

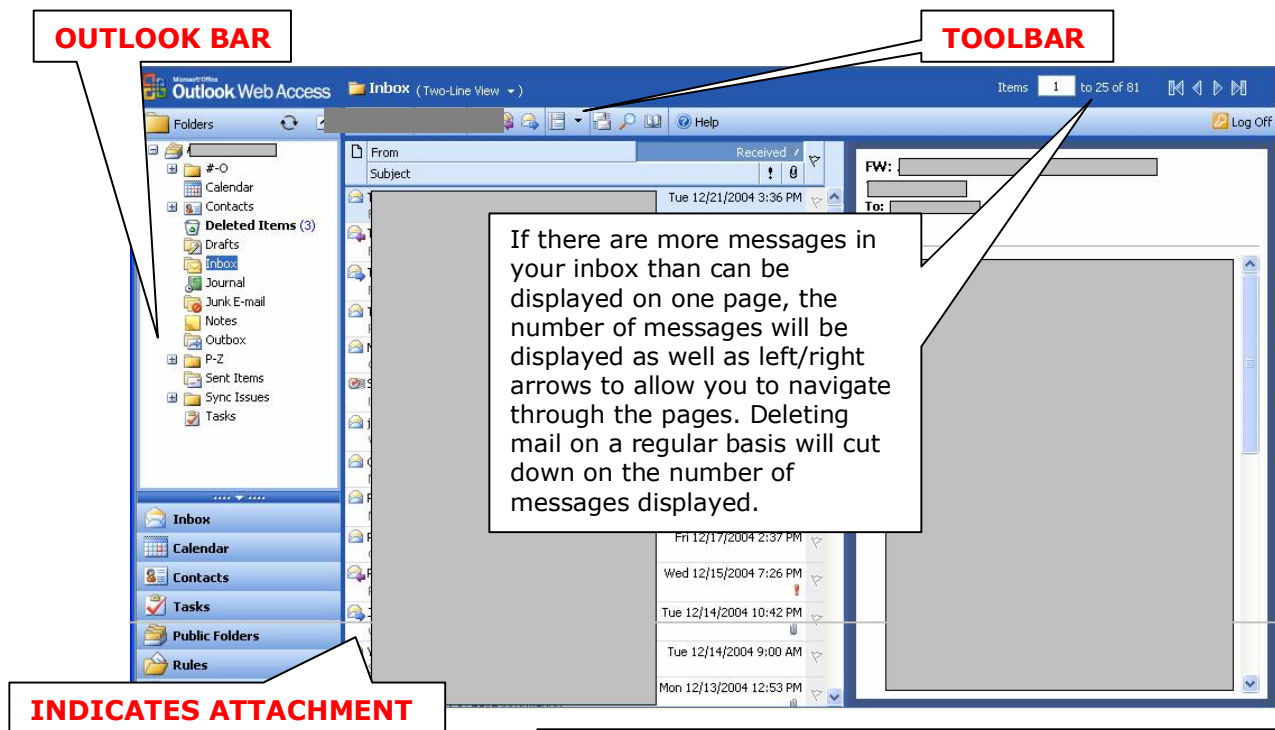
A Basic Guide to Outlook Email on the Internet

Information in this document has been taken from the on-line **Help** that is available once you have connected to the Internet using a Web browser such as Internet Explorer and have accessed your Outlook email account. It is intended to provide a basic overview of features you will use most often. More detailed instruction is available by using the Help link while navigating through your mailbox.

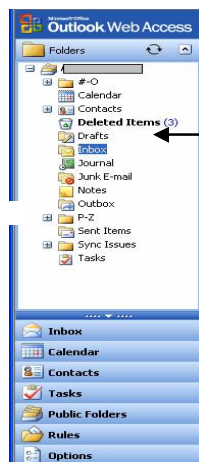
Inbox

The first screen displayed after entering your username and password is your Inbox. Messages are delivered to your mailbox on a Microsoft Exchange Server computer, where they are stored in your Inbox by default.

The **Inbox** displays new messages in boldface. Once read, the messages will revert to normal type.



Outlook Bar



The **Outlook Bar**, located to the left of the main folder viewer, offers a number of shortcuts to your personal folders, as well as a listing of your private and public folders. The two views available in the Outlook Bar are **Shortcuts** and **Folders**. You can switch between the two views by clicking the tabs at the top and bottom of the Outlook Bar.

Shortcuts

By default, Outlook Web Access displays the **Shortcuts** view of the Outlook Bar. Clicking these shortcut icons opens your [Inbox](#), [Calendar](#), and [Contacts](#) folders. The other Outlook Bar icon, [Options](#), links you to functions for setting user options.

Folders

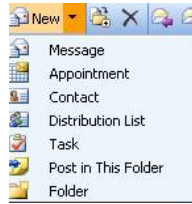
The **Folders** tab displays your personal folders and your organization's public folders. Folders are displayed in a hierarchy, so that you can expand folders as necessary to view subfolders, or collapse the hierarchy to view only the top-level folders. A plus-sign [+] beside a folder will indicate that there are sub-folders nested within them. To view the next level in the folder hierarchy, click the plus-sign.

When you click on any folder in the Outlook Bar, its contents will be displayed in the Outlook Web Access viewing panel.

Toolbars

There are a number of toolbars in Outlook Web Access to assist with various tasks. Your Inbox, calendar, contacts, and public folders have their own toolbars, with buttons specific to their function. There are several buttons, however, that are for more general administrative functions, and are available in more than one location. They are described in the following chart:

New



This drop-down menu is available at all times. The option displayed on the button varies, depending on the window you are working in, as does the list of options that displays when you click the down-arrow to the right of the button. Use the **Folder** option to create a new folder.

Check for New Messages

Click this button to check if you have any new messages. This also refreshes your browser window.

Move/Copy

This button opens the **Move/Copy** dialog box, which allows you to organize messages or other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.

Delete

Highlight an item in the main Outlook Web Access window, such as a contact, appointment, or message, and then click this button. The item will be moved to the Deleted Items folder.

Create Rule

This function creates rules regarding incoming emails.

Show/Hide Preview Pane

Click this button to activate the Preview Pane, which allows you to view a portion of your messages without opening them.

Address Book

Click this button to open a dialog box that allows you to search your organization's address list.

Opening & Reading Messages

To open an email message, locate the message you want to read, then double-click on the message – or – select the message and then press ENTER.

When you open an e-mail message in Outlook Web Access, it is displayed in the Read Message form.

The following basic information is displayed in the Read Message form heading:

From:	Sent: Mon 2/21/00 4:54 PM
To:	
Cc:	
Subject:	

- **From.** Indicates the name (or e-mail address) of the sender or organization.
- **To.** Indicates the name (or e-mail address) of the primary recipients.
- **Cc.** Indicates the name (or e-mail address) of the carbon copy (cc) recipients.
- **Subject.** Briefly describes the subject of the message.
- **Sent.** Indicates the date and time the message was sent.

Move/Copy Messages

With the **Move/Copy** command you can reorganize posted and e-mail messages in your mailbox. You can move or copy a message to an existing folder, or to a new folder.

Note It is also possible to drag and drop messages between your private e-mail folders. To move or copy a message to an existing folder:

1. Open the message you want to move or copy.

2. On the toolbar of the Read Message form or Read Post form, click the **Move/Copy** button.
3. In the **Move/Copy Item** dialog box, select a destination folder.
4. Click **Okay**, or to cancel the operation, click **Cancel**.

Tip You can also move or copy a message without opening it. Open the folder that contains the message and select it from the list of messages. Then click the **Move/Copy** button on the main Outlook Web Access toolbar. Follow the same procedure as above. To move or copy a message to a new folder:

1. Open the message you want to move or copy.
2. on the toolbar of the Read Message form or Read Post form, click the **Move/Copy** button.
3. In the **Move/Copy Item** dialog box, click **New**.
4. In the **Create New Folder** dialog box, type a name for your destination folder.
5. In the **Folder Contains** drop-down menu, select the appropriate item for your new folder, and then click OK.
6. In the **Move/Copy Items** dialog box, select the new folder, and then click **OK**. To cancel the operation, click **Cancel**.

Reading Attachments

An attachment is a file that can be created in any program and attached to an e-mail message, such as a Microsoft Word document, a Microsoft Excel spreadsheet, a .wav file, or a bitmap. When a message contains an attachment, Outlook Web Access displays a paper clip symbol beside it in the folder listing.

When the message is opened, you will see the name of the attached file in the message heading information. Some attachments, such as .txt and .gif files, will be opened directly by the Web browser.

WARNING For security reasons, you should not open an attachment unless you are sure about the content and the person who sent it to you. Attachments are a very common method for spreading computer viruses.

To view an attachment, double-click the attachment file name, located in the message heading information. The attachment will open in a new browser window.

IMPORTANT Before editing attached files, you must download them to your computer.

Deleting Messages

You can delete an individual message from your e-mail folders, or you can delete several messages at a time.

- To delete an open message, on the Read Message form toolbar, click **Delete**.
- To delete a message or multiple messages from a folder in the main Outlook Web Access window, first select the messages. To select consecutive messages, click on the first and last messages in the series while holding down the **SHIFT** key. To select non-consecutive messages, hold down the **Ctrl** key as you click on each message you want to delete. With the messages selected, on the main Outlook Web Access toolbar, click **Delete**.

Note All deleted messages are sent to the Deleted Items folder which can be located in the **Folders** list on the **Outlook Bar**. They are not permanently removed until they are deleted from the Deleted Items folder.

Creating Messages

Messages are created in the New Message form.

Note This is the same form Outlook Web Access provides for [replying to and forwarding](#) messages. When replying to and forwarding messages, the heading information (To, From, and Subject) is already filled out for you.

To open the New Message form, in Inbox, on the toolbar, select **New**.

Attaching a File

In the attachments screen you can attach any type of file that is accessible from your computer or through your network. This utility also allows you to remove attachments. See also [Sending an Edited Attachment](#).

To attach a file to an e-mail message or other Outlook Web Access item:

1. Click the **Add Attachment** icon when creating your message, appointment, or contact.
2. Under **Choose a file to attach**, type the path to the file, or click **Browse** to navigate to the file.
3. Click **Attach** and the file will appear under **Current file attachments**. Repeat steps 1-3 for any additional files you want to attach.
4. To return to the form you were working in, click **Close**. The file(s) you selected will now appear in the heading, beside Attachments.

To remove one or more attachments from a message:

1. On the toolbar, click the **Add Attachment** icon.
2. Under **Current file attachments**, select the check boxes beside the files you want to remove.
3. Click **Remove**.

Tips Attachments are not copied when you reply to a message. Instead, a placeholder icon appears in place of the file. To include attachments, [forward the message](#) instead of replying to it.

Saving the Message

You can save a message you want to complete at a later time if you don't have time to finish composing it. This can be done for new messages and for your replies and forwards of other messages.

By default, saved messages are stored in your Drafts folder. To save a message, on the toolbar, click the **Save** button. To recall a saved message, in the Drafts folder, double-click the message.

Sending the Message

When you have finished composing your new message, reply, or forward, on the message toolbar, click **Send**.

When the message has been sent, the message window will close and you will be returned to the folder you were working in.

Calendar Overview

The Outlook Web Access Calendar allows you to create and track appointments. You can also organize and schedule meetings with co-workers, then update or modify the information (time, location, attendees) as required. When you use Calendar to keep track of your meetings and appointments, co-workers can check your availability for their own scheduling purposes. In addition, all appointments and meetings can be set as recurring, meaning they occur more than one time, on a regular basis. For example, you can schedule a recurring status meeting that will occur every Wednesday at two o'clock.

To open your Calendar:

- If you have **Folders** displayed on the [Outlook Bar](#), click **Calendar**. – OR –
- If you have **Shortcuts** displayed on the Outlook Bar, click the **Calendar** icon.

Contacts

Contacts is your e-mail Address Book and information storage utility for the people and businesses you regularly communicate with. Use Contacts to store the e-mail address, street

address, phone numbers, and any other information that relates to the contact. This can include Web pages, birthdays and anniversaries, and fax or cell phone numbers.

You can sort or group contacts by any part of their name, or by other contact information. You can also move or copy a contact to a different folder, or attach a file, such as a Microsoft Word document, to a contact, to keep related information together.

To open Contacts:

- If you have **Folders** displayed in the [Outlook Bar](#), click **Contacts**. – OR –
- If you have **Shortcuts** displayed in the Outlook Bar, click the **Contacts** icon.

Public Folders

Public folders are an easy and effective way to collect, organize, and share information with other people on your team. You can use public folders to share files or post information on an electronic bulletin board. Public folders can also be used to store items such as calendars and contacts that are shared by two or more people.

Stored on Exchange computers, public folders are created and designed by administrators and other people in your organization who have the appropriate access permissions. These access permissions determine who can view, create, and modify items in the folders. Anyone who uses your e-mail server can read and post to your server's public folders, and can read and post to public folders on other servers.

To open a public folder:

1. To display your folders, on the [Outlook Bar](#), click the **Folders** tab.
2. Beside **Public Folders**, click the addition sign [+] to expand the display of your organization's public folders. Click a [+] beside a folder to view additional folders nested within. When a folder has been expanded, the [+] becomes a [-].
3. To open the public folder, click it. The posted messages contained in that public folder will be displayed in the main Outlook Web Access window.

IMPORTANT After you finish using Outlook Web Access, be sure to close Internet Explorer. If you do not close Internet Explorer, there is no guarantee that your session is closed.