

Outlook Web Access (OWA)

User Guide

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1.0 INTRODUCTION

You can access your email account from your workstation at your main work site using Outlook Web Access (OWA), or a computer in any location that has Internet access, without additional software or workstation 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 away from your primary work site and 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 **Log 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**
- 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

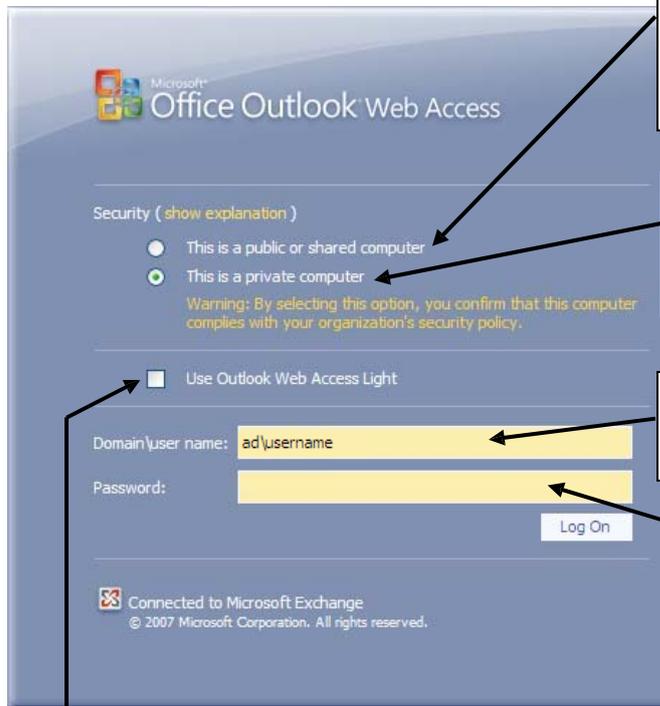
Use Microsoft Internet Explorer browser for full functionality. To start:

- Launch the **Internet Explorer** program:  **Internet Explorer**
- In the address bar, type: <https://ca.mail.ca.gov/OWA> , 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: **cwsdom\smithj**
- If you are using **Outlook Web Client Light** Click the Box.
- In the password box, enter your **password** then click the **Log On** button



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 primary workstation.

Enter your **domain name\user name** here.

Enter your **password** here. Use the password that you use to login to your workstation.

See the next page for a table showing different features that work in either **Outlook Web Client** or **Outlook Web Client Light** version.



Table: Comparison of Outlook Web Access Light and Outlook Web Access Premium

Feature	Light	Premium
Spelling Checker	Not available	Available
Reading Pane	Not available	Available
Accessibility for Blind and Low Vision Users	Available	Not available
Notifications and Reminders	Not available	Available
Weekly Calendar Views	Not available	Available
Windows SharePoint Services and Windows file share Integration	Not available	Available
Compose Messages by Using HTML	Only plain text is available in Outlook Web Access Light	Available
Calendar Options	Limited to the following features: Show week numbers Set the first day of the week Select days of the week Set day start and end times	Available
Arrange By	Limited to a subset of choices, depending on the folder type	Available
Right-Click Menu	Not available	Available
Drag-and-Drop	Not available	Available
Explicit Logon	Not available	Available
Type-down Search	Not available	Available
Resource Mailbox Management	Not available	Available
Appearance (Color Scheme)	Not available	Available
Voice Mail Options	Not available	Available

2.2 INTRODUCTION TO YOUR INBOX

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

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List of your email messages in the selected folder (example: Inbox)

The Inbox Toolbar

Select and sort criteria for the selected folder

Folder Bar

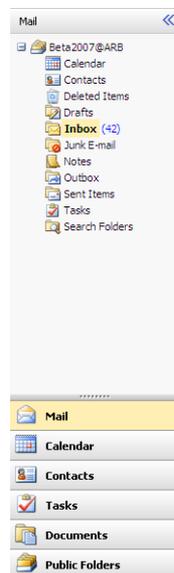
Navigation Pane

Reading Pane

To Scroll through the contents of a folder, click **Previous Page** and **Next Page**. You can also click **First Page** and **Last Page**.

Please Note: The Folder Bar and Inbox Toolbar change as you switch between your Inbox, Calendar, Contacts and Tasks.

2.2.1 The Navigation Pane



First section

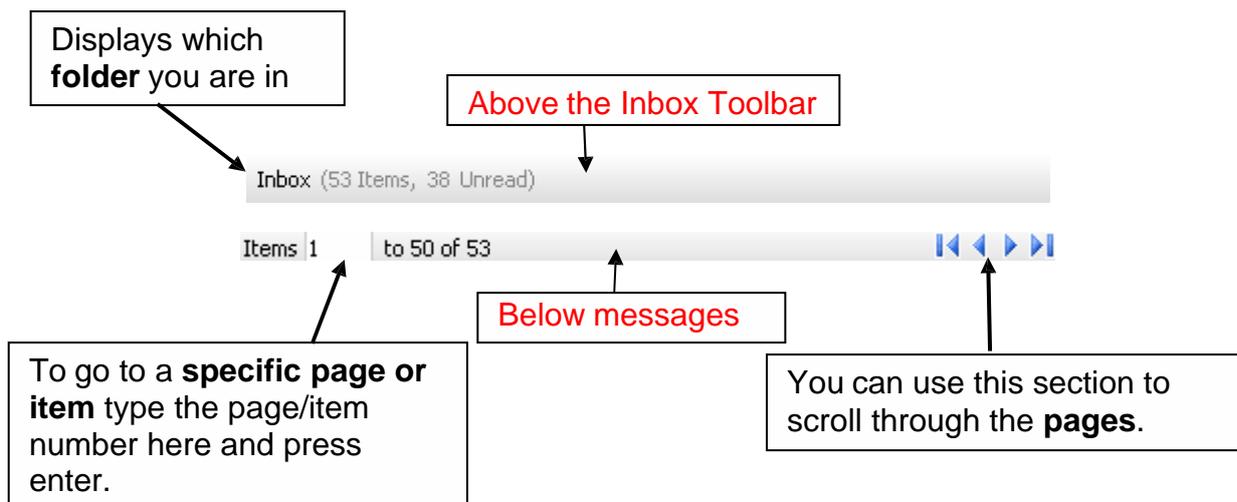
Second section

The **Navigation Pane** is made up of two sections:

- The first section **lists all folders**. This includes folders you have created as well as the standard folders (e.g., Calendar and Tasks).
- The second section contains **buttons** which allow you to **quickly access** your Inbox, Calendar, Contacts, etc.

2.2.2 The Folder Bar

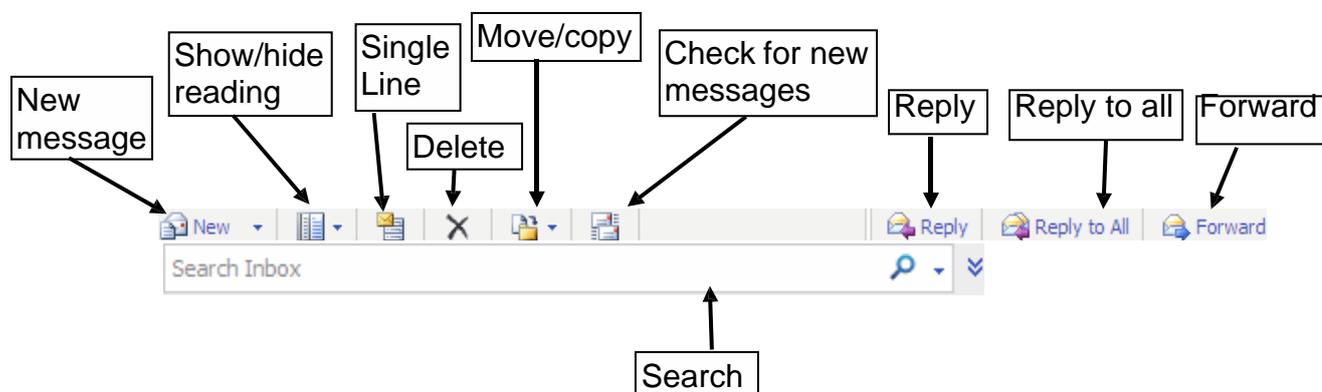
The folder bar **changes depending on which folder** you are in. When you are in the Inbox, the folder bar looks similar to the following:



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**:



All of the tools listed above will be explained in more detail in this Guide.

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



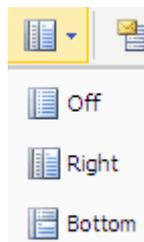
settings to display the Reading Pane at the bottom of the screen or switch it off altogether.

To **change the Reading Pane display settings**:

1. Click on the **Show/Hide reading pane** button on the Inbox toolbar:

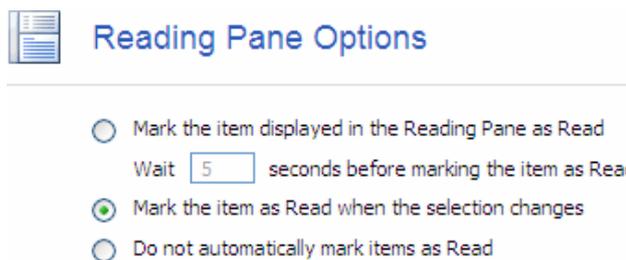


2. **Select the preferred option** from the drop down menu:



You can also alter the settings so that the messages viewed in the reading pane appear as read or unread depending on your preference:

1. Click the **Options** button in the upper right corner of the window.
2. **Messaging** is automatically selected on the Options Menu on the left side of the window.
3. Scroll down until you reach the **Reading Pane Options** section:



4. Select your preferred option.
5. Click the **Save button** above the message options window.

2.3.2 Arrange Message Views

You can arrange the way you view your list of messages. The options available to you are:



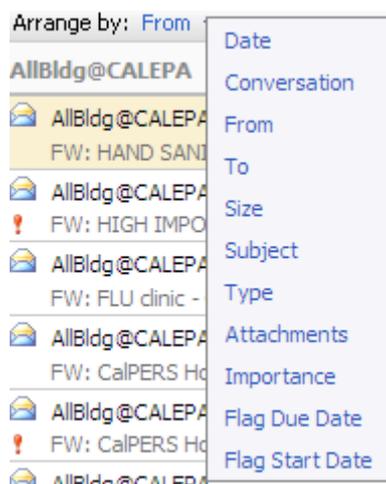
- ❑ **Date** – Sorts and groups your messages by date the messages were received.
- ❑ **Conversation Topic** – Sorts and groups your messages by conversation topic.
- ❑ **Sent From** – Sorts and groups your messages by sender.
- ❑ **Sent To** – Sorts and groups your messages by recipient. This option is particularly useful in the Sent Items folder.
- ❑ **Message Size** – Sorts and groups your messages by the size of the message including the attachment.
- ❑ **By Subject** – Sorts and groups your messages by subject.
- ❑ **Type** – Sorts and groups your message by Messages or Meeting Requests.
- ❑ **Attachments** – Sorts and groups your messages by whether they have an attachment or not.
- ❑ **Importance** – Sorts and groups your messages by high or low importance.
- ❑ **Flag Due Date** – Sorts and groups your messages by the Flagged due date.
- ❑ **Flag Start Date** – Sorts and groups your messages by the Flagged start date.

To change your message view:

- Below the Search Box click on the down **arrow** next to Arrange by:

Arrange by: Date ▾

- Select your **preferred option** from the drop down menu:



2.3.3 Changing the Color Scheme

You can change the color scheme of your mailbox.



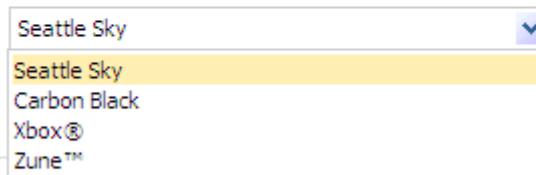
To **change the color scheme**:

- Click the **Options** button in the upper right corner of the window. 
- Select **General Settings** on the Options menu on the left side of the window.
- Scroll down until you reach the **Appearance** section:



Appearance

To see the color scheme you select, refresh your browser a

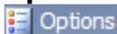


A screenshot of a web browser interface showing a dropdown menu for color schemes. The menu is open, displaying four options: "Seattle Sky" (highlighted in yellow), "Carbon Black", "Xbox®", and "Zune™". The dropdown arrow is visible on the right side of the menu.

- Select your preferred color scheme from the drop down menu.
- Click the **Save button** above the message options window.

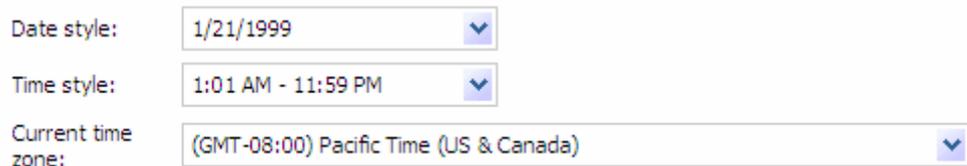
2.3.4 Date and Time Formats

You can alter the Date and Time formats which appear in your messages and Calendar. To change the format:

- Click the **Options** button in the upper right corner of the window. 
- Select **Regional Settings** on the Options menu on the left side of the window. You will see the Date and Time Formats Section on the right side of the window.



Date and Time Formats



A screenshot of the "Date and Time Formats" settings section. It contains three dropdown menus: "Date style" set to "1/21/1999", "Time style" set to "1:01 AM - 11:59 PM", and "Current time zone" set to "(GMT-08:00) Pacific Time (US & Canada)".

- Select your preferred format using the drop down menus. **Note:** do not change your current time zone.
- Click the **Save** button.



2.3.5 Other Options

You can customize various other aspects of your messaging options such as how many items are displayed per page.

To **change the Messaging Options**:

- Click the **Options** button in the upper right corner of the window. 
- Select **Messaging** on the Options Menu on the left side of window. Find the **Message Options** on the right.



Message Options

Number of items to display per page: 

After moving or deleting an item: 

- Play a sound when new items arrive
- Display a notification when new e-mail items arrive
- Display a notification when new voice mail items arrive
- Display a notification when new fax items arrive

- Select your preferred options.
- Click the **Save** button  **Save** above the Message Options.

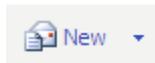
To find out more about your **Signature** refer to section 3.6.3 and for more about **Fonts** refer to section 3.4.

3.0 CREATING AND SENDING NEW MESSAGES

3.1 CREATING A NEW MESSAGE

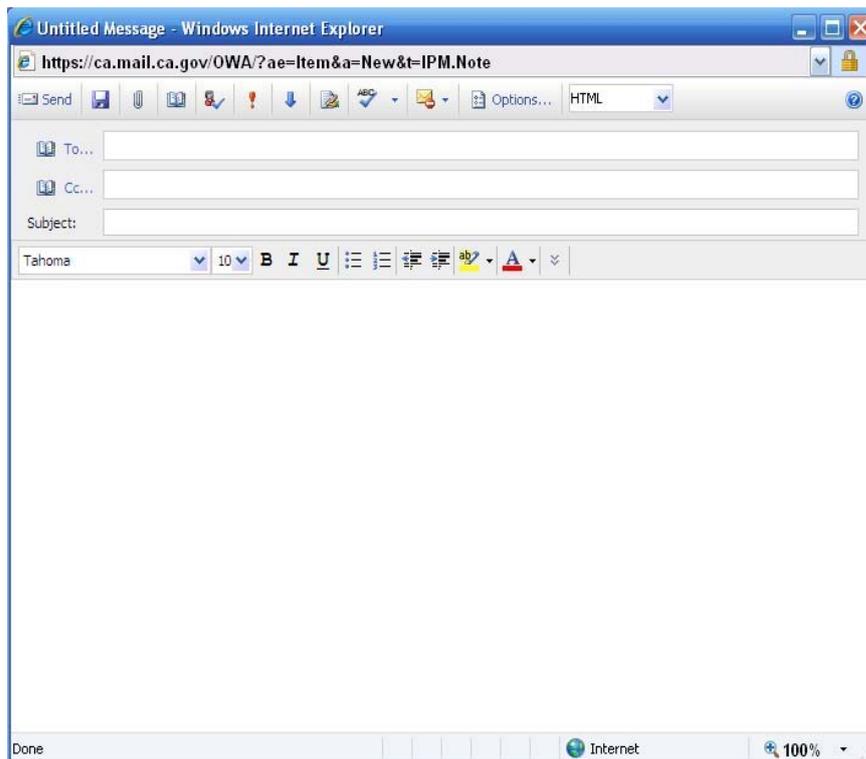
To **create a new message**:

- Click the **New** button on the Inbox toolbar:



OR

- Click on the arrow to the right of the **New** button.
- Select **Message** from the drop down menu, 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.
Be sure that you include the first name and the last name.
- Click on the **Check Names** button:



or press **<ctrl> + K**

Outlook will check that the name is a **valid name** from the Directory 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:

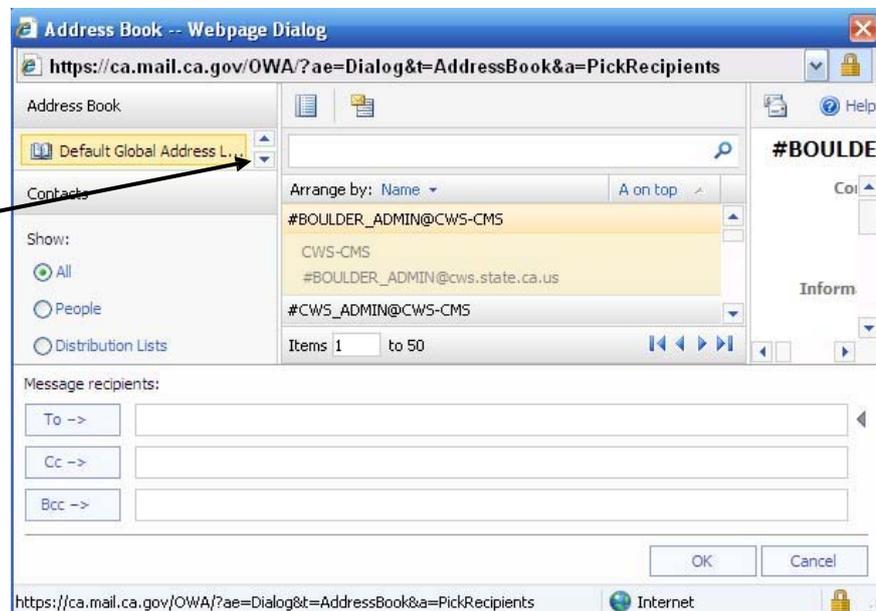
Contacts: A list of your personal Contacts. To find out more about Contacts, refer to section 6.0.

Global Address List (GAL): A directory containing all CA.mail addresses hosted by the Office of Technology Services. 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:



Click the dropdown arrow and choose Global Address List or Resources, or other addresses.

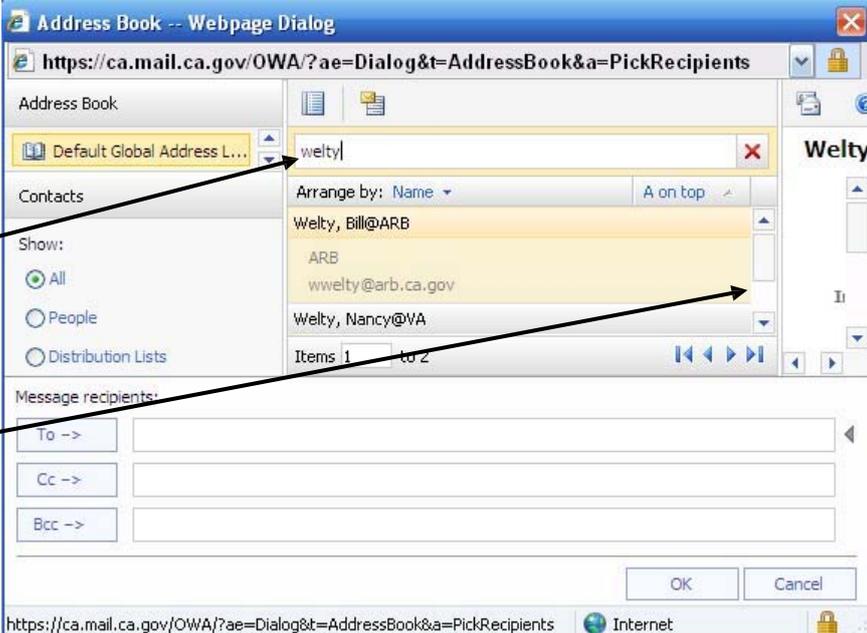
- Use the **Find names in** drop down menu to select either the Global Address List or your list of Contacts.

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Please Note: You can change which list is displayed first, refer to section 3.2.3 for further information.

- In the **Display Name** field type the last name followed by the first name of the intended recipient.
OR
- Enter the last name or first name only in the relevant fields.
- Click the search button . The recipient's details will be displayed in the dialog box:



Enter the last name or the first name only.

Scroll to find the name you're looking for.

Please Note: If the name cannot be found in the Global Address List or your Contacts, it is possible that the spelling is incorrect or the account does not exist. Retry entering the name using the addressing method outlined on section 3.2.1.

To add the recipient to your message:

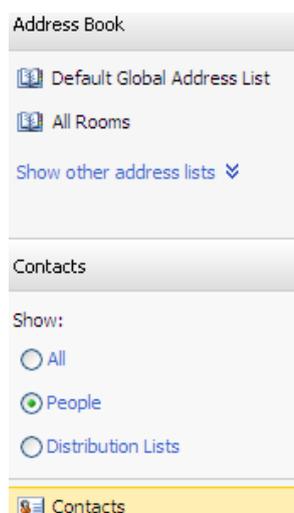
- Click to select the **recipient's name**.
- Select **To, Cc or Bcc**. The recipient's address will be automatically added to the relevant field within the message.
- **Repeat the above steps** until all of the recipient's names are added.
- Click the **OK** button.



3.2.3 Customizing Address Book Searches

As a default, the Global Address List is usually displayed first in the Find Names dialog box. If you prefer, you can customize Outlook so that you can search your **Contacts**:

- Click the **Contacts** button:



- Select **All**, **People**, or **Distribution Lists**.
- Scroll to find the specific contact and double-click on the contact to add them to the **To**, **Cc**, or **Bcc** field.

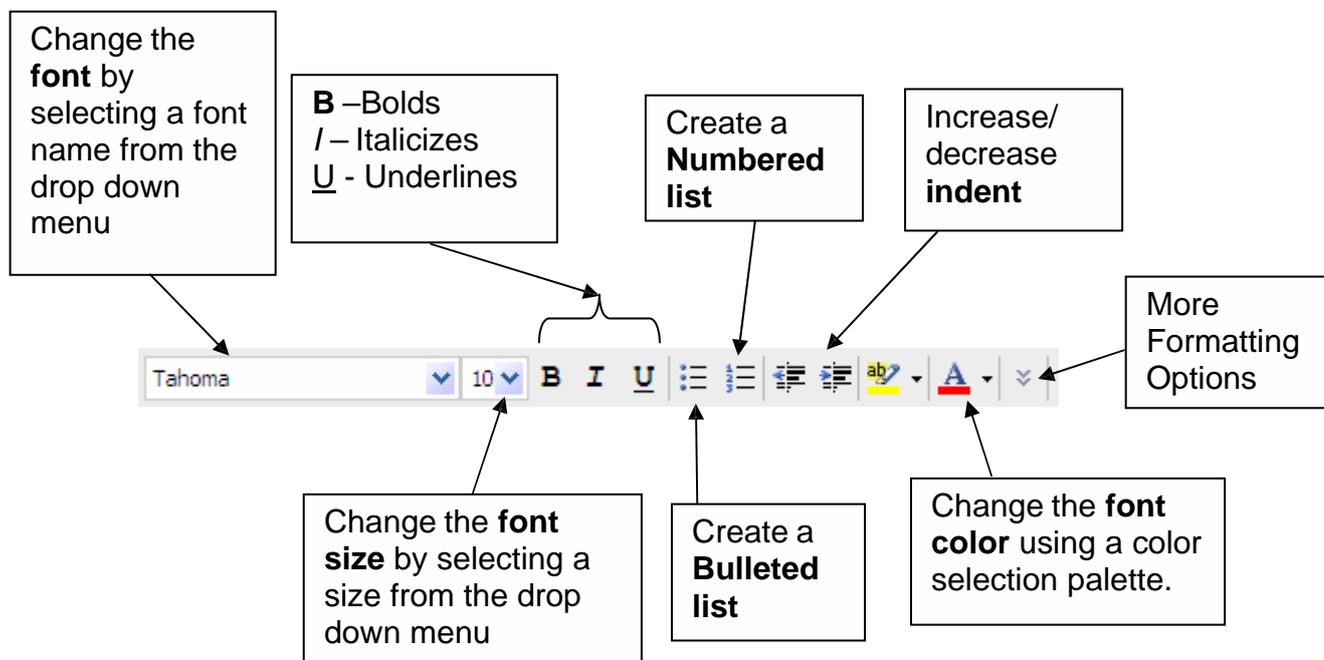
3.3 ADDING THE SUBJECT AND TEXT TO THE MESSAGE

- Type a suitable subject in the **Subject** field.
Please Note: Some people are tempted to leave this field blank however it is good email etiquette to add a subject so that the recipient can quickly tell what the message is about.
- Add any required text into the body of the message.



3.4 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.

You can also set the font you use for new, replied to and forwarded messages so that the same font will always be used. To set the font:

- Click the **Options** button in the upper right corner of the window.
- Select **Messaging** on the Options menu on the left side of the window. Find **Message Format** on the right.



Message Format

Compose in this message format:

- HTML
- Plain text

Choose message font: 10pt. Tahoma



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- Select your preferred font, style, color and size.
- Click the **Save** button  Save above the Message Options.

3.5 ATTACHING A FILE TO THE MESSAGE

To attach a file to your message:

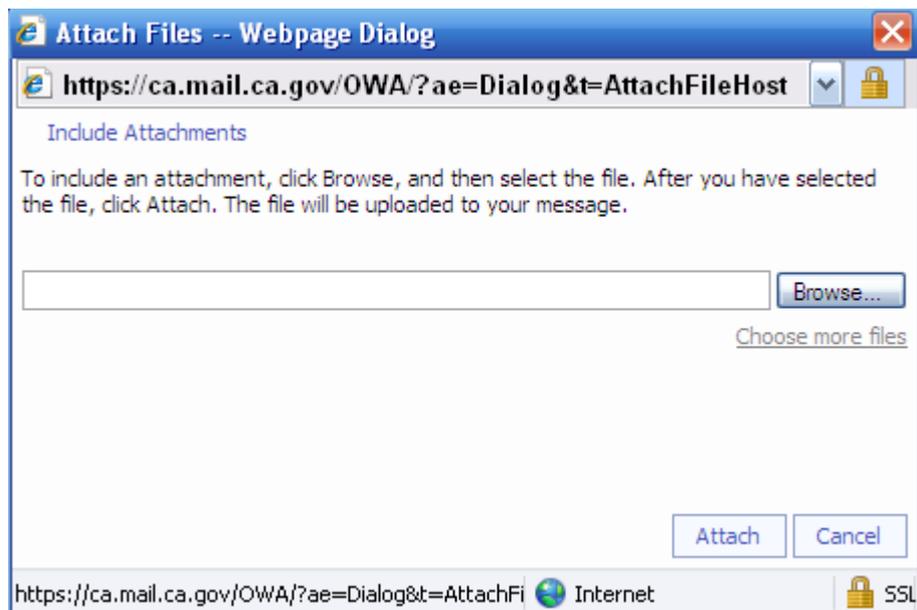
- With the message open, select **Attachment**.

OR

- Click on the **Add Attachment** button:



The following dialog box will appear:



- Click **Browse**.
- Navigate to the location of the file by clicking on the drop down menu to the right of the **Look In** field, select the required drive and open the required folder by double clicking.
- Click once to highlight the required file.
- Click **Open**. The full pathname of the file will now be visible in the box to the left of the Browse button.
- Click **Attach**.
- Repeat the process until you have attached all of the necessary files.

The attached file name will now be visible at the top of the message to the right of the Attachment button.



3.6 OTHER MESSAGE OPTIONS

3.6.1 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.

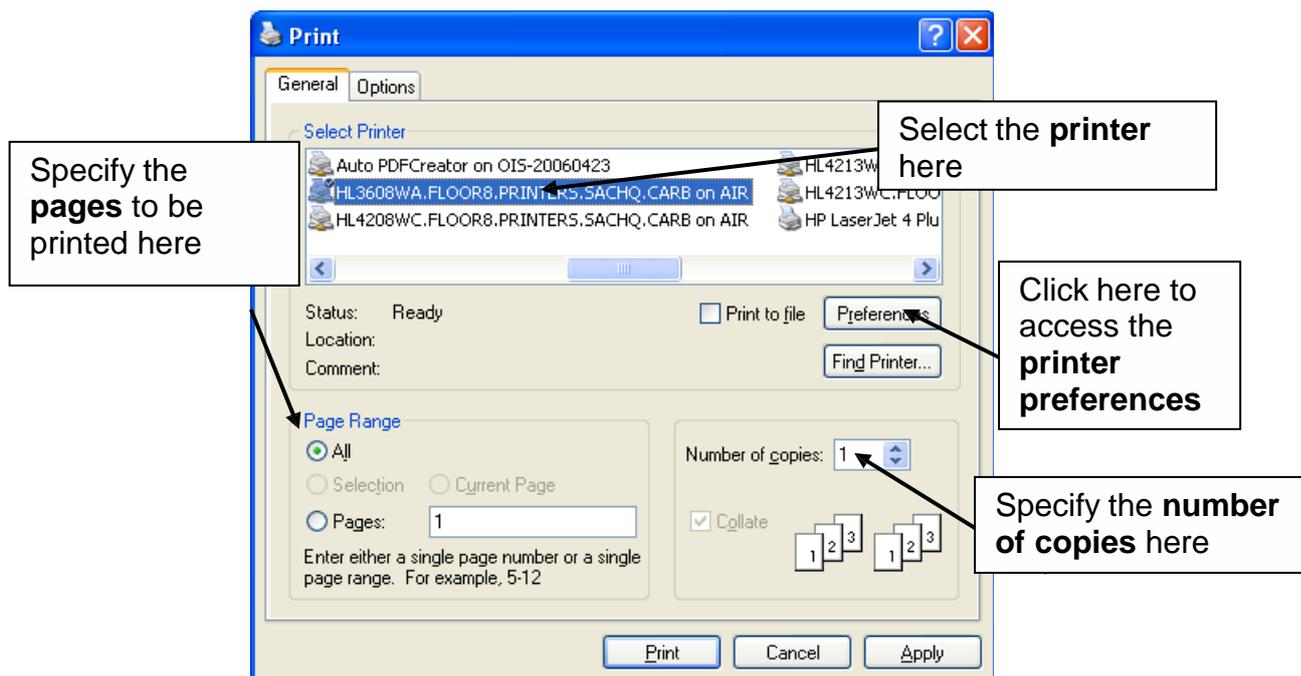
The message will be saved to your **Drafts** folder.

3.6.2 Printing a Message

- When your message is open, click on the **Print** icon:



The Print dialog box will open:



- Once you have made your selections, click **Print**.

3.6.3 Inserting a Signature

If you have a signature that is added to the bottom of all new messages set up for your workstation, you'll also want to

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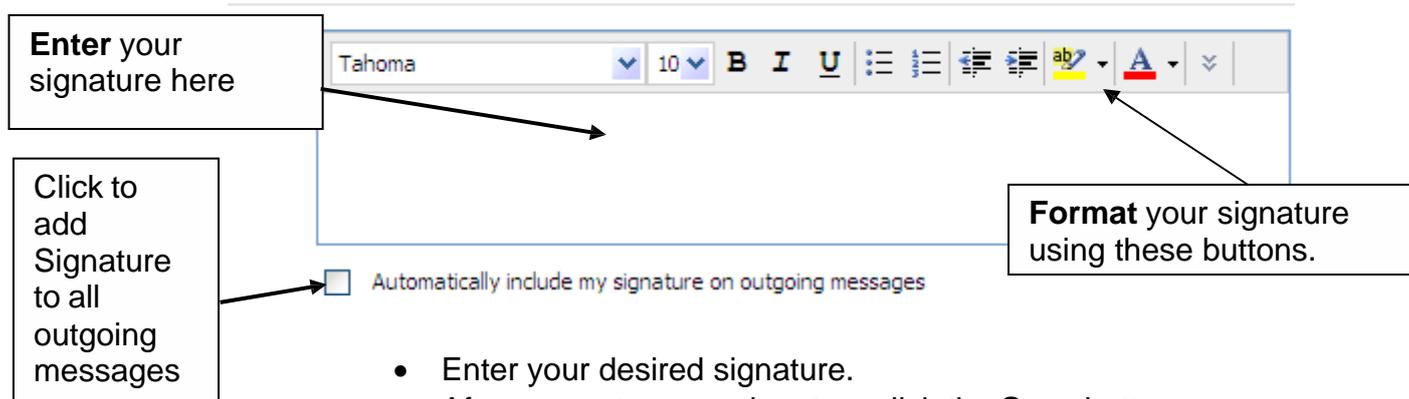
set up this option in OWA.

To **create a signature**:

- Click the **Options** button in the upper right corner of the window.

- Select **Messaging** on the Options menu on the left side of the window. Find **E-mail Signature** on the right.

E-mail Signature



Enter your signature here

Click to add Signature to all outgoing messages

Format your signature using these buttons.

- Enter your desired signature.
- After you enter your signature click the **Save** button .

If you would like your signature to appear on all outgoing messages:

- Select the **Automatically include my signature on outgoing messages check box.**

If you don't want your signature to appear on all outgoing messages:

- Leave the box unchecked. You can then insert the signature as and when it is required by clicking on the **Insert Signature** icon when in a new message:



or press **Ctrl + S**

3.6.4 Checking Message Spelling

To check your spelling:

- When your message is open, click on the **Spelling icon**:

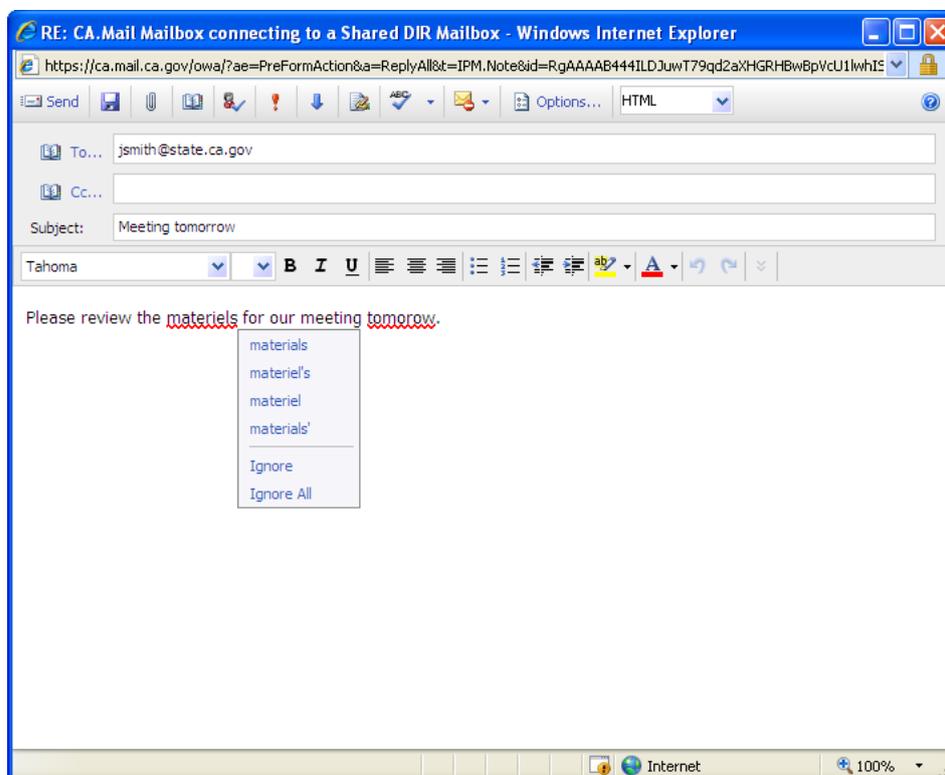


or press **F7**

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- If unrecognized words or spelling errors are found, they will be indicated by a curvy red line beneath them.



To correct the spelling:

- Right click on the misspelled word and select the correct spelling from the suggestions.
- Click **Ignore** or **Ignore All** if your word is unrecognized.

To automatically check the spelling of every message before it is sent:

- Select **Options** from the **Navigation Pane**.
- Select **Spelling** from the navigation pane and you will see **Spelling Options**:

Spelling Options

- Ignore words in UPPERCASE
- Ignore words with numbers
- Always check spelling before sending



- Click the checkbox next to **Always check spelling before sending**.
- Click **Save**.

3.6.5 Setting the Importance of a Message

You can alert the recipient of the importance of a message. The message will appear on the recipient's computer with an additional icon denoting high or low importance.

If the message is of high importance:

- When your message is open, select the **High Importance** icon:



OR

- When your message is open, select **Options**.
- Select **High** from the Importance drop down menu.
- Click **Close**.

If the message is of low importance:

- When your message is open, select the **Low Importance** icon:



OR

- When your message is open, select **Options**.
- Select **Low** from the Importance drop down menu.
- Click **Close**.

3.6.6 Tracking Options

You can use the Tracking options to request an automated notification message informing you if your message has been delivered or opened.

Please Note: When emailing external addresses, the recipient's system is not always configured to send you a tracking notification message.

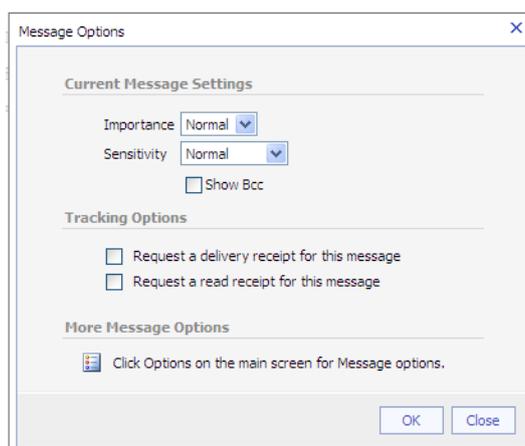


To set tracking on your message:

- When your message is open, select **Options**:



The following dialog box will appear:



- In the Tracking options section, click in the checkbox next to the desired option, you can request both if desired.
- Click **OK**.



3.7 SENDING THE MESSAGE

To send the message:

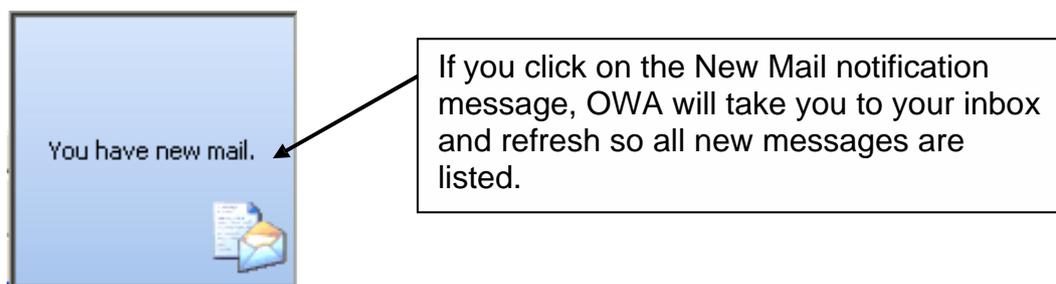
- Click on the **Send** button:



4.0 RECEIVING AND MANAGING MESSAGES

4.1 RECEIVING NEW MAIL

Providing you have Outlook Web Access open in your browser, a notification will appear briefly in the bottom right hand area of the screen when new mail arrives:



Click the **Check Messages** button on the Inbox Toolbar to refresh your screen.



Please Note: If you have unchecked the **Display a notification message when new mail arrives** option then you will not get this notification. Refer to section 2.3.5 for more information.

4.2 MESSAGE ICONS

Messages within your inbox are **displayed with various icons** allowing you to quickly view their status:



Unread message



Read message



Notification of a delivered message. You will only get a notification if you've requested a delivery receipt. See section 3.6.6 for further information.



Notification of a read message. You will only get a notification if you've requested a read receipt, see section 3.6.6 for further information.



Notification that a message was not read. You will only get a notification if you've requested a read receipt, see section 3.6.6 for further information.



High importance message



Low importance message



Message containing one or more attachment(s)

Once you have acted on a message, other icons will be displayed:



Message you have replied to



Message which has been forwarded



Unflagged message



Flagged message



Previously flagged message now complete

For further information about message flagging refer to section 4.8.

4.3 OPENING MESSAGES

To preview a message:

- If you have the Reading Pane open, click once anywhere on the message. For further information on the reading pane refer to section 2.3.1.

To open a message:

- Double click on the message. A new window will open displaying the full message.



4.4 REPLYING TO MESSAGES

To reply to a message when the message is already open:

- Click on the **Reply** button:



A new message box will appear with the recipient's name already visible within the **To:** field.

- Type your reply.
- Click **Send**.

To reply to all recipients of a message click the **Reply to all** button:



To reply to a message without opening the message:

- Highlight the message you would like to reply to.
- Click on the **Reply** button:



A new message box will open with the recipient's name already visible within the **To:** field.

- Type your reply.
- Click **Send**.

To reply to all recipients of a message click the **Reply to all** button:



4.5 FORWARDING MESSAGES

To forward a message when the message is already open:

- Click on the **Forward** button:





- Enter the recipient's address. For help, please refer to section 3.2.
- Type your forwarding message if required.
- Click **Send**.

To forward a message without opening the message:

- Highlight the message you would like to forward.
- Click on the **Forward** button:



- Enter the recipient's address, for further information refer to section 3.2.
- Type your forwarding message if required.
- Click **Send**.

4.6 MARKING MESSAGES AS UNREAD

To mark a message as unread:

- **Right-click** on the message you wish to mark as unread.
- Select **Mark As Unread**. The message will be bolded and will take on the appearance of an unread message.

4.7 DELETING MESSAGES

To delete a message when the message is open:

- Click on the **Delete** icon:



The message will be moved to the deleted items folder.

To delete a message from a folder including the inbox:

- Highlight the message that you wish to delete.
- Click on the **Delete** icon.
The message will be moved to the deleted items folder.

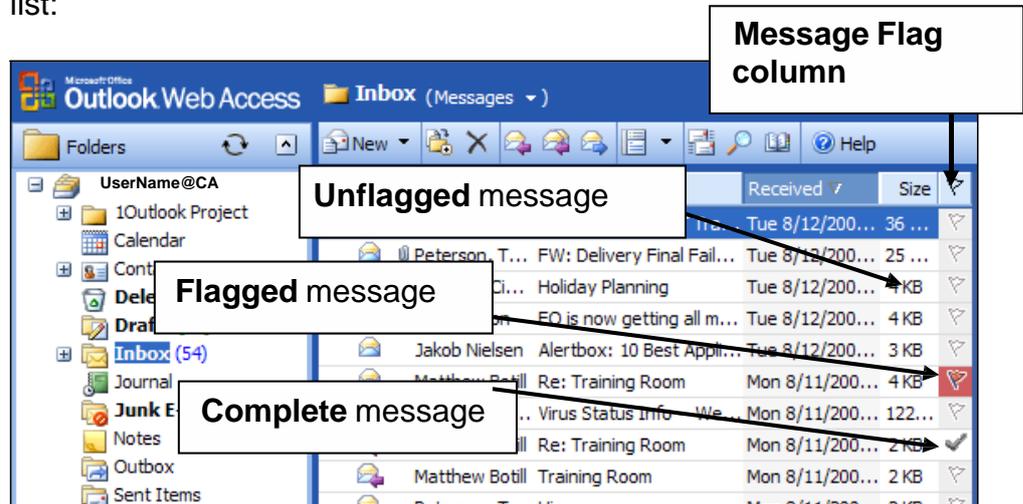
For further information on emptying the deleted items folder refer to section 9.1.



4.8 MESSAGE FLAGGING

In Outlook Web Access, you can flag messages requiring further action.

The message flag column appears to the right of the message list:



To flag a message:

- Within the Inbox or other email folder click on the flag next to the required message. The flag turns red.

Please Note: You can select flag colors other than red. Right click on the flag to display the full list of options.

To mark a flag as complete:

- Click on the flag on the flagged message. The flag icon becomes a tick icon.

To clear a flag:

- Right click on the required flag.
- Select **Clear Flag** from the list of options.

Please Note: Unlike the Outlook Client, you cannot set a reminder using the flags. They simply provide you with a visual indicator of which messages have been marked as requiring further action.



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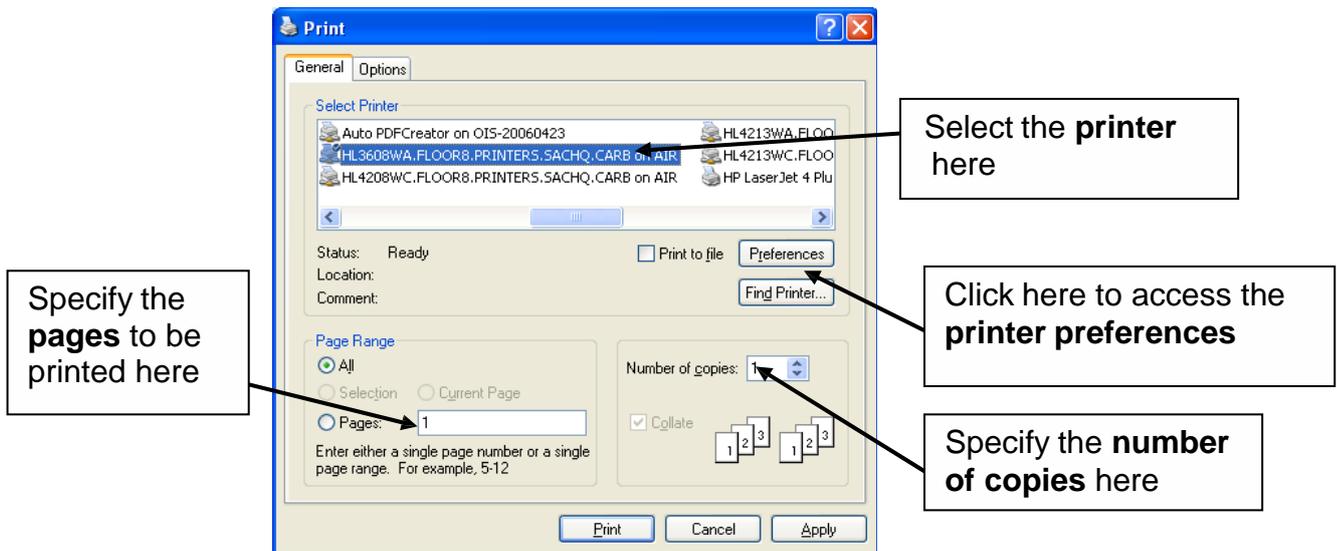
4.9 PRINTING MESSAGES

To print a message:

- **Open** the message.
- Click on the **Print** icon:



The Print dialog box will open:

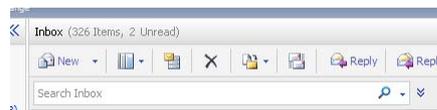


- Once you have made your selections, click **Print**.

4.10 SEARCHING FOR A MESSAGE

To search for a message:

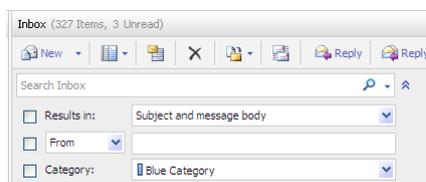
- Open the folder you wish to search.
- There is a **Search** box on the toolbar. Enter the text you are searching for and click on the magnifying glass.



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- You can expand the search criteria by clicking on the double arrow to the right of the magnifying glass to reveal three search filters.



- The results will be displayed in the Search Results box.
- Double click on the relevant item to open it.



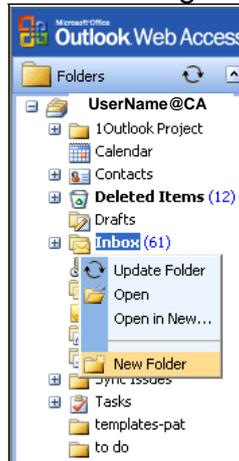
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5.0 WORKING WITH FOLDERS

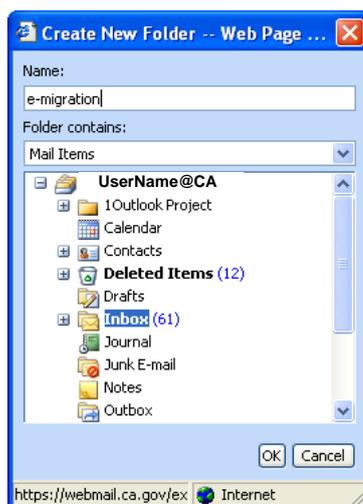
5.1 CREATING A NEW FOLDER

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

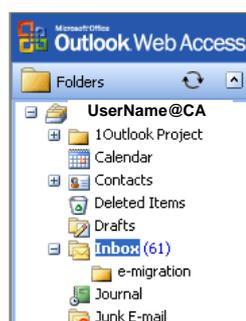
The following drop down menu will appear:



- Select **New Folder**. The following dialog box will appear:



- **Name:** Type a name for the folder (in this example the folder has been named 'e-migration').
- **Folder Contains:** Click the down arrow, and then select what the folder contents will be.
- Click **OK**. The new subfolder will appear within the existing folder:



5.2 MOVING MESSAGES BETWEEN FOLDERS

To move an open message to a folder:

- Open the message.
- Click on the **Move/copy** button on the menu bar:



The following dialog box will appear:



- Highlight the destination folder.
- Click **Move**. The message will be moved to the required folder and the next message in your Inbox will automatically be opened.

To move a message from one folder (e.g. the inbox) to another:

- Highlight the message to be moved.
- Click and drag the message and drop it in the destination folder in the Navigation Pane.

5.3 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. For further information on emptying the deleted items folder refer to section 9.1.

6.0 CALENDAR

6.1 OPEN A SHARED CALENDAR

In order to view another user's calendar, they must give you access rights and grant you the appropriate permissions. This must have been done on the user's workstation.

To **open a shared calendar**:

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- Login to your OWA account. In the browser address box, enter the following address (substituting the other user's email address where it says 'user.name@state.ca.gov') exactly as below:

<https://ca.mail.ca.gov/owa/user.name@state.ca.gov/?cmd=contents&module=calendar>

Example: after typing in <https://ca.mail.ca.gov/owa/>, type the email address of the person whose calendar you wish to open, and follow it with: [/?cmd=contents&module=calendar](https://ca.mail.ca.gov/owa/?cmd=contents&module=calendar).

- **Press Enter.** The shared calendar will appear without a left navigation pane or folders view.

6.1.1 Restore the View to Your Account

- Put your cursor in the URL box. Remove all text behind <https://ca.mail.ca.gov/owa>.
- Press **Enter**. The view will be restored to the email view of your OWA account.

You can also enter the URL to view another person's calendar in a second browser window if your browser supports multiple browsing tabs.

7.0 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.

7.1 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:



Untitled Contact - Windows Internet Explorer
https://ca.mail.ca.gov/owa/?ae=Item&a=New&t=IPM.Contact&fid=LgAAAAB444ILDJuwT79qd2aXHGRHAQBpVcU1lwhIS62TwNF6wl4DAAGms3IsAAAD

Jump to: Profile Contact Addresses Details

Profile

First name

Middle name

Last name

File as Last, First

Job title

Office

Department

Company name

Manager

Assistant

Contact

Business phone

Home phone

Mobile phone

Assistant

Done Unknown Zone (Mixed) 100%

- **Complete the fields as required**, and complete the fields in the Details tab if necessary. You do not need to populate all the fields.
- Click **Save and Close**. You will be returned to your Contacts folder with the new Contact listed.

7.2 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.

7.3 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.



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- ❑ **By Company** – Displays the name of each Contact along with their company information.
- ❑ **By Location** – Displays each contact by address.
- ❑ **By Followup Flag** – Displays each contact that you need to follow up with. This feature can help you keep track of urgent issues.

To change the way you sort your contacts:

- On the Folder Bar click on the arrow to the right of Contacts:



- Select your preferred option from the drop down menu:



7.4 EMAILING A CONTACT

To email a Contact:

- From within your Contacts folder, double click on the **Contact** to whom you wish to send an email.
- Click on the **Send Mail To Contact** icon:



The **New Message** dialog box will open with the Contact's email address already entered into the **To:** field.

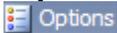
Please Note: You can also address a message to a Contact from within the new message screen. Refer to section 3.2.2 for further details.



8.0 USING THE OUT OF OFFICE ASSISTANT

When you are unable to check your email for a period of time you may want to set up an **Out of Office** reply. You can set up the Out of Office reply to send an automated message created by you, so senders are aware that you are away from your email. You can also send different messages to internal and external senders.

To activate the **Out of Office** reply:

- Click the **Options** button in the upper right corner of the window. 
- Select **Out of Office Assistant** on the Options menu on the left side of the window.
- The following screen will open, allowing you to activate Out of Office replies for senders inside your organization:

- Click the radio button to the left of **Send Out of Office auto-replies**.
- Check the box below that if you wish to specify a time period.
- Enter your **reply text**.

To send a different reply to senders in your Contacts list or external senders:

- Scroll down the page and select the checkbox **Send Out of Office auto-replies to External Senders**.
- Select the appropriate radio button and enter **reply text**.
- Click the **Save** button .

To switch off the Out Of Office Reply, go back into the **Out of Office Assistant** and select the radio button **Do not send Out of Office replies**, and **Save**.



9.0 EMAIL ACCOUNT MANAGEMENT

Some CA.mail customers have limits set on the size of their email account storage.

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.

9.1 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.

9.2 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:



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OR



- Click on **Options** in the Navigation Pane.
- Scroll down to **Recover Deleted Items**.
- Click **View Items**. The Recover Deleted Items dialog box will appear.
- Select the items you wish to recover.

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:



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.

10.0 LOGGING OUT OF YOUR EMAIL ACCOUNT

You must remember to log out of your email account to prevent other users from accessing your mail and potentially abusing your account.

To log out of your OWA email account:

- Click on the **Log Off** icon which can be found on the toolbar:





11.0 GETTING HELP

11.1 GETTING HELP WITHIN OUTLOOK WEB ACCESS

- You can get help anywhere within OWA by clicking on the **Help** icon:



The following screen will appear:

Click here to **Close** the Help window.

A full list of **Help** topics is displayed within the left hand pane.

Function specific information is displayed within the right hand pane.

When you first open Help:

- The right hand pane contains location specific information. For example, when you are in the Inbox and click on Help, information specific to the Inbox will be displayed. Similarly if you are creating a new message or are in your Contacts folder then Help specific to these functions will appear.
- The left hand pane contains the full list of topics covered by Outlook Web Access Help. To expand a topic click on the plus (+) sign to the left of the topic and then click on the item you want to learn about. The information will then be displayed in the right hand pane.



11.2 ADDITIONAL HELP AND INFORMATION

If you have any problems logging in or using Outlook Web Access, please follow your local Help Desk procedures.

For problems requiring support by OTech, contact the Remedy Service Desk at (916) 464-4311 or visit:
http://www.dts.ca.gov/service_desk/ITSM_SRMS_customer_overview.asp