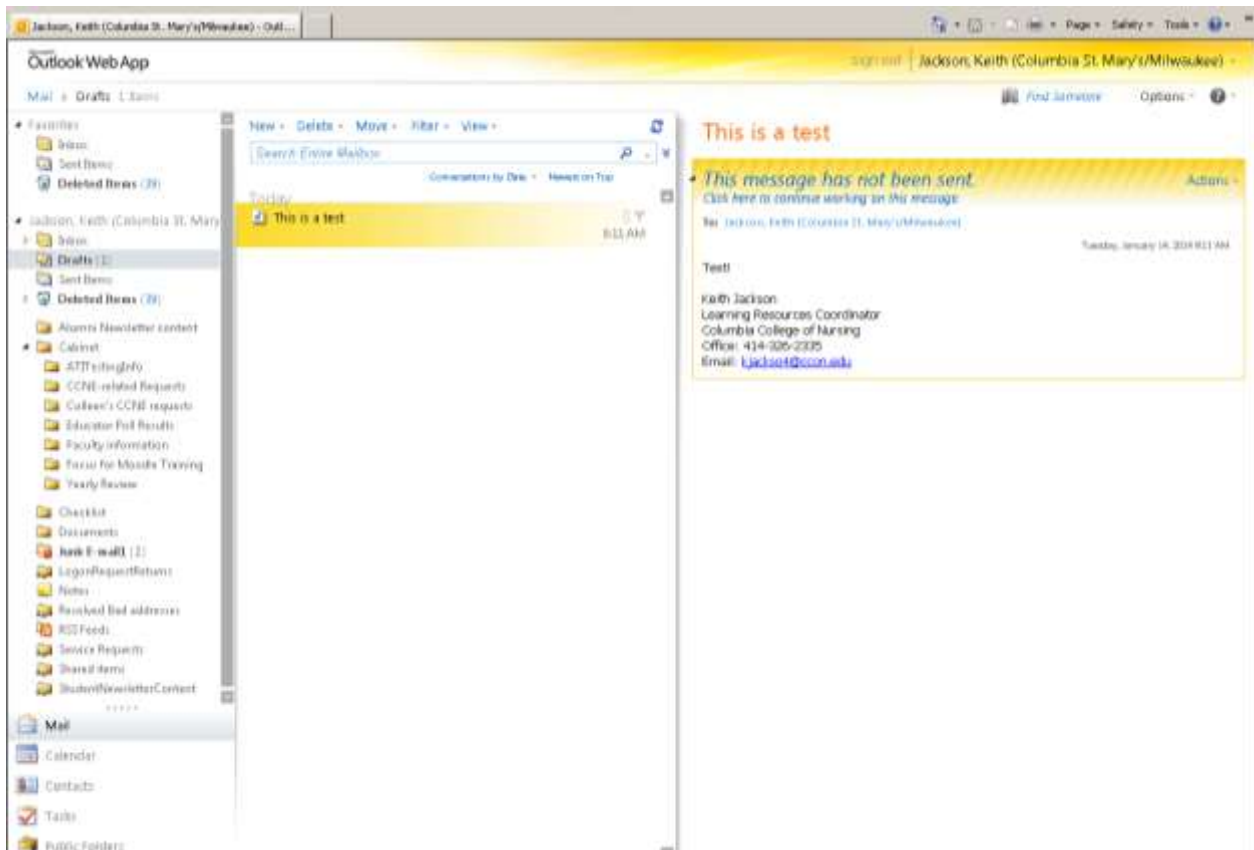
In order to launch Outlook Web Access, you will need to do the following.

- Double Click on the Internet Explorer Icon on your Desktop or Navigate to IE through the CCON website, under Links. (<http://www.ccon.edu>, click on Quicklinks > Undergraduate)
- OR enter the OWA website information directly:
<HTTPS://EMAIL.ASCENSIONHEALTH.ORG> is the direct address. It is suggested that you place this webpage as a bookmark in your favorite for easy access in the future.
- A logon screen will appear asking for your username and password. Username format is domain\username, which in our case is csm-ad\UserID, (example: csm-ad\kjackso4). The user ID is the same ID you previously used to get in to groupwise as well as what you use to log into the computers on campus. The password is the same password used to log in to the computers while on campus (Your Novell logon password), NOT your old groupwise password. You now have only one password to remember for both email and logging into the computer.
 - User ID: wimil\UserID
 - Password: Your Network password for logging on to the computer



The Premium Client is the default and is what is shown in the documentation below (**Note that although the images may be slightly different, the information still applies.**). It provides all Outlook Web Access features. The Basic client provides fewer features than the premium client, but offers faster performance. Use the basic client if you are on a slow connection or have a machine with performance problems.

After you have launched OWA, you should see a screen similar to the one below:



Navigating Through Outlook Web Access (OWA)

If you are viewing OWA for the first time, you will notice there are three columns displayed within the client after you select a mail folder. The column on the left is the **Navigation Pane**, the middle column is the **View Pane** and the column to the right is the **Reading Pane**. These panes are customizable and sizable, so you may remove a pane or resize the pane with ease. Their purposes are as listed below:


Navigation Pane – This pane allows you to select which function of Outlook you would like to utilize. You can navigate through your different mail folders in this pane, as well as access your Calendar, Contacts, Tasks and others. By default, your mail folders are displayed in the **Navigation Pane** when you launch the application.

View Pane – This pane will display the contents currently stored in the folders you see in the **Navigation Pane**.


Reading Pane – This pane displays contents of selected messages from the **View Pane** without the need to open a separate window. Click on the message you wish to view, and it will be displayed in the **Read Pane**.

Deleting Messages – Outlook Web Access (OWA)

If you would like to delete messages from your **Inbox**, you may do so by choosing one of the following options:

- Select the message(s) you wish to delete, and click on the  button, or
- Select the message(s) you wish to delete, and press the **Delete Key**, or
- **Right-click** on the message(s) you wish to delete, and select **Delete**.


Additionally, if you are viewing messages in a separate window, you have the ability to delete the message you are currently viewing by doing the following:

- Click the  button from the **Tool Bar**.

Please Note: Any items that have been in your **Deleted Items** folder longer than 7 days will be automatically emptied by the system.

Emptying Deleted Items Folder – Outlook Web Access

Once you have deleted messages from your **Inbox** and other folders, they will be stored in your **Deleted Items** folder. If you would like to empty your **Deleted Items** folder, choose one of the following options:

- **Right-click** on the **Deleted Items** folder in the **Navigation Pane** and select **Empty “Deleted Items” Folder**, or
- Select your **Deleted Items** folder and click  in the **Tool Bar**


By default, you **Deleted Items** folder will not be emptied when you exit outlook. However, any items that have been in your **Deleted Items** folder longer than 7 days will be automatically emptied by the system.

Outlook Web Access – Deleted Items – As with Outlook you can retrieve deleted and emptied items. Drag and drop deleted items back into your inbox. To recover items deleted from your deleted items folder, go to the Options selection in the bottom right hand corner and click on “View Items”. It may take a minute or two for the recovered items to reappear. Once the items are shown, simply choose those you wish and click on “Recover”.



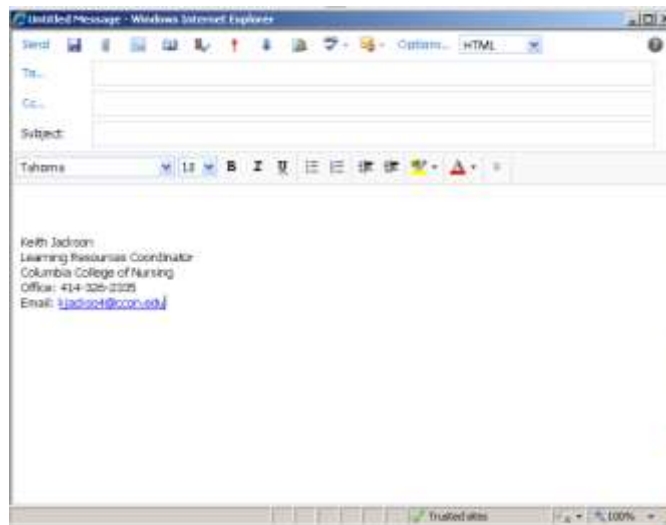
Outlook Web Access – Attachments – Click your right mouse button on an attachment’s name to see a list of options. Note – you may have to do a “save as” and place it on your computer to be able to open it properly.

Potentially Unsafe Attachments – Outlook Web Access - In OWA, the attachment will be inaccessible; instead you will see the following message where the attachment would normally be.


 Access to the following potentially unsafe attachments has been blocked:

Creating and Sending a New Message - Outlook Web Access

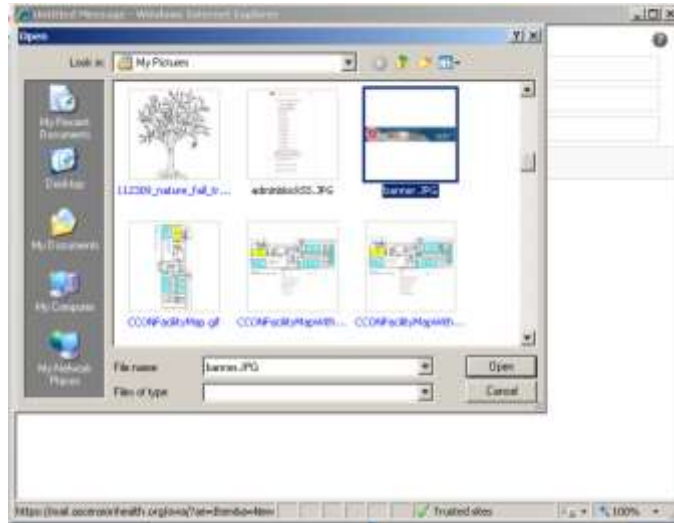
To create a new message in OWA, click the  button on the **Tool Bar** and it will display a new window, as shown here:



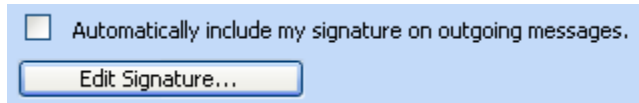
From this window, you can compose your message. Enter the recipient’s address in the **To:** field, the subject of the message in the **Subject:** field, and any information you wish to include in the body of the message.

When you are finished composing your message, click on the  button in the **Tool Bar**. Your message will be sent and the window will close.


Outlook Web Access – Insert File – In OWA, to insert a file you click on the “Attachments:” button (paperclip icon). That will bring up a standard Windows dialog box that will allow you to browse for the file that you wish to attach. Click on the “Open” button to add it to the message. If you wish to remove an attachment, you have to click the “X” icon next to the filename. The attachments will now be listed next to the “Attached:” button.

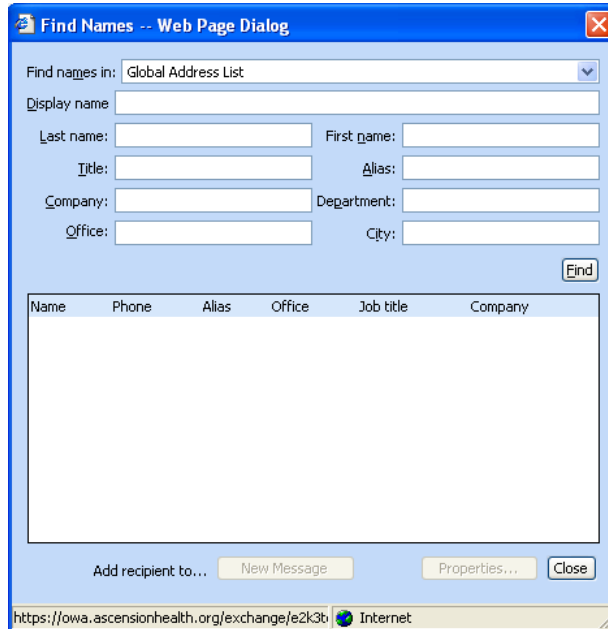


Creating a Signature - Outlook Web Access – Click on the **Options** Menu in the Navigation Pane. Under “Messaging Options” check “Automatically include my signature on outgoing messages” and “Edit Signature” to create it.



Searching for Contacts – Outlook Web Access

While it is possible to search the Global Address List or Contacts in OWA, it is not as easy to do so. Like outlook, you select the  button, but instead of bringing up the address book in question, it brings up a search tool.



When using the Find Names tool, it is possible to search on any of the fields. But please note that when using the Display Name to do a search on, it is extremely exact. When you enter the search criteria into Display Name and click Find – it will match what you typed to the first part of the display name only. For example, if you type in John and do a search, it will find all the people that have the display name starting with John – those with the last name of John or Johnston, etc. It will not find “Smith, John” – for that you would have to do either a search on the display name of Smith, or use the first and last name fields to do your search.

Outlook Web Access – Address Book & Contacts

To add contacts you can:

1. Click on the “Contacts” in the OWA Pane.
2. Click on the button for “New” at the top menu bar or double click a contact name to edit it.
3. Enter Contact Information
4. Save and Close to exit.

Sending Messages to another Ascension Health or Personal Contact - OWA

In OWA you cannot open the Global Address Book. Instead when you click on the To: CC: or BCC: button a “Find Names” window will appear. Please see the section **Searching for Contacts – Outlook Web Access** on page 16 for further instructions.

Outlook Web Access – Distribution Lists – You can create a Distribution List in OWA by:

1. Click on the down arrow next to New and select “Distribution List”
 2. Enter the “List Name:”
 3. Enter the names of the people you wish to be in the Distribution through either the “Find Names” button, or typing in a portion of the person’s name and selecting Add and selecting from the list that is displayed (if selection is found).
 4. “Save and Close” to exit.
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Sending Messages to a Distribution List – Outlook Web Access

To send a message to a **Distribution List** via OWA, you find the list name the same way you find a contact or **Global Address List** entry.

Outlook Web Access – OWA only allows the default views. You can see any folders that have been created under your mailbox, but it does not allow you to add any personal/archive folders (those stored locally or on a network drive) or customized views.

Outlook Web Access – Click your right mouse button on a Folder to see a list of options. Choose “New Folder” to create new ones, “Move Folder” to reorganize your folders. Note that you cannot change the order of the standard Outlook Folders. You can also drag and drop your folders to move them. Unlike Outlook, there is no “Favorites Folder”

Moving Messages To Folders – Outlook Web Access

To move messages in OWA.

- **Highlight** and **drag** the message(s) to the appropriate folder, or
 - **Right-click** on the message(s) and select **Move to Folder**, then select the appropriate folder from the window
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Outlook Web Access – Find – To activate the Find Feature:

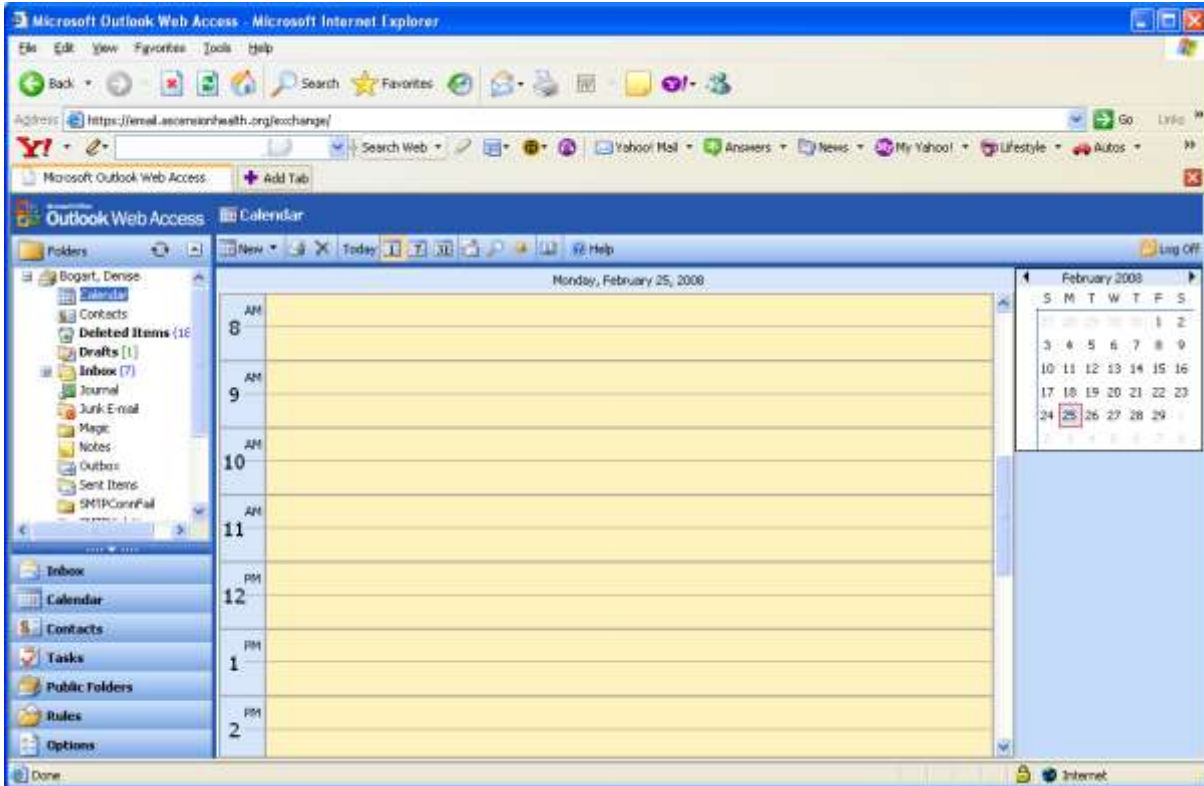
1. Click on the Magnifying Glass Icon on the Tool Bar.
 2. The Find Tool Screen window will open.
 3. Enter the search criteria and select “Find Now”. There are no choices for Advanced Find.
 4. To turn Find off, close the Find window.
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Outlook Web Access – Rules are not available in OWA.

Outlook Web Access –

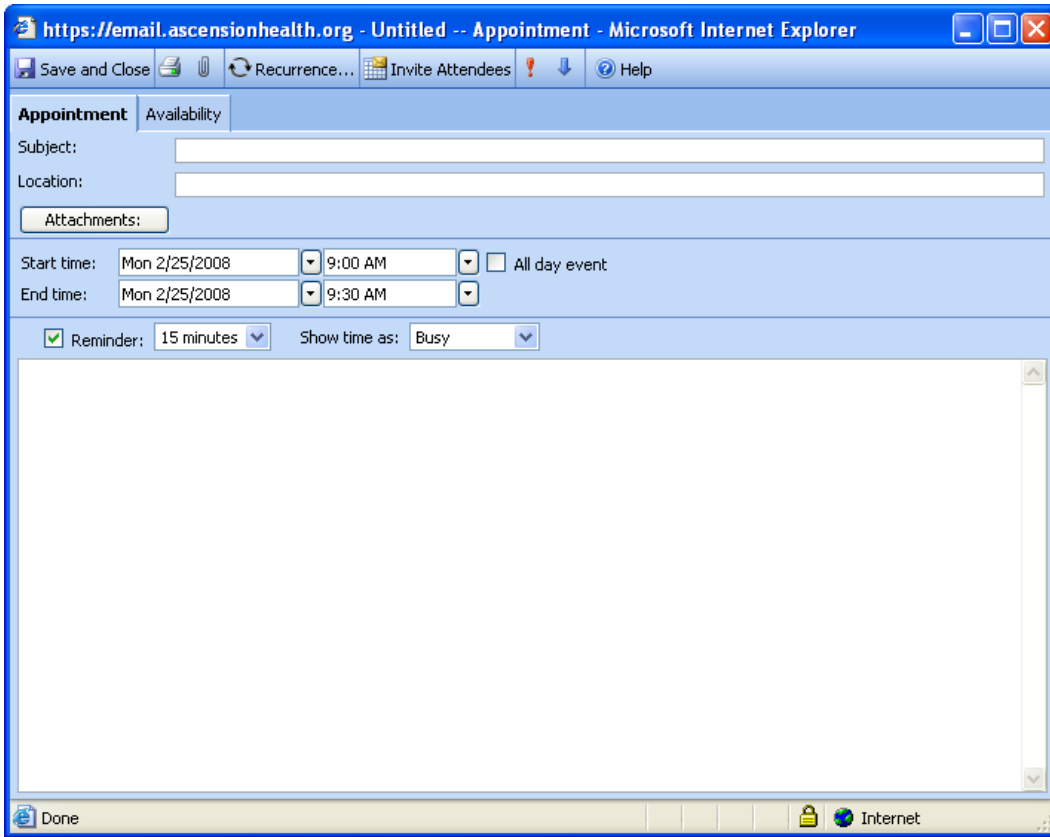
To display your Calendar folder in Outlook Web Access, in the Navigation pane on the left, click the **Calendar** button.

OWA gives you four different views: **Today**, **Daily**, **Weekly** and **Monthly**. Each shows the specified portion of your Calendar folder. You can move between dates by using the **Date Navigator**, the small calendar in the upper-right corner.



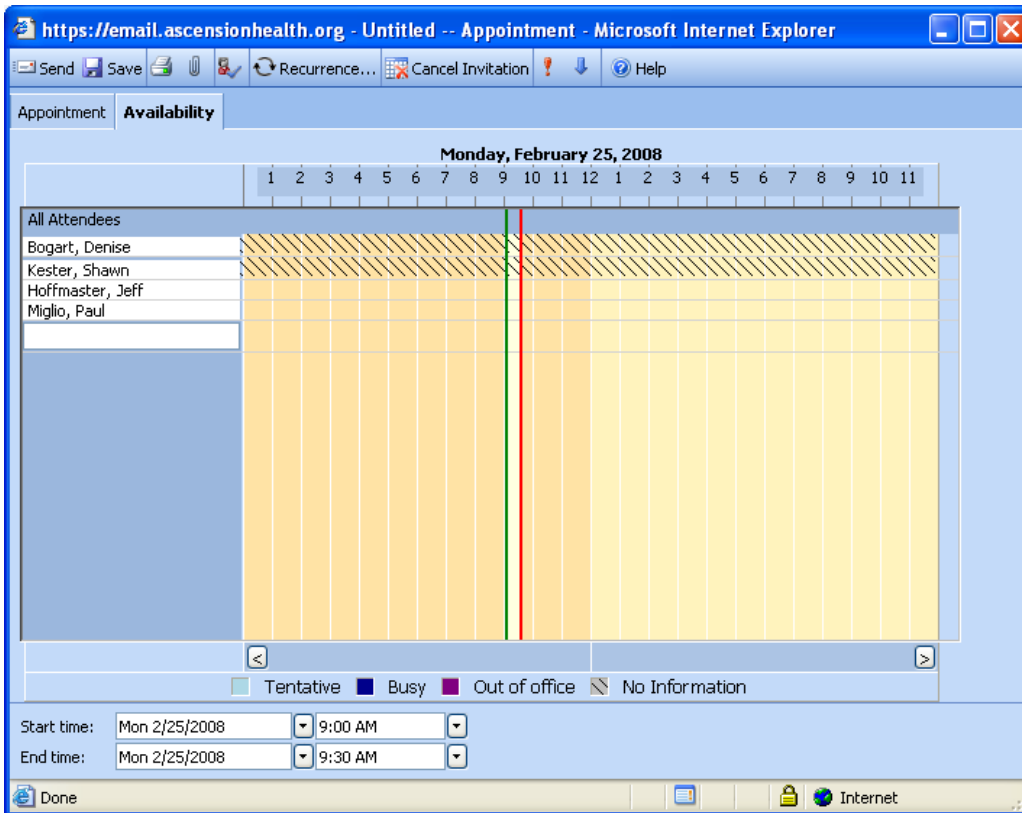
Scheduling an Appointment/Meeting

Click on **New**



https://email.ascensionhealth.org - Untitled -- Appointment - Microsoft Internet Explorer
 Save and Close Recurrence... Invite Attendees Help
Appointment Availability
 Subject:
 Location:
 Attachments:
 Start time: Mon 2/25/2008 9:00 AM All day event
 End time: Mon 2/25/2008 9:30 AM
 Reminder: 15 minutes Show time as: Busy
 Done Internet

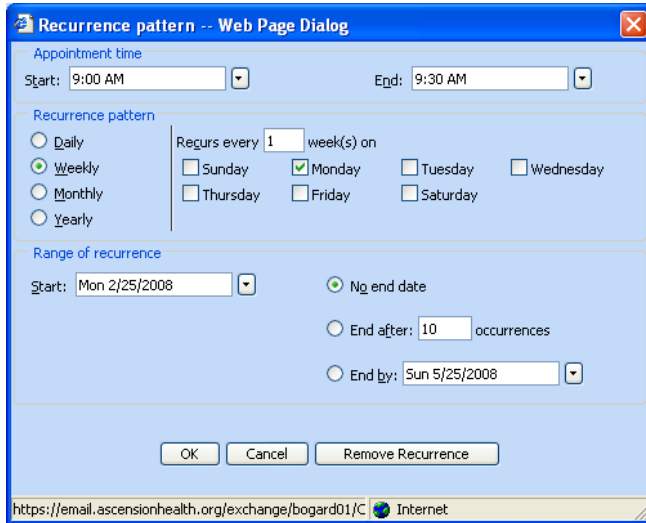
Fill in Subject and Location if desired. Select start and end times, or set as an All day event. Select the Availability tab to invite other attendees:



https://email.ascensionhealth.org - Untitled -- Appointment - Microsoft Internet Explorer
 Send Save Recurrence... Cancel Invitation Help
Appointment **Availability**
 Monday, February 25, 2008
 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11
 All Attendees
 Bogart, Denise
 Kester, Shawn
 Hoffmaster, Jeff
 Miglio, Paul
 Legend: Tentative Busy Out of office No Information
 Start time: Mon 2/25/2008 9:00 AM
 End time: Mon 2/25/2008 9:30 AM
 Done Internet

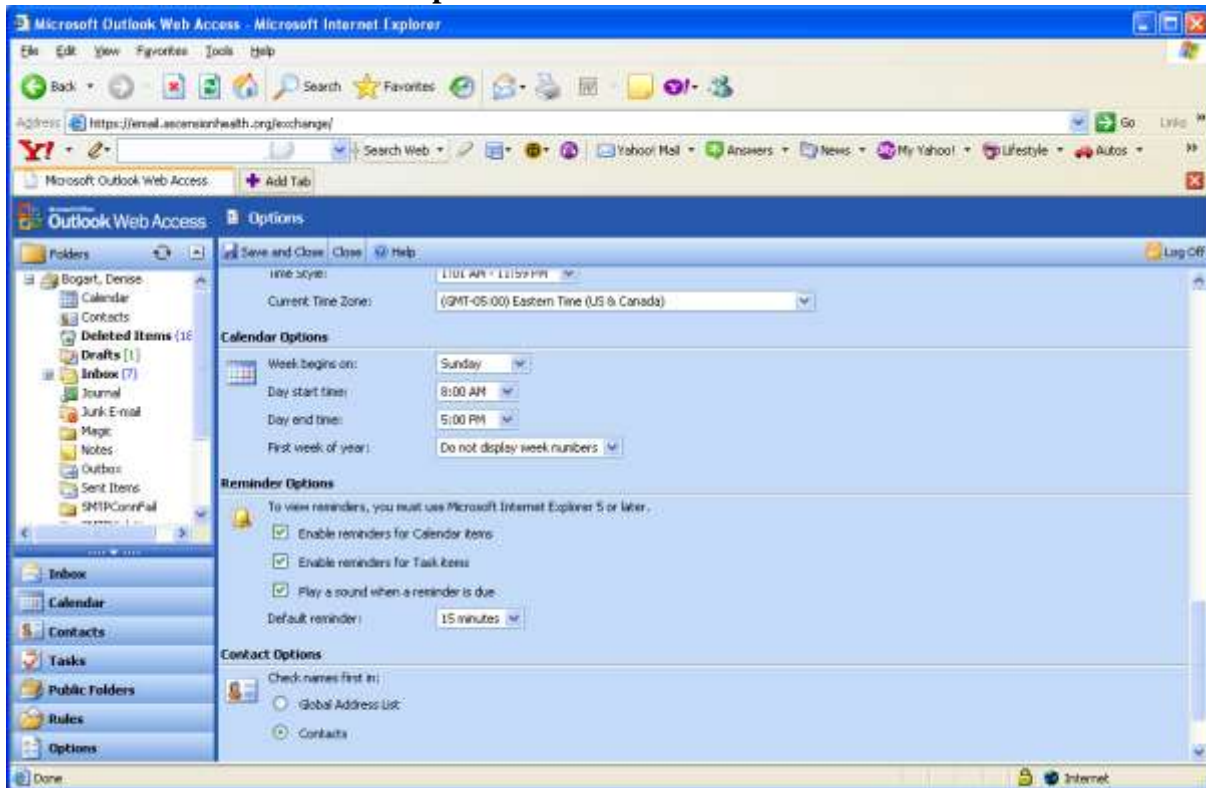
Simply type new names in the blank space and hit return. If the name is not unique, you will be offered choices to pick from.

If it's a recurring meeting, select **Recurrence...** from the top menu.



If you want to change the view of the calendar, scroll down to the Options menu at the bottom left of the screen.

Then scroll down to **Calendar Options:**





At this point you can change the day the week begins on, start and end times, and the first week of the year.

Exiting Outlook Web Access

Simply click the Logoff button located in the upper right hand side of the page (far right side of the menu line).