

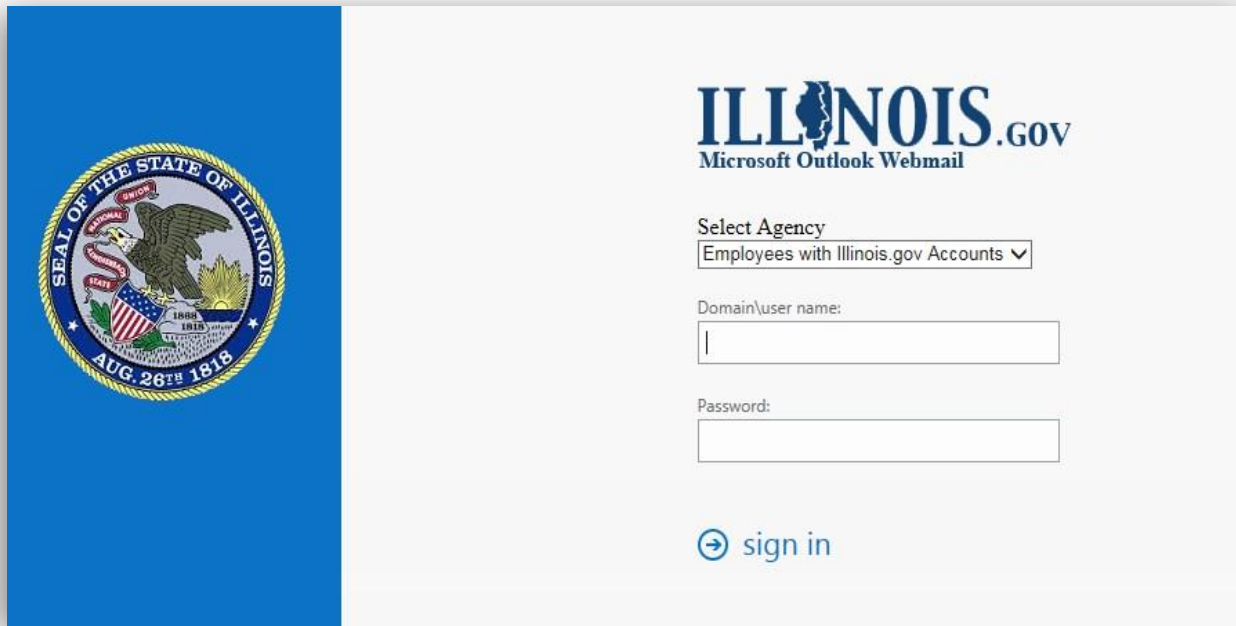
User guide for Outlook Web Access (OWA)

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Getting Started:

1. To access State of Illinois Outlook Web Access, type the following URL into the browsers address bar <https://webmail.illinois.gov>



2. Type your username and password
3. Click Sign in

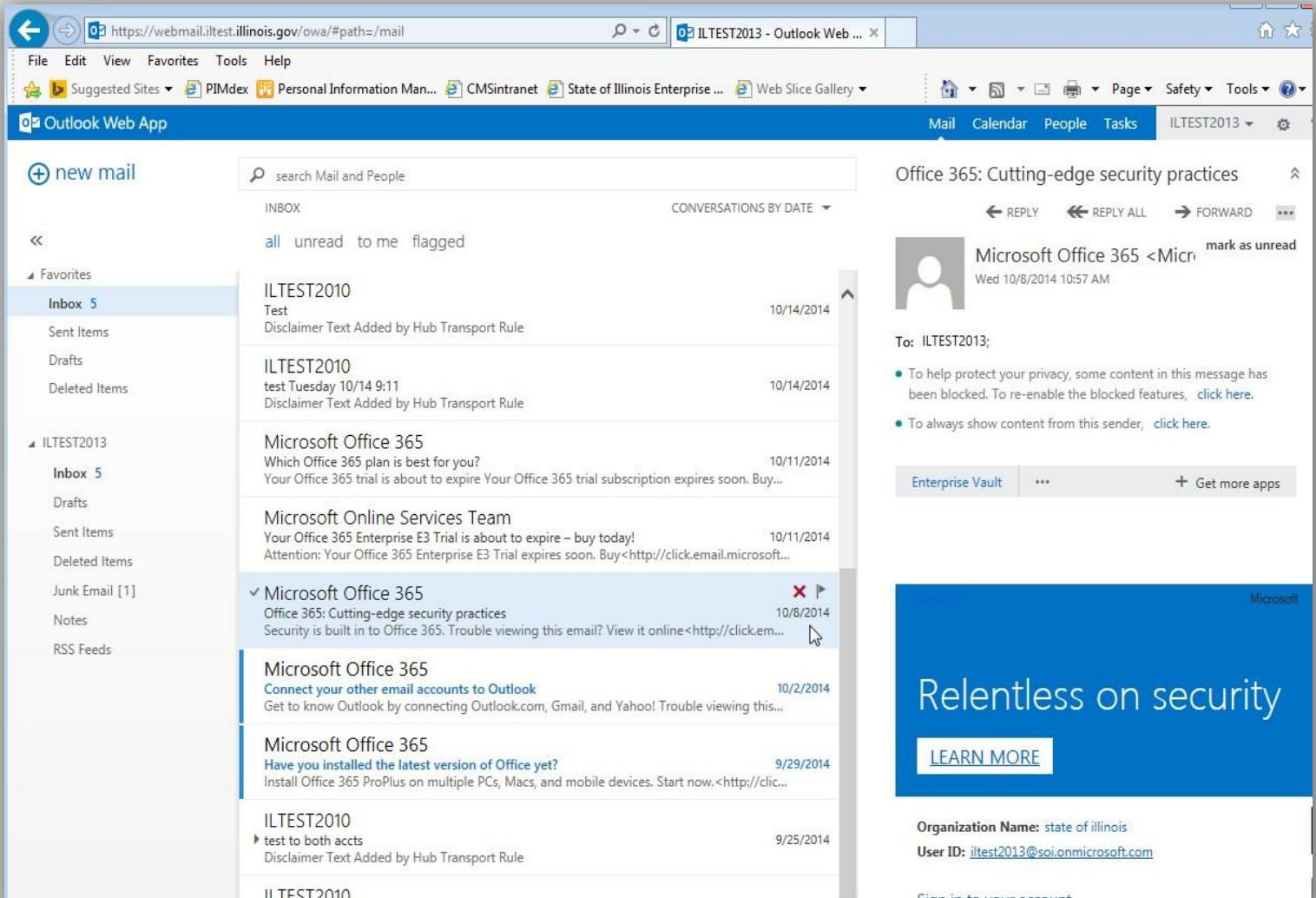
Outlook Web Access supports all major browsers, we've found newer browsers respond faster.

If OWA responds slowly on your machine, you can “Use the light version of Outlook Web App”. After logging into OWA copy the following URL in the address bar <https://webmail.illinois.gov/owa/?layout=light> . This will load the light version, which looks similar to the old OWA. The light version of Outlook Web App includes fewer features. Use it if you're on a slow connection or using a computer with unusually strict browser security settings.

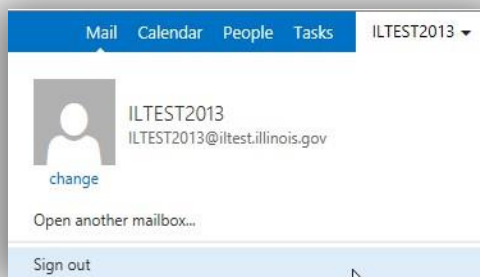
Please note: Some older browsers and mobile devices, will always show the light edition of OWA. A guide to the light interface can be in the [OWA Light Interface](#) chapter at the end of this guide.

For a listing of which browsers are supported [click here](#)

4. The main page will look like this:



! Be sure to sign out when you are done, by clicking your name and choosing sign out.



Inbox:

Folder navigation

On the left hand side, you'll see all the folders contained in your mailbox. The folder you are currently viewing will be highlighted. If you have unread messages, this will be indicated by the number next to the folder name.

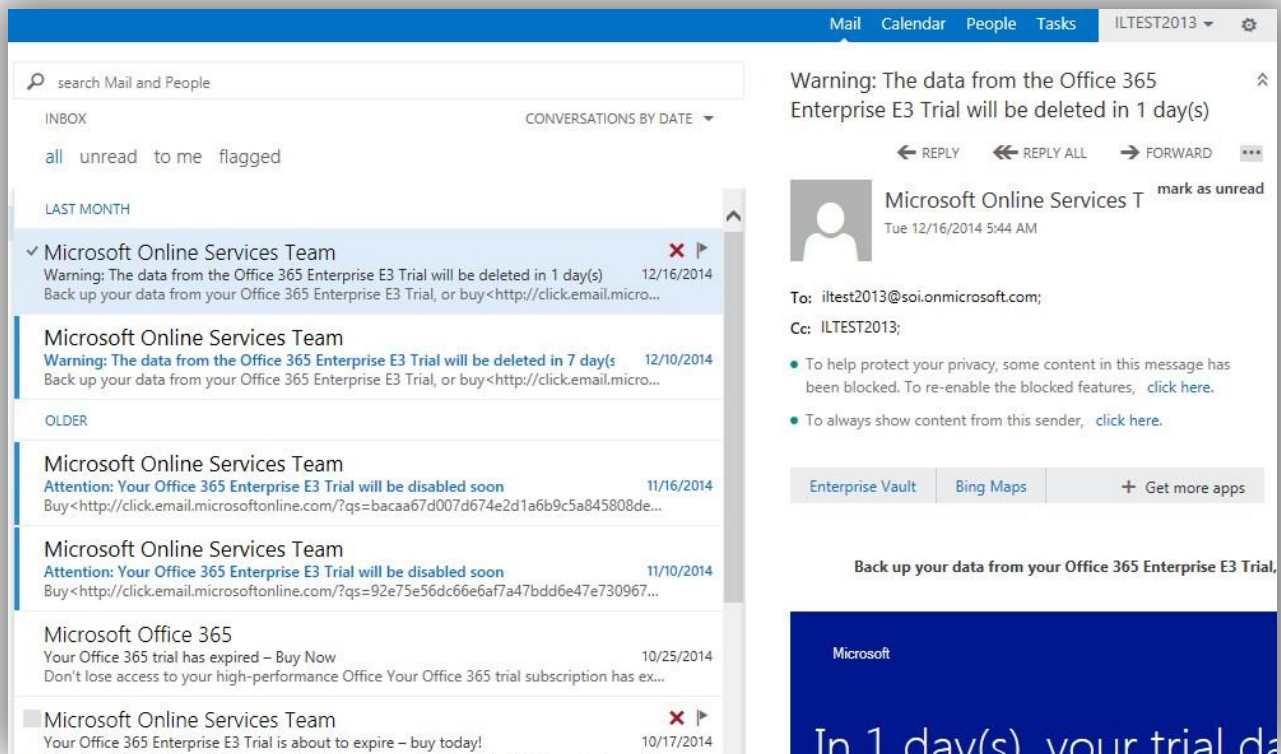
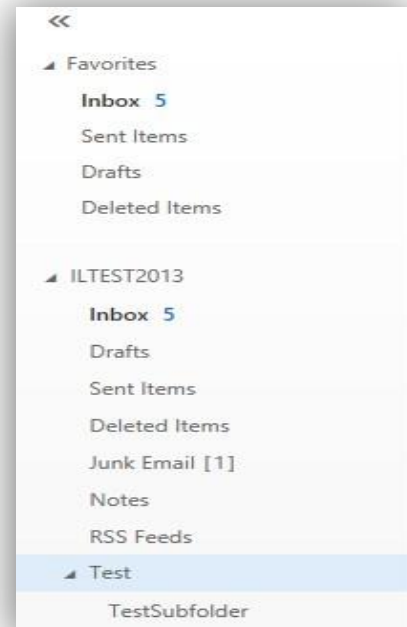
Some folders will have a small arrow to the left of the name, which means there are more folders inside that folder. If you click the arrow you can open or close the view to show them.

E-mail Navigation

The content of the current folder will be displayed to the right of the folder list.

By default it will display all mail items, ordered by date showing the latest e-mails on top.

Unread e-mails will have a blue highlight on the left. You can search the content of the folder by using the "search mail and people" field at the top. Below the search field are options for showing only unread or flagged messages as well as messages sent directly to you.



Sorting by different fields

You can change the way your e-mails are sorted, by clicking the sort options. You will be presented with a list of available options to sort your e-mails by.

Conversations

A new feature of OWA is e-mails sent back and forth, will be displayed as a “conversation”. When you display an email that you replied to, it will show the history, giving you easy access to the prior e-mails as well as a good overview of when each was sent without having to find each e-mail separately.

If you prefer viewing your e-mails without the conversation showing, it can be turned off by clicking the sort options and choose conversations off.

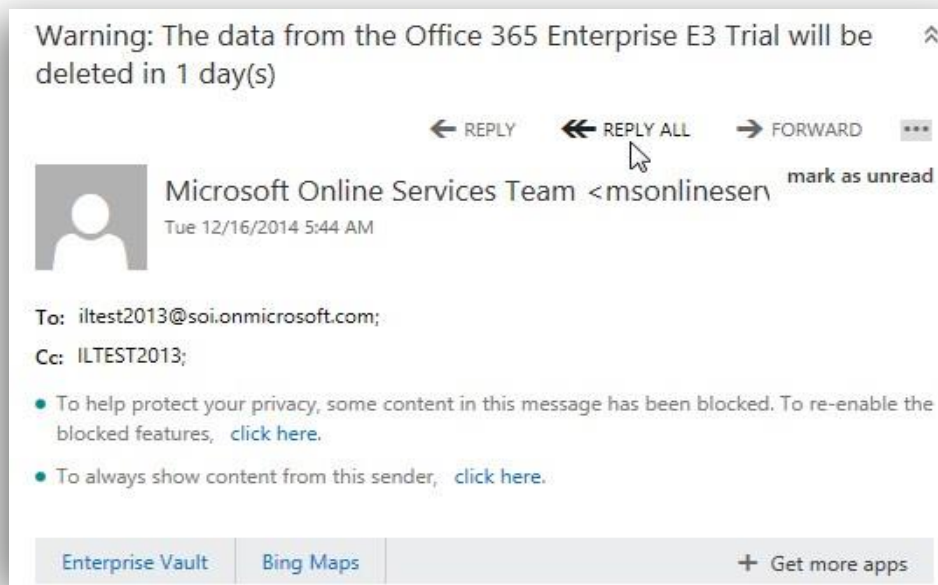
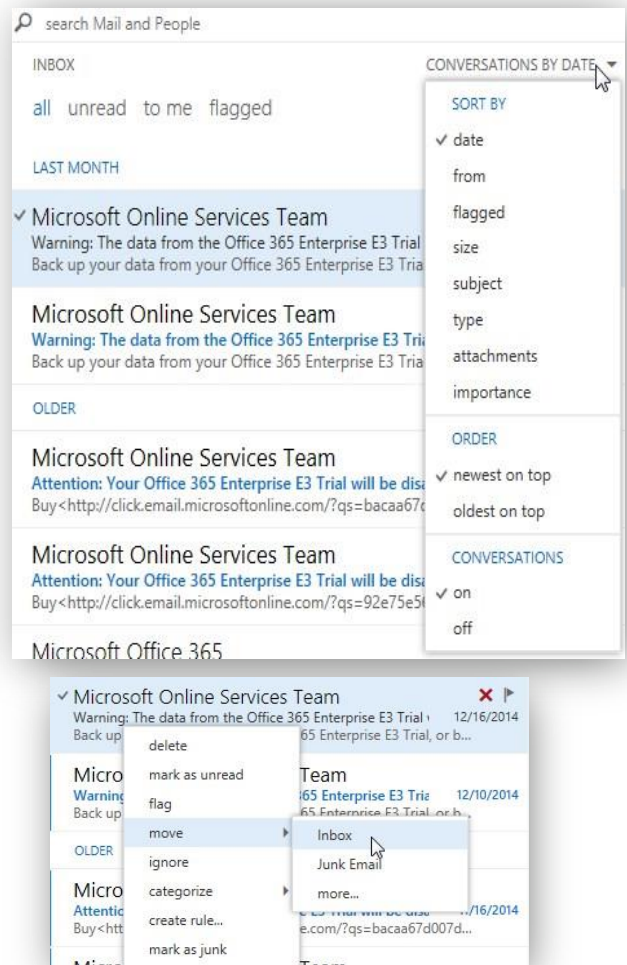
Right clicking an e-mail will give you access to the most common options. Here you can mark an e-mail as unread, move it to another folder or flag it among other things.

Inbox – Reading pane

When choosing an e-mail, it will display in the Reading pane.

Showing the e-mail subject on top, then the sender, as well as recipient, followed by the e-mail body.

From the reading pane, you can reply to or forward the e-mail.

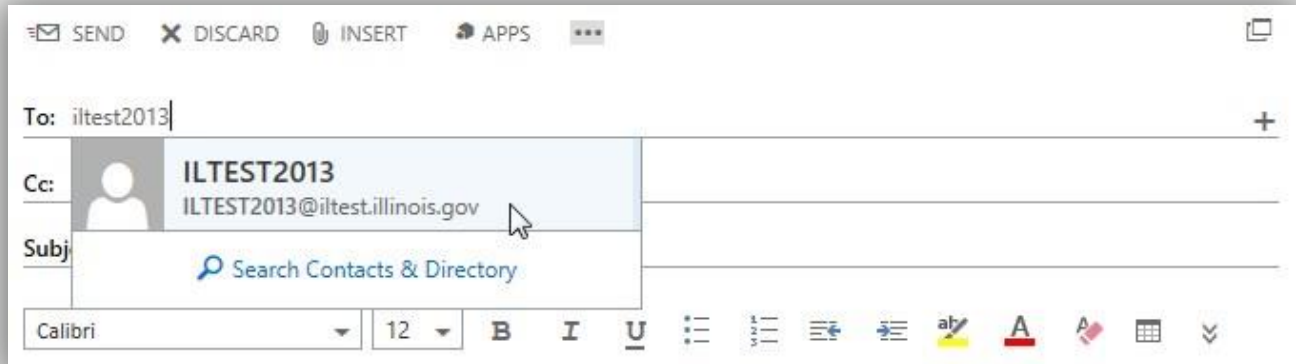


Clicking the **...** button gives you access to additional options.

Sending new e-mails

Click **+ new mail** on the top left of the window.

This will open a new blank e-mail in the preview pane. You can click the to or cc field and just start typing the name of the person you want to send to. As you are typing, OWA will automatically search the SOI address catalog as well as your own contents for a match.



To attach files to your e-mail, click **INSERT** at the top, and choose either attachment or picture, then browse to the file you want to attach.

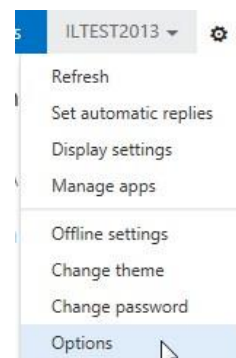
Clicking **...** at the top, will give you additional options, such as showing the BCC field or From fields, setting importance or inserting your signature (see the [Options section](#) for information on how to setup your email signature).

Blocking spam e-mails

Click the unwanted e-mail, and in the preview window click the options button **...**, then choose “mark as junk” from the list.

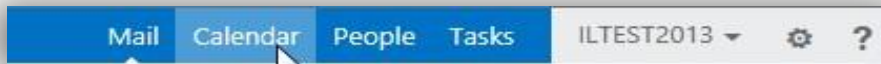
This will automatically move the message to the junk folder, and also add the sender to your blocked senders list. It is important to note, that despite the name, people on your blocked senders list can still send you e-mails. However any messages received from an address in your blocked senders list, will automatically be moved to the junk folder. This allows you to still retrieve a message from someone in your blocked senders list should the need arise.

If you inadvertently add an address to your blocked senders list, you can remove it again by clicking the cogwheel at the top and choosing Options from the list. In the Options page, click “block or allow” on the left hand side. Highlight the address in the blocked senders list and click remove.



Calendar:

To access your calendar, click Calendar on the navigation bar at the top of the window.




You can change the view to show events by day, work week, week or month.



New Calendar entry

To create new calendar entries use the  button at the top left. In the new event window, you can enter in all the information needed for your event.

A screenshot of the 'new event' window in Outlook. The window title bar shows 'SEND', 'DISCARD', 'SCHEDULING ASSISTANT', 'APPS', and a close button. The main content area is divided into several sections: 'Event: TEST 2013', 'Location: Conference Room B' with an 'add room' button, and 'Attendees: Test User 2013; Test User DL;' with a plus sign. Below these are fields for 'Start' (Tue 1/13/2015, 9:30 AM), 'Duration' (30 minutes), 'Show as' (Busy), and 'Reminder' (15 minutes). There are also dropdowns for 'Calendar' (Calendar) and 'Repeat' (Never). At the bottom, there are checkboxes for 'Mark as private' (unchecked) and 'Request responses' (checked). A rich text editor toolbar is visible at the bottom, with a font dropdown set to 'Calibri' and size '12'. The text area contains the text 'Talk about OWA 2013'.

You can also invite others to your event by entering in Attendees, and even attach files to the event using the additional options button 

Contacts:

In OWA contacts are now called People. You can access them by clicking “People” on the navigation bar at the top.

SOI Address List

By default you will be shown your own list of contacts. To access the SOI global address catalog, click the arrows to the left of “MY CONTACTS”  MY CONTACTS then click Directory to see the full listing.

Create New Contact

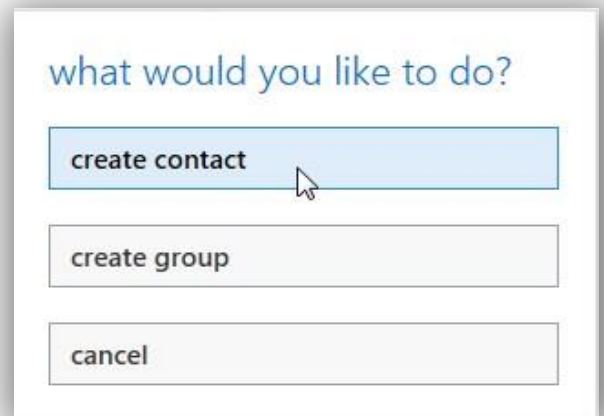
To create a new contact, click new at the top left and from the selection window choose “create contact”.

You can now fill in your contact information, such as name, email addresses, phone numbers or notes among other things. When you are finished, hit Save at the top of the window.

Create New Group

To create a contact group click new at the top left and from the selection window choose “create group”

Give your group a name, and in the members section start typing the name of the person you want to add. They will automatically appear if they are in either your personal contact list or the SOI address list. You can also add notes for yourself regarding the group. When you are finished, hit Save at the top of the window.





SAVE DISCARD

Group name:
TEST NEW 2013 Group

Members:
Test New User

Notes:
TEST NEW Group

2 NEWLY ADDED MEMBERS

| | | |
|---|--|---|
|  | ILTEST2013 ILTEST2013@iltest.illinois.gov | × |
|  | ILTEST2010 ILTEST2010@iltest.illinois.gov | × |

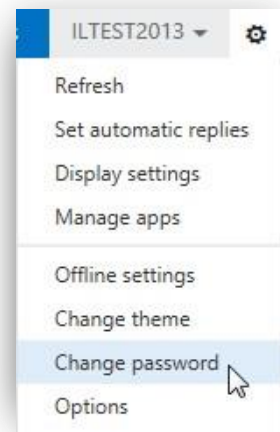
Tasks:

You can access your tasks in OWA, by clicking Tasks in the navigation bar at the top. When creating a new task, you'll be shown the most basic fields for the task which helps in fast task creation. If you need to add more information, you can click "show more details" which will allow you to fill out additional information such as start date, status, priority, reminders and hours spend among other things.

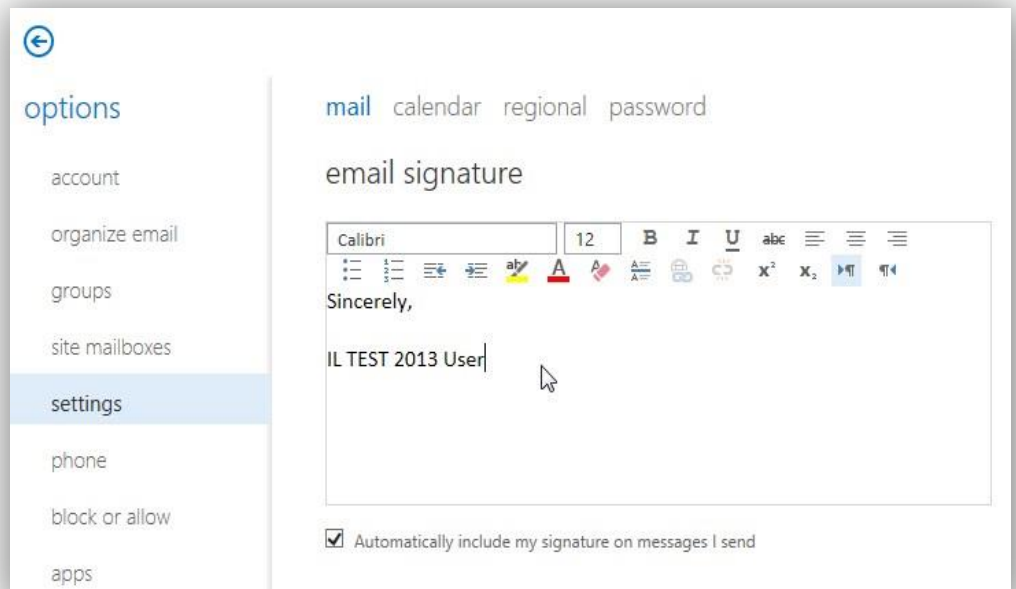
To change your password, click the cogwheel to the right of your name, and

Please note, you have to know your current password in order to change it.

To gain access to your account options, click the cogwheel to the right of your name, and choose Options from the drop down list.



On the default account page, you will be able to see how much of your mailbox space is currently used.



Changing your password:

choose "Change password"

Options:

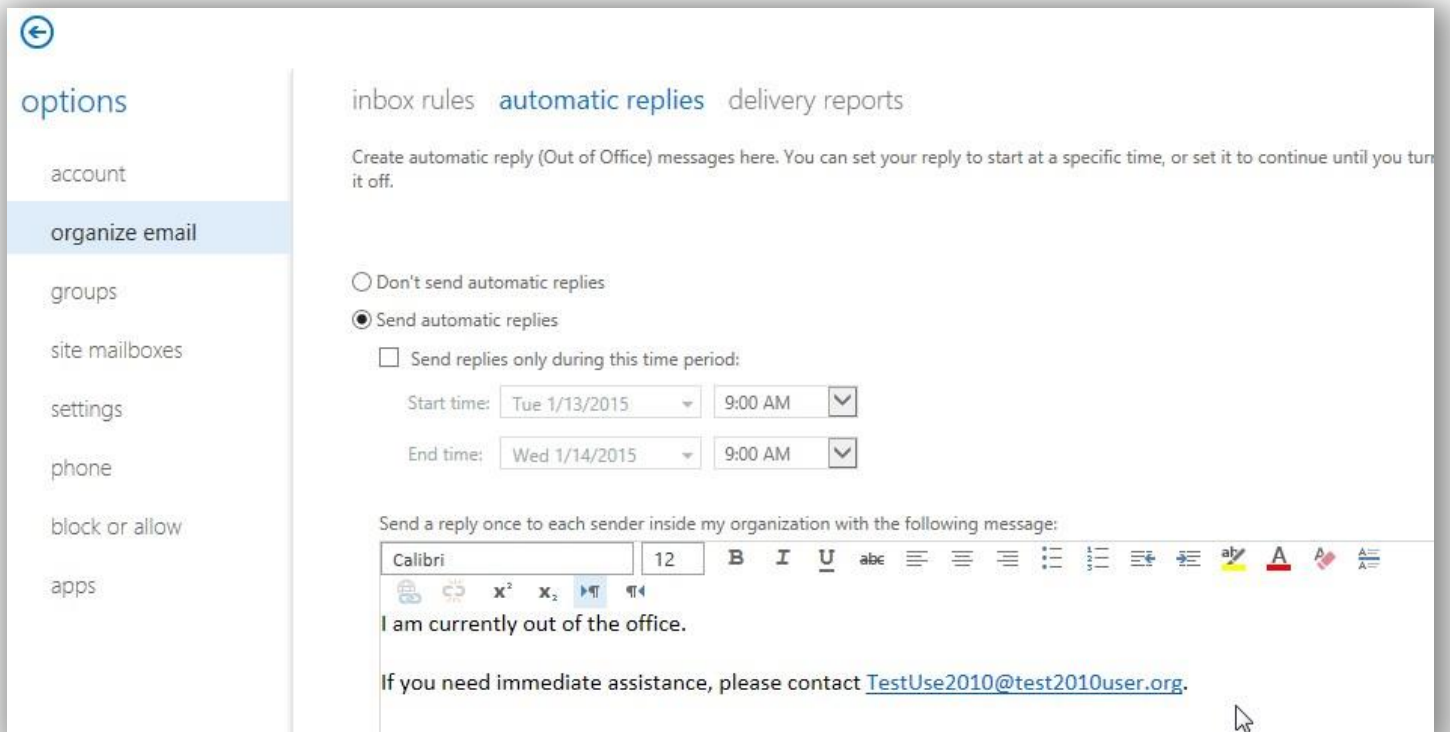
Mailbox Space

E-mail signature

Choose Settings from the list on the left hand side. Here you can setup the email signature for your account.

Out of Office messages

To setup an out of office message, click “organize email” and choose “automatic replies” from the top list. Now you can enter in your message, as well as set a time limit on how long the out of office is turned on for.



The screenshot shows the 'Organize Email' settings page in Outlook. The left sidebar contains a list of options: account, organize email (selected), groups, site mailboxes, settings, phone, block or allow, and apps. The main content area is titled 'automatic replies' and includes the following elements:

- Navigation links: inbox rules, automatic replies, delivery reports
- Instruction: Create automatic reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it to continue until you turn it off.
- Radio buttons for 'Don't send automatic replies' (unselected) and 'Send automatic replies' (selected).
- Checkbox for 'Send replies only during this time period:' (unchecked).
- Start time: Tue 1/13/2015, 9:00 AM
- End time: Wed 1/14/2015, 9:00 AM
- Text: Send a reply once to each sender inside my organization with the following message:
- Rich text editor with the following content:
 - Font: Calibri, Size: 12
 - Text: I am currently out of the office.
 - Text: If you need immediate assistance, please contact TestUse2010@test2010user.org.

You can also choose whether or not you want to send the messages to anyone outside of the organization.

Outlook Light Interface:

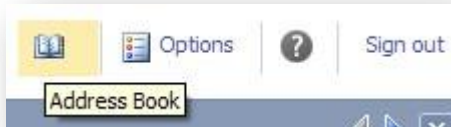
The light interface will look familiar to users of our old OWA.

Your inbox will be shown by default, to move between Mail, Calendar or Tasks, use the corresponding



buttons at the top left.

To access the full PEF address book, click Address Book at the top right of the window.



Sending new E-Mail

To create a new email, click the New Message button at the top.



Please note if you are currently viewing your calendar or contacts, you will need to go back to mail before the button will show.

In the new message window, you can fill out To, CC, BCC, Subject and body of the email.

At the top you will find buttons for sending the email, saving it for later or closing without saving.



Additionally you can set either high or low importance.



And add attachments or verify the names of the people you are sending to against the address book.



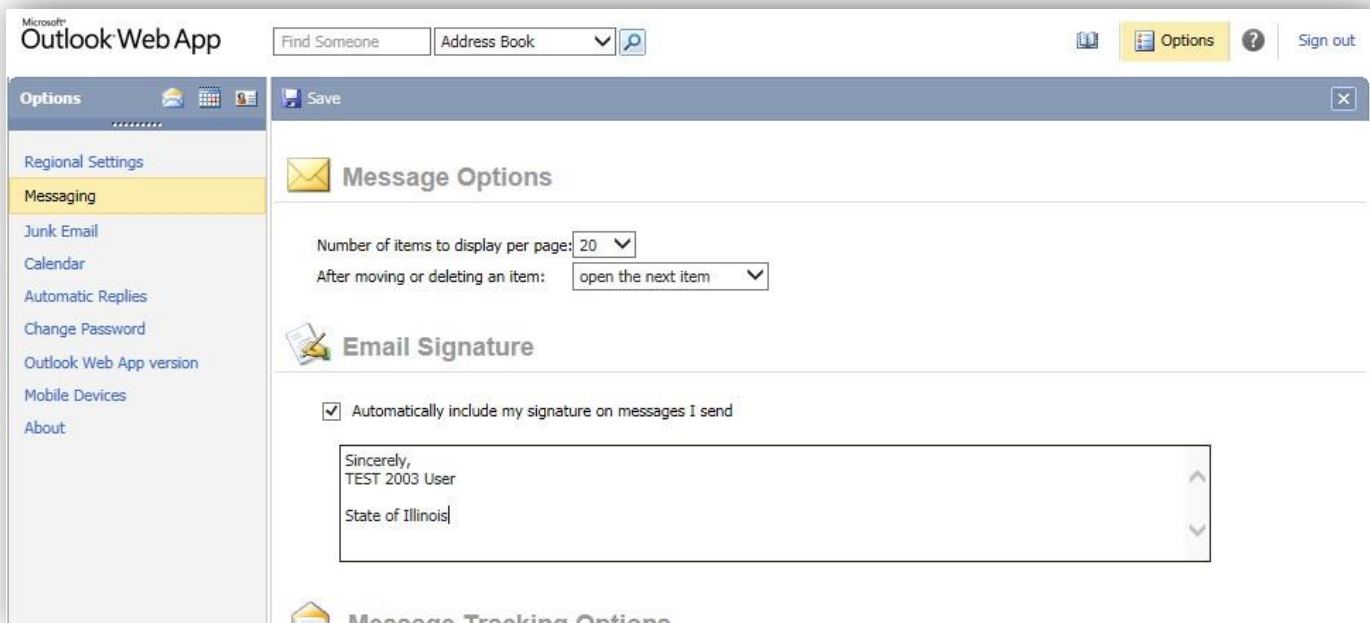
Light E-Mail signature

Click "Options" in the top right corner.

Click "Messaging" from the list on the left.

Check off Automatically include my signature on messages I send, and fill out the signature text. **Important:**

Once you are done, click Save at the top of the window.



Light Out of Office Messages

Click “Options” in the top right corner.

Click “Automatic Replies” from the list on the left.

Choose Send automatic replies and fill in your out of office message for internal messages.

Please note there is a separate field below for external messages, which you can use if you wish to send out of office messages to people outside the organization.

Important: Once you are done, click Save at the top of the window.