



Microsoft®  
**Exchange Server 2010**

Westlands School

# Outlook Web App: Basic Overview

This is intended as a rough guide for staff on the basic overview of 'Outlook Web App'.

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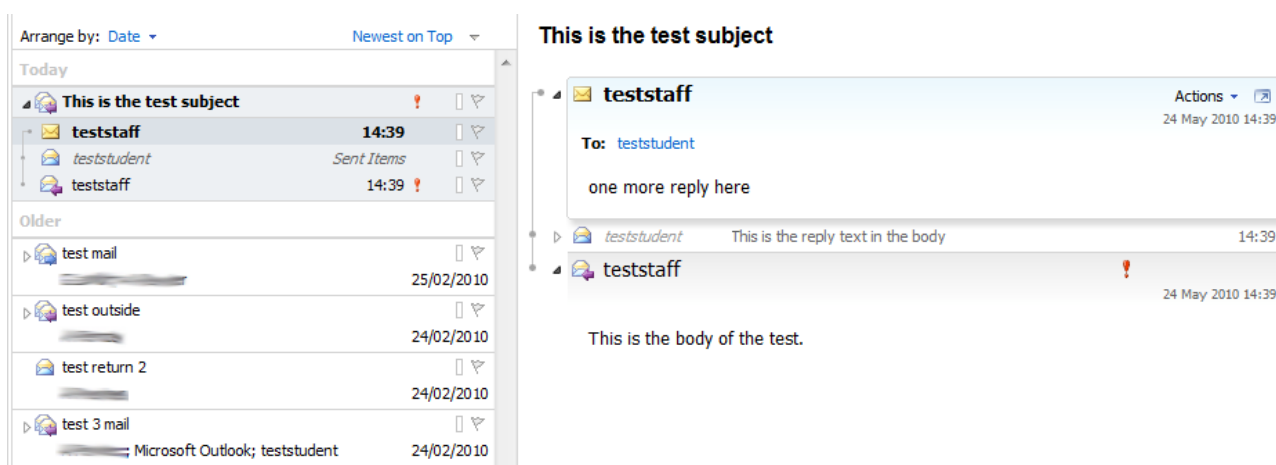
## Part1: Outlook Web App: General Information

Outlook Web App has considerable advantages over Exchange 2003: Outlook Web Access:

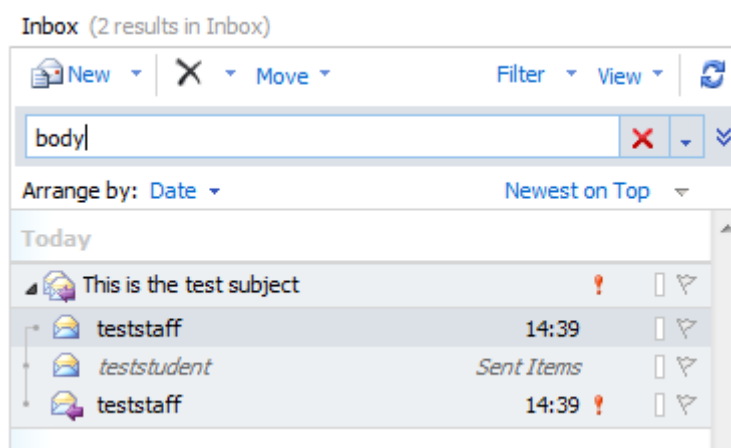
- **Compatibility:** Advanced or 'Premium' features previously only available in 'Microsoft Internet Explorer' are now also compatible with 'Mozilla Firefox', 'Apple Safari' and 'Google Chrome' through the portal.



- **Conversation view:** Group messages by recent message chains (or conversations) and one click access to the rest of the conversation chain.



- **Mailbox Searches:** Search and filter each folder with key search words. Previous save queries can also be saved and used quickly at another time.



- **Mobile Access:** Exchange ActiveSync is available for mobile devices to sync with your school mailbox. Compatible mobile devices linked with ActiveSync can be remotely wiped. Please see the Exchange 2010 ActiveSync documentation for further details.

## Part 2: Access

The two main ways Outlook Web App can be accessed:

- **Inside School:** Open a web browser to visit the [school intranet site](#) and click on the **Outlook Web App** icon.
- **Outside school:** Use the [school portal](#) (authenticate using "TWS") and click on **Outlook Web App**.

### Inside School

Teacher Windows 7 laptops and Windows 7 desktops can go to the [school intranet site](#) which will open by default when using Internet Explorer.

Click on the Outlook Web App icon.



**REMEMBER:** No password is required to access your email through Outlook Web App if you are logged into a computer. If you leave the computer unattended, **Logout** or **Lock** the computer.

TEMPORARY: Teacher Windows XP laptops and standard curricular computers can go to the old [school intranet site](#) that will open by default when using Internet Explorer.

### Outside School

A blue rectangular button with a gradient and a drop shadow, containing the text "Westlands Portal" in a white sans-serif font.

Westlands Portal

All external access is through the secure [Westlands portal](#). This provides a secure single-sign-on for many applications including Outlook Web App, File Access and internal websites.

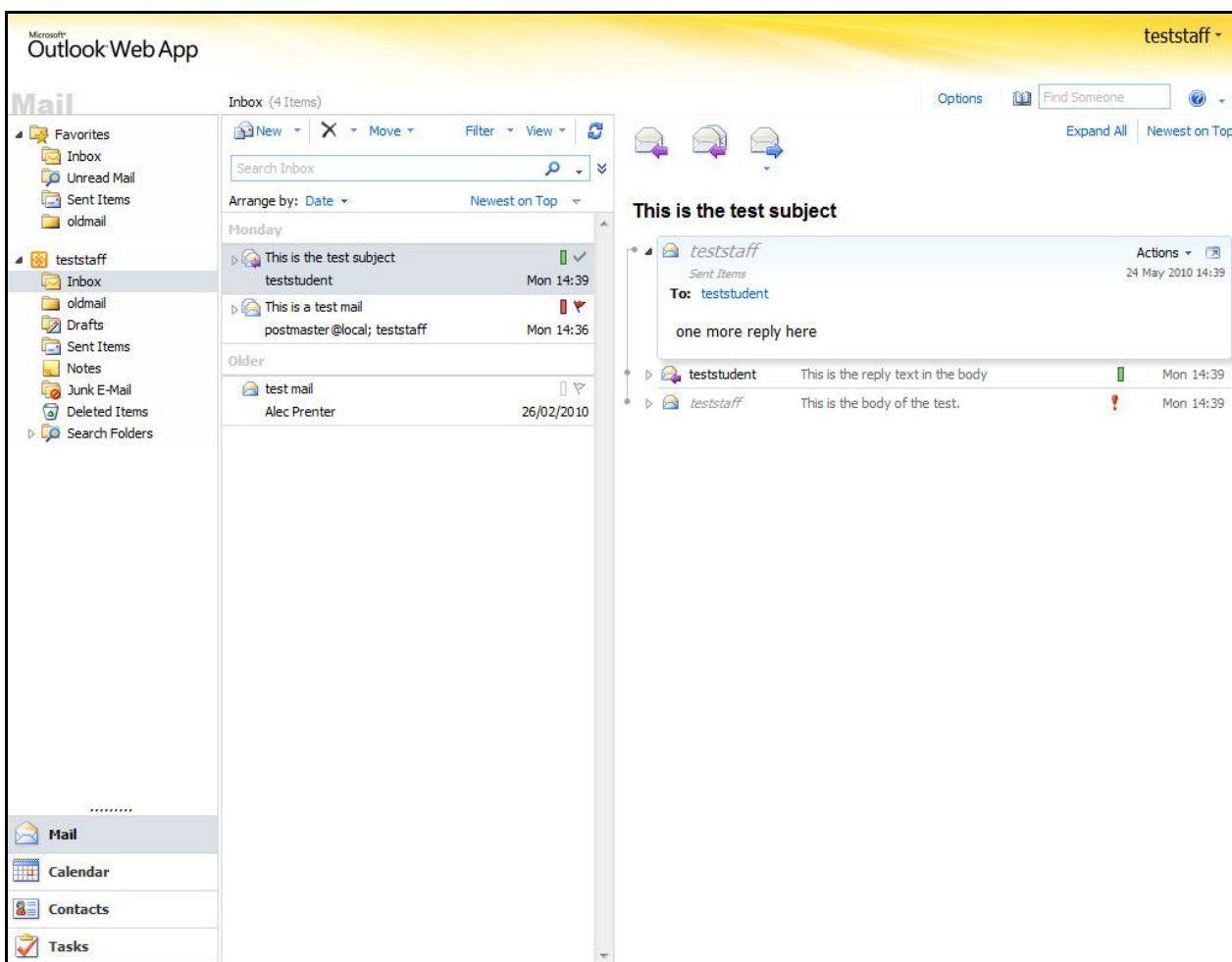
The portal also provides the external point of contact for mobile phones with ActiveSync.

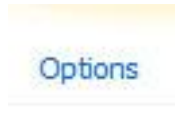
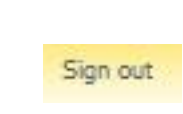




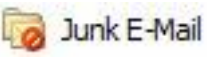
Please see the [Portal Usage Guide](#) and [Portal Installation Guide](#) for general information on usage and installation.

### Part 3: First time Login

After accessing Exchange 2010: Outlook Web App for the first time users will be asked if you would like to: ‘Use the blind and low vision experience’. Users will then be taken to the main Outlook Web App screen. This setting can be changed in the ‘options’ if set incorrectly.

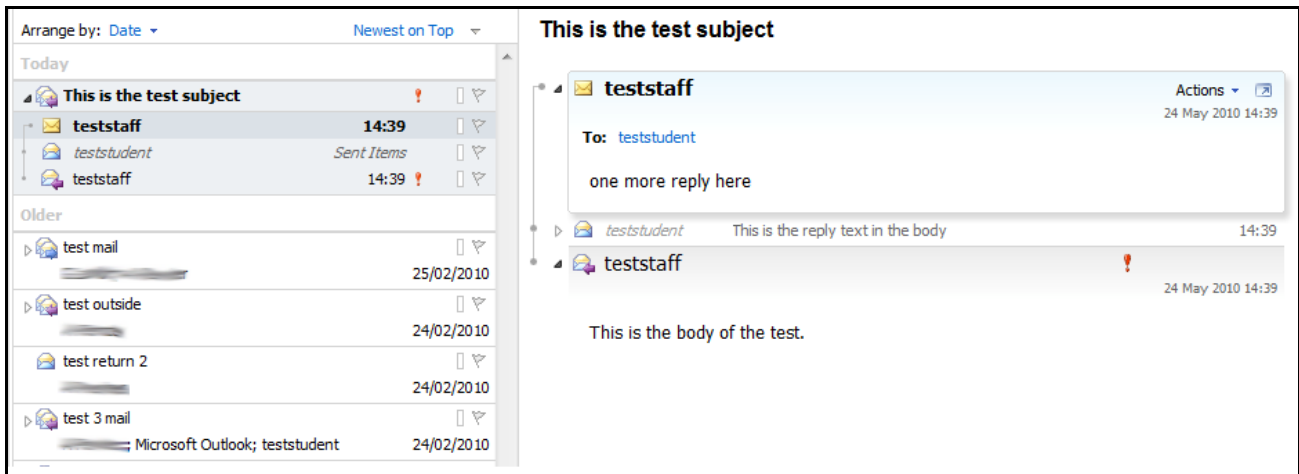
### Part 4: Outlook Web App: Main Screen



	Click on <b>Options</b> to access the Outlook Web App personal option controls.		Click on <b>Sign out</b> to log-out of Outlook Web App.
	Click on <b>Calendar</b> to access your calendar.		Click on <b>Contacts</b> to access your contacts.
	Click on <b>Tasks</b> to access your tasks.		Click on <b>Mail</b> to return to your mailbox.
	Click on <b>Notes</b> to access your notes.		Click on <b>Junk E-Mail</b> to access your Junk E-Mail.

# Conversation View

New to Exchange 2010 is the conversation view. Like many modern email systems, the messages are regrouped keeping messages with the same title in a group together.

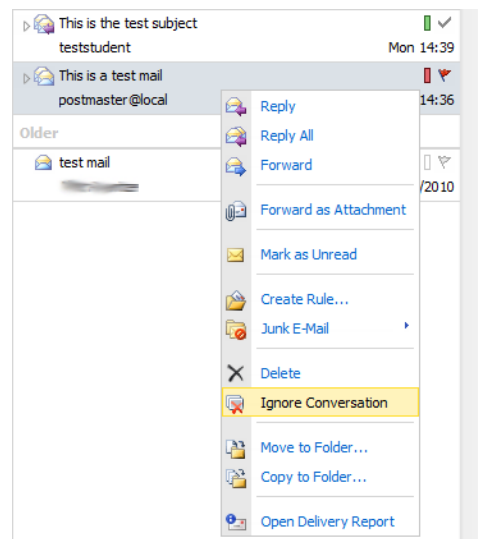


When the triangle is clicked on the left of the message you can see that even sent message are shown in the conversation view. This can help message tracking with subject based grouping but keeping the overall list sorted by date (or however you choose to sort the relevant folder).

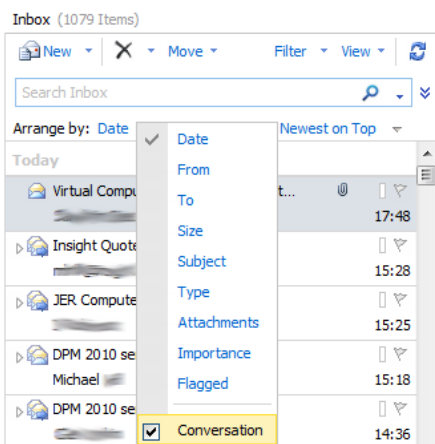
Sometimes users receive messages that no longer apply or interest them. Entire conversation threads can be ignored and opted out of.

By right clicking on a message and selecting 'Ignore Conversation' the user deletes all messages in all folders relating to the thread, except for those in the sent items folder. This will also automatically delete any future messages in the thread.

Should a user be required to cancel the ignored conversation, then go into the deleted items and select 'Cancel Ignore Conversation'.

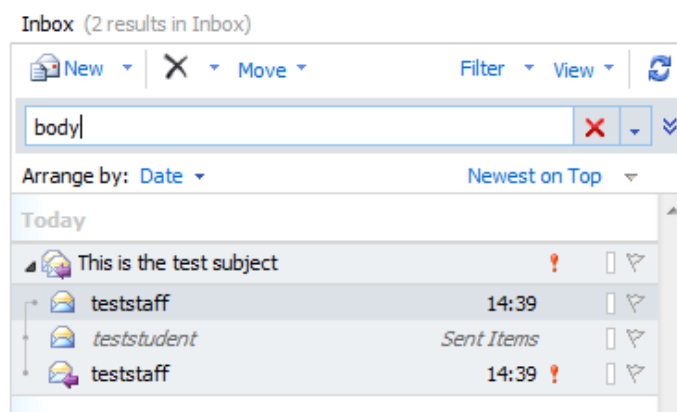


The new conversation view is not to everyone's taste. You can turn it off manually on a folder by folder basis.



## Mailbox Search

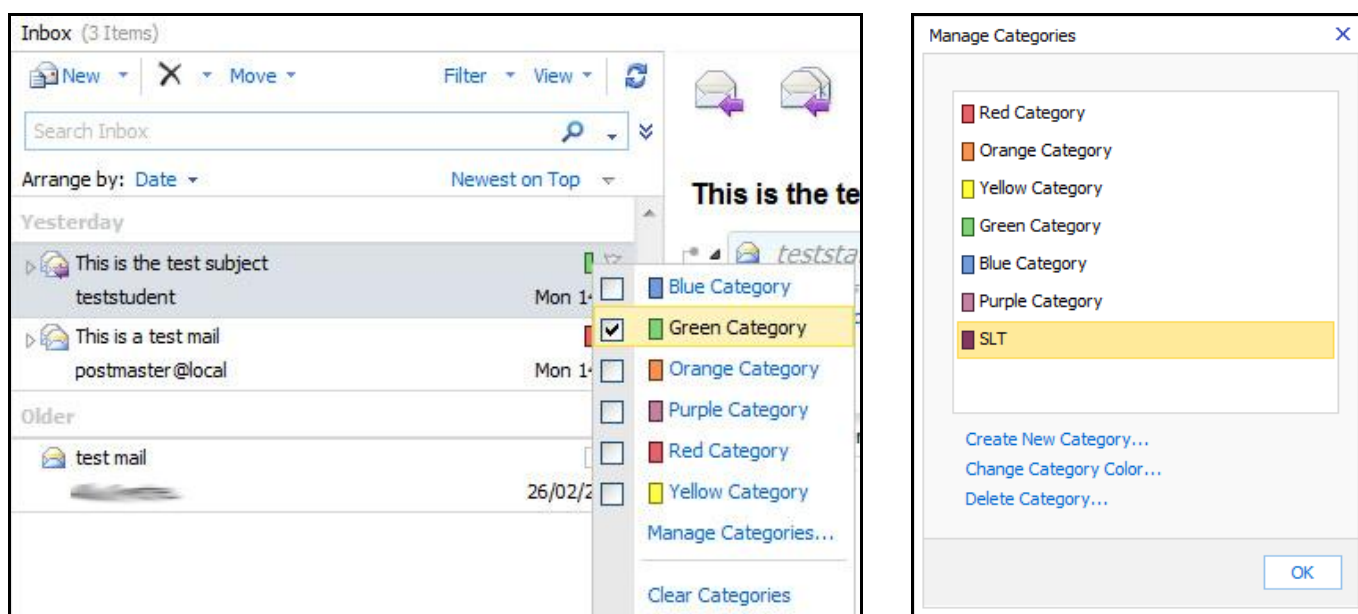
New to Outlook Web App and a main feature of a full outlook email client is a mailbox search function. Type your keywords in the search box to automatically filter the current folder to only items that include your keyword.



Searches will be saved to quickly use another time on the dropdown box indicated by the triangle next to the **X**.

## Colour Priority

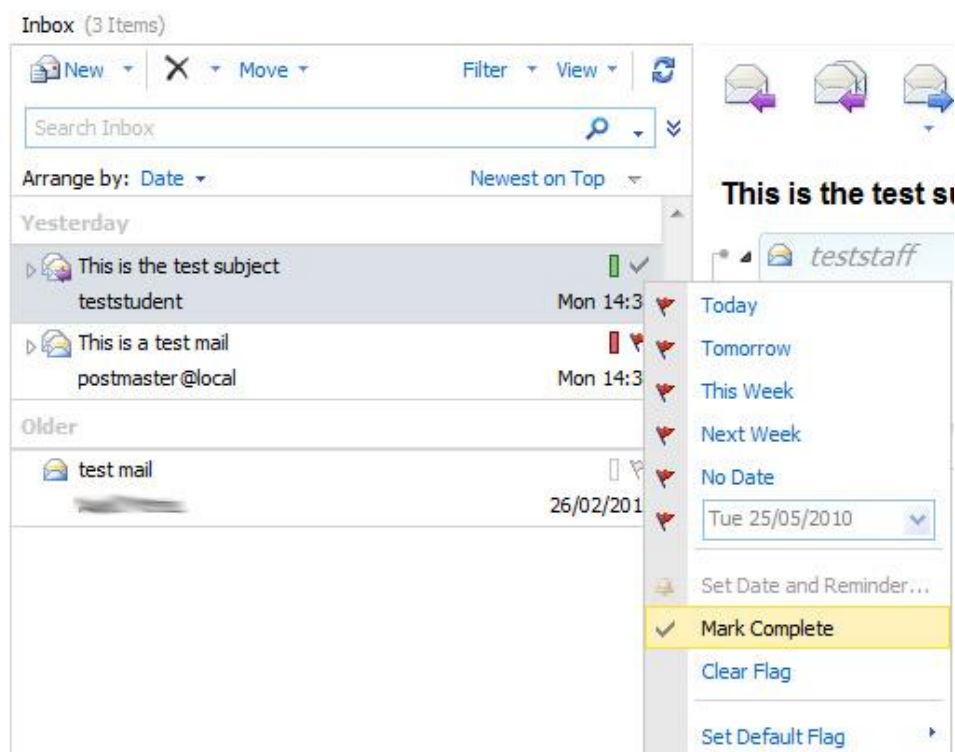
Colours can be assigned to emails for basic categories to use as you choose.



Custom categories can be created with custom colours for your own personalisation to help with organisation.

## Flagging Messages

Emails can be flagged for attention or for grouping and arrangement.

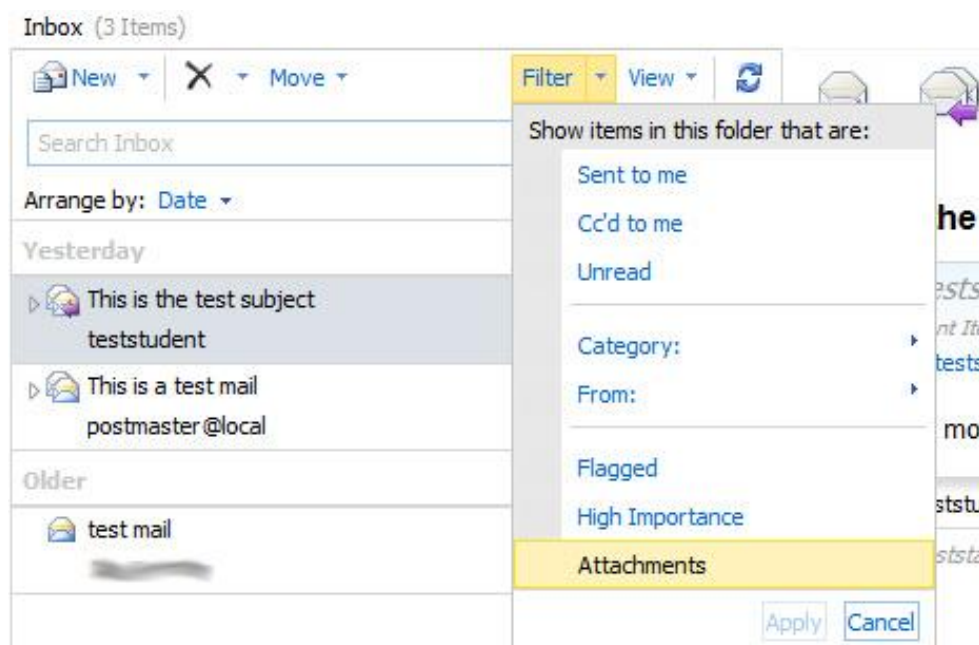


Further details on Flags and reminders can be found on the Microsoft Website:

<http://help.outlook.com/en-us/140/bb899619.aspx>

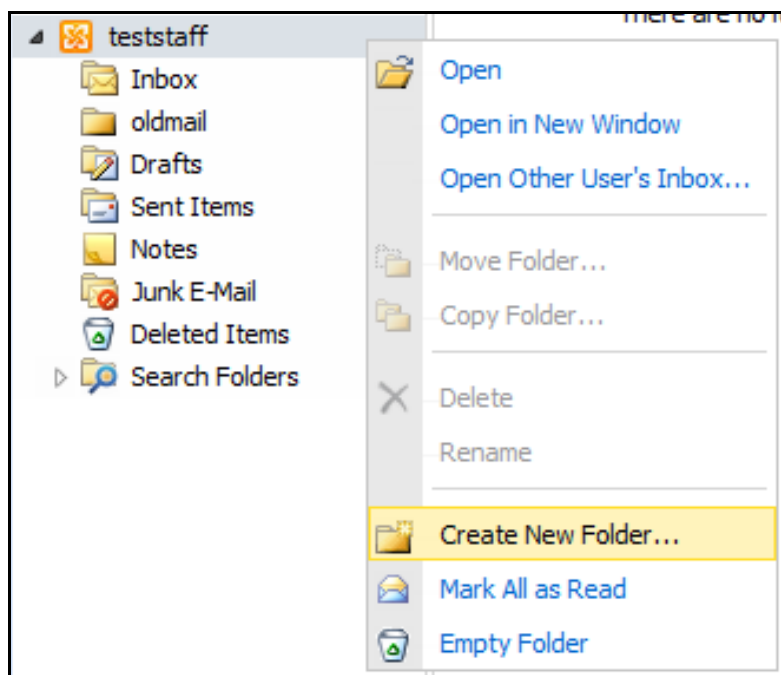
## Filtering Current Folder

Folders currently viewed can be filtered to help you filter messages and organise your mailbox, or find items.



## Folder Management

Folders can be created for your own organisation at any level of your mailbox.



It is considered good practice to:

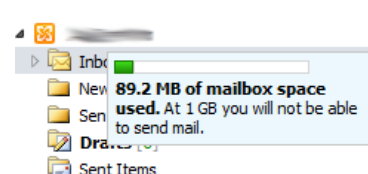
- Use the inbox folder as an inbox; only store new and unorganised emails in that folder.
- Create a folder structure to move emails into to ensure organisation.
- Keep no more than 2000 messages in any one folder.
- Not to use the email system as a file storage system.
- Put in subject titles in emails.

### Email limits:

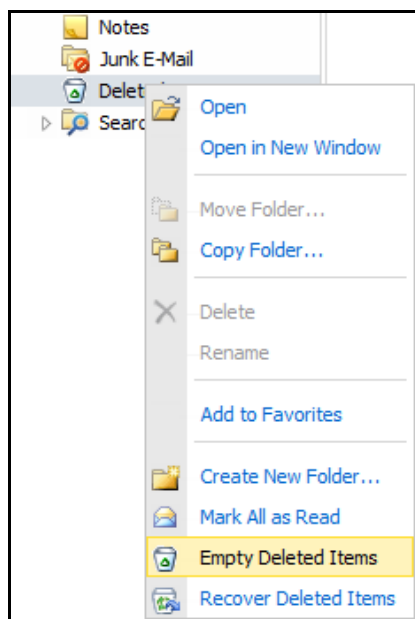
Email is primarily a communication system. Many systems prohibit large files to be sent via email for this reason. A 1MB attachment can take up the space of 1,000 emails. Most mailboxes prematurely fill not because of emails, but excessive attachments.

Westlands School email system is limited to 5MB per email.

Mailbox accounts are limited to: 50MB for students and 350MB for staff



## Deleted Items



The **Deleted Items** folder will automatically delete all items older than 15 days.

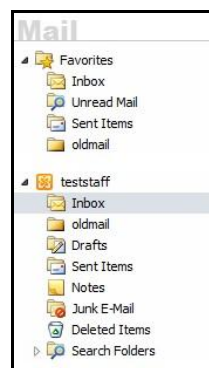
You can manually empty all deleted items by right clicking and selecting 'Empty Deleted Items'. This will remove all items from the Deleted Items folder.

You can manually recover recently deleted items by right clicking and selecting 'Recover Deleted Items', then select the item to recover and the folder to recover the item to.

## Favourites

Inbox, Unread Mail and Sent Items are automatically added to the **Favourites** Area displayed above your inbox.

You can add your own favourites by right clicking on a folder and selecting 'Add to Favourites'.



## Attachment Handling

Word, Powerpoint and PDF files can be previewed as a webpage without downloading the files and opening them in their appropriate programs as well as downloading them. Excel files cannot be previewed as a webpage and must be downloaded.

**To:** teststaff  
**Cc:** [Redacted]  
**Attachments:** 6715uuid.zip (12 KB); wyvern.pdf (119 KB) [Open as Web Page]; Year 9 Updated.xls (61 KB)

-Access to attachments has been blocked. Blocked attachments: SETEGA.COM.

Harmful attachment types and programs have been blocked for the protection of the Westlands School Network.

## Part 5: Calendar

The screenshot displays the Outlook Web App calendar interface. At the top, it shows 'Microsoft Outlook Web App' and the user name 'teststaff'. The main area is titled 'Calendar (May 2010)' and features a navigation bar with options like 'New', 'Share', 'View', 'Today', 'Day', 'Work Week', 'Week', and 'Month'. Below this is a monthly calendar grid for May 2010. A meeting titled '08:30 Meeting' is highlighted on Tuesday, May 25th. The sidebar on the left includes 'My Calendars' with a checked 'Calendar' item, and navigation links for 'Mail', 'Calendar', 'Contacts', and 'Tasks'.

Outlook Web App has a fully-fledged **Calendar** that also supports multiple Calendars, these can be used to plan, organise and even share with your colleagues.

When you add an appointment to your calendar, you can customize it in many ways, for example, adding attachments, filling in as many details as you want, setting a reminder, or making it a repeating appointment so it's automatically added to your calendar on a regular basis.

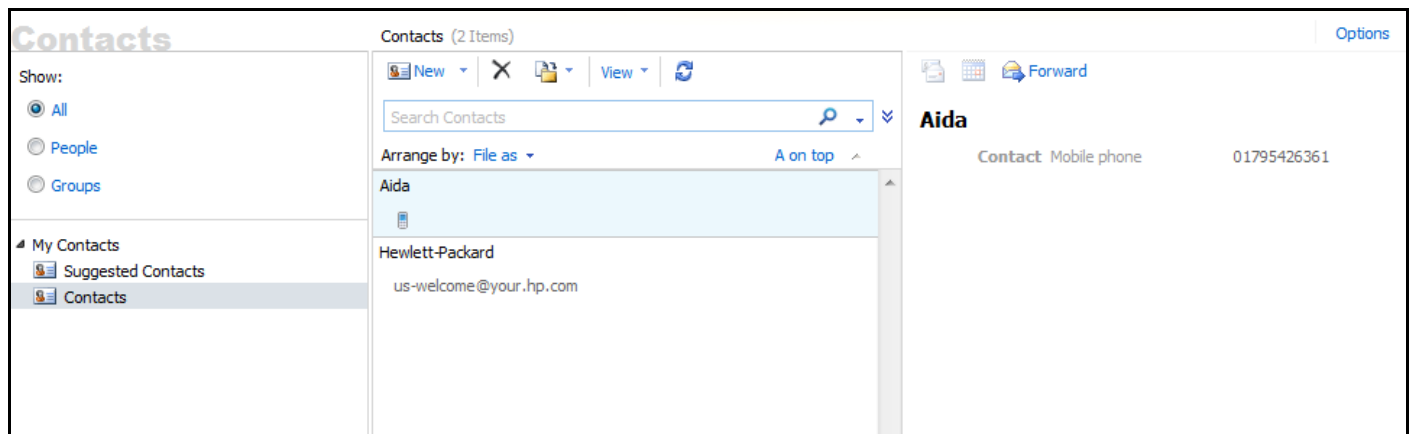
In addition to creating appointments, you can set up meetings. A meeting is just like an appointment, except you send an invitation to other people. Each person you invite gets an e-mail message with the details of the meeting. Depending on their e-mail service, they may be able to use the message they receive to add the meeting to their own calendar.

Further details on Calendar can be found on the Microsoft Website:

<http://help.outlook.com/en-us/140/bb899488.aspx>

## Part 6: Contacts

Manage your own contacts.



The **Contacts** folder of your mailbox is like a Rolodex or an address book with an entry for each person or group you want to store information about. You can create a contact to store information about a person or business you want to communicate with.

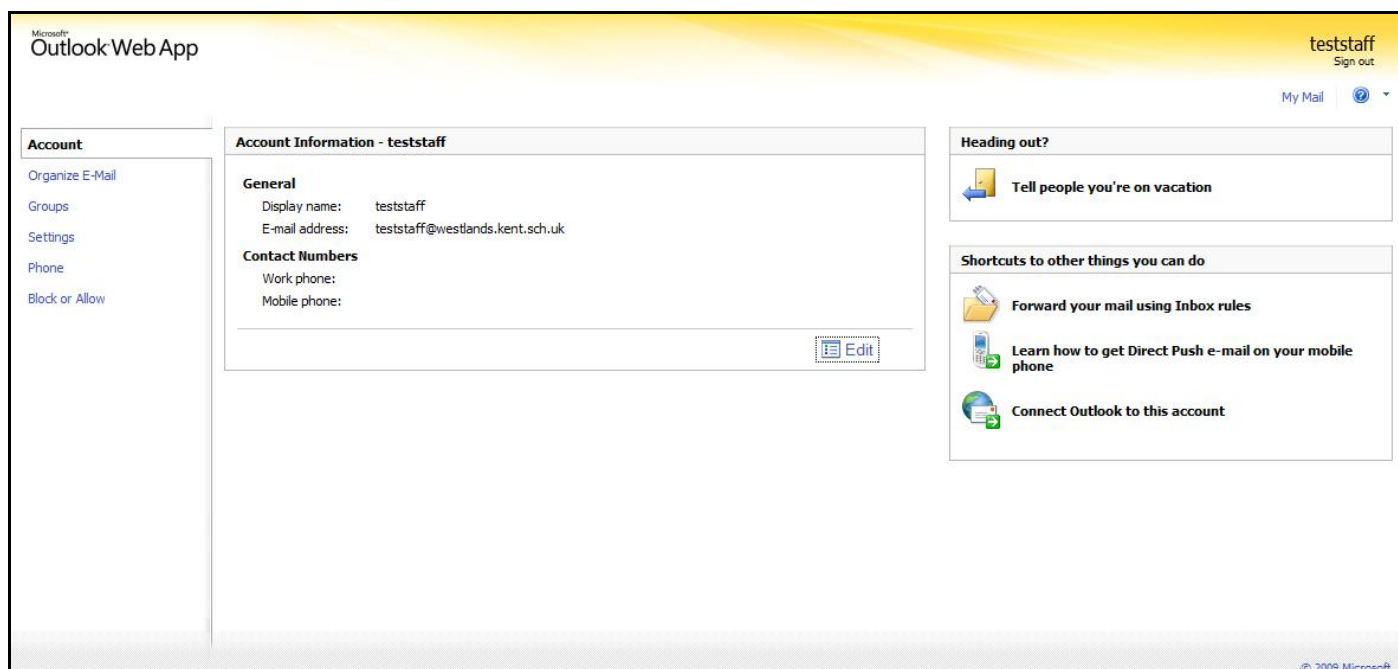
Groups let you create a single entry that includes multiple contacts. When you send a message to a group, it goes to every contact in the group.


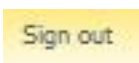
Further details on Contacts can be found on the Microsoft Website:

<http://help.outlook.com/en-us/140/bb735987.aspx>

## Part 7: Options

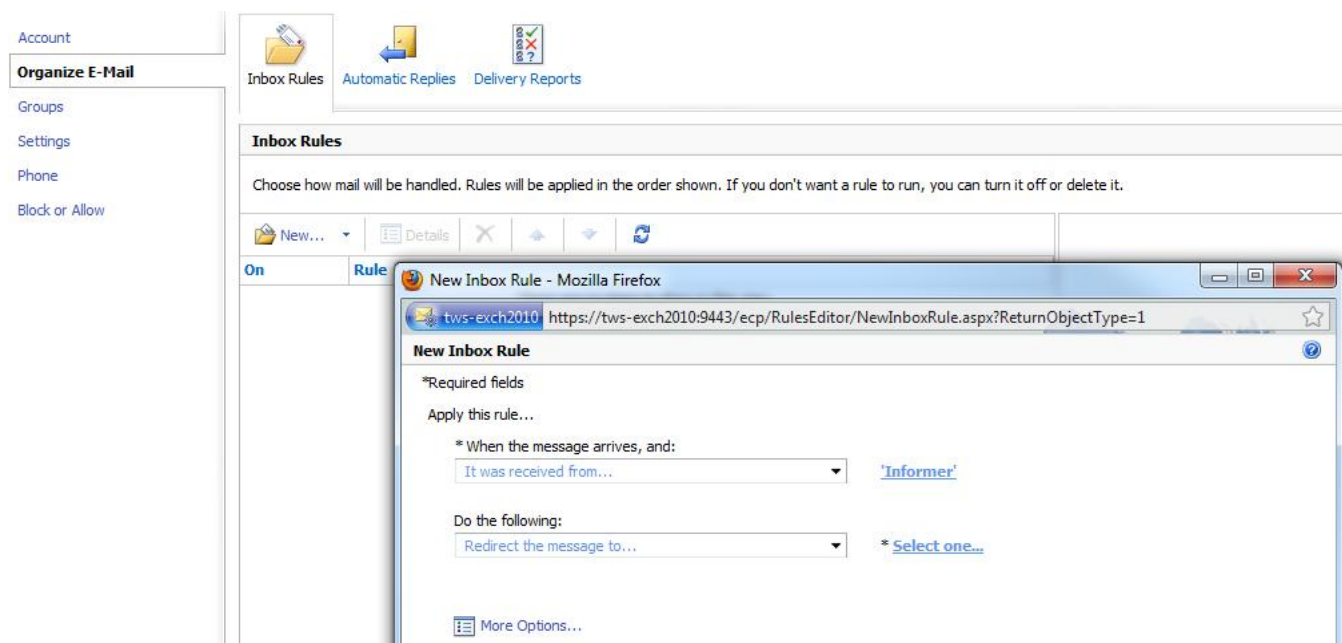
If clicking options on the email screen, please be patient, the options page can around 30 seconds to load.



	<p>Click on <b>My Mail</b> to go return to your mailbox.</p>		<p>Click on <b>Sign out</b> to log-out of Outlook Web App.</p>
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## Inbox Rules

Users can create rules for specific email of their choosing, they can automatically redirect email, delete, move into folder or categorise the email.



## Automatic Replies

You can set automatic (Out of Office) messages here:

The screenshot shows the 'Automatic Replies' settings page in Outlook Web App. At the top, there are three tabs: 'Inbox Rules', 'Automatic Replies' (which is selected), and 'Delivery Reports'. Below the tabs, the page title is 'Automatic Replies'. The main content area contains the following options:

- Instruction: 'Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.'
- Radio buttons:
  - Don't send automatic replies
  - Send automatic replies
- Checkbox:  Send replies only during this time period:
  - Start time: Thu 27/05/2010 15:00
  - End time: Fri 28/05/2010 15:00
- Text: 'Send a reply once to each sender inside my organization with the following message:'
- Rich text editor: Shows a subject line 'Tahoma' and a body area with a rich text toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, etc.).
- Checkboxes for external senders:
  - Send automatic reply messages to External Senders
  - Send replies only to senders in my Contacts list.
  - Reply to all senders outside my organization

## Public Groups

Users are limited to automatically being members of basic groups. If users are not a member of a group then users can request to join a particular group. Most groups have owners and require approval before joining or leaving a group.



A group is a collection of two or more people in an organization's shared address book. You can...

The screenshot shows the 'Public Groups I Belong To' page. It features a search bar with the text 'Search groups' and a magnifying glass icon. Below the search bar, there are columns for 'Display Name' and 'E-Mail Address'. The text 'There are' is visible at the bottom of the list area.

The screenshot shows a Mozilla Firefox browser window titled 'All Groups - Mozilla Firefox'. The address bar shows the URL: https://tws-exch2010-9443/ecp/MyGroups/SearchAllGroup. The page content includes a search bar and a table of groups:


Display Name	E-Mail Address
All Staff	All_Staff_List@westlands.kent.sch.uk
ICTsupportteam	ICTSupportTeam@westlands.kent.sch.uk
IT Helpdesk	ITHelpdesk@westlands.kent.sch.uk


# Settings


**Mail:** Users can add an email signature; choose read receipts and select options for the reading page


**Spelling:** Users can change the automatic spelling wizard and change the country locale for the dictionary.


**General:** Users can change the 'Outlook Web App' accessibility (usually set on first login)

  
Mail

  
Spelling

  
Calendar

  
General

  
Regional

---

**E-Mail Name Resolution**

When resolving names, check first in:

- Global address list
- Contacts

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**Accessibility**

If you have low vision and use a screen reader or high contrast settings, you can select the check box below to optimize your viewing experience in the future. To update this setting, save your changes and sign out.

Use the blind and low vision experience

## Phone

Staff users can connect their compatible mobile phones to their exchange email address.


Mobile Phones

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**Mobile Phones**

Use Mobile Phones to remove a phone from the list below, access your device recovery password, initiate a remote device wipe or block your phone if you lose it. To add a new phone to the list below, configure the phone to synchronize with Microsoft Exchange.


Details
Wipe Device
Display Recovery Password
Start Logging
X
Refresh

Device	Phone Number	Last Sync Time	Status
iPod	Not Available	26/02/2010 20:58	OK

Compatible Mobile phones can be logged, wiped and deleted remotely. Please see the Exchange 2010: ActiveSync documentation for more details on mobile phone compatibility, connection, security and school policy.

# Block or Allow

Users can manage their own email block list and junk filter.



Block or Allow



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**Junk E-Mail Settings**

Don't move mail to my Junk E-Mail folder  
 Automatically filter junk e-mail

**Safe Senders and Recipients**

Don't move e-mail from these senders and domains to my Junk E-Mail folder



 Edit  Remove


Enter a sender or domain here 

Trust e-mail from my contacts

**Blocked Senders**

Move e-mail from these senders and domains to my Junk E-Mail folder

 Edit  Remove

Enter a sender or domain here 

Microsoft®  
**Outlook® Web App**

You have successfully signed out of Outlook Web App. To help protect your e-mail account, close all browser windows.

Connected to Microsoft Exchange  
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