

Information Services & Technology

Office 365

Outlook Web App

A guide to e-mail, People (contacts & groups)



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Introduction

Outlook Web App (OWA) is the College's e-mail system that is integrated with Office 365. OWA can be accessed anytime, anyplace via an Internet connection coupled with a web browser. Additional to the e-mail facility there is also access to Calendar, Contacts, Tasks, OneDrive (cloud storage) and basic Office applications.

E-Mail Etiquette

Before using OWA e-mail etiquette should be considered e.g. is e-mail the best medium? Sometimes using the phone or in person is favourable, particularly if the subject is of a sensitive nature. The advantage of e-mail is that the recipient can read and respond to messages as time permits, and also forms an audit trail to which can be referred to if required. If you receive an e-mail requesting a response, try to reply within the required time period. No response may leave the sender unsure as to whether you ever received the message, or whether you had an opinion on its contents. Sometimes a 'non' response can be construed that the recipient has agreed to the content.

Keeping Your E-mail Appropriate

- Enter an informative Subject line so that recipients can easily find the e-mail in their Inbox.
- Keep messages short and to the point and bear in mind that an e-mail has the same legal status as a letter, so avoid using offensive or defamatory language that could have serious consequences.
- The IS & T Usage Policy allows "limited personal use" of e-mail. This is intentionally vague; no-one will object to your exchanging e-mail with friends, however, using your College mailbox to run your own business would be unacceptable.
- Make your e-mail legible – don't use strange fonts, font sizes or coloured/patterned backgrounds; the College recommends Arial 10pt.
- Use an appropriate signature, e.g. Name, Role, Department, Room Number, Contact telephone number.
- Avoid using the "High Importance" flag too frequently. Will all the recipients consider it important? Over use will reduce its impact.
- Keep attachments under 25mb in size; OWA will block them. If the recipient is internal, put large files onto the One Drive and either share with all or just the designated recipient.

Replying to E-mail

Try to minimise the number of recipients; is the message really relevant to all? It is worth thinking about the proportion of the e-mails you receive that aren't of much interest to you.

Housekeeping

- Using Folders to store and manage e-mails enables the Inbox to become more manageable (refer to Folders in this guide).
- Remember to remove Automatic Replies (Out-of-Office) notices when you become available.
- Should the mailbox require more storage please call the Support Desk.
- If you leave the College, set an Automatic Reply advising senders you have left and informing them who to contact.
- Only print e-mails when absolutely necessary.

Additional Mailboxes and Distribution Lists

If you or your team offer a service, either internally or externally then a shared mailbox or distribution list should be used. Avoid advertising personal e-mail addresses to enable any member of the team to manage

incoming e-mails, particularly when there is a staff absence. Requests for additional mailboxes or distribution list should be made to the Support Desk.

Unwanted E-mail

Spam and phishing e-mails are managed by Office 365, if it is suspected an e-mail is blocked then please contact the Support Desk in the first instance.

If you receive a valid e-mail in error, politely inform the sender as soon as possible so a correct e-mail can be sent to the appropriate person.

Acrimonious Exchanges

If an e-mail exchange becomes acrimonious do not continue and arrange a face to face meeting to discuss the issue.

Signing In

There are various methods of logging on to Office 365 and it will be a personal preference as to which method is chosen.

From College Student PC's

Writtle e-mail icon can be found on the PC desktop, double click to go straight into the sign in screen.

From College systems

Access can also be through <http://mywi.writtle.ac.uk>;
<http://moodle.writtle.ac.uk>;
<http://www.writtle.ac.uk/Writtle-Students>;
<http://www.writtle.ac.uk/staff>

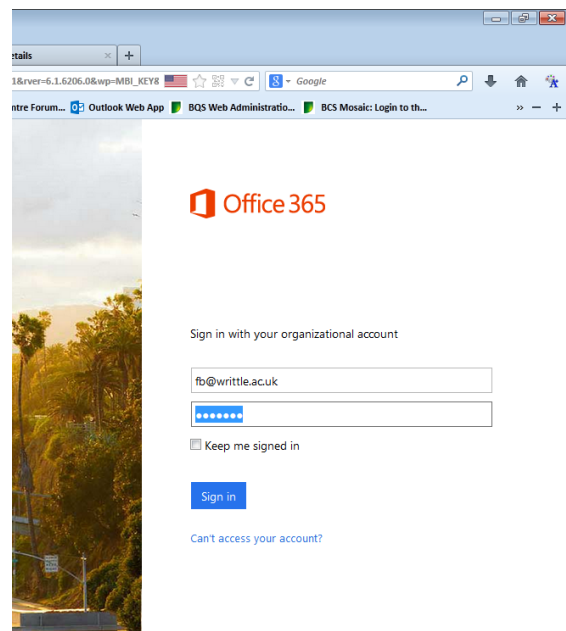
Direct via the Internet

From a browser e.g. Internet Explorer type the web address (URL) <http://outlook.com/owa/writtle.ac.uk> in the address box and press enter.

The Username for OWA is your normal Network Login details followed by **@writtle.ac.uk**, for example, staff will be FB@writtle.ac.uk or students will be 98123456@writtle.ac.uk, the password is the same as your normal network password, click Sign in or press the enter key. By default you will be directed to the Inbox.

Log out

Click the drop down box next to your name at the top right of OWA, choose **Sign out**.



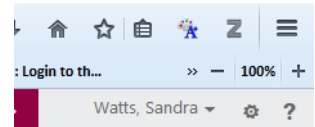
Using OWA in Office 365

After signing in OWA will display as default; if the view has changed click Outlook.



Changing the order of messages

Messages can be sorted within the Inbox and Folders. Select the drop down arrow next to **ITEMS BY DATE**. Choose the required criteria, for example, **from** items will display senders in alphabetical order. It is advisable to return the display back to date order so new e-mails are not overlooked.

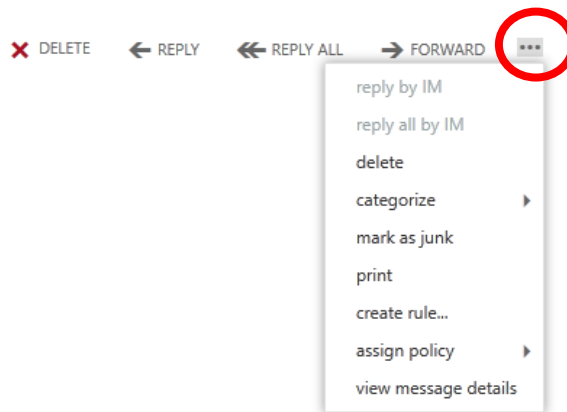
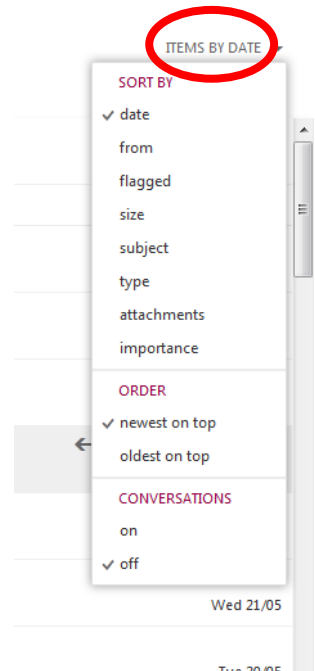


Reading messages

Double click a message to open. Double-click a senders name to view basic contact information about that person and, if required, add to contacts, send e-mail or schedule a meeting.

Replying or Forwarding

At the top of the message window are several buttons for functions such as delete, reply, reply all forward. More options are shown by clicking on the three dots adjacent to FORWARD ...



To reply only to the person who sent the message

Double click the message in the message list, click **REPLY**. A new message window will appear addressed to the sender of the original message. Type a response and click **SEND**.

To reply to the sender of a message and all other recipients

Double click the message in the message list, click **REPLY ALL**. A new message window will appear addressed to the sender and to all other recipients of the original message, type a response and click **SEND**.

Forward a message

Double click the message in the message list click **Forward**. On the **To** line, type the e-mail address you want to forward the message to or for College names, type the name or part of name to view and a list of potential contacts will display or click **Search contact & Directory** to view all College contacts.

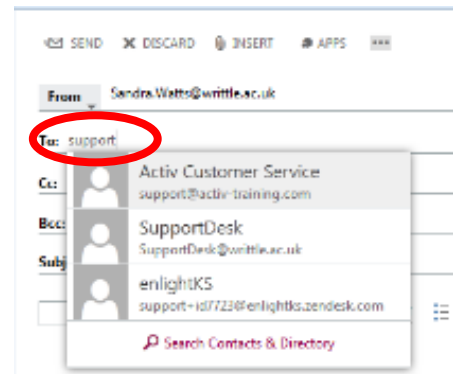
Composing and Sending a New Message

To compose a new blank message, click the **New** button at the top of the main page and a compose window will open.

If you know the recipients address, type it into the **To:** text box in the usual [address@domain.com](#) format. For College names, type the name or part of name to view and a list of potential contacts will display or click **Search contact & Directory** to view all College contacts.

To enter multiple recipients manually in the **To:** text box, the addresses must be separated with a semicolon (;) e.g.

[david@domain.com](#); [fred@domain.com](#)



The Subject field

Enter a short summary of your message in the subject field. Because the recipient will use the subject line as a filing key, you should try to make it as descriptive and helpful as possible. When replying to a message, it is customary for the subject to be Re: <the original subject>: OWA will automatically format the subject this way for you when preparing replies.

Spell Checker

OWA relies on web browsers for spell checking. There is no spell check option in OWA however the browsers Firefox, Chrome, Safari and Internet Explorer version 10 or later have their own in-built spell check system.

Carbon Copies (Cc)

A copy of an e-mail can be sent to people by entering the address in the cc field.

Blind carbon copy (Bcc)

If you wish to send someone a blind copy (Bcc), without the primary recipient knowing, enter the address in the Bcc field. To add a Bcc to a message click the three dots ... adjacent to Apps at the top of the e-mail and select **Show Bcc**.

Urgent Messages

To add an importance flag to a message click the three dots ... adjacent to Apps at the top of the e-mail and select **Importance**, then either **High** or **Low**.

Use the High importance option with care; urgent messages can be annoying, and overuse of the feature seriously impacts on its usefulness.

Insert attachments and pictures

You can also add attachments to the e-mail by clicking INSERT button (the paperclip icon). Locate the file(s) in the explorer window that appears select the file and click **Open**; **[Ctrl]** and click will select more than one file. Click **Open** to insert the files.

Inserting a picture will embed the picture into the e-mail so the recipient can view the picture without having to open an attachment.

Sending Messages

Once the message is complete, click the **SEND** button in the top-left of the compose window and your e-mail will be sent. A copy of all e-mails sent is stored in the **Sent Items** folder by default.

Deleting Messages

Unwanted messages should be discarded regularly. Hovering the mouse pointer over the message displays a red X to the right of the message. Alternately, open the message then click



X DELETE.

Deleted messages are stored in the **Deleted Items** folder. To empty the deleted items **right click** the folder then select **Empty**.

Recovering deleted items

Messages that have been deleted can be recovered. Right click the Deleted items folder and select **recover deleted items**, the list of recent deleted messages are shown. Right click a message and select **recover**, the message will appear back in the Inbox.

Permanently deleting

To permanently delete items, right click the **Deleted Items** folder, select **Recover deleted items**, select the e-mail(s) right click and select **Purge**.


Folders

File management is just as important in any E-mail system as it is on your hard disk or network space. All new e-mails will automatically arrive into the Inbox. Once they have been read they will stay there until deleted or moved. Over a period of time the Inbox can show hundreds of message and finding/retrieval may be a very time consuming task. Folders can be set up which can then contain relevant matter to the folder name. It is a good idea to try and keep the Inbox as empty as possible by moving or deleting messages.

New Folder

To create a mail folder **right click** the Inbox (or any other existing folder) and select **Create New Folder**, type an appropriate name in the box and press enter. Messages can be dragged and dropped from the Inbox to the required folder. To delete a folder right click the folder and select **Delete**.


Searching

The search facility is located above messages in any selected folder. As you type a person, subject or content in the  **search Mail and People** box a list of matched lists, select from the list to open an item.

Saving Messages

A composed message can be saved prior to sending by clicking three dots ... adjacent to Apps at the top of the e-mail and selecting **save**. The saved item will be located in the **Drafts** folder.

Flagging Messages

You can use flags to remind yourself to follow up on specific items in your mailbox. **Right-click** the flag  adjacent to the selected message, and select one of five preconfigured reminders. Flagged items are added to your **TASKS** folder that is located beneath the folder list. Open **TASKS** to view all reminders. Right click the flag of a completed task to **clear flag**.

Mail Settings

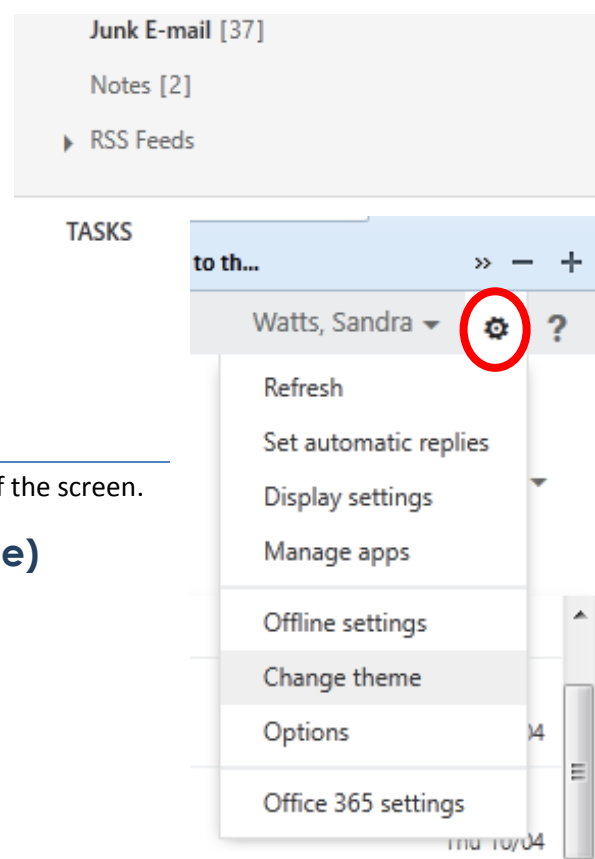
For further mail options click on the cog at the top right of the screen.

Setting Automatic Replies (Out of Office)

Don't send automatic replies

Select this option to turn off automatic replies.

Send automatic replies



Select this option to turn on automatic replies.

Send replies only during this time period

Select this check box, and then enter a start time and end time to control when automatic replies are sent. If you don't set a time period, your automatic reply will remain on until you turn it off, and you'll be reminded you have automatic replies turned on each time you sign in to your mailbox.

Send a reply once to each sender inside my organization with the following message:

Use this box to create a message that will be sent **only** to senders who are either **Staff or Students**. The message can be different to the external message.

Send automatic reply messages to senders outside my organization

Ensure this check box if you want automatic replies to be sent to senders **external** to the college.

Send replies only to sends in my Contacts list

Select this to limit automatic replies to senders who are in your **Contacts** folder. Senders who aren't in your Contacts folder won't receive the automatic reply.

Send replies to all external senders

Select this to send your reply to all senders **external** to the College.

Send a reply once to each sender outside my organization with the following message:

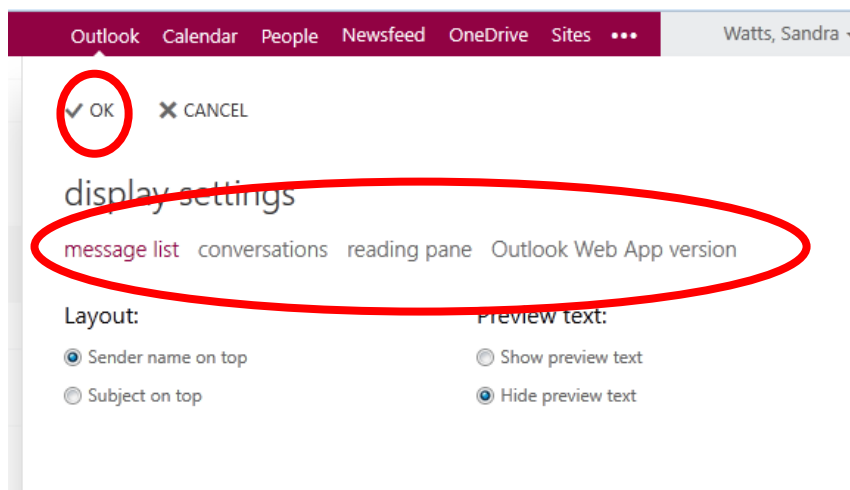
If you've selected Send automatic reply messages to External Senders, enter the reply you want sent in this box. The message can be different to the internal message.

When all the options have been selected then **Save**.

Display Settings

For display settings click on the cog at the top right of the screen, select **display settings**.

Message List



Choose the way messages are displayed in the Inbox list. If the Layout or Preview text is changed then click **OK** to save.

Conversations

If **Use Conversation** is enabled then messages will be grouped by conversation. Choose the required display option to customise the layout of conversations, click **OK** to save.

Reading Pane

- Showing the reading pane to the right or bottom displays a preview of the e-mail.
- Hide reading pane shows the subject and sender and will not display a preview of the e-mail.

- Ticking **Apply to all** folders will save this display to all folders.
- Click **OK** to save any settings made.

Outlook Web App version

Tick Use the light version of Outlook Web App if using a low-bandwidth connection, older browser or accessibility requirements e.g. screen readers. Click Ok to save and sign out then sign in for the setting to take effect.

Manage Apps

We currently have Bing maps installed, apps can only be installed by Writtle College administrators; please contact the Support Desk for any requirements.

Offline Settings

Offline access lets you use OWA on your laptop, 'phone, PC or tablet when you're not connected to the Internet e.g. on an aeroplane. Click **OK** to enable offline access, OWA will work in an offline mode as needed depending on your network connection. When you're online, OWA will automatically update the offline information. To use offline access, you need at least Internet Explorer 10, Safari 5, or Chrome 24.

Change Theme

Choose a design theme then **OK**.

Options

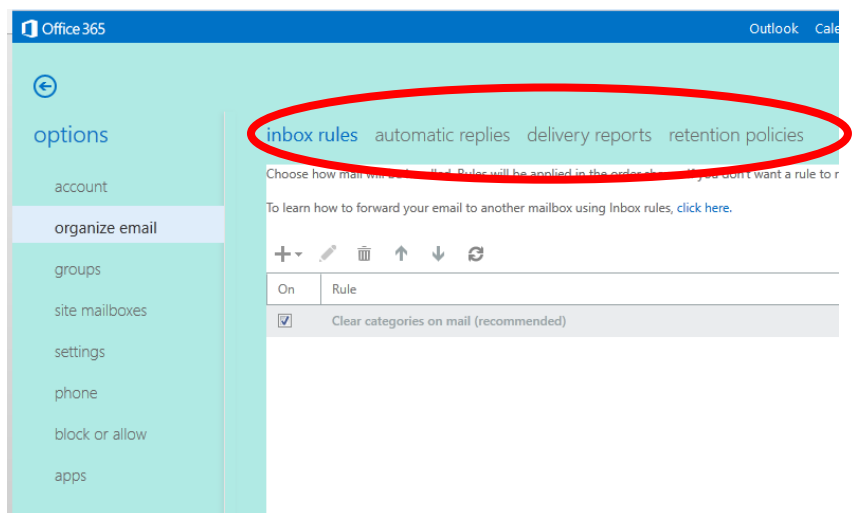
Click on the cog at the top right of the screen, select **Options**. Extended feature for Options are listed to the left where shortcuts to Options are listed to the right. Sometimes there may be further features within the information to the centre of the screen.

Account






Click **Edit information** to amend any contact information e.g. add photo.

Organize e-mail

Inbox rules: Create Inbox rules in OWA to automatically perform specific actions on messages as they arrive, based on your criteria. For example, you can create a rule to automatically move all mail sent to a group you're a member of to a specific folder. Tick the rule to enable.



Item	Description
+new	Use this to create a new Inbox rule.

-  **edit** Highlight a rule, and then click here to view or edit the details of a rule.
-  **delete** Highlight a rule, and then click Delete to delete it.
-  **move up** Use this to move the selected rule up in the list. Rules are processed from top to bottom.
-  **move down** Use this to move the selected rule down in the list.
-  **refresh** Use this to refresh the list of rules.

Automatic Replies: See Set Automatic Replies


Delivery reports: Search facility for either sent or received messages.

Retention policies: Control how long messages will be saved. To assign a retention policy to a folder, you have to go to your messages folder, right-click the message for which you want to apply a policy and select **Assign policy**. Select the policy you want to assign either Archive or Retention.

Groups (distribution)

The list of distribution groups to the left of the pane are **groups you belong to**. You can select a group and delete yourself although this is not recommended.

To the right are groups you have created or wish to create. Select **New +** in the dialog box, add the information needed to create your distribution group. Select **Save**.

To make changes select **Edit**  make the changes you want select **Save**.

To delete a group that you own, find it in the list and select **Delete** .

Site Mailboxes

Used in collaboration with Outlook 2013 to share a project mailbox – currently not used by Writtle College.

Settings

Mail

Signature: An email signature is text that you can add to the end of outgoing messages. If you use both OWA and Outlook, you need to create a signature in each. Type the signature you want to use in the text box. Ensure basic information is used e.g. name, job title, department, room number and phone number and extension; image files (such as a .gif or .tif) cannot be added. Use the formatting bar to format the font as you want it to appear. Select this check box to **automatically include your signature on all outgoing messages I send**.

Message Format:

Add the **Bcc** line to all new messages that you create. Recipients whose names are listed on the Bcc line get a copy of the message, but their names don't appear in the list of recipients. Bcc recipients can't see the names of other Bcc recipients.

Always show From displays the From line in all new messages you create.

Compose messages in this format: This setting to set the default format of messages you send. You can use either HTML or Plain text. HTML lets you control the font size, style, and colour used in your messages.

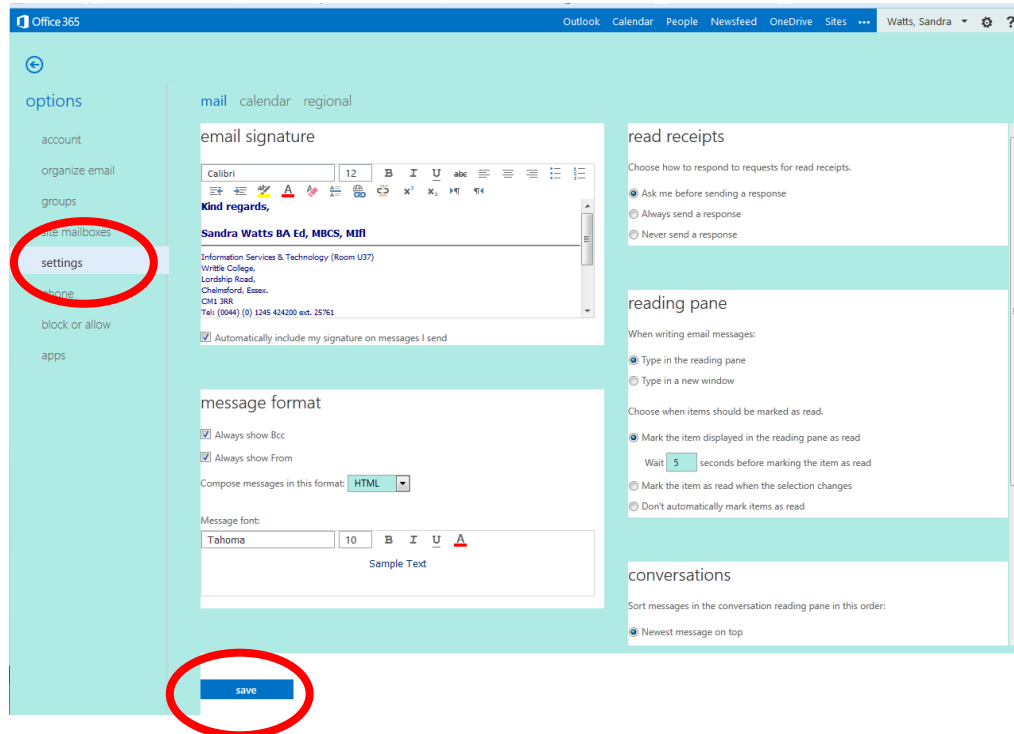
Choose message font to select the default font for messages you create. This option is only available if you choose HTML format.

Message options: Check boxes allow further customisation.

Read receipts: Sometimes senders ask for a read receipt; these check boxes allow how you wish to respond.

Reading Pane: This is for typing new messages in a new window and **not** how they display in e-mail folders, although tick the option boxes to choose how read messages are displayed.

Conversations: Choose how message conversations are displayed.



Calendar

Options to change the way Calendars are displayed can be selected here.

Regional

Language, time zones and date format can be changed here.

Phone

If you have attached to your e-mail account with a mobile device it will be listed here.

Block or Allow

Don't move email to my Junk Email folder: Select this option if you want to turn off junk email filtering. If you select this, you won't be able to use any of the other options on this page.

Selecting this option doesn't turn off the junk email filtering that has been set by your administrator.

Automatically filter junk email: Select this option if you want to use junk email filtering. This filter is in addition to the junk email filter that's been set by your administrator.

Safe senders and recipients

Enter the email address or domain that you want to mark as safe in the **Enter a sender or domain here** text box, and then press **Enter** or click the plus icon **+** next to the text box. For example, to mark all email from addresses that end in contoso.com as safe, enter contoso.com in the text box. To mark a particular person as safe, enter that person's full email address. For example, to mark all messages from tonysmith@contoso.com as safe, enter tonysmit@contoso.com in the text box. Alternatively if a message is in the Junk folder right click to mark as safe.

Blocked senders

Messages received from any email address or domain listed in your blocked senders list are sent directly to your Junk Email folder. To add an entry to **Blocked senders**, enter the email address or domain that you want to block in the **Enter a sender or domain here** text box, and then press **Enter** or click the plus icon **+** next to the text box and add the e-mail address or domain.

Click **Save**.

Apps

We currently have Bing maps installed that allows a map to be inserted in a message.

Office 365 settings

These settings are not currently used including the Change Password option.

People (Contacts and Groups)

The Contacts folder is your personal e-mail address book and the place to store information about the people and businesses you regularly communicate with. Use Contacts to store the e-mail address, street address, telephone numbers, and other information about a contact. This can include Web pages, fax numbers, or mobile phone numbers.

Writtle College has its own address book where all students and staff contact details are stored.

You can sort or group contacts by any part of their name or by other contact information. You can also move or copy a contact to a different folder, or attach a file, for example, a Word document, to a contact to keep related information together.

Contact folders

Click on People to see all contact folders to the left. By clicking on the folders contacts are displayed in the adjacent pane.

My contacts

Will show all contacts that have been created by yourself.

Directory

Will display all contacts and groups in Writtle College.

All Rooms

Not currently used.

All Groups

Displays all distribution groups within the College. By clicking on a group the members are shown to the right.

All Contacts

Displays course codes; e-mails sent to the course code will distribute to all students enrolled on that course.

All Users

All staff and students at the College.

Offline Global Address List

The offline address book is a snapshot of the Global address list and updates when online. When working in the Offline mode the contacts can still be accessed and will update when you return to online mode.

Create a new contact

To create a contact, select the folder under **My Contacts** that you want to create the contact in, then select **new** and select **create contact**. This will open a blank contact form. Fill in any details that you want. Select **+** to see more options for that type of information. For example, if the person you're adding to your contacts has multiple phone numbers, select **+** next to **Phone** to add phone numbers.

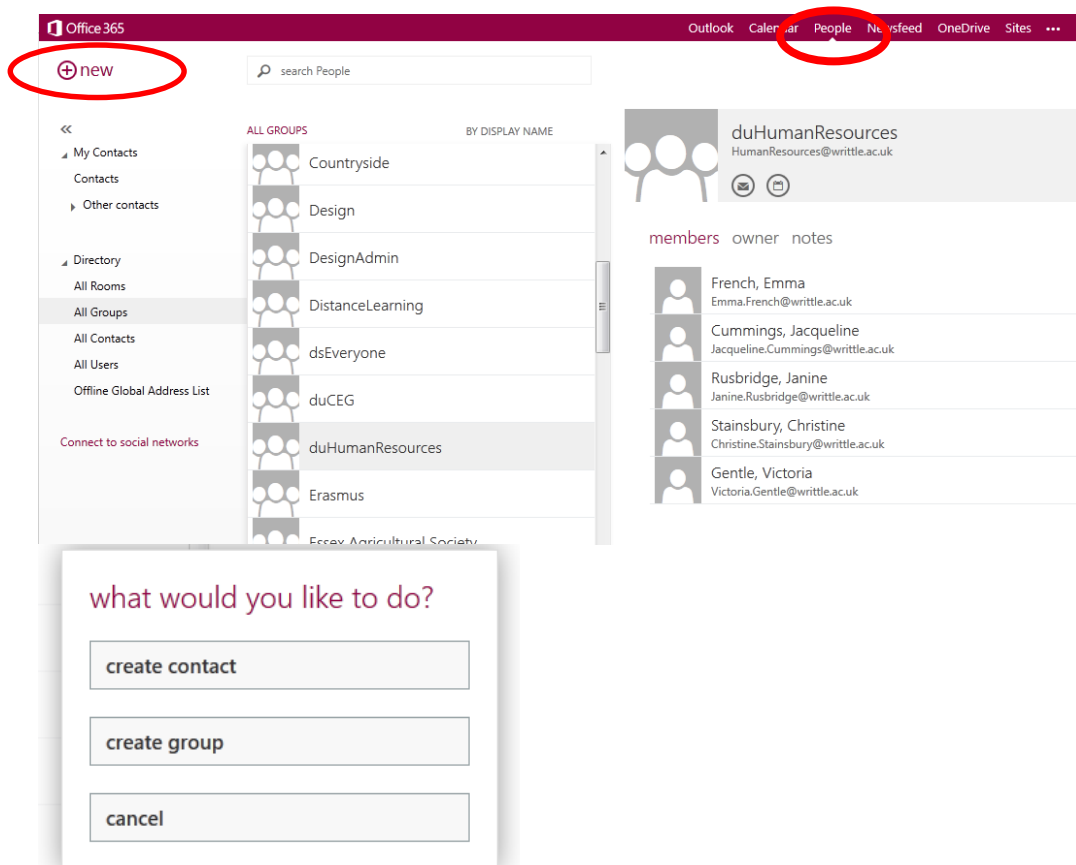
When you're done, select **SAVE** to save your changes or **DISCARD** to cancel.

Create a New Group

To create a personal group select the folder under **My Contacts** that you want to create the group in, then select **new** and select **create group**.

This will open a blank group form. Enter the group name that you want and any notes. To add members, type the name of the person you want to add in **Members**. OWA will search for a match in your Contacts and in your organization's address book. You can also type an email address directly in **Members**. Press Enter to add your selection to the group.

When you're done, select **SAVE** to save your changes or **DISCARD** to cancel.



Create a contact from a message

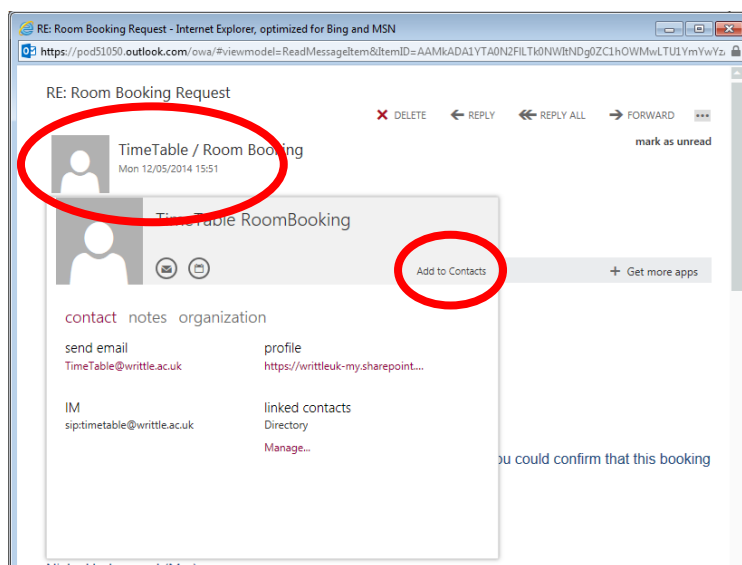
You can add any contact that you see in a message to your Contacts. To add a contact from a message:

Double click the the name to see the contact card.

Select **Add to Contacts**.

Add any additional information required.

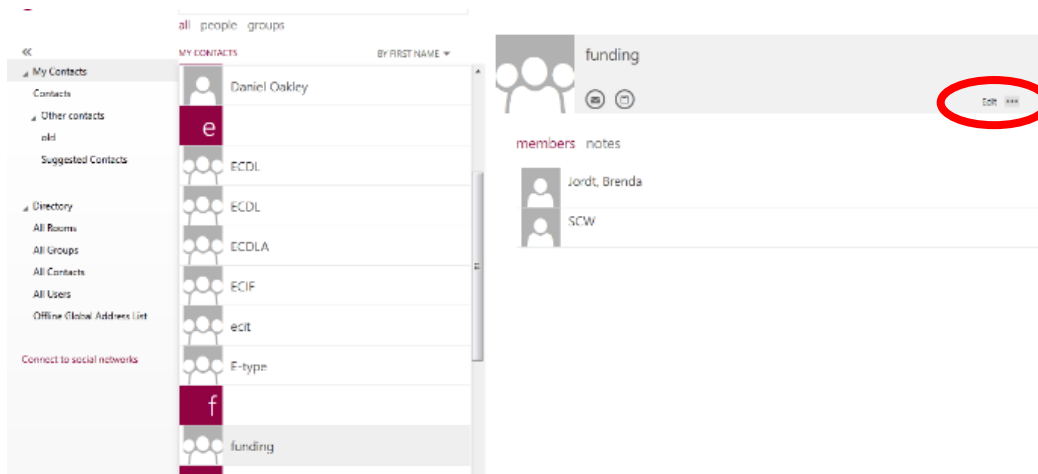
Select **Save** to add the card to your Contacts, or **Discard** to cancel.



Modify or delete a Contact

Locate the Contact or Group, click once on the Contact or Group to be changed then click Edit located to the right of the Contact or Group name. Information fields can then be changed. Click **Save** to save your changes.

To delete a contact or group click on the three dots next to Edit.



Support

If you need help with OWA or Office 365 contact the IT support desk (U51). Should you require any assistance outside these times either use the **Electronic Support Desk** <http://esd.writtle.ac.uk> or ring the Support desk on ext 23632 or direct line 01245 424211, or e-mail supportdesk@writtle.ac.uk. The support desk in U51 is open weekdays 9:00am to 5:00pm. There is also support in the Library between 13:30 – 13:30 Mon-Fri term time.

05/06/2014 \\filermain-b\Gdrive\DATA\Teaching\Information Services\support leaflets\Email\office 365 _outlook 365\Outlook 365.docx