E-mail Quick Start using Outlook Web Application (OWA)

1. **Signing In**
   - Point your browser to: [email.fhda.edu](http://email.fhda.edu)
   - Select either private or public computer. If you are the only person who has access to the computer it is private. With the private version, the system will allow a longer period of inactivity before signing you out.
   - Leave the box next to “Use the light version…” unchecked unless you are visually impaired or are using a very old version of your browser.
   - Enter your 8-digit Campus Wide ID (CWID) and the password you use to sign into MyPortal.
   - If you don’t know your CWID or password, follow this link: [https://myportal.fhda.edu/LuminisSecurityServices/](https://myportal.fhda.edu/LuminisSecurityServices/) to get your ID and/or re-set your password.

2. **Some basics:**
   1. E-mail and calendar are completely integrated. A meeting invitation will generate an e-mail that appears in your inbox and displays on your calendar.
   2. Right clicking (Control click on a Mac) will often display a menu that contains the action you are looking for.
   3. Moving your mouse over an icon will display the icon’s function.
   4. Icons without a down-arrow next to them do only one thing. There is no drop-down menu.
   5. Clicking on an icon or title can produce something different than when you click on the down arrow next to it. For example clicking on New in the menu bar will bring up the form to create a new e-mail. However clicking on the down arrow to its right will display a list of options.
   6. Arrows pointing to the right are used to expand and collapse lists. In the example to the right, the solid arrow shows that Ann Beebe’s list of files is expanded, but the Inbox folder is collapsed.
   7. Always click the Save button, when you have entered some text in an e-mail, contact or appointment.
   8. Don’t be afraid to try something, you can’t break it. Try opening one of the Help videos in a separate browser window and follow along. The User Guides and videos can be found at: [http://ets.fhda.edu/call_center/OutlookGuides](http://ets.fhda.edu/call_center/OutlookGuides) or click on the “?” to view the online help.
   9. Clicking on the Address Book will display the district address book with all contact information and meeting rooms. Entering a name in “Find Someone” next to it, will allow you search for a specific person.
   10. Use the following key combinations to Copy – Ctrl C, to Cut – Ctrl X, and to Paste – Ctrl V. They can be used with Text or e-mail addresses.
The e-mail screen:

Reminders
meeting 3:30pm test
Fri, May 18, 2012 4:00 PM
conference room c

Checking NW Meeting
Tue, May 15, 2012 9:00 AM
LC-104

We're having a meeting
Dismiss all
Open Item
Dismiss

5 minutes

of Reminders

Outlook WebApp
Mail > Inbox 29 Items
Favorites
Favorite Items
Unread Mail
Sent Items

Personal folders
Ann Beebe

Navigation buttons
Mail
Calendar
Contacts
Tasks

Options
Set Automatic Replies...
Create an Inbox Rule...
See All Options...

Check Messages

Check for New Messages

Add This Calendar

I'd like to share my calendar -- group calendar with you
Ann Beebe

I'd like to share my calendar -- group calendar with you
Ann Beebe

Ann has 29 items in her inbox, 9 of which are unread.
She has saved 2 drafts and deleted 2 items that are still available for retrieval.
She has created 2 private folders, Work and Play.
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Click on [ ] to display drop-down menu

Click on [ ] to display drop-down menu

Group by Conversations
This view groups all messages with the same subject together into one item and helps you keep track of everyone's replies.

- Use Conversations
- See more Conversation options...

Reading Pane
- Right
- Bottom
- Off

Clicking on [ New ] displays a New Message form
Clicking on [ Delete ] deletes the highlighted e-mail
Clicking on Move, Filter or View displays the drop-down menus

Enter an e-mail address or; to find a name, enter the name and press ENTER.

All Users
Adam Barr
Conference Room - SE
Claire O'Donnell
Evgeny Kulikov
checkidkm@fhda.edu
**New Message Forms**

- Icons at the top of the form are explained in the table to the right.
- Type in part of the name and click the “Check Names” icon at the top of the screen. A list of matches will display for you to select from.
- Another option is to click on To… or Cc… to open the address books.
- To add a signature, go to the main screen, click on Options/See All Options/Settings/Mail.
- To get to Bcc, click on To or Cc and you will see the field at the bottom of the screen. Use Options to determine if you want Bcc displayed.
- When entering several e-mail addresses, they are separated by a “;” (semicolon).

**Replying & Forwarding Messages**

- Right-click on the item in the inbox or
- Use purple and blue arrows at top of preview reading panel or message or
- Select from Action Menu in reading panel.

* FireFox browsers have a built in Spell-checker. It must be turned on to function. If as you type. If misspelled words are not underlined in red and a right click does not provide a list of correctly spelled words, do the following: Go to the browser menu Tools/Options/Advanced and select the General tab. Under Browsing, check the last box – “Check my spelling as I type”.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send</td>
<td>Sends the message to the recipients.</td>
</tr>
<tr>
<td><img src="image" alt="Send" /></td>
<td>Saves the message in the Drafts folder but doesn't send the message.</td>
</tr>
<tr>
<td><img src="image" alt="File" /></td>
<td>Attaches a file to the message. For more information about how to attach files, see Working with Attachments.</td>
</tr>
<tr>
<td><img src="image" alt="Picture" /></td>
<td>Insert a picture into the message</td>
</tr>
<tr>
<td><img src="image" alt="Address Book" /></td>
<td>Opens the Address Book to look up recipient names.</td>
</tr>
<tr>
<td><img src="image" alt="Check Names" /></td>
<td>Checks the names of the message recipients in the Address Book or in your Contacts folder. This can be used in place of opening the district address book.</td>
</tr>
<tr>
<td><img src="image" alt="High" /></td>
<td>Sets the importance of the message to High.</td>
</tr>
<tr>
<td><img src="image" alt="Low" /></td>
<td>Sets the importance of the message to Low.</td>
</tr>
<tr>
<td><img src="image" alt="Signature" /></td>
<td>Adds a signature at the end of the message. For more information about signatures, see Add a Signature. You have to create a signature before this button will do anything.</td>
</tr>
<tr>
<td><img src="image" alt="Spelling" /></td>
<td>Checks spelling in the text of the message. For more information about how to check spelling, see Learn About Spelling. FireFox uses context Spell Checking.*</td>
</tr>
<tr>
<td><img src="image" alt="Options" /></td>
<td>Displays the Message Options dialog box. For more information about message options, see Set Message Options.</td>
</tr>
<tr>
<td><img src="image" alt="Format" /></td>
<td>Sets the format of the message to HTML or Plain text. For more information about how to set format, see Format Messages.</td>
</tr>
</tbody>
</table>
Folders
- Folders are always displayed on left side of the screen.
- The content of a folder is listed to the right when the folder is highlighted.
- You can set the Reading Panel for each folder using the drop-down View menu.
- Use Collapse/Expand buttons to the left of any item with sub-items or sub-folders.
- To add a sub-folder, highlight the main folder and Right-click (Control-click on a Mac).
  Select Create New Folder. You will then see the folder and able to name it.
- The right-click pop-up menu allows you to do all sorts of things with your folders.

Folder Right-click Menu

Right-click menu when item in folder is highlighted.
Lessons Learned

Now that we’ve had several weeks to work with OWA, we have discovered several things that will make your move to OWA a little easier:

- The four most powerful tips:
  1. Right-click to display contextual menus (read page 1 of this document).
  2. Mouse Over to display icon description (again page 1 of this document).
  3. Expanded and Collapsed folders indicated by black and clear arrows (again page 1 of this document).
  4. Check Names to find an address in both district directory and your personal contacts (page 4 of this document).

- Internet Explorer (IE) on a PC provides all of the OWA features such as a view of a contact’s schedule in the address book.

- Everyone who was converted before July (that is everyone except Faculty) will run into the Delivery Failure problem. Read the handout and or FAQ (E-mail #33) to learn how to handle it.

- Rather than pasting e-mail addresses from Eudora/Thunderbird, etc. directly into a message, create a group and paste them into the Members box and click on Add to Group button. See page 5 of the Contacts Quick Start Guide for information on creating groups. Pasting directly into a message can lead to unpredictable results.

- When entering several e-mail addresses, they are separated by a “;” (semicolon). The backspace key on the keyboard can also be used to enter a “;.”