Tour of Outlook Web App (OWA)

How to navigate and use Outlook Web App. (On Exchange 2010 mailserver)

Operating System Tags:

- Windows XP
- Windows Vista/7
- MacOS X

Keyword Tags:

- Email
- Internet
- Exchange Email

Welcome to the Outlook Web App tutorial!

Funfact: Outlook Web App was formerly known as Outlook Web Access!

Navigate to http://www.sd84.bc.ca/. --> Press 'Staff E-Mail'

You will be able to either use a "light" version or use the full version of OWA. In the case that your browser is not fully supported "light" will be mandatory. Click here for a guide for the light version.

Enter your Physics and Astronomy username and password to login.
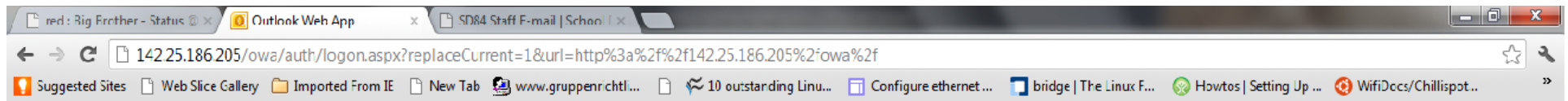
After login you will be taken to your inbox. This is a fully functional web based Outlook application that responds in the same way as the actual desktop application. On the left is the folder pane, in the middle is the messages pane, and on the right is the message view pane. Each of these can be expanded or contracted to the desired size by grabbing the edge of the pane and dragging(approx. where the mouse is in the picture).

In the message view pane you may perform more complex actions to the message by selecting the *Actions* dropdown.

In the messages pane you can hide/expand the *Advanced Search* forms by clicking the double carrot icon next to the search box. These forms will allow greater filtering when looking for a specific email. Note: The searching will only look through the current selected folder in the folder pane.

In the bottom left corner of OWA is a view selector. You may choose to view email, the calendar, contacts, or tasks. The picture below shows the calendar view. You may add shared calendars to the view as well. Each new calendar added to the view will be shown in its own separate view. The calendar pane may also be expanded similarly to the mail view. Selected event details will appear to the right of the calendars. To change the detail view of the calendar select the icons above the calendars to change to day, weekday, week, and month views.
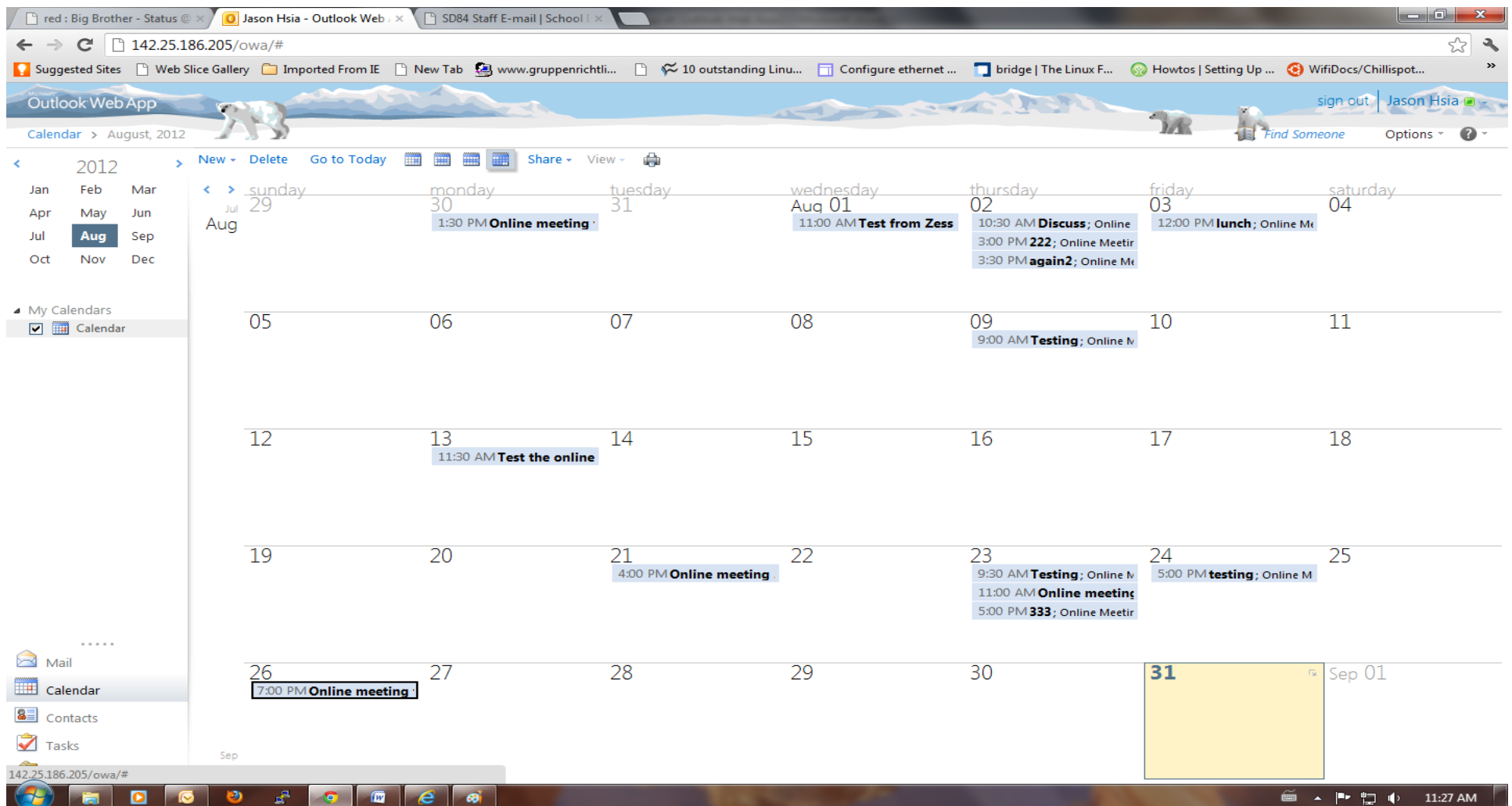
The picture below shows the contacts view. Individual contacts and groups will be listed in this view. When selected the group or individual details will be listed to the right of the contacts. The same search functionality exists for the contacts as it does for the email view.
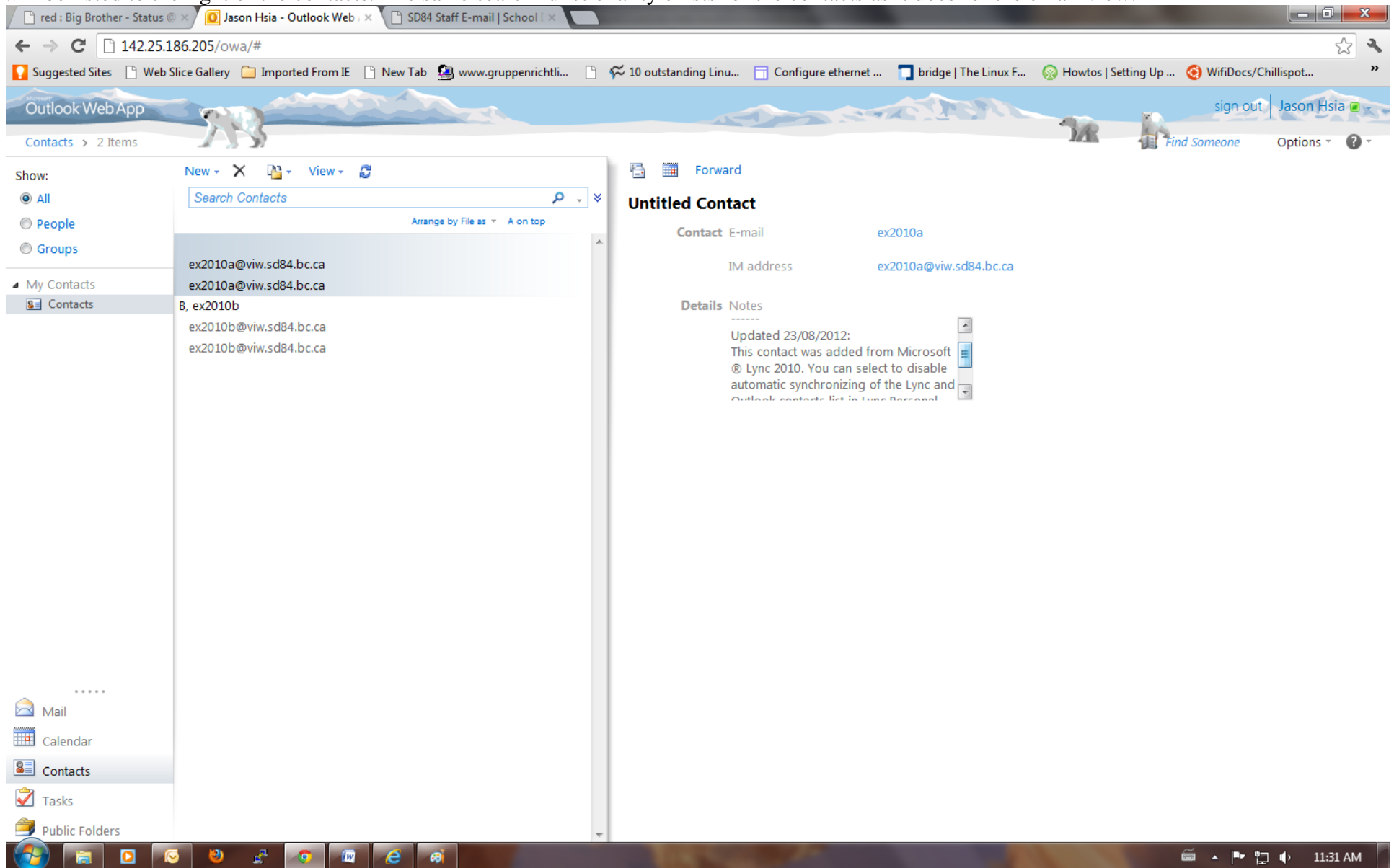
The picture below shows the tasks view. All tasks completed or not completed will be showd in the tasks view. On the left you may select all flagged tasks or other lists of tasks that exist. When a task is selected it will show the details to the right. The same search functionality exsists for the tasks as it does for the contacts and email views.

From any view(mail, calendar, contacts, and tasks) you may access the options menu in the top right corner of OWA. It has several quick links such as *Set Automatic Replies...*, *Change Your Password*, *Create an Inbox Rule*, and *See All Options*. It also contains a theme switcher of which I have had set to a greenish theme for this tour. You may switch these at any time and they will not affect any functionality. Note that the arrow next to the theme will show more themes than the first eight.

For the rest of this tour the left pane will be called the *Options Pane* and the top tabbed interface will be referred to as the *Option Tab(s)*.
The options menu is quite indepth. To start OWA shows your account information. This information maybe edited at anytime using the *Edit* button below the account information. You may also click the *Settings for POP, IMAP, and SMTP access...* link to view setup materials needed to connect your account to a external mail client such as Thunderbird.

The *Organize E-Mail* section allows users to configure specific actions to be triggered upon certain events, such as arrival of a new message.

The *Inbox Rules* tab allows users to create rules and filters for incoming messages. These rules will be automatically run when a new message has been received.

The *Automatic Replies* tab allows the creation of messages to be sent back to the sender of new messages automatically. This feature is typically used for 'out-of-office' messages and can be set to be only active for a specific time frame.

The *Delivery Reports* tab allows the user to generate statistics regarding sent or received messages currently in the mailbox over the lifetime of the mailbox.

The *Groups* section in the options pane allows the user to view the details of groups they belong to. Users may also leave these groups as well as search for and join other groups. Exchange may require confirmation by the administrator of the group before a user's request has been accepted.

The *Settings* section of the options pane gives the user personal control over their mailbox. This is also where the user may change their account password.

The *Mail* tab contains signature configuration and OWA appearance along with other protocol handling options such as *Read Receipts*.

The *Calendar* tab gives the user control over how their calendar is displayed and how aspects such as reminders and auto processing requests/notifications are handled.

The *General* tab contains options for Accessibility and options on name resolution handling for contacts. Name resolution is the feature that automatically fills in the name and e-mail address of a receipiant while the user is typing it in the 'Send To' field.
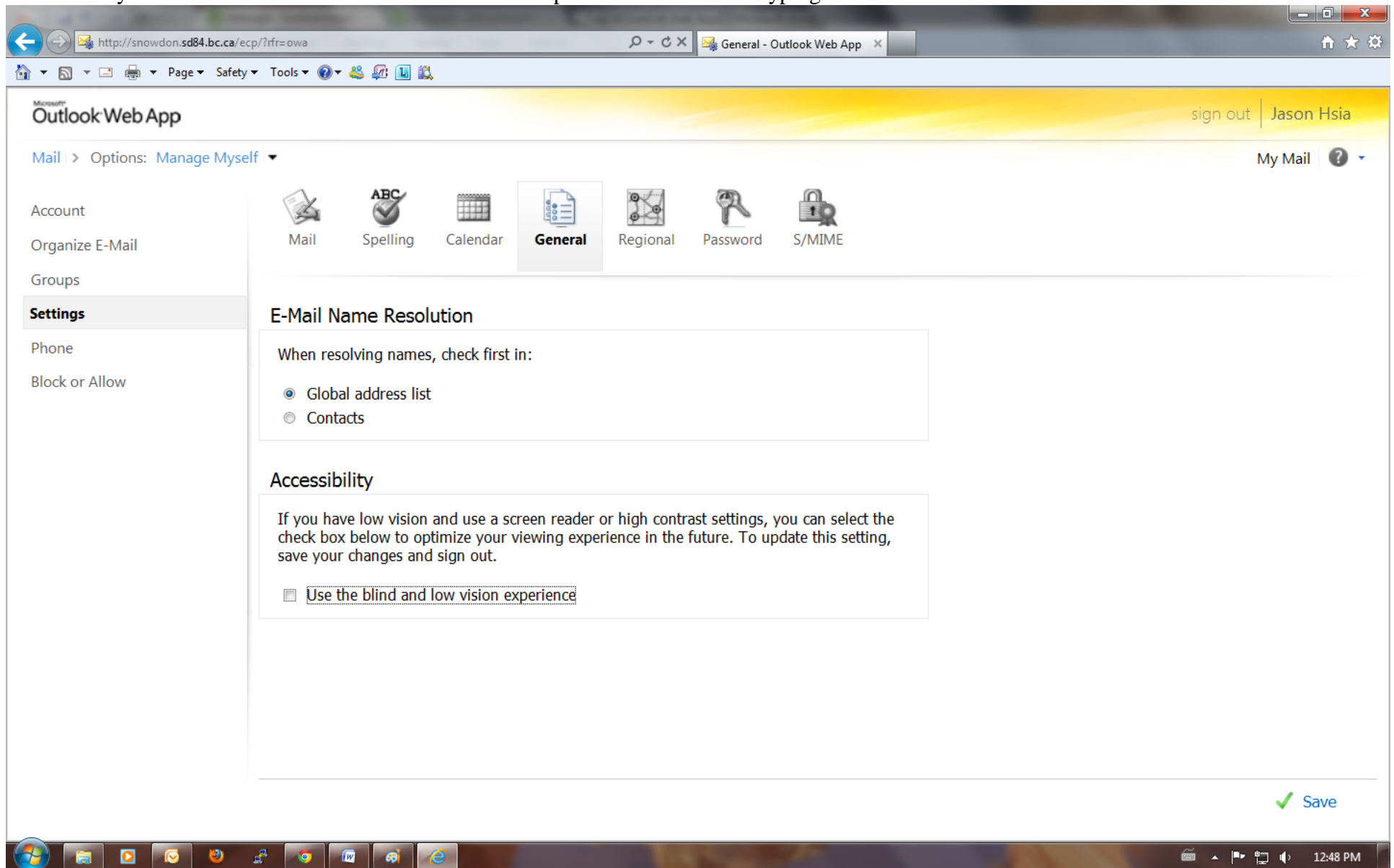
The *Regional* tab contains current time and location information used in message timestamps and in the calendar. If a client was working out of, for example, Vancouver, BC then their *Current time zone:* field would have to be changed to "(UTC-08:00) Central Time (US & Canada)"

The *Password* tab allows a user to change their account password. Just enter the old password followed by a new one and click *Save*! Note: The new password will have to meet the administrator set password settings for Exchange.
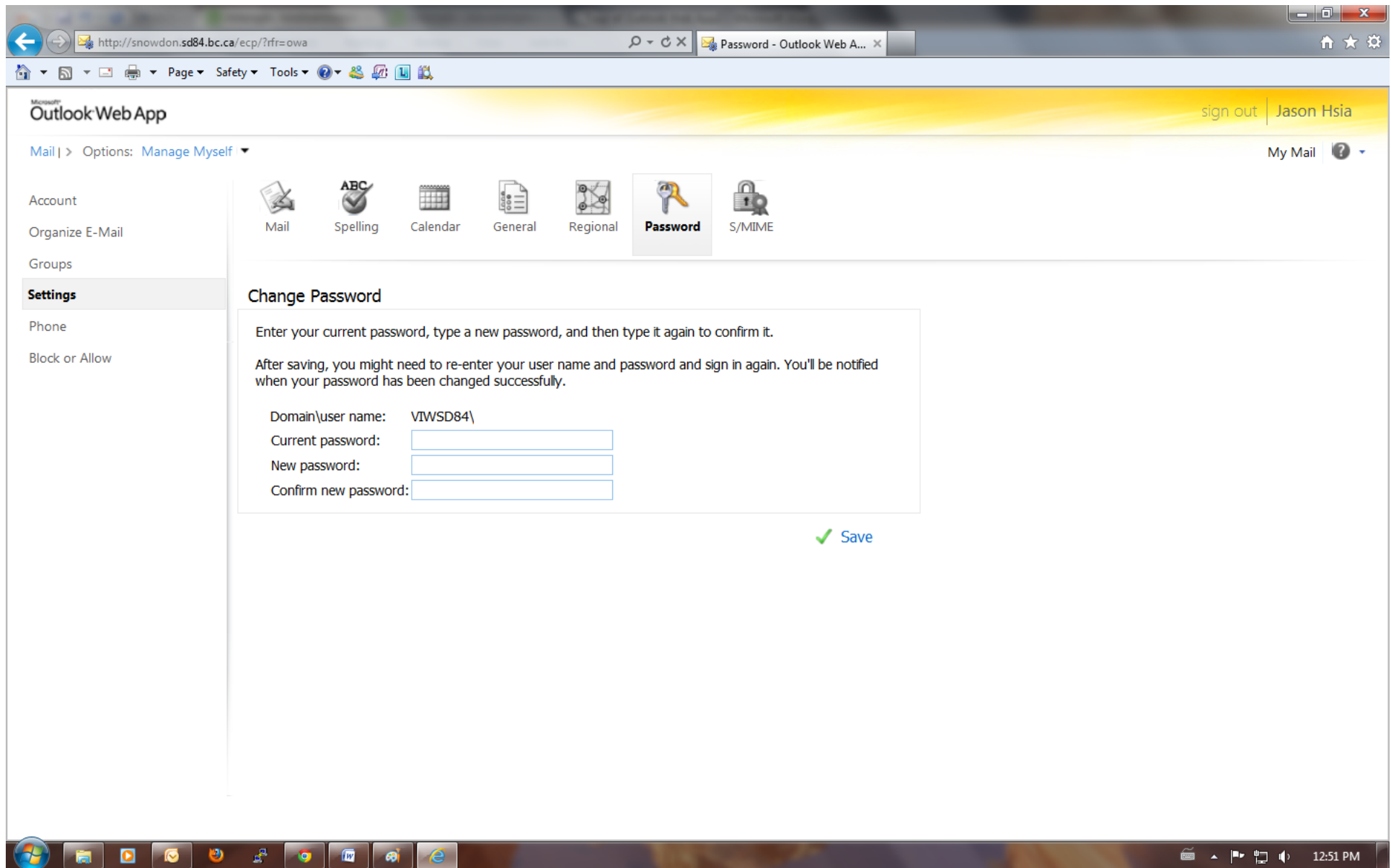
In recent years with the increase in popularity of smart phone devices such as the iPhone, Android, and Windows Phone 7 platforms has also generated greater support for Microsoft Exchange on mobile devices.

In the *Phone* section of the options pane all devices used to connect to the users account are displayed along with specific phone information. Here we can see that for the current user an iPhone had logged into the account last on 7/7/2010 at 10:51 PM. For each phone you have the option to view the details, start logging connection details about the phone, show the phone's exchange security code, and even wipe all data from the remote device completely.

The *Show Recovery Password* option applies to any device that has extra security access measure to access the mail once the phone is unlocked. This is common for high profile or high security email accounts in corporations/businesses. The *Wipe Device* option is generally used when the device has

been lost and contains sensitive data that cannot be shared. This option **cannot** be undone. All data will be **lost**!

In the *Text Messaging* tab gives the user options to have exchange notify via text message on a new e-mail or on calendar notifications.
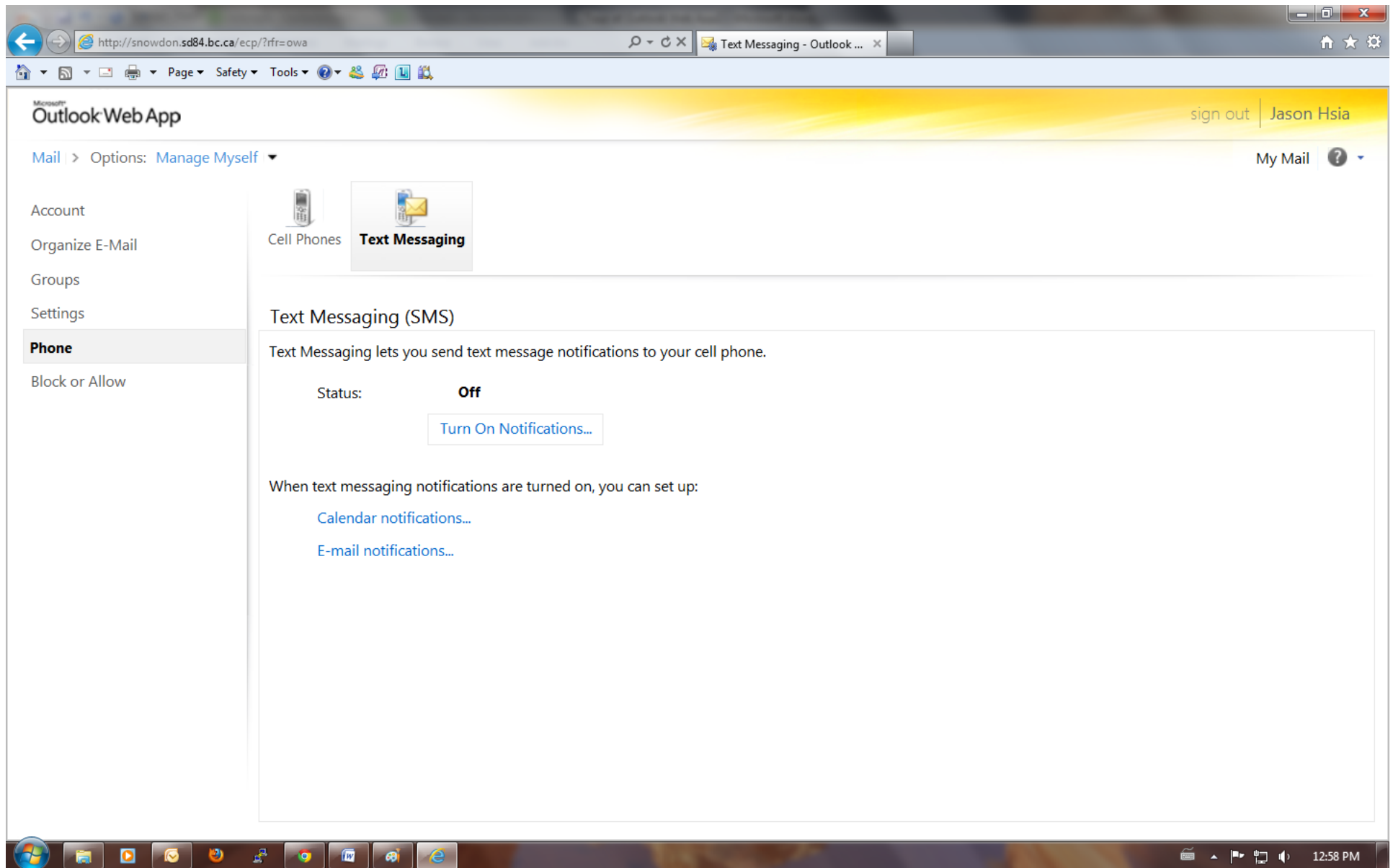
The *Block or Allow* section in the options pane allows users to whitelist (allow) or blacklist (deny) all mail from specific email addresses as well as extra options to handle personal contacts. Users can add or remove addresses to the list.