

Information Technology for *Learning*

Outlook Web App (OWA) Guide

Updated October 2019

The Outlook Web App (OWA) is a web-based client 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.



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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.

0 Outlook Web App

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.

Outlook Web App		
⊕ New mail	₽ Search mail ar	nd people
	INBOX	CONVERSATIONS BY DATE 👻

Mail Calendar People Tasks

₹⊡ SEND	X DISCARD	INSERT	
		Attachn	nents
To:		Pictures	inline
		Your sig	gnature

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 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*.

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Conversations (sometimes called *threads*) group all responses by subject line. This function can be turned on/off from the *Conversations By Date* drop-down menu. Conversations can cause confusion, especially when different email threads have the same subject lines. Turning this feature off will show each email received in chronological order (unless another sorting method is applied).

	CONVERSATIONS
~	On
	Off

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

Search mail and people	ple
INBOX	CONVERSATIONS BY DATE 👻
All Unread To	me Flagged

Adding Additional Mailboxes

If you regularly check more than one district email account you can add it to OWA so that you don't need to open multiple windows. To add an additional mailbox:

∡ Inbox Acti Drafts	Create new folder Rename Delete Empty folder	Open another mailbox
Sent I Deleti Archin	Add to Favorites Move Mark all as read	IT For Learning Feedback
Junk E-	Add shared folder Permissions	Search contacts and directory
Notes RSS Fee	ds	

- 1. Right click your main mailbox (on the left-hand side of the screen).
- 2. Click Add shared folder...
- 3. Type the name of the account (or email address) in the box that appears.
- 4. Click on the address to add.

Your shared mailbox will now appear below your primary one. You can add multiple shared mailboxes using this method.

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.

Outlook Web App

Mail Calendar People Tasks 💌 😋

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.





jones	۶×
All People Groups Rooms	
Jones, TEAC	Î
Jones, TOC	

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.

ubject: New Task								
Due:								
Wed 17/04/2019		•		S	how m	ore de	tails	
Calibri	- 12	- B	I	U	:=	12		*



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.



options	
account	
organize email	

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.

This section allows users to set up their Out of

Office notifications for incoming email.

inbox rules automatic replies delivery reports

Choose how mail will be handled. Rules will be applied in the order shown



Create a new rule for arriving messages... Move messages from someone to a folder...

Move messages with specific words in the subject to a folder...

Move message sent to a group to a folder...

Delete messages with specific words in the subject...

inbox rules	automatic repli	es	delivery	reports	
Create automatic re	eply (Out of Office) me	essage	es here. You o	an set your reply	
Don't send auto	matic replies				
Send automatic	replies				
Send replies	only during this time	period	d:		
Start time:	Mon 01/04/2019	Ŧ	1:00 PM	v	
End time:	Tue 02/04/2019	×	1:00 PM	Ŧ	

sent to me from:	ect users	sent. 1	nessages you To find messages to anyone, leave
			o anyone, leave
		this be	ox blank.
se	ect a user	_	
subject line:		-	
search	clear		
	subject line:		

options	
account	
organize email	
groups	
site mailboxes	
settings	
phone	

Delivery Reports

Automatic Replies

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.



message options

After moving or deleting an item: Open the next item

- ✓ Play a sound when new items arrive
- Display a notification when a new email message arrives
- Display a notification when a new voice message arrives
- Display a notification when a new fax arrives
- Empty the Deleted Items folder when I sign out
- ☑ Warn me when I send a message that may be missing an attachment

read receipts

Choose how to respond to requests for read receipts.

- Ask me before sending a response
- Always send a response
- Never send a response

reading pane

When writing email messages:

- Type in the reading pane
- O Type in a new window

Choose when items should be marked as read.

- Mark the item displayed in the reading pane as read
 - Wait 5 seconds before marking the item as read
- Mark the item as read when the selection changes

On't automatically mark items as read

Conversations

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

conversations

Sort messages in the conversation reading pane in this order:

- Newest message on top
- O Newest message on bottom

Choose how to sort the messages in List View in an expanded conversation.

- Match the sort order of the reading pane
- O Show the conversation tree
- Hide deleted items

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.

options	
account	
organize email	
groups	
site mailboxes	
settings	
phone	
block or allow	
apps	

safe senders and recipients

Don't move email from these senders or domains to my Junk Email folder.



enter a sender or domain here

mirth1@gmail.com

newsletter@mailer.infoq.com

tkadatz@shaw.ca

list.msd2d.com

Trust email from my contacts

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.

blocked senders

Move email from these senders or domains to my Junk Email folder.

i -

enter a sender or domain here

gustavo_hernandez21@hotmail.com

landry_bc@hotmail.com

Don't trust email unless it comes from someone in my Safe Senders a