Outlook Web Access Overview

Use Microsoft Outlook Web Access to retrieve and work with data stored on a Microsoft Exchange Server computer using an Internet browser from a UNIX, Macintosh, or Microsoft Windows-based computer. It provides Web-based public access to Microsoft Exchange Server public folders and the Address Book. You can log on to your personal account to read private e-mail, send messages, create contacts, and schedule appointments.

With Outlook Web Access for Microsoft Exchange Server, you can share information with other Internet users anywhere, at any time. Using the features of Outlook Web Access, you can process and organize information and optimize communication tasks related to your daily work.

Loading Outlook Web Access

When you first load the Outlook Web Access Uniform Resource Locator (URL), you can either log on and access your personal mail or log on and view only public folders.

Accessing Only Public Folders

- To access public folders or find names in the Address Book, click the term **Click here** to the right of the **Public Access** link.

Accessing Personal Messages

1. In the **Log On** box, type your e-mail name.
2. Press ENTER or click the term **click here** below the **Log On** box.
3. In the **Username** box, type your e-mail name. You may need to include a domain name. If you do not know your domain name, contact your administrator. Your name must be entered in this format:

   `<domain>\<your e-mail name>`

   ex. instruct\wshakesp or admin\macbeth

4. Press TAB to move to the **Password** box, and type your password. (This is the same password you use to log onto the network)
5. Click **OK**.
Note  If you use Microsoft Internet Explorer on a Macintosh and your network is configured for Windows NT Challenge/Response security, only your name must be entered in the Username box. Your domain name must be entered in the Domain name box.

Using Viewers and Forms

Inbox Viewer, Calendar Viewer, Contacts Viewer, and Public Folders Viewer display the options provided by Outlook Web Access. Depending on the task you are performing, the viewer contains:

- Forms to read messages, compose new messages, forward messages, post messages, and many other tasks. For more information about a specific form, see the Help topic for the form you are interested in.

- The Outlook Bar to accomplish tasks quickly. You can use it to access public folders, your inbox, your calendar, and your contacts; also, you can find names, set your user options, and log off.

- The Toolbar to quickly accomplish other common tasks, such as Move/Copy Folder or Check for new mail and set message importance. For more information about specific tasks, see the Help topic for that specific task.

- The user area, which displays lists of messages, different views of your calendar, lists of important contacts, and lists of folders and their contents.

Important: Remember to Log Off
Log off after you finish using Outlook Web Access. By logging off, you close the session between the client and the server. If you close only the Web browser, there is no guarantee that your session is closed.

Inbox Overview
Your mailbox is located on the Microsoft Exchange Server computer where your e-mail is delivered. Messages are stored in your Inbox by default. You must access messages delivered to personal folders from Microsoft Outlook instead of Outlook Web Access.

**Changing the Viewer**

The Inbox Viewer is the main window in Outlook Web Access. It includes the folder list and the folder contents list. The folder list is the set of folders that appears on the left side of the Viewer (adjacent to the Outlook Bar).

**Folder List**

Use the Outlook Bar to switch between views to see your Inbox, Calendar, Contacts, or Public Folders. Other functions of the Outlook Bar enable you to find names in the Address Book, set user options, and log off your current Outlook Web Access session.

**Creating and Sending New Messages**

1. In the **Compose New** message category list, select either **Mail Message** or **Post to this Folder**.
2. Click **Compose New**.
3. Type your message.
4. Click the **Send** button on the toolbar.

**Checking for New Mail**

To check for new messages that have arrived since you opened your Inbox, click **Check for new mail** on the toolbar. Unread messages appear with bold titles. Once you read a message, its title appears in your user area in plain text.

**Opening Messages**

1. From the list of messages in the user area, locate the message you want to read.
2. Click the text of the first field that displays information. If a message has neither a sender nor a subject, click the size.

   The Read Message form is displayed.

**Deleting Messages**
There are three ways you can delete messages.

- To delete an open message, click the **Delete** button on the toolbar.
- To delete a message while viewing the Inbox Viewer, select the check box adjacent to the sender's name, and then click **Delete marked messages**.
- To delete multiple messages while viewing the Inbox Viewer, select the check box adjacent to the sender's name for each message that you want to delete, and then click **Delete marked messages**. Deleted messages are sent to the Deleted Items folder. They are not removed permanently unless they are deleted from the Deleted Items folder.

You can delete open messages from the open message forms or from the Inbox Viewer using **Delete marked messages**.

**Working with Folders**

Your mailbox contains folders with specific functions: Calendar, Contacts, Deleted Items, Inbox, Outbox, and Sent Items. You can create additional folders to organize messages in different categories, such as Urgent, Alpha Project, or Personal. Folders that you create reside on the same level as your existing (default) folders, or you can create subfolders within existing folders. The folder contents list for the currently selected folder appears to the right of the folder list in the user area. To display the contents of a folder, click it. To view the contents of a higher-level folder, click **Up one folder**. Outlook Web Access provides the following default folders:

- **Calendar**
  Stores meeting and appointment information. To view and update your Calendar, click **Calendar** in the folder list.
- **Contacts**
  Stores contacts that you create. To view the contents of the **Contacts** folder, click **Contacts** in the folder list.
- **Deleted Items**
  Stores messages that you delete. You can view or permanently delete messages in the **Deleted Items** folder.
- **Inbox**
  Stores new mail that is delivered. To view the contents of the **Inbox** folder, click **Inbox** in the folder list. Items that you have not yet opened are displayed in bold type in the folder contents list to the right of the folder list.
- **Outbox**
  Holds mail until it is sent. To view the items in your Outbox, click **Outbox** in the folder list.
Sent Items
Stores a copy of each message that you send.

Adding a Folder View to your List of Favorites
To add the current folder view to your list of favorites (or bookmarks) in your Web browser, click Update page address 🎉. If your Web browser is Microsoft Internet Explorer, from the Favorites menu, choose Add To Favorites. If your Web browser is Netscape Navigator, from the Bookmarks menu, choose Add Bookmark.

Creating, Deleting, Moving, and Copying Folders
You can organize your messages into a hierarchical file system, and continue to adjust it as your needs change. For example, you can have a folder called My Team with subfolders for each person on your team. If someone leaves your team, you can delete the folder. If someone moves to another team, you can move the folder to that team folder.

- To create a new folder, click Create a new folder 🚀, type a name for the new folder, and then click OK. To cancel the operation, click Cancel.
- To delete a folder, click the name of the folder in the user area to open it, and then click Delete the current folder 🗑️. When you do so, the following message appears: "Are you sure you want to delete the current folder and its subfolders?" To delete the folder, click OK. To cancel the operation, click Cancel.
- To move a folder, click the name of the folder in the user area to open it, and then click Move/Copy Folder 📣. 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.
- To copy a folder, click the name of the folder to open it, and then click Move/Copy Folder 📣. A new window opens, displaying the names of all the current folders. Click where you want to copy the destination folder, and then click Copy. To cancel the operation, click Close.

Changing Pages
The Page box is located on the toolbar, lists the total number of pages of messages that are in the current folder, and indicates which page is currently
displayed. The list of messages is longer than can be displayed on one page of the viewer at once.

To display a different page, do one of the following:

- To display a specific page, click the first number (in the Page box), type the page number, and then click Page.
- To display the previous page, click Previous Page.
- To display the next page, click Next Page.

Customizing the Message List

You can change the message list to display messages that have related information. You can also change the message list to display messages sent by the same person or that have the same title.

To change the message list display, choose a command in the View box. You can select any of these categories:

- **Messages** displays messages as they are received, starting with the most recent message at the top of the list.
- **Unread Messages** displays only unread messages.
- **By Sender** groups messages sent by the same person. All messages in the folder are grouped alphabetically by the sender's name.
- **By Subject** groups messages according to text that appears in the Subject box. All messages in the folder are grouped alphabetically by subject.
- **By Conversation Topic** groups messages according to text that appears in the Conversation box. Each conversation group is displayed in the order received, starting with the most recent message at the top of the group. If there is no Conversation box in a message, the message is grouped by text that appears in the Subject box. If the message has neither a conversation nor a subject, the item is grouped under an empty heading.
- **Unread Messages by Conversation Topic** groups unread messages by text that appears in the Conversation box. If there is no Conversation box in an unread message, the message is grouped by text that appears in the Subject box.

Reading Messages

The Read Message form is the standard form in which received messages are displayed. Messages sent using the New Message form (or other e-mail or newsgroup systems) are displayed in the Read Message form when they are opened by Outlook Web Access recipients.
These items are displayed in the message heading:

**Message Heading**

**From:** Indicates the name (or e-mail alias) of the sender or organization.

**To:** Indicates the name (or e-mail alias) of the primary recipients.

**Cc:** Indicates the name (or e-mail alias) of the carbon copy (Cc) recipients.

**Subject:** Briefly describes the subject of the message.

**Sent:** Indicates the date and time the message was sent.

**Importance:** Indicates the priority of the message as determined by the sender. The sender can set the importance to **High** or **Low**.

The message is displayed in the message body, below the message heading.

**Message Body**

### Opening Messages

1. Locate the message you want to read from the list of messages.
2. Click the sender's name in the **From** column.

The Read Message form is displayed.

- To view the previous message in the current folder, click **Previous Message**.
- To view the next message in the current folder, click **Next Message**.

### Copying, Moving, and Deleting Messages

Using the commands on the toolbar, you can copy, move, or delete messages.

- To move or copy a message to a different folder, click **Move/Copy Folder**. Select a folder from the list of names of available folders.
- To delete a message from the Mailbox Viewer, click the **Delete** button. After you delete the message, you are returned to the Mailbox Viewer.
- To close the current message and return to the Mailbox Viewer, click **Close**.

### Replying, Replying to All, Replying to Folder, and Forwarding Messages
When you open a message, you can reply only to the sender, to the sender and all those listed in the **To** and **Cc** boxes, or to a folder. You can also forward the message to someone else.

- To reply to the sender of the current message, click **Reply to sender**. The New Message form opens, with the name or e-mail alias of the originator appearing in the **To** box and the text of the original message in the message body, with a divider and space above it where you can type your message.

  For more information about replying to the sender, click [i](#).

- To reply to all recipients of the current message, click **Reply to all**. The New Message form opens, with the name or e-mail alias of the sender you are replying to appearing in the **To** box. The names of all other recipients also appear in the **To** box.

  For more information about replying to the sender and all other recipients, click [i](#).

- To post a reply to the active message in the current folder, click the **Reply to folder** button. The **Posted to** line displays the name of the folder in which you are posting the message, which is the folder you currently have open. Then, everyone viewing the folder can read your reply.

  For more information about replying to a folder, click [i](#).

- To forward the current message to one or more recipients, click **Forward**. The New Message form opens, containing the original message in the message body, with a divider and a space above it where you can type your message. Type the forwarding e-mail address to send the message to one or more recipients.

  For more information about forwarding the message, click [i](#).

### Working with Attachments

When a message contains an attachment, the Mailbox Viewer shows a small paper clip symbol 📄. An attachment is a file that can be created in any program, such as a Microsoft Word document, a Microsoft Paintbrush image, or a Microsoft Excel spreadsheet. When you open the message to read it, you see the
attachment icon and file name. Some attachments, such as .txt and .gif files, can be opened directly by the browser.

To view an attachment:

1. Click the attachment icon or the file name.
2. The attachment is displayed in a new browser window.

or

3. If your browser is not configured for the application required to view the attachment, the Save As dialog box displays, allowing you to name the file and select a destination. After naming the file and destination, click the Save button.

After saving the file, close the blank browser window to return to the message.

Important Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

Creating New Messages

Use the New Message form to compose a message. To open a New Message form, click the Compose New and Mail Message button on the toolbar.

Addressing and Composing a New Message

1. Type the names of the recipients in the To and Cc boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the Bcc box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no Bcc box is present and you want to add Bcc names, select Show Bcc in the Options tab. The Bcc box is optional.
3. In the Subject box, type a brief subject line in the box to provide a summary of your message.
4. Type your message in the message body.

Message Body

Note Outlook Web Access can match partial names typed in recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases john and
johnny, and you entered john, the name john is not completely matched, and the message "Unresolved recipients found" is displayed. This is because both john and johnny could be matched to john. To send the message to john, insert an equal sign before the name (=john). The equal sign forces Outlook Web Access to choose the correct name.

**Checking Names**

Before you send a new message, you can verify the names of the message recipients listed in the To, Cc, and Bcc boxes.

1. On the new message screen, click the Check Names button. 
2. If the addresses for all recipients are resolved, click OK.

   If the name cannot be resolved, select one of the suggested matches, and click Accept These Choices. If no matches are available, you can choose to ignore a recipient.

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.

1. Click the Attachments tab.
2. In the Attachment box, type the path and file name.

   or

   Click Browse to search for file names.

3. Click Add Attachment Now. Depending on your system's security settings, a Security Information dialog box may display, allowing you to continue or cancel the operation.
4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click Delete marked files.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

**Setting Message Importance**
To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

### Setting Message Options

Set message options in the **Options** tab.

- To enable or disable the **Cc** box, select or clear the **Show Cc** check box.
- To enable or disable the **Bcc** box, select or clear the **Show Bcc** check box.
- To request a delivery receipt, select the **Tell me when this message has been delivered** check box.
- To request a read receipt, select the **Tell me when this message has been read** check box.
- By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the **Save sent messages to: Sent Items** check box.

### Completing a Custom Form

To fill out and send a custom form, choose **Custom Form**, and then click **Compose New** from the upper right of the Mailbox Viewer. Choose a form from the list. If no custom forms have been created, the following message will appear, "There are no custom forms on this server."

### Sending the Message

After you complete your message and address it to the appropriate recipients, click the **Send** button. After the message has been sent, the New Message form closes, and you are returned to the Mailbox Viewer. The message is copied to the Sent Items folder after being sent.

### Saving the Message

You can save a message to send or complete later.

1. Open a new message form.
2. Click the **Save** button on the toolbar.
Replies to the Sender

After reading a message, you can use the **Reply to sender** button on the toolbar to respond to the sender.

1. **Click the Reply to sender button**.
2. Type your response above or within the body of the sender's original message.
3. **Click Send**.

Addressing a Reply

1. The original sender's name appears in the **To** box. Type the names of any additional recipients in the **To** or **Cc** boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no **Bcc** box is present and you want to add Bcc names, select **Show Bcc** in the **Options** tab. The **Bcc** box is optional.
3. The **Subject** box contains the original Subject with RE: in front of it. This tells the recipient that the message contains a reply to their message. Optionally, you can type a new subject.
4. Compose a response to the message within or above the original message text in the message body.

Attaching a File

You can attach any type of file that is accessible from your computer or through your network.

1. **Click the Attachments tab**.
2. In the **Attachment** box, type the path and file name.
   
   or

   Click **Browse** to search for file names.
3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.

4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Tips**

- Attachments are not copied when you reply to a message. Instead, a marker appears in place of the file. To include attachments, forward the message instead of replying to it.
- To exclude the original message text from your reply, delete the heading and text of the original message. This makes the message smaller and faster to send and receive.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

**Setting Message Importance**

To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

**Setting Message Options**

Set message options in the **Options** tab.

- To enable or disable the **Cc** box, select or clear the **Show Cc** check box.
- To enable or disable the **Bcc** box, select or clear the **Show Bcc** check box.
- To request a delivery receipt, select the **Tell me when this message has been delivered** check box.
- To request a read receipt, select the **Tell me when this message has been read** check box.
- By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the **Save sent messages to: Sent Items** check box.
Sending the Reply

After you complete your message, click the **Send** button on the toolbar. After the message has been sent, the New Message form closes, and you are returned to the Mailbox Viewer. The message is copied to the Sent Items folder after being sent.

Saving the Message

You can save a message to send or complete later.

1. Open a new message form.
2. Click the **Save** button on the toolbar.

Replying to the Sender and All Recipients

After reading a message, you can use the **Reply to All** button on the toolbar to respond to the sender and all other recipients. A new copy of the open message appears, containing the text of the original message, and is preaddressed to the sender and all recipients. You can type your response within or above the body of the sender's original message.

Addressing a Reply

1. The original sender's name appears in the **To** box. Type the names of any additional recipients in the **To** or **Cc** boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no **Bcc** box is present and you want to add Bcc names, select **Show Bcc** in the **Options** tab. The **Bcc** box is optional.
3. The **Subject** box contains the original Subject with RE in front of it. This tells the recipient that the message contains a reply to their message. Optionally, you can type a new subject.
4. Compose a response to the message within or above the original message text in the message body.
**Note**  Outlook Web Access can match partial names typed in recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases john and johnny, and you entered john, the name john is not completely matched, and the message "Unresolved recipients found" is displayed. This is because both john and johnny could be matched to john. To send the message to john, insert an equal sign before the name (=john). The equal sign forces Outlook Web Access to choose the correct name.

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the path and file name.

   or

   Click **Browse** to search for file names.

3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.
4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Tips**

- Attachments are not copied when you reply to a message. Instead, a marker appears in place of the file. To include attachments, forward the message instead of replying to it.
- To exclude the original message text from your reply, delete the heading and text of the original message. This makes the message smaller and faster to send and receive.

**Setting Message Importance**
To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the Importance: High ! or Importance: Low ✻ buttons on the toolbar.

**Setting Message Options**

Set message options in the Options tab.

- To enable or disable the Cc box, select or clear the Show Cc check box.
- To enable or disable the Bcc box, select or clear the Show Bcc check box.
- To request a delivery receipt, select the Tell me when this message has been delivered check box.
- To request a read receipt, select the Tell me when this message has been read check box.
- By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the Save sent messages to: Sent Items check box.

**Sending the Reply**

After you complete your message, click the Send button on the toolbar. After the message has been sent, the New Message form closes, and you are returned to the Mailbox Viewer. The message is copied to the Sent Items folder after being sent.

**Saving the Message**

You can save a message to send or complete later.

1. Open a new message form.
2. Click the Save button on the toolbar.

**Replying to a Folder**

When reading messages or posting messages, use the Post Reply form to post a reply to the active item in the same folder. Everyone viewing the folder can read
your reply. To post a reply to the active message in the current folder, click the Reply to folder button on the toolbar.

**Message Heading Information**

The message heading contains the following information:

- **Message Headings**
  - The **From** line displays the name or e-mail alias of the person who posted the message.
  - The **Posted to** line displays the name of the folder in which you are posting the message, which is the folder you currently have open.
  - The **Conversation** line displays the subject line text that has propagated throughout the entire conversation. (The "conversation" is sometimes referred to as the "thread.") If you are reading a posted message when you open the Compose New Post form, the text in the conversation line in the new post will be the same as the conversation line in the previous post.
  - The keywords related to the message topic are shown to the right of **Keywords** in the heading. You can add more keywords or change existing keywords.
  - The **Subject** box contains the topic of the message.

**Composing Your Message**

Type your message in the message body.

**Message Body**

The original item is inserted below your reply. You can also type your reply within the body of the original item.

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the file path and file name.
   
   or
Click **Browse** to search for file names.

3. Click **Add Attachment Now**. Depending on your system’s security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.

4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

### Setting Message Importance

To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

### Posting the Message

After completing your message, click the **Post** button. After the message has been posted, the New Message form closes, and you are returned to either the Mailbox Viewer or the Public Folders Viewer, depending on which viewer you were using to reply to the message.

### Deleting and Closing Posted Reply Messages

Use the toolbar to delete or close the current Compose New Post (reply).

- To delete the current post, click the **Delete** button. After you delete the post, you are returned to the Public Folders Viewer.
- To close the post and return to the Public Folders Viewer, click **Close**.

### Forwarding Messages

To forward a copy of the original message to one or more recipients, click the **Forward** button on the toolbar. The New Message form opens with the
sender's original message below your text. You can also type your text in the body of the sender's original message.

**Forwarding a Message**

1. Type the names of the recipients in the **To** or **Cc** boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no **Bcc** box is present and you want to add Bcc names, choose **Show Bcc** in the **Options** tab. The **Bcc** box is optional.
3. The **Subject** box contains the original subject with FW in front of it. This tells the recipient that the message contains a forwarded message. Optionally, you can type a new subject.
4. Compose a response to the message within or above the original message text in the message body.

![Message Body]

**Note**  
Outlook Web Access can match partial names typed in recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases john and johnny, and you entered john, the name john is not completely matched, and the message "Unresolved recipients found" is displayed. This is because both john and johnny could be matched to john. To send the message to john, insert an equal sign before the name (=john). The equal sign forces Outlook Web Access to choose the correct name.

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.

To attach a file to your message:

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the path and file name.

   or

   Click **Browse** to search for file names.
3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.

4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

### Sending an Edited Attachment

After downloading a file, you may want to make changes to it. To include changes you have made to a file attachment you must remove and reattach the edited file before forwarding it.

1. Click the **Attachments** tab.
2. Locate the original attachment in the list of files, and select the **Mark for Deletion** box next to the attachment file name.
3. Click **Delete Marked Files**.
4. Click **Browse**, locate the edited attachment file, and click **Open**.
5. Click **Add Attachment Now**.

### Setting Message Importance

To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

### Setting Message Options

Set message options in the **Options** tab.

- To enable or disable the **Cc** box, select or clear the **Show Cc** check box.
- To enable or disable the **Bcc** box, select or clear the **Show Bcc** check box.
- To request a delivery receipt, select the **Tell me when this message has been delivered** check box.
- To request a read receipt, select the **Tell me when this message has been read** check box.
By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the Save sent messages to: Sent Items check box.

**Forwarding the Message**

After you complete your message, click the Send button on the toolbar. After the message has been sent, the New Message form closes, and you are returned to the Mailbox Viewer. The message is copied to the Sent Items folder after being sent.

**Saving the Message**

You can save a forwarded message to send or complete later.

1. Open a New Message form.
2. Click the Save button on the toolbar.

**Requesting Message Receipts**

When you want to confirm that a message that you send is received and when it was delivered to or read by the recipient, request a message receipt.

1. Click the Options tab.
2. To be notified when your message is opened by the recipient, select the Tell me when this message has been read check box.
3. To be notified when your message is delivered, select the Tell me when this message has been delivered check box.

**Working with Message Receipts**

Use the toolbar commands to copy, move, or delete message receipts; close the current message receipt; view message options set by the sender; and navigate between messages without returning to the Mailbox Viewer.

- To move or copy a message receipt to a different folder, click the Move/Copy Folder button on the toolbar. In the list of names of all the current folders, click the name of the destination folder.
- To delete the current message receipt, click the Delete button . After you delete the message receipt, you are returned to the Mailbox Viewer.
- To close the message from the message receipt tab and return to the Mailbox Viewer, click the **Close** button.

### Sending the Message

After completing your message, click the **Send** button on the toolbar. When you send a message that contains a receipt request, you receive one of the following:

- **Message Receipt; Read**
  Indicates the date and time that the recipient received and opened the message.
- **Message Receipt; Delivered**
  Indicates the time and date that the message you sent was delivered.

### Calendar Overview

Calendar helps you create and track appointments, meeting requests, and events. Each of these items can be set as recurring, or repeating over time. Other people can see if you are free or busy to accept or decline invitations.

### Calendar Workspace

Calendar has different sets of controls to perform tasks and work with calendar items.

| **Outlook Bar** | The buttons on the Outlook Bar represent commands and provide a quick way for you to accomplish tasks while using Outlook Web Access. Use the Outlook Bar to access public folders, your Inbox, your Calendar, and your Contacts; also, you can find names and set user options. |
| **Calendar Help** | Help provides guidance on Calendar topics. It is context sensitive and provides instructions about the current active item or field. |
**Schedule Area**
The Schedule Area contains either a weekly or a daily view of your schedule.

**Date Picker Area**
The Date Picker Area contains calendars for two consecutive months. By clicking the left and right arrows on top of the calendar title bar, you can scroll through different months. Using the calendar controls beneath the monthly calendars, you can view any individual day.

**Calendar Item Form**
Calendar uses forms to create new calendar items, such as appointments and meeting requests. Forms open in new browser windows. Calendar Item forms contain areas to record important information, including Subject, Location, Start Times and End Times. Once the form is filled in and saved, the Form window closes. To see the new item in your schedule area, select the Update page address button 🔄.

**Calendar Items**

**Appointments** are personal events that only you are required to attend. Creating an appointment in your calendar reminds you to plan around that time. Examples of appointments include a visit with a physician, picking up a child from school, or a due date on a project or assignment.

**Meeting Requests** are appointments where other people are invited. When you add people to the To box of your meeting request and click Send, e-mail is automatically sent inviting them to your meeting. You can also accept or decline meeting requests sent to you.

**Working with Calendar**

To open Calendar, click Calendar in the Outlook Bar.
Viewing Your Schedule

You can customize the Calendar View by clicking Daily or Weekly in the View box in the Calendar View.

- To display today's date in the current view, click Today in the Date Picker Area.
- To see all the items scheduled for the current week, choose Weekly in the View box.
- To view or modify a calendar item, click it to display the property tabs. Calendar item tabs show detailed information about the item.
- Calendar items set by someone else cannot be modified.

Interpreting Symbols

Appointment status can be identified by the symbols that appear on each item's title bar in the Calendar View:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>📅</td>
<td>Recurring event or meeting</td>
</tr>
<tr>
<td>🗒️</td>
<td>Private item, only viewable on the originator's computer</td>
</tr>
<tr>
<td>⌚️</td>
<td>Meeting Request</td>
</tr>
<tr>
<td>📥</td>
<td>Item with an attachment</td>
</tr>
</tbody>
</table>

Accepting a Meeting Request

1. In your mailbox, locate the message containing the meeting request from the list of messages in your user area.
2. Click the sender's name in the From column. The Read Message form is displayed.
3. Select from one of the following options:
   - **Edit the response before sending** to open a new message when you accept, tentatively accept, or decline the meeting request. Type a message to the meeting requestor, and then click Send.
• **Send the response now** to automatically send a message to the meeting requestor when you accept, tentatively accept, or decline the meeting request.

• **Don't send a response** to accept, tentatively accept, or decline the meeting request without sending a message to the meeting requestor.

4. Click either the **Accept**, **Tentative**, or **Decline** button above the message header.
   - **Accept** adds the meeting to your calendar.
   - **Tentative** adds the meeting to your calendar tentatively.
   - **Decline** does not add the meeting to your calendar.

### Adding an Appointment to Your Schedule

1. In the **Compose New** box, choose **Appointment**.
2. In the **Subject** box, type a brief description of the appointment.
3. In the **Location** box, type the place where the appointment occurs.
4. In the **Start Time** and **End Time** boxes, type the time that the appointment starts and ends.
5. Type any comments in the **Comment** box, such as a list of necessary materials to take to the meeting.
6. Click **Save**.

### Adding an Event to Your Schedule

1. In the **Compose New** box, choose **Appointment**.
2. In the **Subject** box, type a brief description of the event.
3. In the **Location** box, type the place where the event occurs.
4. Optionally, select the **All Day Event** box.
5. Type any comments in the **Comment** box, such as a list of necessary materials to take to the event.
6. Click **Save**.

### Creating and Modifying Appointments

Use **Appointments** to schedule personal events that only you are required to attend, such as a visit with a physician, picking up a child from school, or setting...
Creating a New Appointment

New appointments are scheduled by completing a New Appointment form.

1. In the Compose New box, choose Appointment.
2. Click Compose New.
3. In the Subject box, type a brief description of the appointment.
4. In the Location box, type the place where the appointment occurs.
5. In the Start Time and End Time boxes, type the time that the appointment starts and ends.
6. Type any comments in the Comment box, such as a list of necessary materials to take to the meeting.
7. Click Save.

Modifying an Existing Appointment

If information about an appointment has changed since it was created, you can modify the appointment. However, you cannot modify an appointment created by someone else.

1. Open the appointment by clicking the underlined portion of the appointment in the schedule area.
2. To change the subject, type new text in the Subject box.
3. Change the time of the appointment by typing new entries in the Start Time and End Time boxes.
4. Click Save.

Planning Meetings

Use the Meeting Request feature to invite people and schedule resources for an activity at a specific time.

Requesting a Meeting
1. From the **Compose New** box, choose **Meeting Request**.

2. Click **Compose New**.
3. In the **To** box, type the names of the people you would like to have attend.
4. In the **Subject** box, type the meeting's topic.
5. In the **Location** box, type the place where the meeting is to be held.
6. In the **Start Time** and **End Time** boxes, type when the meeting begins and ends.
7. Click **Send**.

Each attendee is sent a meeting request. To see the new item in your schedule area, select the Update page address button 🔄.

**Checking Names**

1. To verify the names of the recipients in the **To** and **Optional** boxes, click the **Check Names** button 🔄.
2. If the addresses for all recipients are resolved, click **OK**.

If the name cannot be resolved, select one of the suggested matches, and click **Accept These Choices**. If no matches are available, you can choose to ignore a recipient.

**Inviting Attendees**

You can send meeting request messages to attendees. The attendee can choose to accept or decline the invitation and reply to inform you of their decision. As a result, each attendee's status is automatically recorded on the Meeting Request.

1. Fill out a New Meeting Request form.
2. Click the **Attendee Availability** tab.
3. Check the attendees' availability. Attendees' schedules are displayed on the chart.
4. Click **Send**.

The new Meeting Request appears on your schedule, and each attendee is sent a meeting request.

**Rescheduling a Meeting**
Meeting invitations are typically declined because the attendee has other unscheduled commitments but would like to attend if the meeting were at a different time. Click the **Attendee Availability** tab to:

- Find out if a proposed new time fits other attendees' schedules.
- Adjust the starting and ending times.
- Resend invitations to all attendees, regardless of whether they have accepted or not.

## Canceling a Meeting

You can cancel a meeting and send a message that notifies attendees.

1. On your Calendar, click to open the meeting you want to cancel.
2. Click the **Delete** button.
3. Click **OK** to send a message to the attendees about the canceled meeting, or click **Cancel** to cancel the meeting without notifying attendees.
4. If you click **OK**, a cancellation form lets you type additional information that will be sent as part of the cancellation message. Click **Send** to send your message to attendees.

## Creating a New Event

Use the Events feature to schedule activities that last at least 24 hours. Examples include an anniversary, your hire date, or a local festival.

### Scheduling Events

1. From the **Compose New** box choose **Appointment**.
2. In the **Subject** box, type a brief description of the event.
3. In the **Location** box, type the place where the event occurs.
4. Optionally, select the **All Day Event** box.
5. Type any comments in the **Comment** box, such as a list of necessary materials to take to the event.
6. Click **Save**.
Changing Events

1. Open the event that needs correction by clicking where it appears on your calendar.
2. To change the subject, type new text in the **Subject** box.
3. To change the location, type new text in the **Location** box.
4. To modify comments, type or edit the text in the **Comment** box.
5. Click **Save**.

Setting Calendar Items as Recurring

Many meetings, appointments, and events recur periodically. Instead of creating new calendar items each time, set the item as "recurring."

Setting a Recurring Item

1. Compose a new appointment or open an appointment that appears on your schedule.

2. Click the **Recurrence** tab.
3. In the **Start Time** and **End Time** boxes, type starting and ending times.
4. Choose **Daily**, **Weekly**, **Monthly**, or **Yearly** as the recurrence pattern.
   - Choose **Daily** for appointments that recur every day, every weekday, or after a certain number of days. In the **Day(s)** box, type the number of days between the appointment, or click the **Every Weekday** button.
   - Choose **Weekly** for appointments that occur every week on the same day. Select the day of the week on which the appointment occurs.
   - Choose **Monthly** for appointments that occur on the same day every month. Type the numbered day and the number of months between the appointments.
   - Choose **Yearly** for annual appointments. Select the month and day of the month on which the appointment occurs.
5. In the **Start** boxes, type the date the recurrence begins.
6. Choose **No end date**, **End after**, or **End by** to set the date the recurrence should stop.
In the End after box, type a number to set the number of times the item should recur.

or

In the End By boxes, type the date the item should stop recurring.

7. Click Save.

Changing a Recurrence Interval

1. Click the calendar item on your schedule.

2. Click the Edit Series button.
3. Click the Recurrence tab.
4. Click Daily, Weekly, Monthly, or Yearly as the recurrence pattern, and then select options for the frequency.
5. Click Save.

Removing the Recurrence From an Item

1. Click the calendar item on your schedule.

2. Click the Edit Series button.
3. Click the Recurrence tab.
4. Choose None as the recurrence pattern.
5. Click Save.

Contacts Overview

A contact is a person or organization you correspond with. You can store information about contacts, such as phone numbers, addresses, e-mail addresses, job titles, Web pages, and notes.

You can sort contacts by first name or last name for quick access to phone numbers, addresses, and other information. You can also move or copy a contact to a different folder, or attach a file, such as a Microsoft Word document, to a contact to keep related information together.
You can easily create a message or a meeting request directly from a contact, as well as view a map of a contact’s business or home address.

What do you want to know about?

Creating a New Contact
Opening a Contact
Deleting a Contact
Sorting Contacts
Creating a Message from a Contact
Creating a Meeting Request from a Contact
Moving or Copying a Contact to a Different Folder
Attaching a File to a Contact
Viewing a Map for a Contact Address

Creating a New Contact

1. In the Compose New box, choose Contact.
2. Click Compose New.
3. Enter the information you want to include for the contact.
4. Click Save and Close.
5. Click Update Page Address to see the new contact in the list.

Opening a Contact

1. On the Outlook Bar, click Contacts.
2. Click the underlined name of the contact you want to open.

Updating Information About a Contact

1. On the Outlook Bar, click Contacts.
2. Click the underlined name of the contact you want to open.
3. On the General and Details tabs, update the information you want.
4. Click Save and Close.

Entering Personal Information About a Contact

1. In the Compose New box, choose Contact.
2. Click Compose New.
3. Click the Details tab.
4. Enter the information you want to include for the contact.
5. Click **Save and Close**.

**Sorting Contacts**

1. On the Outlook Bar, click **Contacts**.
2. In the dropdown list on the toolbar, select **By Last Name** or **By First Name**.

**Moving or Copying a Contact to a Different Folder**

1. On the Outlook Bar, click **Contacts**.
2. Click the underlined name of the contact you want to move or copy to a different folder.
3. Click **Move/Copy**.
4. Select the folder where you want to move or copy the contact.
5. Click the **Move** or **Copy** button.

**Deleting a Contact**

1. On the Outlook Bar, click **Contacts**.
2. Select the check box next to each contact you want to delete.
3. Click **Delete Marked Items**.

   **Note** You can also open a contact that you want to delete, and click **Delete**.

**Creating a Message from a Contact**

1. On the Outlook Bar, click **Contacts**.
2. Click the underlined name of the contact you want to send a message to.
3. Click **New Message to Contact**.
4. In the **Subject** box, type the subject of the message.
5. In the text box, type the message.
6. Click **Send**.
Creating a Meeting Request from a Contact

1. On the Outlook Bar, click **Contacts**.
2. Click the underlined name of the contact you want to send a meeting request to.
3. Click **New Meeting with Contact**.
4. In the **Subject** box, type the subject of the meeting.
5. In the **Location** box, type the location of the meeting.
6. Enter start and end times.
7. Select any other options you want.
8. 
9. Click **Send**.

Attaching a File to a Contact

1. On the Outlook Bar, click **Contacts**.
2. Click the underlined name of the contact you want to attach a file to.
3. Click the **Attachments** tab.
4. Type the path of the file, or click **Browse** to locate the file you want to attach.
5. Click **Add Attachment Now**.
6. Click **Save and Close**.

Viewing a Map for a Contact Address

1. On the Outlook Bar, click **Contacts**.
2. Click the underlined name of the contact you want to open.
3. Click the **Details** tab.
4. Click the type of address you want to find on a map (**Business Address** or **Home Address**).
5. Click **Display Map of Address**.

   The Web browser starts and then opens the Address Finder page.

Finding Names

To find names or other information in the Address Book:
1. On the Outlook Bar in the Mailbox Viewer, click **Find Names**.

2. Type any information you know about the person you are attempting to locate. The information can be part of a display name, first name, last name, title, e-mail alias, company, department, office, or city.
3. Click **Find**. If a match is found, the e-mail name is listed, as well as some or all of the following information:
   - Full name
   - Alias
   - Phone number
   - Department
   - Office or room number
4. Click **Close**.

### Public Folders Overview

To display the Public Folders Viewer, click **Public Folders** on the Outlook Bar.

You can use public folders to share a wide range of information, such as project and work information, discussions about a general subject, or classified ads. Public folders are stored on Microsoft Exchange Server computers. Anyone who uses your mail server can read and post to your server's public folders. You can also view and post to public folders on other servers. Public folders can include forms for posting information and views for finding and organizing information. Public folders have access permissions to determine who can view, create, and modify items in the folders.

**Important** Log off after you finish using Outlook Web Access. By logging off, you close the session between the client and the server. If you close only the Web browser, there is no guarantee that your session is closed.

### Working in the Public Folders Viewer

The Public Folders Viewer displays the folder list and folder contents list. The folder list appears on the left side of the Viewer (adjacent to the Outlook Bar).
To display the contents of a folder, click it. Messages posted to the folder, and subfolders within it, are listed on the right side of the Viewer.

- To open a folder, click the name of the folder.
- To view the contents of a higher-level folder, click **Up one folder**.
- To add the current folder view to your list of favorites (or bookmarks) in your Web browser, click **Update page address**. If your Web browser is Microsoft Internet Explorer, from the **Favorites** menu, choose **Add to Favorites**. If your Web browser is Netscape Navigator, from the **Bookmarks** menu, choose **Add Bookmark**.
- To read a posted message, locate the message you want to read from the list of messages in the user area, and click on the sender's name in the **From** column.
- To create a new item for posting in a public folder, click **Post New Item**. The Compose New Post form opens in a new window where you can compose a message.
- To delete an item while in the Public Folders Viewer, select the check box adjacent to the item, and then click **Delete marked messages**.
- To delete multiple items while viewing the Public Folders Viewer, select the check box adjacent to each item that you want to delete, and then click **Delete marked messages**.

**Note** You must have appropriate permissions (assigned by the Microsoft Exchange Server administrator) to delete posted items.

- To check for new items, click **Check for new mail**.

### Changing the Viewer

Use the Outlook Bar to change the current viewer to the Mailbox Viewer or the Public Folders Viewer. You must supply valid logon credentials to gain access to the Mailbox Viewer. Other functions in the lower part of the Outlook Bar enable you to find names in the Address Book and to log off your current Outlook Web Access session.

### Changing Pages

Often, the list of messages is longer than can be displayed on one page of the viewer. The **Page** box, located on the toolbar, lists the total number of pages of posted messages that are in the current folder and indicates which page is currently displayed. To display a different page, you can do one of the following:
• To display a specific page, click the first number (in the Page box), type the page number, and then click Page.
• To display the previous page, click Previous Page.
• To display the next page, click Next Page.

Checking for New Posted Messages

To check for new messages that have arrived since you opened your mailbox, click Check for new mail on the toolbar. New unread messages appear with bold titles. Once you read a message, its title appears in plain text.

Creating, Deleting, Moving, and Copying Folders

You can organize your messages into a hierarchical file system, and continue to adjust it as your needs change. For example, you can have a folder called My Team with subfolders for each person on your team. If someone leaves your team, you can delete the folder. If someone moves to another team, you can move the folder to that team folder.

• To create a new folder, click Create a new folder, type a name for the new folder, and then click OK. To cancel the operation, click Cancel.
• To delete a folder, click the name of the folder to open it, and then click Delete the current folder. When you do so, the following message appears: "Are you sure you want to delete the current folder and its subfolders?" To delete the folder, click OK. To cancel the operation, click Cancel.
• To move a folder, click the name of the folder to open it, and then click Move/Copy Folder. A new window opens, displaying the names of all the current folders. Click where you want to move the destination folder, and then click Move. To cancel the operation, click Cancel.
• To copy a folder, click the name of the folder to open it, and then click Move/Copy Folder. A new window opens, displaying the names of all the current folders. Click where you want to copy the destination folder, and then click Copy. To cancel the operation, click Cancel.

Customizing the Message List

You can change the message list to display messages that have related information. You can also change the message list to display messages sent by the same person or that have the same title.
To change the message list display, choose a command in the View box. You can select any of these categories:

- **Messages** displays messages as they are received, starting with the most recent message at the top of the list.
- **Unread Messages** displays only unread messages.
- **By Sender** groups messages sent by the same person. All messages in the folder are grouped alphabetically by sender.
- **By Subject** groups messages according to text that appears in the Subject box. All messages in the folder are grouped alphabetically by the subject.
- **By Conversation Topic** groups messages according to text that appears in the Conversation box. Each conversation group is displayed in the order received, starting with the most recent message at the top of the group. If there is no Conversation box in a message, the message is grouped by text that appears in the Subject box. If the message has neither a conversation nor a subject, the item is grouped under an empty heading.
- **Unread Messages by Conversation Topic** groups unread messages by text that appears in the Conversation box. If there is no Conversation box in an unread message, the message is grouped by text that appears in the Subject box.

**Reading Posted Messages**

Use the Read Post form to read messages posted to public folders. Posted messages are displayed in the Read Post form when they are opened by Microsoft Outlook Web Access recipients. Because posted messages appear in public folders they are viewed by anyone with access to the server they are stored on.

**Posted Message Headings**

The message heading contains items that identify various aspects of the posted message.

- **Posted by**: Indicates the name (or e-mail alias) of the person who posted the message.
- **Posted To**: Indicates the name of the public folder in which the message was posted.
• **Conversation:** Indicates the conversation (or thread) to which the posted message belongs.
• **Keywords:** Lists the keywords that are associated with the posted message.
• **Subject:** Indicates the subject of the posted message.
• **Posted:** Indicates the date and time the message was posted.
• **Importance:** Indicates the level of importance that was assigned to the message. Importance can be **Normal**, **High**, or **Low**.

The message is displayed in the message body.

### Replying to Posts

Use the toolbar to post a reply to a folder, reply to the originators of posted messages, and forward posted messages.

- To post a reply to a public folder, click the **Reply to folder** button 📬. The New Post form opens, with **Keywords** and **Conversation** listed in the heading. You can edit, add, or remove keywords. The conversation cannot be altered, but you can add your comments in the space provided above the original posted message. Click **Post** to post the message to the folder.
- To reply to the sender of the current item, click **Reply to sender** 📘. The New Message form opens, with the name or e-mail alias of the originator appearing in the **To** box. Add your comments in the space provided above the original posted message. Click **Send** to send the message.
- To reply to the sender and all other recipients of the current item, click **Reply to all** 📘. The New Message form opens, with the name or e-mail alias of the originator and all other recipients in the **To** and **Cc** boxes. Add your comments in the space provided above the original posted message. Click **Send** to send the message.
- To forward the current item to one or more recipients, click the **Forward** button 📥. The New Message form opens enabling you to address the item to others, add or alter the subject, and add comments about the post. Click **Send** to send the message.

### Viewing, Copying and Moving Posted Messages

Using the commands on the toolbar you can view, copy, or move posted messages.
• To view the previous posted message in the current folder, click Read
  Previous Message ➪.
• To view the next message in the current folder, click Read Next
  Message ➪.
• To move or copy a posted message to a different folder, click
  Move/Copy ➪. Select a folder from the list of names of available
  folders.
• To close the current message and return to the Public Folder Viewer, click
  Close.

Creating New Messages for Posting

Use the New Message form to compose a message to post in a public folder.

1. Choose Post to this Folder, and click Compose New in the upper right
  of the Public Folders Viewer. The Posted to line displays the name of the
  public folder in which you are posting the message, which is the folder
  you currently have open.

   ![Post New Item](image)

2. In the From box, type your full e-mail address.
3. In the Keywords box, type terms related to your message to provide a
   way for people to search for your message.
4. In the Subject box, type a brief subject line to provide a summary of
   your message.
5. Type your message in the message body.

   ![Message Body](image)

Setting Message Importance

To advise recipients of the priority of a message, mark it as high or low
importance. Messages not designated high or low have normal importance.

• To set the message importance level, click the Importance: High ➔ or
  Importance: Low ➔ buttons on the toolbar.

Attaching a File
You can attach any type of file that is accessible from your computer or through your network.

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the file path and file name.

   or

   Click **Browse** to search for file names.

3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.
4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

### Posting the Message

After completing your message, click the **Post** button. After the message has been posted, the New Message form closes and you are returned to the Public Folders Viewer.

### Saving the Message

You can save a posted message to send or complete later.

1. Open a new post form.
2. Click the **Save** button on the toolbar.

### Posting a Reply in a Public Folder

After reading a message, you can use the Post Reply form to post a reply to the message in the same public folder. Everyone viewing the public folder can read your reply. To post a reply to the active post in the current public folder, click the **Reply to folder** button on the toolbar. A new copy of the open message appears, containing the text of the original message, and is preaddressed to the
folder. You can type your response within or above the body of the sender's original message.

Message Heading Information

- The **From** line displays the name or e-mail alias of the person who posted the message.
- The **Posted to** line displays the name of the public folder in which you are posting the message, which is the folder you currently have open.
- The **Conversation** line displays the subject line text that has propagated throughout the entire conversation. (The "conversation" is sometimes referred to as the "thread.") If you are reading a posted message when you open the Compose New Post form, the text in the conversation line in the new post will be the same as the conversation line in the previous post.
- The keywords related to the message topic are shown to the right of **Keywords** in the heading. You can add more keywords or change existing keywords.
- The **Subject** box contains the topic of the message.

Composing Your Message

Type your message in the message body.

Message Body

The original item is inserted below your reply. You can also type your reply within the body of the original item.

Attaching a File

You can attach any type of file that is accessible from your computer or through your network.

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the file path and file name.

   or

   Click **Browse** to search for file names.
3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.

4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

### Setting Message Importance

To advise recipients of the priority of a message, they can be marked as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

### Posting the Message

After completing your message, click the **Post** button. After the message has been posted, the New Message form closes, and you are returned to the Public Folders Viewer.

### Deleting and Closing Posted Reply Messages

Use the toolbar to delete or close the current Compose New Post (reply).

- To delete the current post, click the **Delete** button. After you delete the post, you are returned to the Public Folders Viewer.
- To close the post and return to the Public Folders Viewer, click **Close**.

### Replying to the Sender of a Posted Message

While working in a public folder, you can use the **Reply to sender** command to reply directly to the sender of the active post without posting your reply in the folder (where it can be viewed by all the folder readers).
To open a copy of the active message pre-addressed to the sender, click the **Reply to sender** button on the toolbar. The New Message form opens with the sender's original post.

**Composing the Reply**

1. The **To** box contains the name and e-mail address of the person who posted the message. Type the names of additional recipients in the **To** or **Cc** boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no **Bcc** box is present and you want to add Bcc names, choose **Show Bcc** in the **Options** tab. The **Bcc** box is optional.
3. The **Subject** box contains the original Subject with RE: in front of it. This tells the recipient that the message contains a reply to their message. Optionally, you can type a new subject.
4. Compose a response to the message within or above the original message text in the message body.

![Message Body](image)

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.

1. Click the **Attachments** tab.
2. In the **Attachment** box, type the path and file name.

   or

   Click **Browse** to search for file names.

3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.
4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Tips**
• Attachments are not copied to the Compose Message form. To include attachments, forward the message instead of replying to it.  
• To exclude the original post from your reply, delete the heading and text of the original post. This makes the message smaller and faster to send and receive.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

### Setting Message Importance

To advise recipients of the priority of a message, mark it as high or low importance. Messages not designated high or low have normal importance.

- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

### Setting Message Options

Set message options in the **Options** tab.

- To enable or disable the **Cc** box, select or clear the **Show Cc** check box.
- To enable or disable the **Bcc** box, select or clear the **Show Bcc** check box.
- To request a delivery receipt, select the **Tell me when this message has been delivered** check box.
- To request a read receipt, select the **Tell me when this message has been read** check box.
- By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the **Save sent messages to: Sent Items** check box.

### Sending the Message

After you complete your message, click the **Send** button on the toolbar. After the message has been sent, the New Message form closes, and you are returned to the Public Folders Viewer.

### Saving the Message

You can save a message to send or complete later.
1. Open a new message form.
2. Click the **Save** button on the toolbar.

**Forwarding Posted Messages**

To forward a copy of the original posted message to one or more recipients, click the **Forward** button on the toolbar. The New Message form opens with the sender's original post below your text. You can also type your text in the body of the sender's original post.

**Forwarding a Posted Message**

1. Type the names of the recipients in the **To** or **Cc** boxes. Separate multiple names with semicolons (;).
2. To add blind carbon copy recipients, type their names in the **Bcc** box. Bcc recipients receive a copy of the message, but their names do not appear in the list of recipients. Also, each Bcc recipient cannot see the names of other Bcc recipients. If no **Bcc** box is present and you want to add Bcc names, select **Show Bcc** in the **Options** tab. The **Bcc** box is optional.
3. The **Subject** box contains the original subject with FW in front of it. This tells the recipient that the message contains a forwarded message. Optionally, you can type a new subject.
4. Compose a response to the message within or above the original post text in the message body.

**Message Body**

**Note**  Outlook Web Access can match partial names typed in recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases john and johnny, and you entered john, the name john is not completely matched, and the message "Unresolved recipients found" is displayed. This is because both john and johnny could be matched to john. To send the message to john, insert an equal sign before the name (=john). The equal sign forces Outlook Web Access to choose the correct name.

**Attaching a File**

You can attach any type of file that is accessible from your computer or through your network.
1. Click the **Attachments** tab.
2. In the **Attachment** box, type the file path and file name.

or

Click **Browse** to search for file names.

3. Click **Add Attachment Now**. Depending on your system's security settings, a **Security Information** dialog box may display, allowing you to continue or cancel the operation.
4. The file name of the attachment appears in the list of attachments. To remove an attachment, select the check box to the left of the file name, and then click **Delete**.

**Important** Before editing attached files, you must download them to your computer. For help downloading files, see your browser documentation.

**Sending an Edited Attachment**

After downloading a file, you may want to make changes to it. To include changes you have made to a file attachment you must remove and reattach the edited file before forwarding it.

1. Click the **Attachments** tab.
2. Locate the original attachment in the list of files, and select the **Mark for Deletion** box next to the attachment file name.
3. Click **Delete Marked Files**.
4. Click **Browse**, locate the edited attachment file, and click **Open**.
5. Click **Add Attachment Now**.

**Setting Message Importance**

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- To set the message importance level, click the **Importance: High** or **Importance: Low** buttons on the toolbar.

**Setting Message Options**

Set message options in the **Options** tab.
• To enable or disable the Cc box, select or clear the Show Cc check box.
• To enable or disable the Bcc box, select or clear the Show Bcc check box.
• To request a delivery receipt, select the Tell me when this message has been delivered check box.
• To request a read receipt, select the Tell me when this message has been read check box.
• By default, a copy of your message is saved in the Sent Items folder. If you do not want copies of your messages saved in this folder, clear the Save sent messages to: Sent Items check box.

Forwarding the Posted Message

After you complete your message, click the Send button on the toolbar. After the message has been sent, the New Message form closes, and you are returned to the Public Folder Viewer.

Saving the Message

You can save a forwarded post message to send or complete later.

1. Open a New Message form.
2. Click the Save button on the toolbar.

Setting User Options

You can customize Outlook Web Access settings. Some of the things Outlook Web Access can automate are telling people that you're out of the office when you receive a message from them or adjusting appointments to local time when you are traveling.

Using the Out of Office Assistant

Your out-of-office reply notifies users who send you messages that you are away from the office and cannot reply immediately. Your reply is sent only once to the sender, even if you receive multiple messages from that person. Your Inbox continues to collect messages when you set the Out of the Office option.

1. On the Outlook Bar, click Options.
2. Select either I am currently in the office or I am currently out of the office.
3. Compose a message in the Auto Reply box to be automatically returned to anyone who sends you a message when you are out of the office.

4. To accept the settings, click OK.

Changing Your Password

At any time, you can change to a new password.

Important This feature is available only for users on Internet Information Server 4 (IIS4) with SSL enabled (required for Windows NT password to work); this feature is not available for IIS3 users.

1. On the Outlook Bar, click Options.
2. Click Change Password.
3. Type the following information:
   - The Domain server name, where your account and password are active.
   - The name of your Account on the domain server.
   - The Old password that you want to change.
   - The New password for your domain server account. Type this password a second time to Confirm new password.
4. Click OK.

You will receive a message that your password was changed successfully. If information was not entered correctly, you will receive a message that identifies the incorrect data. Correct any errors, if necessary, and click OK.

Setting the Time Zone

You can change all your appointments to local time by changing your time zone.

1. On the Outlook Bar, click Options.
2. In the Current time zone box, select the zone.
3. Click OK.
Setting Calendar Options

1. On the Outlook Bar, click **Options**.
2. Select the **Display 24-hour Clock** check box to have time displayed in 24-hour format rather than 12-hour format.
3. In the **Week begins on** list, select the first day of your work week.
4. In the **Business day begins at** and **Business day ends at** boxes, type the hours you start and leave work. Times must be entered in **X:XX AM/PM** format, for example: 8:00 A.M. These hours appear to other users as available for meetings.
5. Select the check box next to **Business days**. Selected days show as working days on your schedule.
6. If you also use Microsoft Schedule+ for your calendar, select the **Use Microsoft Schedule+ as my primary calendar** box.

**Important** You must completely exit and restart the browser before these changes will take effect.