

# Outlook Web Access Exchange Server

Version 2.0

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Information Technology Services

2008

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## I. INTRODUCTION

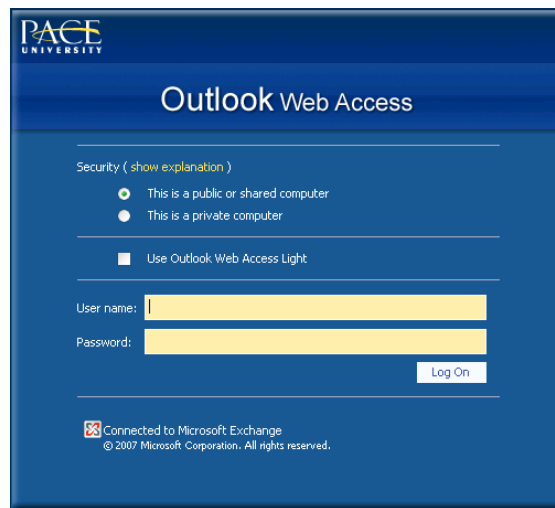
**Microsoft Outlook Web Access** is a Personal Information Manager. Outlook's purpose is to organize your entire desktop. It includes e-mail, a task list, a calendar to plan your schedule, a contacts list to organize the people in your life, and a meeting planner to be able to plan meetings at a convenient time for all involved.

## II. GETTING STARTED

### A. Logging In and Existing Outlook Web Access

- click **Start**, select **Programs** and select the Web browser of choice
- type *http://email.pace.edu* in the **Address** box and press **Enter**

The *Office Outlook Web Access* window displays.



**Note:** Outlook Web Access Light client is automatically activated when using a browser other than Internet Explorer 6 or later.

- type *UserID* in the **User Name** field
- press **Tab** to advance to **Password** and type *EmailPassword*

**Note:** The *EmailPassword* is your MyPace Portal password.

- click **Log On**

**Note:** The password is case sensitive.

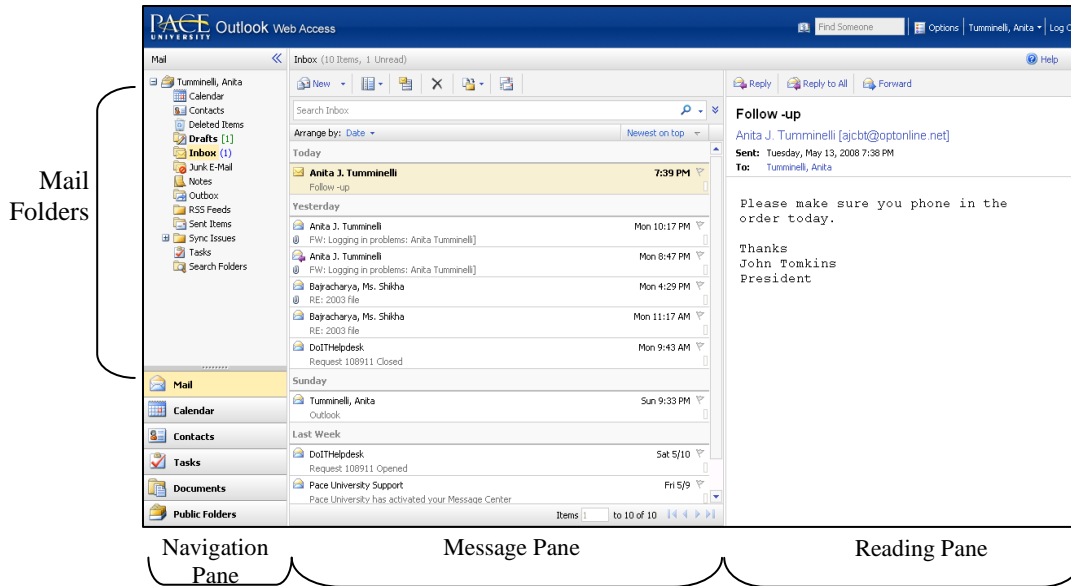
### B. Exiting Outlook

- click **Log Off**
- click **Close Window**
- click **Yes**

### III. MAIL

#### A. Email Messages

Outlook Web Access consists of three panes.




**Note:** Incoming or unread email messages are placed in the Inbox folder.

<u>Pane</u>	<u>Description</u>
Navigation Pane	Provides navigation to all parts of Outlook as well as the different types of Outlook folders associated with the user account.
Mail Folders	Displays the different folders accessible by the user.
Message Pane	Displays the name of the files in the selected folder selected in the Navigation pane.
Reading Pane	Displays the contents of the selected email message in the Message pane.

**Note:** If the Reading pane does not display, click  Show/Hide Reading Pane, then click Right.

#### 1. Viewing an Email Message

Email messages can be viewed in two ways.


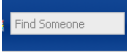




- click **Mail** in the **Navigation Pane** 
- select the *message* and the body displays in the **Reading Pane**
- or-
- double-click the *message* in the **Message Pane**

**Note:** The message displays in a separate window dedicated to the selected message.

**a. Using the Outlook Web Access Toolbar**

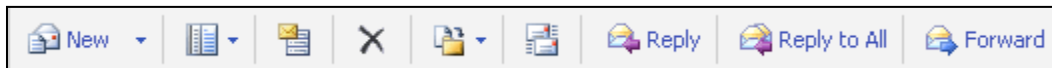
The **Outlook Web Access Toolbar** has the following options available:








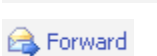



<u>Option</u>	<u>Description</u>
	Open up the default Global address book.
	Searches for a contact
	Opens the Option Pane. You can customize your Outlook or set options for specific messages.
	Opens other mailboxes you have permission to open. This option is only available if you have full access. (This type of access can only be given by the administrator.)
	Logs you off of Office Outlook Web Access.
	Opens the Help menu.

**b. Using the Inbox Toolbar**

The **Inbox Toolbar** has the following options available:



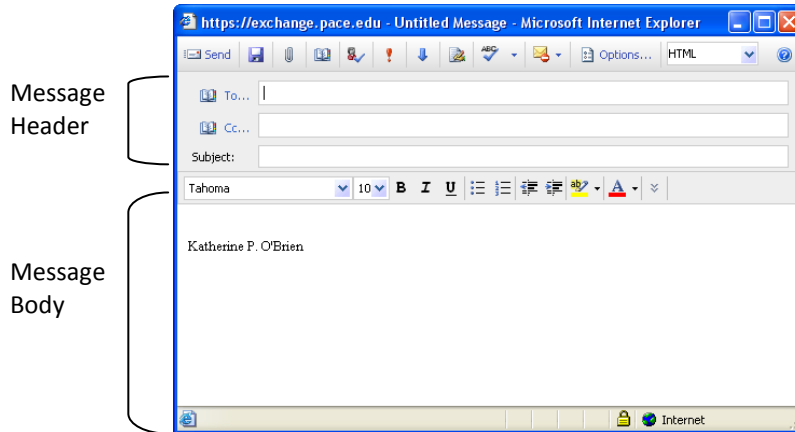
<u>Option</u>	<u>Description</u>
	Opens the <i>Untitled Message</i> window to compose a new message.
	Closes or displays the reading pane on the bottom or right.
	Toggles from displaying the messages on a single line or multiple lines.
	Moves selected message(s) to the Deleted Items folder.
	Moves or copies message(s) to a folder.
	Checks the server for new messages.
	Replies to the sender of the email.
	Replies to the sender and all users on the recipient list.
	Forwards the current message to another user.

## 2. Sending an Email Message

To create a new email message:














- click  New

The *Untitled Message* window displays.




Within the *Untitled Message* dialog box the following toolbar displays.



<u>Option</u>	<u>Description</u>
	Sends email message.
	Saves the message in the Drafts folder.
	Attaches a file or item to the email message.
	Opens the users address book.
	Automatically checks names in the To, CC and Bcc against names in the address book.
	Sets the priority of an email message to High.
	Sets the priority of an email message to Low.
	Inserts a signature.
	Checks spelling in the message.
	Sets the message classification
	Accesses the Bcc, priority, and tracking options.
	Formats the outgoing email to HTML, or Plain text.
	Opens the Microsoft Outlook Web Access help window.

To send an email:


- type recipient's email address in the **To** field
- or-
- click **To** and select from the **Default Global Address List**
- type *brief email description* in the **Subject** field
- type the *body of the email message* in the **Message Body Pane**
- click 

### 3. Receiving an Email Message

- click 


**Note:** Email messages are listed in the Message Pane and new messages appear in bold.

### 4. Replying to an Email Message

- double-click an existing email message
- click **Reply** or **Reply to All**
- type a *response* in the **Message Body Pane**
- click 

**Note:** Reply responds to the individual that sent the email. Reply to All responds to the sender and everyone on the recipient list.

### 5. Deleting an Email Message

- select an email message
- click  on the toolbar
- or-
- right-click and select **Delete**

**Note:** The message is not permanently deleted until you empty the Deleted Items folder.

To empty the Deleted Items Folder:

- right-click on **Deleted Items** in the **Navigation Pane**
- select **Empty Deleted Items**

A message displays “Are you sure you want to delete all the items and subfolders in the Deleted Items folder”?

To PERMANENTLY delete:

- click **OK** to permanently delete selected message(s)

If you do not want to permanently delete the message(s):

- click **Cancel**

## 6. Attachments

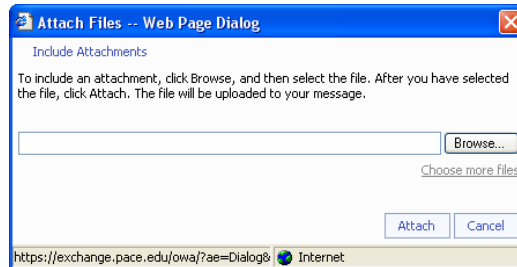
You might need to send a file with an email message. That file is sent as an attachment.

### a. Sending Attachments

- complete steps to **Sending an Email Message**, but DO NOT press **Send**

- click 

The *Attach Files* dialog box displays.



- type the file name and the qualifying path
- or-
- click **Browse** to find the file to attach
- select the file
- click **Open**

The file displays in the field box.

- click **Attach** to attach the file

The file's icon and name appears in the **Attach** field.

- click **Send**

To remove an attached file:

- select file to remove
- press **Delete**
- click **Send**

### b. Receiving Attachments

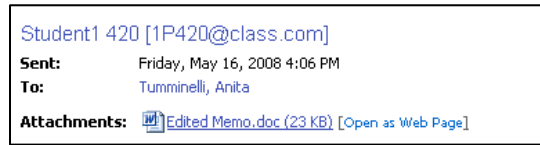
If a message has an attachment, a paper clip icon appears to the left of the Sender's column in the Message pane.




To view attachments:

- open a message with an attachment in the **Message Pane**

The following is the message header of an open message with an attachment.

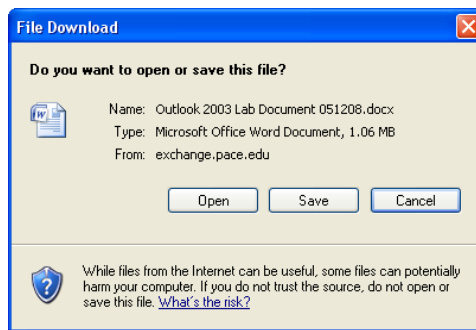


To view the attachment:

- click on the attachment name or icon  Edited Memo.doc (23 KB) [Open as Web Page]

**Note:** Not all attachments have the option, **Open as a Web Page**.

The *File Download* dialog box displays.



The following options are available:

<u>Option</u>	<u>Explanation</u>
Open	Launches the associated application. The file only opens if the application necessary is available on the computer.
Save	Opens the Save As window to specify the location to save the file.
Cancel	Cancels any option and returns you to the message.

- select an **Option**

To view the attachment as a web page if the option displays on the attached name icon.

- click on **Open as Web Page** next to the attachment name



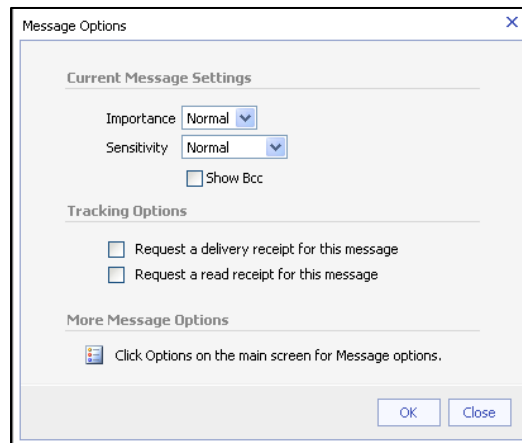
**Note:** A new browser window opens up with the attached file displayed.

## 7. Message Receipts

With some messages you may need to be notified if and when the recipient either reads or receives the messages.

- create a new message
- click  Options...

The *Message Options* dialog box displays.



To receive an email when the message arrives in the recipients Inbox:

- click **Request a delivery receipt for this message** under **Tracking Options**
- click **OK**

**Note:** You will receive an email message from Microsoft Exchange when the person receives the message. **Delivered:originalsubject** will be in the Subject.

To receive an email when the user opens your message:

- click **Request a read receipt for this message** under **Tracking Options**
- click **OK**

The recipient receives the following alert in the message header when opening message you requested a read receipt for:

The sender of this message has requested a read receipt. [Click here to send a receipt.](#)

**Note:** You will receive an email message if the person chooses to send you notification. **Read:originalsubject** will be in the Subject. If the person chooses not to send you notification, then you will not receive an email message.

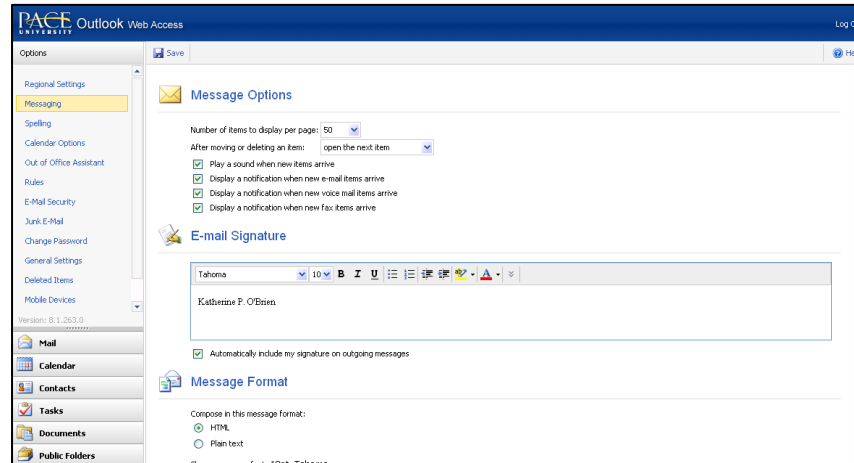
## 8. Signatures

A signature is text that is automatically added to the end of an outgoing email message.

### a. Creating a Signature


- click  at the top of the Outlook Web Access window

The Options window displays.




- click **Messaging** in the **Navigation Pane**
- type *SignatureInformation* in **E-Mail Signature** field

Where *SignatureInformation* is the information to be attached to the email.


- format *SignatureInformation* in **E-Mail Signature** field
- click 
- click **Mail** in the **Navigation Pane** to return to your messages

**Note:** If Mail does not display in the Navigation Pane click the Mail icon  on the bottom of the Navigation Pane.

### b. Editing a Signature


- click  at the top of the Outlook Web Access window
- click **Messaging** in the **Navigation Pane**
- edit *SignatureInformation* in **E-Mail Signature** field
- click **Save**
- click **Mail** in the **Navigation Pane** to return to your messages

### c. Deleting a Signature

- click  at the top of the Outlook Web Access window
- click **Messaging** in the **Navigation Pane**
- select *SignatureInformation* in **E-Mail Signature** field
- press **Delete** on the keyboard
- click **Save**

- click **Mail** in the **Navigation Pane** to return to your messages

#### d. Adding a Signature to a Message Automatically


- click  at the top of the Outlook Web Access window
- click **Messaging** in the **Navigation Pane**
- select **Automatically include my signature on outgoing messages** check box
- click **Save**
- click **Mail** in the **Navigation Pane** to return to your messages

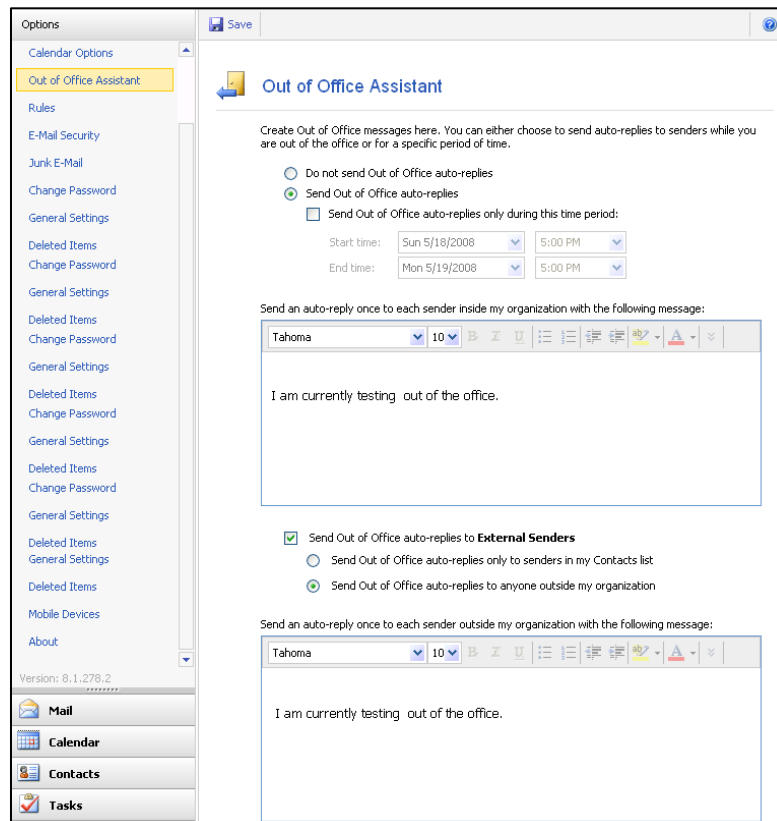
**Note:** You can select and edit the signature in the message body at any time.

### 9. Using Out of Office Assistant

The Out of Office Assistant is designed to generate automatic replies to messages sent to you when you are not in your office and/or you are not checking email. You can set it up so that Outlook automatically sends a response to anyone who sends you an email letting them know you are out of the office.

#### a. Turning On the Out of Office Assistant

- click  at the top of the Outlook Web Access window
- click **Out of Office Assistant** in the **Navigation Pane**



- click the radio button next to **Send Out of Office auto-replies**

To set an automatic time range:

- select **Send Out of Office auto-replies only during this time period**
- enter **Start** and **End** time

**Note:** If you do not specify a start and end time, auto-replies will remain active until you change it.

- click in the text box below **Send an auto-reply once to each sender inside my organization with the following message**
- type *yourmessage*  
-and/or-
- click the check box to **Send Out of Office auto-replies to External Senders**
- choose **Send Out of Office auto-replies only to senders in my Contacts list**  
-or-
- choose **Send Out of Office auto-replies to anyone outside my organization**
- click in the text box below **Send an auto-reply once to each sender outside my organization with the following message**
- type *yourexternalmessage*
- click **Save**

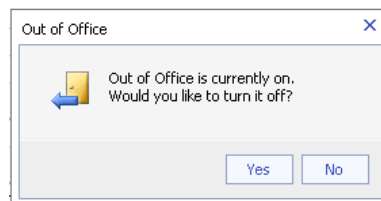
**Note:** The message with Out of Office AutoReply:*Subject* is sent only once to each user. If a user sends another message to you before you disable the Out of Office Assistant, they won't be notified again.

## b. Turning Off the Out of Office Assistant

The next time you open Outlook, you'll get a dialog box asking if you want to turn off the Out of Office Assistant if you did not set start and end dates.

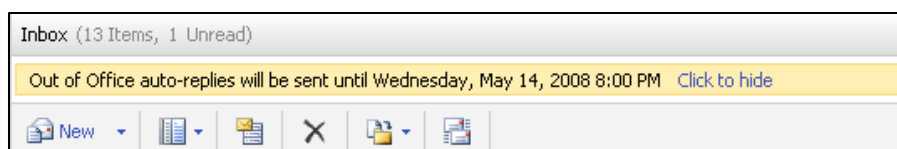
- open **Outlook Web Access** through a web-browser

The *Out of Office* dialog box displays.




- click **Yes**

If you set a start and end date the following message appears above your Inbox toolbar.



To turn it off prior to the end date:

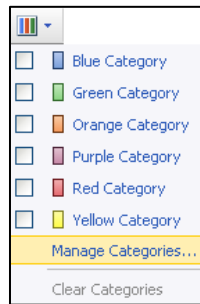
- click  at the top of the Outlook Web Access window
- click **Out of Office Assistant** in the **Navigation Pane**
- click the check box **Do not send Out of Office auto-replies**
- click **Save**

## 10. Organizing Messages with Categories

### a. Assigning a Category


- double-click a **message**
- click **Categories**  on the toolbar

The *Category* list displays.









- select an available category
- click in the message pane to close the Category list
- close the message

### b. Removing a Category from a Message

- double-click a **message**
- click **Categories**  on the toolbar
- select the check box of the *category* to remove it
- or-
- select **Clear Categories** to remove all categories
- click **in the message pane** to close the Category list
- close the message

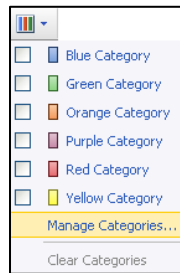
### c. Assigning or Removing Categories from the Inbox

In your Inbox there is a category icon located at the end of each message. It is a small white rectangle if no category is assigned; it is a colored rectangle if a category is assigned.

Last Week			
	@ Student1 420	Fri 5/16	25 KB 
	Matthew Poli	Re: I like Beer	Fri 5/16 3 KB 
	Student1 420	are you in?	Fri 5/16 2 KB 

- click the **white or colored rectangle** at the end of the message in the **Message Pane**

The *Category* list displays.



To assign a category:

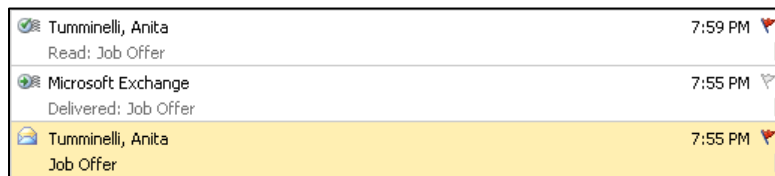
- select an available category
- click in the **Reading Pane** to exit the *Category* list

To remove a category:

- select the *category* that is assigned to remove it
- click in the **Reading Pane** to exit the *Category* list


## 11. Flags

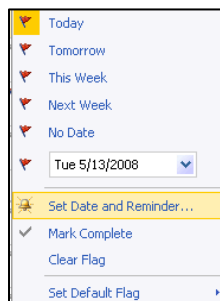
### a. Flagging a Message



- click on the message's **Flag Status** icon  in the **Inbox**


### b. Flagging a Message with a Time other than the Default

- right-click on a message's **Flag Status** icon 
- click a different flag



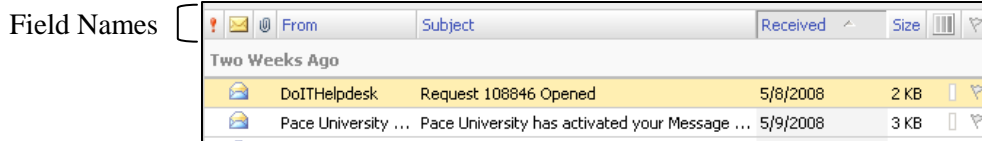
### c. Marking a Flagged Message as Complete

- click on a message's **Flag Status** icon 

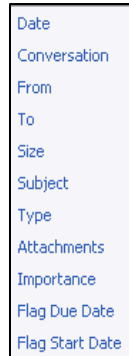
- the flag changes to a check mark 

#### d. Viewing Flagged Messages

- right click on any *field name* in the Inbox




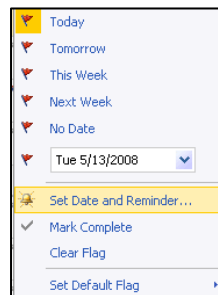
- click **Flag Due Date** or **Flag Start Date**



**Note:** The messages will be grouped by **Flag status**.

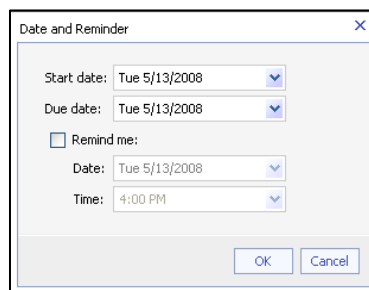
#### e. Setting a Reminder with a Flag

- right-click on a message's **Flag Status** icon 



- select **Set Date and Reminder**

The *Date and Reminder* dialog box displays.




- select a **Start date** and **Due date**

- select the checkbox next to **Remind me** if you want a reminder date and time
- click **OK**

**Note:** A *Reminder* dialog box will appear on the date and time you selected for follow up of the message.

#### f. Removing a Flag

- right-click on a message's **Flag Status** icon 
- click **Clear Flag**

### B. Folders

Folders can be created to store email messages and to keep them organized.

#### 1. Creating Folders on the Exchange Server

When Exchange is configured, folders can be created on the Pace Exchange server. The advantages for creating folders on the Exchange server are as follows:

- folders created on Exchange are accessible from the Web interface
- folders and email messages stored on the Pace Exchange server are backed up daily

The following guidelines should be followed when creating folders:

- folders should be created without spaces in the name
- folders should be created at the root level (off of *YourUserName*), NOT within other folders

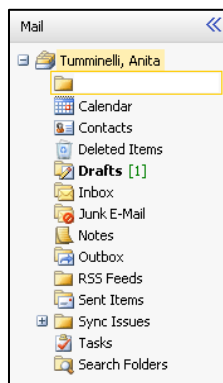
**Note:** All University Faculty, Staff, and student email accounts are allocated 100 megabytes of disk space on [email.pace.edu](mailto:email.pace.edu).

#### a. Adding a Folder

To create a folder on the Pace Exchange server:

- right-click *YourUserName* and select **Create New Folder**

A new folder displays and the cursor is next to it.



- type *foldername*

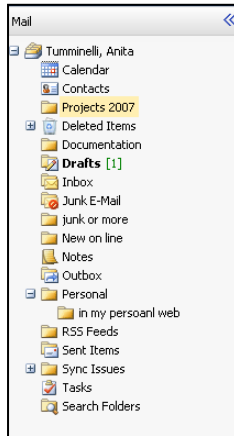
Where *foldername* is the name given to the new folder.

- press **Enter**

**Note:** The folders created are displayed in the Mail List.

## b. Renaming a Folder

- right-click *foldername* in the *username* section of the **Navigation Pane**



- select **Rename**

**Note:** The name of the folder is selected. Do not click just begin typing the new name.

- type *newfoldername*
- press **Enter**

## c. Deleting a Folder

- right-click the *foldername* in the Folder List
- select **Delete**

Where *foldername* is the name of the folder that is to be deleted.

## C. Rules

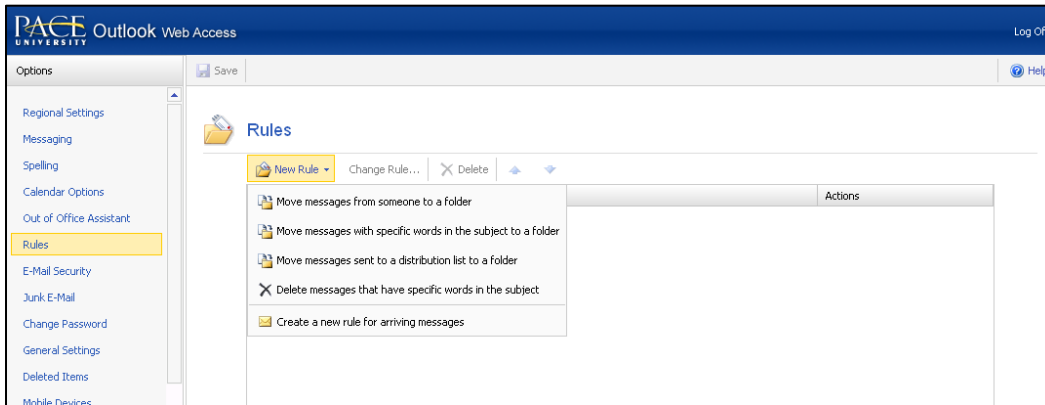
All incoming messages are stored in the Inbox by default. Normally, a user goes through each message and moves it to a specific folder. Rules automate the process of relocating incoming messages. A rule can be created to have mail from an individual or discussion group moved to a specific folder.

### 1. Creating a Rule

- click  at the top of the Outlook Web Access window
- click **Rules** in the **Navigation Pane**

- click **New Rule** from the **Rules** window

The *New Rules* pop-up menu displays.



- select a template from one of the pre-defined actions and conditions

### Rule

Move messages from someone to a folder.

Move messages with specific words in the subject to a folder.

Move messages sent to a distribution list to a folder.

Delete messages that have specific words in the subject.

Create a new rule for arriving messages.

### Description

Messages from a certain person or distribution list are moved to a specified folder.

Messages are moved to specific folders based on words found in the subject or body of the message.

Message that are sent to a specified distribution list are moved to a designated folder.

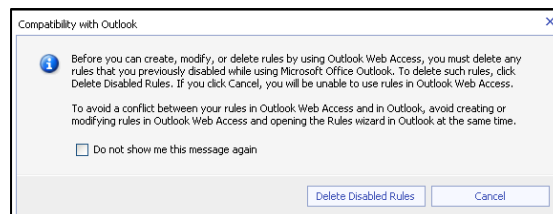
Deletes messages based on specific words in the subject header.

Creates a rule for any incoming messages.

To set up a Rule to move a new message from a specific person or distribution list:

- click **New Rule** from the *Rules* window
- select **Move message from someone to a folder**

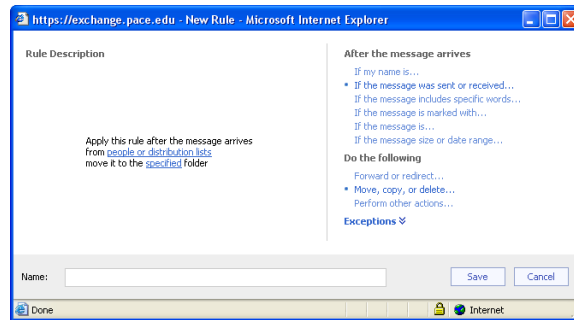
The following message might display.



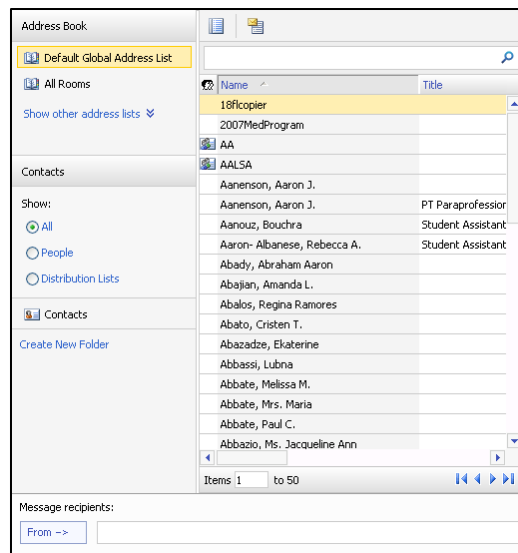
To be able to create a rule:

- click **Delete Disabled Rules**

The *New Rule* dialog box displays.



- click **people or distribution lists** to select name or distribution list to apply to the rule



- select an address book

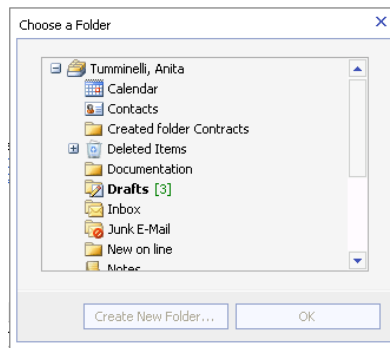
**Note:** You can choose from the **Global Address List** or your **Contacts**.

- select a *Name* from the list
- click **From**
- click **OK**

Under Rule description the following displays “**Apply this rule after the message arrives from [juser@pace.edu](mailto:juser@pace.edu) move it to the specified folder.**”

Where *juser@pace.edu* is the name or distribution list chosen for the rule.  
Once the name or distribution list is selected the designated folder needs to be selected:

- click **specified** in the *New Rule* window




- select a folder and click **OK**
- click **Save** in the *New Rule* window

To close the *Rules* window and return to your Mail:

- click  **Mail** at the bottom of the **Navigation Pane**


## 2. Editing a Rule

- click  at the top of the Outlook Web Access window
- click **Rules** in the **Navigation Pane**
- select the *rulename* to edit
- click **Change Rule** on the toolbar
- make any necessary changes to the rule


**Note:** The *rulename* does not automatically change after edits are made. You must manually change the *rulename* before saving your changes.

- click **Save** to save the changes

To close the *Rules* window and return to your Mail:

- click  at the bottom of the **Navigation Pane**


## 3. Deleting a Rule

- click  at the top of the Outlook Web Access window
- click **Rules** in the **Navigation Pane**
- select the *rulename* to delete and click **Delete**

A message displays “**Do you want to permanently delete the selected items?**”

- click **OK**

To close the *Rules* window and return to your Mail:

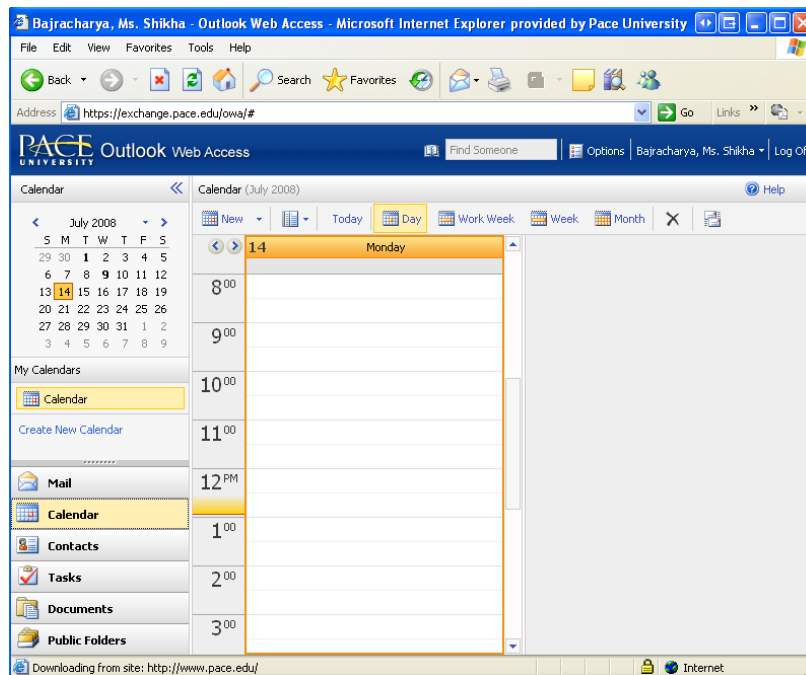
- click  at the bottom of the **Navigation Pane**

## IV. CALENDAR

Microsoft Office Outlook offers web access to its Outlook Calendar. This access allows users to view their Outlook information in basically the same format online. The difference between using Outlook client and the web access is that when travelling you can check the web access on any machine that has access to the internet.

Microsoft will initially open in the e-mail portion of the program. You must select the calendar from the navigation pane to view your calendar.

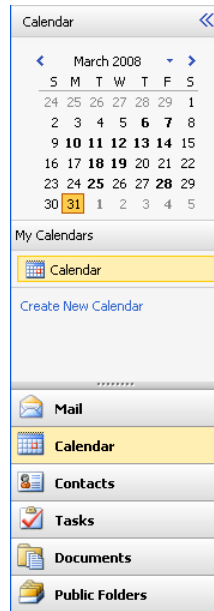
- click **Calendar** in the **Navigation Pane**  **Calendar**



Microsoft Outlook has three major panes – Navigation Pane, Calendar Pane, and Reading Pane.

<u>Pane</u>	<u>Description</u>
Navigation Pane	Allows you to navigate between Mail, Calendar, Contacts, and Tasks. In addition it also allows you to view the Reference Calendar and personal, shared, and/or group calendars.
Calendar Pane	Allows you to view your calendar in Day, Work Week, Week, or Month format. It displays all the appointments, events and tasks within a selected calendar(s).
Reading Pane	Allows you to read the details of a selected appointment or event.

The Navigation pane consists of:







<u>Navigation Pane</u>	<u>Description</u>
Reference Month	Allows you to view and select dates within a chosen month.
My Calendars	Allows you to select and view your personal calendar, and any additional personal sub-calendars.

### 1. Using the Web Access Toolbar

The **Web Access Toolbar** has the following options available:



<u>Option</u>	<u>Description</u>
	Allows you to create appointments and meeting requests. You are also able to open a mail message, contact window, distribution list, and tasks.
	Allows you to show or hide the Reading Pane.
	Deletes desired selections.
	Takes you back to the current date on the calendar.

### 2. Calendar Views

Microsoft Outlook has four different ways to view a calendar.

<u>Calendar View</u>	<u>Description</u>
Day	Contains meetings, appointments, events and tasks for one day.

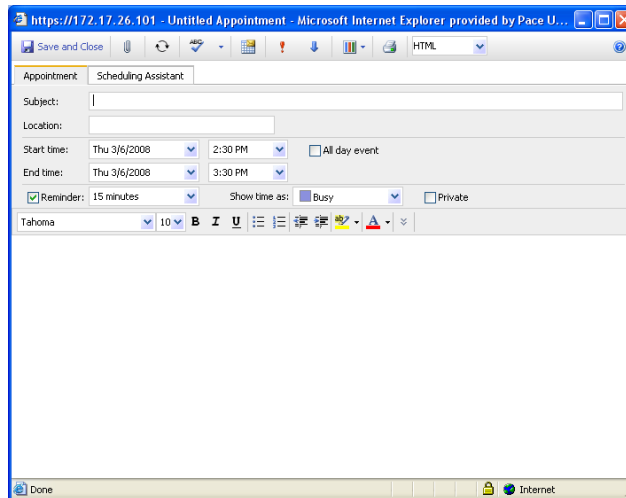
Work Week	Contains the list of meetings, appointments, events and tasks for the work week. Work week consists of the days designated as your work week.
Week	Contains the list of meetings, appointments, events and tasks for the week. Week consists of the weekends (the remaining days not indicated as your designated work week).
Month	Contains the list of meetings, appointments, events and tasks for the month.

### 3. Scheduling an Appointment

An appointment is a specified date and time in your personal calendar that does not involve inviting people to attend or reserving a resource.

- click **Calendar** in the **Navigation Pane**
- click the  next to **New**
- select  **Appointment**

The *Appointment* window displays.



To set up an appointment:

- click in the **Subject** field and type *description of appointment*
- click in the **Location** field and type *location of appointment*


Press **Tab** to advance to each succeeding field.

- type *start date and time* for appointment in **Start time** fields
- type *end date and time* for appointment in **End time** fields
- or-
- click drop-down arrows next to **Start time** and **End time** fields and select from the list

To create an All Day Event:


- click  next to **All day event**

**Note:** An all day event will not display as a block in your calendar.

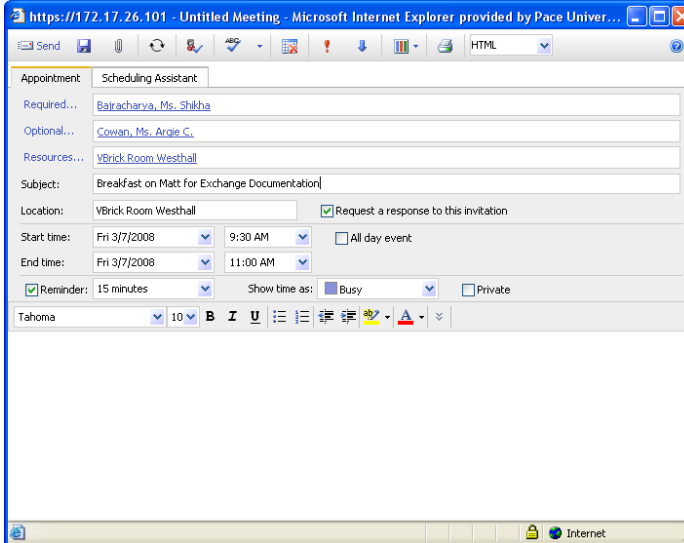
- type the *description of the appointment* in the bottom pane
- click  Save and Close

#### 4. Scheduling a Meeting

A meeting is an appointment that involves inviting others to attend or reserving a resource. The resource may include a conference room, audio –visual equipment, or other shared resources.

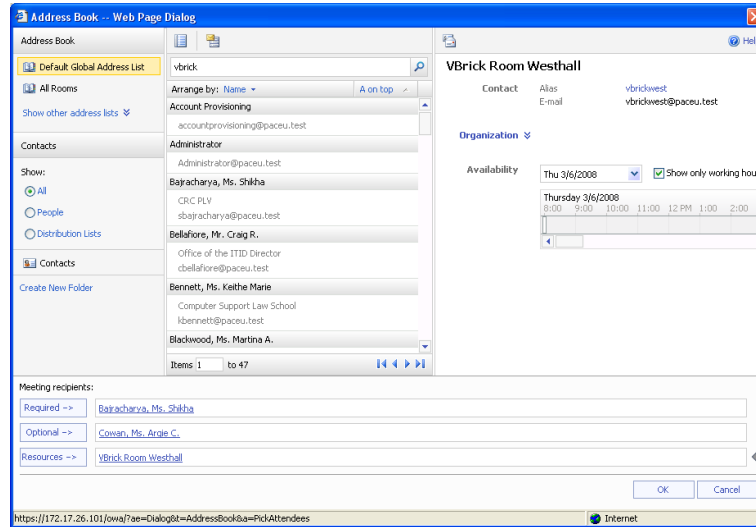
- click **Calendar** in the **Navigation Pane**
- click the  next to **New**
- select  Meeting Request

The *Untitled Meeting Request* window displays.



- click 


The *Address Book* dialog box displays:




The *Address Book* dialog box is where names and/or resources are added to an attendee list.

<u>Classification</u>	<u>Description</u>
Required	To require someone’s attendance, select the name from the global address list and click <b>Required</b> .
Optional	To add someone as an optional attendee, select the name from the global address list and click <b>Optional</b> .
Resources	To book a room/resource for the meeting, click <b>All Rooms</b> and select the meeting room, then click <b>Resources</b> .

To add an attendee:

- click  Default Global Address List
- type *lastname* in the search field

Where *lastname* is the name of user calendar ID.

- click 
- select *UserID* from list
- click on the desired **Classification** to select an attendee or Resource


Repeat the above process for every attendee to add to the attendee’s list.

- click 

To schedule a meeting:

- type *start date and time* for appointment in **Start time** fields
- type *end date and time* for appointment in **End time** fields

-or-

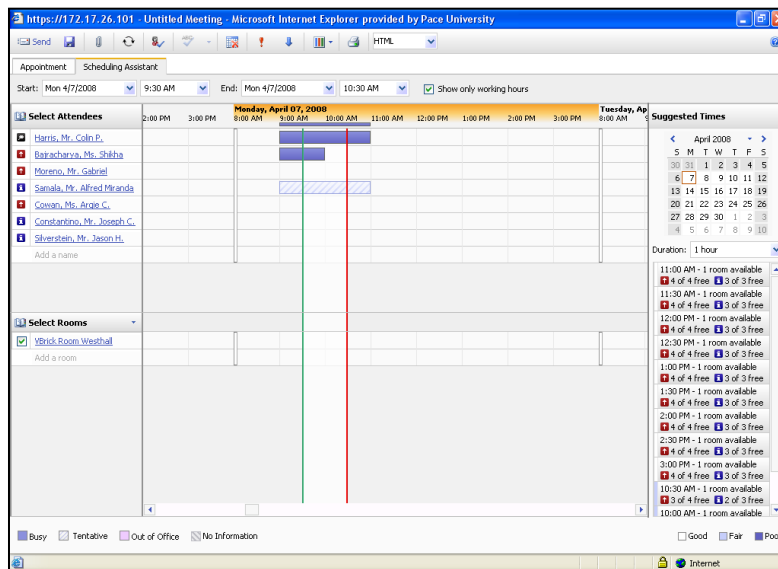
- click drop-down arrows next to **Start time** and **End time** fields and select from the list
- type the *text* for a meeting in the bottom pane
- click  Send

## 5. Scheduling Assistant

The Scheduling Assistant provides a view of the daily schedule of invitees to a meeting allowing you to check their availability. It features functionality to suggest days and times that work best for everyone invited taking into account the location for the meeting.

- click **Calendar** in the **Navigation Pane**
- double-click an **Appointment** or **Meeting Request**
- or-
- create a new **Appointment** or **Meeting Request**
- click the **Scheduling Assistant** tab

The *Scheduling Assistant table* displays.



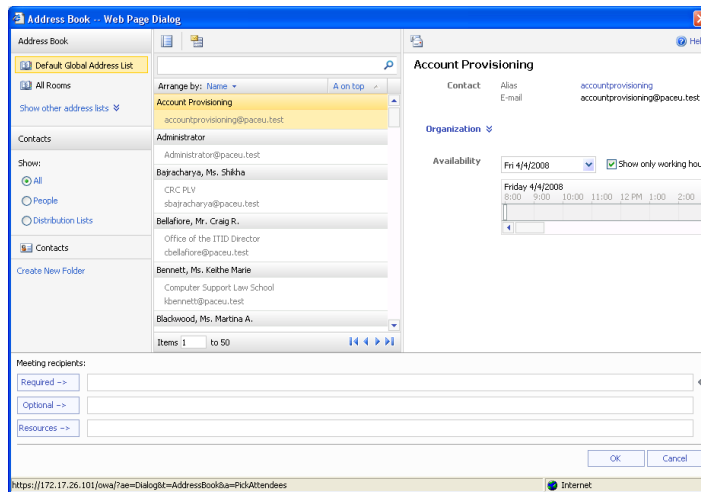
### a. Adding or Removing Attendees

The **Scheduling Assistant** is where names and/or resources are added to an attendee list.

To add new attendee:

- click **Select Attendees**

The *Global Address List* dialog box is displayed.



- type *attendee's lastname* in the search box and click
- scroll down and select the name in the **Arrange by: Name** Column
- click **Required**, **Optional**, or **Resource**

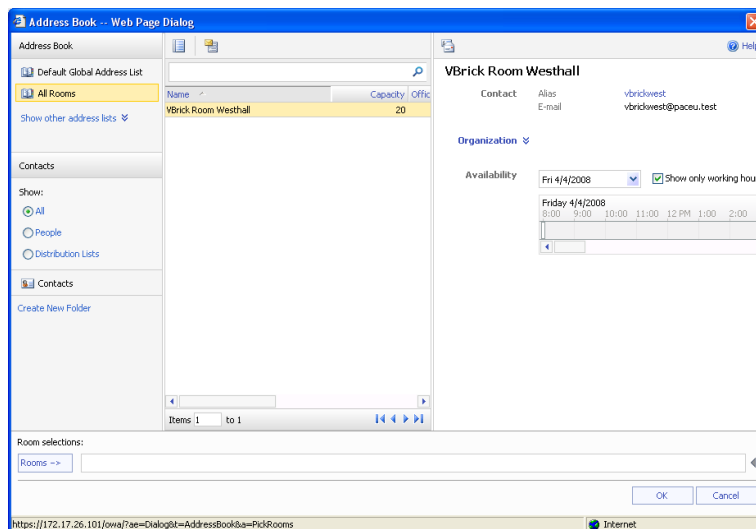
Repeat the above process for every invitee to add to the All Attendee list.

- click **OK**

To reserve a room for the meeting:

- click **Select Rooms** and select **More**

The *All Rooms* dialog box is displayed:







- click on your desired choice from the **Name** column
- click **Rooms** at the bottom
- click **OK**

To remove an invitee or room:


- highlight the attendee’s name or room from **Select Attendees** list
- press **Delete** or **Backspace**
- or-
- right-click on attendee’s name or room and click **Remove**
- click outside of the current textbox

After you have added attendees or resources to the Select Attendees list, their availability is color coded on the schedule.

The status of an attendee or resource is depicted on the all attendee list with the following icons:

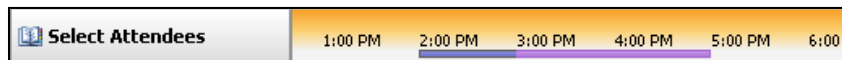
<u>Symbol</u>	<u>Description</u>
	Indicates the originator of the group meeting
	Indicates a required attendee
	Indicates an optional attendee
	Indicates a room or equipment

To change the attendee’s status for meeting:

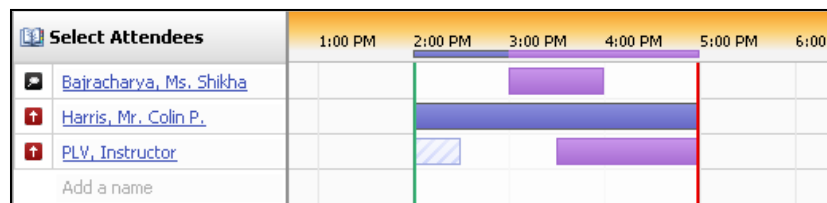
- click on icon (e.g., ) to toggle through status options
- select the desired status for meeting

**b. Checking Common Time Availability**

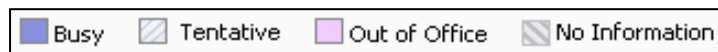
The scheduling assistant shows invitees common time availability as a row in a table. In the **Select Attendees** row at the top of the schedule and directly under the times, a color coded summary is displayed of the availability of the attendee(s) and resource(s) in a given time period.



Similarly, in the row to the right of each invitee’s name under Select Attendees are colored bars that represent each of the invitee’s availability for a given time period.

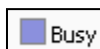


The legend displayed at the bottom of the scheduling assistant shows the color-codes associated with availability (i.e., free/busy times) of invitees to the meeting.

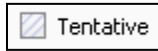


Legend

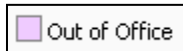
Description



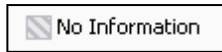
Blue color-code shows attendee availability as busy.



Blue and White color-code shows attendee availability as tentative.



Purple color-code shows attendee availability as out of office.



Black and White color-code shows no information available for attendee.

To select common availability for attendees:

- scroll through the **Suggested Times** column on the right

Outlook Exchange Calendar helps you to set up a convenient time for a meeting according to the availability of the attendees. A suggested times listing allows you to perform a check on the other invitee’s Exchange calendar to find whether they are busy according to their calendar, if so, you can reschedule the meeting.

The suggested times color-coded options are:



<u>Suggested Times</u>	<u>Description</u>
Good	White color-code are days all attendees are available
Fair	Light Blue color-code are days most attendees are available
Poor	Blue color-code are days most attendees are not available

- click on your desired choice in the **Suggest Times** listing column when all or most attendee (s) are free


**Note:** Selecting a new time in the **Suggested Times** list moves the start and end times (green and red vertical lines) to the newly selected time period. It also updates the meeting start and end times.

## 6. Replying to a Meeting Request


When an invitation to a meeting is sent, the attendee will receive an e-mail message from the originator stating the time, date, and location of the meeting.

To respond to the invitation:

- click **Mail** in the **Navigation Pane**

The e-mail message will have a meeting request icon  to the left of the **From** column in the Message pane. Within the e-mail message, options to respond to invitation from the Reading Pane display at the top of the e-mail message:



<u>Option</u>	<u>Description</u>
Accept	Adds the meeting to your Calendar and sends an e-mail to the meeting organizer, informing him or her of your decision.
Tentative	Adds the meeting to your Calendar, marks it as tentative, and sends an e-mail to the meeting organizer.
Decline	Sends an e-mail to the meeting organizer, informing him or her that you will be unable to attend.
Calendar (  )	Displays your Calendar so that you can view your schedule.

To respond to invitation from the message pane:

- select the e-mail message in the **Reading Pane**
- click the desired response (Accept, Tentative, Decline, or Calendar)

If you select **Accept**, **Tentative**, or **Decline**, Outlook will display a pull down list of options to ‘**Edit the response before sending**,’ ‘**Send the response now**,’ or ‘**Do not send a response**’.

To include a comment with your response:

- select **Edit the response before sending**
- type *comments* in the space provided
- click **Send**

To send response with no comments:

- select **Send the Response Now** to send response automatically


To send no response:

- select **Do not send a Response**

**Note:** The option “Do not send a response” will add the meeting to your calendar. However, the organizer will not know your response (e.g., accept, tentative) to the invitation, no e-mail will be sent.

## 7. Recurring Entries


An appointment, event, or group meeting which repeats on a regular schedule can be scheduled as a recurring entry.

- open an **Appointment**, **Event** or **Meeting Request** where you are the organizer  
-or-
- follow instructions for **Scheduling new appointment, new all day event, or new meeting request**
- click the **Recurrence** button on the **Standard** toolbar 

The *Recurrence* dialog box displays.

A **Recurrence Pattern** can be scheduled—for Daily, Weekly, Monthly or Yearly. These options allow an appointment, event or group meeting to repeat on a regular basis for the scheduled recurrence pattern.


To specify appointment time:

- type the *start time* next to **Start** and *end time* next to **End** under **Appointment time**  
-or-
- click  next to **Start** and **End** fields to select appointment time

To select frequency of recurrence pattern:

- select **Daily**, **Weekly**, **Monthly**, or **Yearly** under **Recurrence Pattern**
- make desired selection of options for recurring entry

To set time period for range of recurrence:

- type the *start date of repeat pattern* next to **Start** field under **Range of recurrence**
- click  next to a desired **End** option

**Note:** An appointment, event or group meeting for a recurring entry can terminate in one of three ways: (1) select the option to not include an end date by clicking the box beside “No end date” (2) type in an amount which represents the number of occurrences to create (3) type in a specific date to terminate a reoccurring appointment

- click **OK**

- click **Save and Close**

The recurring entry icon  displays in the appointment, event or group meeting planner area.

## 8. Printing Calendars


To print a calendar using web access:

- click **Calendar** in the **Navigation Pane**
- select calendar to print
- click **Day, Work Week, Week, or Month**
- click **File** and select **Print**
- or-
- click **Print Preview** to view print job

## 9. Creating New Calendar

Unlike the Outlook client, you are only able to create and view personal calendars on the web access. You are not able to view any shared calendars through the web access.

To create new calendar:

- click **Calendar** in the **Navigation Pane**
- click **Create New Calendar**
- type the name for the new calendar in the empty box provided  |
- press **Enter**

The new calendar name appears below you default Calendar. It will also appear when you log into the Microsoft Office Outlook 2007 client.

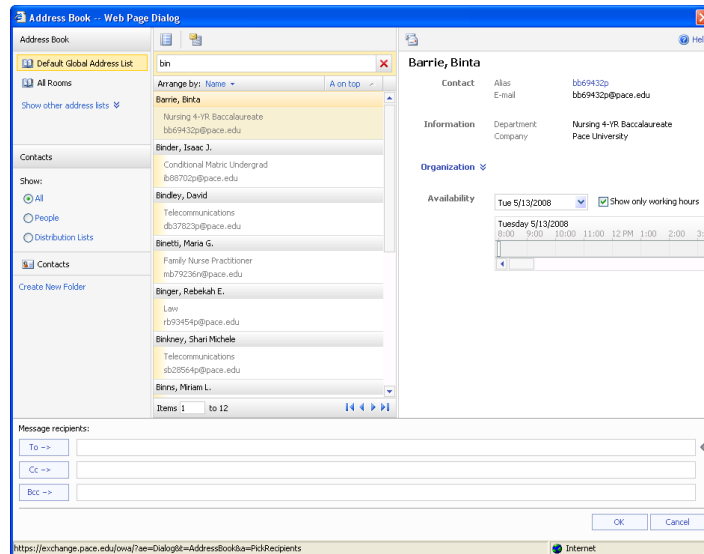
**Note:** Calendars can only be deleted through the client, not through the web access. Also the Grouping feature is not available through the web access.

## V. CONTACTS


An Address Book is a collection of names, e-mail addresses and distribution lists used to store information. Address Books simplify sending email. On the exchange server an address book called the Global Address List is available to you. On your drive your personal address book is called Contacts. A name added to this book is referred to as a Contact.

### A. Global Address List

The Global Address List contains the e-mail addresses of all the people on the Pace network. Choose the Default Global Address List under Address Book to access the directory. After you have chosen the Address List you can then select a Name.




### 1. Sending an Email Using the Global Address List

- click **Mail** in the Navigation Pane 
- create a new message
- click **To** in the message header
- select **Default Global Address List** from **Address Book**
- select a *Name*

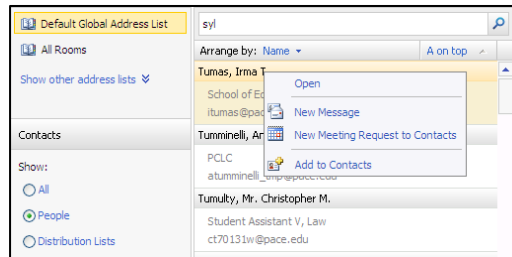
**Note:** You might need to scroll or search to find the name. You can also use the keyboard and type the first few letters of a person's name when not in the search box.

- click **To**
- click **OK**
- type *your message*
- click **Send**

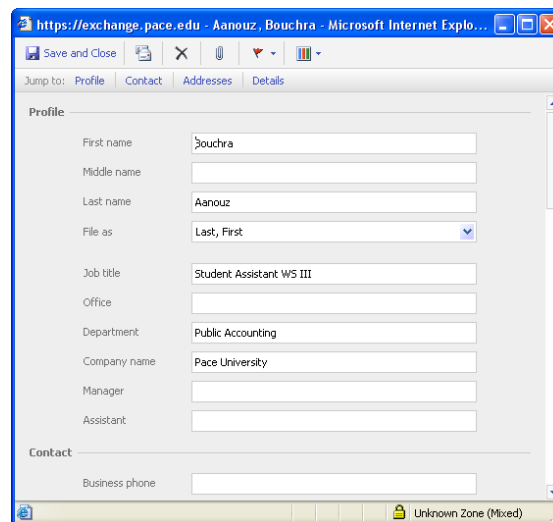
### 2. Adding a New Contact from the Global Address List


- click  **Address Book** at the top of the Web Access window

- right click the **name** of the person in the Global Address List you want to add as a contact
- select **Add to Contacts**



A *Contact* window displays with the information of the person you selected.



- type any other information
- click **Save and Close**
- click  to close the Address Book

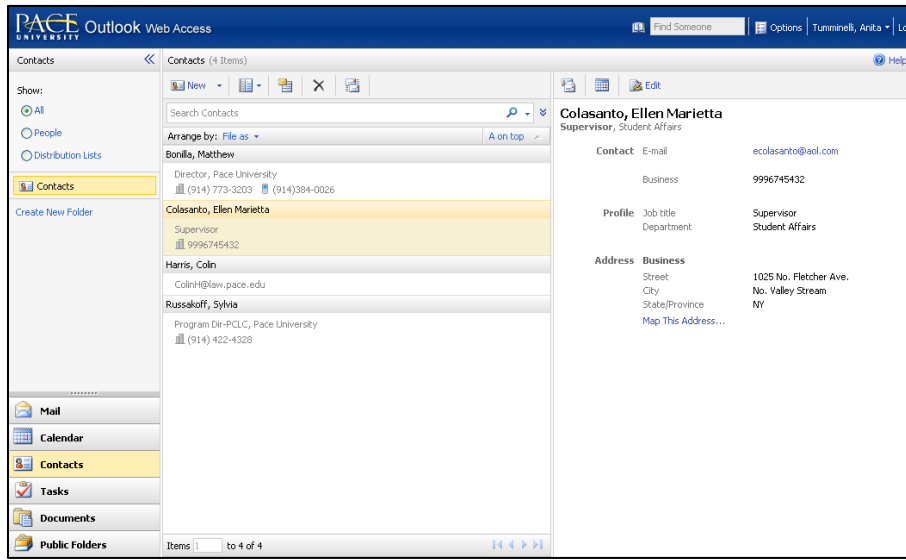
## B. Using Contacts

Information such as email addresses, phone numbers, etc. can be saved for any individual in or out of your organization. The information, also known as Contacts, is stored in your Contacts folder.

### 1. Opening the Contacts Folder

- click **Contacts** in the **Navigation Pane** 

The *Contacts Folder* window displays.



## 2. Adding and Saving a New Contact

It is easiest to be in the Contacts window to add, edit or delete contacts.

- click  on the toolbar
- select  Contact

The *New Contact* window displays.

- type contact's information in the fields
- press **Tab** key to move to each field

To save the Contact and close the window:

- click **Save and Close** on the toolbar

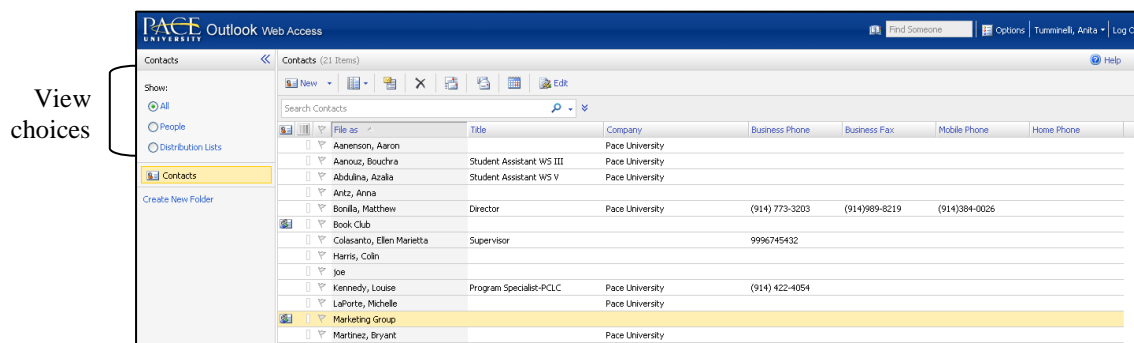
### 3. Editing a Contact

- double-click on a *contact name* in **Contacts Folder**
- modify the contact in the *contact name* window
- click **Save and Close**

### 4. Deleting a Contact

- select a *contact name* in **Contacts Folder** and click  on the toolbar to delete

### 5. Viewing Contacts





**Note:** Shared Contact folders can only be viewed on the client version of Microsoft. They are not available through the web access.

Switching views in contacts:


- select the radio button for one of the 3 choices in the **Navigation Pane** under **Contacts**

Outlook has 3 ways to view contacts – All, People or Distribution Lists.

**Note:** Contacts can be sorted by specific Field Names by clicking the  next to **Arrange by**.  
Contacts can also be sorted by ascending or descending order by clicking .

### 6. Finding Contacts


#### a. Find a Contact

- click  on the toolbar
- type the *partial name*, a *first* or *last name*, an *e-mail* or *company name*
- press **Enter**

All matches display in Contacts window.

**Note: If the contact is not found in the Contacts window you get the message: No items found.**

To clear the find and view all contacts:

- click  on the search option

#### b. Find a Contact by Typing on the Keyboard

- type the *first letter of the last name*, or quickly type the *first couple of letters of the last name* (e.g. Be for Bellini)

#### c. Find a Contact from the Global Address List

You can search your Global Address List by using Find Someone at the top of the Web Access window.

- click in **Find Someone** in the Outlook Web Access toolbar



- type *partial name*, a *first* or *last name*, an *e-mail* or *company name*
- press **Enter**
- select from *list* if more than one name was found

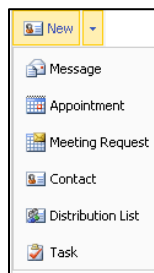
**Note: A window displays with the contact's information.**

## 7. Distribution Lists

A Distribution List is an entry containing a selected group of contacts from the accessible Address Books. Contacts must be added to the Address Book before creating a distribution list.

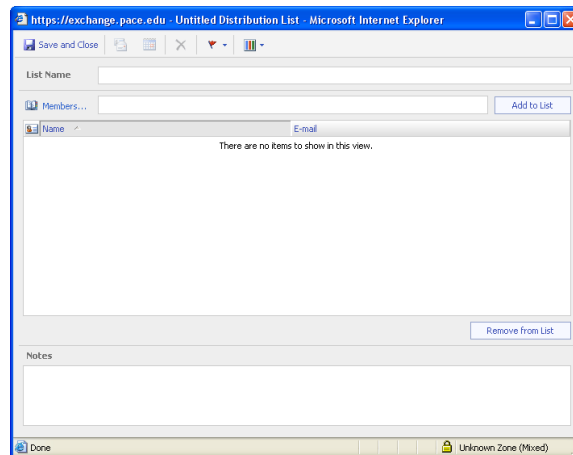
#### a. Creating a Distribution List

- click on the down arrow of  to get a pop-up menu



- select **Distribution List**

The *Untitled Distribution List* dialog box displays.

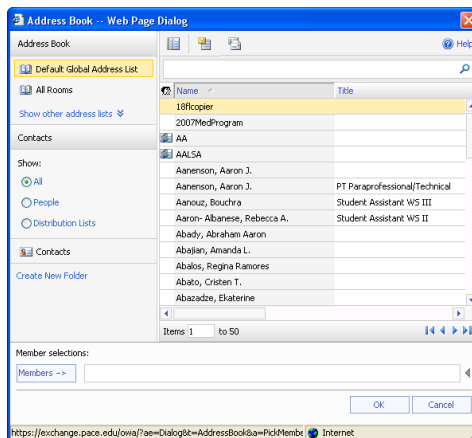


- type *distributionlistname* in the **List Name** field

Where *distributionlistname* is the name given to the Distribution List.

- click **Members**

The address book displays:



- select the *Name* from the Name list
- click **Members** to add *Name* to the distribution list

Repeat the above process for every contact you want to add to the list. When all names are added:

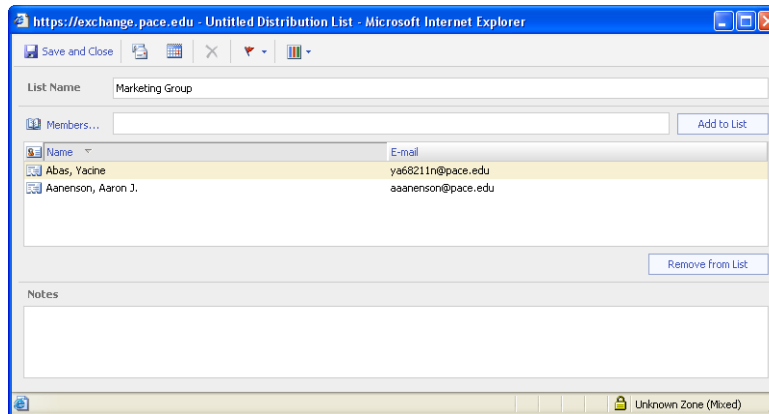
- click **OK**
- click **Add to List** in the *Distribution Book* window
- click **Save and Close**

### b. Editing a Distribution List

- click **Distribution Lists**
- double-click on the *DistributionListname*

**Note:** A double-headed icon in the first column  denotes it is a distribution list and not a single contact.


The *DistributionListname* dialog box displays.



To add new members:

- click **Members** and follow steps in **Add Names in Creating a Distribution List**

To delete members:

DO NOT click the Delete  located within the *Distribution List* dialog box when deleting individual members. This button automatically deletes the entire distribution list without a warning message.

- select the *Name*
- click **Remove from List**

To save changes:


- click **Save and Close**

### c. Deleting a Distribution List

When you delete a distribution list, you are not deleting the information that is stored in your address books. You are only deleting a group of names that make up the list.


- click on the *DistributionListname*

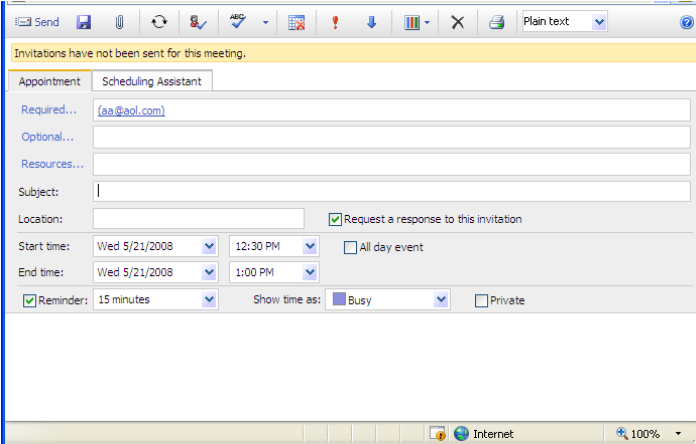
**Note:** A double-headed icon in the first column  denotes it is a distribution list and not a single contact.

- click  on the toolbar to delete

**Note:** You will not get any warning message when you delete because it was moved to the Deleted Items folder. It is not yet permanently deleted.

## 8. Schedule a Meeting for a Contact

- select a **contact name** in **Contacts Folder**
- click  **Meeting Request to Contacts** on toolbar
- or-
- right-click on the **contact name** and select **New Meeting Request to Contacts**
- fill in the **New Meeting** window (see **Creating a Meeting**)

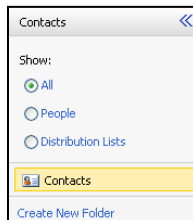


**Note:** The contact's email is already in the Required field.

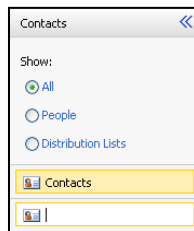
- click **Send**

## 9. Adding a New Contact Folder

- click **Create New Folder**



- type a **name** for the new contact folder in the space provided



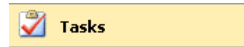
All modifications and deletions of contact folders can only be done through the client version.

## VI. TASKS



The tasks manager in Outlook helps you organize, maintain, and track your tasks and projects. The task manager can remind you of the status of current tasks as well as alert you about tasks that are overdue.

**Note:** You cannot assign tasks to other Exchange users through the web access. You are also unable to accept or decline an assigned task. You must use the client version for these features.

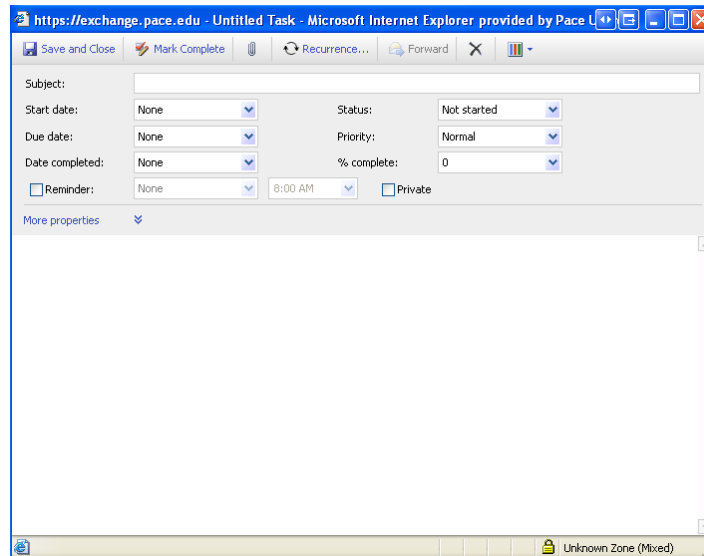
- click **Tasks** in the **Navigation Pane**




### 1. Creating a task



- click the  next to **New**
- select  **Task**

The *Task* dialog box displays.




<u>Option</u>	<u>Description</u>
Status	Allows you to specify the status for the task: Not started, In Progress, Completed, Waiting on someone else, Deferred.
Priority	Allows you to specify the status for the task: Low, Normal or High.
% Complete	Allows you to enter the percent of the task that is complete.
Reminder	Allows you to set a reminder for the task in minutes, hours, or days (s).
Private	Allows you to specify that your task is private.

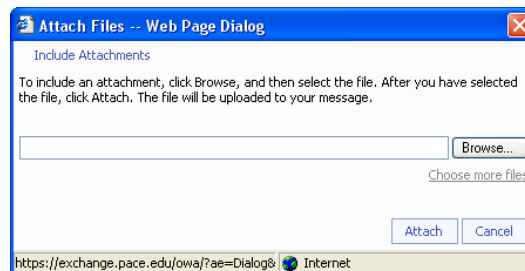
- type *subject of task* in the **Subject** field
- click the  next to **Start date** and select a *start date* in reference calendar

- click the  next to **Due date** and select a *due date* in reference calendar
- click the  next to **Status** and select the *current status*
- type *description of task* in the bottom pane
- click **Save and Close**

## 2. Attaching a File to a Task

- complete steps to **Creating a Task**
- click 

The *Attach Files* dialog box displays



- type the *file name* and the qualifying path
- or-
- click **Browse** and select a *file* and click **Open**
- click **Attach**


The file's icon and name appears in the **Attach** field.

- click **Save and Close**

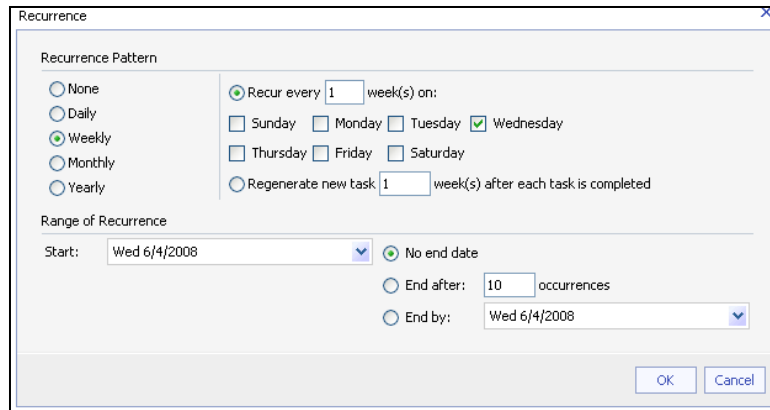
To remove an attached file:

- select the file and press **Delete**
- click **Save and Close**

## 3. Recurring Tasks

- create a new task
- or-
- double-click on a current active task
- click the **Recurrence** on the Standard toolbar 

The *Recurrence* dialog box displays.




A **Recurrence Pattern** can be scheduled—for Daily, Weekly, Monthly or Yearly. These options allow the task to repeat on a regular basis for the scheduled recurrence pattern.

To select frequency of recurrence pattern:

- select **Daily**, **Weekly**, **Monthly**, or **Yearly** under **Recurrence Pattern**
- make desired selection of options for recurring entry

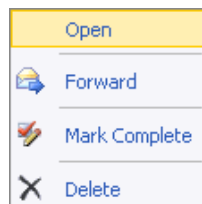
To set time period for range of recurrence:

- type the **start date of repeat pattern** next to **Start** field under **Range of Recurrence**
- click  next to a desired **End** option
- click **OK**
- click **Save and Close**

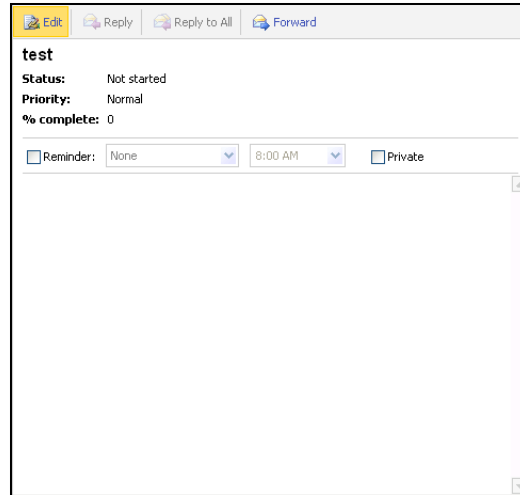
#### 4. Editing a Task

Edits can only be made for personally created tasks and any tasks that have been assigned to you.

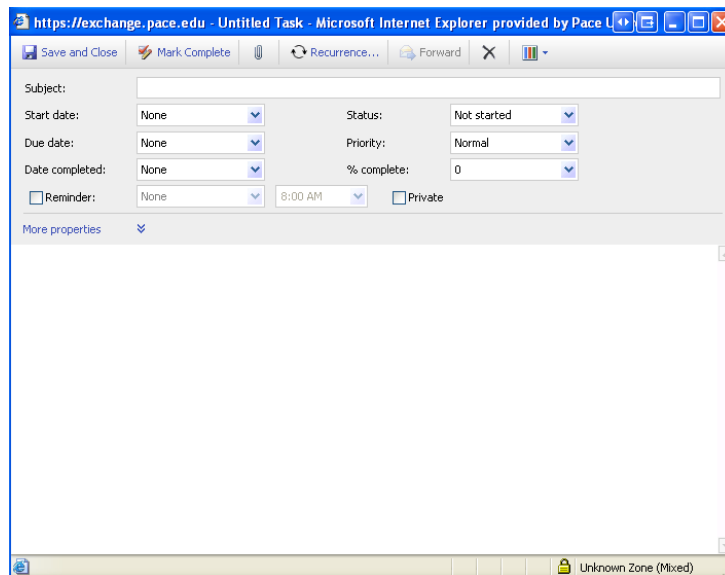
- double-click desired task
- or-
- right-click desired task



- click **Open**
- or-
- click  **Edit** in the **Reading Pane** of a selected task



The *Task* dialog box displays.

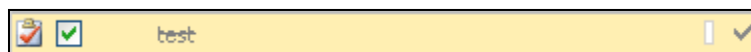


- make desired modifications
- click **Save and Close**

To mark a task as Completed:

- open desired task
- click  **Mark Complete**

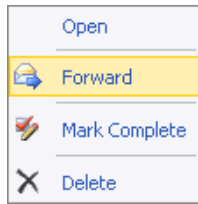
The completed task will turn gray with a line through the task name and a check will appear in the checkbox.



## 5. Forwarding a Task

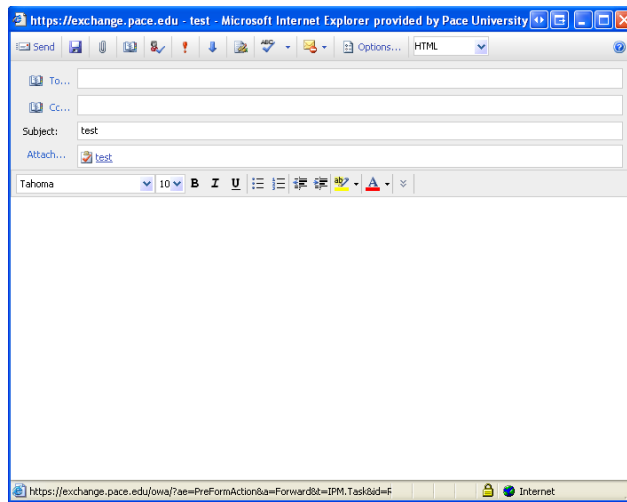
After a task has been created, you can forward it to other Exchange users.

- right-click on desired task



- click **Forward**
- or-
- click **Forward** in the **Reading Pane** of a selected task

A *New Message* dialog box displays with the task attached to the message as an attachment.



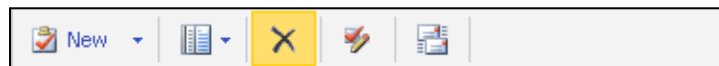
- type recipient's email address in the **To** field

The name of the task will be automatically entered in the **Subject** field.

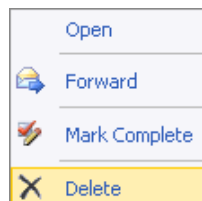
- type the *body of the email message* in the **Message Body Pane**
- click **Send**

## 6. Deleting a Task

- check the box  next to desired task
- or-
- click on a task to select it
- click on the **Task** toolbar




- or-
- right-click on desired task



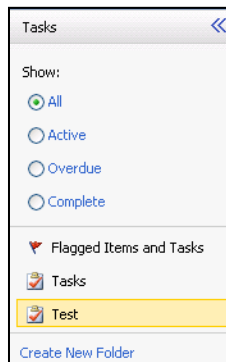
- select **Delete**

## 7. Creating a New Task Folder

New task folders can be created through the web access.

- click [Create New Folder](#) under the **Task** in the **Navigation Pane**
- type the new task folder name in the space provided  |
- press **Enter**

The new task folder appears below your original **Task** folder in the **Navigation Pane**.



**Note:** Newly created task folders cannot be renamed or deleted through the web access. You must use the client version for these features.

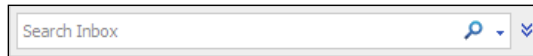
**VII. ADDITIONAL FEATURES**

Outlook Web Access offers several tools for finding Mail, Calendar items, Contacts, etc.

**A. Using Instant Search**

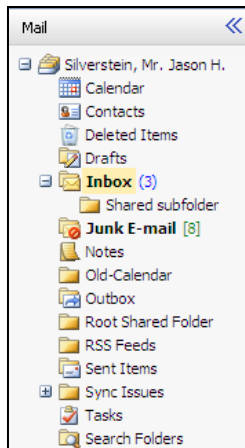
**Instant Search** helps to quickly find items in Outlook Web Access. The Instant Search pane is available in the following views – Mail, Contacts, and Tasks.


While the calendar does not have a search pane, meeting requests and responses are included in the search results. The search pane name will correspond with the folder selected.

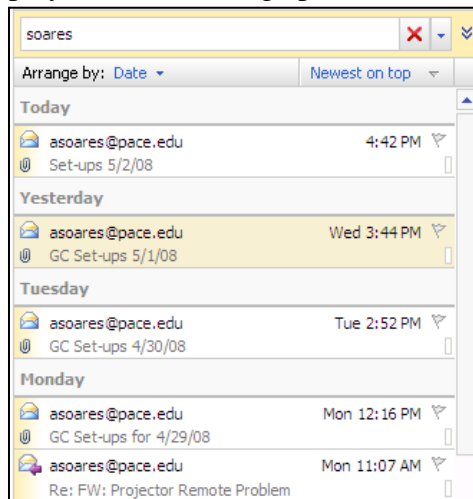


To find a message using the Instant Search Feature:


- select the mail folder you want to search within



- click in the **Instant Search** pane and type your search terms
- click  to run the search
- the results will be displayed in the message pane



To clear the Instant Search:

- click the  next to the **Instant Search** box

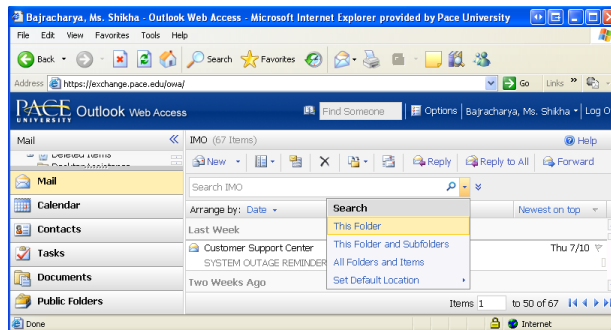


Once the Instant Search box is cleared, all the original messages will reappear within the selected folder.

## 1. Instant Search Options


The range and scope of your search can be refined several ways:

- click the drop-down arrow  in the **Instant Search Pane** to select the range of your search




Narrow or expand your search by choosing from one of the following:

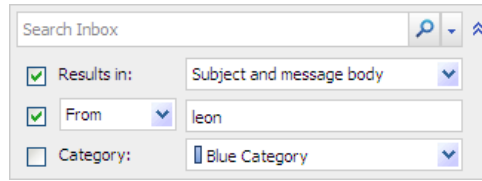
<u>Search</u>	<u>Description</u>
This Folder	To search just the folder you have selected.
This Folder & Subfolders	To search the currently selected folder and any subfolder(s) it may contain
All Folders & Items	To search all folders and all item types (Contacts, Calendar items).
Set Default Location	To set the default search location to any of the three choices above.

- type *your search terms* and click the  to run the search

## 2. Using Advanced Search

To use Advanced Search:

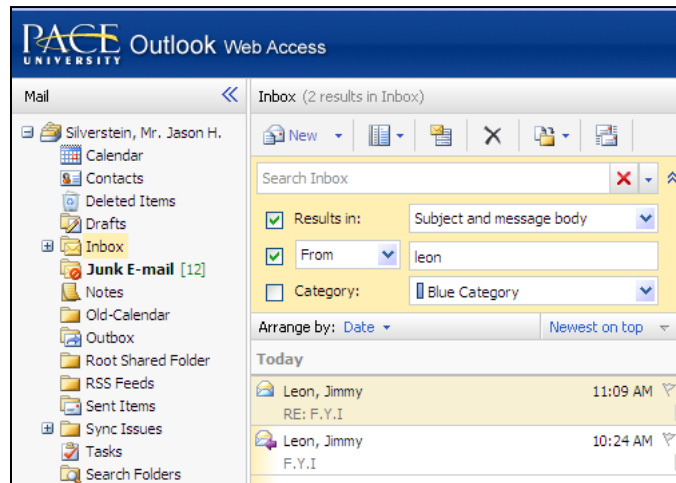
- click the drop down arrow  on the right end of the search pane



Select from any of the following criteria options:

<u>Item</u>	<u>Description</u>
Results in	Search choices are Subject and message body, Message body, or Subject.
From/Sent To	Searches for items from or sent to a specific person or distribution list.
Category	Searches items that have been assigned to a category.

- click the  button to run the query



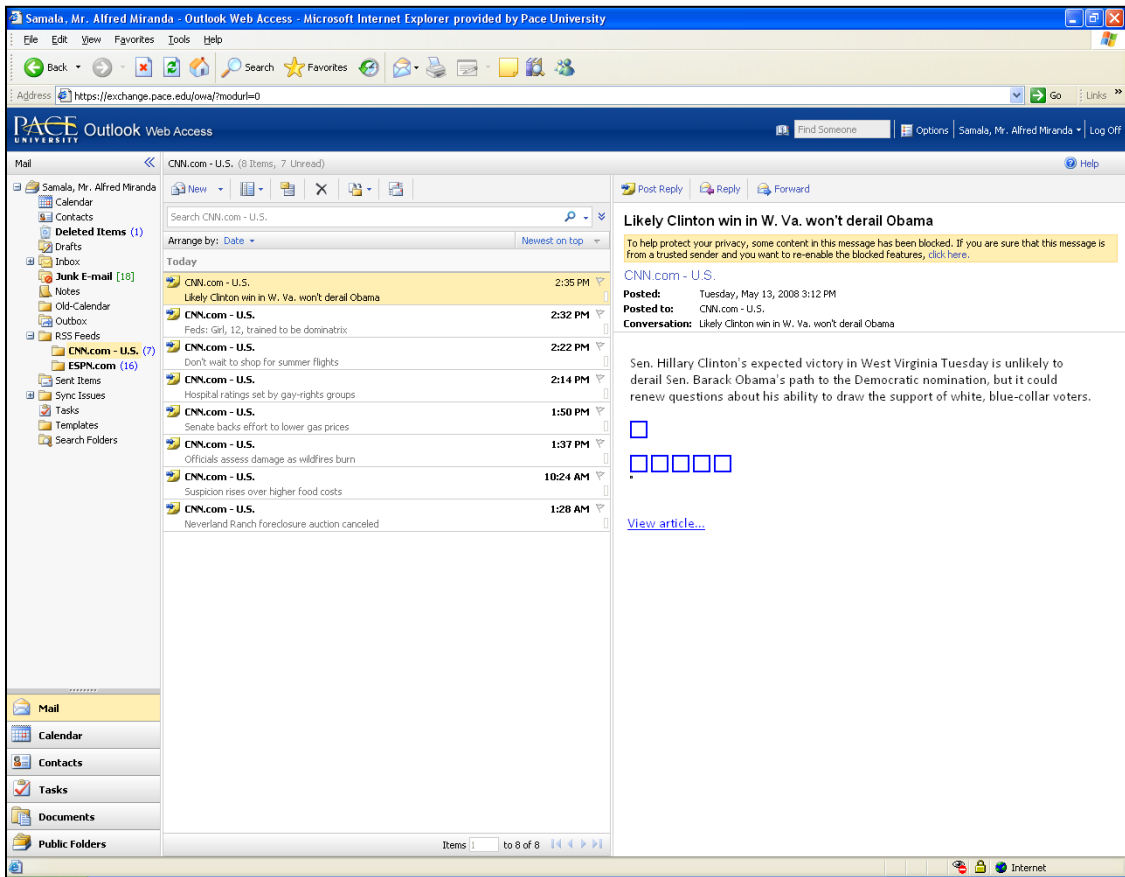
**Note: The search feature in Contacts and Tasks works the same way, but has fewer options in Advanced Search, and only the category option is available.**

**a. RSS Feeds**

To view RSS Feeds in Microsoft Outlook Web Access:

After successfully logging into your Microsoft Outlook Web Access:

- click  next to **RSS Feeds** on the left pane



RSS Feeds are organized by folders by default.

- select the desired **RSS Feed folder** to view

## B. Forwarding Pace E-mail account

If you wish to forward your Pace e-mail account to another e-mail account you must go to the Password Reset Utility page and use the forwarding utility.

- point the browser to <https://pru.pace.edu/>
- click **Manage E-mail Forwarding**
- follow the instructions to forward your e-mail account