Outlook Web Access

Exchange Server 2007

Guilford Public Schools

Participant Guide

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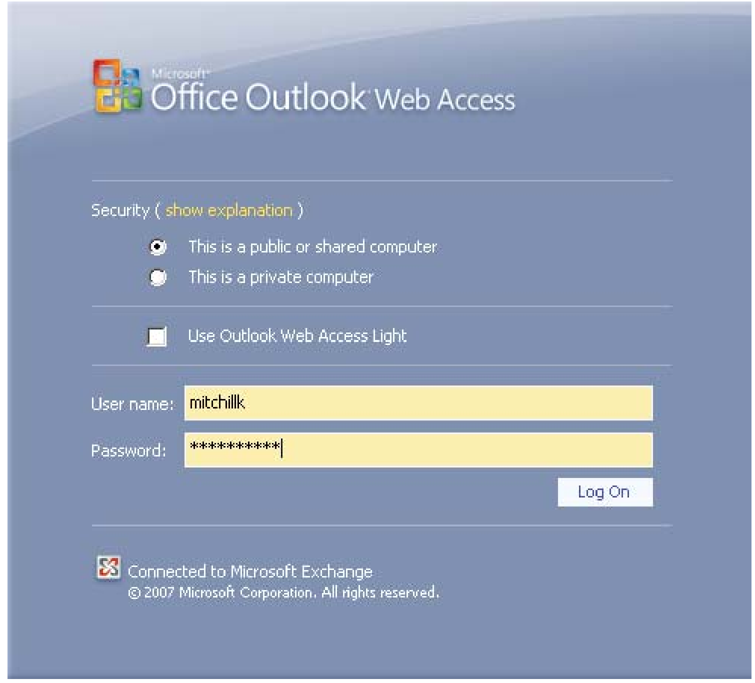
A. Log On

Outlook Web Access (OWA) users can access your GPS Outlook Exchange e-mail on the Internet. Open Internet Explorer and go to the following address: https://

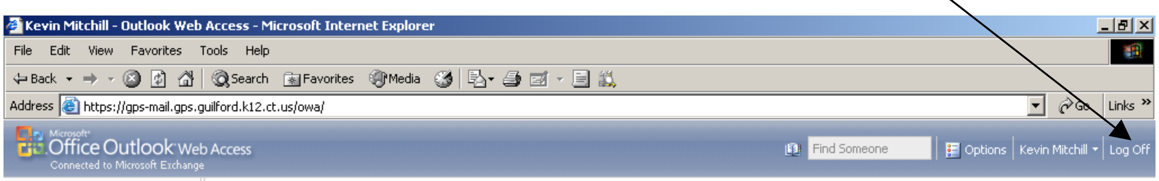
1. An **Office Outlook Web Access Log-On** screen opens.
2. In the **Domain\user name** box type your User Name (as illustrated).
3. Press the **Tab** key, *OR* click in the **Password** box and type your **password**; click the **Log On** button.
4. Outlook will open at your Inbox.

Note: The first time you log on to OWA, you will be prompted to select a language and a time zone. Click **OK** after making your selections.



B. Log Off

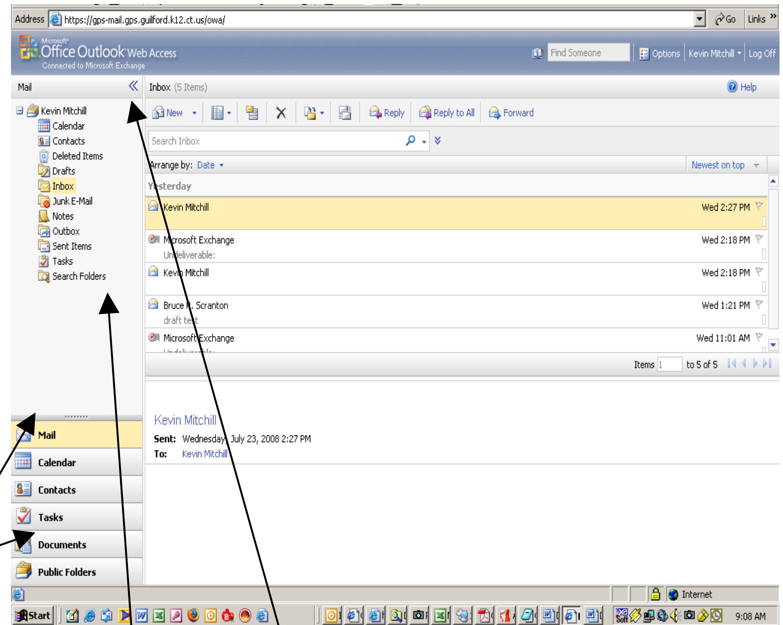
When ready to logoff OWA, on the Outlook Web Access toolbar, click the **Log Off** button.



After logging off, you will return to an **Office Outlook Web Access** screen. Click the **Close Window** button to close the browser.

C. The Navigation Pane

This contains a **Folder List** in the top portion showing shortcuts to all folders within your email account.
A **Button Bar** is found in the lower portion of the pane with shortcuts to listed folders within your Outlook e-mail account, including access to your Calendar, Contacts, etc.
You may choose to hide the entire Navigation Pane by clicking on the << icon above the folder List; to only close the Button Bar click on the .... line above the Button Bar.



Button Bar ....

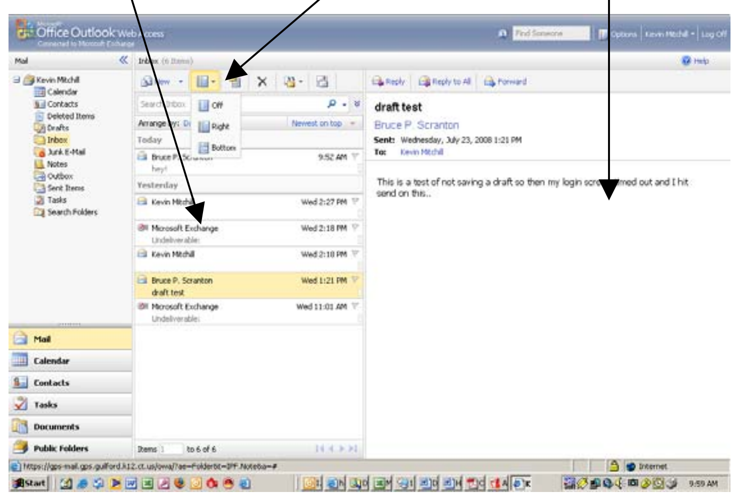
Folder List

<<

View Pane

Show/Hide Reading Pane

Reading Pane



D. The Reading and View Panes

The **View Pane** shows the contents of the selected folder in the Navigation Pane. The **Reading Pane** allows you to view/read your e-mail messages without double clicking on it to open.

You may change the location of the **Reading Pane** or hide it altogether. To change the location of the **Reading Pane**, click the arrow on the **Show/Hide Reading Pane** button on the toolbar. The Reading pane may be placed to the **Right** or at the **Bottom** of the Inbox, or may be hidden altogether by selecting the **Off** option.

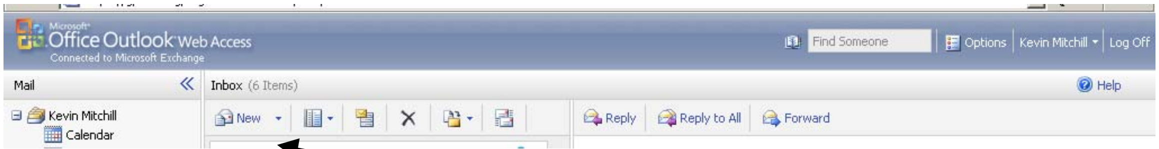
E. Creating a Signature

A signature is used to append information at the bottom of your messages. A signature contains such information as you decide. Suggested items include your **name**, **work location**, **workphone,** etc.

1. On the toolbar, click the **Options** button.
2. It opens to the **Message Options** area, click in the **Email Signature** box.
3. Type and format the information you want included in the signature.
4. Click the check box beside **Automatically include my signature on outgoing messages**.
5. Click the **Save** button on the toolbar when finished to save the changes. Once the signature is created and saved, it will display at the bottom of the message when you start a new message.

F. Sending a new Message

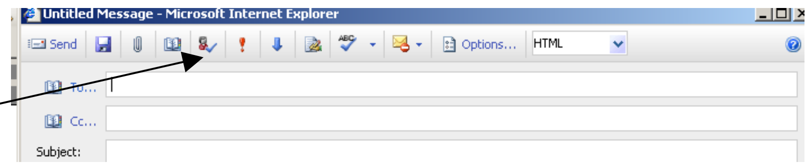
Once logged into OWA, it opens to your **Inbox**. Above it you will see the toolbar which contains various buttons that are shortcuts to commonly used actions within Outlook, thus making it quicker for users. By resting the mouse indicator on each button, you will see a description of its function. The toolbar's appearance will vary depending on the folder you are viewing.



Also, by clicking on the **drop-down arrow** beside "**New**" you will see a list of other new actions you may start including message, appointment, meeting request, etc.

To send a message

1. Click the **Inbox** shortcut from the Navigation Pane;
2. On the toolbar click the **New button**:
3. In the "**To**" box, type the email address of the person to receive the message. To send to more than one person, **type a semicolon (;)** after each email address.
4. Click on the **Check Names** button on the toolbar;
5. This will open a dialogue box where you can click on the name of the desired person; repeat this process until all recipient names have been selected.
6. Type a subject in the "**Subject**" box;
7. Type your message in the message box area.
8. To mail the message, click the **Send** button found on the message toolbar.



Note: Before sending the message, spell check is activated by clicking the **Check Spelling** button on the message toolbar or by pressing the **F7 key**. Spell check will identify misspelled words with a red underline. To correct it, right click the red underline and left click the correct spelling. You may want to activate the automatic spell check of any message before sending it. This can be done under the **Options** button and select **Spelling, Always check before sending**. If you are unable to complete the message and want to save it as a draft letter to finish later, click the **Save** button on the message toolbar and close the message. The message will be saved in the **Drafts** folder and may be completed at another time.

To send a message with an attached file

1. Open and prepare a new message as indicated previously or open an existing message in which you want to insert a file.
2. From the toolbar click on the **Attach File** button, 
3. This opens an **Attachments** dialogue box; click on the **Browse** button to start locating the file; use the **Look in** box drop-down arrow to navigate to the folder where the file is located.
4. Left click on the desired file to highlight it; and then left click the **Open** button;
5. The file name will now appear in the **Browse** area of the dialogue box.
6. Click the **Attach** button;
7. You will see the file name indicated beside the **Attach** button in the envelope area of the message.
8. Click **Send** to mail it.

G. Desktop Alerts
When you receive a new message, a **Desktop Alert** will appear on your desktop (unless you have a popup blocker enabled). Click once on the alert to go to your Inbox. If you want to turn off this option:
1. Click the **Options** button on the toolbar.
2. Under the **Message Options** area, clear the box beside **Display a notification when new email items arrive**.
3. Click **Save**. The change takes effect the next time you logon OWA.

H. Reading a Message
A message may be read without opening it by displaying the **Reading Pane** as previously discussed. To open a message:
1. Click on the **Inbox** shortcut on the Navigation Pane.
2. In the **View Pane**, double click on the message you want to read. New or unread messages will appear in **bolded print**.
3. Once the letter is opened, you have various options on the toolbar including **Reply**, **Forward**, **Print**, **Delete**, etc. Click on the appropriate button for the preferred action.
4. To close the message, click the **X** in the upper right hand corner. 

I. Messages with Attachments
E-mails with a paperclip symbol next to it in the **View Panel** have a file attached to it. File attachments may be opened and saved if necessary. To open and/or save a file attachment:
1. In the **Reading Pane** or if the message is opened, double click on the name of the attachment and click **Open**. (*OR* a second option is to right click the name of the attachment and click **Open** on the drop-down menu.)
2. *OR* if you want to save an attachment without opening it, double click on the name of the attachment and click **Save**. (*OR* a second option is to right click the name of the attachment and click **Save Target As** on the drop-down menu.)
3. Select the location where the file is to be saved and click the **Save** button.

J. Deleting Messages
Messages no longer needed should be deleted to conserve space for your account on the Exchange Server. To delete a message:
1. With the message selected in the **View Pane**, click the **Delete** button on the toolbar  or simply press the **Delete** key.
2. *OR* with the message already opened click the **Delete** button on the toolbar.
Note: All deleted items are placed in the **Deleted Items** folder and remain there until you delete them.
Tip: To permanently delete an item from the Inbox, select the item to be deleted, hold down the **Shift** key and press the **Delete** key at the same time. Click **OK** when questioned about permanently deleting the selected items. This can be a nice time saver since you will not need to delete that item again from the **Deleted Items** folder.

K. Printing a Message
1. Open the message to be printed.
2. Click the **Printable View** button on the toolbar. 
3. Select the print options and click the **Print** button.

L. Deleted Items Folder and Space Management

The **Deleted Items** folder is accessed from the **Folder List** in the **Navigation Pane**. This folder should be emptied regularly to manage space allotments given to your e-mail account. To delete items in the **Deleted Items** folder:

1. Click the **Deleted Items** shortcut in the Folder List on the Navigation Pane.
2. In the **View Pane**, click the item to be deleted; this will highlight the item.
3. Click on the **Delete** button on the toolbar or press the **Delete** key on the keyboard to delete the item.
4. Click **OK** to permanently delete the item.

Tip: To delete **all** items in the folder, **right** click the **Deleted Items** folder in the Navigation Pane and click **Empty Deleted Items**; click **OK** to permanently delete all items. Under **Options**, you can set the **Empty Deleted Items folder on Logoff** to clean out this folder every time you logoff.

M. Creating a Folder

You may want to create additional folders for organizational purposes or to save all e-mails from a particular person, etc. To create a new mail folder:

1. In the **Navigation Pane**, click **Mail** to view the list of all folders in your **Inbox**.
2. **Right** click the folder in which you want to create a new folder; for example right-click **Inbox** to create a subfolder in your Inbox.
3. Click **Create New Folder**.
4. Type a name for the new folder.
5. Press **Enter** to save the new folder.

Note: To see the new folder in the Folder list, you may have to refresh your browser.

To move a message to another folder

1. Click on the message to be moved to select it.
2. Continue to hold down the mouse button and drag the message to the destination folder and drop it on that folder by releasing the mouse button.

N. Contacts

The **Contacts** folder is used to store information about people with whom you communicate regularly. Such information as name, address, phone, fax and e-mail address may be easily referenced. **Contacts** may be accessed from either the **Folder List** or the **Button Bar** on the **Navigation Pane**.

To create a new contact:

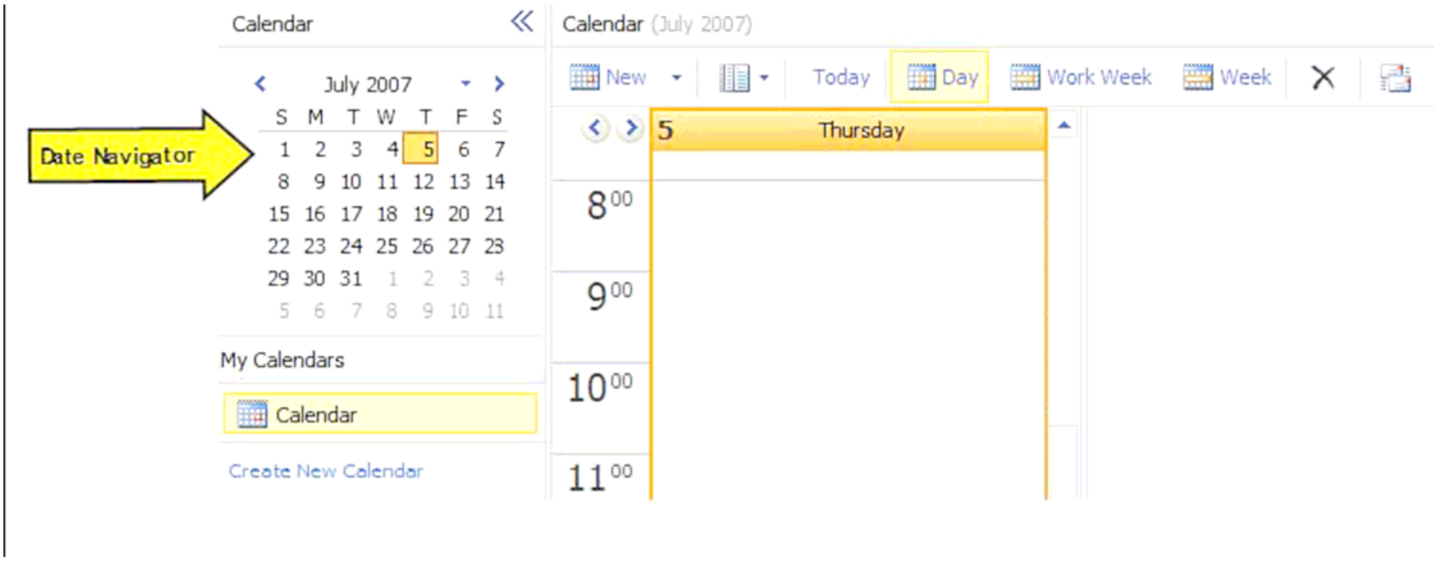
1. In the **Navigation Pane**, click **Contacts.**
2. Click the **New** button.
3. An **Untitled Contact** window opens; type the name of the new contact; use the **Tab** key to move from one box to another to enter other information.
4. In some boxes you can use the drop-down lists to record multiple entries.
5. When finished entering information, click the **Save and Close** button on the toolbar to save the new contact.

O. Calendaring

Outlook Web Access calendar allows you to set up a schedule for appointments, meetings and events, tasks, or any other time allocation. Your calendar may be accessed by clicking on the **Calendar** shortcut in the **Navigation Pane**.

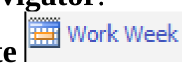
To view your Calendar

The **default view** shows the **daily calendar** on the right hand side, and the **Date Navigator** on the left top corner. The toolbar has buttons which may be used to quickly change the view. Click a date in the **Date Navigator** you want to view.



Click the **Go to Today in the calendar** button to view today's schedule. 

Click the **Day View** button to view the daily schedule of the date selected in the **Date Navigator**. 

Click the **Work Week View** button to view the schedule for the week selected in the **Date** 

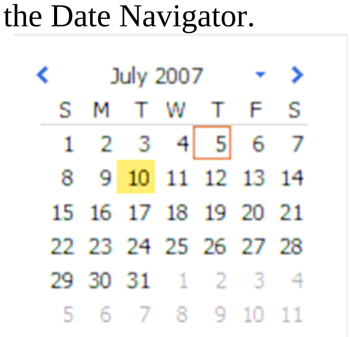
Navigator.

Click the **Week View** button to view the schedule for the 7 day week selected in the **Date Navigator**. 

Using the Date Navigator

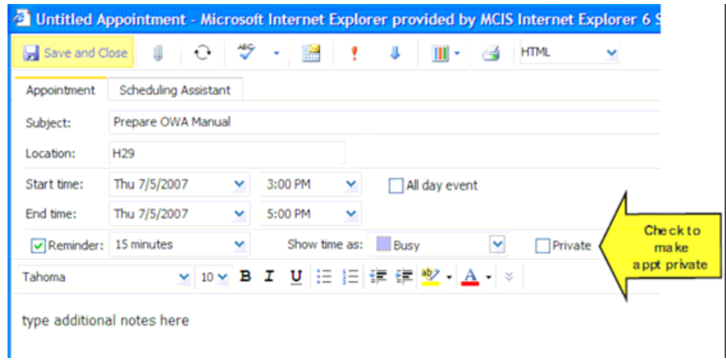
The **Date Navigator** shows a monthly calendar with which to work. The date you have selected is highlighted in gold; the current day has a red square around the number. The left and the right arrow keys at the top of the navigator allow you to move forward or back one month at a time.

Note: You can highlight several non-consecutive days by holding down the
Ctrl key as you click on different days in the Date Navigator.



An appointment is a commitment that only you are required to attend. The Untitled Appointment dialogue box which opens when you start a new appointment defaults to the appointment information screen. The new appointment box also has a tab labeled **Scheduling Assistant** that allows you to coordinate and schedule meetings with others.

To schedule a new appointment:
1. Click on **Calendar** in the **Navigation Pane**;
2. Click on the **New Appointment** button**;**
3. The **Untitled Appointment** dialog box will open;
4. Enter a subject in the **Subject** box;
5. Type a location in the **Location** box;
6. Select the **Start** and **End** dates and times in the appropriate boxes as indicated (type or use the drop-down arrows to change dates/times);
7. Choose other options such as **Reminder**, **Show Time as**, and typing any notes that are pertinent to the appointment. Make the appointment private by clicking the **Private** check box.

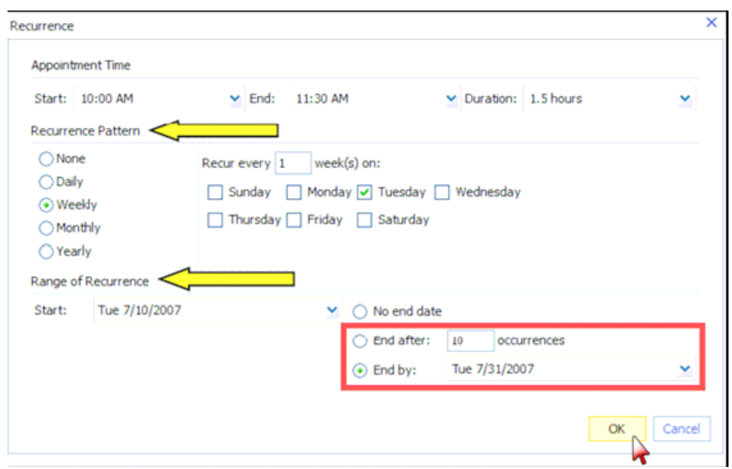


8. When finished, click the **Save and Close** button on the toolbar.
Tip: You can also start a new appointment by double clicking on a time slot on a daily view or double click the date bar of a specific day in the Work Week or Week view.
Reminders allow you to set a reminder message on an appointment or meeting. You determine how long before an appointment or meeting the message will appear. By default, the **Reminder** box is set to notify you **15** minutes before the designated start time for a scheduled appointment. Use the drop-down arrow to change this time frame. To turn off the reminder, clear the check in the **Reminder** box. As long as you are logged on Outlook, the reminder will open at their scheduled times. Scheduled reminders set to open when you are not logged onto Outlook, will open the next time you logon.
An **All day event** encompasses a whole day and does not have a start or end time. Examples of an event would be conferences, holidays, vacations, and on-call. If the **All day event** box is checked, then no time frames will show. Upon saving an all day event, it will display at the top of the day it is scheduled.

Deleting Appointments

Double click on the appointment to open it; on the toolbar click the **Delete**  button to delete the appointment from your calendar.

Schedule a Recurring Appointment
To schedule a recurring appointment, open an existing or start a new appointment as instructed earlier.
1. From the tool bar, click on the **Recurrence** button.
2. This opens a **Recurrence page dialog** box;
3. Set the **Start** and **End** times for the appointment.
4. In the **Recurrence pattern** area, select the recurrence pattern by clicking the appropriate radio dial. The **Daily**, **Weekly**, **Monthly**, or **Yearly**.
5. In the **Range of recurrence** area, click the appropriate radio dial to set the **End** date. It is recommended to end the appointment after **so many occurrences** or end it **by a specific date**.
6. Click **OK** to display the Appointment Scheduling Dialog box.

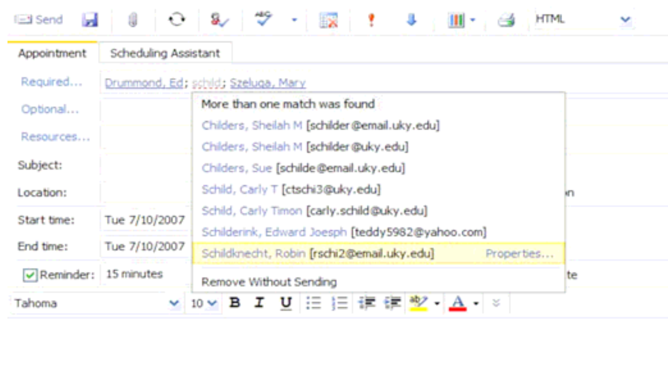


7. Complete the appointment **Subject**, **Location**, etc.
8. Click the **Save and Close** button to save the appointment.
Tip: Avoid using **No end date** for the range of recurrence, as this will put the appointment on your calendar for an indefinite time.

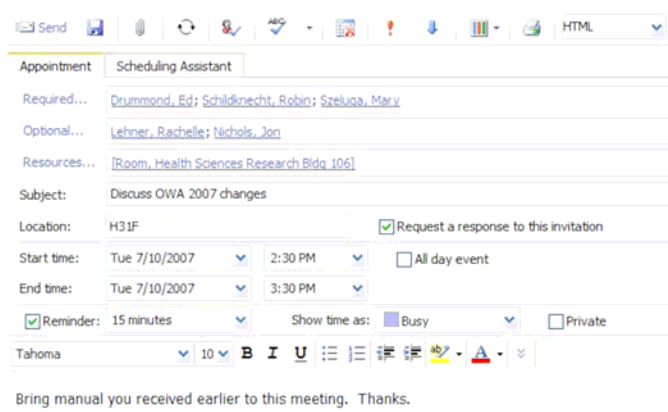
Scheduling a Meeting

Outlook Web Access allows you to plan and schedule meetings with others by sending meeting requests. **Meeting Requests** are appointments to which other people are invited. When you schedule a meeting, you are the organizer of the meeting. To schedule a meeting with other people:

1. Start a **New Appointment** as instructed earlier;
2. Click the **Invite Attendees** button on the toolbar.
3. In the "**Required**" box, type the email address of the person you want to invite. To invite to more than one person, **type a semicolon** (**;**) after each email address.
4. Click on the **Check Names** button on the toolbar;
5. This will open a dialogue box where you can click on the name of the desired person; repeat this process until all required recipient names have been selected.

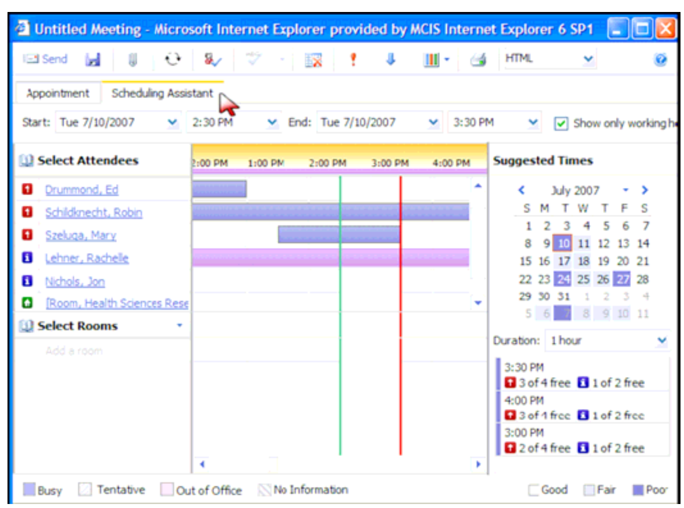


6. In the "**Optional**" box, repeat steps **3 thru 5** for any optional invitees you want to know about or attend the meeting at their option.
7. In the "**Resources**" box, type [and click on the **Check Names** button on the toolbar. This will open a dialogue box where you can click on the resource needed. **Note:** Resources include conference rooms that may be scheduled.
8. Enter appropriate information in the **Subject, Location**, **Start** and **End times**, etc.



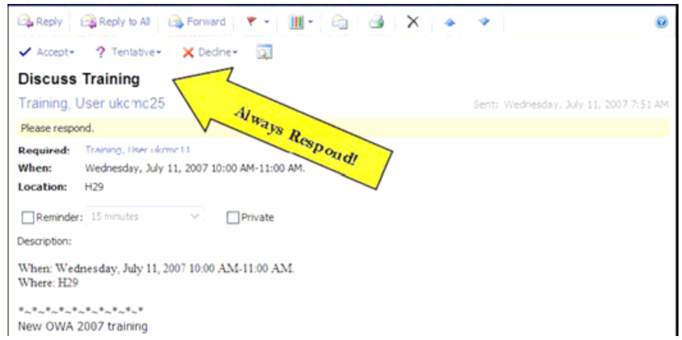
9. ***Optional***: To see available times, click on the **Scheduling Assistant** tab. This will allow you to view available times on the invitees' calendars.
10. Click the **Send** button to send the meeting request. Once the meeting request is sent, the meeting is posted on your calendar.

Note: The left side of the **Scheduling Assistant** dialog box shows all the attendees and the right side of the box show the attendees' busy times with a blue bar across busy time frames. Tentative and out of office times are also color-coded.



Replying to a Meeting Request

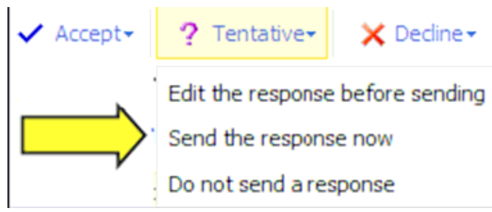
When a meeting request is sent, a response from attendees is also requested. In the meeting request you have the option of accepting, tentatively accepting, or declining the request. To reply to a meeting request:



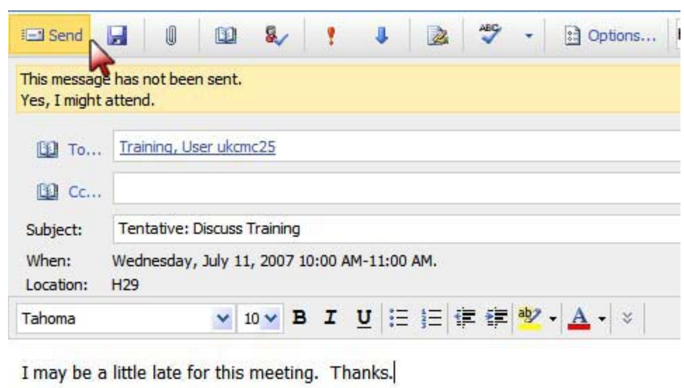
1. Click the **Inbox** shortcut in the **Navigation Pane**;
2. Double click the meeting request to open it;
3. Click one of the following buttons on the toolbar:

Accept to add the meeting to your calendar.
Tentative to add the meeting to your calendar on a tentative basis.
Decline to decline the meeting request. It will **not** be added to your calendar.

4. After clicking the response option, a drop-down dialogue box opens with choices of **Edit the Response before sending**, **Send the Response now**, or **Do not Send a Response**. It is highly recommended to send the response or edit the response before sending to type additional comments. This will promote effective communication between staff.



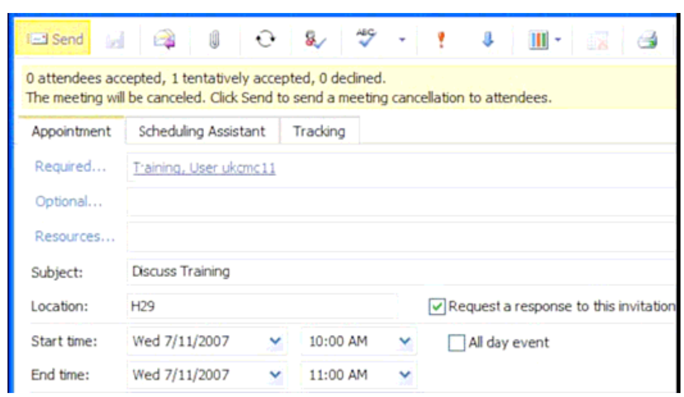
5. An untitled response opens which is addressed to the organizer of the meeting will open indicating your response in the **Subject** box. You may type **additional comments** in the message area below.
6. Click the **Send** button to send your response to the meeting organizer. Once you respond to the meeting invitation, it will be deleted from your Inbox.



Canceling a Meeting

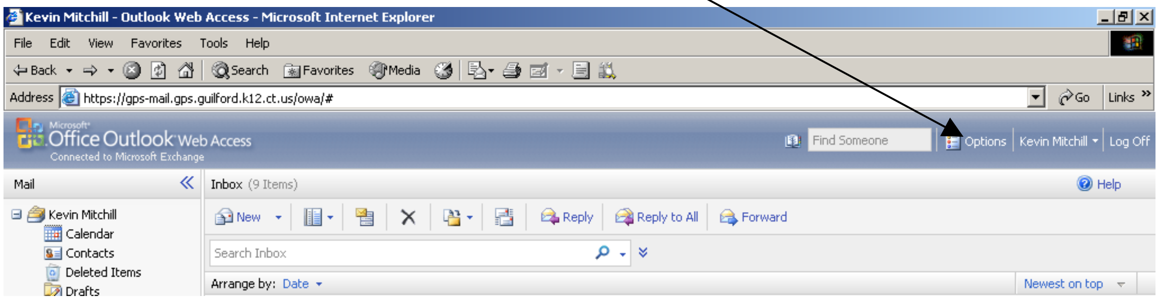
The organizer of a meeting has to cancel the meeting to remove it from his/her calendar. To cancel a meeting:

1. In your calendar, double click on the meeting you want to cancel.
2. Click the **Cancel Meeting** button on the toolbar.
3. The cancellation message opens.
4. Click the **Send** button on the toolbar to mail the cancellation notice to the attendees.



P. Changing your password

You can change your password by first clicking on the **Options** button



The **Options toolbar** will open on the left hand side of the screen.

To change password click on the **Change Password button** and follow the instructions on the right side of the page.