What is Outlook Web App 2010?

The Outlook Web App allows you to access your University e-mail and calendar from any computer that has Internet access via a Web browser.

To access OWA:

1. Go to [http://mail.odu.edu](http://mail.odu.edu)
2. Click on This is a public or shared computer if you are NOT using your work or personal computer. This setting will auto-sign you out after 1 hour.
3. Click on This is a private computer if you are using your work computer or your personal computer. This setting will sign you out after 8 hours.
4. Enter your **user name and password** in the boxes. Then **click Sign In**. You are now signed in to OWA.
Navigating OWA

OWA is designed to closely mimic the look and feel of Outlook 2010. The Mail screen is divided into three panes: The **Navigation Pane**, **Message View Pane**, and **Reading Pane**.

The **Navigation Pane** contains mail folders and provides easy access to Calendars, Contacts, and Tasks. The **Message View Pane** functions as the inbox and contains all received mail. The **Reading Pane** displays the contents of a selected message.

Sections of OWA

Click on the selection tab to access the various tools in OWA

- Mail – Compose, send, read, and reply to e-mails.
- Calendar – Create and manage appointments and meetings.
- Contacts – Manage and store contact information.
- Tasks – To-do items with optional reminders.
**OWA Mail Screen**

The Mail view is your main point of entry for creating new emails, checking for new emails, and navigating your folders. The following image illustrates the tools available in the inbox.

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**Change View Settings**

To change how OWA displays your emails:

1. **Click View**
2. **Select Use Conversations** to toggle the Conversations view on or off
3. Select whether to have the Reading Pane on the right, the bottom, or off.
Creating/Sending Messages

1. To create a message, click on the New button in the toolbar and choose Message.

2. Type an e-mail address in the To: field.

   - To look up an address, Click the To: to open the Global Address List. Or click the Address book button.
   - Or type part of the address, and then click the Check Names button.
   - To add an attachment, click on the Paper clip button.

3. If you want to add the BCC line or set tracking options, click the Options button and then select what options you would like.

4. Add a subject and body to your message, and click Send to send the message.
Create a New Folder

Creating new folders allows you to store your messages in an organized way.

1. In the navigation pane, right click on the folder that will contain your new folder.
2. Click create new folder from the drop down menu.

3. Type a name for the new folder, and press enter on your keyboard.

4. The new folder has been created.
Move E-mail to Folders

Moving e-mail removes a message from the message pane and places it in the destination folder.

1. Click on the e-mail you want to move.
2. Click on the move dropdown menu.
3. Click the destination folder from the list that appears.

OR

1. Drag and drop the e-mail you want to move into the destination folder.
OWA Calendar

Customize OWA Calendar View

OWA has four views you can use to display your schedule and appointments:

- **Day View** – Displays a single day’s appointments by the hour.
- **Work Week View** – Displays appointments in a 5 day format: Monday through Friday.
- **Week View** – Displays appointments for the entire week: Sunday through Saturday.
- **Month View** – Displays appointments for the entire month.

Adding an Appointment

1. Click **New** on the Calendar Toolbar.
2. Click **Appointment** in the drop down menu
   OR
   Double click on the **date of the appointment** on the calendar.
3. In the Appointment window:
   1. Type a **subject** for the appointment.
   2. Type a **location**.
   3. **Select** a start and end time/date.
   4. **Turn reminder** on/off and select how far in advance of the appointment it triggers.
   5. **Add** more **details** in the body section of the window.
   6. **Click Save and Close**.

4. The appointment is now visible in your calendar.

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Creating a Meeting Request

Meeting Request is a tool that allows you to schedule meetings and invite attendees. You receive notification when someone accepts, declines, or proposes a new meeting time.

1. **Click New** on the Calendar Toolbar.
2. *Click Meeting Request.* The new meeting window will open.

3. *Type* the address of people you want to invite into the **To**… field. *Click To...* to use the Global Address List to find attendees.

4. *Click on Resources...* and **select** a resource from the list to reserve a room or piece of equipment.

5. *Type* a subject for the meeting in the **subject** field.

6. *Type* a location for the meeting in the **Location** field. If you selected a room in Resources, it will auto-populate here.

7. *Select a start and end time/date.*

8. *Click Send.*

9. E-mail invitations will be sent to all invitees and resources will be reserved during your scheduled time.
Using the Scheduling Assistant

The Scheduling Assistant allows you to check the availability of people and resources, displaying Free/Busy indicators for blocks of time throughout the day.

1. Click New on the Calendar Toolbar.
2. Click Meeting Request.
3. Click the Scheduling Assistant tab.
4. Select a start and end time for the meeting.
5. Add a name to select attendees from the Global Address List.
6. Add a room to add a location for the meeting.

Availability is determined by each user’s personal calendar. Unavailable time will appear as a purple block in the row next to an attendee’s name. You can easily see when people and resources are available and select an appropriate meeting time.

- Adjusting the vertical green and red lines will change the start and end time of your meeting.
- The suggested times section on the right side of the screen will automatically populate with dates and times where all resources and people are available.

Calendar Sharing

Sharing a calendar will allow others to have more access to your scheduling information than basic Free/Busy indicators.

1. Click Share on the Calendar Toolbar.
2. Click Share a Calendar in the drop down window.
3. *Click* on the calendar you wish to share.

4. *Click* on the **To** button to select users to share your calendar with.

5. *Add a subject* for the invitation.

6. In the Share section, *click* on the level of **access** you wish to grant users.

7. *Type* text into the body if desired.

8. *Click Send*.

9. The person(s) being invited will receive an e-mail in their inbox requesting a calendar share. In order to accept, they must *click Add This Calendar*.

**Adding a Calendar**

You can add anyone’s calendar to your list in OWA, however in order to see more than simple Free/Busy information, you will need to request permission.

1. *Click Share* in the calendar toolbar.
2. Click Add a Calendar.

3. In the Add a Calendar window, click on Name and select the user you want from the Global Address List.

4. Click OK.
Contacts

There are two ways to access contacts in OWA:

- The Contacts menu item in the bottom left will open your personal contacts list.
- The Find Someone button in the top right will open the Global Address List in a pop up window.

The Global Address List

The Global Address List contains all people and resources in the organization. It can be used to find contact information, invite users to meetings, and check resource availability.

Click on the book icon next to “Find Someone” you access the Global Address List. There are a couple of different features as compared to the “Contacts” you open in the left side navigation.

- Default Global Address List – this is a list of all people in the system.
- All Rooms – this is a list of all rooms available for booking.
The Personal Contact List

You can view All, People or Groups in your personal contact list. Click the radio button under “Show:” to select from these views.

When you click on an address of an individual or group from the list, you can:

- E-mail the individual or group
- Set up a meeting request with the group or individual
- Forward the group or individual contact information to someone else

Creating New Contacts

You can create new individual or group contacts. Click on New in the contact toolbar and select:

- **Contact** – to create an individual contact.
- **Group** – to create a group contact.
When you create either a new group contact, a window opens for you to enter in information about the group.

1. *Type* a name for the group in **Group Name**.
2. *Click Members* and the Global Address list (GAL) will open for you to find names to add.

3. Or type in the email address of the person you want to add to your group.

4. Then click **Save & Close** when you are finished.
Search OWA

How to Search

You'll find a search window at the top of the list for E-mail, contacts or tasks. If you click the down arrow next to the search box you will have several choices to choose from:

- **This Folder** – Searches in folder you are in currently.
- **This Folder and Subfolder** – Searches a folder and its subfolders.
- **Entire Mailbox** – Searches the contents of your entire mailbox.
- **Set Default Location** – Lets you choose what folder to search in by default.

You can also perform advanced searching. For **Advanced searching**, click the **chevrons** to the right side of the search window to select additional options to narrow the range of your search. In Mail, you can narrow your search to the following:

- **Results in** - the subject and message body, message body only, or subject only.
- **From** - or sent to a specific person or group.
- **Category** - Items in a specific category.
- After you configure your search, click **Enter** or **Search** to start your search.
Advanced Features

To add an E-mail Signature

1. Click on Options in the upper-right portion of the screen.
2. Click See All Options in the drop down menu.
3. Click on Settings.
4. Type your signature in the E-Mail Signature text box.
5. Click Automatically include my signature on messages I send if you want the signature to appear by default on your outgoing e-mail.
6. **Click Save** in the lower-right portion of the screen.
7. If you did not choose to automatically include your signature on outgoing e-mail, you must manually insert it. In the new email window, **Click the Insert Signature button**. Your signature will appear in the text of your message.
Out of Office Messaging

1. Click the **Options** dropdown menu, and **select Set Automatic Replies**.

2. Click the **Send automatic replies** radio button and choose:
3. **Select** Start and End times.
4. **Type** a message about being out of the office, i.e. “I will be out of the office from June 1 - June 5.....”
5. **Click Save** when you are done.
Set Mail Rules

1. Click on Options.
2. Click Create Inbox Rule in the drop down menu.

3. Click New. This opens the New Inbox Rule window.

4. Select the conditions that will trigger the rule, and then set the options that you would like the rule to perform.