Outlook Web Access

I.   Logging In

To access Philadelphia University's Outlook Web Access:

1. Open a web browser.

2. Go to **http://mail.philau.edu**.

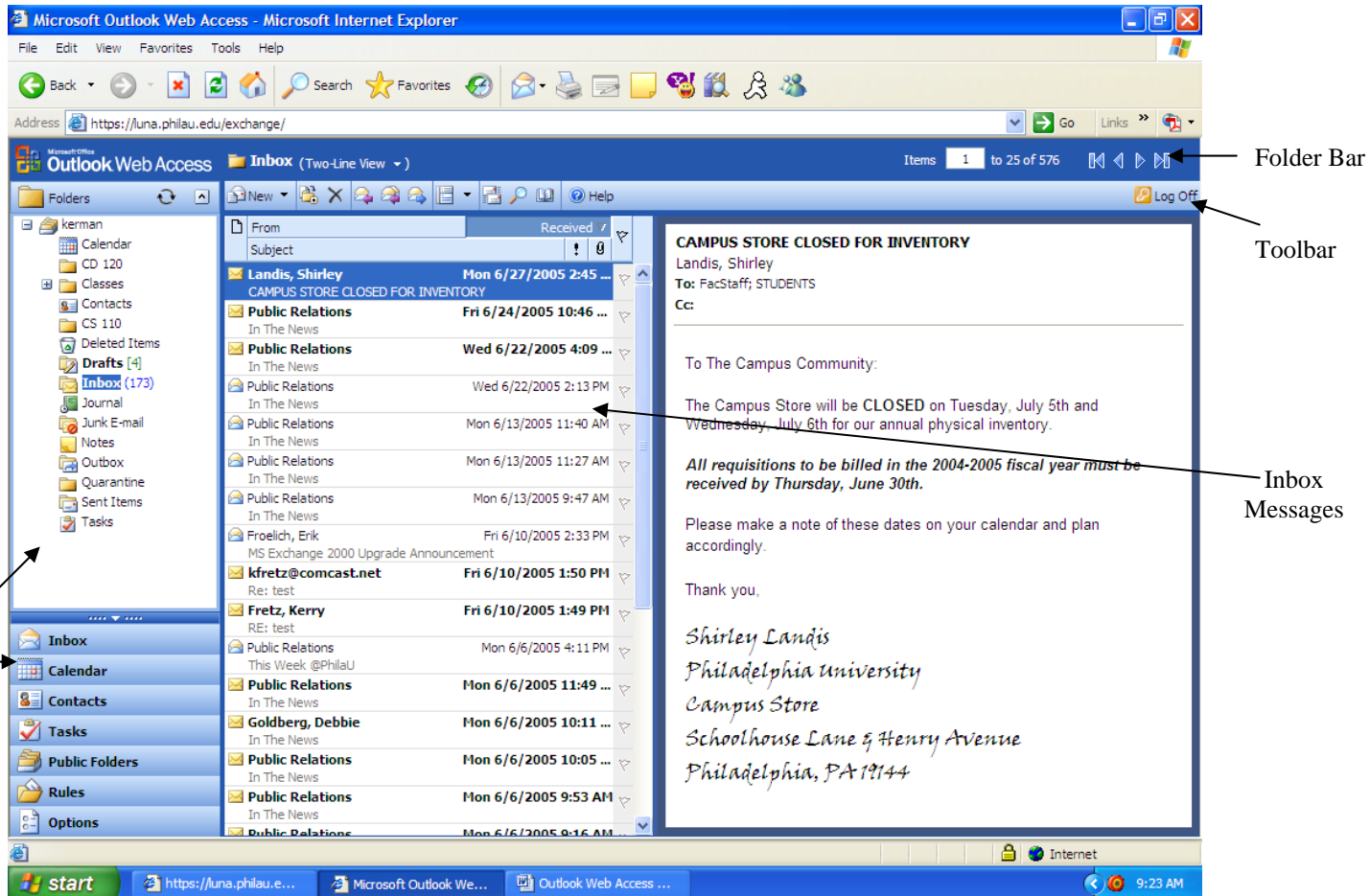3. The following dialog box will appear. Enter your username and password and then click **OK.**

II. The Outlook Window

A. The Main View

When you first log in to Outlook, the following screen will appear:

Folder Bar

Toolbar

Inbox
Messages

Outlook
Bar

B. The Outlook Bar

The Outlook Bar, located to the left of the main folder viewer, offers a number of shortcuts to your personal folders, as well as a listing of your private and public folders.
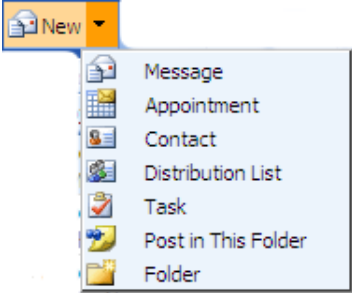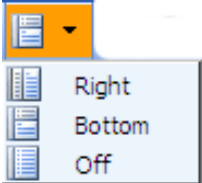
The two views available in the Outlook Bar are Shortcuts and Folders.

Shortcuts	By default, Outlook Web Access displays the Shortcuts view of the Outlook Bar. Clicking these shortcut icons opens your Inbox, Calendar, and Contacts folders. The other Outlook Bar icon, Options, links you to functions for changing Outlook options.
Folders	The Folders tab displays your personal folders and your organization's public folders. Folders are displayed in a hierarchy, so that you can expand folders as necessary to view subfolders, or collapse the hierarchy to view only the top-level folders. A plus-sign [+] beside a folder will indicate that there are sub-folders nested within them. To view the next level in the folder hierarchy, click the plus-sign.

C. The Toolbar

There are a number of toolbars in Outlook Web Access to help you perform various tasks. Your Inbox, calendar, and contacts have their own toolbars, with buttons specific to their function.

There are several buttons, however, that are for more general administrative functions, and are available in more than one location. They are described in the following chart:

Help	⑦ Help	Click this button for Help specific to the window you are working in.
New	📄 New ▾ 📄 Message 📅 Appointment 📇 Contact 📇 Distribution List ☑ Task 📄 Post in This Folder 📁 Folder	This drop-down menu is available at all times. The option displayed on the button varies, depending on the window you are working in, as does the list of options that displays when you click the down-arrow to the right of the button. Use the Folder option to create a new folder.
Check for New Messages	📧	Click this button to check if you have any new messages. This also refreshes your browser window.
Move/Copy	📂	This button opens the Move/Copy dialog box, which allows you to organize messages or other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.
Delete	✕	Highlight an item in the main Outlook Web Access window, such as a contact, appointment, or message, and then click this button. The item will be moved to the Deleted Items folder.
Empty Deleted Items Folder	🗑	This function permanently deletes any item that you have placed in the Deleted Items folder.
Show/Hide Preview Pane	📑 ▾ 📑 Right 📑 Bottom 📑 Off	This button provides three options for viewing your e-mails. Click on the down and arrow and choose and option.
Address Book	📖	Click this button to open a dialog box that allows you to search your organization's address list.

D. The Folder Bar

The Folder Bar displays your current location in the folder hierarchy. It appears below the main toolbar and above the work area.

Often a folder will contain more items than can be displayed in a single Outlook Web Access window. To view the next page of content, click the **Previous Page** or **Next Page** buttons. To view the first or last page of content, click the **First Page** or **Last Page**
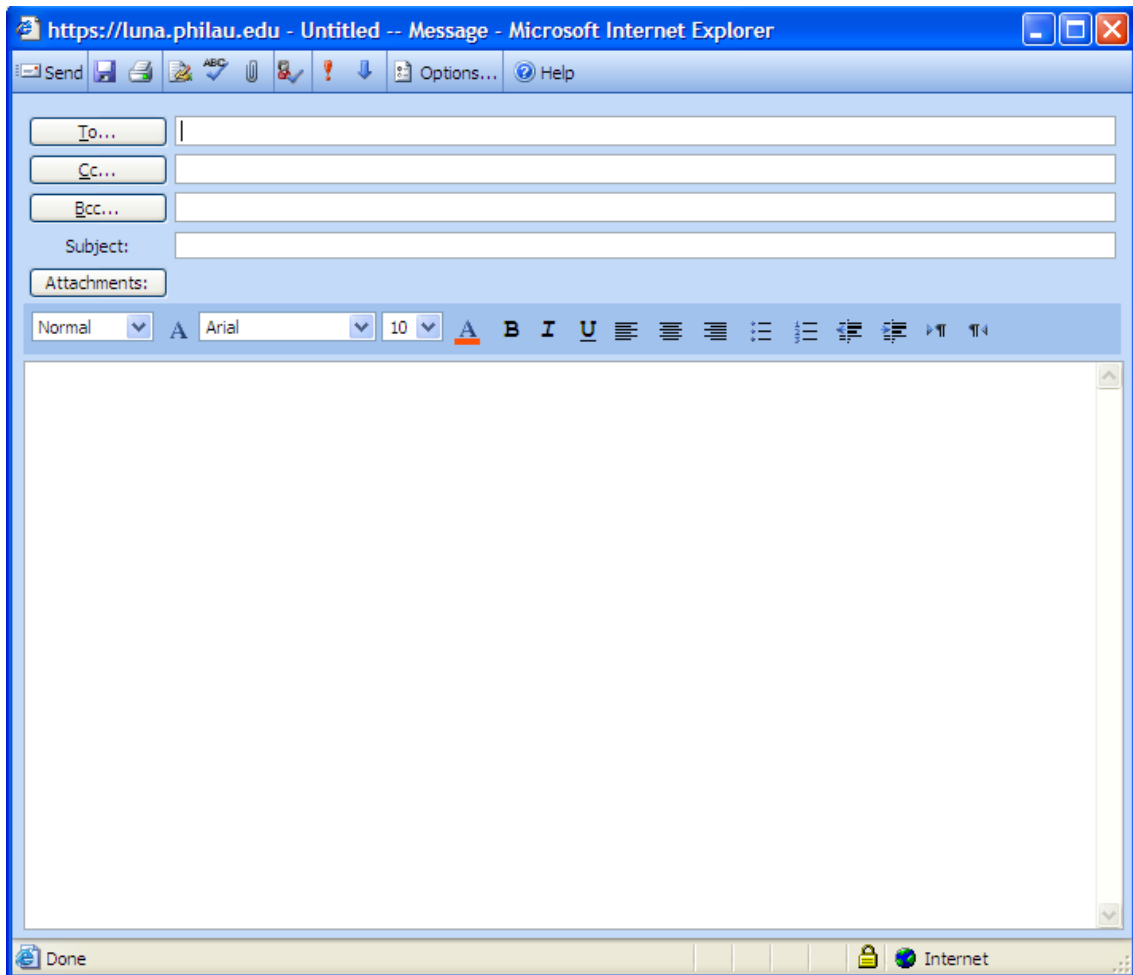
To navigate directly to a specific folder, type a page number in the Page box, and then press **Enter**.

II.   Outlook Mail

Outlook Web Access allows you to read and send e-mail messages through a Web browser.
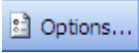
A. Create an E-mail Message

1. Select **New → Message** from the toolbar. The following window will appear:

2. Address the message:

    a. **To a known e-mail address:** Type in an e-mail address, or multiple addresses separated by semi-colons, in the **To:**, **Cc:**, and/or **Bcc:** fields.

    b. **To search the Philadelphia University address book:** Click on the **To:** button. The **Find Names** dialog will appear. Type in the recipient's last name, and click **Find**. Click on one of the search results, and then click the **To:**, **Cc:**, or **Bcc:** to add the name to the appropriate field. Repeat as needed.

c. **By Checking Names (for Philadelphia University recipients only):** Type the last name of a Contact, or any Philadelphia University student, faculty, or staff member in the address field. Click on the **Check Names** button ⊞. The name will automatically be completed.

3. Enter a subject.

4. Type your message. Note that you can change the appearance of your text by using the formatting toolbar.

5. (Optional) Set the importance of the message by clicking on the **High** ❗ or **Low** ⬇ importance buttons.

6. (Optional) Attach a file by clicking on the **Attachments:** button. The **Attachments** window will appear. Click **Browse:** to find the file that you want to attach, and then click **Attach**. (To remove an attachment, click the checkbox next to the filename, then click **Remove**.) **Close** the Attachments window when finished.

7. (Optional) Click the ⊞ Options... button to set the importance, sensitivity, and message receipts options. You can also choose whether or not you want to see the Cc: and Bcc: fields when composing a message.

8. At this point, you should either ⊞ Send or save 💾 your message. Saving the message will save a copy of your message in your Drafts folder. (You may alternately click on the ❌ in the window's upper right-hand corner to cancel the message.)

B. Read a Message

To read a message that has been sent to you, double-click on the message in the Inbox. The message will open in a new window.
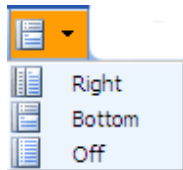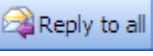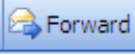
You may also turn on the Preview Pane ⊞ to view the message in the main window. The preview pane splits your window in two, with the message list on top, and the message contents of the selected message below.

If you want to save the message to a folder, click the **Move/Copy** ⊞ button. Click on an existing folder name, or click **New …** to create a new folder. Click **OK**.

E. Reply to, Forward, or Delete a Message

Each of these actions starts with either clicking once on the message to highlight it in the message list, or by double-clicking on the message to open it in another window.

1. To reply to the original sender of a message, click the button. An e-mail composition window addressed only to the original sender will open. Type your reply and click **Send**.

2. To reply to the original sender, as well as any additional recipients, click the button. An e-mail composition window address to the original sender and any additional recipients will open. Type your reply and click **Send**.

3. To forward an e-mail message to another person, click the button. An e-mail composition will appear. Enter the address(es) of the recipient(s) and, if you wish, type a message above the forwarded message. Click **Send**.

4. To delete a message, click the **Delete** button. The message will be sent to the Deleted Items folder.

F. Message Receipts

Outlook Web Access provides two ways to confirm the receipt of a message you have sent. This can be done with new messages, or when replying to or forwarding another person's message.

When you request a message receipt, you will be told when your message was delivered and when it was read by the recipient.

III.   Outlook Calendar

The Outlook Web Access Calendar allows you to create and track appointments. You can also organize and schedule meetings with faculty and staff members, then update or modify the information (time, location, attendees) as required. When you use Calendar to keep track of your meetings and appointments, others can check your availability for their own scheduling purposes.

In addition, all appointments and meetings can be set as recurring, meaning they occur more than one time, on a regular basis. For example, you can schedule a recurring status meeting that will occur every Wednesday at two o'clock.

A. Calendar Views
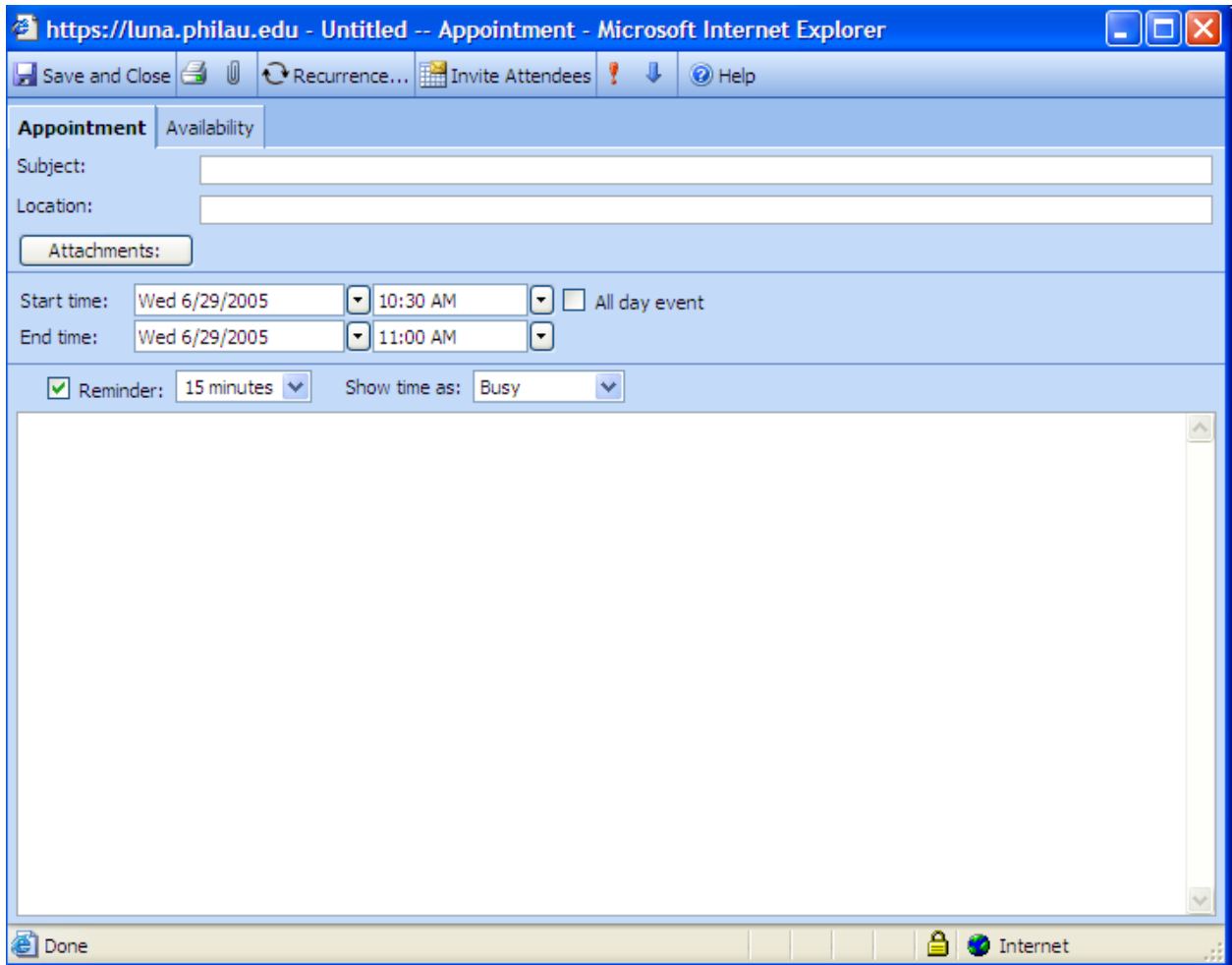
You can customize Calendar by clicking one of the following buttons on the Calendar toolbar. This determines how many days will be visible at one time. To view a different day, you can select a date from the month view to the right of your calendar.

View	Description
	This is the default Calendar view, which displays all appointments and meetings for the current day.
	This view displays all appointments and meetings for the current week.
	This view displays all appointments and meetings for the current month.

B. Creating and Modifying Appointments

Appointments are commitments that only you are required to attend.

1. In Calendar, click **New** on the toolbar. The following window will appear:

2. In the **Subject** field, type a brief description of the appointment.

3. In the **Location** field, type the place where the appointment occurs.

4. In the **Start Time** and **End Time** drop-down lists, select the appropriate dates and times.

5. In the **Show time as** drop-down list, choose how you want your schedule to appear for the duration of the appointment. Your selection (**Busy**, **Tentative**, **Free**, or **Out of Office**) is what others will see when they view your schedule.

6. (Optional) Attach a file to the appointment.

7. (Optional) Set the importance of the message by clicking on the **High** or **Low** importance buttons.

8. (Optional) Type any additional information in the space provided, such as a list of necessary materials to take to the meeting.

9. Click **Save and Close**.

10. To modify an existing appointment, double-click the appointment to open the appointment window. Make any necessary changes, and then click **Save and Close**.

C. Creating and Modifying Meetings

You can plan meetings through Outlook Web Access by sending meeting requests. Meeting requests are appointments where other people are invited. When you add people to your meeting request, they are invited to your meeting.

1. Follow the steps outlined in the previous section to create a meeting.

2. Before saving and closing the window, invite others by clicking on the [Invite Attendees] button.

3. In the **Required** and **Optional** fields, type the names of the people you would like to receive this meeting request.

4. By default, the **Request Responses** check box is selected. If you do not want your meeting request recipients to send you their responses, click to clear this check box.

5. Click the **Availability** tab to check the schedule of potential attendees. This will ensure you are choosing a time when everyone is free to attend your meeting.

6. In the message text area, type any message you want to accompany your meeting request, and then click **Send**. Each potential attendee is sent a meeting request, and the new meeting is added to your schedule. Every person who receives your meeting request can choose to accept or decline it.

7. To modify an existing meeting, double-click the appointment to open the appointment window. Make any necessary changes, and then click **Send Update**. This ensures that those invited to the meeting have the most up-to-date information.

D. Create a Recurring Appointment or Meeting

Many meetings, appointments, and events occur on a regular basis over a period of time. Instead of creating new calendar items for each occurrence, set the item as recurring. Outlook Web Access will automatically schedule the item each time it is to occur.

To set a calendar item as recurring:

1. Compose a new appointment or meeting request, or open an item that currently appears on your schedule.

2. Click the **Recurrence** [Recurrence...] button.

3. Under **Appointment time**, use the drop-down menus to select the start and end times of the recurring item.

4. Under **Recurrence pattern**, choose how often the appointment or meeting will occur. Your choices are **Daily**, **Weekly** (the default choice), **Monthly**, or **Yearly**. Then, depending on your choice, fill out the rest of the **Recurrence pattern** options.

5. Under **Range of recurrence**, select when you want this recurrence pattern to begin, and when you want it to end. You have a choice of having the pattern never end, having it end after a specified number of occurrences, or having it end on a specified date.

6. Click **OK** to return to the appointment (or meeting) window.

7. Click **Save and Close** to save your changes.

8. To remove an existing recurrence, open the appointment or meeting and click on the **Recurrence** button. In the Recurrence dialog box, click **Remove Recurrence**. Save and close the appointment or meeting.

E. Delete an Appointment or Meeting

Deletion starts with either clicking once on the appointment or meeting to highlight it in the calendar, or by double-clicking on the appointment or meeting to open it in another window.

Once the appointment or meeting is selected or the window is open, click the **Delete** button. After the delete button is clicked, one of the following will occur:
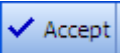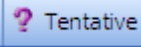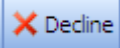
- **Deleting an appointment:** A deleted appointment is automatically moved to the Deleted Items folder.

- **Deleting a meeting:** You will be asked if you want to send a cancellation notice to the meeting attendees. The meeting is then moved to the Deleted Items folder.

F. Respond to a Meeting Invitation

When other people in your group want to invite you to a meeting, they will send you a meeting request. A meeting request arrives in your Inbox.

To respond to a meeting request:

1. To open the meeting request, in your Inbox, double-click the meeting request.

2. Click one of the following options:

Option	Description
✔ Accept	Click this button to add the meeting to your calendar. Other people looking at your schedule will see that you are busy during the time of the meeting.
? Tentative	Clicking this button also adds the meeting to your calendar. However, other people looking at your schedule will see you only have a tentative engagement.
✘ Decline	Click this button and the meeting will not be added to your calendar.

3. A message window will open, addressed to the sender of the meeting request. To add additional recipients to your meeting response, click the **To:** and **CC:** buttons.

4. (Optional) In the text box, type a message. For example, you can explain why you are or are not attending the meeting.

5. Click **Send**, or click **Don't Send Response**.

IV.   Outlook Contacts

The Contacts component of Outlook Web Access is your e-mail Address Book and information storage utility for the people and businesses you regularly communicate with. Use Contacts to store the e-mail address, street address, phone numbers, and any other information that relates to the contact.

A. Create a new Contact

To create a new contact:

1. In Contacts, on the toolbar, click **New**.

2. In the new contact screen, on the **General** tab, type the information you want to include for the contact. Use the drop-down lists to record multiple entries in some fields. For example, the drop-down list beside the **E-mail** icon allows you to store up to three different e-mail addresses for a contact (**E-mail**, **E-mail 2**, and **E-mail 3**). You can also store multiple addresses and phone numbers.

3. If you have multiple addresses stored for a contact, you can designate one as the contact's mailing address. Select the address in the drop-down list (**Business Address** is selected by default), and then select the **Mailing address** check box.

4. (Optional) Use the **File As** drop-down list to determine how the contact will appear among your other contacts. You can display each person by first and last name, by last name first, or by company name.

5. (Optional) On the **Details** tab, you can fill in additional information about a contact.

6. (Optional) Attach a file to the contact by clicking on the **Attach** **button**.

7. Click **Save and Close**.

8. To see the new contact, refresh your browser window.

B. Delete a Contact

To delete a contact:

1. In Contacts, select the contact you want to delete by clicking once with your mouse. To select multiple contacts, hold down the CTRL key while selecting.

2. On the toolbar, click **Delete**.

> **Note:** Alternately, to delete a single contact, double-click to open the contact, and then click **Delete** on the contact toolbar.

C. Sort the Contact List

There are a number of ways to arrange your contacts. Outlook Web Access provides options for displaying contact information in the main contacts screen, so that you can view certain characteristics for all your contacts at a glance. To sort contacts:

On the main toolbar, click the **View** drop-down menu, and then select one of the following options to arrange your contacts:

Option	Description
Address Cards	This view is the default view, which displays basic information from each contact's General tab.
Detailed Address Cards	This view includes additional information from each contact's General tab.
Phone List	This view displays contact names and every phone number you have for each one.
By Company	This view displays your contact names and their company information.
By Location	This view arranges contacts by address characteristics.
By Follow Up Flag	This view displays contacts you need to follow up with, to help you keep track of urgent or important matters.

D. Create an E-mail Message from a Contact

You can send e-mail to a contact while viewing their contact information.

To create a message from a contact:

1. Open the contact that you want to send a message to.

2. On the toolbar, click the **Send message to contact** button. The new message form will open, addressed to the contact.

3. In the message body, type your message, and then click **Send**.

E. Move/Copy Contacts

You can move or copy your contacts to other folders.

To move or copy a contact:

1. Select the contact you want to move or copy to a different folder.

2. On the toolbar, click the **Move/Copy** button.

3. In the **Move/Copy Item** dialog box, select the destination folder.

4. Click **Okay**, or to cancel the operation, click **Cancel**.

F. Viewing a Map for a Contact's Address

In Outlook Web Access you can automatically create a Microsoft Expedia map of a contact's selected address.

To view a map for a contact's address:

1. Double-click the contact to open it.

2. On the **General** tab, use the drop-down menu beside **Mailing address** to select the address you want to map.

3. On the toolbar, click the **Display map for this address** button.

4. A separate browser window will open at the Microsoft Expedia Maps Web site, displaying a map of the contact's address.

V. Outlook Options

You can customize Outlook Web Access with features that can be performed automatically, such as telling people you're out of the office whenever they send you a message, or adjusting your appointments to local time while you are traveling. To set Outlook Web Access options, click the **Options** icon on the Outlook Bar. The following options will be displayed:

1. **Out of Office Assistant**: This option generates automatic replies to e-mail you receive while away. Each time you activate the Out of Office Assistant, Outlook Web Access will only send an automatic reply to someone the first time they send you a message.

   o To enable the Out of Office Assistant, click **I'm currently out of the office**, and then in the text box, type a message people will receive when they send you e-mail while you're away.

   o To disable the Out of Office Assistant, click **I'm currently in the office**.

2. **E-mail Options:** Choose whether you want to be notified when you receive a new message.

3. **Date and Time Formats:** Use the following drop-down menus to select your preferred format for various time and date displays. Also use this section to configure Outlook Web Access for the local time zone.

4. **Calendar Options**:
   o Use the **Week begins on** drop-down menu to set the day your calendar will display as the beginning of the week.
   o Use the **Day start time** and **Day end time** drop-down menus to set the times Outlook Web Access will display for each business day.
   o Use the **First week of year** drop-down to choose your week numbering preference.

5. **Reminder Options:** Allows you to set your preferences for pop-up reminders.

6. **Contact Options**:
   o Select **Global Address List** to use your organization's address book as the first place to search, such as when you are looking for names in the **Find Names** dialog box.
   o Select **Contacts** to use your personal contacts.

7. Click **Password** if you want to change your Windows password.

8. **Recover Deleted Items:** Allows you to view and recover items that were recently emptied from your Deleted Items folder.

VI.   Logging Off

When you're finished using Outlook, you should close your connection to the server.

1. Click the **Log Off** icon ![Log Off] at the top right of the page.

2. Close your browser window to complete the log off process.