Information Technology for *Learning*

Outlook Web App (OWA) – Getting Started

Updated March 2019

The *Outlook Web App (OWA)* is a web-based tool for reading, creating and managing your work email, calendars, contacts and tasks. Although some more advanced functions can only be accessed from the Outlook desktop application (available on all district provided desktops and laptops), most everyday tasks can be completed using OWA. All Greater Victoria School District employees can access OWA from any web browser by going to: https://owa15.sd61.bc.ca/owa.

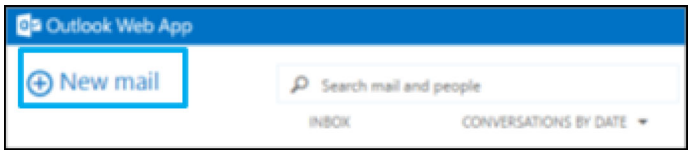
This guide provides information designed for beginner and intermediate users of OWA.

Mail

The OWA email window looks similar to the desktop version. The email page loads by default, but if you are on another page, and want to return to the email section, just click on the word *Mail* in the upper right of the window.

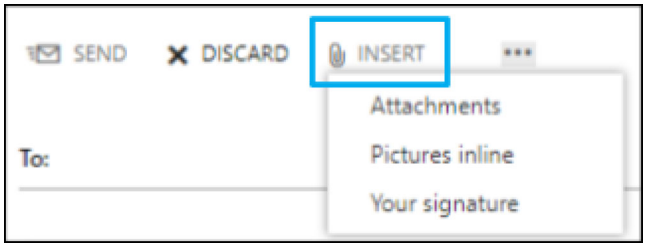
Creating email

You can Compose emails from the browser, by clicking the *New mail* icon in the top left corner of the window.

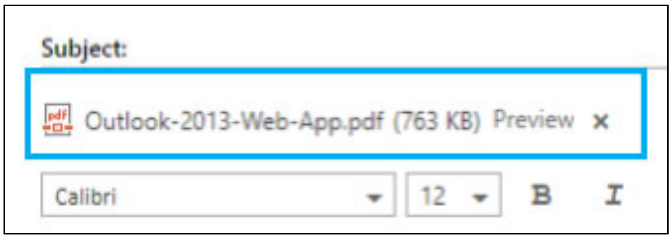


Attaching files

You can drag-and-drop attachments onto the message window, or use the *INSERT* button to locate files, and/or place photos into the body of the email.



You will see an icon below the subject line of the email, indicating the file has been attached.



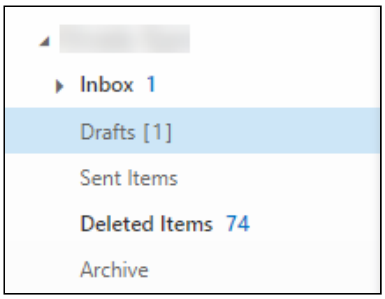
Formatting Text

When composing or replying basic tools are available. To see more tools, click the double down arrow icon next to the tools.

Drafts

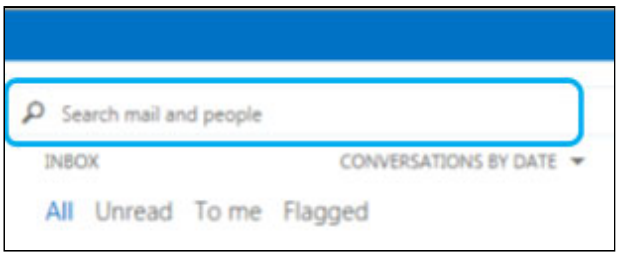
Drafts of replies are linked to the original message. You can work on them later by clicking on the *Continue Editing* icon.

Drafts of new messages are stored in the *Drafts* folder, located on the left hand side of the window below your Inbox folder(s)



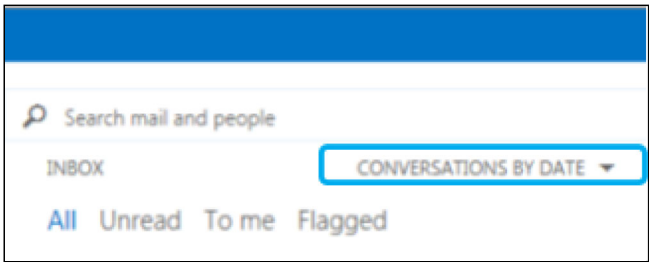
Search

Use search to find specific emails/conversations. You can search for messages sent to/from contacts, or by keyword(s). For example, the keywords “Spring Break” will display all messages with those words in either the subject or body of the email.

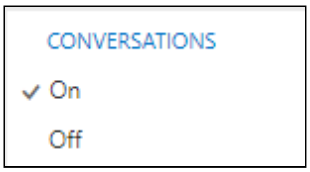


Sort and Filter

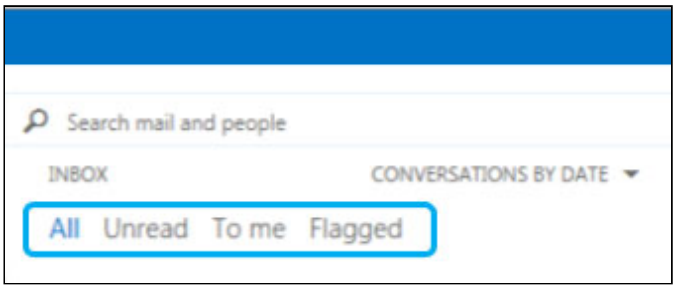
Messages can also be sorted by the a number of different criteria, by clicking on the filtering drop-down box located beneath the Search box. By default it is set to *Conversations By Date*.



Conversations (sometimes called *threads*) group all responses connected to the same original email. This function can be turned on/off from the *Conversations By Date* drop-down menu.



To filter by *all*, *unread*, *to me*, and *flagged* click the links located below the *Conversations By Date* drop-down menu.



Calendar/People/Tasks

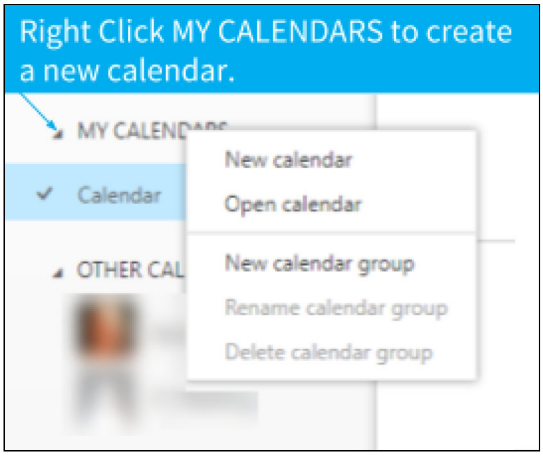
Users can create new contacts, appointments, meetings, and tasks; manage existing contacts, appointments, meetings, and tasks; and create lists of contacts or tasks from within OWA. These sections can be accessed by clicking on their names, located in the upper right-hand side of the browser window.

Calendar

The *Calendar* section can be used to create and manage new meetings and events. Users can create new calendars for specific purposes (ex. to book a shared room).

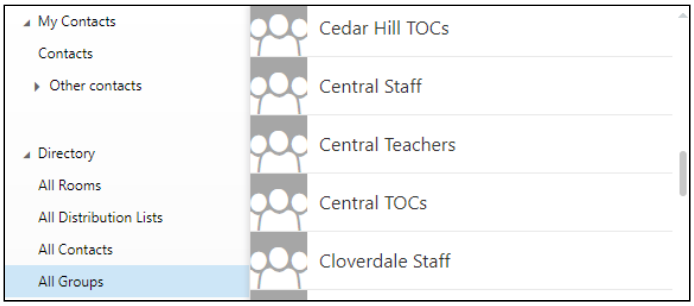
Some of the more advanced features, like publishing calendars to the web, are more easily accomplished by using the desktop version of Outlook.

Calendars can also be linked to a mobile device (using the native *Calendar* app on the device, or the *Outlook* App).

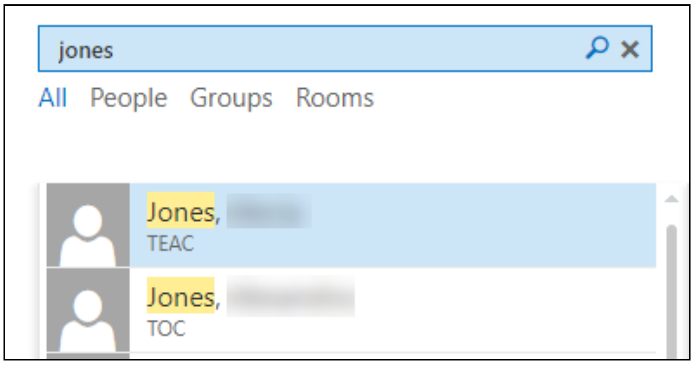


People

The People section is where contacts are created and managed. Users can create custom mailing lists (a list for parents of students in a particular class for example), or use the automatic lists for different SD61 employee groups.

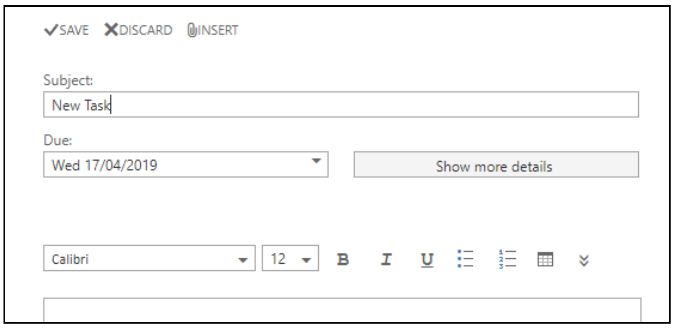


The *People* section can also be used to search for individual staff members. Type the name into the search area, and find the person you are looking for in the results.

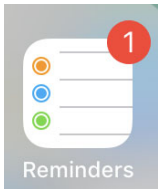


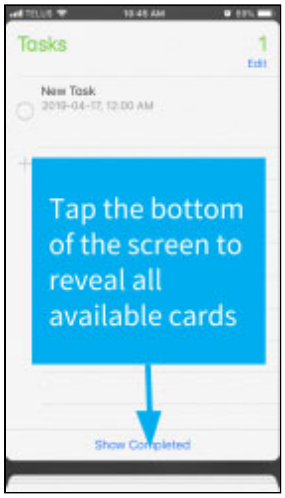
Tasks

The *Tasks* section allows users to create a list of Reminders and To Dos. The tasks can be given a due date, and later marked as complete. Additional fields are available to add details about a project, or set a regular alert for repeating tasks.



If you have added your SD61 account to your iPhone/iPad your tasks can be viewed/created/edited by going to the *Reminders* App and viewing the *Tasks* card.

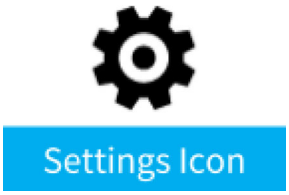


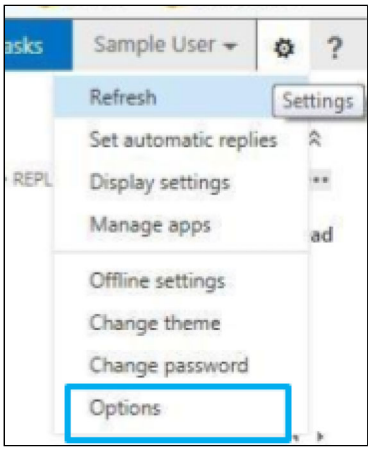


Account Options

Users can customize the way OWA looks and how it manages incoming mail with *Account Options*.

The *Settings* Icon is located next to your name in the upper-right of the browser window. Most of the account options are located under the *Options* section, at the bottom of the menu.

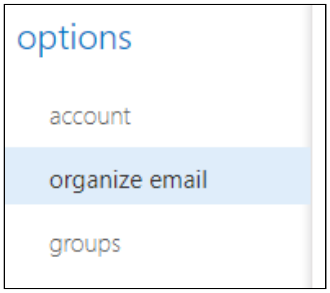




Organize Email

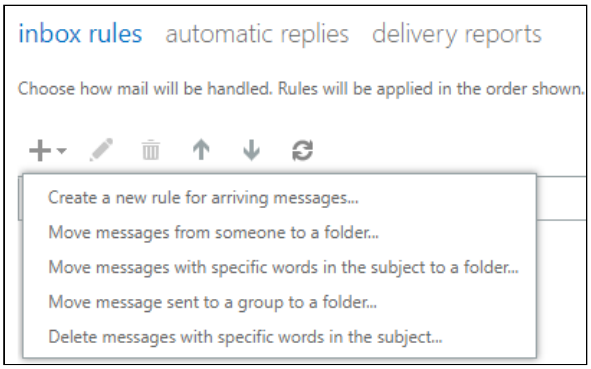
The *my account* page opens by default when you click on *Options*. It provides general information.

Below *account* (on the left-hand side of the window) is *organize email*. Use this section to create rules and write an automatic reply (ex. an *Out of Office* response).



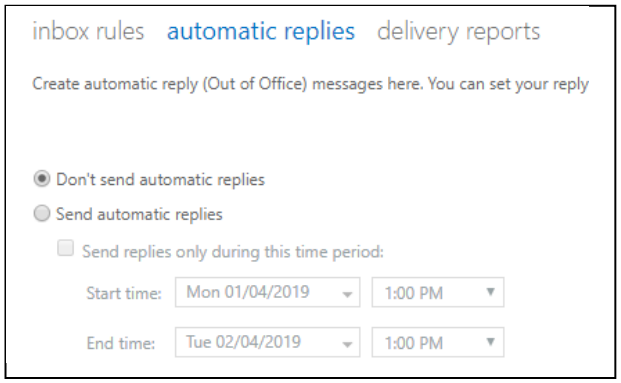
Inbox Rules

This section allows you to create inbox rules for incoming mail. You have the ability to automatically send selected email from your inbox to a folder that you designate.



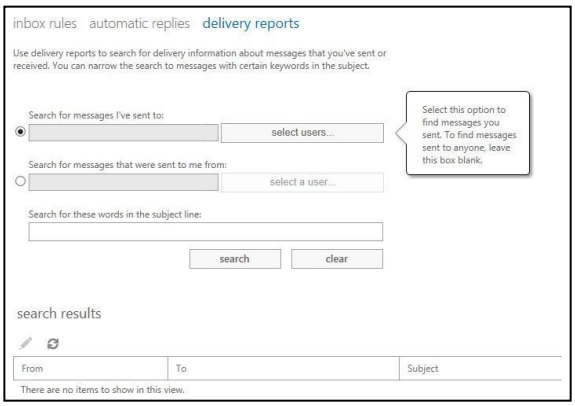
Automatic Replies

This section allows users to set up their *Out of Office* notifications for incoming email.



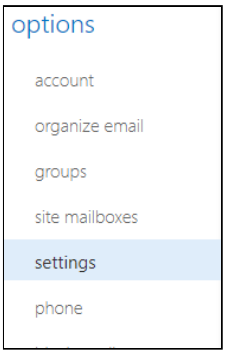
Delivery Reports

Use Delivery Reports to find information about email that you've sent or received. You can search messages for keywords in the subject or particular users that you have sent mail to or received mail



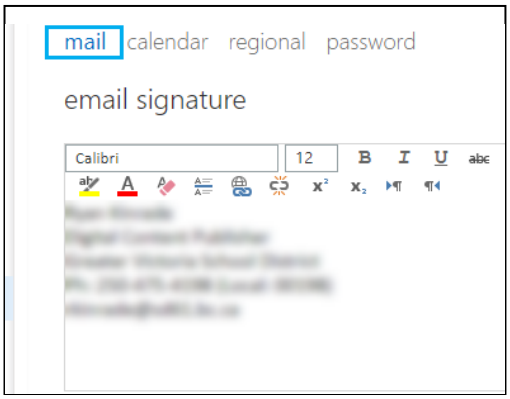
Settings

The next notable section is *settings.* Navigate to it by clicking on the word settings on the left-hand side of the window. The *mail* sub-section, which loads by default, allows users to set several preferences related to the reading and composing of emails.



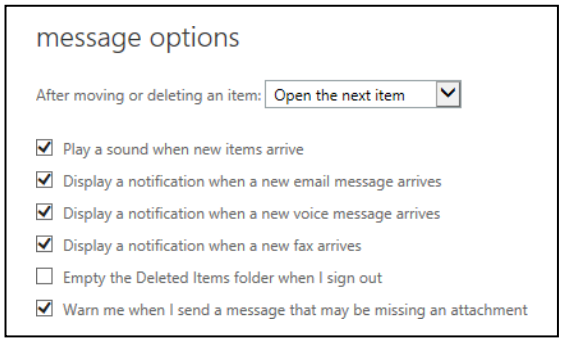
Email Signature

Create a personalized signature that you can attach to the end of your email messages.



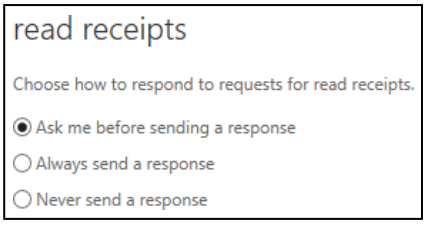
Message Options

Below the *email signature* and *message format* sections is *message options*. Here you can set whether or not to display notifications (including sounds) when new messages arrive.



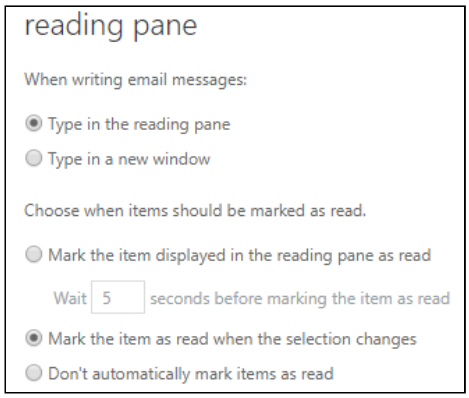
Read Receipts

On the right-hand side you can decide how to handle read receipts (a function that lets the sender know you have opened their email.)



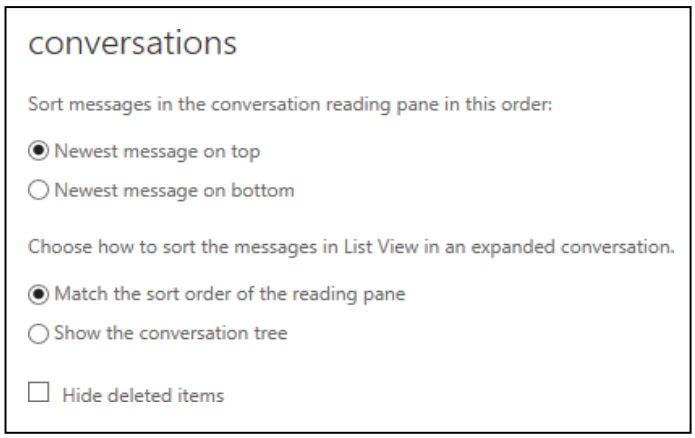
Reading Pane

Provides the ability to choose how your email will be displayed and how email should be marked after reading.



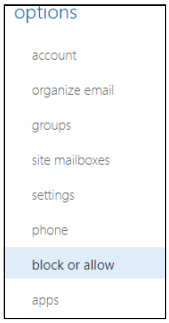
Conversations

Choose how to sort messages in your reading pane and conversation lists.



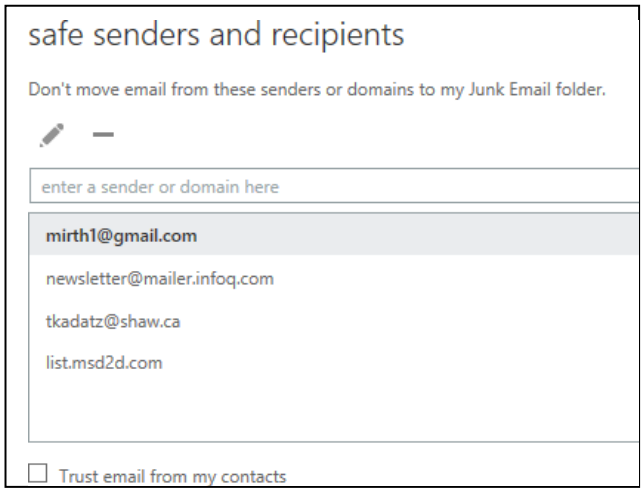
Block or Allow

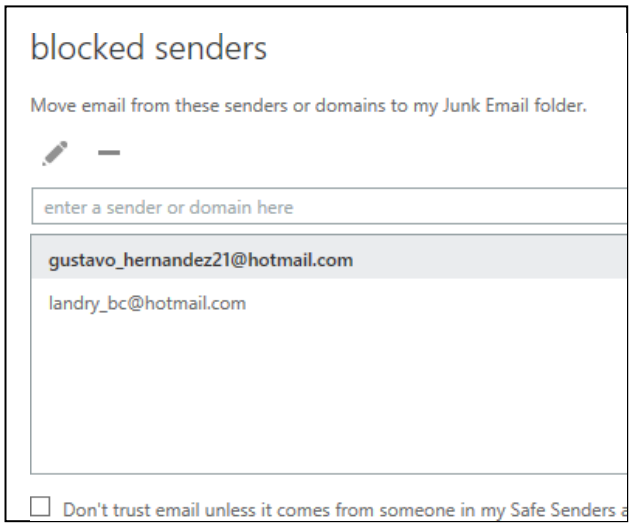
Use the Block or Allow settings to manually block junk mail; or allow mail, that may have mistakenly been identified as junk, to pass through.



Safe senders and recipients

If email from certain users has been redirected to junk mail accidentally you can add them to the safe senders list, to ensure you see their messages in your inbox.



Blocked Senders

If you need to manually block email addresses, you can type them into the blocked senders list. All future emails from this address will automatically be sent to the junk mail folder.