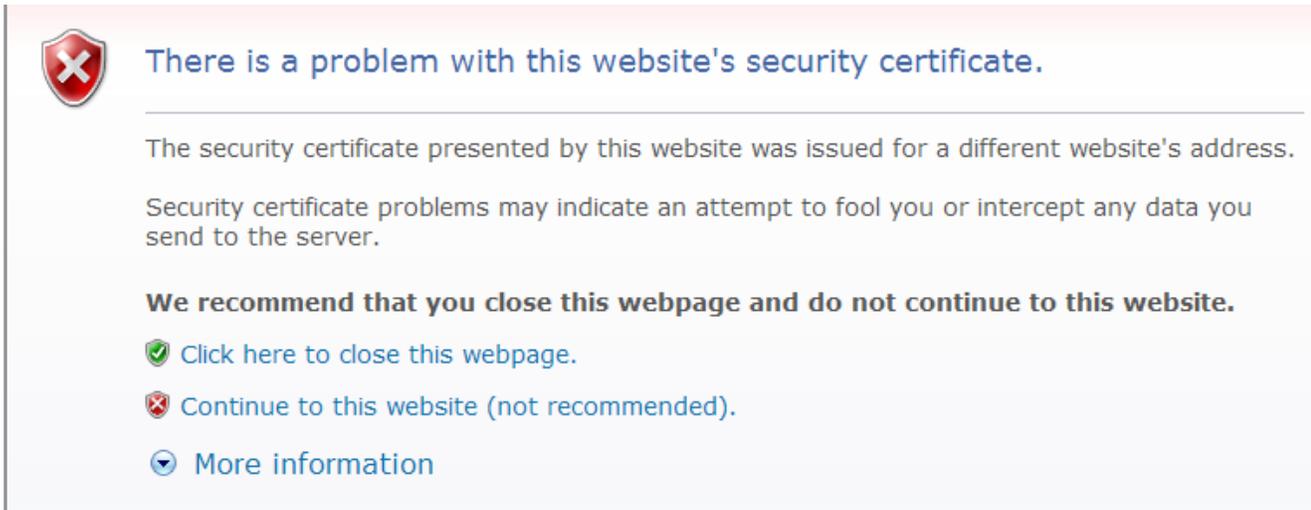


Getting Your Email Using Outlook Web Access (OWA)

Outlook Web Access (OWA) is an online version of the Microsoft Outlook email program. OWA lets you access your new and saved city email, calendars and contacts from anywhere. If you are familiar with Outlook or any other common email program, you will get used to OWA quickly and easily. This document will give you an overview of the product and the ways you are likely to use it.

To log in to your Canadian Border Outfitters mail using OWA, start Internet Explorer, and type <https://www.xxxxxxx.xx/Exchange>. You'll see a warning message "There is a problem with this website's security certificate. The security certificate presented by this website was not issued by a trusted certificate authority." This occurs because the security certificate for the server is self-signed. For your purposes, this is not a problem.

A screenshot of a security warning message in a browser. The message is titled "There is a problem with this website's security certificate." and explains that the certificate was issued for a different address. It includes a recommendation to close the webpage and three options: "Click here to close this webpage.", "Continue to this website (not recommended).", and "More information".

 **There is a problem with this website's security certificate.**

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

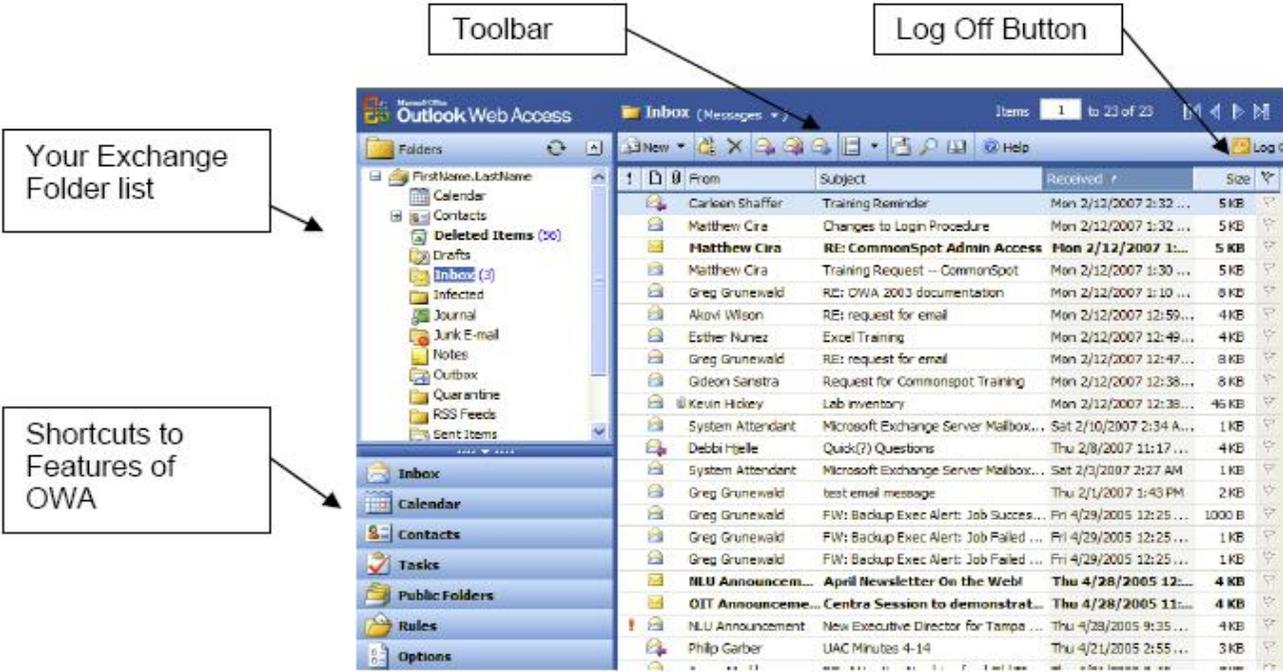
We recommend that you close this webpage and do not continue to this website.

-  [Click here to close this webpage.](#)
-  [Continue to this website \(not recommended\).](#)
-  [More information](#)

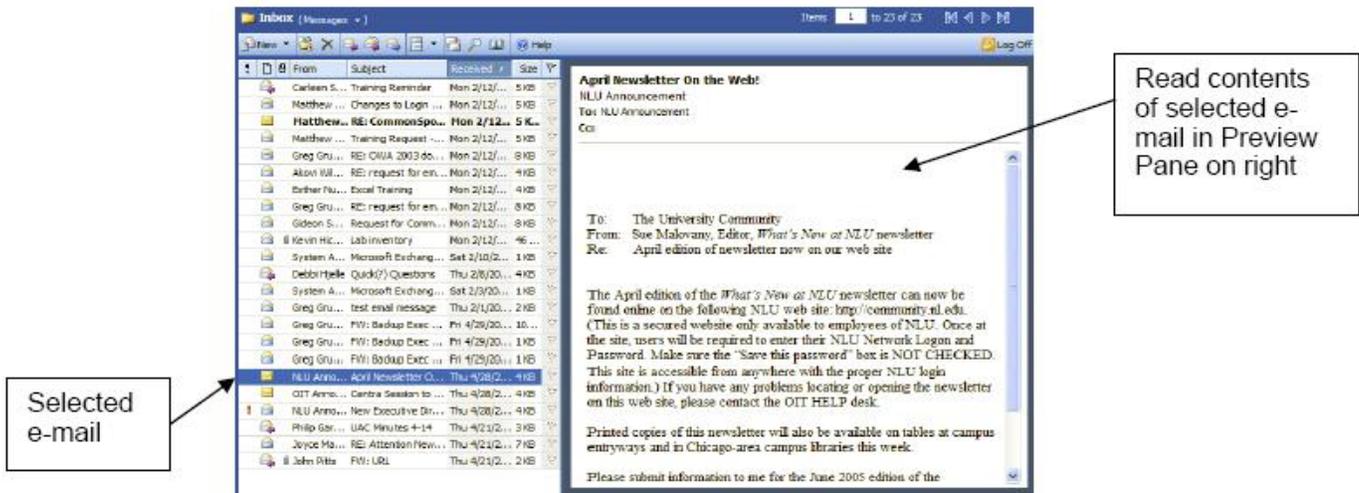
Click "Continue to this website (not recommended)." You'll see OWA screen:



Type in your user name (xxxxxxxxxxxx) and password (xxxxxxxxxxxx). If you are using your own computer, click "Private Computer" under **Security**. If not then leave "Public or shared computer" clicked. Now click the **Log On** button. Once you've logged on, your screen will look similar to this:



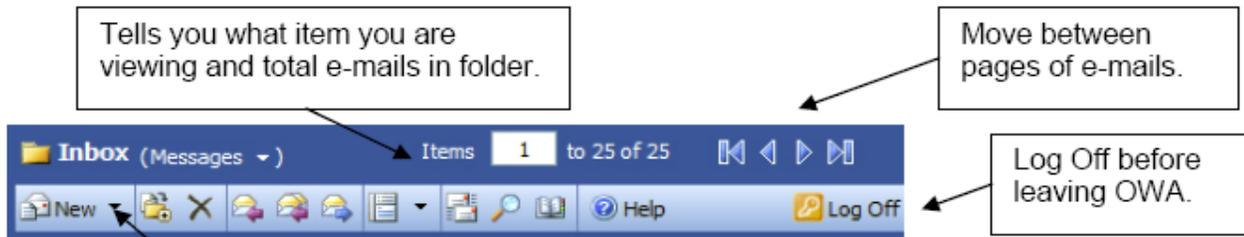
By default, the preview pane will be turned on and viewable to the right:



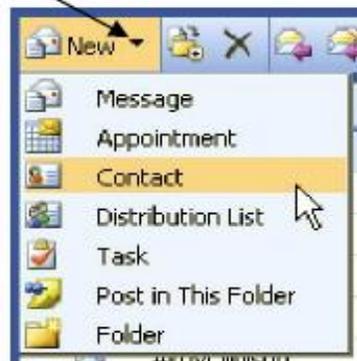
You can change where the Preview Pane is located, or turn it off. Locate the Preview Pane icon on the



Toolbar and click on the black drop-down arrow to the right of the icon. If you turn the Preview Pane off, you'll have to open the email in a new window to view it. Near the top of your screen you will find the OWA toolbar and options for viewing your mail.



Click on the drop-down arrow next to New to see options for creating new items such as appointments,



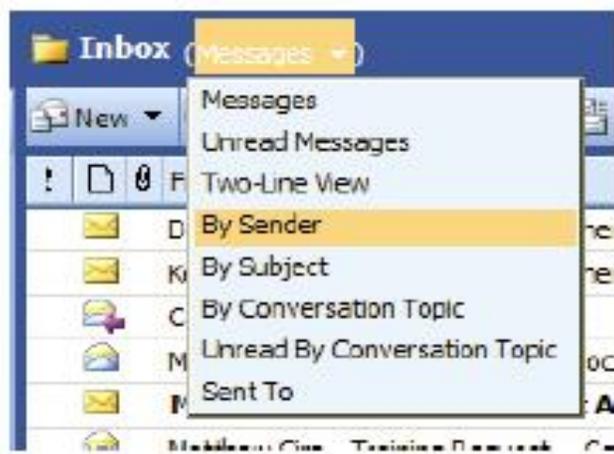
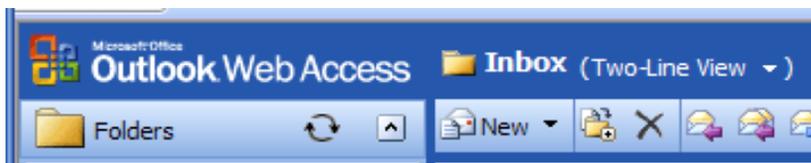
contacts, notes, and folders.

This drop-down menu is available at all times. Depending on what feature of OWA you are currently using, just clicking on the New button will create an appropriate new item. For example, if you are in the Calendar folder, clicking New will create a new calendar item. If you are in the Task folder, clicking New will create a new task item.

Following is a list of toolbar options:

-  - move selected item to another folder
-  - move selected item to Deleted Items folder
-  - **Reply** to sender of selected item
-  - **Reply to** sender and **All** other recipients of selected item
-  - **Forward** selected item to another recipient
-  - click on black arrow to choose **Preview Pane** options
-  - check for new messages
-  - **Search** for messages by subject, sender, and recipient
-  - open **Address Book**

You can change the way in which your list of messages is organized by clicking on the drop-down menu to the right of Messages near the top of your screen:

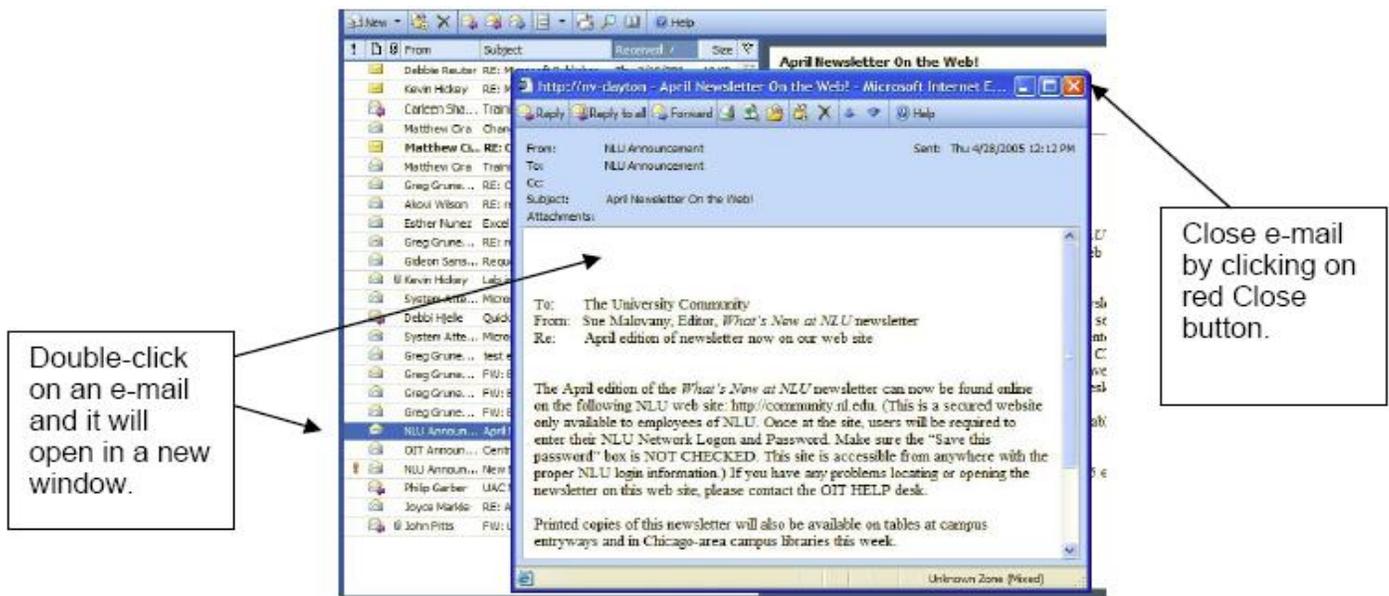


You can then choose options for sorting your messages by sender, subject, conversation topic, etc. You may also choose to view your messages in a Two-Line View format which is useful when you have the Preview Pane turned on.

Reading Email

By default, when you first enter OWA, your Inbox will be displayed. To open an e-mail you can single-click on it and view the contents in the Preview Pane (only if you have the Preview Pane turned on – see

previous section of this document) or you can double-click on an item in the list of messages and it will open in a new window.



At the top of the e-mail window is a toolbar:



This most important of the toolbar options are the first three:

Reply – replies only to the sender of the e-mail

Reply to all – replies to sender and all persons listed in the address field of the e-mail

Forward – forward a copy of the message and any attachments to someone else

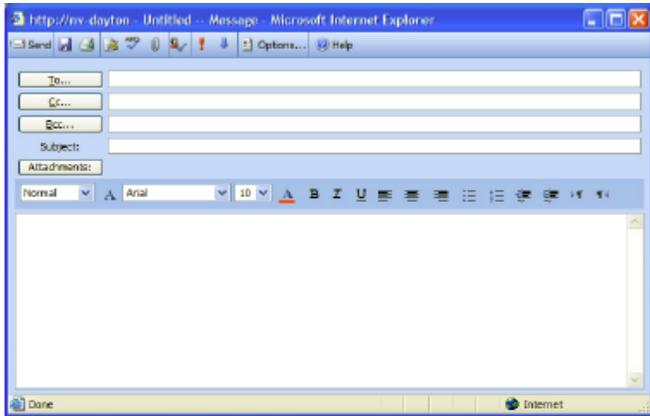
Following is a list of the rest of the available options:

-  - print a copy of this e-mail
-  - view e-mail in a web browser
-  - create a Rule to control flow of e-mail based on this e-mail
-  - move this e-mail to another folder
-  - move this e-mail to Deleted Items folder
-  - view next or previous e-mail message

Composing Email

1. While in the Inbox, click on the **New** button.
2. The new e-mail message window will open.

3. Type the e-mail address or addresses of the people you are sending the e-mail to in the **To...** field. Separate multiple e-mail addresses with a semicolon (;).
4. To send a copy of the e-mail to another recipient(s), type their e-mail address in the **Cc...** field.
5. To send a blind copy of the e-mail to another recipient(s), type their e-mail address in the **Bcc...** field.
6. Type a subject for your e-mail in the **Subject:** field.
7. Type your e-mail in the content area and click **Send** on the toolbar when you are finished.



The toolbar in your new e-mail window offers you several options:



- **Save** changes to your e-mail message



- **Print** your e-mail



- Add your **Signature** to your e-mail message



- **Check Spelling** in your e-mail message



- Click to **Add an Attachment** to your e-mail



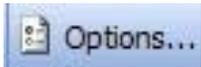
- Click to check the validity of e-mail addresses for your recipients



- Flag your e-mail message as Urgent

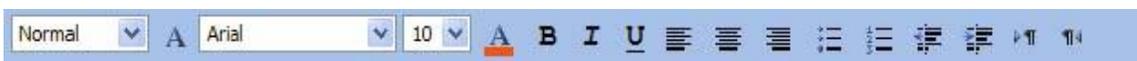


- Flag your e-mail message as Low Priority



- add options such as **Read Receipt** and **Delivery Receipt** to your e-mail

You can also use the formatting toolbar to format your text as bold, italic, etc. These icons are almost identical to those you'll find in Microsoft Word.

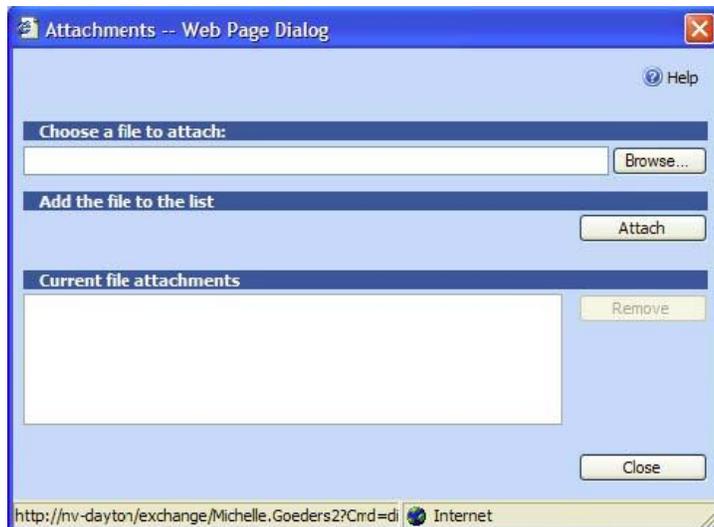


Adding an Attachment to an Email

1. To add an attachment to an e-mail, click on the add attachment icon.



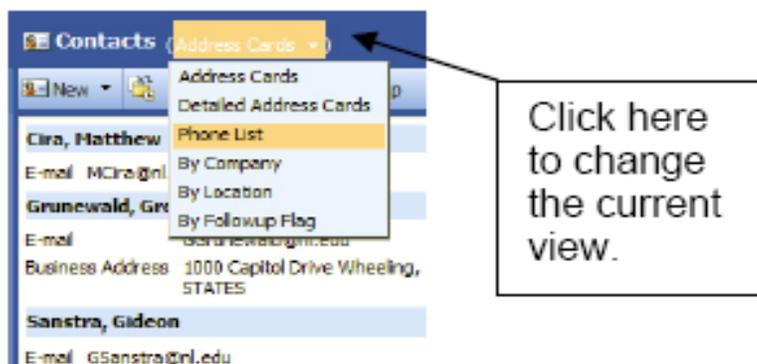
2. The Attachments window will open.



3. Click on the Browse... button to find the file you want to attach.
4. Once you have selected the file you want to attach, click Attach.
5. Once the selected file shows in the Current file attachments window, you can add another attachment, or click on the Close button to return to the compose e-mail window.

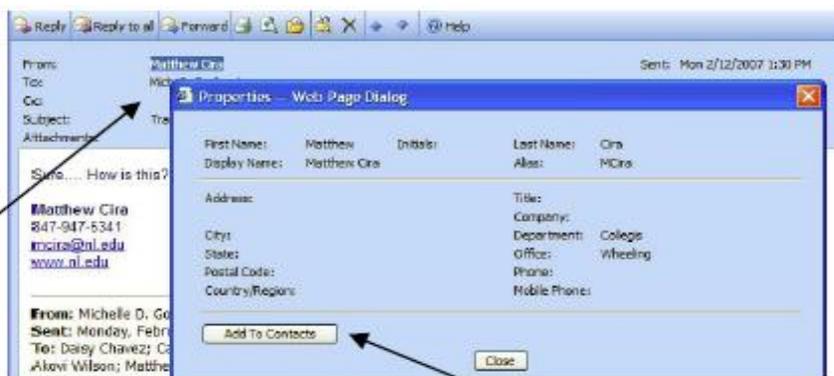
Contacts

Use Contacts to store the e-mail address, street address, phone numbers, and any other information that relates to the contact. This can include web pages, birthdays and anniversaries, and fax or cell phone numbers. To print contact information, the contact must be opened. To open a contact, double-click on the contact name.



To Add an Address from a received e-mail to your contacts:

1. Double-click on the e-mail that contains the contact you would like to add.
2. The e-mail will open in a new window.
3. Double-click on the name of the person you would like to add to your contacts.
4. The contact Properties dialog box will open.
5. Click **Add to Contacts** button to add this person to your list of contacts.

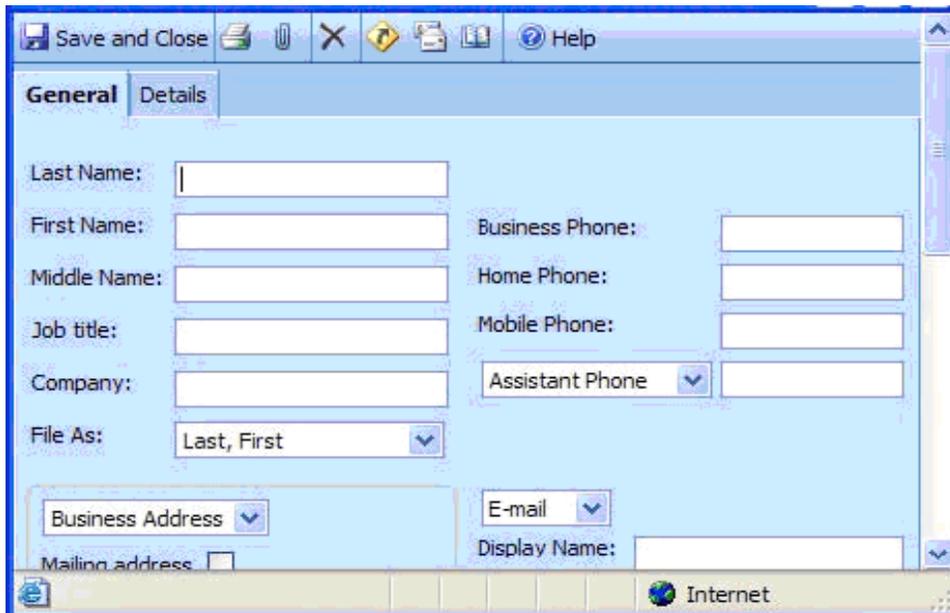


To create a new contact:

1. While in the contacts folder, click on the New button.
2. The New Contact window will open.
3. Enter as much information as desired as there are no requirements on what you have to enter.
4. When you are finished, click on the Save and Close button on the toolbar.

Public Folders

You will not use these folders, so **NEVER** click on them.



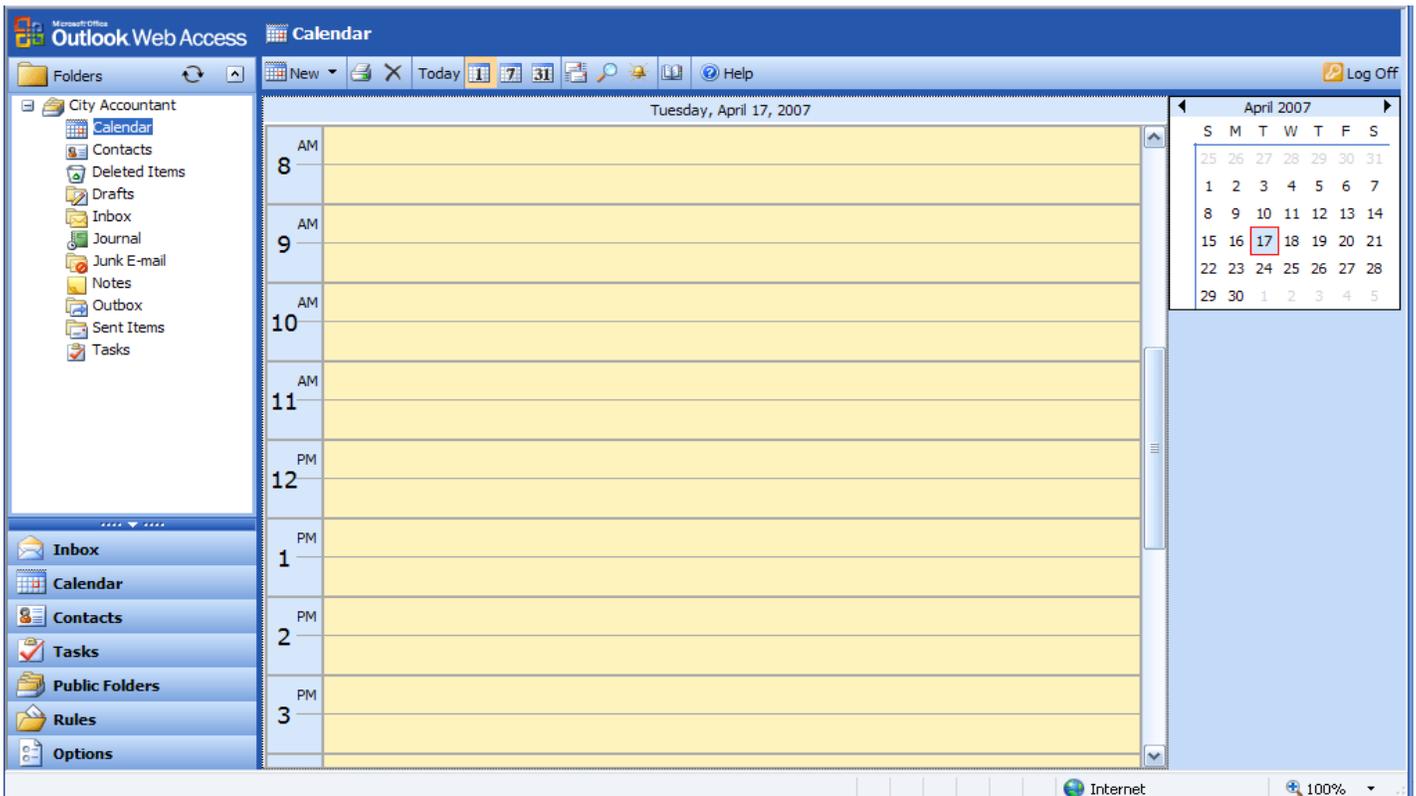
The image shows a screenshot of the 'New Contact' dialog box in Outlook. The window has a title bar with 'Save and Close' and 'Help' buttons. Below the title bar are two tabs: 'General' (selected) and 'Details'. The 'General' tab contains several input fields and dropdown menus:

- Last Name: [Text Input]
- First Name: [Text Input]
- Middle Name: [Text Input]
- Job title: [Text Input]
- Company: [Text Input]
- File As: [Dropdown Menu] (set to 'Last, First')
- Business Address: [Dropdown Menu]
- Mailing address: [Checkbox]
- Business Phone: [Text Input]
- Home Phone: [Text Input]
- Mobile Phone: [Text Input]
- Assistant Phone: [Dropdown Menu] (set to 'Assistant Phone') and [Text Input]
- E-mail: [Dropdown Menu]
- Display Name: [Text Input]

The bottom of the window shows a taskbar with an 'Internet' icon.

Outlook Web Access Calendar

The Outlook Web Access Calendar allows you to create and track appointments. You can also organize and schedule meetings with other city employees or councilors, then update or modify the information (time, location, attendees) as required. When you use Calendar to keep track of your meetings and appointments, other city employees or councilors can check your availability for their own scheduling purposes (they cannot see the details of your appointments – only that you are “Busy”, “Out of the Office”, or “Free”). To view your calendar, click on the Calendar folder or Calendar shortcut on the left of the OWA window.



As with the other OWA sections, there is a toolbar with a list of options:



 - print what is currently displayed on your calendar

 - deleted selected calendar appointment

Today - change the current view to Today's view

 - change the current view to daily view

 - change the current view to weekly view

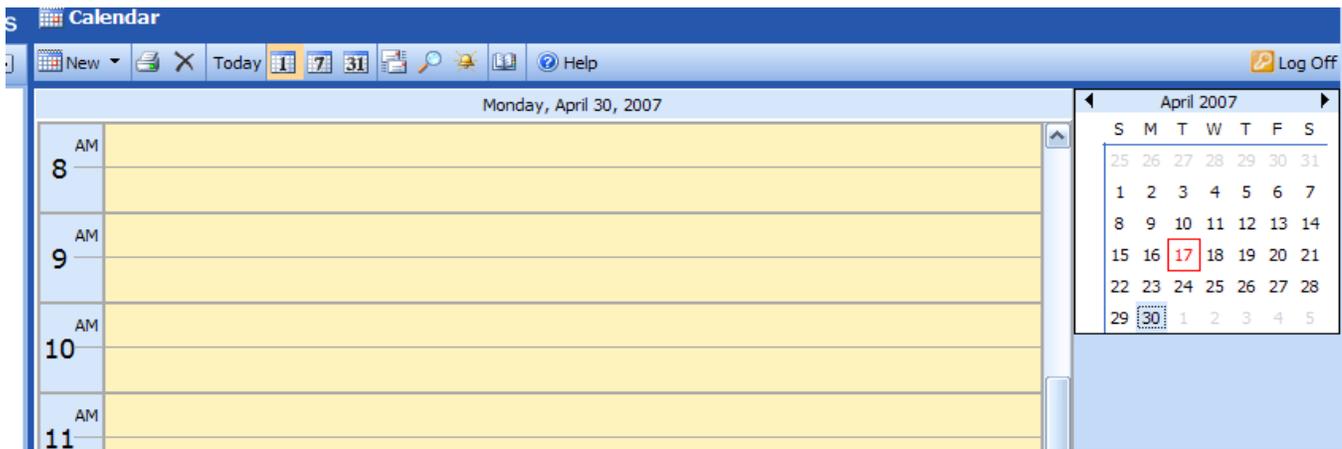
 - change the current view to monthly view

 - check for new calendar appointments

 - search calendar appointments

 - view reminders of upcoming appointments

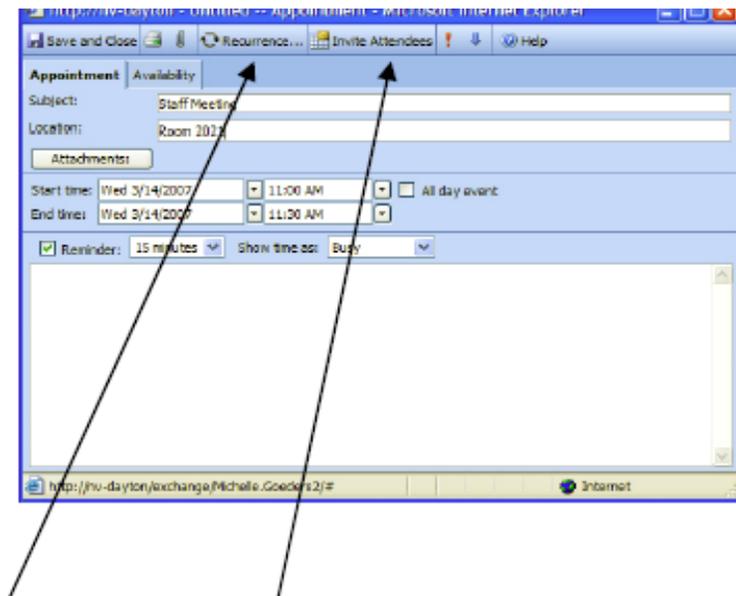
To create a Calendar appointment you can double-click on the date/time that you want to create the appointment (this is also how you view an appointment):



In the example above, the current date is the 17th of April (bordered in red), but we've double-clicked April 30th (highlighted in blue) to add an appointment.

You can also create an appointment as follows:

1. In your calendar folder, click on New to create a new appointment.
2. The appointment window will open.
3. Enter information on Subject and Location.
4. Enter a start date and time and end date and time.
5. Choose options for setting a reminder.
6. Click the Save and Close button to finish adding the appointment to your calendar.



You can also create recurring appointments, or invite other attendees to your appointments clicking on **Recurrence** and **Invite Attendees** on the appointment window toolbar.

Other Folders and Tools

Deleted Items

The deleted items folder stores messages that you delete. You can view deleted messages by clicking on the Deleted Items folder. Once you delete a message from this folder, it will be permanently removed from your mailbox.

You need to regularly empty the Deleted Items folder to clear up space in your e-mail account. To empty the folder, click on the Empty Deleted Items shortcut icon on the toolbar. 

You can also recover Deleted Items by clicking on the Recover Deleted Items icon on the toolbar. 

Drafts

In the Drafts folder you will find any uncompleted items such as contacts, e-mails and/or appointments. Items that you are not ready to send can be saved in the Drafts folder.

Junk E-mail

You may periodically find that junk e-mail and spam have been automatically routed to your junk e-mail folder. You should check and empty this folder periodically.

Notes

Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on notepaper. Notes are also useful for storing bits of information you may need later- such as directions or text you want to reuse in other items or documents. Outbox The Outbox stores e-mail until it is sent.

Sent Items

The Sent Items folder stores a copy of each message that has been sent. You should regularly clean out this folder to stay within your e-mail quota.

Logging Off

When you are finished using OWA, make sure to click the Log Off button in the upper right-hand corner of the screen:



When you have logged out, you will see the following screen:



Microsoft Office
Outlook Web Access
Provided by Microsoft Exchange Server 2003

You have logged off from Outlook Web Access. To log on again, type your user name and password, and then click **Log On**.

User name:

Password:

Client (what's this?)

- Premium
- Basic

Security (what's this?)

- Public or shared computer
- Private computer

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.