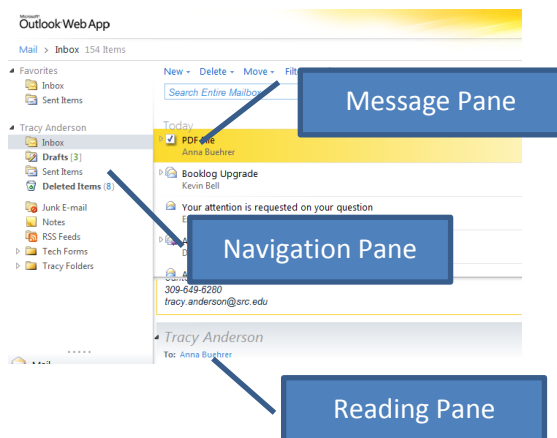# Quick Reference Guide – Outlook 2010 Web App (OWA)

Getting Started with Outlook Web App

When you first log into the Web Access application, the *Mail* application is opened on the screen with the *Inbox* displayed in the Message Pane:

- The Navigation Pane allows you to select individual mailbox folders and Outlook Applications (Mail, Contacts, Calendar).
- Having the Reading Pane open lets you view the currently selected message content – this pane can be switched off or moved to the side/bottom, from the View drop-down menu.
- Messages are, by default, listed in date order in Conversation View – this groups all related messages with the same content in the **_Subject_** to make it easy to view them all together.
- If you prefer to not use Conversation View, it can be switched off by clicking the

  Conversations by Date ▾ drop-down at the top of the message pane – then remove the tick from the Conversation checkbox.

Closing Outlook Web App

- Before closing Outlook Web App, please remember to empty any items held in your *Deleted Items* folder. This will ensure that you don't exceed your mailbox size limit. To do this, click on the *Deleted Items* folder and select *Empty* and then *Yes.* There is no option in OWA to set this to be done automatically.
- Each time you finish using your Outlook account, make sure you click *Sign Out* on the toolbar **AND** close all browser windows, even if you plan to visit other Web sites. This is good practice (especially on public computers) and ensures no one else can access your mailbox.

Toolbar Buttons

Button	Description
Reply	Reply to the sender of the mail message
Reply All	Reply to all recipients of the currently selected mail message
Forward	Forward an email message to a recipient or recipients
	Flag a message for follow-up
	Create RULE based on the message – e.g. to always move this type of message to another folder instead of the Inbox on arrival.
	Move this message to a folder
	Delete this message
	Open the Next/Previous message in the Inbox or current folder

Out of Office

To set up your **Out of Office** notifications, click the Options drop down in the main OWA window and choose Set Automatic Replies:
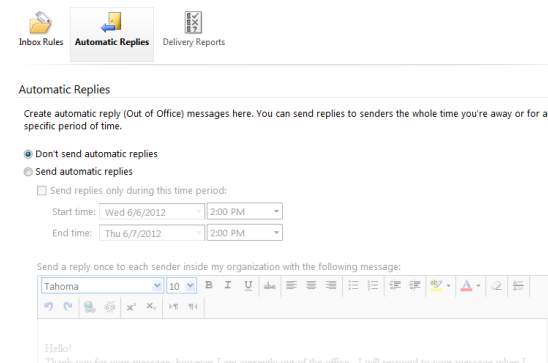
- Fill in the required information; tick the appropriate checkboxes to send Out of Office messages for a specified period of time.
- Type in the text you want to send to both *Internal* and *External* users (you will have to scroll down) Click the *Save* button in the bottom right-hand corner.

New Features

- **Multi-browser support**-now OWA is supported on non-Microsoft browsers, such as Safar and Firefox. Users receive the same experience, no matter which browser they choose.
- **Delivery Reports**-you can now track a message by right-clicking on the message and choosing Open Delivery Report.
- **Mail Tips**-gives advanced notification to the sender information regarding recipients, e.g. Will alert you if a user is out of office, prior to sending the message.