

Outlook Web App User Guide

Outlook Web App (OWA) is the new version of the webmail system that enables you to access your email from home, or wherever you have an Internet connected computer.

There are many new features in Outlook Web App compared to the previous version. In this guide I'll highlight some of the more important ones that I think will be of most use.

If you have any problems using Outlook Web App contact anyone in the IT section.

Landing Page

1. The web address for Outlook Web App is the same as before.
You can simply enter **mail.pembrokeshirecoast.org.uk** into your browser address bar to get to the landing page.



The landing page looks different, but as before, click on the text link or picture to proceed to the logon page.

Logon Page 1

2. Type your Windows username and password into the respective boxes. You don't need to enter your username in the Domain\Username format, just use the same name as you use to login to a computer. If you are working from home or on an Authority laptop select **This is a private computer**. This will set the timeout to 8 hours. Selecting **This is a public or shared computer** will set it to 15 minutes. Don't tick the box to *Use Outlook Web App Light*. This will limit the functionality of OWA to that of the old version.

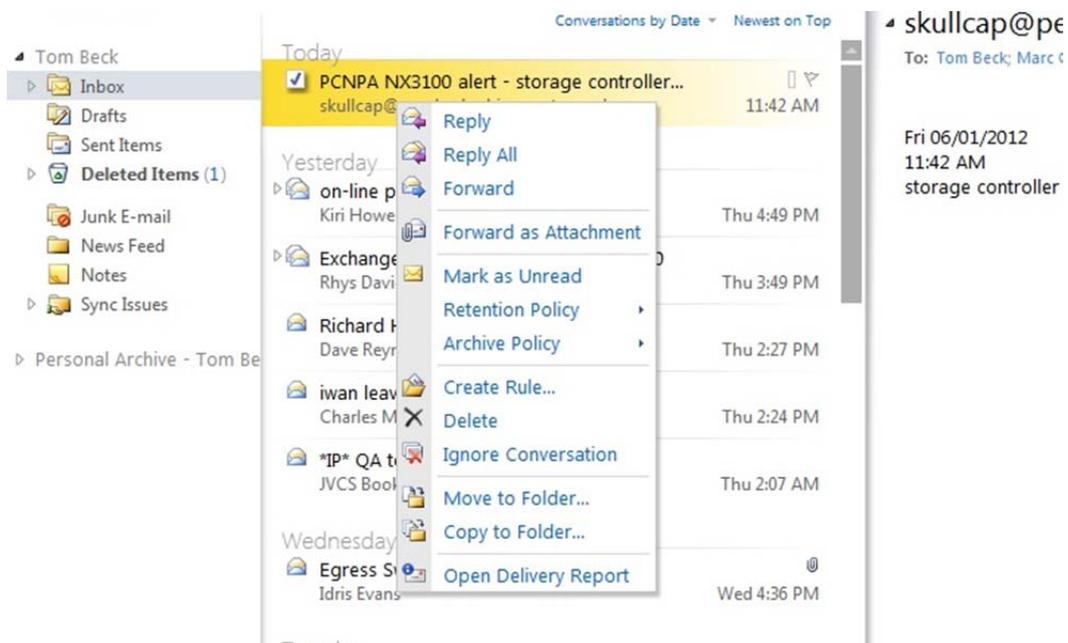
Logon Page 2

- The first time you logon to OWA you will be asked to set your language and time zone. This is set once, but can be changed through the Options menu.



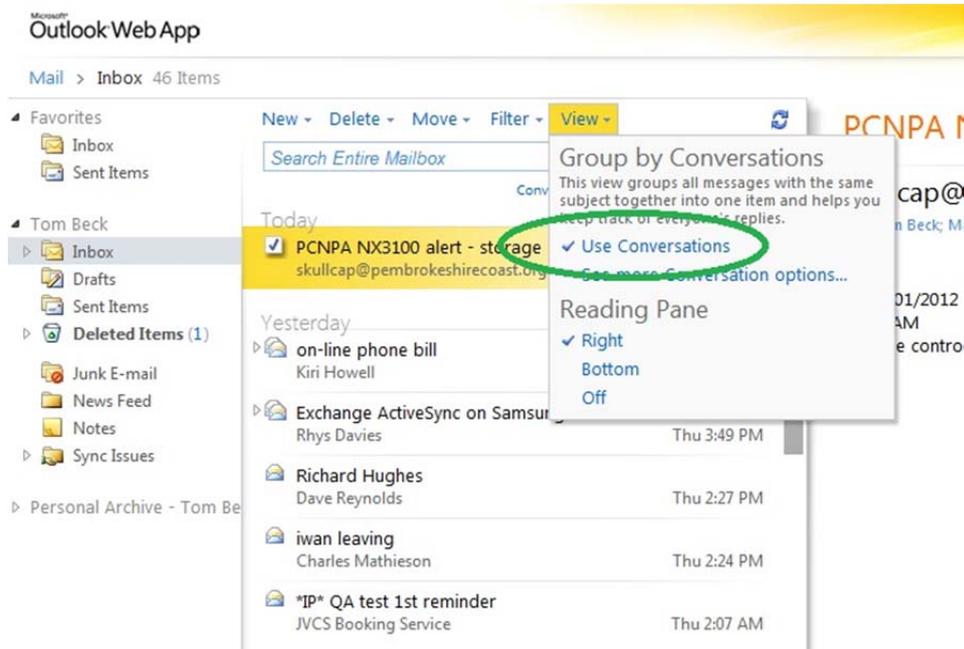
General Navigation

- One of the main differences in this new Outlook Web App is that you can now right-click items (as you would in Outlook) to display context sensitive options. This makes managing items a lot easier and quicker.



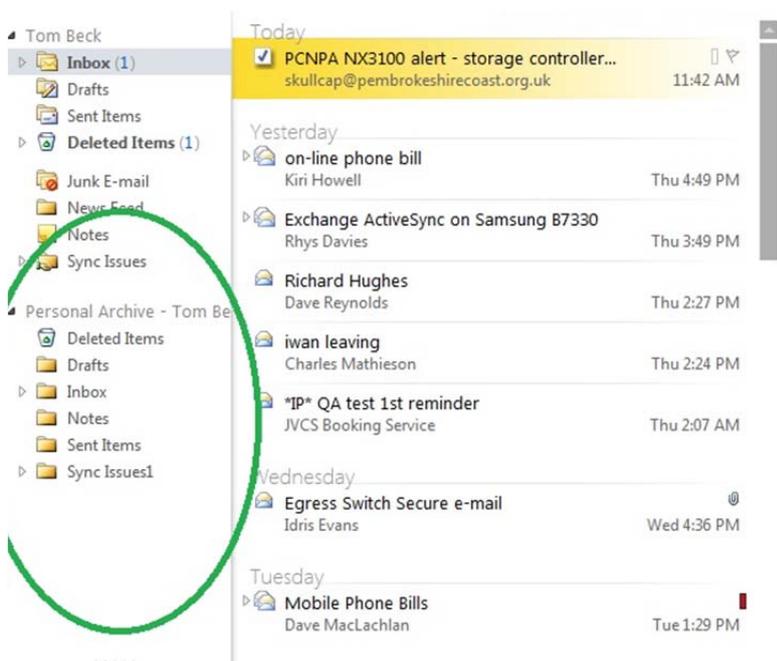
Conversation View

- Outlook Web App uses what is called *Conversation View* by default for all your folders. Conversation View is meant to make it easier to view message chains by showing all your related messages together, no matter what folder they're in. I'm not sure how effective this is, and as we don't yet use Outlook 2010 (which also uses Conversation View) it's probably worth turning it off. You do this by clicking on the **View** menu, then clicking on **Use Conversations** to remove the check mark.



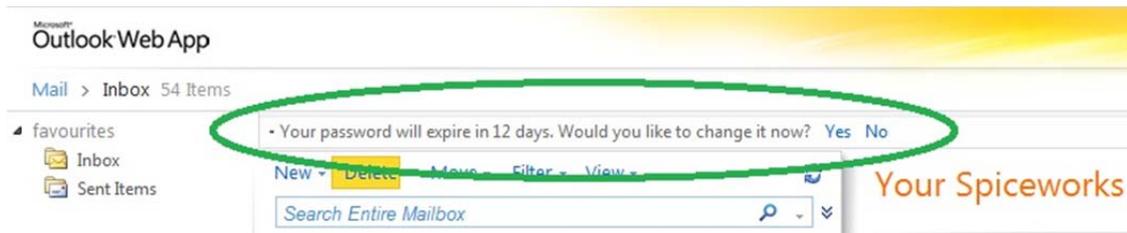
Personal Archives

- If you have the personal archive feature you can see your archive mailbox in Outlook Web App just as you would in Outlook. The Personal Archive is shown collapsed by default, so you'll need to expand it to see the various folders.



Password Expiring Prompt

- If your password is close to expiring, you'll see a reminder to change it at the top of the OWA window. Clicking **Yes** will take you to the change password screen (section 9).

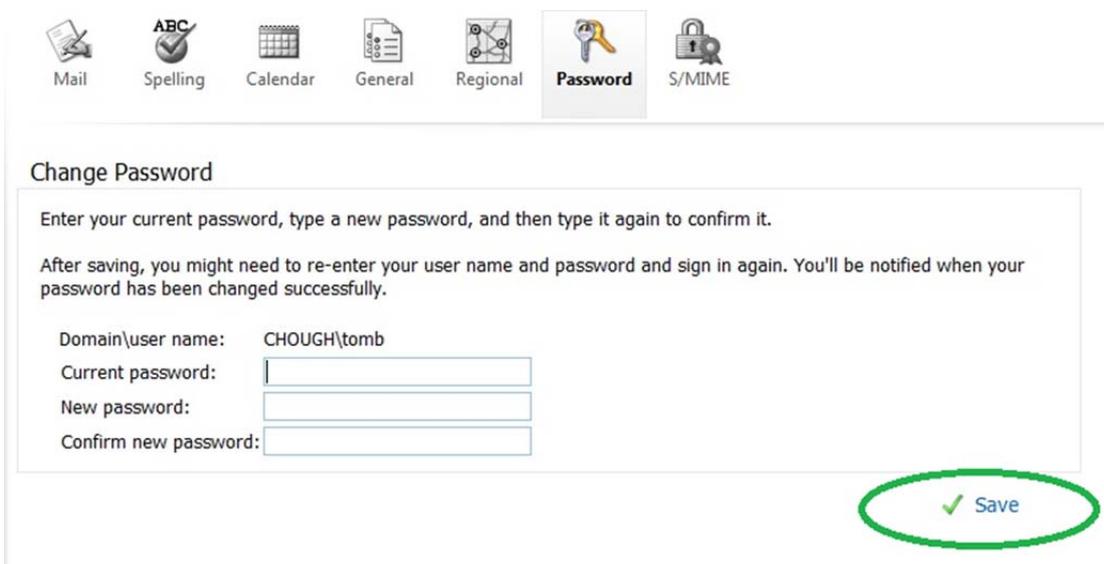


Changing Your Password

- If you haven't been prompted to change your password, but would like to change it anyway, you can. The change password screen, along with many other settings can be accessed from the *Options* menu. Click the **Options** button in the top right corner and choose **Change Your Password** from the drop down list.

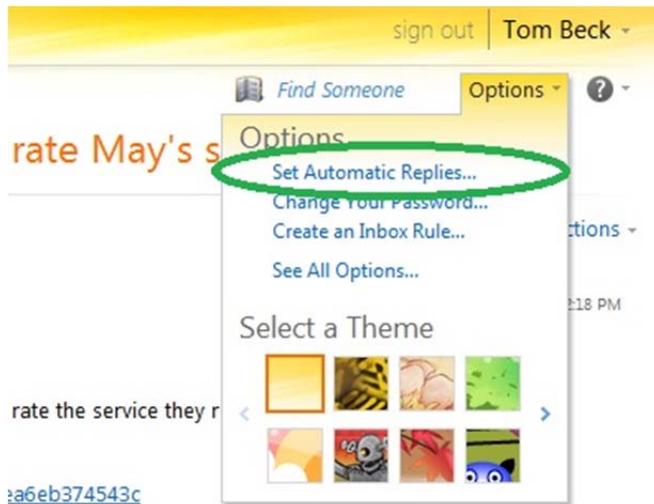


- Enter your current password, new password, and then confirm your new password in the boxes, then click **Save**. Once you have changed your password you will be logged out and will need to logon again.

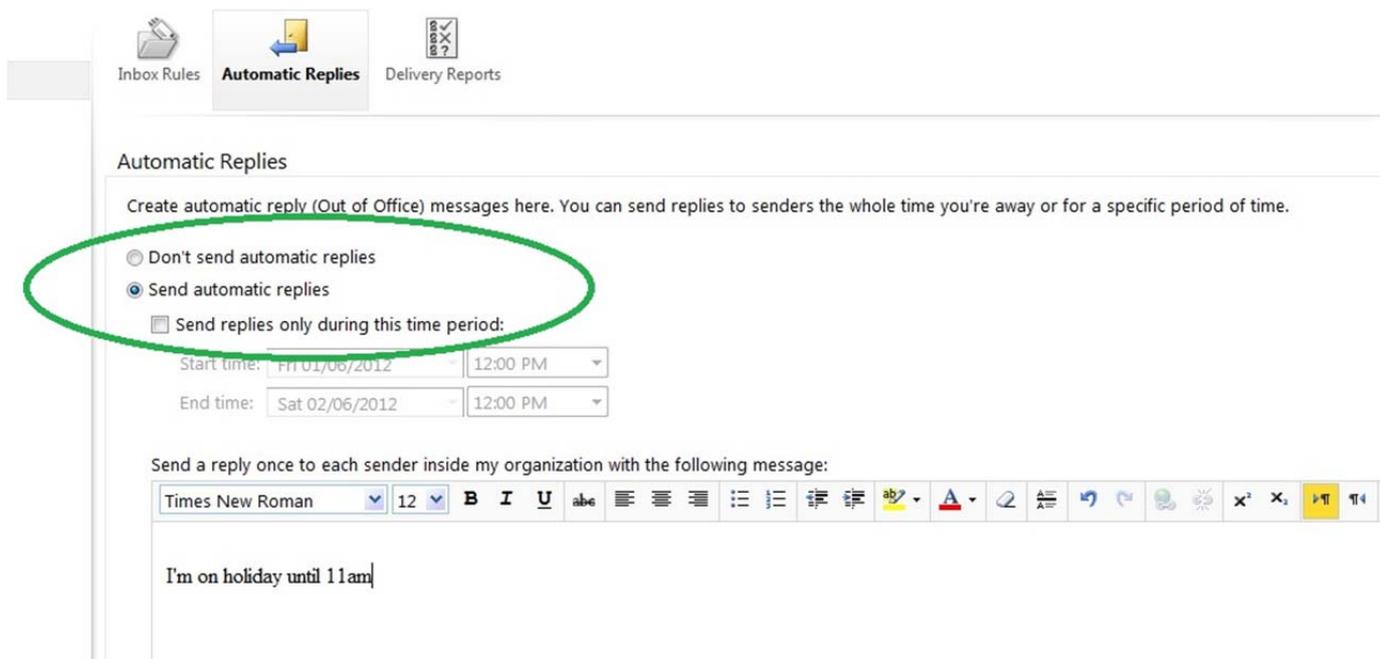
A screenshot of the "Change Password" screen in Outlook Web App. At the top, there is a navigation bar with icons for "Mail", "Spelling", "Calendar", "General", "Regional", "Password", and "S/MIME". The "Password" icon is highlighted. Below the navigation bar, the "Change Password" section contains the following text: "Enter your current password, type a new password, and then type it again to confirm it." and "After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully." Below this text are three input fields: "Domain\user name: CHOUGH\tomb", "Current password:", "New password:", and "Confirm new password:". At the bottom right of the form, there is a "Save" button with a green checkmark icon, which is highlighted with a green oval.

Out Of Office Replies (Automatic Replies)

10. You can now set timed out of office replies, sometimes called automatic replies in OWA, from the *Options* window. Click on **Options**, and then choose **Set Automatic Replies** from the drop down list.



11. Depending on the version of Outlook on your computer, OWA may have already imported your last out of office message. If it hasn't, the process for creating a new one is exactly the same as in Outlook. You can choose to send replies only for a set time, and whether to send different replies to internal and external messages.



Opening Other Mailboxes

16. Outlook Web App allows you to open and view other mailboxes that you have permissions for. You can only view one mailbox at a time, but this is a big improvement for those people who use team mailboxes. To open another mailbox you need to click on the small arrow to the right of your name in the top left corner.



17. In the Open Other Mailbox pop-up, type the name of the mailbox you want to open. You should be able to type the name and press enter, and OWA will find the mailbox for you.

18. If you try to open a mailbox you don't have permissions for you will receive the following error message.

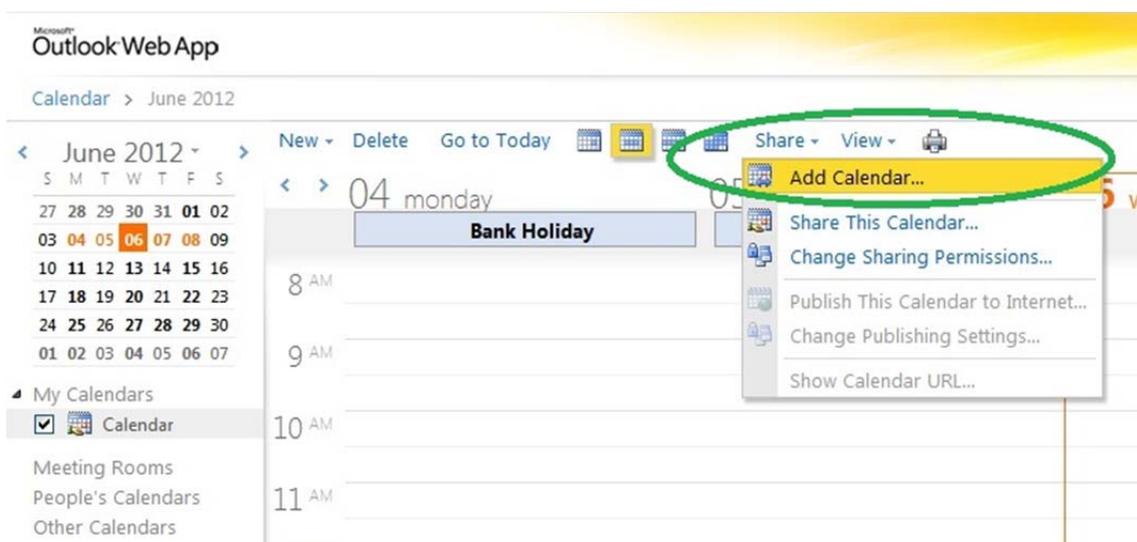
 Your mailbox appears to be unavailable. Try to access it again in 10 seconds. If you see this error again, contact your helpdesk. Press the back button in your browser to return to your mailbox.

19. Once you have finished working in the other mailbox you reverse the process to return to your own one. Put your own name in the Open Other Mailbox pop-up to revert back.

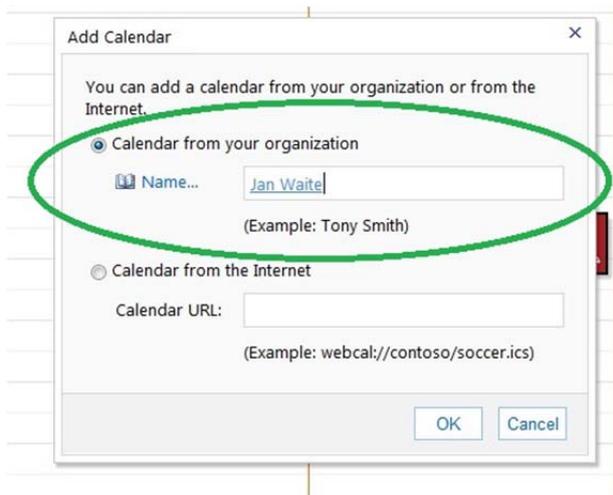


Adding Shared Calendars

20. Outlook web App lets you open and view additional calendars. To add a calendar to OWA click **Share** above your main calendar and choose **Add Calendar** from the drop down list.



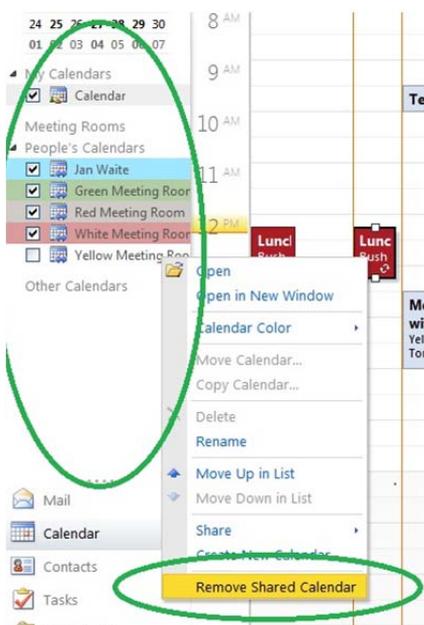
21. Type the name of the calendar you wish to add or choose it from the address book, then click **OK**.



22. The new calendar will be shown in your main calendar view, to the right of your personal calendar. You will be able to identify each calendar you add as they will have their name at the top. If you don't want to see the new calendar (but be able to view it again at a later date) click the **X** next to its name



23. Every additional calendar you add (whether you're viewing it or not) is added to your left hand column. Even though you can't view more than 5 at a time there is no limit to how many you can add. When you try to view more than 5 calendars (including yours) at once you'll get an error message asking you to close one in order to continue. If you want to permanently remove an additional calendar right click the calendar in the left hand column and choose **Remove Shared Calendar** from the drop down list.



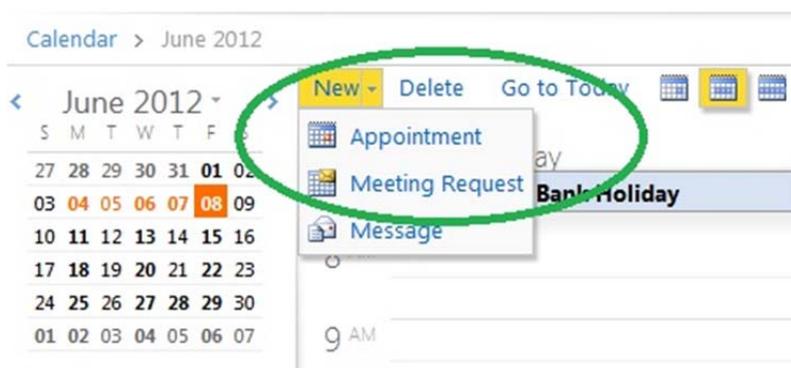
Address Book/Find Someone Feature

24. OWA now has a much better connection to the address book and you'll find that it is often able to auto-complete names when you start typing them. You can view the entire address book or use the Find Someone feature to display information about a person (including an overview of their calendar) Click on the address book icon or type a name into the Find Someone box in the top left corner of the OWA window.



Meeting Requests

25. OWA makes it easier to schedule meeting requests. To start a request click **New** from either the mail or calendar view and select **Meeting Request**.



26. Just as in Outlook you can either create the appointment or use the scheduling assistant to help you find times when the participants are free. We are not yet using Resources or Rooms features so don't add anything to these sections.

