



Outlook Web App 2010

Getting Started Guide

Updated: February 2012

Overview

This document is intended to briefly introduce you to Outlook Web App (OWA) 2010, and show the main differences between Outlook Web Access (2007) and Outlook Web App (2010). This is not a comprehensive document on email usage. For full documentation on OWA, please log into email and access the online help by clicking the  icon in the upper right and choosing Help.



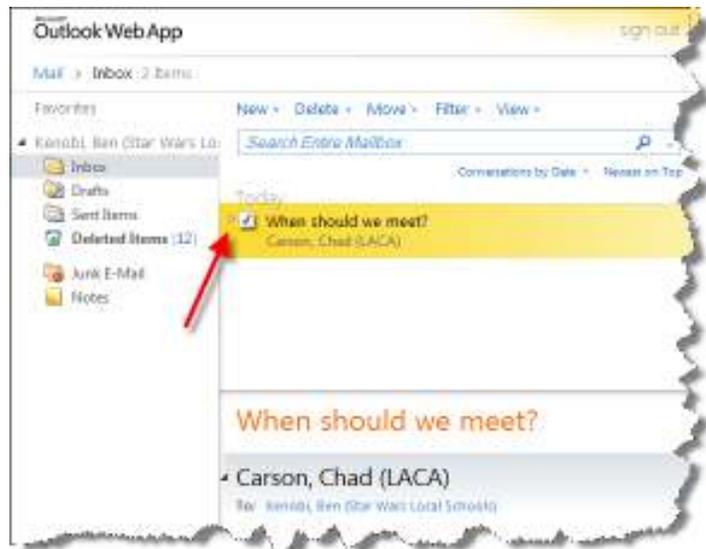
Looks the same in Internet Explorer, Firefox and Safari

In OWA 2007, only the “Lite” version was supported in Firefox and Safari. To use the more advanced features of email, you had to use Microsoft Internet Explorer. This has changed in OWA 2010. It looks the same and has full functionality in Internet Explorer, Firefox and Safari browsers. Note that Safari on iPads does not support Flash, therefore, only the “Lite” version can be used on iPads. The recommended setup for iPad is to add an “Exchange” email account and use that, rather than OWA.

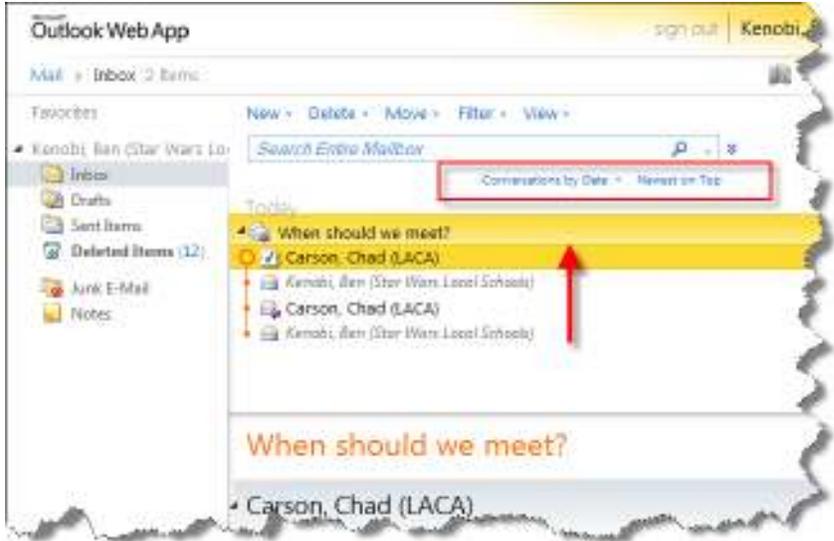
Conversation View

By default, Outlook Web App uses “conversation view”. Back and forth replies between two or more people make up a conversation. All messages related to that conversation are grouped together under one message heading.

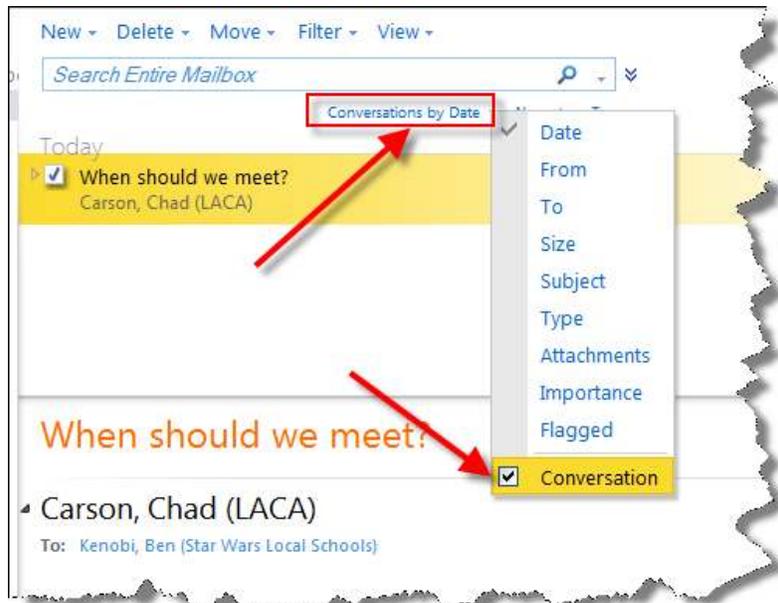
In the example to the right, there is a small, right-facing arrow next to the email subject, indicating that there are multiple messages underneath that heading. When you click on the message subject itself, you only see the most recent message in the conversation.



Clicking the arrow will expand the conversation, showing all the messages in the conversation, including your own messages from your "Sent Items" folder (the ones in italics). They will be sorted according to the method selected, shown below the search bar. In this example, we are seeing "Conversations by Date", with "Newest on top". So the messages in this conversation are in chronological order, from the bottom up.



While some people like conversation view, others prefer to see messages chronologically, in the order which they were received (the way the old email system showed by default). To put the new Outlook Web App email back to a chronological view, click where it says "Conversations by ..." under the search bar, then Uncheck the checkmark beside "Conversation". This will switch the message view back to a normal sequential view.

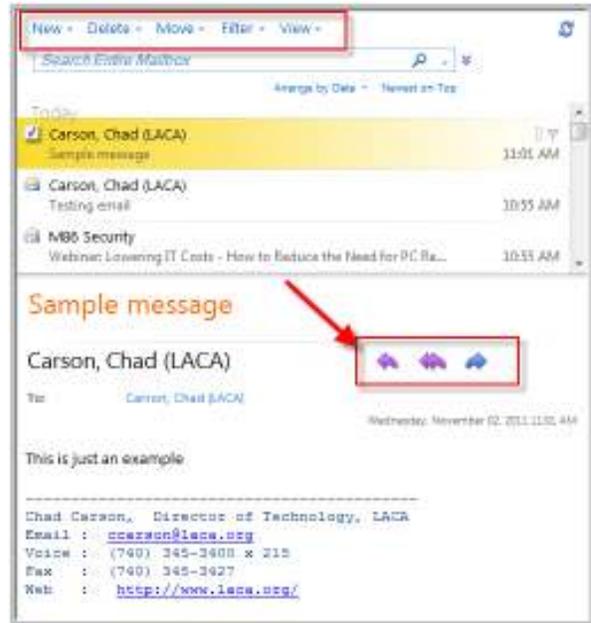


Basic Email Functions (New, Delete, Move, Reply, Reply All , Forward)

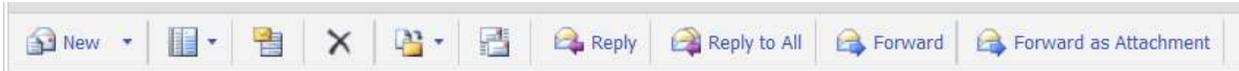
While the New, Delete, and Move options have remained in a menu at the top of your message list, the Reply, Reply All and Forward options have moved from this menu to the header of the message itself.



Remember, hovering your mouse over an icon will pop up a small window telling you its function, if you forget.



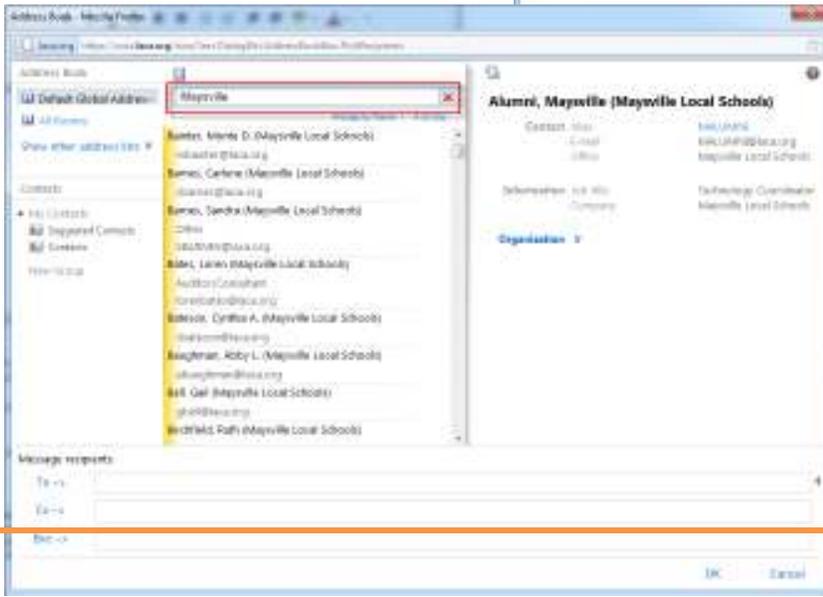
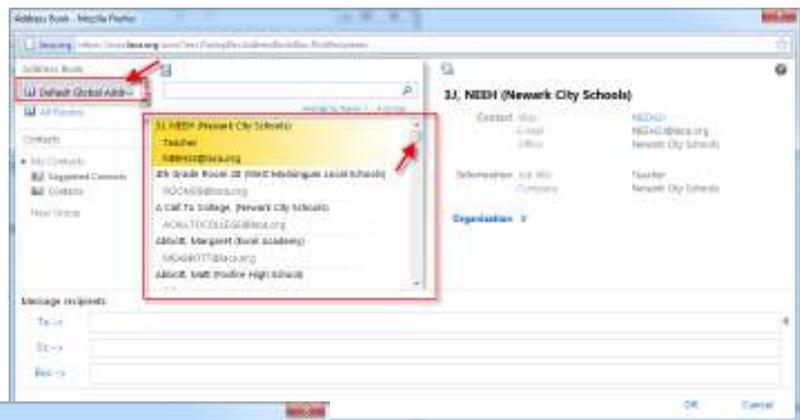
Old Menu Bar from OWA 2007 for comparison



Address Book

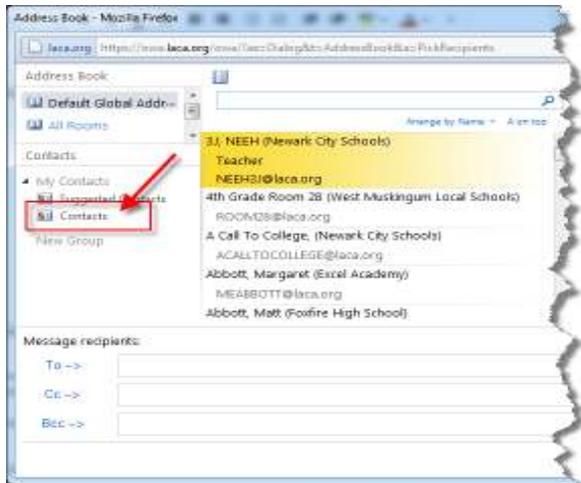
The address book has changed significantly in the new version of email.

When you first enter the address book, the Default Global Address Book is selected. This is a full listing of all LACA email addresses from all schools. By scrolling in the highlighted area, you can view the entire list alphabetically.



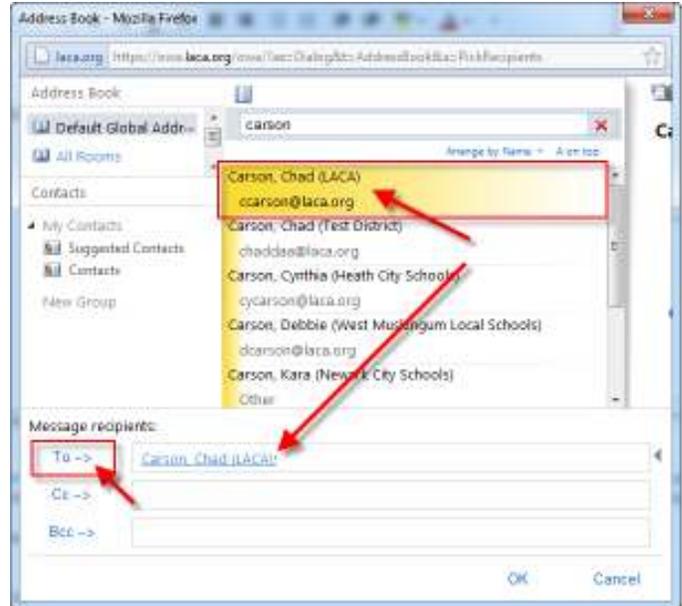
Type a name in the search box to search by name. This can be any part of the email display name. You can enter only part of a first or last name, and you can even enter a district name here to bring

up all members of that district, as shown in the example to the right.



Click on “Contacts” to view your own personal contacts, instead of the Default Global Address Book.

You can select a person two ways. You can double click the person to add them to the “To” line, or you can highlight the person, then click the “To” button (or the CC / BCC button) to add them to the appropriate line. Click OK when finished to return to your message.



A quick way to find someone is to click the “Find Someone” link in the upper right corner. Just enter part of a name and hit enter, and you will be presented with a list of matches to choose from.



Click the person to pull up their full information.

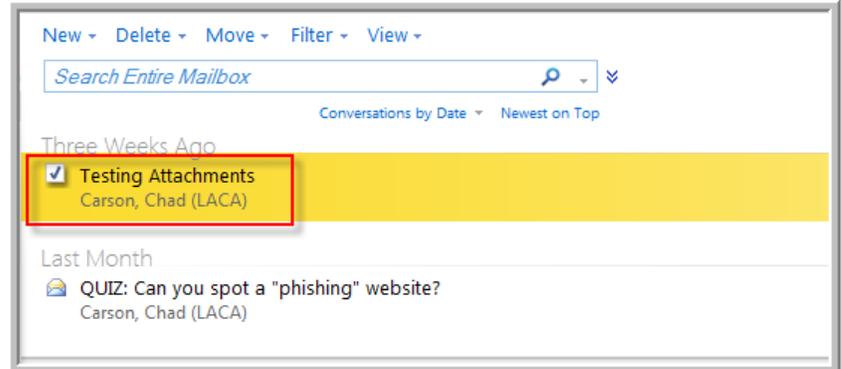


Then click the name beside the “Alias” to start a new message with this person already filled in on the “To” line.

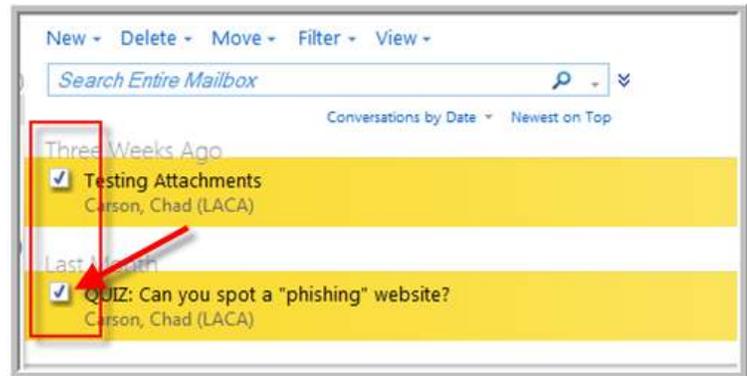
Selecting Messages – When to Use the Checkbox?

Outlook Web App now has check boxes beside each message to allow you to do multiple message selection easily. However, this also allows you to accidentally select messages you do not mean to, so be aware how this works.

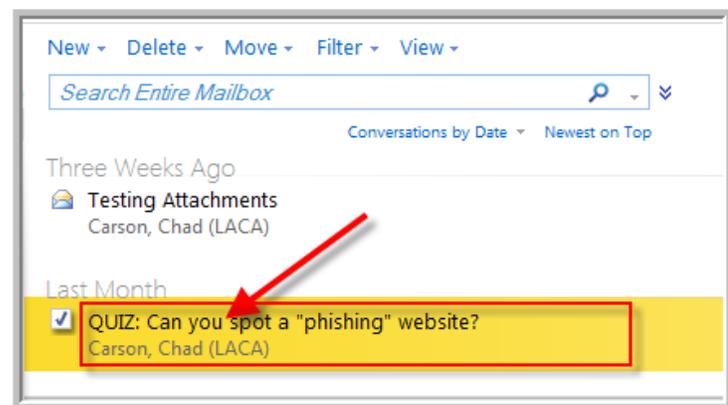
When you first log into your email, the top message is highlighted and checked automatically.



If you click the envelope icon () next to another message, it will change to a checkbox and you will select the new message IN ADDITION to the last message you were reading. Only do this if you want to add to the messages you have already selected.



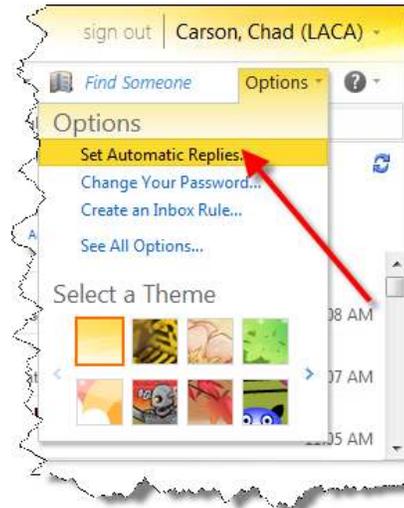
If you click anywhere else on the message (subject, who it is from, etc) it will change the selection to that message only and un-select your previous message. Do this when you want to select that message ONLY.



Be mindful of this when deleting messages, as you could accidentally delete a message and the one you read previously, if you select the new message by clicking on the checkmark directly.

Out of Office

To set your “Out of Office” notifications, click Options in the upper right corner, and choose “Set Automatic Replies”.



Changing your password

To change your password, click Options in the upper right corner, and choose “Change Your Password”.



Conclusion

If you are having trouble or cannot find answers to your questions in the help, please send any questions about the Outlook Web App 2010 email system to email@laca.org , or call LACA at 740-345-3400.