

Introduction to Microsoft Outlook Web Access Faculty/Staff e-mail Tutorial

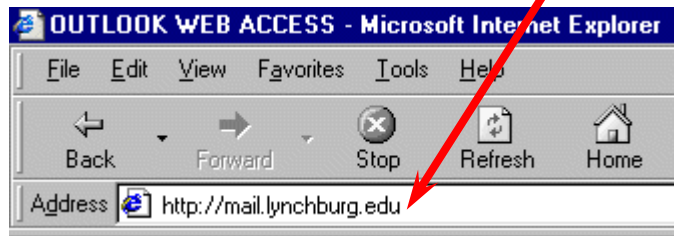
Accessing Outlook Web Mail

First, you'll need to be in a **browser** such as **Microsoft Internet Explorer** or **Netscape Communicator**. Once you are in the browser you'll need to contact the staff in your Information Technology group about the “**web address**” for **your web Outlook mail**.

This tutorial is being written specifically for Faculty and Staff at Lynchburg College. To access your Outlook web mail here at our college you'll need to type:

<http://mail.lynchburg.edu>

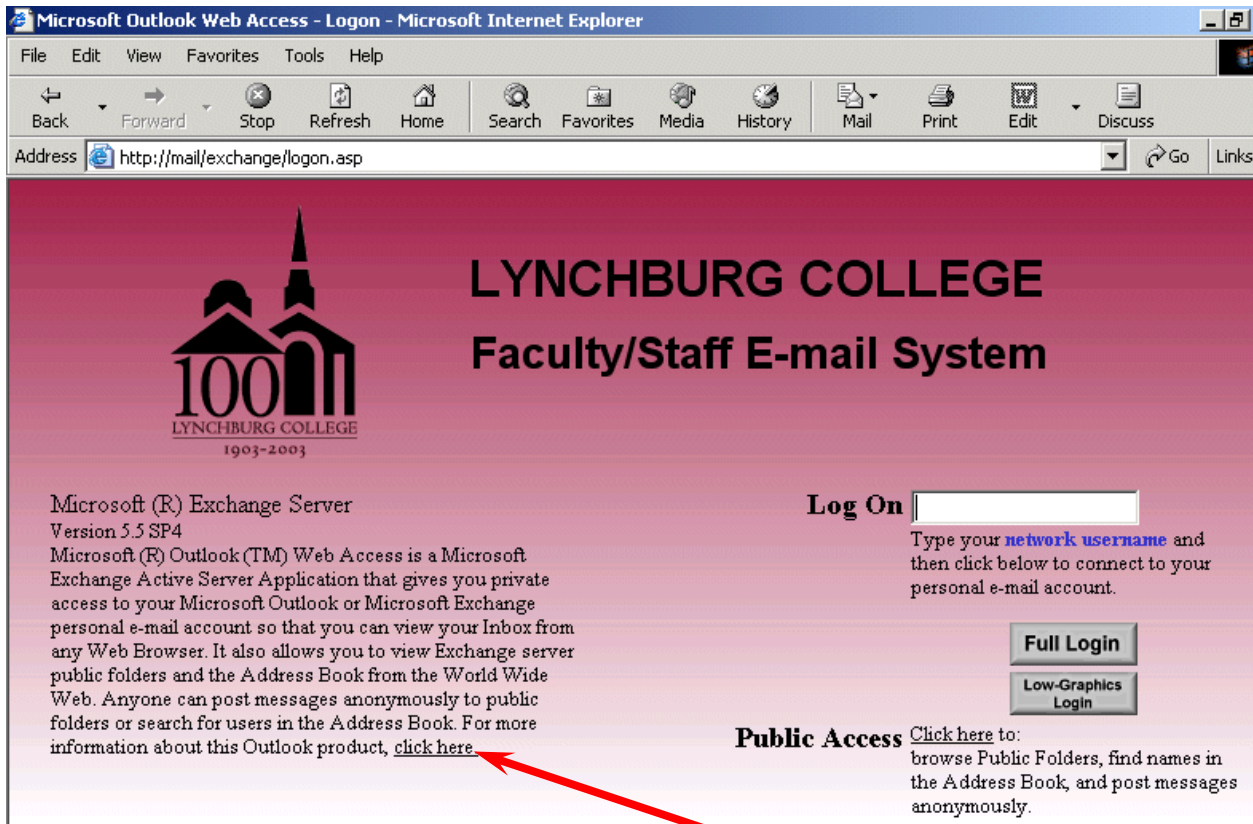
Your browser should **look something like** the **image below**.



Again, at your institution or company you'll need to ask them what you should enter.

After you enter the **web address**, **tap the Enter key**. You will now be taken to a **login screen to access your Outlook e-mail account**. This screen will **require a login name and password** – this is to protect you and your system from unwanted intrusions.

Once you tap the Enter key, you will see a log on screen that will look like the one at the top of the next page.

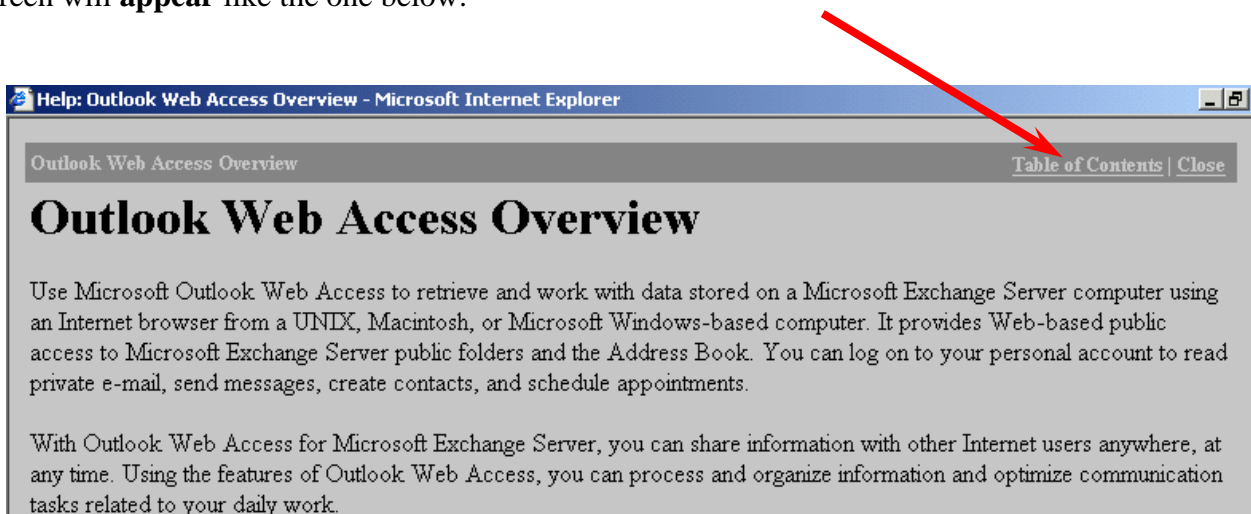


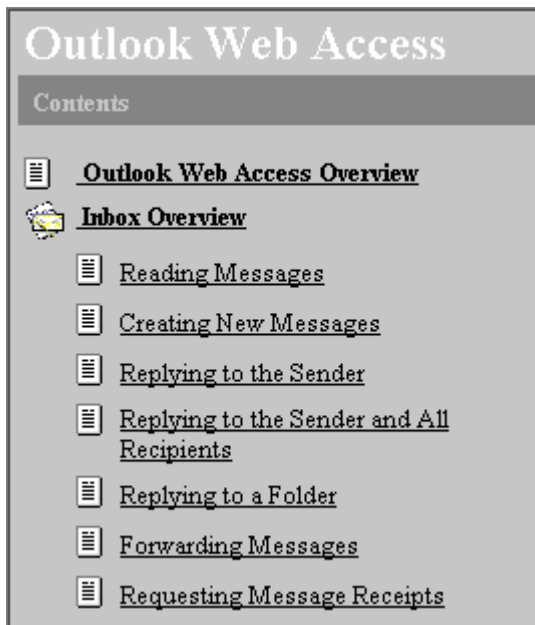
Please take a few moments to read the information on this screen. Notice the arrow that points to a highlight that can assist you with reading your Outlook Web Access e-mail.

In the lower left corner of the screen, at the end of the paragraph, you'll see:

For more information about this Outlook product, [click here](#).

This is a “very handy click.” If you do not have this tutorial available, and need assistance with Outlook Web Access, you can click as indicated and an Outlook Web Access Overview screen will appear like the one below.





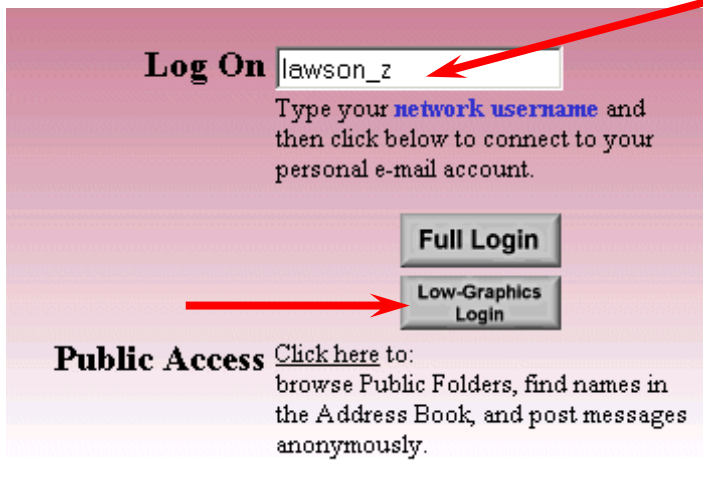
In the **upper right corner** (of the screen on the last page) there is a “**link**” to the **Table of Contents** for this help screen. If you **click-on Table of Contents link** you will see a screen appear similar to the one on the left.

You may then **select a topic** on which you desire assistance. If you want to **print** out the assistance **topic** simply **click the RIGHT mouse** button on the topic and select **Print** from the menu that appears.

In each “screen” of Outlook Web Access there is a small “question mark” in the upper right hand corner. If you click-on the question mark, you will be taken to the appropriate help screen from the menu on the left.



Logging-on to Outlook Web Access Mail



On the **lower right portion of the screen** you will see a **Log On** area similar to the one on the left. You will need to **enter your network username that you received** from your technology resources staff. At Lynchburg College this is **normally your last name** then an **underscore** and then **the first initial of your first name** (it should look something like **lawson_z**)

Low-Graphics Login

Notice in the image above that the **arrow** points to **Low-Graphics Login**. If you **type your network username in the Log On** area and **click-on the Low Graphics Login** button, the following screen will appear.

You are logged on as **Murray, Tom**

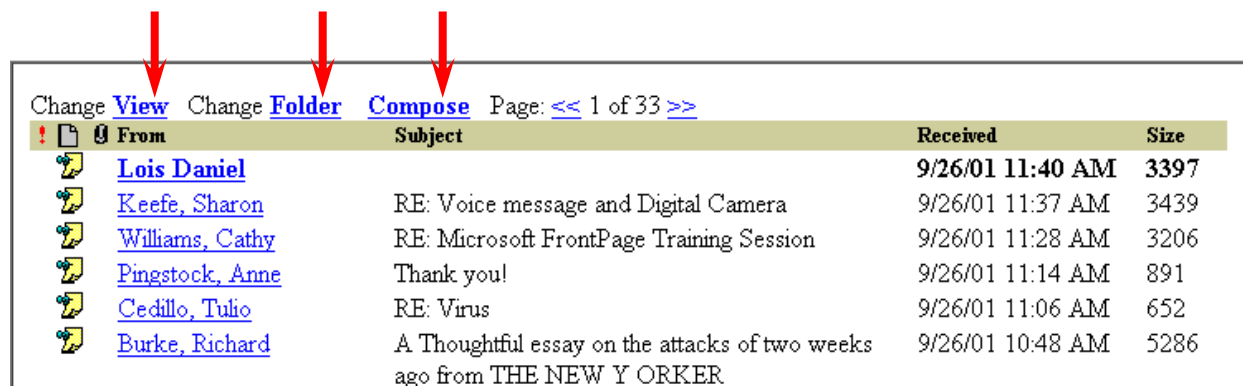
Goto: [Inbox](#) ←

[Pick Folder](#) ←

This website powered by Exchange Server 5.5 and its Collaboration Data Objects (CDO) support.
For more information see <http://www.microsoft.com/technet/appfarm/>.

This page generated at 9/26/01 11:55:00 AM

If you **click-on Inbox** the following screen will appear.



This screen allows “limited,” but quick, access to your incoming e-mail. Unread messages are highlighted in “bold” and those that you have read are in regular text. To read a message simply **click-on that message**. You’ll see all of the normal “buttons” – **Reply, Reply All, Forward** and **Close** the message.

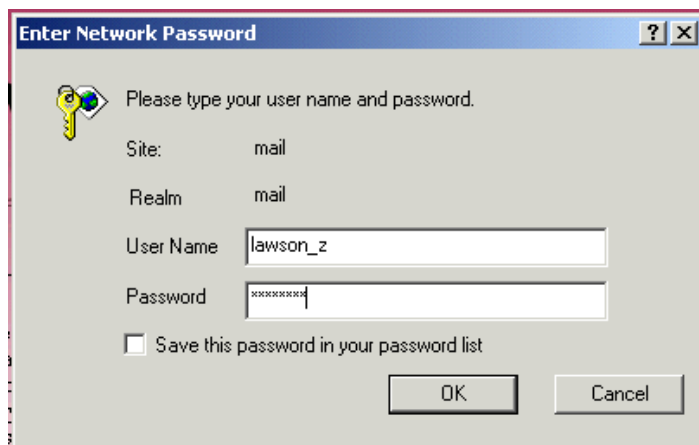
BIG NOTE – you will not have a normal **Address Book** or **Contacts List** available. So, you are pretty limited in the **Low-Graphics Login**. If you know the e-mail address of someone you may type it in the **To** or **Cc** areas.

In the screen above, if you **click-on** the **View** link it will **allow you several choices for viewing your messages**. If you **click-on Folder** it will take you “back” to the **Inbox – Pick Folder screen** (at the bottom of the last page in this tutorial). If you **click-on Compose** you will be able to **create a new e-mail message**. However, your choices are very limited – there is no **Address Book** or **Contact List** available.

This **Low-Graphics Login** is very **handy** for just **reading** and **replying** to your e-mail. For a **more complete control of your messages** you should **click-on** the **Full Login** button (as shown on the last page of the tutorial).

Full Login

Once you **enter your network username** and **click** on the **Full Login** button you will be taken to an **Enter Network Password** screen similar to the one **below**.



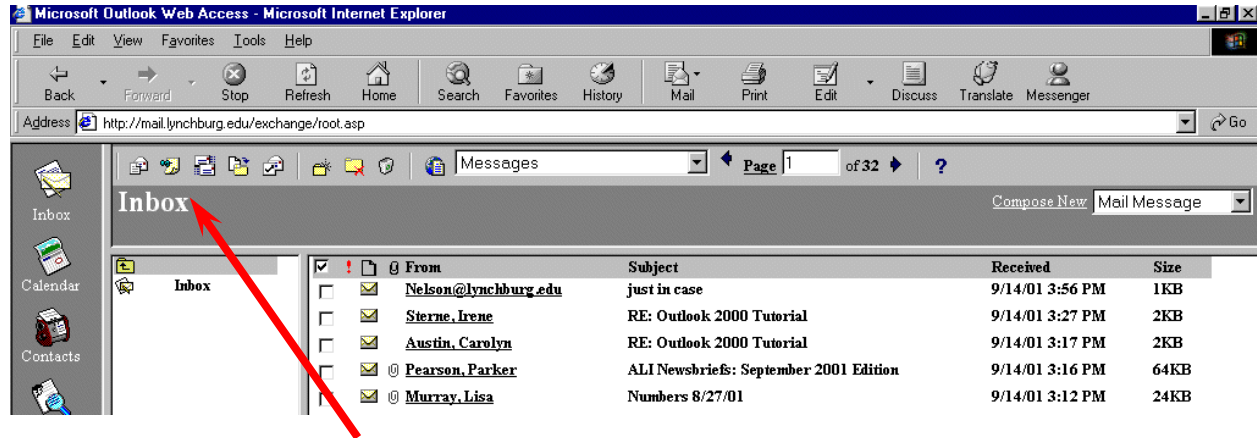
When this screen appears, **enter your user name** – as you just did – and then **enter your password**.

Click **OK**.

Left Mouse Button

In this tutorial, whenever we indicate that you need to **click** the mouse, it will mean to **click** the **left mouse button** – unless we indicate that you should click the right mouse button. So, always “click left” unless we tell you otherwise.

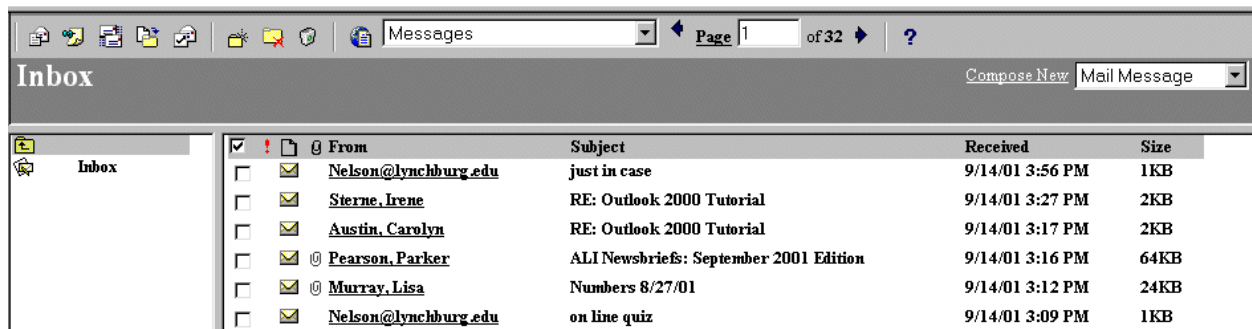
This should take you to your Outlook **Inbox** screen – similar to the one below.



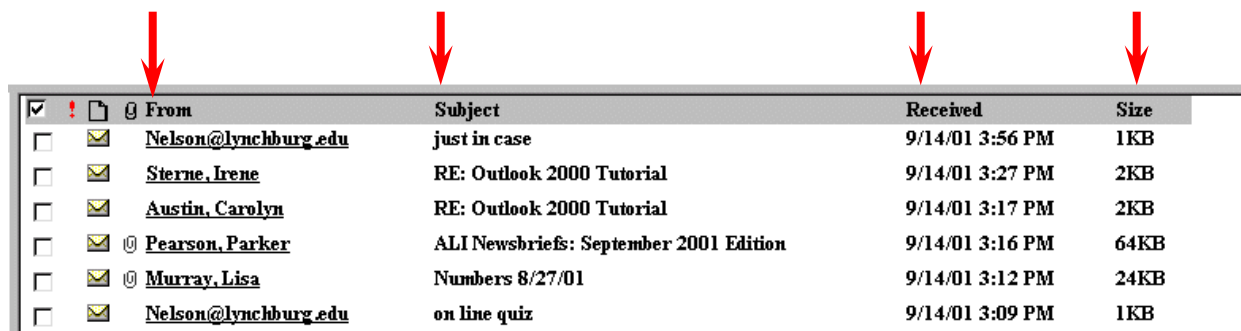
Notice that it indicates Inbox. In this Microsoft Outlook Web Access tutorial, we'll furnish a number of the basic procedures used in reading, creating, editing, and sending Outlook mail messages.

Inbox

When **Outlook** web mail appears, you will be in the **Inbox** where the mail you receive is located. The screen should look something like this:



The **mail messages** that you have received are **listed** in **chronological order**.



<input checked="" type="checkbox"/>		From	Subject	Received	Size
<input type="checkbox"/>		Nelson@lynchburg.edu	just in case	9/14/01 3:56 PM	1KB
<input type="checkbox"/>		Sterne, Irene	RE: Outlook 2000 Tutorial	9/14/01 3:27 PM	2KB
<input type="checkbox"/>		Austin, Carolyn	RE: Outlook 2000 Tutorial	9/14/01 3:17 PM	2KB
<input type="checkbox"/>		Pearson, Parker	ALI Newsbriefs: September 2001 Edition	9/14/01 3:16 PM	64KB
<input type="checkbox"/>		Murray, Lisa	Numbers 8/27/01	9/14/01 3:12 PM	24KB
<input type="checkbox"/>		Nelson@lynchburg.edu	on line quiz	9/14/01 3:09 PM	1KB

Understanding the above view

Notice in the gray “bar” at the top of the **Inbox** that it indicates the **source (From)**, the **Subject**, **time and date received (Received)**, and the **size** of the e-mail (**Size**).

Also **note**, to the **left** of **each e-mail received**, that there is an **envelope**, and **maybe a paper clip**. The **paper clip** indicates that the incoming e-mail **contains an attachment** (a picture, another document, etc.)

We’ll **discuss** the **small square** a bit **later** in the tutorial. It has several “uses.”

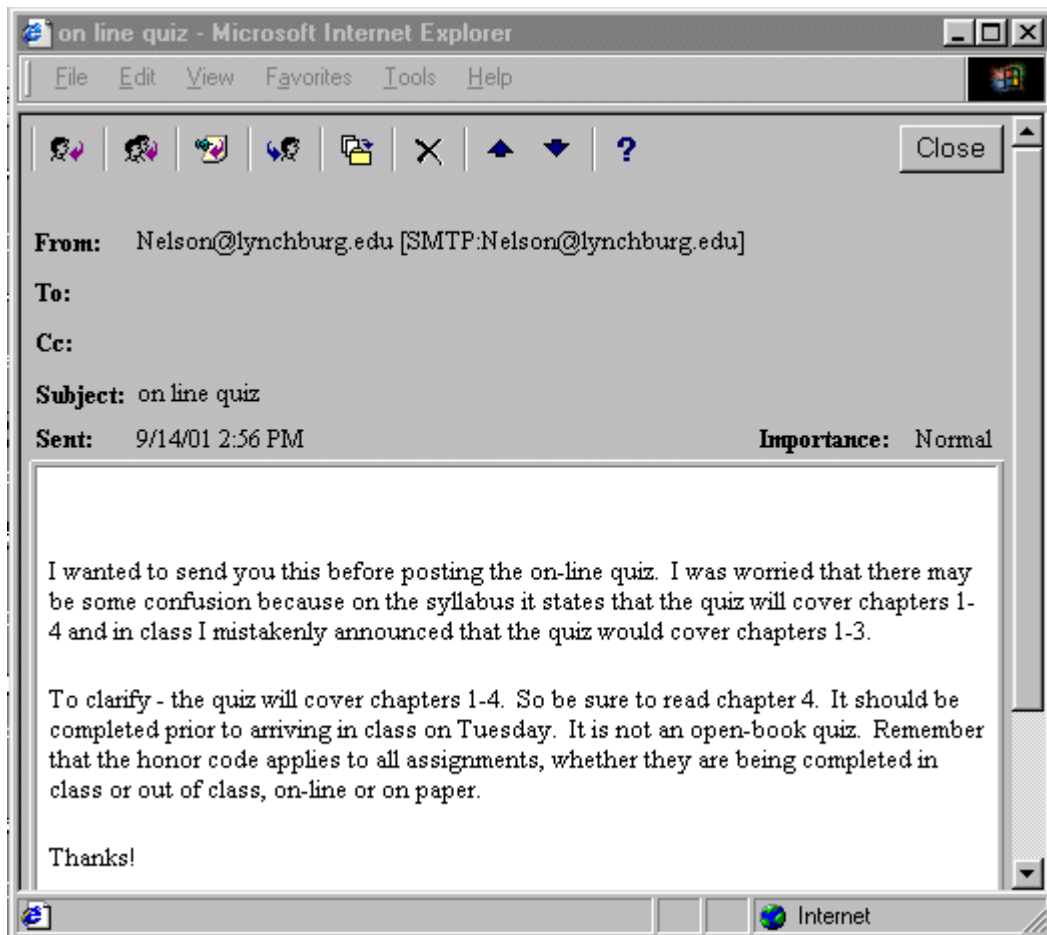
Reviewing messages in the Inbox

There are two methods you can **use** to **view messages** in your **Inbox**, **Sent Items**, **Deleted Items**, and various folders, which you may create.

When you **first “open”** Microsoft Outlook Web Access you will **see Inbox** messages as indicated above.

One method to read your e-mail is to **click-on the *from name*** message you desire to read. When you click the message will appear as below.

Or, you can place the **cursor on the message you desire to read**, **click the right mouse button**, and **select Open** from the menu that appears.



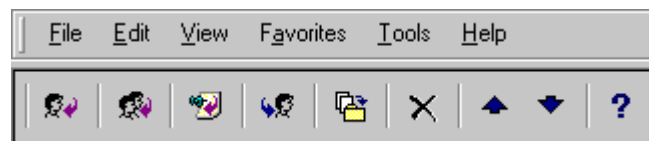
Notice that there are “elevator bars” on the right for you to **move up and down** the message. If you desire to have the message “fill” the screen you can **click-on** the “**maximize**” square in the **upper right hand corner** of the message.



Replying to a message

When you are in **either** the **Preview Pane** or have the **entire message** open, you will see a button bar at the top of both screens.

The button bar at the top of the message will look similar to the one below.

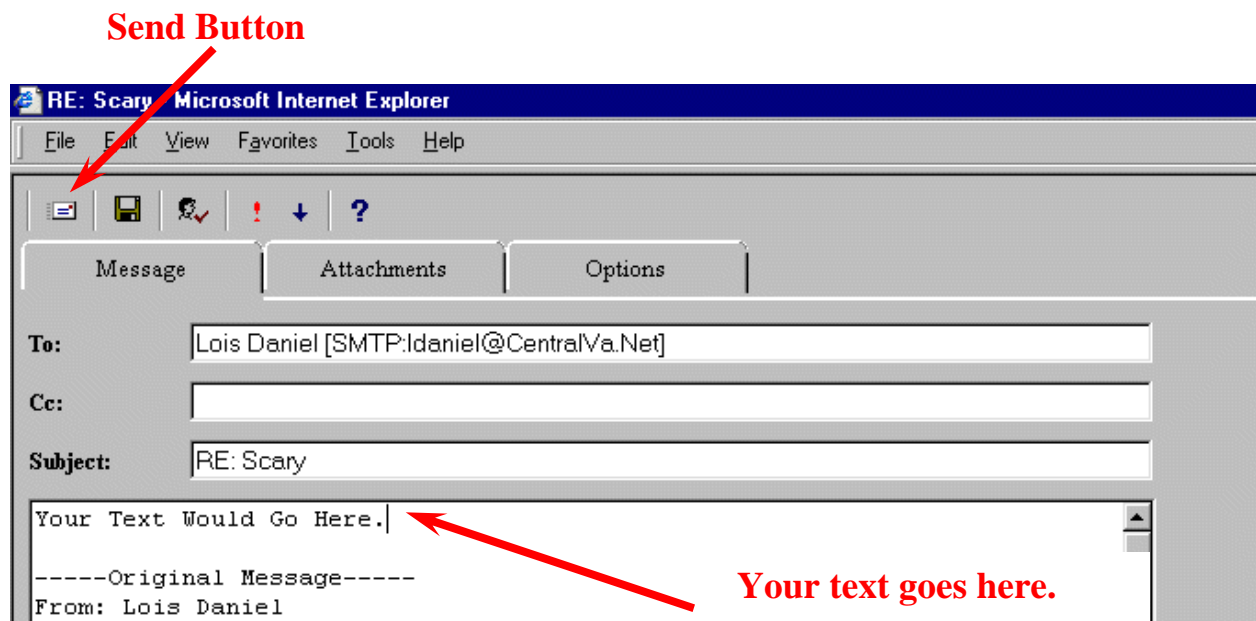




Slowly drag your mouse cursor over each of the buttons in the button bar above. You'll notice that the **first button** on the **left** indicates **Reply**, the **next button** with **two people** indicates **Reply to all**. The **fourth button** (again with the **single person and a blue arrow to the right**) indicates **Forward**. The **button** in the middle with a **small yellow folder** indicates that you can **copy** the message **to a folder** (we'll cover this a little later). The **"X" button** is for **deleting** the message if you do not desire to keep it. The **up and down blue arrows** allow you to **move up and down to the last or next message**. The **"?"** furnishes you **help** with the **current message** screen.

You can click-on **Reply**, and, **automatically reply** to the **person** who sent the message, or **Reply to All** (**everyone** included in the **To:** or **Cc:**). When you click-on **Reply** or **Reply to All**, you will notice that Outlook Web Access **"automatically" completes** the **To:** and/or **Cc:** in your outgoing message. **You may add** other persons in either the **To:** or **Cc:** areas. **Make sure to separate their e-mail addresses by semi-colons (;)**. You may click-in the **"white"** message area **below the Reply e-mail addresses**, and **supplement (add your text)** to the original message with any additional **comments** you desire to make regarding the message to which you are replying (see the arrow in the image below). After you have made any comments, you can **click-on** the small **"Send"** box **below File** in the Menu bar and your Reply will be "mailed."

We clicked-on the reply button in our example below.



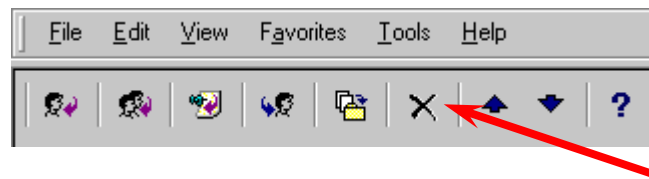
Forwarding a message

If you desire to **forward** a message to one or more persons, **click-on** the **Forward** button in the button bar to the right of the Reply choices. Then, in the **To:** or **Cc:** areas. We will be covering **Address Books** later in this “tutorial.” At this point, **type-in** the e-mail **address** or **addresses** of those to whom you want to forward the mail message. If you have **more than one address**, **separate them with a semi-colon (;)**.

You can move down to the Address Book section now if you desire.

Deleting unwanted messages

You will **notice**, in the **button bar** that **appears when you are reading a message**, that there is an **“X” in the button bar**.



If you **do not want to keep the message**, you can **click-on** the **“X” button**, **in the button bar**, to send the message to a **“Deleted Items folder.”**

Note: This is NOT the “x” button in the upper right corner of the screen. If you do **click-on** the **upper right corner X**, it will **CLOSE** your e-mail **Outlook Web Access session** and you **will have to login again**.

When you **delete** a message in the **Inbox (or Sent Items)**, the e-mail you deleted is sent to a **Deleted Items folder** to be **“really deleted”** or **“recovered”** later.

Deleting Deleted Messages

You will be assigned a set **“amount”** of **“space”** on the Exchange Computer Server where Outlook Mail files are stored. You will periodically need to go to your Deleted Items folder and Delete messages that you have placed there when you Deleted them from your Inbox and Sent Items Box (and any other folders you have created). If you do not do this you will receive a warning that you must do so or your e-mail will **“not work”** until you have created space in your area to make room for new messages.

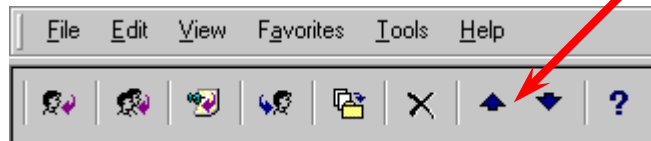
To empty the messages in your Deleted Items folder **click-on** the **small wastebasket** in the button bar. You will be asked if you really want to delete these items. Click on the Yes button and the items will be removed from Outlook file space.



Moving from message to message in the Inbox, Sent Items and Deleted Items areas

To move from message to message you simply click-on each message you desire to read or delete.

If you are **currently “reading a message,”** you can use the **blue up and down arrows** in the button bar to move from message to message.

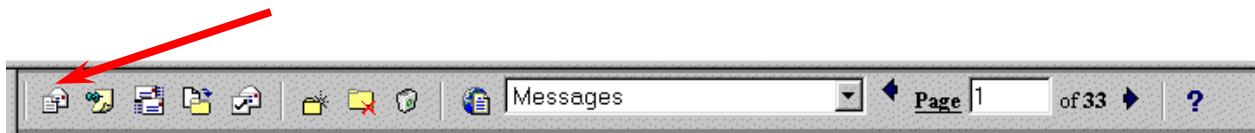


Printing a message

If you desire a **“hard copy”** of the message you can **click-on the Printer** in the **button bar** of your **web browser** or **click-on File** in the **Menu Bar** and then on **Print**.

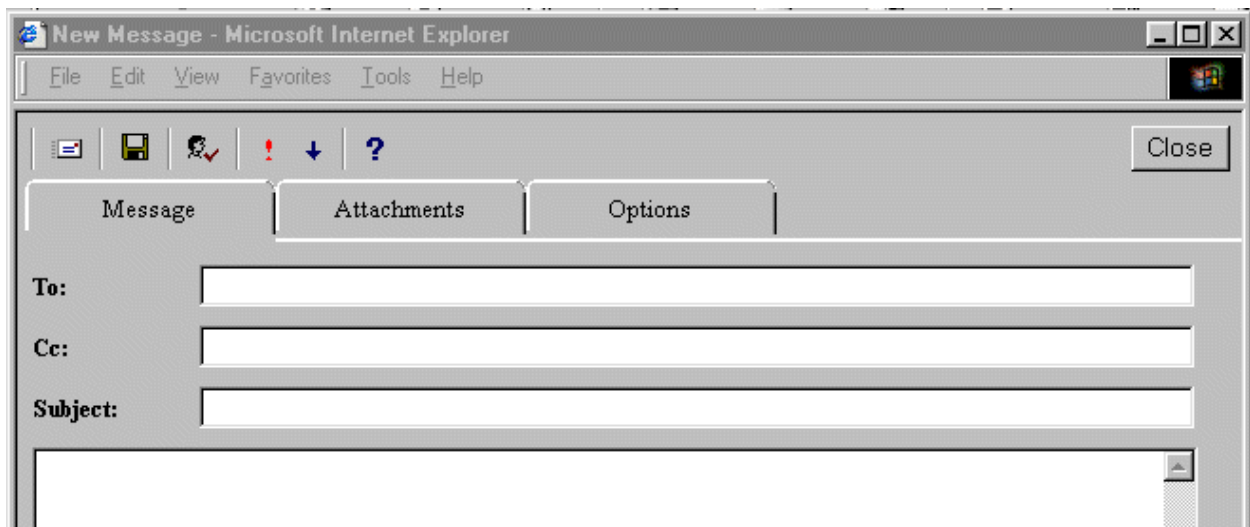
Sending a NEW e-mail message

When you first login to Outlook Web Access, you’ll see a **button bar above the Inbox messages**. The **first button** on the **far left** allows you to **create a new e-mail message**. If you move the cursor over this button you’ll see a **Help Text** appear that indicates **Compose a new mail message**. To create a new e-mail message **click-on this button**.



We’ll go over the other buttons in this bar later in this tutorial.

A screen very **similar** to the **Reply, Reply to All** and **Forward** will **appear** (like the one **below**). There will be no e-mail addresses in the **To:** and **Cc:** areas. You will need to type-in the e-mail addresses of those to whom you desire to send your new message. **Don’t forget to include a semi-colon between address names.**



First, click-in the area to the **right** of **To:**. For now, **type-in** the e-mail **address** of the person to whom you desire to send this e-mail message. Next, click-in the area to the **right** of **Cc:**. Again, type-in the name or names of others whom you would like to receive copies of this message. If you type-in **more than one** e-mail address, **separate the addresses with a semi-colon (;)**. If you desire to use the Address Book, move down to the Address Book section.

Now click-in the area to the **right** of **Subject:**, and type-in a subject for your e-mail message if you desire.

Finally click-in the **white area below Subject:**, and type-in your e-mail **message** as you would in any e-mail system. You may move around, edit and change your message just like you would do if you were in a word processor.



When you have completed your e-mail message, **click-on** the **Send** button in the upper left hand corner of the screen.

Quick note on folders

This is simply a **quick note** to tell you **what happens when you send an e-mail message**. When a message is **sent**, a **copy** of your e-mail is automatically placed in a **Sent Items folder**. So, you can **access** your message, edit it, forward it, etc., until you decide to delete it later on. If you desire to **keep** the e-mail you will be able to **move it to another** folder, you create, if you desire. We'll go into detail on all of this later. For now, just be aware that you have not **"lost"** your message. **You do not need to "copy yourself"** in Outlook Web Access unless you want to get an additional copy of your e-mail in your Inbox.

Folder Button Bar

When you are **in a Folder**, a **button bar similar** to the one **below** will be available at the top of the Inbox, Sent Items, Deleted Items, or the Folders you create.



Slowly move your mouse over these buttons pausing at each one. A Help Text will display their function. As just seen, the **left most button** above is to **Compose a new mail message**.

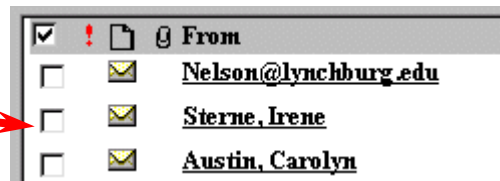
Then next **button** with the **pin and post it note** is **Compose new post message**. This button will allow you to place a "note" in your Inbox, etc.

The third button, with **two small envelopes** is a **Check new mail** button that does just what it indicates – shows you your new mail.

The fourth button, with the **blue arrow and yellow folder** lets you **copy an e-mail from one folder to another**. We'll cover this button in detail later.

The fifth button with the **little check mark** is to **Delete marked items**. When you look at your Inbox, or any folder, you'll see the **little open square to the left of each e-mail**.

If **click-in the square** to the left of any e-mails you wish to delete, and **then click this button**, the e-mails you checked will be sent to your Deleted Items Folder (we explained this folder on page 7).



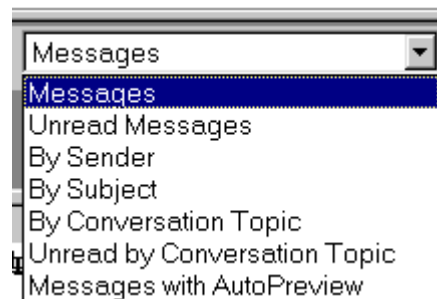
Note: Because this is a Web Access e-mail, you won't see your changes "right away." To see your changes, you'll have to click-on the Refresh or Reload button in the Browser you are using occasionally.

The sixth button, with a **yellow folder and a small star** will allow you to **create folders**. We'll cover this button later.

The seventh button, with a **yellow folder and red "X"** allows you to **delete a folder**.

The **small trash can** button allows you to **delete or empty the e-mails in your Deleted Items folder**.

You will see an **"area"** with a small down triangle on the right. This area allows you to customize your messages to some extent. If you click-on the small down triangle the information to the right will appear. You can click-on any item and see the effect.



Address Books

If you are **Replying** or **Replying to All** for a message in your **Inbox**, then the addresses from that e-mail will **automatically appear** in the **To:** and **Cc:** areas. If you **don't want to send** the e-mail to some of these addresses, you can **simply highlight them** and **tap the Delete key**. If you are **Forwarding** a message from the **Inbox** or **Sending** a **new e-mail message**, then you can **either type-in** the address in the **To:** or **Cc:** area, or use the **Address Book**. In this version of Outlook Web Access the Address Book is located in a **"task bar"** on the **left side of your screen**. It is called **Find Names**. This address book contains the names of all the people using the Outlook Mail system on a campus or at a business. **To find a name, click-on this button.**



The **Find Names** screen in Outlook Web Access will **make available addresses** on your Microsoft Exchange Server that you can utilize to **send** and **respond** to e-mail messages. When you have clicked the Find Names Button the following screen will appear.

Name	Phone	Alias	Department	Office
Smith, Jennifer	5970	Smith_JM		
Smith, Robin	8246	Smith_R	Business	Office
Smith, Stephen	8250	Smith_S	Media	Delivery - Facilities Support

We wanted to look up the name **Smith** so we **typed Smith in the Display Name: area above**. We then **clicked the Find button**. The **lower portion of the screen then displayed all the “Smiths” in our system**. We want the **e-mail address for Steve Smith**. Since we are in a web **browser**, when we **move our cursor over Smith, Stephen** we notice the “**little pointy hand**” that indicates a **link** appears over his name. We then **clicked-on Smith, Steve** and the screen on the right appeared.

Details for: **Smith, Stephen**

Name:	Stephen Smith
Alias:	Smith_S
Display Name:	Smith, Stephen
Title:	Media Delivery/Facilities Support Supervisor
Office:	
Company:	
State:	VA

Email Addresses

[SMTP:smith.s@lynchburg.edu]

Notice at the **bottom of the Steve Smith screen** that there is an **area titled Email Addresses**. **Below** the title line you can see the **email address** for the person you want. To **copy** that **address from** this area **to your e-mail**, **highlight** the **email address** (as we did on the last page) and **either click-on** the **Edit** in the **Menu Bar** and then **Copy**, or **carefully click-the right mouse button on the highlighted area** and **click Copy**.

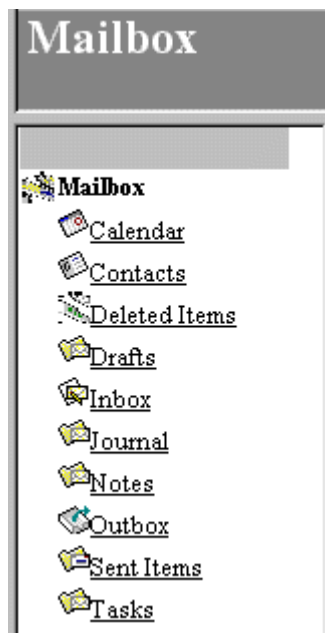
To **close the Find Names screens** simply **click the “X’s”** in the **upper right corner of each screen**.

When you **return to your e-mail**, **click-in** the **area to the right of the To:** or **Cc:** and then **either click-on** the **Edit** in the **Menu Bar** and then **Paste**, or **carefully click-the right mouse button** and **click Paste**

Don’t forget – if you desire to have multiple addresses – to place a semi-colon (;) between each e-mail address.

Folders

When you **first opened Outlook Web Access**, the **area to the left** of the screen looked something like this. To see all the folders that are currently available to you in your Outlook Web Access, **click-on** the small button above the **Inbox** button. You will notice that if you pause the cursor over this button it will indicate: **Up one folder**. **Click this button**.



The icons (**Folders**) we are concerned with in this exercise are the ones that pertain to e-mail and **hold messages** (e.g. **Inbox**, **Sent Items**, **Deleted Items** and folders you create).

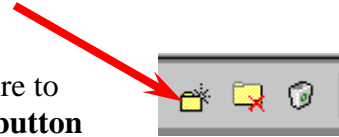
There are boxes for your incoming mail (**Inbox**), mail you have sent (**Sent Items**) and mail you have deleted (**Deleted Items**).

To see the e-mails you have sent, Click-on the Sent Items button in the area on the left. You can also click Deleted Items.

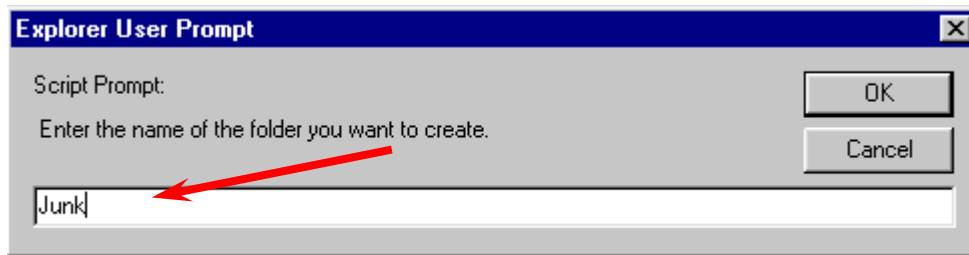
Anytime you desire to see all your folders, follow the process above.

Creating a Folder for YOU

You can **create a folder** (or folders) to hold e-mails that you desire to “keep” for awhile. To do this **click-on** the **Create a new folder button** in the button bar.



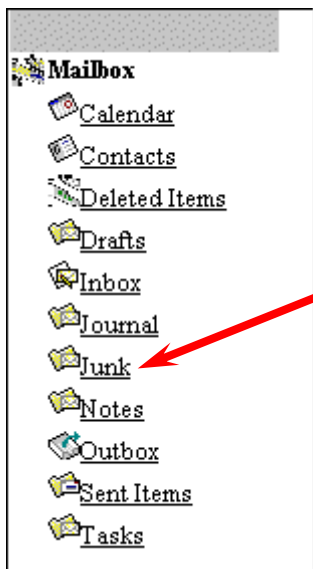
The following screen will appear.



You can **create folders** for various “**groups**” of e-mail as you desire. As you receive or send e-mail related to this “**group**” you can **move** the e-mail to the folder you create so that you can find the items easily, without having to search all of your mail. You **can still delete these messages when they no longer apply and delete the folder when you are finished with it.**

Note: When you place messages in this folder you are still using some of your allotted computer space. So, this will count as part of your total space used. You’ll have to periodically “delete” messages from this folder if you “run into” space problems (just like you’ll have to do in the Inbox, Sent Items and Deleted Items).

We decided to create a folder titled “Junk.” So, we **typed Junk** as you see it above. You type the name you desire for your folder and then **click-on OK.**



The Mailbox area you see to the left was then updated to include the new folder we created.

Don’t forget – when you place e-mail in any folder it takes up space in your e-mail area on the Outlook computer. So, don’t forget to delete – Deleted items and other unwanted e-mail frequently.

Placing e-mail messages in your Personal Folders

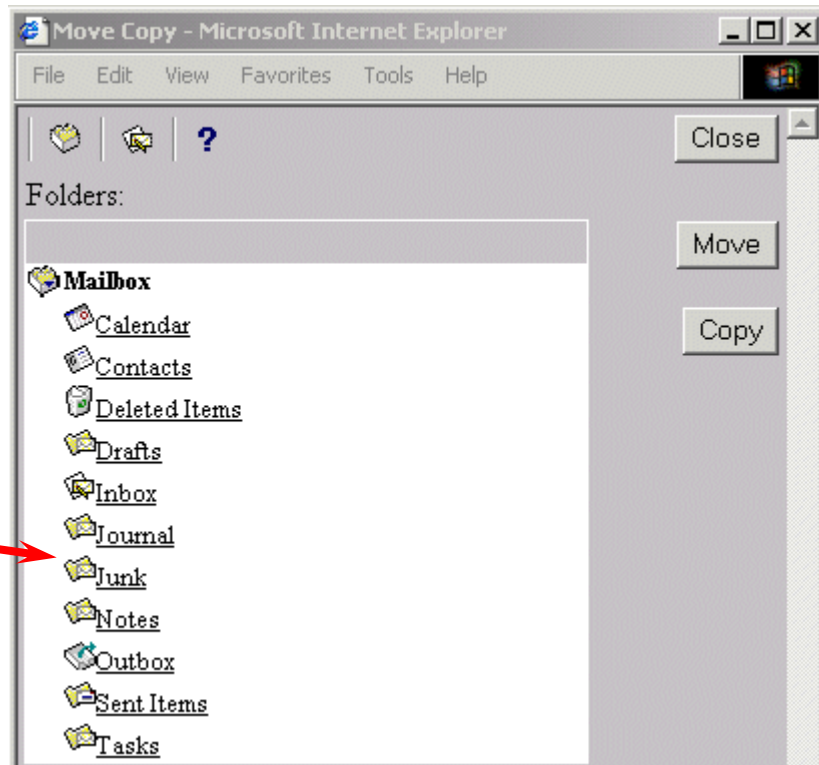
To place an e-mail message, that you received or sent, in a folder that you created (or any folder), do the following. First, **make sure that you are “in” the folder where the e-mail message is located** – we’ll go to the Inbox for our example. Once we’re in the Inbox, we’ll **open the message** like we did to read it. When you’re “in” the message, **click-on the Move/Copy button**.



The following **Move Copy** screen will appear.

We want to **place this e-mail in our Junk folder** that we created earlier in the tutorial. You would want to place it in one of the folders you created.

So, we’ll **click-on the Junk folder**.

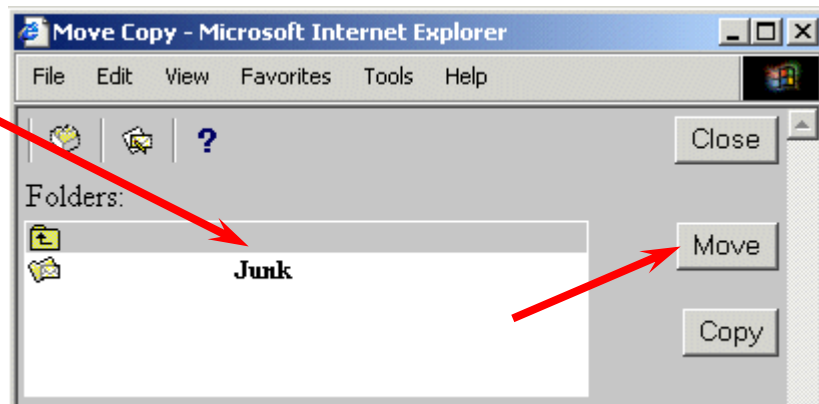


When you **click-on Junk** the following screen will appear.

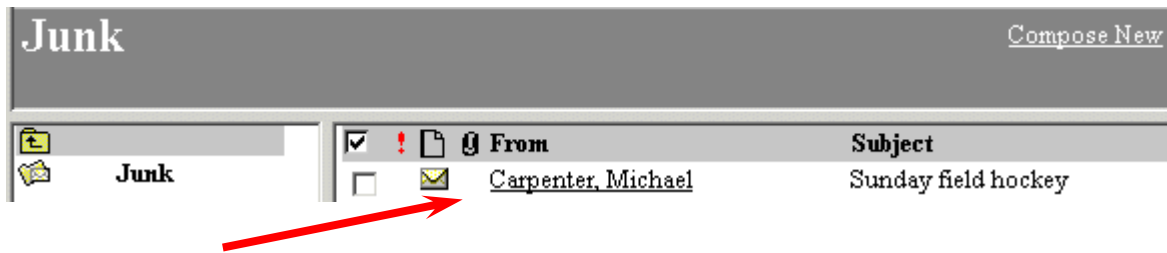
Notice that the screen indicates that **Junk** is the selected folder.

Most of the time you will want to move your message so, **click-on Move**.

If you copy a message you’ll have it in two folders, which will take up additional space in your Outlook area.



After you click the Move button, your message will move to the folder you selected. We went to our Junk folder and there was the message.



You can still delete the messages in your folders when you no longer desire to retain them.

Outlook Web Access Task Bar

On the **left side of your Outlook Web Access screen** you will see a group of icon buttons to assist you while you are working in this program.

Anytime you desire to go to the **Inbox** to read new messages simply click-on the Inbox button.

There is a **Calendar** feature which allows you to maintain a Personal Calendar if you wish. It is a pretty logical calendar. If you click-on the button it will allow you to maintain your calendar in a daily, weekly or monthly view. You can also make appointments and have the calendar remind you of them.

We'll cover **Contacts** in a few moments.

The **Options** choice will allow you to leave an "Out of Office (or away from campus) message for those who send you e-mail, if you wish to use it. It will also allow you to "set your time zone," and set your calendar.

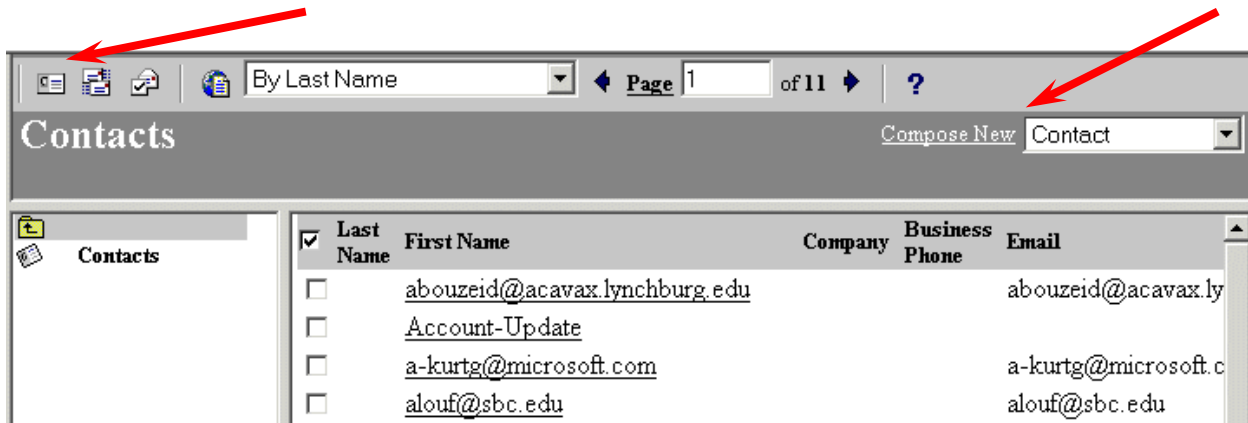
You can experiment with the Calendar and Options features as you like.



Contacts

The **Find Names Address Book lists** e-mail users on your campus or at your business Outlook computer system. If you would also like to **create an address book for other e-mail users that are not a part of this group**, **Contacts** is the place to do this.

If you **click-on** the **Contacts** button, the following Contact screen will appear.



You'll **notice** that there is a **button bar** at the top of the screen that is "**tailored**" to Contacts. **Slowly run your cursor over the buttons to get the "feel" for Contacts.**

If you desire to **add persons** with whom you share e-mail **to your Contacts** you can either **click-on** the **first button in the button bar**, or **click-on Compose New Contact** (see arrows above). The following screen will appear.

General | Details | Attachments

First Name: John | Last Name: Abbott

Middle Name: | Job Title: |

Company: |

Business Phone: | Home Phone: |

Business Fax: | Mobile Phone: |

Pager: |

Web page: | E-mail: Small@hotshot.com

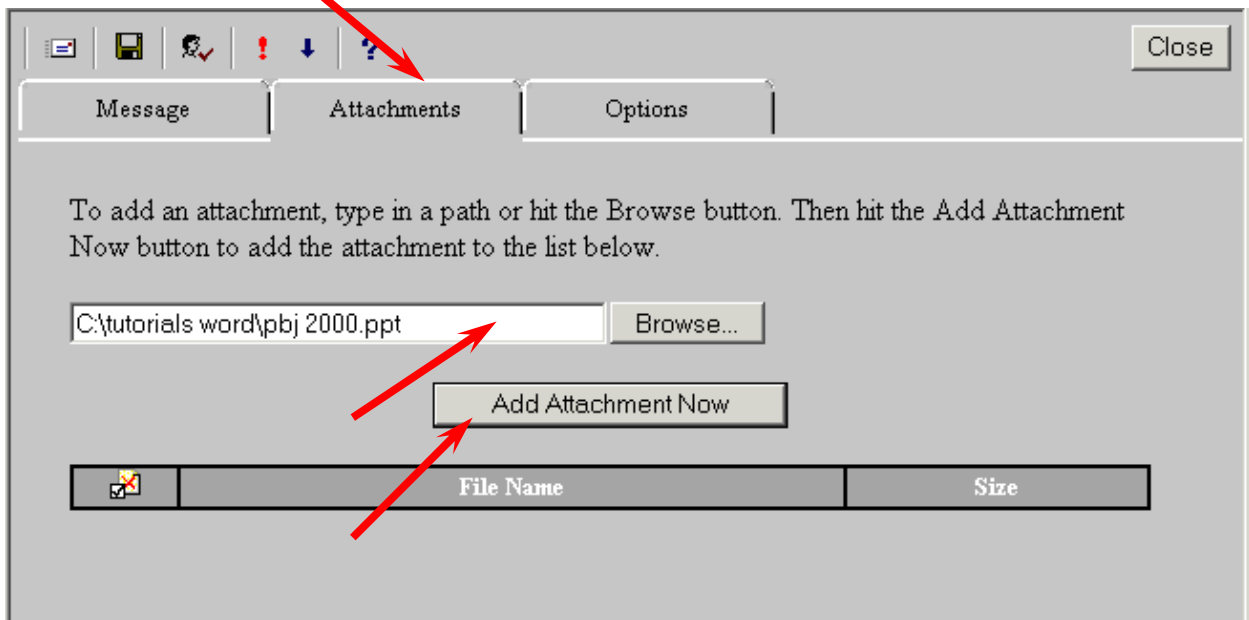
In our **screen above** we **added John Abbott**. You can fill in more information, as you desire. When you have added all your information, **click-on** the **small diskette in the upper left corner of the screen** (see arrow in view above). This will **Save and Close** this new Contact. The next time you are in Contacts you'll see this additional person.

Once you have added persons to your Contacts, you may copy their e-mail addresses into your e-mail much in the same manner as you did with Find Names.

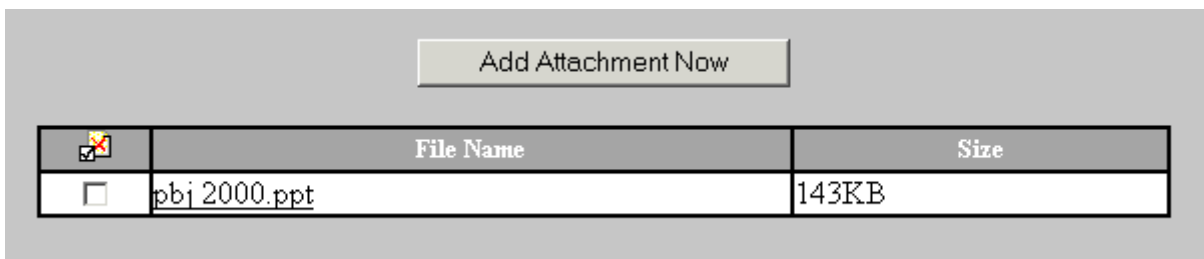
Adding Attachments to e-mail

There are many times when you want to **send a document, spreadsheet, PowerPoint presentation, picture, or file of some type to someone**, or be able to receive one. Outlook Web Access makes this relatively simple. The items indicated above are sent as “**attachments**” to your e-mail.

When you are sending an e-mail message and want to “**include**” an **attachment** it’s relatively easy. **Click-on the Compose New Message button**. At the top of the screen that appears, **click-on the Attachments tab**. A screen similar to the one below will appear.

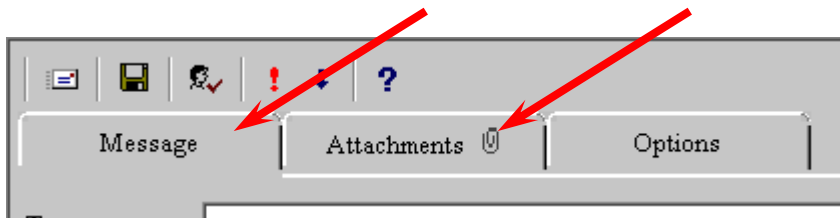


When the above screen appears, **click-on the Browse button** and you will be taken to a view of the disk drives on your computer. In the example above we went to our C: drive and selected a PowerPoint presentation to send with our e-mail. When you **see the file that you desire to send**, **click the Add Attachment Now button**. Your screen will look like the one below.



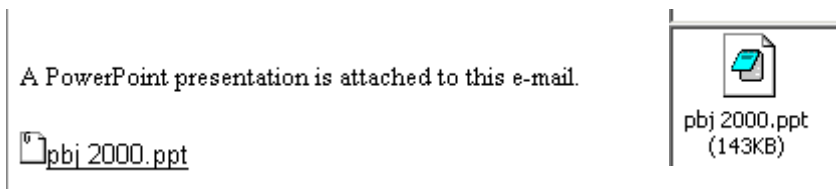
You’ll see your attachment under the File Name area.

Now **click** the **Message tab** at the top of the screen. You'll be taken back to your original message composition screen. **Notice** however, that there is now a **small paper clip** on the **Attachment tab**. This indicates that your file is attached and will be sent with this e-mail.



Complete your e-mail message as you would normally and then **click** the **Send** button.

When a **person receives your e-mail** they will **see** the attachment in a fashion **like** the two examples below.



Viewing an attachment you receive

If you **receive an attachment** in Outlook Web Access your message **will look like** the **one above, on the left**. To view your incoming attachment, **click-on** the **attachment**. You will notice that the “**little pointy hand**” indicates a **link**. **When you click** you will see a **selection screen** that asks if you want to **Open, Save** the attachment, **Cancel** this selection, or **more information**. Click-on the selection you desire.

Note, if you do not have the software in which the attachment was created, on your computer, you won't be able to open the attachment.