2010 Outlook Web App Client Overview

The upgrade to Microsoft Exchange 2010 includes an updated web-based e-mail client, OWA. OWA stands for "Outlook Web App" and gives you access to your district e-mail (your e-mail @sdccd.edu). It is available from any PC with access to the Internet.

To access the new client, you will continue to use the current link, <u>mail.sdccd.edu</u>. There are two types of OWA clients – PREMIUM and LIGHT. The premium version is displayed when you use a supported web browser (Internet Explorer 7 or later, recent versions of Firefox and Google Chrome on Windows, Mac and Linux, and Safari on Mac OS X.). The light version is automatically displayed when you use an unsupported browser, including IE6 and older.

The new OWA client provides most of the features available in the full Outlook client, such as Conversation View, Rules and Alerts, Mailbox Searches, and access to your Mailbox Quota. You can also do things like change your network password which was formerly only available while being logged in to a District computer.

The first screen you will see is the Sign in page.

San San	n Diego Community College District Microsoft Outlook Web App (OWA)
۲	This is a public or shared computer Be sure to sign out when you've finished, and close your browser.
© -	This is a private computer Select this option if you know and trust all users of this computer.
	Use the light version of Outlook Web App
User name:	
Password:	
	Sign in
SDCCD Connec © 2010 1	E-mail Help ted to Microsoft Exchange Microsoft Corporation. All rights reserved.

There are several options listed as well as boxes to enter your User name and Password. Your User name is the Login ID you use to log on your work computer, and the Password is the same password used for that login ID. The other options include:

1. This is a public or shared computer – Use this option when checking e-mail on a public computer you do not own or have not been assigned by IT. This option will delete any temporary files or cookies that get downloaded during your OWA session.

2. **This is a private computer** – Use this option on your work PC or your PC at home. This option will save any of your settings into a cookie file, so your settings will be saved when you log out. The inactivity timer will also wait longer to log you out due to inactivity.

The Outlook Web App premium client provides a similar experience to using the full desktop e-mail client like Outlook or Entourage for Mac. Many desktop e-mail client conventions are used, such as drag-and-drop, right-click context menus and Outlook's preview pane.

Reviewing the Outlook Web App Window



Folders & Left Navigation Bar

On the left hand side of the browser, is the <u>folder list</u>. This shows your e-mail folders including your Inbox, Drafts, Sent Items, Notes, Junk E-Mail and Deleted Items. You can also right click in this area to rename, delete or create new folders. The <u>navigation bar</u> is below the folders and allows you to switch between your mail, calendar, tasks, or public folder views.

Inbox / Message Listing & OWA toolbar

In the center of the browser is the <u>Inbox / message list</u>. Above the message listing is the <u>OWA toolbar</u> with options to create a new message, delete a message, move a message, filter and change your view, along with search options.

Preview Pane

On the right hand side of the browser window is by default, the **preview pane**. This displays the selected message along with common options such as reply, reply all or forward (

Sign Out

The **sign out** link is in the upper right-hand corner next to your mailbox account name. Click on **sign out** to exit your mailbox.

Outlook Help

The small question mark in the circle is the **<u>Outlook Help</u>** button. Clicking on it will open an additional window with Help topics listed or you may enter a specific topic to search for help on.

Sending a Message

To compose a new message click on the New message button above the Inbox / message listing:



The new message window will open. If it does not, ensure you have the **pop-up blocker disabled** for <u>https://mail.sdccd.edu</u>.

🟉 Unti	tled M	essag	e - Wi	n dows	Inter	net E	xplor	er								
🥭 https	://mail.	ex10te	st. sdcc o	l.edu/ov	ia/?ae=	=Item8	a=Ne	w&t=I	PM.Note	e&cc=MTQu	MS4yNzA	🔒 San Die	go Commu	unity Colle	ge District	[US]
Send		Û		11	\$∕)	2	1	2	ABC -	Option	5 HTM	L 💙				•
То																
Cc																
Subjec	t.															
Jubjee							\setminus									
Arial				✓ 10	*	в	τų	<u> </u>	123	< >	ab/ +	<mark>A</mark> - ×				
1								\backslash								
1																
										\backslash						
										\backslash						
											\backslash					
												\backslash				
											0		1	~ [<u>_</u>	
			_		_	_					😽 Internel			·治 •	💐 100%	•

Click the TO... or CC... and select the person to send an e-mail to. You may access the District's address book or your contacts, but not both at the same time.

You can also type in a name or partial name in the TO box and click the "**Check Name**" button and OWA will return a result set based on your search query.

For example, to send e-mail to John Smith, type "JOHN" or "SMITH", and then click the Check Name button. OWA will return all the people with either John or Smith in their name. To select, single click the name of the person from the search results.

Because of the similarity between OWA and Outlook this document does not cover all the options available when creating and sending a message. For more help on this subject, refer to the online help by clicking the question mark in the circle on the top right of the new message window.

Opening a message

To open a message in the preview pane, single click the message in the Inbox / message listing

To open the full message in a new window, double click the message in the Inbox / message listing.

Deleting a message

To delete a message, select the message in the inbox / message listing and then click on Delete.

New - Delete - Move - Filter - View -	្ត
Search Entire Mailbox	ې _ ۹
Conversations by Dat	te 🔹 Newest on Top
Today	A
🗾 Testing email again - KB	9 1
Keith Barron	11:02 AM

Or, right click the message in the Inbox / message listing and choose Delete from the displayed menu.

Two Weeks Ac	0	
Test of survey of the second s	Reply Reply All	. [] \V /2011
Ceith Barr	Forward as Attachment	/2011
Last Month Active sy jstrong	Retention Policy Archive Policy	/2011
▷ 🙆 Test ema 🆄 Keith Barr 📷	Create Rule Junk E-Mail	/2011
Testing r Keith Barr	Delete Ignore Conversation	/2011
▷ 🏟 testing fr Kent K. te	Move to Folder	/2011
▷ 🙆 Test ema 🏴 jstrong 🖭	Open Delivery Report	/2011
<u> </u>		

You can also delete a message by opening the message and clicking the X button on the top menu ribbon (see highlighted below).

🔄 nupsiji	namexiocesc.	succareaarow	al can=1	temoa≕	opena	l=thur	NOCEOU	ј≕куми	AMACIAN	2	San Diego	community college district [05
Reply	Reply All	Forward	* -	•	A		1	×	-	*	*	0
Test	of sus	pende	d Dl	base	Co	ру		De	lete			
jstron	g											

Creating Folders

Folders can be used to organize e-mail. To create a new folder, right click on the parent folder (such as your Mailbox or the Inbox folder) and choose **Create New Folder**.



A new folder is created and you then type in the new folder name and press OK.



Searching Your Mailbox

You can search your mailbox using the powerful search facility built into Outlook Web App.

To access the search functionality, click in the area directly below the New / Delete/ Move toolbar in your message listing and enter any search term you wish to find in your inbox, and then press the magnifying glass icon to begin your search:



Selecting Multiple Messages

You may want to delete or move multiple messages together. To do this, select multiple messages and perform an action on all of them.

To select multiple messages, select the first message using the left mouse button, hold down the Shift key and click the left mouse button again on the last message you wish to select (all messages will be highlighted like below). Note: Holding down the Ctrl key while clicking messages with the mouse, selects multiple messages one at a time.

Last Week		
Testing email with bus car Keith Barron	0 Thu 4/21	
Two Weeks Ago		
Test of suspended Dbase jstrong	[] (* 4/11/2011	
Three Weeks Ago		
Testing txt msg to cell Keith Barron	[] ♥ 4/6/2011	
Last Month		
Active sync set up on iPad jstrong	[] ♥ 3/30/2011	
Test email from Ex2010 Keith Barron	[] ♥ 3/25/2011	
Testing redirect in Exchang Keith Barron	3/25/2011	
▷ 🏟 testing from Kent		

Now, right click on one of the highlighted messages and choose an action to perform on all the selected messages (such as delete, mark as read/unread, move to folder, etc.).



Conversation View

The Conversation view is a new way of viewing e-mail in Outlook Web App that allows you to see message threads grouped together. This can help reduce the clutter in your mailbox. A conversation is a grouping of sent and received e-mails all dealing with the same e-mail subject. Sent Items are also included within the groupings.

A typical conversation will display in the reading pane similar to the image below:



To switch off the Conversation View, click View and uncheck Use Conversations.



Reading Pane

You may not wish to see the right-hand side previews of messages before you open them. To switch off (or back on) the Reading Pane, click **View** and change the Reading Pane to Off, Right, or Bottom.

New - Delete - Move - Filter -	View - 🖉 Testing em;
Search Entire Mailbox	Group by Conversations
Conversations by Date	This view groups all messages with the same subject together into one item and helps you keep track of everyone's replies.
I Testing email with bus car	✓ Use Conversations
Keith Barron	See more Conversation options
Two Weeks Ago	Reading Pane
Test of suspended Dbase	✓ Right
jstrong	Bottom
	Off
There = 101 = a loss 0 = a	

Setup Automatic Replies (Out-of-Office)

You can setup an "Out of Office" automatic reply on your e-mail account to let senders know you may not read their e-mail for a certain amount of time.

To setup an Automatic Reply, first click the **Options** button in your mailbox:

Next, click Set Automatic Replies...



You can choose to switch automatic replies on or off, choose the time period to send them in and set the text of the message to send. You have the option to create a message for other District senders and a different one for senders outside (external) the District. You can also control which external senders will receive automatic replies by using your Contacts list.

When you are finished editing your Automatic Reply remember to click Save to ensure it is set.

omatic Re	plies																			
ate automat	tic reply (Out of (Office)	messag	es here.	You c	an send r	eplies	to send	ers the v	hole tim	e you're	e awa	y or fo	r a spe	cific pe	riod o	f time.			
on't send a	automatic replies																			
end autom	atic replies																			
Send rep	lies only during	his tim	e perio	d:																
Start tim	ie: Tue 4/26/20	1	▼ 3:0	0 PM	~															
End time	e: Wed 4/27/20	11	▼ 3:0	0 PM	~															
end a reply	y once to each se	nder i	nside my	/ organi	zation	with the f	followi	ing mess	age:									_		
Gend a reply Arial	y once to each se	nder in	nside my B day, Apr	/ organi I <u>U</u> il 25th w	zation abe rith lim	with the f	followi The ss to	ing mess i≡ i≡ email. T	age:	Ē <mark>№</mark> -	<u>A</u> -	Q	A= A=	יז ר י	8	***	ζ ² Χ ₂	۶۹	¶14	
Arial I will be ou Keith Send aut Send Send	y once to each se ut of the office un comatic reply mee replies only to s replies to all ext	nder in il Mono sages enders ernal s	to send in my C enders	r organi I <u>U</u> il 25th w ers outs contacts	abe ith lim	with the f	iollowi ss to	ing mess iΞ iΞ email. T	age: 译 朝 hanks!	Ē <u>187</u> -	<u>A</u> -	2		27 (°	2		z ² X ₂	۶T	¶4	
Arial I will be ou Keith ✓ Send aut ③ Send Send a re	y once to each se ut of the office uni- comatic reply mes I replies only to s I replies to all ext eply once to each	nder in I Mono sages enders ernal s	to send in my C enders er outsic	r organi I <u>U</u> il 25th w ers outs contacts le my or	zation abe ith lim ide my list	with the f	followin ss to ation the fo	ing mess iΞ jΞ email. T ollowing	age: ≇ ∯ hanks! message	Ē <mark>192</mark> -	<u>A</u> -	2	<u>A=</u> A=	27 (°	8	š, >	r ² X ₂	۶Ţ	114	

E-mail Signatures

You may wish to include a portion of text such as your name, organization and contact details in each message you send. To do this, you can setup an e-mail signature.

To setup an e-mail signature, click Options in your mailbox.

Click **See All Options** then click **Settings.** In the section titled **E-Mail Signature**, you can compose the text to use as a signature and choose to automatically include it on your messages. When you are happy with the text, remember to click **Save** to keep your changes.



Checking Your Email Storage Limit

To check your mailbox size at any time, hover the mouse over the Mailbox name (usually your name). A box similar to the example below will display with mailbox space used information.



Setup Inbox Rules

You can setup "Inbox Rules" to organize e-mail, delete specific messages as they are received, or forward messages on to another e-mail address. Inbox Rules are automatic instructions that tell OWA and Outlook what to do when a specific condition is met. For example, you can set up a rule that moves a message from someone to a subfolder. Please keep in mind that rules set up in OWA cannot be pointed at a PST file (Personal Folder). Only folders available in OWA can be used in these rules. Some rules will only work in the full Outlook client. These will display grayed out and cannot be modified within OWA.

To setup an Inbox Rule, first click the **Options** button in your mailbox (next to the Help button):

Next, click Create an Inbox Rule...



The Inbox Rules page will open and display current rules. You may create, edit, or delete rules from this page.



See the specific example starting on the next page, detailing how to setup an Inbox Rule to forward your District email to your personal e-mail.

To return to your mail, click on My Mail.



Inbox Rule - Forward SDCCD E-mail to Personal E-mail

- To setup an Inbox Rule, first **Click the Options button** in your mailbox (next to the Help button):

- Next, Click Create an Inbox Rule...

Outlook Web App				sign out Mbx2 Test Ema	ail Account -
Mail > Inbox 6 Items				Find Someone Op	tions 🔹 🕜 -
Favorites Inbox	New - Delete - Move - Filte Search Entire Mailbox	r - View - 🖉 🔎 - V	test for o20	Options Set Automatic Replies	
Sent Items	Conversations by Da Today	ite 🔹 Newest on Top	 Mbx2 Test Emol To: Mbx1 Test Emol Acc. 	Create an Inbox Rule	tions -
Mbx2 Test Email Accour	► ✓ test for o2003 side Mbx1 Test Email Account] や 2:39 PM	Sent Items	Select a Theme	±45 PM
 Drafts Sent Items Deleted Items 	Yesterday ▷ᢙ test from mbx2 using owa Microsoft Outlook	Sun 12:56 PM	Got it form2 Sent from my Window		•
Junk E-Mail	1 14/1-		▶ Mbx1 Test Email		39 PM

- The Inbox Rules page opens and displays current rules. **Click on New...** to create a new rule

Outlook Web App	sign out Mbx2 Test Email Account
Mail > Options	My Mail 🔞 -
Account	
Organize E-Mail	Inbox Rules Automatic Replies Delivery Reports
Groups	
Settings	Inbox Rules
Phone	Choose how may will be handled. Rules will be applied in the order shown. If you don't want a rule to
Block or Allow	run, you can tarn it off or delete it.
	🖄 New 🔹 🗉 Details 🗙 🔺 🔹 🦉
	On Rule
	There are no items to show in this view.

- The New Inbox Rule Wizard opens in a new Window with some options available

New Inbox Rule		0
*Required fields		
Apply this rule		
* When the message arrives, and:		
Select one	•	
Do the following:		
Select one	•	
🗉 More Options		
	🗸 Save	🗙 Cancel
		🔍 100% 🔻

- Click in the Select one box under "* When the message arrives, and: "

New Inbox Rule		
*Required fields		
Apply this rule		
* When the message arrives, and:		
Select one	-	
Select one		
It was received from		
It was sent to		
It includes these words in the subject		
It includes these words in the subject or body		
It includes these words in the sender's address		
My name is in the To or Cc box		
[Apply to all messages]		
	🗸 Save	🗙 Cancel

Next, Click on "[Apply to all messages]".

- Click in the Select one box under "Do the following"

New Inbox Rule			0
*Required fields			
Apply this rule			
* When the message arrives, and:			
[Apply to all messages]	-		
Do the following:	7		
Select one	•		
Select one			
Move the message to folder			
Mark the message with a category			
Redirect the message to			
Delete the message			
Send a text message to			
		🗸 Save	🗙 Cancel
	_		1

- Then, Click on "Redirect the message to ... "
- The Address Book will open. Type your email address in the To -> and then Click OK



- The New Inbox Rule Wizard screen re-displays. Click on "More Options"

New Inbox Rule		0
*Required fields		
Apply this rule		
* When the message arrives, and:		
[Apply to all messages]		
Do the following:		
Redirect the message to		
I More Options		
✓ Sa	ave	🗙 Cancel

- The "Name of the rule:" box displays. Enter a new rule name and then Click Save

.

w Inbox Rule		
equired fields		
oply this rule		
* When the message arrives, and:		
[Apply to all messages]		
Add Condition		
Do the following:		
Redirect the message to 🝷	<u>'personal@email.com'</u>	
Add Action		
Except if:		
Add Exception		
Stop processing more rules (What does this mean?)		
Name of miles		
Name of rule:		
Forward Email to Personal		
	•	

- A Warning box will display. **Click Yes** to activate the rule for all future messages.

w Inbox Rule		(
quired fields		
ply this rule		
* When the me	ssage arrives, and:	
[Apply to all r	nessages]	
Add Condition		
Do the followi	Warning ×	
Redirect the		
Add Action	Do you want this rule to apply to all future messages?	
Except if:	Yes	
Add Exception		
Stop proces	sing more rules (What does this mean?)	
Forward Email	to Personal	
	/ Savo	Cancol

- The Inbox Rules page now displays with your new Forwarding Rule listed
 You may enable or disable rules by checking or un-checking the box left of each rule

Outlook Web App		sign out Mbx2 Test Email Account
Mail > Options		My Mail 👔
Account		1
Organize E-Mail	Indox Rules Automatic Replies Delivery Reports	
Groups		
Settings	Inbox Rules	
Phone	Choose how mail will be bandled. Bules will be applied in	the order nown If you don't want a rule to
Block or Allow	run, you can turp it off or delete it.	the order mown, if you don't want a rule to
	🖄 New 📕 🛅 Details 🗙 🐟 🔹 🧭	Forward Email to Personal
	On Rule	After the message arrives and
	Forward Email to Personal	Apply to all messages
	Forward Email to Personal	Do the following
		to 'personal@email.com'
		And stop processing more rules on
		uns message
	1 selected of 1 total	

- To return to your mail, click on My Mail.

Caution – If you get the warning message below, it means you have one or more rules that were turned off using your Outlook Client. When modifying rules within OWA, those rules will be deleted, so OWA warns you and gives you a change to cancel.

