

# Outlook Web Access (OWA) User Guide

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## 1.0 INTRODUCTION

You can access your email account from any location that has Internet access, without additional software or configurations. OWA allows you to access all your contacts, your calendar, and it has a comprehensive Help section. Some other features:

- customize how you view your messages within OWA, mark items as read or unread, and flag messages
- search for messages
- use the auto signature, global directory and personal contacts
- use calendars and open shared calendars
- set up rules (filters) within OWA

## 1.1 OUTLOOK WEB ACCESS – SECURITY CONSIDERATIONS

The following are steps to protect your information when you are using public access computers such as those in Internet cafés or public libraries.

- Logging on - never select the option that allows you to save your password for later use.
- Sending Attachments - If you need to send an attachment, make sure that the computer is running virus protection software. If it isn't, don't send the attachment from that computer.
- Opening Attachments - Save any attachments to a folder or a location you can easily find, such as the desktop. When you're finished with the attachment, close the program you used to view it, then delete the attachment and empty the recycle bin.
- Always Logging Off when finished - Click the OWA Sign Off button in the upper right hand corner to log off.
- Remove your browsing history and personal data:
  - \* Microsoft Internet Explorer: from the menu, choose Tools / Options. In the Temporary Internet files section, click Delete Files.
  - \* Firefox: from the menu, choose Tools / Clear Private Data. Click to check all boxes, then click Clear Private Data Now
- o Close down the browser and if practical, shut down the computer.

## 2.0 GETTING STARTED

### 2.1 LOGGING IN TO YOUR EMAIL ACCOUNT VIA OWA

Use Microsoft Internet Explorer browser for full functionality. To start:

- Launch the Internet Explorer program:
- In the address bar, type: `https://owa.unbc.ca` , then press <Enter>

The Outlook Web Access window appears.

- If using a public or shared computer, under Security, click the Public or shared computer radio button. This will set OWA to 'timeout' after a short period of inactivity.

- In the Domain\user name box, enter: domain name\user name

Example: uni\username

- If you are using Outlook Web Client Light Click the Box.
- In the password box, enter your password then click the Sign On button

The screenshot shows the Microsoft Outlook Web App login interface. It features a 'Security' section with three radio buttons: 'This is a public or shared computer' (selected), 'This is a private computer', and 'Use the light version of Outlook Web App'. Below this are input fields for 'Domain\user name:' and 'Password:', followed by a 'Sign in' button. Three callout boxes with arrows point to these elements: the first points to the 'This is a public or shared computer' option, the second points to the 'This is a private computer' option, and the third points to the 'Domain\user name:' input field.

Microsoft®  
**Outlook Web App**

Security ( [show explanation](#) )

- This is a public or shared computer
- This is a private computer
- Use the light version of Outlook Web App

Domain\user name:

Password:

Connected to Microsoft Exchange  
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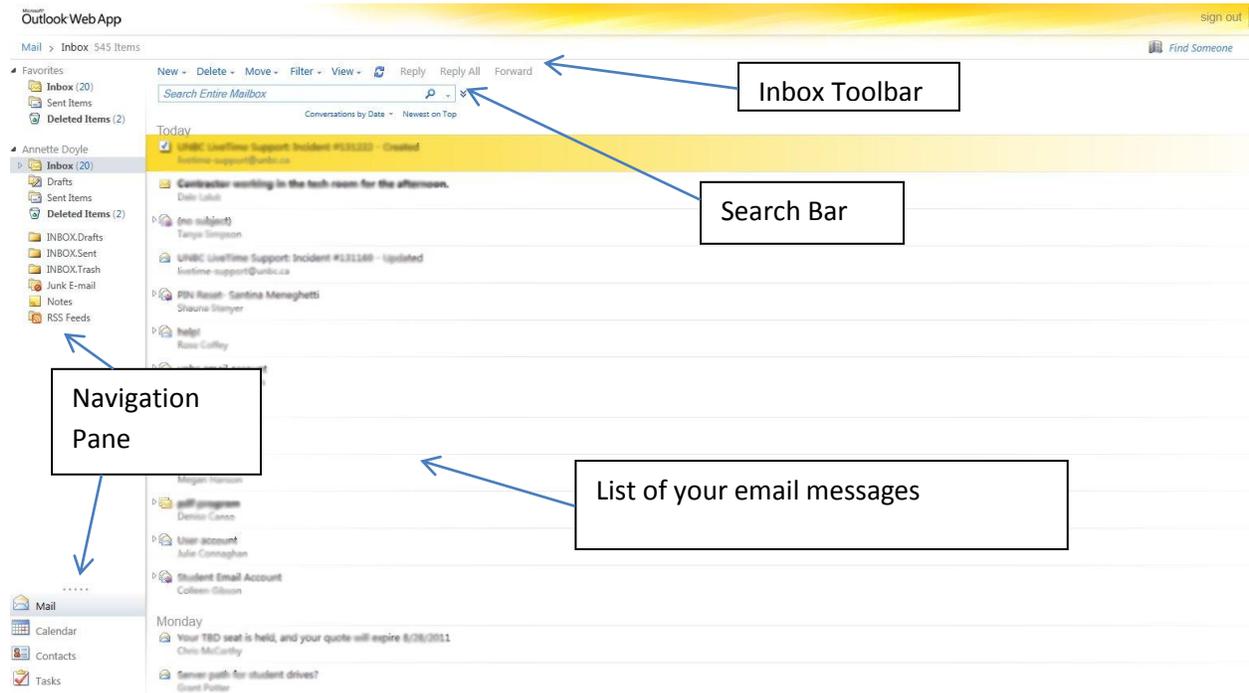
Choosing Public or shared computer will invoke a 10 minute timeout period with inactivity.

Use the Private Client if you are logging in from your personal computer.

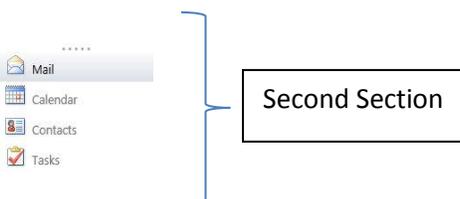
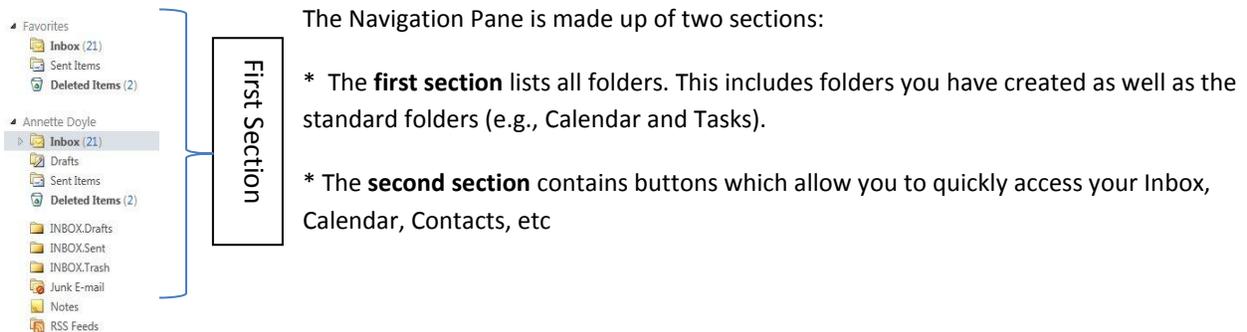
Enter your domain\username here

## 2.2 INTRODUCTION TO YOUR INBOX

Once you have successfully logged in to your email account, you will see the following screen:

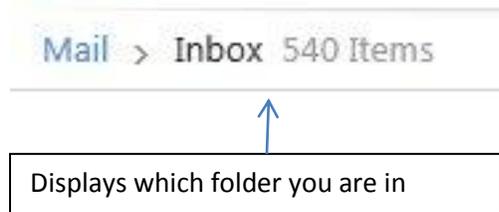


### 2.2.1 The Navigation Pane



## 2.2.2 The Folder Bar

The folder bar changes depending on which folder you are in. When you are in the Inbox, the folder bar looks similar to the following:



## 2.2.3 The Inbox Toolbar

The Inbox, Calendar, Contacts and other folders all have specific toolbars which allow you to carry out functions based on that particular folder.

The toolbar displayed below will be visible when you are in your Inbox and other email folders:



## 2.3 CUSTOMIZING YOUR EMAIL ACCOUNT

### 2.3.1 Reading Pane

The reading pane allows you to view a preview of the highlighted message. By default, the Reading Pane is displayed in the right hand column. However you can change the settings to display the Reading Pane under the View Menu.

To change the Reading Pane display settings:

1. Click on the View menu item
2. Select the preferred option from the menu



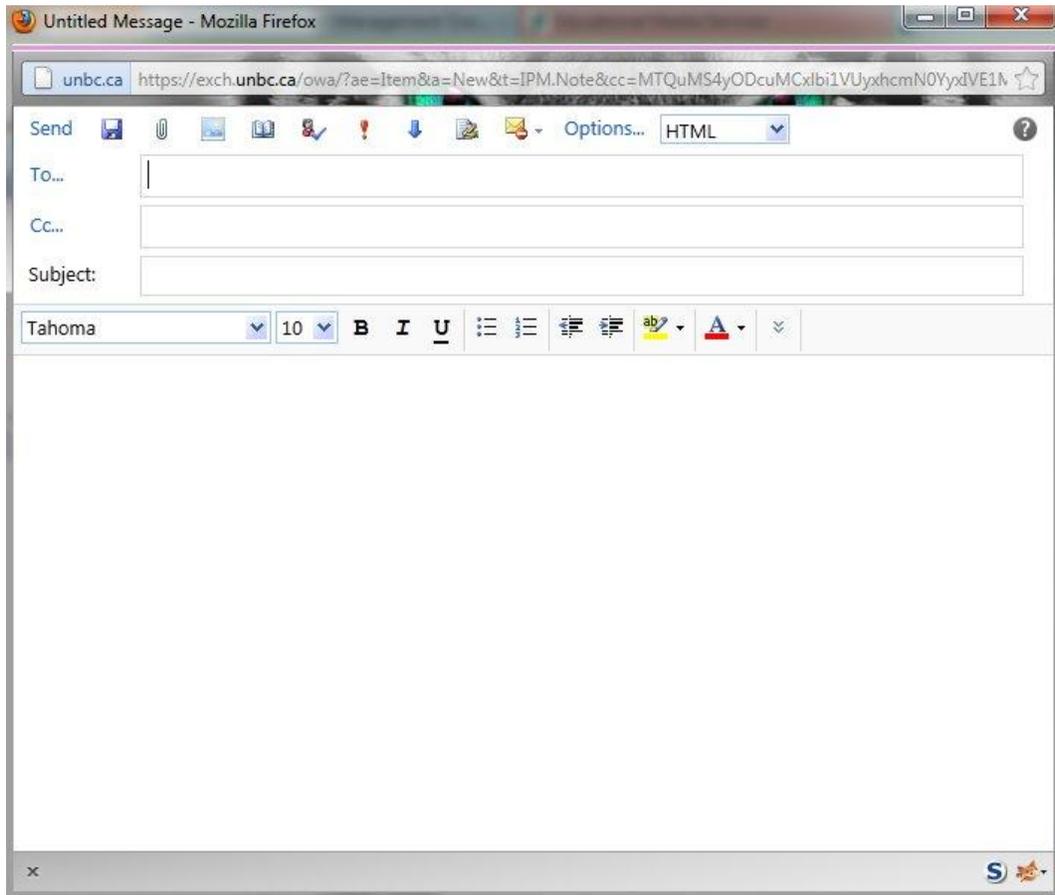
### 3.0 CREATING AND SENDING NEW MESSAGES

#### 3.1 CREATING A NEW MESSAGE

To create a new message:

- Click the New button on the Inbox toolbar

The following dialogue box will appear



#### 3.2 ADDRESSING THE MESSAGE

The following addressing options are available:

To: Sends the message to the selected recipient.

CC: Sends a Carbon Copy of the message to the selected recipient.

BCC: Sends a Blind Carbon Copy of the message to the selected recipient. The recipient's name will not be visible to other recipients of the message.

### 3.2.1 Addressing the Message by Typing In the Name

- Type the name in the To..., Cc... or Bcc... sections of the new message.

- Click on the Check Names button  or press <ctrl> + K

Outlook will check that the name is a valid name from the Global Address List and your contacts.

- If the name is valid, it will appear underlined.
- If the name is invalid, then a dialog box will appear saying that it is not recognized. A red dotted line will then appear under the name.
- If there is more than one person with that name in the address book, then a dialog box will appear asking you to select the correct recipient from a list. Once you have selected the recipient click OK.

### 3.2.2 Addressing the Message Using the Address Book

There are two separate address lists contained within your address book:

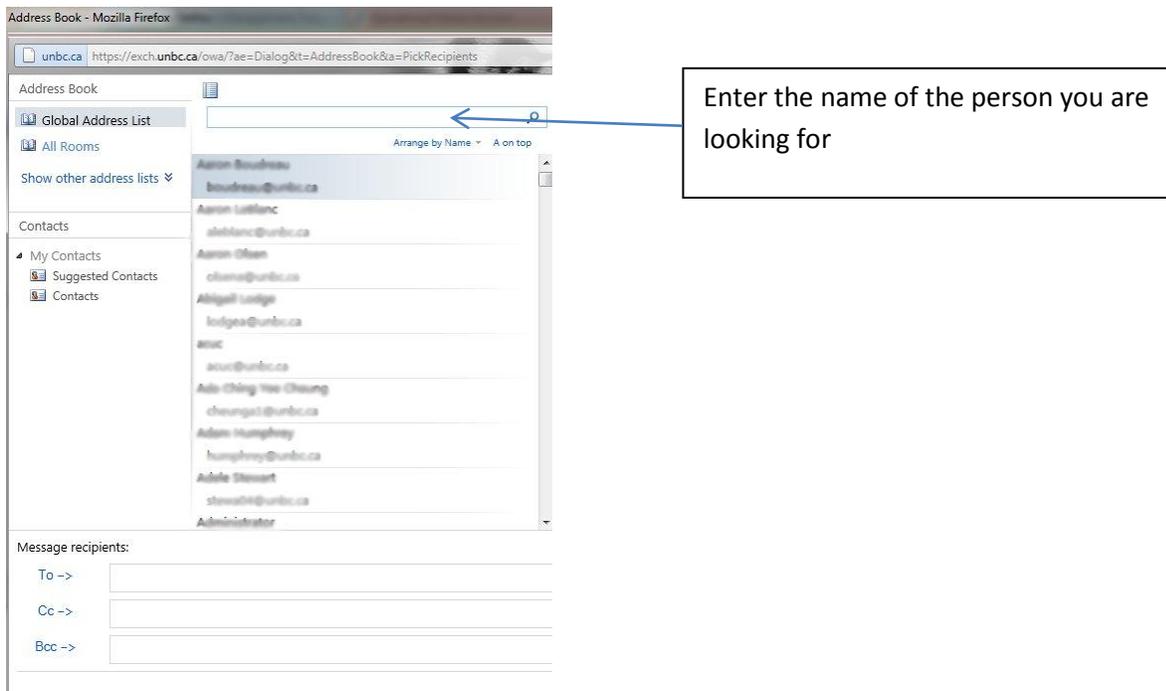
Contacts: A list of your personal Contacts. To find out more about Contacts, refer to section 6.0.

Global Address List (GAL): A directory containing all UNBC email addresses . You can apply filters for specific views.

To access your contacts or the Address Book:

- Open a new message. Click the To, Cc or Bcc buttons.

The following dialog box will appear:



Address Book - Mozilla Firefox

unbc.ca https://exch.unbc.ca/owa/?ae=Dialog&t=AddressBook&a=PickRecipients

Address Book

Global Address List

All Rooms

Show other address lists

Contacts

My Contacts

Suggested Contacts

Contacts

Enter the name of the person you are looking for

Message recipients:

To ->

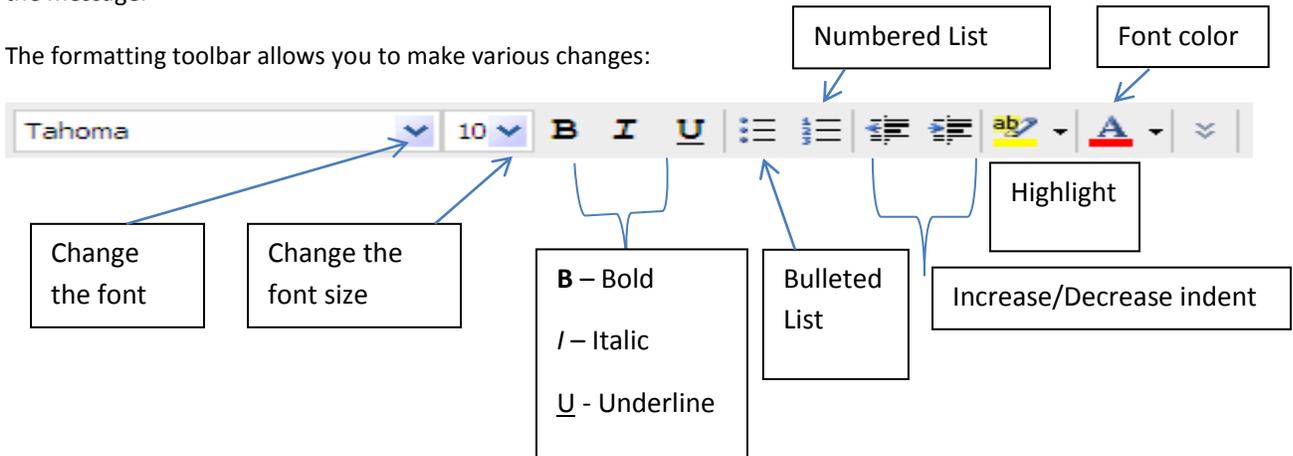
Cc ->

Bcc ->

### 3.3 FORMATTING THE MESSAGE

Once the text has been added to the body of the message you may wish to change the font and the formatting of the message.

The formatting toolbar allows you to make various changes:



To change the format of text:

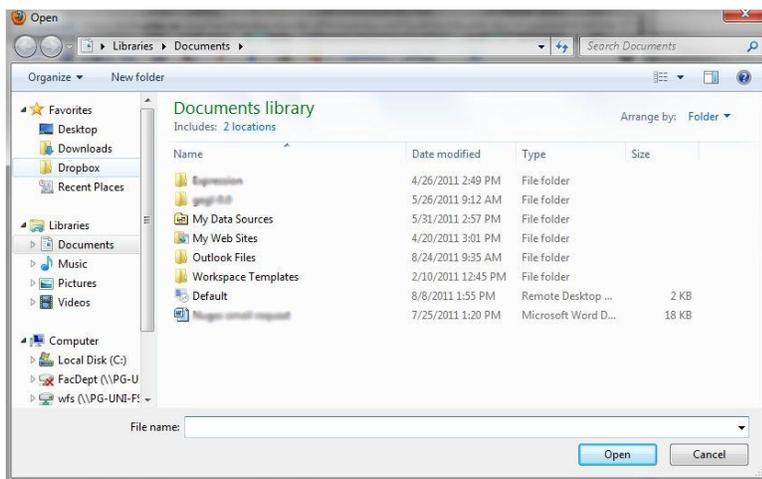
- Highlight the text to be changed.
- Click on the relevant formatting options on the Formatting Toolbar.

### 3.4 ATTACHING A FILE TO THE MESSAGE

To attach a file to your message:

Click on the Add Attachment button 

The following dialog box will appear:



- Navigate to the location of the file you want to attach
- Select the file you want to attach
- Click open

### 3.5 SAVING A MESSAGE

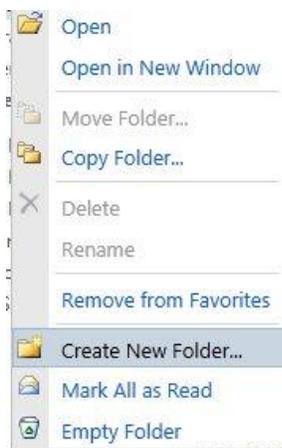
- When your message is open, click the Save  icon: or click File / Save. Your message will be saved in the drafts folder.

## 4.0 WORKING WITH FOLDERS

### 4.1 CREATING A NEW FOLDER

- In the Navigation Pane, right click on the folder that will contain your new subfolder.

The following drop down menu will appear:



Select New Folder. The following dialog box will appear:



- enter a name for the new folder

## 4.2 DELETING A FOLDER

- In the Navigation Pane, right-click on the folder to be deleted.
- Select Delete from the drop down menu.
- Click OK. The folder will be moved to the Deleted Items folder.

## 5.0 YOUR CONTACTS

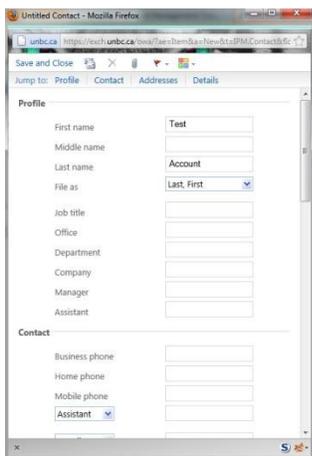
The Contacts folder allows you to store details of your own personal or business Contacts. You can store their company details, personal address, website address and any other information about the contact.

### 5.1 ADDING A CONTACT

To add a contact:

- In the Navigation Pane, select Contacts.
- Click on the New contact icon:

The contact dialog box will appear:



Complete the fields required

Click Save and Close.

## 5.2 VIEWING YOUR CONTACTS

To view your Contacts:

- Click Contacts in the Navigation Pane.
- Double click on the Contact you wish to view. Their details will be displayed on the screen.

## 5.3 SORTING YOUR CONTACTS

You can sort your Contacts in a number of ways. The options available to you are:

- Address Cards – This is the default view that displays basic information on each Contact.
- Detailed Address Cards – Displays all of the information you have for each Contact.
- Phone List – Displays the name of each Contact along with each phone number you have for them.
- By Company – Displays the name of each Contact along with their company information.
- By Location – Displays each contact by address.
- By Follow up Flag – Displays each contact that you need to follow up with. This feature can help you keep track of urgent issues.

## 6.0 EMAIL ACCOUNT MANAGEMENT

UNBC sets limits on the size of your email account.

Maintain your account by:

1. Deleting messages that you no longer need (including your sent items).
2. Regularly emptying your deleted items folder.
3. Dealing with junk emails and blocking senders.

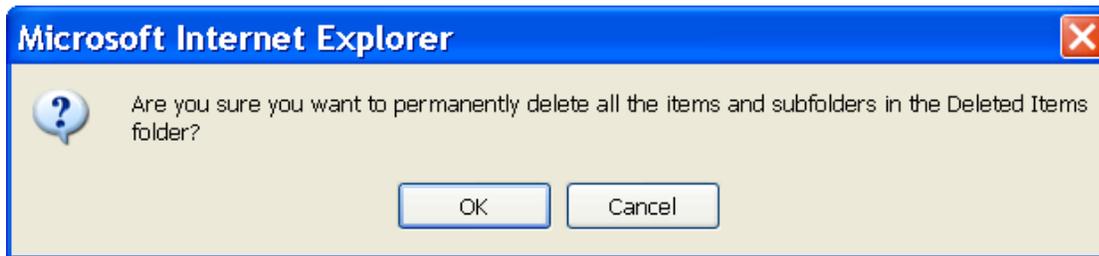
### 6.1 EMPTYING YOUR DELETED ITEMS FOLDER

When you delete items they are moved to the deleted items folder. You need to empty the deleted items folder to permanently remove them from your mailbox.

To empty the deleted items folder within OWA:

- Open the Deleted Items Folder by clicking once on Deleted Items in the Navigation pane.
- Click on the Empty Deleted Items icon  :

The following screen will appear:



- Click OK. The deleted items folder will be emptied.

## 6.2 RECOVERING DELETED ITEMS

To recover deleted items within OWA:

- From the Navigation Pane open the Deleted Items folder.

- Click on the Recover Deleted Items icon  :

Please Note: To select multiple non-adjacent items hold down the ctrl key while selecting the columns. To select multiple adjacent columns hold down the shift key while selecting the first and last column in the range.

- Click on the Recover button  Recover :

The recovered items will be moved back into your Deleted Items folder.

Please Note: If you delete items from within the Recover Deleted Items dialog box there is no way to retrieve them in OWA.