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Getting Started with Outlook (OWA)

The Microsoft Outlook Web App (OWA) is a web-based email system for the RCDOB clergy, principals, DREs and staff. It allows you to access and manage your mail, contacts and calendar from any computer with an internet connection. This handout provides an overview of the Outlook (OWA) user interface and covers how to perform basic tasks such as sending and receiving messages, creating signatures, turning on automatic replies, managing folders, creating appointments and meetings and creating contacts. Each (OWA) email account is provided with 50 GB of email storage.

To access this resource, log portal.office.com and click the Outlook icon.

If this is your first time logging in to OWA webmail with this email address, you will be prompted to set the interface language and time zone. Click Save to continue.
In-Office Workshops

Outlook OWA Basics

Microsoft Outlook is a powerful organization tool used to manage emails, calendars and contacts. This is a quick overview of the Outlook Web Application (OWA) landing page for the Clergy at the Roman Catholic Diocese of Brooklyn.

1. **Launcher** - Select the launcher to switch between web-based applications.
2. **Search Bar** - This is where you can search your email folders or look for people.
3. **Mail Accounts and Folders** – Lists all folders and sub folders in your mailbox. Expand and collapse by clicking on the triangle icons next to the folder. Add folder by selecting the plus icon. Right clicking on a folder reveals a drop-down menu with different ways you can manage the folder.
4. **Message List Pane** - List the messages in the folder you have currently selected. Right clicking on an email provides you a drop-down menu with different ways to handle the email.
5. **Navigation Bar** – Allows you to easily switch between email, calendar, contacts and tasks by clicking on these icons located in the lower left of the window.
6. **Settings** - Also known as the “gear” icon. It allows you to change the look and feel of OWA as well as providing actions such as setting your out of office email and setting up your signature.
7. **Action Toolbar** – Provides access to common commands such as composing new email or deleting a message.
8. **Reading Pane** – Displays the contents of the currently selected email message.
# OUTLOOK (OWA) TRAINING BASICS

## What You will See in Mail

<table>
<thead>
<tr>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Message</strong></td>
<td>Create a new message by selecting <strong>New message</strong>.</td>
</tr>
<tr>
<td><strong>Folders List</strong></td>
<td>The list includes the folders in your mailbox. It may include other folders, such as Favorites and Archive folders. Select <strong>Expand</strong> to show the folders list or select <strong>Collapse</strong> to hide it. Right-click an existing folder and select Create new subfolder.</td>
</tr>
<tr>
<td><strong>Search Box</strong></td>
<td>In the <strong>Search</strong> box, type the name or email address of a person or a keyword you want to search for, and press Enter or select <img src="image" alt="Search icon" /></td>
</tr>
<tr>
<td><strong>Message list</strong></td>
<td>Messages in the current folder are listed. There might also be a visual alert that a message is unread, has an attachment, or is flagged. At the top of the message list, you can choose how you want to view the list. Select <strong>Filter</strong> and choose from the options <strong>All</strong>, <strong>Unread</strong>, <strong>To me</strong>, <strong>Flagged</strong>, or <strong>Sort by</strong>. Each message also has a mini toolbar. For each message, you can delete it, mark it as unread, flag the message, or pin it to keep it at the top of your folder.</td>
</tr>
<tr>
<td><strong>Reading Pane</strong></td>
<td>The message or conversation that you selected appears in the reading pane. Use the command bar above the reading pane to perform common actions such as deleting, archiving, sweeping, moving emails, or categorizing.</td>
</tr>
</tbody>
</table>
Creating Messages

Creating an email message is a relatively simple process. Every message must have at least one recipient. You can direct a single message to multiple recipients by including email addresses in the **To field** or by using the **Cc** or **Bcc** fields.

To create a message:

1. In the mail app, click on New Message on the Action toolbar. Blank message form displays in the reading pane.

2. In the **To**, **Cc** or **Bcc** field, type the email address of each recipient, and then press the enter key. **Note**: The **Bcc** field is not displayed by default. To display it, click on the **Bcc** located at the upper right portion of the screen to have it appear below the **Cc** field.

3. In the **Subject** field, type the subject of your message.

4. In the **Message** field, type the message that you want to send.
5. The change the importance level of the message, click the **More commands** icon, point to **Set importance** and click the desired level.  
**Note**: By default, the importance level is set to **Normal**.

![Set importance](image)

6. To request a read receipt, click the **More commands** icon, click **Show message options** on the menu, select the **Request a read receipt** check box in the **Message options** dialog box and click the **OK** button.

![Message options](image)

7. To add an attachment, click the **Attach** on the **Action** toolbar, locate and select the file you wish to attach from **Browse this computer**, **Browse cloud locations** or use one of the suggested attachments.

![Attach](image)

The attachment appears below the subject field.
Note: You can remove the attachment by clicking the Delete X to the right of the file name.

8. To send the message, click **Send** on the action toolbar.

### Reading Messages

All new messages are automatically delivered to your inbox folder. The number of unread messages in a folder appears next to the folder name in the folder pane. To read an email, select its folder if necessary. Now click on the email to show its content in the reading section. Unread messages appear in a different color to set them apart from messages that have been read.

### Replying to an Email

**To reply to an email**, click on it first to display it. Then click on the **Reply all** (double arrow). Click the single arrow instead if you only want to reply to the sender of the email (leaving out any recipient who is in copy).
Organizing your Inbox

OWA provides several ways to organize your inbox. You can:

- Create folders and sub folders
- Move emails
- Set rules so that actions as performed automatically when a new email is received.

Creating a Folder

To create a new folder, right-click on the folder entitled “Folders” and then choose Create new folder. You can create a subfolder in existing folders in the same way (Create new subfolder).
Moving Emails

To move an email, you can simply drag-and-drop it to the target folder or right-click it and select Move. To move multiple emails at once, select them by checking their tick boxes and click Move (on the right-hand side) or Move to (in the top section). Then choose the destination folder:

Creating Inbox Rules

To manage rules, click on the gear icon at the top, then click on View all Outlook Settings.
On the new page that appears, **Mail** is highlighted by default in the left-hand menu. From here, you can create, edit, delete and move rules in the list.

To add a new rule, click the + Add new rule button.

Fill in the requested information depending on the action you want the rule to carry out. Afterwards, click **Save**.
Getting Started with Calendar

Keep track of appointments, meetings, or any other event from anywhere. Add, edit, or delete events using daily, weekly, or monthly views.

What you will See in Calendar

<table>
<thead>
<tr>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Event</td>
<td>Create a new event by selecting <strong>New event</strong>. Then, fill in information about the event.</td>
</tr>
<tr>
<td>Your Calendars</td>
<td>Under <strong>Calendars, My calendar</strong> is the default selection and displays the calendar in Month view. You can move forward or backward through calendar months using the arrows above the calendar. You can add other calendars, for example a holiday calendar, by selecting <strong>Discover calendars</strong> in the left pane. After you add a new calendar, you can choose whether to display it by selecting or clearing the calendar option. If you decide you don't want the calendar you created, right-click the calendar and select <strong>Remove &gt; Delete</strong>.</td>
</tr>
<tr>
<td>Other Calendars</td>
<td>You can view more than one calendar at a time, add other calendars and select which to display, and create new calendars.</td>
</tr>
<tr>
<td>View Options</td>
<td>Choose your calendar view: <strong>Day, Work week, Week, or Month</strong>. To return to today's date, select <strong>Today</strong> on the left side of the command bar above the calendar.</td>
</tr>
<tr>
<td>Calendar Pane</td>
<td>Select a specific day in the calendar, and any appointment or event scheduled for that day is listed in this area. You also can select a day or time slot and create a new appointment or event.</td>
</tr>
</tbody>
</table>
OUTLOOK (OWA) TRAINING BASICS

Accessing Calendar

Open the calendar by clicking on the calendar icon in the bottom left-hand corner.

In this example, the calendar is opened in the monthly view.

1. You can switch to daily or weekly view
2. Today's date is March 6
3. Use the top bar links to navigate in the calendar

Making a Calendar Entry

In the calendar, double-click the day for which you want to make an entry.
Authorize Calendar Sharing

Right click on your default calendar named Calendar and select Sharing and Permissions.

In the Share field enter the email address of the user you want to share your calendar with. The user must have an exchange account on the same domain.

To confirm your request to share calendars, just click on Share.

When the person you shared your calendar with logs in to OWA, he/she will see an email in their inbox from the person.
Getting Started with People

Use the People page to find, view, create, and edit contacts and contact lists.

What You will see in People

<table>
<thead>
<tr>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Box</td>
<td>Start typing in the search box to find a contact or contact list.</td>
</tr>
<tr>
<td>Toolbar</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Create a new contact by selecting <strong>New Contact</strong></td>
</tr>
<tr>
<td></td>
<td>• Create a new contact list by selecting the arrow next to <strong>New contact</strong> and then <strong>New contact list</strong>.</td>
</tr>
<tr>
<td>Add a contact to your Favorites</td>
<td>Select a contact in the list, and then select <strong>Add to favorites</strong>.</td>
</tr>
<tr>
<td>To import contacts from other</td>
<td>Select an option from the <strong>Manage</strong> menu.</td>
</tr>
<tr>
<td>email services, export contacts,</td>
<td></td>
</tr>
<tr>
<td>or clean up duplicate contacts,</td>
<td></td>
</tr>
<tr>
<td>Select <strong>New folder</strong> to create</td>
<td></td>
</tr>
<tr>
<td>more folders.</td>
<td></td>
</tr>
<tr>
<td>My Contacts in the left nav</td>
<td><strong>Favorites</strong>: Shows contacts you've added as favorites, either in People or in Mail.</td>
</tr>
<tr>
<td>pane</td>
<td><strong>All contacts</strong>: Shows your contacts from all folders.</td>
</tr>
<tr>
<td></td>
<td><strong>All contact lists</strong>: Shows your contact lists from all folders.</td>
</tr>
<tr>
<td></td>
<td><strong>Suggested</strong>: Suggested contacts, based on messages you've sent or received from addresses not in your contacts.</td>
</tr>
<tr>
<td></td>
<td><strong>Contacts</strong> under <strong>Folders</strong>: This is the default folder for contacts and contact lists.</td>
</tr>
<tr>
<td></td>
<td>Select <strong>New folder</strong> to create more folders.</td>
</tr>
<tr>
<td>Contacts or Contacts lists</td>
<td>Shows contacts or contact lists depending on what you selected in the left pane.</td>
</tr>
<tr>
<td></td>
<td>Select a contact or contact list to view details in the contact card on the right. You can also select multiple contacts—for example, to send an email to the selected contacts. You can select Filter in the upper right to select what to display in the list and how to sort.</td>
</tr>
<tr>
<td>Contact Card</td>
<td>See or edit information about the contact or contact list.</td>
</tr>
</tbody>
</table>
Managing Contact and Contact Lists

To add a contact, click the People icon located on the Navigation bar at the bottom of the screen. Click the New Contact button at the top, then click New Contact from the drop-down list.

Complete the information in the New Contact form, then click Create.

After you click Create, your new contact appears in your list.
To create a contact list, click the down-arrow button select New Contact List, then click Contact List.
Give it a name, add contacts to it, then click **Create**.
Changing the Password

On the web page, on the top right side, then click your name then My Account.

On the My Account page, click Security and privacy link on the left side of the page or click Manage security and privacy link.
On the Security and privacy page, click **Password/Change your password**.

The change password page displays. Enter **Old/Current password**, **Create new password** and **Confirm new password** respectively on the space provided. Click **Submit** to change to your new password.
Adding an Auto Reply

In OWA, you can create an automatic reply on your email address to not leave emails unanswered during absences. To do this, click the gear icon at the top, then click View all Outlook settings.

In the window that appears, select the option Automatic replies. Next, Turn on automatic replies. You can then set the auto-responder to fit several criteria: - send auto-reply emails for a fixed time interval, or continuously until it is manually disabled - define which senders will receive auto-reply emails (internal senders, only to contacts, only or include external senders).

Now, fill in the requested information depending on the action you want it to carry out. Once you have done so, click Save.
Adding a Signature

To add an email signature, click the gear icon at the top, then click View all Outlook settings.

In the window that displays, click Mail, then click Compose and reply. Compose your email signature in the editor box. You can specify whether you want to include the signature by default in new emails only or in replies and forwarded emails as well. Once you have finished, click Save to confirm.