OUTLOOK WEB APPLICATION (OWA)
QUICK REFERENCE GUIDE
http://uaconnect.arizona.edu

The Outlook Web App (OWA) is a web-based way of accessing your UA email and calendar from any computer or device with internet access.

You will use a browser to log in to OWA. Internet Explorer, Safari, Chrome, and Firefox provide the best experiences in OWA.

This guide covers the set-up steps that you will most likely want to take when you first log in to OWA. Numbers in parentheses reference the annotated screenshots on pages 2 and 3.

Additional Resources
- Detailed manual will be available on the UAConnect website
  - http://uits.arizona.edu/uaconnect
- In-application help available at the help menu
- 24/7 IT Support Center
  - http://the247.arizona.edu
  - 520-626-TECH (8324)

Set Up Steps
1. Configure OWA on login

2. Create rules as desired
   Options (11) > See All Options... > Organize Email > Inbox Rules

3. Create signature
   Options (11) > See All Options... > Settings > Mail

4. Set calendar appearance
   Options (11) > See All Options... > Settings > Calendar

5. Share calendar and request calendar access
   Calendar (3) > Share (20) > Share This Calendar

6. Add departmental accounts if needed
   Calendar (3) > Share (20) > Add Calendar... > look up your departmental account

7. Configure categories as desired
   Calendar or Mail (3) > New > Categories menu (15) > Manage Categories...

8. Add IM contacts
   Find Someone (10) > search and [Tab] > Add to IM Contact List
1. **Navigation Pane**: Create and navigate between subfolders. Move messages into subfolders to organize your email.

2. **Contact List**: View presence information for Instant Messaging contacts (status).

3. **Section Buttons**: Switch between Mail, Calendar, Contacts, and Tasks modes.

4. **New, Delete, and Move**: Use the drop down menus to create new messages, appointments, or meetings; delete existing emails; and move emails to subfolders.

5. **Filter and View**: Filter allows you to modify which types of messages you see in your view pane (7). View allows you to group messages by conversation and sort them by date or by other criteria. Note that the View menu changes in Calendar mode.

6. **Search**: Use to search individual folders or your entire mailbox. The drop-down arrow allows you to choose which folder(s) to search.

7. **View Pane**: View a list of the emails in the folder selected in the Navigation Pane.

8. **Reading Pane**: View the body of your email.

9. **Actions Buttons & Drop-Down**: Use the buttons to shortcut to reply, reply all, or forward. Use the drop-down menu to take additional mail-related actions.

10. **Find Someone**: Search the global address list or your contact list.

11. **Options Drop-down**: All user preferences and settings are configured through this menu. Quick links are available to create automatic replies and rules.

12. **Sign Out**: Log out of OWA.

13. **Previous Actions**: Indicates actions you’ve already taken on this message, such as replying or forwarding.

14. **Action Buttons**: For replying to or forwarding email messages.

15. **Categorize and Flag**: For flagging email reminders and organizing messages into one or more categories.

16. **Attachments**: Right click to save attachments, click to open directly, or select “Open as Web Page” to preview without downloading.
17. **Date Picker**: Use to change the date, week, or month displayed in the agenda view.

18. **Calendar Picker**: Choose to display your calendar and other calendars you have permission for and have added to your profile.

19. **View Setting**: Choose whether to view a single day, work week, full week, or month.

20. **Share**: Share your calendar with others or add calendars and departmental accounts that you have access to.

21. **Agenda View**: Shows the agenda for the day, week or month, as determined by the view setting (19) and date picker (17).

22. **Color-coded appointments**: Appointments and meetings show basic details on the agenda view and can be assigned categories, which color-codes the appointment.

23. **Appointment Details View**: Displays details such as date, time, location, and agenda for the selected meeting. This pane only shows if your View menu has the Reading Pane set to “Right.”

24. **Invite Others**: Converts appointments to meetings and adds the TO field so you can send it out.

25. **Scheduling Assistant**: Move to this tab to display free-busy information for meeting attendees. When you convert the appointment to a meeting, you will also see an additional tab labeled Tracking that will allow you to see which invitees have responded and what their responses are.

26. **Reminder**: Check to turn reminder on/off and use the dropdown to customize the timing of the reminder.

27. **Private**: When checked, this makes the appointment private. Only you can see it. Everyone else sees the time blocked out, but no specific information about the appointment.
Common Email Tasks

Logging On and Off
1. Navigate to http://uaconnect.arizona.edu
2. Select the Public or Shared option if you’re using a machine that is accessible by a large number of users. Select Private if you are accessing OWA via your personal home or work computer.
3. Use your NetID and password for the User Name and Password.
4. Click Sign In or press [Enter].
   NOTE: If you are having issues logging in on your current browser, try selecting the “light version” of OWA.
5. When you have finished using your account, simply click the Sign Out button in the upper right-hand corner (12).

Creating Folders
Creating custom email folders is an easy and convenient way to sort your messages and conversations as you finish reading them.
1. In the Navigation Pane (1), right-click the folder you want your new folder to appear within.
2. Select Create New Folder.
3. Type in the name for your new folder and press Enter.

Moving Messages into Folders
Moving and sorting messages and conversations into the folders you have created can be done several ways:
- Adjust the Navigation Pane so that you can see the folder where the item is to be moved. Drag and drop the item from the View Pane into the desired folder.
- With the item selected in the View Pane, click the Move button (4) and choose from the menu of shortcuts or select Move to Folder and select the desired destination folder from the list.
- From the Reading Pane, click the Actions drop-down menu (9) and select Move to Folder. Again, you just need to select the folder from this list.

Searching Email
You can search through your email boxes to display items based on search terms within the message or conversation.
1. At the top of the View Pane, click inside the field that reads Search Entire Mailbox (6).
2. Input a term that relates to a Sender, Recipient, or keywords contained within the email you want to locate. Press [Enter] when done, or click the magnifying glass icon.
   NOTE: Clicking the arrow next to the magnifying glass will give you the option to search only within certain folders.

Setting Auto-Replies
If you plan on being away from the office or email for an extended period of time, auto-replies are a helpful way to let senders know you are not available. When people using UA email start an email message to you, they will see a banner that lets them know you have an away message in place.
1. Click Options (11) in the upper right-hand corner of OWA and choose Set Automatic Replies. This will take you to the Settings page of OWA.
2. Chose the option for Send Automatic Replies.
3. Input the duration of time you want the auto-reply to be sent (if applicable), as well as a brief message saying how long you plan on being away and any alternate contacts.
4. Click the Save button in the lower right-hand corner when finished.
5. Click My Mail in the upper right-hand corner to return to your Inbox.

Deleting Messages and Conversations
Messages and conversations in OWA can be deleted several different ways:
- Select the item and press the [Delete] key.
- Click the item and drag and drop it into the Deleted Items folder.
- Select the item and click the Delete link (4).
- To restore a Deleted Item, right click on the Deleted Items folder and choose Recover Deleted Items. Choose the item you want to recover from the pop-up window.

Finding Someone
OWA offers an easy way to look up contact information for anyone in the University email system.
1. Click inside the Find Someone field (10) located in the upper right-hand corner of the screen.
2. Type the person’s full-name and press [Enter]. An external window will pop-up with the employee’s email address, department, phone number, and position within the University. You can initiate an email or chat from this window and you can add the person to your IM Contacts.
   NOTE: If you have a pop-up blocker turned on, OWA should prompt you to allow the contact window to open. Click Yes to allow OWA to display the information.

Sorting Messages and Conversations
1. At the top of the View Pane (7), click the Conversations By drop-down item.
2. From here, OWA will display a list of ways to arrange your list of email messages and conversations. Click whichever option you prefer.

Creating New Meeting Requests
1. Click the drop-down arrow next to New (4) at the top of the View Pane (7) and choose Meeting Request.
2. Enter the appropriate meeting information and recipients.
3. Click Send when finished.
Things to Know

Email

**Conversation View:** The default mail view in OWA is threaded by conversation. You will see all related messages from your Inbox, Sent, and Deleted folders grouped together in one expandable set in your Inbox.

Conversations can be very useful to help you keep track of related emails. You can modify the conversation settings using View > See More Conversation Options.... You can turn off conversation view if you prefer.

**Ignore Conversation:** If you have been included on an email thread that is not relevant to you, you can ignore that conversation. Ignoring a conversation moves all messages received or sent within that conversation into the deleted items folder—including new messages received in the future. You can still access the messages from the Deleted Items folder, and you can unignore the conversation.

**Attachment Restrictions:** OWA requires that some files be saved before they can be opened. If you run into this issue, right click the attachment and choose to save the file to your hard drive.

In addition, some attachments do not download properly in Firefox. You may need to try a different browser if you encounter this issue.

**Resend:** Outlook 2010 allows you to open any of your sent items and click the Resend This Message button from the ribbon. This resends the original message as though it were being sent for the first time. OWA has no Resend button. Instead, you have to open the item, click Reply to All and edit the body of the message as desired.

**Deleting:** Note that OWA frequently selects (checks) the first item in the Mail view by default. *If you select multiple additional items to delete, you may end up inadvertently deleting that first item as well.* Double check before you delete!

**Automatic Signatures:** OWA has its own signature that is stored on the server. You will need to create a signature for OWA in addition to any signatures you have in Outlook.

Calendar

**Calendar Sharing:** If you share your calendar with someone who will access it through Outlook, make sure to select the “All Information” option. Otherwise, your delegate may not be able to access your calendar information. The All Information setting is the equivalent of the Reviewer permission level in Outlook.

**Calendar Preview in Meeting Requests:** When you receive a meeting request in Outlook, you can see a preview of your own calendar. OWA only shows that the meeting request conflicts with an existing appointment, but you have to switch views to see the details of the appointment.

**Recurring Meetings:** Use end dates on recurring meetings. Recurring meetings that extend into perpetuity can create problems for third party software clients, which the recipients of your meeting request may be using.

**No Drag & Drop Copying:** In Outlook, you have the option of copying a meeting by holding the shift key and dragging it to the new location. In OWA, you can drag and drop meetings to move them, but appointment duplication is not available.

Other

**Printing:** OWA does not support printing directly from the preview pane. You must open the item to print it.

**RSS Feeds:** OWA does not allow you to create or subscribe to new RSS feeds. However, if you have already set up RSS feeds in Outlook, they will be visible in OWA.

**Popup Blockers:** OWA relies heavily on popup windows. Most browsers disable this behavior by default. Consult your browser’s help documentation or contact the 24/7 IT Support Center (http://the247.arizona.edu) for assistance disabling popup blockers for the UA OWA site. This setting must be configured on every computer you use to access OWA.