

Outlook Web App (OWA) Email

This quick reference will get you started using OWA to send email. Access OWA at <https://mail.lehman.cuny.edu>

The screenshot shows the Outlook Web App interface. Red boxes highlight the following components:

- Favorite Folders:** A list of folders including Favorites, Inbox, Unread Mail, Sent Items, and Deleted Items (10).
- Folder list (stored on server):** A list of folders for the user, including Joe User, Inbox, Apple Mail To Do, Trash, Drafts, Sent Items, Notes, Junk E-Mail, Deleted Items (10), RSS Feeds, and Search Folders.
- View buttons:** A set of buttons for Mail, Calendar, Contacts, and Tasks.
- Message list:** A list of messages in the inbox, including "Event Photos Student" (12/8/2010), "Sharing request: Calendar" (10/8/2010), "Team Meeting @ CYH 157" (9/24/2010), "Project Meeting" (8/6/2010), "Status Meeting" (7/20/2010), and "Orientation Meeting @ CYH 279" (7/20/2010).
- Toolbar:** A set of icons for actions like New, Move, Filter, and View.
- Reply options:** A set of icons for replying to a message.
- Message preview with attachment:** A preview of a message titled "Event Photos" with an attachment "Chrysanthemum.jpg (862 KB)".

Folders

Sent messages and meeting requests are saved to the **Sent Items** folder. Deleted messages and declined meetings are saved in the **Deleted Items** folder.

To permanently delete a message:

1. Select the **Deleted Items** folder.
2. Right-click on the message and select **Delete** from the drop-down menu.
3. When prompted to "permanently delete the selected items" click OK.

To return a deleted item:

Select the **Deleted Items** folder and then do one of the following:

- **Return a message** - Click **Move > Move to Folder** and then select the Inbox or another folder.
- **Accept a declined meeting** - Open the meeting request and click **Accept**.

Logon to Outlook Web App

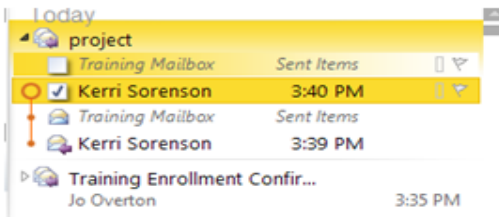
1. Launch a Web browser.
2. Enter <https://mail.lehman.edu>
3. Choose the **appropriate security level** based on the type of computer you are using.
4. Enter your **(firstname.lastname)** and **password**, and then click **Sign in**.
Note: The "light version" of Outlook Web App is not recommended.

Keyboard Shortcuts

Keyboard Combinaton	Action
Ctrl + N	Create a new item (relevant to folder you're in)
Alt + S	Send your e-mail or save and close your item
Ctrl + S	Save your e-mail/item
Ctrl + R	Reply to an e-mail
Ctrl + P	Open the Print area of the File menu
F1	Get Help
F3 or Ctrl + E	Go to the search box

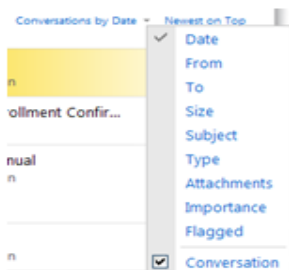
Understanding Conversations

Conversations group messages together by subject, even if different people are involved in the conversation. They are identified by the small triangle at their top level. Use this triangle to expand or collapse the conversation:



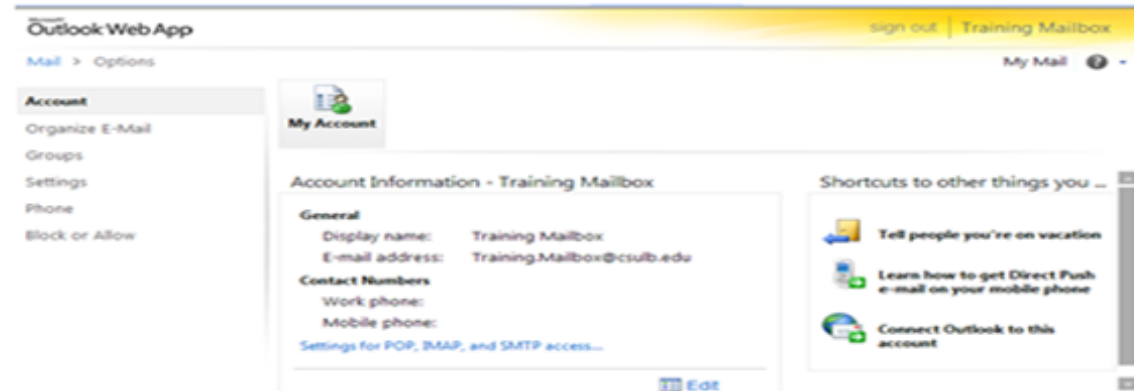
Conversations organize messages even if those messages are in different folders. (The message we sent, for example, is in the Sent Items folder.)

You can turn the conversation option off by using the conversations by date menu and unchecking the conversations checkbox.



OWA Options

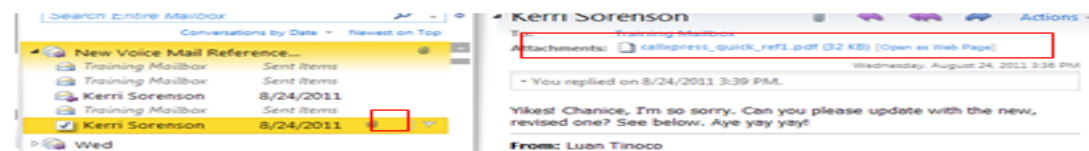
To view all the options in OWA application click on the options menu.



Select what it is that you would like to do, where it be organizing you email, changing you settings, or setting up the out of office assistant.

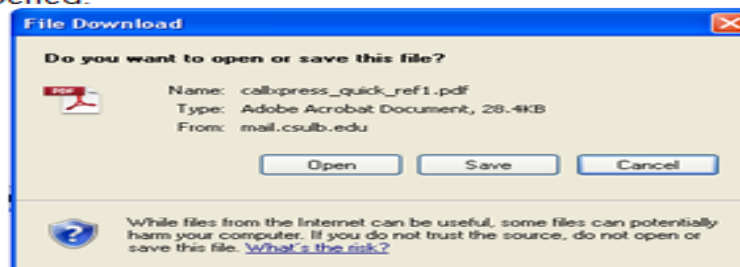
Understanding Attachments

Often, if someone is sending a long document or a file that can't be copied and pasted into an e-mail message, they will attach the file itself. You can tell if a file is attached by the paperclip icon in the message list. If you look at the message in the Reading Pane, you will see that a file is attached.




You can right-click on the attachment icon to see options.

When you select to open the attachment the following dialogue box will appear. Select the option you would like and the attachment will be saved or opened.



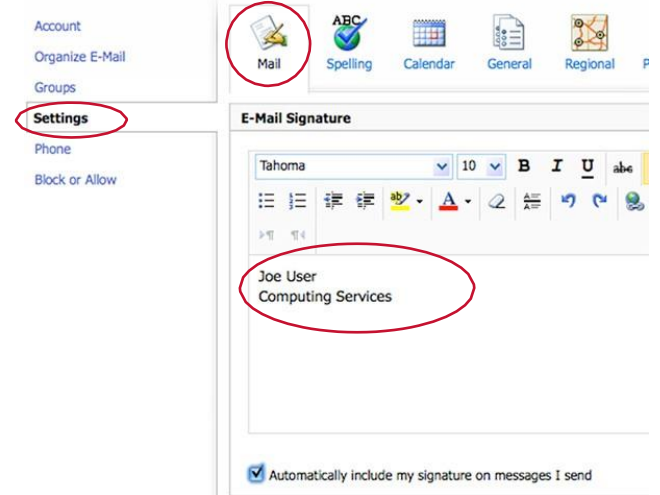
Address and Send Messages

1. Select **New > Message**.
2. Begin typing the recipient's email or name into the To: or Cc: field.
Note: Outlook displays suggestions from the Global Address List and your stored Contacts, as well as from previously-typed email addresses.
3. Complete the recipient information or select it from the list.
Note: You can also use Outlook's Check Names option. Type the recipient's name in the **To:** or **Cc:** field and then click the **Check Names** icon. 

Signatures

Create a Signature

1. Select **Options > See All Options > Settings > Mail**.
2. In the **E-mail Signature** text box, enter up to four lines of text that you wish to appear for your signature
Note: Outlook Web Access only allows for use of one signature at a time.
3. If desired, check the **Automatically include my signature I send box**.
4. Click **Save** and then click **My Mail**.



Sending File Attachments

To add a file to your email message, follow these steps:

1. Open a **new message** window.
2. Select the **Attach File** (paperclip) icon and browse to the file you wish to attach.
3. Once you have selected the desired file, click the **Insert** button.
4. Complete the message and click **Send**.

Set an Out of Office Message

Out of office automatically replies to email messages while you are away. To turn this feature on, select **Options > See All Options > Organize E-mail > Automatic Replies** and then select your options.

Note: To ensure all campus affiliates receive your out of office message, select **Senders outside my organization** and then select **Send replies to all external senders**. Enter the same reply message into both **Reply** fields.

Additional Information

- Using OWA at Lehman College
www.lehman.edu/email-migration-project/
- For Assistance
(718-960-1111)
- Essential Outlook Training
www.lehman.edu/itr/faculty-workshops.php



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