Using Outlook Web Access (OWA) 2003
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Use Microsoft Outlook Web Access to retrieve and work with data stored on a Microsoft Exchange Server computer using an Internet browser from a UNIX, Macintosh, or Microsoft Windows-based computer. It provides Web-based public access to Microsoft Exchange Server public folders and the Address Book. You can log on to your personal account to read private e-mail, send messages, create contacts, and schedule appointments.

With Outlook Web Access, you can share information with other Internet users anywhere, at any time. Using the features of Outlook Web Access, you can process and organize information and optimize communication tasks related to your daily work.

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GETTING STARTED

1. Access NLU’s OWA by typing this URL in your browser’s address bar: http://owa.nl.edu. You will be taken to the Welcome Screen seen here.

2. Click on the Click Here to Login button.

3. Provide the username and password for your e-mail account and click OK.
When you have successfully logged in to OWA, your screen will look like this:

If you wish, you can turn on the **Preview Pane** to facilitate viewing of e-mail. Locate the Preview Pane icon on the Toolbar and click on the black drop-down arrow to the right of the icon. Choose whether you would like the preview pane to the right of your mail item list or below it. With the Preview Pane turned on, you will see the text of your selected e-mail in the pane, without having to open the e-mail in a new window.
Near the top of your screen you will find the OWA toolbar and options for viewing your mail.

- Move between pages of e-mails.
- Log Off before leaving OWA.

Click on the drop-down arrow next to New to see options for creating new items such as appointments, contacts, notes, and folders.

This drop-down menu is available at all times. Depending on what feature of OWA you are currently using, just clicking on the New button will create an appropriate new item. For example, if you are in the Calendar folder, clicking New will create a new calendar item. If you are in the Task folder, clicking New will create a new task item.

You can also use the New drop-down menu to create new folders.

- move selected item to another folder
- move selected item to Deleted Items folder
- Reply to sender of selected item
- Reply to sender and All other recipients of selected item
- Forward selected item to another recipient
- click on black arrow to choose Preview Pane options
- check for new messages
- Search for messages by subject, sender, and recipient
- open Address Book to search for NLU recipients

You can change the way in which your list of messages is organized by clicking on the drop-down menu to the right of Messages near the top of your screen.

You can then choose options for sorting your messages by sender, subject, conversation topic, etc. You may also choose to view your messages in a Two-Line View format which is useful when you have the Preview Pane turned on.
READING E-MAIL

To view your incoming mail, click on the Inbox Button on the left of your screen. You will see a list of your messages with information on Sender, Subject, Date Received, etc. To open an e-mail you can single-click on it and view the contents in the Preview Pane (only if you have the Preview Pane turned on - see previous section of this document) or you can double-click on an item in the list of messages and it will open in a new window.

At the top of the e-mail window are options to Reply to and Forward this e-mail.

- **Reply** - replies only to the sender of the e-mail
- **Reply to all** - replies to sender and all persons listed in the address field of the e-mail
- **Forward** - forward a copy of the message and any attachments to someone else
  - print a copy of this e-mail
  - view e-mail in a web browser
  - create a Rule to control flow of e-mail based on this e-mail
  - move this e-mail to another folder
  - move this e-mail to Deleted Items folder
  - view next or previous e-mail message
COMPOSING E-MAIL

1. While in the Inbox, click on the **New** button.
2. The new e-mail message window will open.
3. Type the e-mail address or addresses of the people you are sending the e-mail to in the **To…** field. Separate multiple e-mail addresses with a semicolon (;).
4. To send a copy of the e-mail to another recipient(s), type their e-mail address in the **Cc…** field.
5. To send a blind copy of the e-mail to another recipient(s), type their e-mail address in the **Bcc…** field.
6. Type a subject for your e-mail in the **Subject:** field.
7. Type your e-mail in the content area and click **Send** on the toolbar when you are finished.

The toolbar in your new e-mail window offers you several options.

- **Save** changes to your e-mail message
- **Print** your e-mail
- Add your **Signature** to your e-mail message
- **Check Spelling** in your e-mail message
- Click to **Add an Attachment** to your e-mail
- Click to check the validity of NLU e-mail addresses for your recipients
- Flag your e-mail message as Urgent
- Flag your e-mail message as Low Priority
- add options such as **Read Receipt** and **Delivery Receipt** to your e-mail

You can also use the formatting toolbar to format your text as bold, italic, etc.
ADD AN ATTACHMENT TO AN E-MAIL

1. To add an attachment to an e-mail, click on the add attachment icon.

2. The Attachments window will open.
3. Click on the Browse… button to find the file you want to attach.
4. Once you have selected the file you want to attach, click Attach.
5. Once the selected file shows in the Current file attachments window, you can add another attachment, or click on the Close button to return to the compose e-mail window.

FINDING AN NLU EMPLOYEE E-MAIL ADDRESS

1. To find the e-mail address of an NLU employee, faculty, adjunct, or student click on the Address book icon when in your Inbox, or on any of the To… Cc… or Bcc… address fields when composing your e-mail.

2. The Find Names dialog box will open.
3. Enter as much information as you have about the person you are trying to find. This will also work with partial first or last names. Once you have entered what information you have, click the Find button.
4. The search results will display in the lower portion of the find names window.
5. To add a name in the results to your e-mail, click the name and then click on To, Cc, or Bcc.
6. After adding all desired recipients, click the Close button to close the Find Names dialog box.
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. To print contact information, the contact must be opened. To open a contact, double-click on the contact name.

To **Add an Address** from a received e-mail to your contacts:

1. Double-click on the e-mail that contains the contact you would like to add.
2. The e-mail will open in a new window.
3. Double-click on the name of the person you would like to add to your contacts.
4. The contact Properties dialog box will open.
5. Click **Add to Contacts** button to add this person to your list of contacts.

To **Create a New Contact**:

1. While in the contacts folder, click on the **New** button.
2. The New Contact window will open.
3. Enter as much information as desired as there are no requirements on what you have to enter.
4. When you are finished, click on the **Save and Close** button on the toolbar.
CAALENDAR

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 (they cannot see the details of your appointments – only that you are “Busy”, “Out of the Office”, or “Free”). To view your calendar, click on the Calendar folder or Calendar shortcut on the left of the OWA window.

- print what is currently displayed on your calendar
- deleted selected calendar appointment
- change the current view to Today's view
- change the current view to daily view
- change the current view to weekly view
- change the current view to monthly view
- check for new calendar appointments
- search calendar appointments
- view reminders of upcoming appointments

To create a Calendar appointment you can double-click on the date/time that you want to create the appointment, or you can

1. In your calendar folder, click on **New** to create a new appointment
2. The appointment window will open
3. Enter information on **Subject** and **Location**
4. Enter a start date and time and end date and time
5. Choose options for setting a reminder
6. Click the **Save and Close** button to finish adding the appointment to your calendar.

You can also create recurring appointments, or invite other attendees to your appointments by clicking on **Recurrence** and **Invite Attendees** on the appointment window toolbar.
OTHER FOLDERS AND TOOLS

**Deleted Items**

The deleted items folder stores messages that you delete. You can view deleted messages by clicking on the Deleted Items folder. Once you delete a message from this folder, it will be permanently removed from your mailbox.

You need to regularly empty the Deleted Items folder to clear up space in your e-mail account. To empty the folder, click on the *Empty Deleted Items* shortcut icon on the toolbar.

You can also recover Deleted Items by clicking on the *Recover Deleted Items* icon on the toolbar.

**Drafts**

In the Drafts folder you will find any uncompleted items such as contacts, e-mails and/or appointments. Items that you are not ready to send can be saved in the Drafts folder.

**Journal**

The OWA Journal can automatically record e-mail messages, meeting requests, meeting responses, meeting cancellations, task requests and responses in a timeline format. This feature is also available in the full version of Outlook. However, we recommend this feature NOT BE TURNED ON since it can take up a great deal of space and cause problems with e-mail quotas.

**Junk E-mail**

You may periodically find that junk e-mail and spam have been automatically routed to your junk e-mail folder. You should check and empty this folder periodically.

**Notes**

Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on notepaper. Notes are also useful for storing bits of information you may need later- such as directions or text you want to reuse in other items or documents.

**Outbox**

The Outbox stores e-mail until it is sent.

**Sent Items**

The Sent Items folder stores a copy of each message that has been sent. You should regularly clean out this folder to stay within your e-mail quota.

**Tasks**

The Tasks folder provides access to your Outlook tasks. You can view existing tasks, as well as create new and recurring tasks.
OPTIONS

You can set more options for enhancing and customizing your use of Outlook Web Access. To access the options, click on the Options shortcut link in the lower-left corner of your OWA window.

Options that you can control include

- Setting the Out of Office Assistant
- Changing number of messages displayed per page
- New message notification
- E-mail Signature creation
- Changing default font used for messages
- When to mark items as read
- Spelling Check settings
- Privacy and Junk Email Prevention
- Appearance
- Date, Time, and Calendar options
- Calendar Appointment reminder options
- Recover Deleted Items (for 15 days)

After you have changed any options, be sure to click the **Save and Close** button at the top of your screen.

Please contact our helpdesk at helpdesk@nl.edu or (847) 465-0575 ext. 4357 if you need any assistance.