

Microsoft Outlook Web App (OWA) For Exchange 2013 Quick Reference Guide (Cheat Sheet Of Instructions, Tips & Shortcuts - Laminated Card)

Outlook® Web App for Exchange 2013

Mail

Displaying the Inbox

1. (Click) **Mail** in the top right, then select **RECEIVED INBOX**.
2. (Click) **MAIL**.

Creating and Sending a Message

1. (Click) **Compose** to compose a new message.
2. In the TO or CC listboxes, type the name or email address of the people you are sending. Separating multiple names with a semi-colon (;). To select a name suggested from your address book, press <Enter> for the first match or (Click) to select another match.
3. To select names from your address book or contacts:
 - a. (Click) **To:** or **CC:**.
 - b. Select a name from the list. Or, type in the search box (press) then select a name.
 - c. (Click) **+** to add the message.
 - d. Repeat steps b and c as required. (Click) **OK**.
4. Type the SUBJECT and the body of the message.
5. (Click) **SEND**.

Attaching a File to a Message

1. (Click) **Attach**.
2. Choose **ATTACHMENT** or **PICTURE**.
3. Locate and select the file(s) that (Click) **OPEN**.

Showing BCC

In the message window: (Click) **More** and choose **SHOW BCC**.

Sending a Message with High or Low Importance

In the message window: (Click) **More** and choose **IMPORTANCE** and choose **HIGH** or **LOW**.

Requesting Rec or Delivery Receipts

1. In the message window: (Click) **More** and choose **SEND MESSAGE OPTIONS**.
2. Select **REQUEST A DELIVERY RECEIPT** or **REQUEST A READ RECEIPT**. (Click) **OK**.

Checking Spelling

Misspelled words are underlined with red wavy lines. To correct, use the language and dictionary options. (Right-Click) misspelled word.

Showing/Hiding the Reading Pane

Use the Reading Pane to read messages and conversations without opening them.

1. (Click) **View** and choose **DISPLAY SETTINGS**.
2. If necessary, click **RESET TO DEFAULT**.
3. Set the **LAYOUT**.
4. (Click) **OK**.

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are related to one another (replies, forwards, etc.).

- To have email grouped by conversation: (Click) the **More** at the top right of the message list to go to **VIEW** > **DISPLAY** and select the **CONVERSATIONS** option. (Click) **OK** or **YES**.
- To list all messages in a conversation: (Click) **More** > **CONVERSATION** > **SHOW ALL MESSAGES** or **SHOW CONVERSATION** and select **SHOW CONVERSATION**.
- (Click) **OK**.

Note: Some mail items may not show messages from some mail items.

Ignoring a Conversation

To automatically ignore sending and future messages that are part of the same conversation:

1. (Right-Click) a conversation or email and select **IGNORE CONVERSATION**.
2. (Click) **OK**.

Note: Some mail items may not show messages from some mail items.

Reading Messages

Select a message or conversation to view in the Reading Pane. Or:

1. (Double-Click) on a message to open it.
2. (Click) **More**.

Opening/Saving Attachments

1. (Click) on the attachment.
2. If prompted, click **Save** to save the attachment.

Or:

- To quickly view Microsoft Word, Excel, PowerPoint and Adobe PDF attachments even if your computer does not have the necessary application, (Click) **More** over the attachment, then (Click) **PREVIEW**.
- To quickly view images: (Click) the image thumbnail. While in the preview view, close the image window.
- To (Click) save the attachment, then (Click) **DOWNLOAD**.

Replying to a Message

1. Open the message.
2. To reply to the sender only: (Click) **Reply**. Or to reply to all addresses: (Click) **Reply All**.
3. Complete the message then (Click) **SEND**.

Forwarding a Message

1. Open the message.
2. (Click) **More** > **FORWARD**.
3. Complete the message then (Click) **SEND**.

Saving a Draft

If you are not ready to send a message, save it as a draft.

1. With the message in progress: (Click) **More** and choose **SAVE**. The message is automatically placed in a folder called **DRAFTS**.

When you are ready to complete and send the message:

1. (Click) on the **DRAFTS** folder in the folder list.
2. Select the message that (Click) **More** > **SEND**.
3. Finish the message, then (Click) **SEND**.

Creating a Folder

1. (Click) **MAIL/OUTLOOK, CALENDAR, PEOPLE** or **TASKS**.
2. In the navigation pane on the left (Right-Click) the desired folder, or **MAIL/CALENDAR, TASKS** or **CONTACTS**. Choose **CREATE NEW FOLDER** or **CALENDAR**.

Moving or Copying Messages

1. Select the message.
2. To move: (Click) **More** > **MOVE**. To copy: (Click) **More** > **COPY** to a folder. If a folder is not visible, (Right-Click) the folder to expand.

Creating an E-Mail Signature

1. From any Outlook folder, (Click) **More** > **More** > **Settings**.
2. (Click) **SETTINGS**.
3. If necessary, click **RESET TO DEFAULT**.
4. Under **EMAIL SIGNATURE**, type and format your email signature as desired.
5. To have every email sent include your signature: (Click) **AUTOMATICALLY INCLUDE MY SIGNATURE ON MESSAGES I SEND**.
6. (Click) **SAVE** then (Click) **OK**.

To manually insert your signature when composing a message: (Click) **More** > **More** > **Insert Signature**.

Opening Another User's Mailbox

1. (Click) **More** > **More** > **Open Mailbox**, then select **PERSONAL MAILBOX**.
2. Type in the name of the other user. (Click) **OPEN**. If you have permission, the other user's mailbox will open.

Turning on Automatic Replies when Out of the Office

1. (Click) **More** > **More** > **Automatic Replies**.
2. Select **SEND AUTOMATIC REPLIES**.
3. To personalize the automatic replies, select **PERSONALIZE MY AUTOMATIC REPLY**. Then, type the message to send while you are away.
4. Type the message to send while you are away.
5. Choose how long to send auto-replies to **SENDERS OUTSIDE MY ORGANIZATION**, and provide a different message if needed.
6. When finished: (Click) **SAVE** then (Click) **OK**.

Turning off the Automatic Replies

If an out-of-office notice, you can be prompted to turn off automatic replies when you log in. Otherwise:

1. (Click) **More** > **More** > **Automatic Replies**.
2. Select **DON'T SEND AUTOMATIC REPLIES**.
3. (Click) **SAVE** then (Click) **OK**.

Searching for Mail

1. In the folder list, select the folder you want to search through (e.g., **RECEIVED INBOX**).
2. In the **SEARCH** box, type a keyword and press the **Enter** key. Type a keyword to search for.
3. Select one of the suggestions or, to just search for the keyword, press <Enter> or (Click) **Go**.
4. Select the (Double-Click) to open one of the items.
5. When done: (Click) **Go**.

Chat

Starting a Chat

To start a chat message conversation: (Click) a person's name in the folder list, or (Click) a name in your list. In the **TOOLBAR**, select **CHAT**, then (Click) **More** > **CHAT**. If you receive a chat message, an **IM REQUEST** notification will appear. (Click) **ACCEPT**.

Changing Your Chat Status

(Click) your name in the top right, select your status.

Signing Out of Instant Messaging

(Click) your name in the top right, choose **SIGN OUT** or **IM**.

Mail:	Key:
New message	(Click) More
Outlook	SC
Reply	(Click) More
Reply/Reply All	(Click) More
Forward	(Click) More
Save Draft	(Click) More
Send	(Click) More

For help checking items:	Key:
New item	(Click) More
Delete item	(Click) More
Select multiple items	(Click) More

Selecting/Multiple items (Mail & Tasks):	Key:
Conversations	(Click) More > CONVERSATIONS
Non-conversations	(Click) More > NON-CONVERSATIONS

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Synopsis

Note: This guide was updated in September 2015 and reissued under ISBN 978-1-939791-89-4. Please search that ISBN to get the latest version of this guide. Laminated quick reference card showing step-by-step instructions and shortcuts for how to use Microsoft Outlook Web App for Exchange 2013. This guide is suitable as a training handout, or simply an easy to use reference guide, for any type of user. The following topics are covered: Mail: Displaying the Inbox Creating and Sending a Message Attaching a File to a Message Showing BCC Sending a Message with High or Low Importance Requesting a Read or Delivery Receipts Checking Spelling Show/Hide the Reading Pane Grouping Messages by Conversation Ignoring a Conversation Reading Messages Opening/Saving Attachments Replying to a Message Forwarding a Message Saving a Draft Creating a Folder Moving or Copying Messages Opening Another User's Mailbox Creating an E-Mail Signature Opening Another User's Mailbox Turning on/off Automatic Replies when Out of the Office. Chat: Starting a Chat Changing Your Chat Status Signing Out of Instant Messaging. People: Displaying People Creating and Editing Contacts Finding a Contact Linking/Unlinking Contacts Creating a Distribution List Sending a Mail Message or Meeting Request to a Contact. Tasks: Displaying Tasks Changing Tasks Viewed Creating a Task Marking a Task or Flagged Item Complete. Calendar: Displaying the Calendar Viewing the Calendar Creating & Editing Appointments Scheduling Meetings Responding to Meeting Requests Making an Appointment Repeat. Common Procedures: Using Flags Sorting Tasks/Contacts/Email Deleting an Item Undeleting an Item Using Categories Logging Off. Also includes a list of keyboard shortcuts.

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