Nilai University College
(Nilai Education Sdn. Bhd)

Outlook Web Access
-User Guides-

Prepared By
IT Department
(Infrastructure Team)

VERSION: 1.0

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## CHANGE HISTORY

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Summary of changes</th>
<th>Author</th>
<th>Pages affected</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>7/4/11 11:57:00 AM</td>
<td>Initial Release</td>
<td>tfchong</td>
<td>-</td>
<td>-</td>
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</tbody>
</table>
Objective: The objective of this documentation is to provide all staffs with basic guidelines.

Description: Outlook Web Access (OWA) enables you to access your Outlook email, calendar, and contacts via a web browser on any Internet connection inside or outside the office. With OWA, you don’t need to be connected to the Nilai University College network in order to access your mailbox. You can access your e-mail via any Internet connection such as a campus’s Internet connection or your home Internet connection.
Feature Summary of OWA

<table>
<thead>
<tr>
<th>Feature</th>
<th>Outlook Web Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbox</td>
<td>Yes</td>
</tr>
<tr>
<td>Calendar</td>
<td>Yes</td>
</tr>
<tr>
<td>Contacts</td>
<td>Yes</td>
</tr>
<tr>
<td>Tasks</td>
<td>Yes</td>
</tr>
<tr>
<td>Notes</td>
<td>Yes</td>
</tr>
<tr>
<td>Journal</td>
<td>Yes</td>
</tr>
<tr>
<td>Access to embedded objects</td>
<td>Yes</td>
</tr>
<tr>
<td>Rich Text</td>
<td>Yes</td>
</tr>
<tr>
<td>HTML</td>
<td>Yes</td>
</tr>
<tr>
<td>Drag-and-drop editing</td>
<td>Yes</td>
</tr>
<tr>
<td>Shortcut menus</td>
<td>Yes</td>
</tr>
<tr>
<td>Offline use</td>
<td>No</td>
</tr>
<tr>
<td>Timed delivery</td>
<td>No</td>
</tr>
<tr>
<td>Spell checker</td>
<td>Yes</td>
</tr>
<tr>
<td>Reminders/Alarms</td>
<td>Yes</td>
</tr>
<tr>
<td>Outlook rules</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Folders</td>
<td>Yes</td>
</tr>
<tr>
<td>Personal Folders and Archives</td>
<td>No</td>
</tr>
<tr>
<td>Request Read and Delivery Receipts</td>
<td>Yes</td>
</tr>
<tr>
<td>Mail features, such as Do not deliver before and expiration options</td>
<td>No</td>
</tr>
<tr>
<td>Type and Edit directly in Calendar view</td>
<td>No</td>
</tr>
<tr>
<td>User-defined fields when editing contacts</td>
<td>No</td>
</tr>
</tbody>
</table>
Accessing OWA from Mozilla Firefox.

For Mozilla Firefox user open your web browser and type `https://owa.nilai.edu.my/exchange` into the address field and press ENTER. The following screen appears.

![OWA Login Screen]

To access your mailbox, simply click the Log On button. Or, if you are authorized for Full access to another mailbox (not just Delegate access), enter that mailbox name in the box provided before clicking Log On.

To protect your account from unauthorized access, Outlook Web Access automatically closes its connection to your mailbox after a period of inactivity. If your session ends, refresh your browser, and then log on again.
After clicking the Log On button the dialog box shown below will be displayed. Enter your username in the format: <userid> (e.g. hazmir), and then the LAN Logon password you would use at the office or home.

![dialog box]

In protecting your account from unauthorized access, Outlook Web Access automatically disconnects the connection to your mailbox after a period of inactivity. If your session ends, refresh your browser and then log on again.
The Outlook message window appears.

You see all the messages in your Outlook inbox. Like your office Outlook client, unread messages are bolded and read messages are not bolded.

By default, OWA shows the Folder list on the left side of the screen. Below the Folder list are shortcut icons. You can click on to view different options on the Exchange server such as your Calendar, Contacts, Public Folders, Rules and Options.

**NOTE:** You will not have access to your Archive folders in OWA. Your Archive Folder is only accessible with the full Outlook client.

**IMPORTANT:** Once you have completed using OWA, be sure to click Log Off located in the upper right corner of the screen, AND close your browser. If you do not close your browser, your session may be recovered by someone else by using the browser’s Back button giving them access to your mailbox.

**NOTE:** The view shown above is only available with Microsoft Internet Explorer 4.0 and above. Netscape or Firefox may display differently. They may not have the Folder list available and the Log Off is at the bottom of the Shortcut view screen.
## OWA Toolbar

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="new.png" alt="New" /></td>
<td>This drop-down menu is available at all times. The option displayed on the button varies, depending on the window you are viewing, as does the list of options that displays when you click the down-arrow to the right of the button. Use the Folder option to create a new folder.</td>
</tr>
<tr>
<td><img src="move.png" alt="Move" /> <img src="copy.png" alt="Copy" /></td>
<td>This button opens the Move/Copy dialog box, which allows you to organize messages or other items in your mailbox by moving messages from one folder to another.</td>
</tr>
<tr>
<td><img src="delete.png" alt="Delete" /></td>
<td>Highlight an item in the main Outlook Web Access window, such as a contact, appointment, or message, and then click this button. The item will be moved to the Deleted Items folder.</td>
</tr>
<tr>
<td><img src="reply.png" alt="Reply" /> <img src="reply_all.png" alt="Reply All" /> <img src="forward.png" alt="Forward" /></td>
<td>Click to perform the respective function on the highlighted message.</td>
</tr>
<tr>
<td><img src="navigate_up.png" alt="Navigate Up One Folder" /></td>
<td>Click this button to navigate folder under user ID.</td>
</tr>
<tr>
<td><img src="rename.png" alt="Rename" /></td>
<td>Click this button to rename folder.</td>
</tr>
<tr>
<td><img src="check_new.png" alt="Check for New Messages" /></td>
<td>Click this button to check if you have any new messages. This also refreshes your browser window.</td>
</tr>
<tr>
<td><img src="empty_deleted.png" alt="Empty Deleted Items" /></td>
<td>Click this button to permanent delete all deleted items.</td>
</tr>
<tr>
<td><img src="address_book.png" alt="Address Book" /></td>
<td>Click this button to open a dialog box that allows you to search your organization’s address list.</td>
</tr>
<tr>
<td><img src="help.png" alt="Help" /></td>
<td>Click this link to open the OWA Help system containing valuable information on using OWA.</td>
</tr>
</tbody>
</table>
OWA Inbox

Reading messages in OWA

To read a message in OWA, double-click on the message or select the message and press ENTER. Your message is launched.

You can reply and forward a message using the buttons on the toolbar.

Reply/Forward Messages

To respond to a message, click the Reply, Reply to all or Forward buttons and type your response. Click Send to send the response.
Move or Copy Messages

You can move/copy a message to an existing folder or a new folder. Open the message to move or copy.

1. Click the Move/Copy button on the toolbar.
2. The Move/Copy dialog box appears.
3. Do one of the following:
   • For an existing folder, select the destination folder and click the Move or Copy button at the bottom.
   • For a new folder, click New and in the Create New Folder dialog box, type the name of the new folder. In the Folder Contains dropdown menu, select the item for the new folder and click OK. Then select the new folder and click the Move or Copy button.

Saving File Attachments

Right-click on the attachment name and select Save Target As.

The Save As dialog box will open prompting you for a file name and location to save the attachment. Once the attachment is saved on your computer, you may then open the file in its native application (e.g., Word, Excel, PowerPoint, etc.)

Deleting Messages

You can delete an individual message or delete several messages at a time. To delete a message, select the message in the Inbox list and click Delete. To delete multiple messages, do one of the following and then click Delete.

• Select a range of messages by clicking the first message then holding down the SHIFT key and clicking the last message in the series. With the range of messages highlighted click Delete.

• Select non-consecutive messages by holding down CTRL as you select each message. With the messages highlighted click Delete.
Creating Messages

Composing Messages

To send a message in OWA, click on New, Message from the main OWA screen.

A blank message window appears.
Click either the **To...**, **Cc...**, or **Bcc...** buttons to open the Find Names window to select addresses of recipients.

![Find Names window](image)

Type in full or partial search information (e.g., Last Name, First Name, etc) and click **Find**.

OWA searches the Outlook Address Book and returns the search results, if any. Highlight by clicking the desired person's name and do one of the following:

- Click **To** to enter the name into the To field,
- Click **Cc** to enter the name into the Cc field, or
- Click **Bcc** to enter the name in the Bcc field.

After you have selected and added all the addressee names, click **Close** to return to your message. The name is displayed on the **To...** line with a blank field below (also occurs for names added to **Cc...** and **Bcc...** field). You can use the blank line to type an Internet address (see Note below).

To search your Contacts folder instead of the Global Address List, click the down arrow to the right of the **Find names in** field and select **Contacts**.

**NOTE:** To send the message to an Internet address (e.g. `user@domain.com`), type the Internet address into the desired recipient field.
If you have incorrectly selected a wrong address or mistyped part of it, simply single click that address with the mouse. This will highlight the address. Press the Delete key on your keyboard to remove the address from the message. Or you can click on the address with the right mouse button and select Remove.

After you have selected your addresses in the To..., Cc..., and Bcc... fields, complete the subject field and type the body of the e-mail.

**Message Options**

Click on the Options button to view the Message Options box.

You can select Message settings and Tracking options (Read receipt requested, Delivery receipt requested, and Request Both). Click to choose option.
Attaching a File

Working with attachments in OWA is different then working with attachments in your Outlook client. Since OWA is web-based, all attachments you receive are hyperlinks to the actual file. Files you attach to OWA messages show as hyperlinks in the attachment portion of your message. Click the Add Attachment icon on the toolbar and the following screen appears:

Click the Browse button. You can browse your local drives for the file to attach. Once you have selected the file to attach, click Attach and the file is added to your attachment list. Once you have attached all the files you want to attach, click Close and you are returned to your message. The attached files will show as a hyperlink in the attachment area of the message.

Saving the Message

You can save a message if you want to complete it at a later time. This can be done for new messages, replies, and forwarded messages. By default, saved messages are saved in your Drafts folder.

To save a message, click the Save button. To recall a saved message, double-click the message in the Drafts folder.

Sending the Message

When you have finished your message, click Send and your message will be sent.
OWA Calendar

Viewing Your Schedule

Click the Calendar icon and your calendar appears like below.

You can view all the calendar items for the date displayed. To view another date, click the date in the month calendar in the upper right corner.

To view a calendar item, double-click on the item.
Creating a Calendar Item

To create a calendar item,
1. Click on New, Appointment.
2. Complete the information for the appointment.
   NOTE: In the Show time as: drop-down box, you can select how you want your schedule to appear when viewed by other users.

3. When completed, click Save and Close. Your appointment is added in the calendar view.

Creating a Meeting Request

Creating a meeting is similar to creating an Appointment, except attendees are invited. To do so:
1. Click New, Appointment and complete the information.
2. Click the Invite Attendees icon on the toolbar.
3. The Required, Optional, and Resource fields, function the same way as the TO: field of a mail message. Click these fields to search for the names of the people and resources invited to this meeting request.
4. Click the Availability tab to check the schedule of the invitees.
5. Click Send and your meeting request is sent.

Responding to Meeting Requests

To respond to a meeting request, open the meeting request and select Accept, Tentative or Decline and then click Send. If accepted, the meeting is added to your calendar schedule.
OWA Contacts

Viewing Your Contacts

Click the Contacts icon to view your contacts list. To open a contact, double-click on the desired contact name.

Creating a Contact

To create a new contact select New, Contact and the following screen appears.

Type the information for the contact and click Save and Close.

Deleting a Contact

Select the contact you want to delete and click the Delete icon.
Creating a Message from a Contact

1. Open the Contact to whom you want to send a message.
2. Click the Send Message to contact button on the toolbar. The new message form appears.
3. Type your message and then click Send.

Move a Contact

1. Select the contact you want to move.
2. Click the Move/Copy button on the toolbar and the Move/Copy dialog box appears.
3. Select the destination folder and click OK.
Viewing Public Folders

On the left side of the Outlook Web Access screen is the folder list and below that are the Shortcut icons.

Clicking on the Public Folders shortcut will open a new window with the Public Folders listed in the left pane of the window. Clicking on the (plus sign) beside a folder will expand that folder and display the folders beneath it. To view the contents of a folder, click on the folder name and the posted messages in that public folder will be displayed on the right.
OWA Options

You can access several options on the OWA options screen. Click the Options icon from the Shortcuts toolbar on the left and the following screen appears:

Out of Office Assistant – Allows you to enable and disable the out of office assistant.

Messaging options – Set or unset options regarding new mail notification and sound effects

Privacy and Junk E-mail Prevention – Junk E-mail options and to set whether external html links are allowed to open.

Date and Time Formats – Change options for date and time display formats as well as time zone.

Calendar Options – Change Calendar options which define the week, and workday start and end times.

Reminder Options – Set or unset options regarding appointment alarms and sounds.

Contact Options – Change which address book is searched first for address resolution

Recover Deleted Items – Enables you to recover recently deleted items.

End of Documentation