

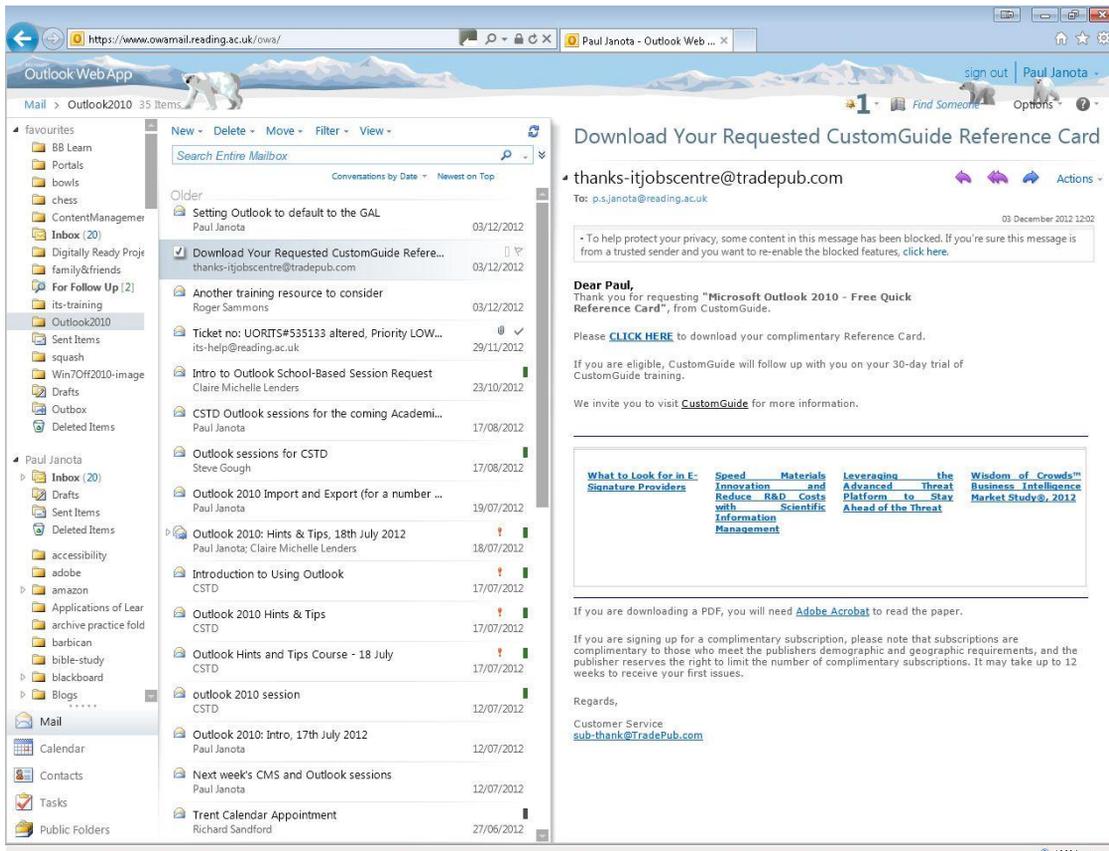
Quick Guide: Email using Outlook Web Access

This Quick Guide describes how staff can access their email by using Microsoft Outlook Web Access (OWAmail).

If you are a **student**, please visit the **readingLive** service at: www.reading.ac.uk/readinglive

Outlook Web Access provides a simple interface that will allow you to read your email on the Exchange server, check your calendar, look up your contacts, update your to-do list, and also set up an Out of Office message. It can be used both on and off-campus.

1. To access Outlook Web Access, go to: www.owamail.reading.ac.uk
2. In the web browser window that opens, click on the Outlook Web Access logo to logon
3. You will be asked for your staff username and password. After entering these, click on **[Sign in]** (note that there are security options for the type of computer, and a light version)



On the left are your mail folders, with any **favourites** at the top, followed by your mailbox (usually indicated by your name) with a list of all the mail folders inside it. Usually, your **Inbox** will be selected.

Under the mail folders will be buttons for the **Calendar, Contacts** and **Tasks**. Depending on the screen layout chosen, you may see a list of the messages in the current folder in the middle, with the highlighted message shown on the right.

Reading a message

To the right of your mail folders is the list of emails in your Inbox (or the folder selected).

1. Click on an email to read it
2. Double click on a message in the list to open it in its own window
3. The list of messages is shown in date order, with the newest messages on top. To reverse this order, click once on the **Newest on Top** heading
4. To sort the messages by **From** or **Subject**, click on **Conversations by Date** and choose the appropriate option

Replying to a message

1. Click on a message that you wish to reply to
2. Click on the  **[Reply]** button (if you wish to only reply to the sender of the message, the usual case), or the  **[Reply All]** button (if you wish to reply to everyone who received a copy of the message)
3. A new window appears for you to type your reply, above a copy of the original message. You can edit out unnecessary information from the previous email as necessary. Note that the email address and subject are already filled in.
4. Click on  **Send** to send the message. A copy of the reply is saved in your **Sent Items** folder

Forwarding a message

To forward a message to another person, use the  **[Forward]** button on the toolbar. A new window will open allowing you to edit or add a comment before sending.

Sending a new message

- Click on the  **New** icon above the message list – an **Untitled Message** window will open
- Next to the **[To...]** button, type the **full** e-mail address you are sending the mail to
- Click in the box to the right of **Subject:** and type the main subject of your e-mail
- Click in the main part of the **Untitled Message** window and type your message
- When you have finished typing your message, click on the  **Send** button

Note: a copy of every message you send is automatically saved in your Sent Items folder.

Keeping your inbox organised

Once you have finished with an email you should delete it. If you need to keep an email then you should move it to a folder as this allows you to keep the number of emails in your Inbox to a minimum making it easier to see new email.

Deleting messages

- Click on the email you want to delete
- Click on the  **Delete** icon above the message list (or press the **<Delete>** key on the keyboard)
- The message is deleted from the inbox and moved to the **Deleted Items** folder (by **right-clicking** on this folder and choosing **Empty Deleted Items**, you will remove the message completely – note that you are warned before doing this)

Note: After messages have been deleted, they will be retained in centrally managed system folders for a further 7 days. From here they can still be recovered using the **Recover Deleted Items** tool (**right-click** on the **Deleted Items** folder and choose **Recover Deleted Items**)

Saving a message to a folder

- Click on the message that you wish to move from your Inbox
- Click on the  **Move** icon above the message list
- From the dropdown list, you can either select one of the folders that shows (the message will move there directly) or choose **Move to Folder...** (or **Copy to Folder...** - this leaves a copy of the message in the Inbox)
- In the Move to Folder dialog box, select the folder to which you want to move the message, and then click **[Move]** – the message is deleted from the Inbox and moved to the folder

Making a new folder

- **Right** click on your mailbox (usually indicated by your name) on the left with your mail folders, and choose **Create New Folder...**
 - Type in the **name** of your new folder and press **<Enter>** - the new folder should show
- You can also create a new folder when moving/copying a message to a folder.

Automatic Replies when you're away

You should turn this on to indicate when you are away from the office, especially when you are on holiday, and to turn it off when you have returned to the office. To access it:

- Click on the **Options** icon in the top-right of the Outlook Web Access window
- Choose **Set Automatic Replies...** it should show as below:

Automatic Replies

Create automatic reply (Out of Office) messages here. You can

Don't send automatic replies

Send automatic replies

Send replies only during this time period:

Start time: Fri 05/07/2013 10:00

End time: Sat 06/07/2013 10:00

- Assuming you are going away, click on the radio button that says **Send automatic replies**
- Under this option, you can set a **time period** in which you send your replies
- Type in the message that you want sent as a reply to people **inside** your organisation
- You can also send an automatic reply to people **outside** your organisation, and type in an appropriate message
- Remember to click the  **Save** button in the bottom-right hand corner to save your new options (you can then return to your Mail)

When you return from holiday, remember to set back Automatic Replies to **Don't send automatic replies**

Spam/Junk Email

At the University of Reading, we run an Anti Spam service called **AutoSpam**. We are now recommending that Outlook users **disable** Junk Mail functionality, and only use the AutoSpam system. Junk Mail needs to be manually disabled, and for instructions on this see:

www.reading.ac.uk/internal/its/help/its-help-email/its-exchange/its-exchange-dealingwithspam.asp

Signing Out of Outlook Web Access

- Click on the **sign out** button (top right-hand corner of Outlook Web Access screen)
- Click **[Close Window]** to close the web Browser tab/window

For further information, please contact **IT Services**

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