Student Office 365
Outlook Web App
OWA Quick Guide

Getting you up to speed quickly.

Information Services
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Logging into the CWU Student Outlook Web App

At CWU’s main page hover over MyCWU, click on Student Outlook. It will request that you enter your account information (example Wildcat@cwu.edu and then your password). The first time that you access your account you will need to indicate a time zone to be used for your account. Most users will choose Pacific Time. There is also a link for Student Outlook in MyCWU.

Getting Started with Office 365 Outlook Web App

(1) Create New Mail—
Click the new mail to create a new email message.

(2) Folder Structure within Navigation Pane—
Within the Navigation Pane is your Folder Structure. The folders from your GroupWise mailbox will be located under a folder called Cabinet. Click Cabinet to expand to find your old folders.

You can create new folders by right clicking on your account name and clicking create new folder. If you want to move a folder up or down in the list, right click on the folder name and click move up in list or down in list.
(3) Filtering of Folder Content (Example Inbox)—

- all  unread  to me  flagged

By clicking on any of these items you can filter the content within the folder are reviewing. Unread will take you to only your unread messages.

**Instant Search box:** Helps you quickly find items in Outlook Web App (OWA). The Instant Search box is available in the "Outlook (Mail)" and "People" views, and can be used to search through your e-mails and contacts.

(4) Conversations by Date—

You can sort the contents of the selected folder. By default it is sorted by date. Messages in your Outlook Inbox and other mail folders can also be organized by date and arranged by Conversation. When Conversations is turned on, messages that share the same subject appear as Conversations that can be viewed expanded or collapsed. You can quickly review and act on messages or complete Conversations. If you do not want to messages grouped by Conversations, check Conversations Off.
(5) Favorites—
Displays your Inbox, Sent Items folder and Drafts. You can add other folders you frequent often to the Favorites section. To add a folder to your Favorites section, right click on the folder and click add to Favorites or drag it to the Favorites section.

(6) Outlook Elements—
Switch between Outlook, Calendar, People, Newsfeed, OneDrive, Sites, Tasks elements.

Outlook – Email content.

Calendar – Your calendar lets you create and track appointments and meetings. You can create multiple calendars, link to other people’s calendars, and even share your calendar with other people at CWU.

People – People is where your personal contacts are stored and where you can view any address books that have been setup for CWU. You can create groups and contacts. You can send an email or schedule a meeting from this area with your contacts.

Newsfeed – post something to a small group of people. You must have permission to create new sites.

OneDrive – It is a personal library intended for storing and organizing your work documents and related files. It lets you work within CWU with features such as direct access to CWU’s address book.

Sites – Your Office 365 account automatically gives you a public website that’s ready for you to customize.

Tasks – Use your Tasks area to keep track of things that you need to do but don’t necessarily want to put on your calendar. In addition to tasks that you create, any message that you flag will appear in the Tasks folder.

(7) Silhouette Icon –
Click the Silhouette icon next to Tasks to Sign out or other options below.
(8) Settings—
Displays the contents of the selected email message.

Refresh: This will refresh your account mailbox.

Offline settings: Offline access allows you to use Webmail without being connected to the server. OWA in "Offline" mode can also be used when you have no Internet connection. When you turn on "Offline" use, a local copy of your mailbox data is created.

Change theme: You can change the theme look to your account.

Options: By clicking the you can return to your main OWA interface.
Options **Account

You can access the below shortcuts. **Note:** Pictures will not be able to be uploaded at this time.

shortcuts to other things you can do

- See email from all your accounts in one place
- Set up an automatic reply message
- Connect your mobile phone or device to your account
- Connect Outlook to this account
- Forward your email
- Change your password
- Import your contacts from an existing email account

Options **Organize email

Create inbox rules, automatic replies, find emails within Outlook, and set retention policies for archiving.

**inbox rules**  automatic replies  delivery reports  retention policies

Choose how mail will be handled. Rules will be applied in the order shown. If you don’t want a rule to run, you can turn it off or delete it.

To learn how to forward your email to another mailbox using inbox rules, click here.

There are no items to show in this view.

Options **Site Mailboxes

**Note:** This functionality is not ready for use. When we get SharePoint up, you can use this area.

Site mailboxes let you and your team save and access content from a shared project in a single location. To create your site mailbox, add the Site Mailbox app to a SharePoint site, and then run the app. The following list shows the site mailboxes you have access to.

Options **Settings


Options **Phone

Synchronize your mobile device with your mailbox. Also set up text messaging options.

Options **Block or Allow (Spam Filtering)

Use the Block or Allow settings to help control unwanted and unsolicited email messages you consider to be SPAM or JUNK by creating and managing lists of email addresses and domains that you trust and those that you don’t. To manage junk email settings, click **Settings > Options > Block or allow.**
Options **Apps**

Apps for Outlook extend the usefulness of email by adding information or tools that you can use without having to leave Outlook Web App. Outlook Web App comes with three apps that are available and enabled by default, although they may be turned off for your mailbox. If an app is available and enabled, it will automatically be added to messages you receive that meet the criteria to trigger it.

(9) List of Messages in the Current Folder
Each entry in the list view has additional information, such as how many messages there are in a conversation and how many are unread, or if there is an attachment, flag, or category associated with any messages in the conversation. A conversation can have one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons. At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged. In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.

You can flag messages. When you add a follow-up flag to a message, it automatically appears in Tasks.

(10) Reading Pane
The reading pane, where the conversation that you've selected is displayed. You can respond to any message in the conversation by clicking the links at the top of the message. If you want more options, click the icon *** for more options.
(11) People

People View in Outlook Web App -- Opening your mailbox at the start of the day or after a long absence can be kind of overwhelming. All those new messages to sort through. People View is a way that Outlook Web App can help you get to the most important messages first. People View works in the background to determine who you correspond with the most, and shows you how many unread messages you have from those people. People View is available only in the Outlook Web App. When you open your mailbox, People View only shows you if you have any unread messages from up to 5 of the people you send email to the most. To show or hide the People View, tap or click People to expand or collapse the list.

(12) Help

To find assistance with Office 365, click the within the area you are in and it will provide you instructions and assistance.

Mail

Creating and Sending a Message

1. Click new mail

2. In the TO or CC text boxes, type the names of the addresses. For an internet address, type the full address (example, westernimages@charter.net). As you type, Outlook presents previously used addresses. Or to select names from the address book click OK.

2.1. For more options, click including setting priority importance of message and saving the message as Draft. Use the to revert to normal importance. By default, any message you create, but don’t send, are saved automatically to the Drafts folder. You can return to Outlook later and find the unsent message.
3.1 Show message options

message options

Sensitivity:

Normal

☐ Request a delivery receipt
☐ Request a read receipt

[Click] the OK button.

In the message window options, check REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT, or both. To set for all messages follow these instructions.

To set a delivery receipt, check the Delivery receipt confirming the message was delivered to the recipient's email box.

To set a read receipt, check the Read receipt confirming the recipient viewed the message box. Select an option in the For any message received that includes a read receipt request section. [Click] the OK button.

3. Type the SUBJECT and the message.

4. Attaching a File or Signature: [Click]

   attachment
   picture
   signature
Reading Messages
An easy way to read messages is to use the Reading Pane.

1. If the Reading Pane is not already open, choose VIEW, READING PANE > RIGHT or BOTTOM. You can change the size of the pane by [Dragging] the bar dividing the Reading Pane and the list of emails.
2. To read a message, [Click] on it to view it in the Reading Pane, or [Double Click] to open.
3. To safely, quickly preview an attachment:
   3.1. [Click] the attachment below the header, [Click] PREVIEW FILE if necessary.
4. To fully open an attachment, [Double Click] the attachment. When prompted, [Click] OPEN. If you have the required program for reading the file, Windows starts the program and displays the attachment. When you have finished reading the attachment, close the program window to return to Outlook.

Replying to a Message.
4.1. Select or open the message.
4.2. In the reading pane, then REPLY to reply to the sender only or REPLY ALL to reply to all addresses.
4.3. Complete the message, then [Click] SEND.

5. Forwarding a Message.
5.1. Select or open the message.
5.2. In the reading pane, then [Double Click] the attachment. When prompted, [Click] OPEN. If you have the required program for reading the file, Windows starts the program and displays the attachment. When you have finished reading the attachment, close the program window to return to Outlook.

6. Add a Flag to a Message.
6.1. Flags create a visible reminder that an action is due. When a message is flagged, a flag appears for that message in the message list. Flagged items also appear in the To-Do Bar, in the Daily Task List in Calendar, and in the To Do List in the Tasks View. You can include a reminder that alerts you at a pre-determined time. As you hover over flagged messages in the Task List, the details that are associated with the flag appear, such as due date, the type of follow-up that is needed, or when a reminder will appear. The following table describes how the dates work for the flags on the Follow Up menu, which is in the Tags group but you can customize the dates and set reminders for any flag. **NOTE:** Custom is not available in OWA only in the Outlook Client.
Creating an E-mail Signature

1. Choose SETTINGS icon then settings

Deleting Messages

Hover over the message in a list and [Click] at the far right. OR

1. Select or open the message(s) to delete.
2. The messages are moved to the Deleted Items folder.

**Sorting Messages**
Choose VIEW then a sort method in the ARRANGEMENT group. Or, [Click] a column heading such as SUBJECT, RECEIVED, BY DATE. To reverse sort order, [Click] the heading again or [Click] “Reverse Sort” button.

**Creating a Contact from a Message**
Outlook automatically creates a contact in the Suggested Contacts folder for anyone you send to who is not in your Contacts. To create a contact from a message:

1. In an open message or the Reading Pane, [Right Click] on the person’s name, and choose ADD TO OUTLOOK CONTACTS.
2. Add other necessary information, then [Click] SAVE.

**Creating Rules**
You can create rules in OWA. Example: Messages from a certain person are placed in a specific folder.

1. Choose SETTINGS icon then organize email

2. Click inbox rules. Click the plus button

3. Choose with of the rules you would like to apply.
Using the Out of Office Assistant
If using OWA, you can have Outlook automatically reply to messages when you’re absent for some time.

1. Choose SETTINGS icon then organize email

Handling Junk Mail
Any message that is suspected to be junk is automatically moved to the "Junk E-mail" folder. We recommend that you periodically review the messages in the "Junk E-mail" folder to check for legitimate messages that were incorrectly classified as junk. If you find a message that isn’t junk, you can mark the item as not junk by selecting the message, clicking on the "..." icon in the Action bar and selecting "mark as not junk". This will move the message back to your Inbox.

Setting Up Spam Filtering by using block or allow

1. Choose SETTINGS icon then block or allow

Calendar
In Outlook, an appointment is a calendar item that has a specific start date and end date, and a specific start time and end time. If you invite other people to an appointment, it is considered a meeting. In Calendar, click new event on the top left to create a new appointment.

The Calendar includes the following improvements:

- Faster access to meeting details through the optional reading pane in the Day and Week views.
- Faster navigation through the calendar by using the date picker in the navigation pane.
- Multiple view options enable users to view their calendar by using week, work week, or single day views.

The ability to modify calendar items by dragging them to a new time.

Managing your appointments

- To change the date or time for an appointment, drag the appointment to a new location on the calendar. Or double-click the appointment, click on "EDIT", make your desired changes, and click "SAVE" when finished.
- To delete an appointment, right-click the appointment on the calendar, and then select "delete". Alternatively, you can double-click the appointment, and then click "DELETE".

Scheduling a meeting with other people

1. In the Calendar view, click on "+new event" in the upper left corner.
2. To invite attendees, select the "Attendees" line. You can add contacts from your address book by typing a person's name or by clicking the "+" button. If the person is not found in your address book, a drop down will appear that says "Search Contacts & Directory" that will allow you to search through all of the active users at CWU.

3. Fill in the details for the meeting and click "SAVE" at the top. This will send a meeting invite to all attendees that you have listed, which they can then accept, mark as tentatively attending, or decline or to Busy Search the attendees click on

When scheduling a meeting, users can switch from the Appointment tab to the Scheduling Assistant tab to add attendees, search for a conference room, and find a meeting time. The Scheduling Assistant offers the following enhancements:

Improved management and scheduling of meeting attendees and meeting locations. The user can enter the names of meeting attendees or meeting rooms directly in the Scheduling Assistant or perform an advanced search by using the Address Book.
Share a Calendar
From the Calendar view, click SHARE (see below snapshot)

Options for Calendar Details are below.

Availability Only Access will show only that you have an event at a particular time, but no other details. Private events will always show only as busy.

Limited Details Access will show the subject and location.

Full Details Access allows for lets the person see all the information about events on your calendar, except events that you’ve marked as Private.

Editor Access allows for editing of your calendar.

Delegate Access allows for responding to meeting requests on your behalf.

Viewing Multiple Calendars
To view other user’s calendars that have been shared with you, check the box next to their name. When you check their calendar it will highlight in another color different from your own personal calendar. Any events scheduled on their calendar will highlight in the color associated with their account name.
Quickly View Event Details
You can click any event in your calendar to see a quick view of that event. An event that you create will show you as the creator and have a link to edit or delete the event.

People
This is where your contacts are stored. From here, you can find, create, and edit your contacts. Also, you can search for contacts in CWU’s directory.

Creating a New Contact
1. [Click] **People** in the Navigation Bar.
2. [Click] **new**

**what would you like to do?**

- create contact
- create group
- cancel

3. Fill in the areas for the new contact.
Creating a Contact Group
1. [Click] People in the Navigation Bar.

2. [Click] new

3. [Click] whether you want to create a contact or a group.

what would you like to do?

- create contact
- create group
- cancel

4. [Click] Create Group. Name the Group and add members.

Tasks
Tasks stores tasks that you create or that are sent to you, and also messages that you've flagged. To view your tasks, click Tasks. When you view your tasks, the default view is Flagged Items and Tasks. To create a new task, click new task.