

Outlook Web Access Email

Revised January 16, 2002

The following step-by-step instructions will assist you in using the new Outlook Web Access (OWA) Email system. These instructions are for the BASIC EMAIL features of the program and do not include the Contacts or Calendar feature. The sections listed in blue in this document are new to this version of email instructions.

Logging in to OWA

- Enter the web address <http://mail.fcps.org> in the address or location area of your web browser (Internet Explorer or Netscape). **Note:** Do not include **WWW** in the address!
- In order to access all of the features covered in this handout, it is **STRONGLY** suggested that you use Internet Explorer version 5.5
- To access OWA from your home computer through America Online (AOL), you will need to connect to the Internet through the AOL sign in, minimize that AOL browser (while remaining connected to the Internet), and then launch Internet Explorer.



Enter the Internet Address here

Internet Explorer **Netscape**

Hint: You may wish to add this site to your Favorites or create a shortcut on your desktop for fast access to the OWA login screen. See the instructions at the end of this document.

- A new pop-up window will appear and you will need to log in to the email system

Enter Network Password

Please type your user name and password.

Site:

Realm:

User Name:

Password:

Save this password in your password list

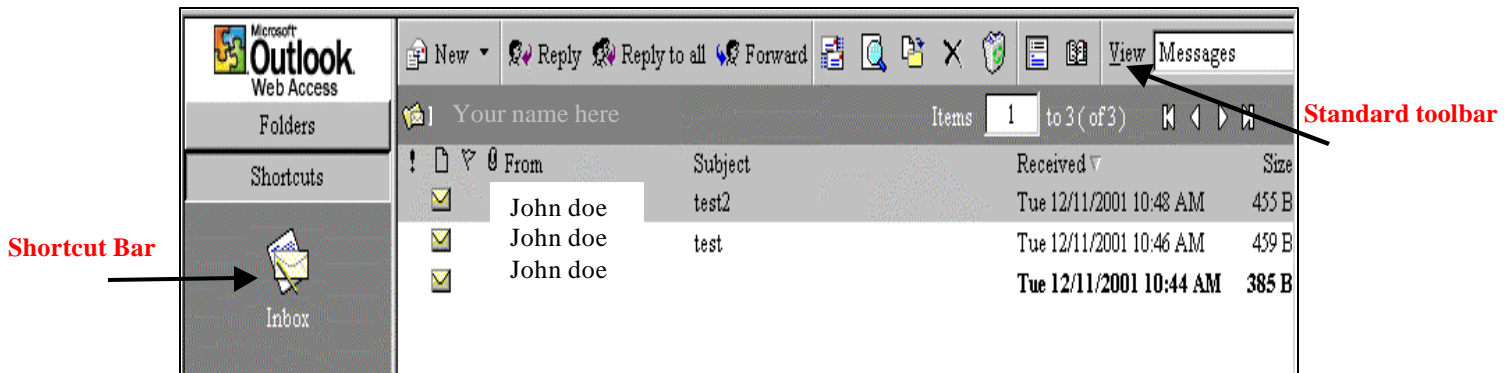
OK Cancel

Enter your email name here

Enter your email password here

- In the **User Name** area, enter the username that you were assigned in the following format **firstname.lastname** (example: john.public) **OR** if you are one of the exceptions to this format it would be **firstname.middleinitial.lastname** (example: john.q.public). **If you requested an alias account, you will continue to login with your originally assigned name.**
- In the **Password** area, enter your assigned **password**. (*newpass*)
- Click the **OK** button

- You should now be logged in to the email system and see the following items on your screen:

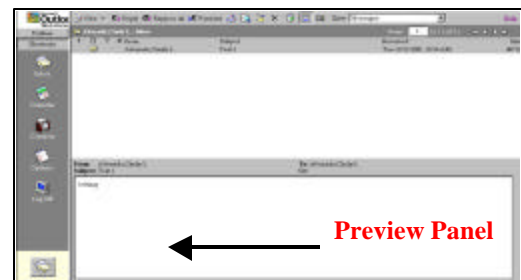


Resizing Your Window

- To resize both frames, place your cursor on the line between the messages and the shortcut bar.
- When your cursor turns into a double-sided arrow (\longleftrightarrow), click and drag to resize your windows.

Preview Panel

- To split your screen and preview messages, Click *Show/Hide Preview Panel*





Changing your password




- Click on the *Options* button on the **Shortcut Bar**.
- Scroll down to the **Password** section.
- Click on the *Change Password* button.
- Make the appropriate changes in the Internet Service Manager window that opens, using the information provided below:

- Domain: fcp.s.org
- Account: Enter your username (ex. John.Doe) with the period
- Old Password: Enter your current password
- New Password: Enter your desired password
- Confirm new password: Re-enter your desired password

Reading Your Email

- Click on the *Inbox* button along the left-hand side of your screen (the shortcut bar).
- The following items are included in the OWA Inbox:
 - ✓ The importance of the message - !
 - ✓ The type of item that it is – message 
 - ✓ The flag icon is displayed but is not an available feature at this time.
 - ✓ If the message has an attachment - 



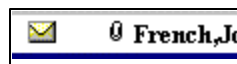
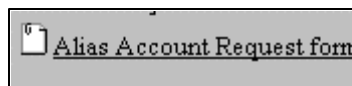

- ✓ Who the message is from
- ✓ The subject of the message
- ✓ When the message was received
- ✓ The size of the message
- To open a message and read its contents, simply double-click on the message and it will open in a second window.
- To move the message window, click and hold on the blue title bar and drag to your desired location
- When you are done reading the message click on the X in the top right-hand corner to **close** it or click on the **Delete** icon  on the **Standard toolbar** to **delete** it. 
- Unread messages will appear in bold text.
- Read messages will appear in plain text.
- To see new messages that have been sent since you have been logged on, click the **Check for new messages** icon. (New messages will not automatically appear in your list, you will need to use this button frequently to see when you receive new email.) 
- To scroll through messages, use the arrows on the items bar. Place your cursor over each arrow (without clicking) for a definition of what each button does.



- As long as you are logged in to Outlook, this icon will pop up periodically in the bottom right hand corner of your screen to alert you of new email. It will appear no matter whether you are currently viewing the Outlook window or working in another program. Click on this message to pull in your new mail.

Note: This feature may be turned on and off using the **Options** button on the **Shortcut Bar**

Reading Email Attachments

- If you have an attachment with one of your messages, you will see a paperclip icon to the right of the closed message envelope in your Inbox. 
 - Open the message containing the attachment as you normally would.
 - Above the text window, you will see an icon and the attachment title, similar to the one shown here: 
 - Click on the name to open the attachment.
 - You will be prompted to either open or save the attachment. It is best to open it and then decide if you want to save it after reading it.
 - The attachment will open in a new window. To get back to the original email message click on the **X** in the top right-hand corner of the new window. 
- Note:** Virus scanning is performed prior to receiving email messages. **A warning will appear on all emails containing an attachment, even though they *have been scanned* for viruses.**
- When opening an attachment, you may be prompted to save the file. To do this, right click on the attachment, in the menu that opens, choose "Save Target As", in the "Save As" dialog box select the location where you want to save the file, click "Save".

Replying to, Replying to All, and Forwarding Email

To Reply to an email

- Open the email that you want to reply to.
- Click the **Reply** button on the **Standard Toolbar**.



- Type the reply to the message.
- Click on the **Send** button.



Replying to All

- Open the email you want to reply to.
- Click the **Reply to All** button on the **Standard toolbar**.
- Type the reply to the message.
- Click the **Send** button.



Note: The message will be sent to everyone in the *To* and *CC* fields.

Forwarding a Message

- Open the email you want to forward.
- Click the **Forward** button on the **Standard toolbar**.
- In the **To** box, type the email address/name you would like to forward the message to.
- Type any additional information you would like to include with the message.
- Click the **Send** button.

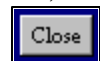
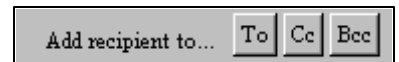


Sending Email

Sending Messages *Inside* OWA

Log in to Outlook (See instructions on page 1 of handout).

- Click on the down arrow next to **New** located in the upper left of the Outlook window or just click on top of the **New** icon.
- If you clicked on the down arrow, the following window will appear and you can select **Message** from the list.
- You will see a new window appear on your screen called “Untitled – Message.”
- If you want to search for a name follow these instructions:
 - ✓ Click on the **To** button and enter a last name or part of a last name or their school location.
 - ✓ Then click on the **Find** button or press enter.
 - ✓ Click on the name of the person to whom you want to send the message.
 - ✓ Click on the appropriate button at the bottom of the window. (Add recipient to... To, CC, BCC)
 - ✓ Click on **Close** to return to the window to enter the text of your message.
- Type the subject of the message in the subject field of the new message window.
- Type the body of the message.
- Click the **Send** button to send the message.



Note: If the recipient’s name that you typed in the *To* field matches more than one name in the Global Address List, OWA will show you a list of all the names that match what you typed and ask you to select an individual from the list. Names in black above the *To* field are correct recipients, those in red will need to be revised.

Copying and Pasting Text into a Message

- You can copy text from another application into your OWA email message-
 - Highlight the text to be copied
 - Copy the text by holding down the Control key (Ctrl) and pressing the C key
 - In your OWA message, place the cursor in the message body area

- o Paste the text by holding down the Control key (Ctrl) and pressing the V key

Sending Messages Outside OWA

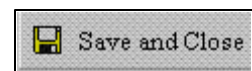
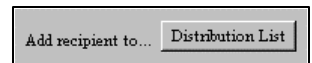
- Log in to OWA (see above).
- Click on the down arrow next to **New** located in the upper left of the Outlook window or just click on top of the **New** icon.
- If you clicked on the down arrow, the following window will appear and you can select **Message** from the list.
- You will see a new window appear on your screen called “Untitled – Message.”
- Type the complete email address of the person to whom you wish to send the message. (ex: jdoe7@hotmail.com) in the **To** field.
- Type the subject of the message in the subject field of the new message window.
- Type the body of the message.
- Click the **Send** button to send the message.



Note: A copy of all email messages sent from your account will be placed in the **Sent Items folder** (See **Folders** section of this handout).

Creating a Distribution List

- Click the arrow next to **New** on the **Standard toolbar**.
- Click **Distribution List**.
- Type the name of your list next to **List Name**.
- Click the **Find Names** button in the **Distribution List** window.
- Type the last name of the person (or a part of the person’s last name or a school location) you wish to add to your list.
- Click on the **Find** button.
- Select the desired name from the list of names that appear by clicking on it.
- Click the **Distribution List** button next to where it says **Add recipient to...**
- **To add another name to your distribution list:**
 - ✓ Click in the **Display name** area and delete the name that is in the text box.
 - ✓ Type in the new name (or part of a name).
 - ✓ Click on the **Find** button.
 - ✓ Repeat this process until the list is complete
 - ✓ Click on the **Close** button when you have added the last name to your distribution list.
- When finished click the **Save and Close** button at the top left-hand corner of the open window.



Opening and Editing a Distribution List

- Click on the **Contacts** button on the **Shortcut Bar**.
- Double click on the distribution list name that you wish to edit.
- A window will open which will allow you to add additional names to your list. (See instructions above)

Sending to a Distribution List

- Click the **New** button on the **Standard toolbar**.
- In the **To** field, type the name of your distribution list.
- Click on the **Check Names** button on the **Standard toolbar**.



- Type your email message.
- Click the *Send* button.

Other New Message Options

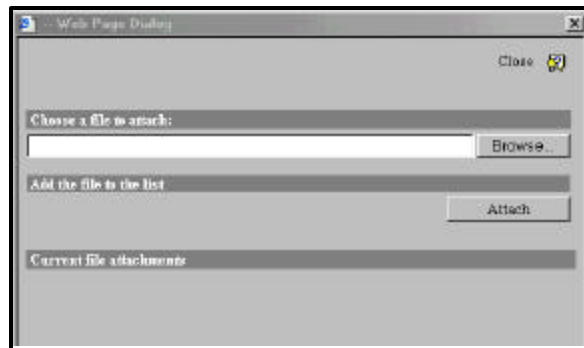


Saving Messages

- Clicking on the *Save* button will place your email in the **Drafts** folder so that you can complete and send it at a later date/time.
- To send later, open your *Drafts* folder, double click your saved email, edit, and click *Send*.

Adding Attachments to Messages

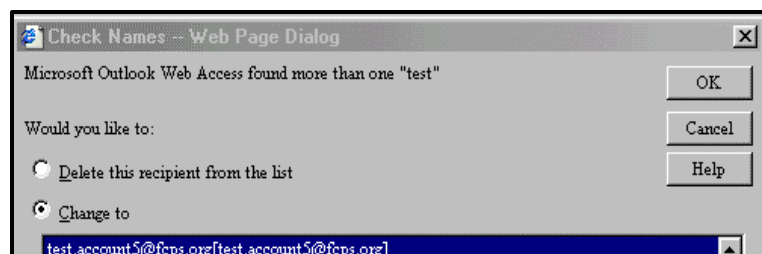
- Begin composing a new email using the instructions from above.
- Click on the *Add Attachment* icon (the paperclip) on the **Message Toolbar**.
- The following window will appear:



- Click *Browse* and navigate to where you have the file saved that you would like to attach.
- Click on the file once to highlight it and then click on *Open*.
- This will place the name of that file in the top line of the box.
- Click on the *Attach* button.
- Click on *Close* in the top right corner
- You will now see your attachment in your message.
- **Note:** To *delete* your attachment, click on the paperclip again. Then place a check in the box beside the file name and click *Remove*.
- **Note:** If you attach a file that is currently open on your computer, it may not attach to your message correctly. To avoid this, close the document you wish to attach prior to attaching it to your email message.

Check Names

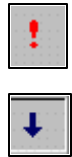
- To check the accuracy of the names that you have entered into the **To** field, click on the *Check Names* icon on the **Message Toolbar**.
- Outlook will either confirm the address by placing the address above the **TO** window OR the following window will appear:



- In the window that appears, the option of *deleting* or *changing* the address will be offered.

Indicating the Importance of Your Message

- Click the **Importance: High** icon on the **Message Toolbar** to mark your message as being of high importance.
 - Click the **Importance: Low** icon on the **Message Toolbar** to mark your message as being of low importance.
- Note:** The only way to tell if the message importance has been set is to look at the icon on the toolbar in the new message window and see if it is depressed.



Other Options (Appears in the Send Message window)

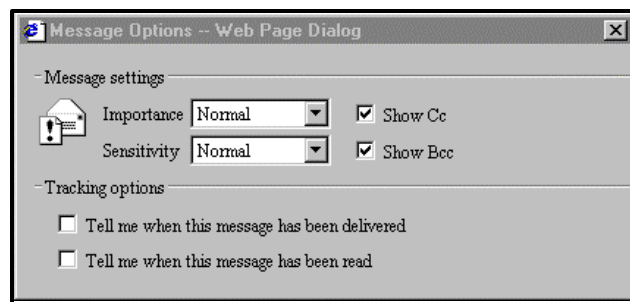
- Click the **Options** button. Here you can:
 - ✓ Mark the level of importance and sensitivity.
 - ✓ Show CC or BCC.
 - ✓ Track whether your mail has been read and/or delivered.
- Note:** If these options are selected, you will receive an email confirmation showing one or both of the following icons.



Message Delivered



Message Read






Formatting Message Text



Text Formatting **Font Type** **Font Size** **Font Color and Style** **Justification** **Bullets/Numbering** **Indentation**

Note: Be sure to select/highlight the text that you want to format before choosing options from the **Formatting Toolbar**.

Deleting Email

- Select the message you wish to delete by clicking on it.
- Click on the  button to delete the message or press the **Delete Key** on your keyboard.
- To delete a message inside a folder, first open the folder. Then select the message and press the  button or the **Delete Key** on the keyboard.
- If you want to delete multiple email messages, click on one message then hold down the **Shift Key** and click on the other messages until all are highlighted.
- Then press the  button or the **Delete Key** on the keyboard.



Note: You may need to refresh your browser screen to have changes take effect.

Retrieving Deleted Email

- Click **Folders**
- Double click the **Deleted Items** folder
- Select the message to be retrieved and move it to another folder. (see below)

Emptying the Deleted Items Folder



- Click the **Empty Deleted Items Folder** icon.

Note: You will be prompted as to whether you really want to do this or not.

Printing Email

- Open the message as you would to read it.
- In the **Message Toolbar**, click on the **Print** icon



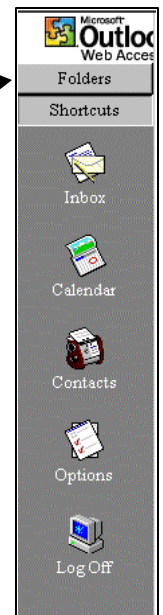
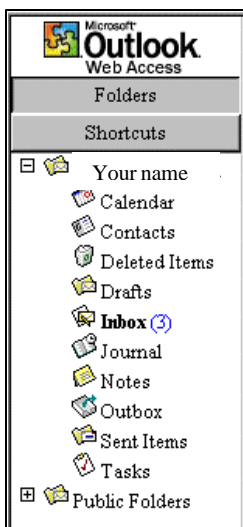
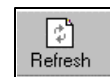
Using Folders

Displaying Your Folders:

Click on the **Folders** button located on top of **Shortcuts** to display your folders.

To Create a New Folder: (*Folders are displayed in alphabetical order*)

- Click on the arrow beside **New**
- Click **Folder**.
- Type a name for the new folder.
- Click one time on your account name (or the other location where you wish to place the new folder) and then click **OK**.
- To cancel the operation, click **Cancel**
- You must click the **Refresh** button in your Browser for the new folder to be displayed.



Moving an Email Message to a Folder:

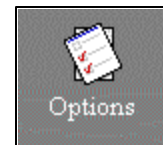
- Highlight the email message you want to move.
- Click the **Move/Copy** button located at the top of the open message window.
- Select the folder that you want the message moved to.
- Click the **OK** button to move the message.
- You can also click and drag the message from the **Inbox Display Area** to the desired folder in your **Folders Area**.



To Move a Folder:

- Click the name of the folder in the **Folders Area** to open it.
- Click the **Move/Copy Folder** Button.
- In the list of names of all the current folders, click the name of the destination folder.
- Click **Move**.
- To cancel the operation, click **Close**.
- **OR** Click and drag folders within the **Folders Display Area** to place folders within folders.

Outlook Email System Options



Out Of Office Assistant

- To have an Autoreply sent, click **Options** on the **Shortcut Toolbar**.
- Click in the radio button beside "I'm currently out of the office."
- Place the text you would like to have in your **Autoreply** in the text box provided.
- Click **Save** in the upper left hand corner to save changes.

Email Options


- Click inside the box if you want notification of new email.
- Click inside the box for the system to play a sound when new email arrives.

Formatting Dates and Times

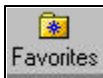
- Use the drop down menus to select various date and time styles
Note: This feature may vary depending on the browser you are using.

Creating a Favorite or Shortcut to the Email System


Creating a Favorite

- Type the email system web address into your browser address bar as normal and log in to the email system.
- On your browser menu bar you should see **Favorites** listed. 
- Click on **Favorites** and select **Add to Favorites**.
- An **Add a Favorite** window will open that allows you to name (or rename) your favorite and save it to a folder if you want.
- Make the appropriate changes in this window then click on **OK** to save.

Accessing the Favorite

- After opening your browser, click on **Favorites** on the menu bar OR click on the **Favorites** icon on the toolbar. 
- Click on the name of the web site that you want to access in the list that appears.

Creating a desktop shortcut

- Type the email system web address into your browser address bar as normal.
- When the email system login box appears, **DO NOT** enter your username and password, instead click on the Cancel button.
- This will take you to a blank page that says **Error: Access is Denied**.
- With this page visible, right-click in the white area of the browser.
- You will get a new menu. Select **Create Shortcut** from this menu.
- You will get a new window that says "A shortcut to the current page will be placed on your desktop" and you have the option to select OK or Cancel.
- Click on the **OK** button.
- Minimize your browser window and you should see an icon on your desktop that looks similar to the following image. 
- You may wish to rename this shortcut by right-clicking on the icon and selecting **Rename** from the menu that appears.