

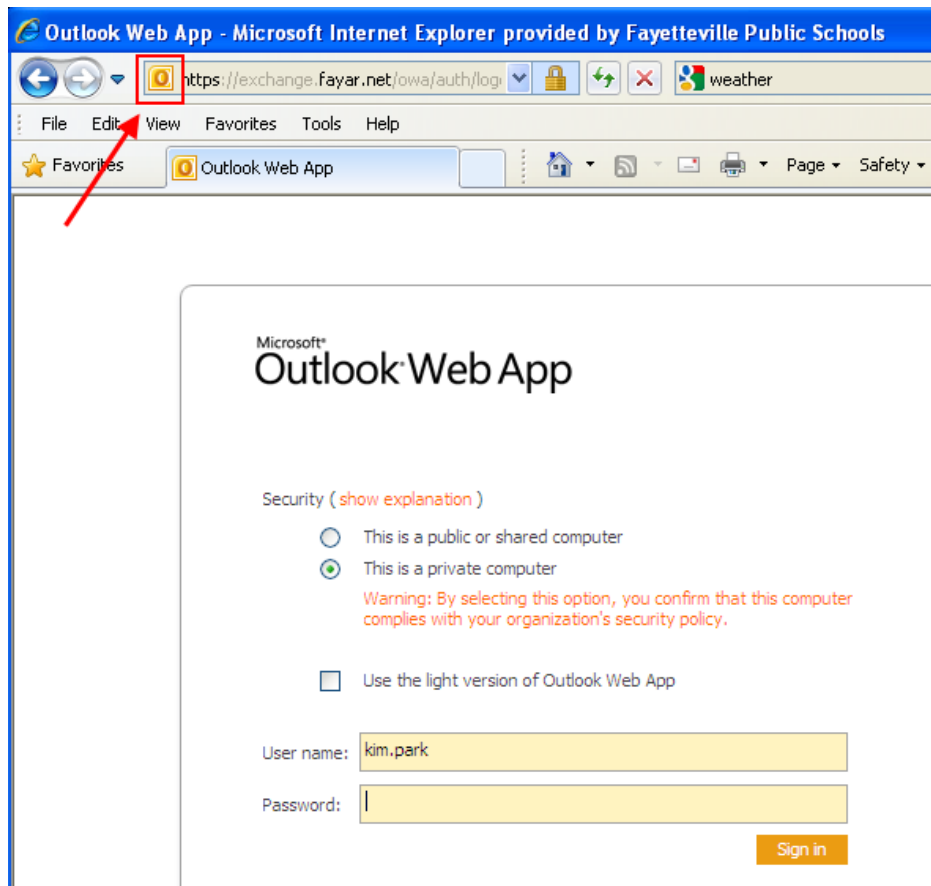
E-Mail FAQ for Outlook Web App (OWA)

(NOTE: the recommended Browser for Windows clients is Internet Explorer (IE))

Login and Password Reset Information

How can I create a shortcut on my desktop to access OWA more easily?

First log into OWA, then find the Internet Explorer icon little yellow square with an O inside. (Located in the Address box of the browser just to the left of exchange.fayar.net) and drag and drop it to your desktop. (This is specific to IE7 & IE8 browsers)



I am frequently being asked to log back in. Is there a way to avoid this?

Remember to select the "This is a private computer" option under security when first signing in to OWA if you are at your computer. This option will keep you signed in for 8 hours if you keep the web browser open. If you choose "This is a public or shared computer" you will be logged out after 30 minutes. Closing the browser will also usually log you out, so minimizing the browser window (with the first small underscore button in the upper right corner of the window) rather than closing it (with the X button in the upper right corner, as an example) will allow you to stay logged in.

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How do I change my network/email password?

1. Once signed in to OWA, select **Options** from the top right-hand portion of the screen
2. Choose Account on the left
3. Click the Change your password icon




Change your password

Mail Composition and Viewing

How can I put multiple recipients in the To: box?

To send to multiple recipients in OWA, separate recipients with a semicolon (;)

How do I use the Check Names feature to auto complete recipient names?

Enter a portion of the email address, first name or last name of recipient and select the Check Names icon . This will search the Global Address List and your personal contacts folder and provide autosuggestions. If you wish, you may select from the available contacts shown.

How do I include an automatic signature file to my messages with OWA?

1. Once signed in to OWA, click Options
2. Choose Settings on the left
3. Choose the Mail Tab (generally defaults to this-first tab on left)
4. Type your signature as you wish it to appear in the Signature Box
5. Place a checkmark in the Automatically include my signature on messages I send box
6. Click Save in Lower left corner

How do I add the bcc field to my messages?

You can turn on the BCC field for an individual message or for all messages.

Click the Options button within the message and select the checkbox next to “Show Bcc” to add bcc for an individual message.

To turn on the BCC field for all messages, go to Options\Settings. Select the Mail tab. Under Message Format on the left side of the screen select the checkbox next to “Always show Bcc.”

What keyboard shortcuts are available with OWA?

CTRL+N	New mail message screen
CTRL+R	Reply to currently selected mail in view
CTRL+Shift+R	Reply all to the currently selected mail in view
CTRL+Shift+F	Forward currently selected mail
CTRL+Z	Undo
CTRL+X	Cut
CTRL+C	Copy
CTRL+V	Paste
CTRL+P	Print
Escape	Close Window
Alt-S	Send
CTRL+K	Check Name/Resolve Name

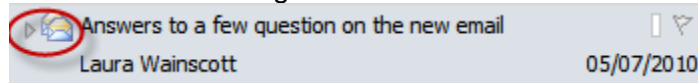
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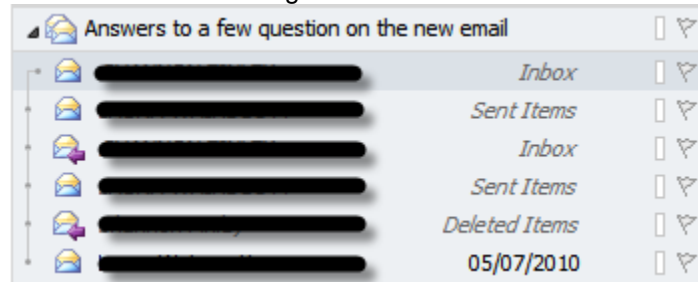
My messages are grouping together. How can I see each one separately?

By default, Outlook Web Accesses groups messages in *Conversation Mode*. This means that messages with the same subject are grouped together and only show once in the mailbox folder. Having multiple messages with the same subject can occur when you and a colleague reply back-and-forth to the same message.

In conversation mode, the grouped messages appear on one line, and display a small arrow to the left of the message.



Clicking on the arrow expands the conversation so you can see each message within it. (The senders of each message have been marked out for confidentiality purposes.)



If you prefer each message to be on its own line and included in the default sort, rather than grouped together, you can turn off conversation mode.

- To turn off conversation mode, first click on a folder, such as the Inbox. [Note that this process has to be repeated for each folder you create.]

Click on the small down arrow next to the Arrange By. This will allow you to change the sort order of the folder. If you remove the checkmark at the bottom of the options, conversation mode will be turned off.

My e-mail contains an attachment, how do I open it?

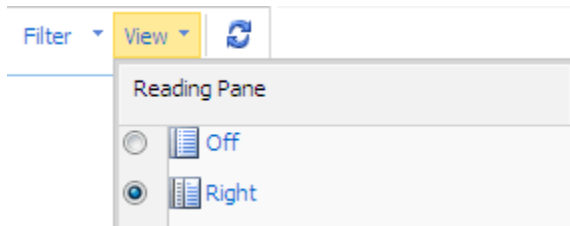
Most attachments may be opened by double-clicking the file name. If not, right-click on the attachment and select **Open**. If that still does not work, you may save the file to your hard drive and then open it. To save the attachment to your hard drive, right-click on the attachment and select **Save target as** and designate the location for the file to be saved.

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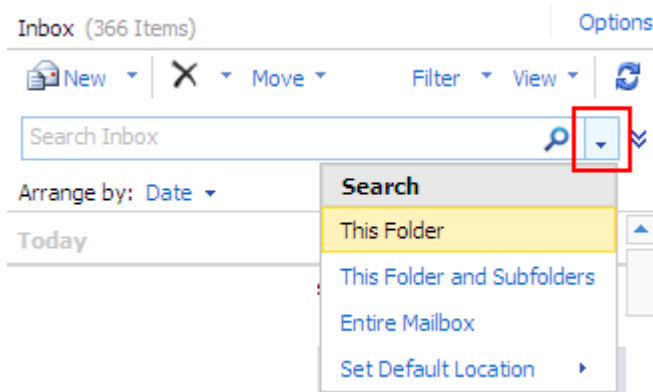
How do I turn the reading pane off/on?

Go to the center conversation pane.
Click the View drop down menu and select Off or Right.



How do I search my entire mailbox for a message?

Click the Drop-down menu in the Search Box and choose Entire Mailbox. Please note that you may also search specific folders or set a default search location for searches.



How do I force my email to refresh?


Click the refresh button in the mail toolbar.



How do I use the Spell Check feature?

1. Once signed in to OWA, click Options
2. Choose Settings on the left
3. Select the Spelling Tab
4. Place a checkmark in the "Always check spelling before sending" box
5. Click Save

How do I check spelling on a per email basis?

Once you have composed an email, click the Check Spelling icon  at the top of the email window.

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What do those wavy red lines underneath the words mean?

The wavy red lines indicate that the word is not in the global dictionary. You may Right-click on the word to view suggestions from the global dictionary or choose to Ignore if this is a word, but isn't in the global dictionary (such as a name or acronym).

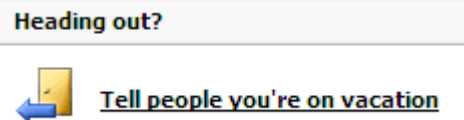
May I add words to the global dictionary?

No. The dictionary is a server-side global dictionary and is not editable.


NOTE: You may wish to simply check spelling on a per email basis, as needed, by choosing the Check Spelling button . The "Always check spelling before sending" causes you to have to click Send twice in most cases as it will often find a misspelled word and want you to correct it prior to sending.

How do I create a vacation message?

1. Once signed in to OWA, Click Options
2. Click Account on the left-hand side
3. Click the Tell people you're on vacation link
4. Select Send Automatic replies radio button and fill in the applicable criteria
5. Click Save



How do I send email to a group I created?

1. Once signed in to OWA, click Contacts on the lower-left side.
2. Choose the Groups radio button in the upper-left corner
3. Select the personal Group you wish to send email to
4. Click the New Message Icon  in the right-hand pane

Rules and Favorites

How do I create rules for my new messages?

There are several ways to create rules. One method is to right-click on an email which requires a rule. This provides the advantage of adding criteria applicable to the sender, recipient and subject line information. You may then select specific criteria for the rule.

Another method is to Click Options, select Organize E-Mail, and click the New Inbox Rule icon. Be sure to click Save when finished setting criteria for rule.

*NOTE: For security reasons, no forwarding to non-district email addresses is permitted.

What is the Favorites section in my Mail window?

You can use the Favorites folder in the Navigation Pane to store shortcuts to the folders you use the most. You may also add a favorite Filtered View.

How do I add a folder to Favorites?

There are two ways you can add a folder to your Favorites:

- Click the folder you want to add to your Favorites, and then drag it to Favorites.
- Right-click the folder you want to add to your Favorites, and then select Add to Favorites.

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How do I remove a folder from Favorites?

- Right-click the folder you wish to remove from your Favorites, and click Remove from Favorites.

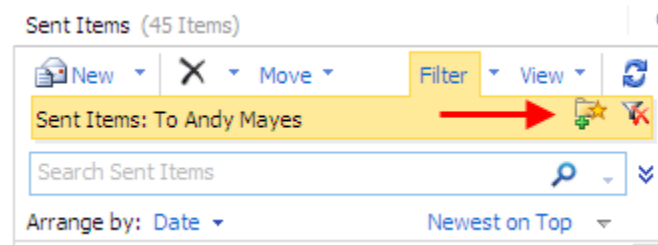
NOTE: DO NOT Delete the folder as it will be deleted from your mailbox.

How do I arrange folders in Favorites?

- When you drag a folder into your Favorites, you'll see a line that shows you where the folder will be dropped. After a folder is added to your Favorites, you can move it up or down in the list of Favorites by right-clicking it and clicking  Move Up in List or  Move Down in List.
- You can't nest folders in Favorites. If you create a shortcut in Favorites for a folder that has subfolders, you won't see the subfolders in Favorites.

How do I add a Filtered View to Favorites

Click the Filter drop-down menu 
 Set Criteria such as Sent Items: To Andy Mayes
 Click Apply and you will see a filtered View of your Inbox
 Click the Add to Favorites icon and this Filtered View will be added to your Favorites



3 suggestions for how to use Filtered Views

- View all items With Attachments
- View all email From a certain person
- View all email Sent to a certain person

Trouble Shooting

All of my appointment times are off, how can I resolve this?

You may want to verify your regional settings.

1. Once signed in to OWA, go to Options
2. Choose Settings on the left
3. Select the Regional Tab
4. Verify that your Current time zone is correct
5. Click Save

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My OWA screen looks different than usual and there are fewer options, what should I do?

You may be using the light version of OWA. NOTE: This is designed for a situation where you have a slow dial-up connection. If you do NOT wish to use the Light version of OWA, please do the following:

1. Once signed in to OWA, Click options
2. Click Settings on the left-hand side
3. Click the General tab
4. De-select the Use the blind and low vision experience box
5. Click Save

SPECIAL NOTE: If you are using IE6, ONLY the light version is supported, you MUST upgrade to IE7 to take advantage of the full OWA features. Please see your TIS specialist in the building if this is the case. Thank you.

