

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 **INBOX** in the left pane.
2. [Click] **Mail**.

Creating and Sending a Message

1. [Click] **Compose** in the top right.
2. In the TO or CC listboxes, type the name or email address of the people you are emailing, 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 a different match.
3. To select a name 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 [Enter], then select a name.
 - c. [Click] **+** to expand the dropdown.
 - d. Repeat steps b and c as required. [Click] **OK**.
4. Type the SUBJECT in the body of the message. [Click] **Send**.

Attaching a File to a Message

1. [Click] **Attach**.
2. Choose ATTACH IN PICTURE.
3. Locate and select the file(s) you want to attach. [Click] **Open**.

Showing BCC

In the message window, [Click] **Show BCC** 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 Read or Delivery Receipts

1. In the message window, [Click] **More** and choose **SHOW MESSAGE OPTIONS**.
2. Select REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT. [Click] **OK**.

Checking Spelling

Misspelled words are underlined with wavy red lines. To correct, click the language and spelling options. [Right Click] misspelled words.

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] **READING PANE**.
3. Set the LAYOUT.
4. [Click] **OK**.

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are related (reply to a previous email).

- To have email grouped by conversation, [Click] the icon at the top right of the message list (e.g., **VIEW BY DATE**) and select the **CONVERSATIONS** icon.
- To turn off email grouping by conversation, [Click] the icon at the top right of the message list (e.g., **VIEW BY DATE**) and select the **DATE** icon.

Ignoring a Conversation

To automatically filter incoming and outgoing messages that are part of the same conversation:

1. [Right Click] a conversation or email and select **IGNORE CONVERSATION**.
2. [Click] **OK**.

Note: Does not delete a message from your inbox.

Reading Messages

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

1. [Double Click] on a message to open it.
2. [Click] **Open**.

Opening/Saving Attachments

[Click] on the attachment.

1. If prompted, click **Open** to open it.
2. [Click] **Open**.

To quickly view the content of a file, PowerPoint and Adobe PDF attachments were if your computer does not have the necessary application. [Hover] over the attachment, then [Click] **Preview**.

To quickly view images, [Click] the image thumbnail. When finished viewing, close the image window.

To [Hover] over the attachment, then [Click] **Download**.

Replying to a Message

1. Open/Select 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/Select the message.
2. [Click] **Forward**.
3. Complete the email, then [Click] **Send**.

Saving a Draft

If you are not ready to send a message, save 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 you want to send. [Click] **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 NEW CAL, MAIL, TASKS or CONTACTS. Choose **CREATE NEW FOLDER** or **CALENDAR**.
3. Type a name for the new folder. Press <Enter>.

Moving or Copying Messages

1. Select the message.
2. To move, [Drag] the folder. To copy, <Ctrl>-[Drag] to a folder. If a folder is not visible, [Hover] over its parent folder to expand.

Creating an E-Mail Signature

1. From any Outlook folder, [Click] **More** and select **OPTIONS**.
2. [Click] **SIGNATURE**.
3. If necessary, [Click] **MAIL**.
4. Under MAIL SIGNATURE, type and format your email signature as desired.
5. To have every email sent include your signature, [Click] **AUTOMATICALLY INCLUDE MY SIGNATURE ON ALL MESSAGES I SEND**.
6. [Click] **Save** then [Click] **OK**.

To manually insert your signature when composing a message, [Click] **Insert** then **Signature**.

Opening Another User's Mailbox

1. [Click] your name in the top right, then select **OPEN ANOTHER 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

Select **Mail** and select **OUTLOOK**.

1. [Click] **More** and select **SET UP AUTOMATIC REPLIES**.
2. Select **SEND AUTOMATIC REPLIES**.
3. To personalize to recipients, select **REPLY TO THE SENDER**. [Click] **OK**. Then select **SEND AUTOMATIC REPLIES**.
4. Type the message to send while you are away.
5. Choose how to deal with auto replies to SENDERS OUTSIDE MY ORGANIZATION, and provide a different message if desired.
6. When finished, [Click] **Send** then [Click] **OK**.

Turning on the Automatic Replies

If an auto response not set, you will be prompted to turn on automatic replies when you log in. Otherwise:

1. [Click] **More** and select **SET AUTOMATIC REPLIES**.
2. Select **SEND AUTOMATIC REPLIES**.
3. [Click] **Send** then [Click] **OK**.

Searching for Mail

1. In the folder list, select the folder you want to search through (e.g., **MAIL/SENT ITEMS**).
2. In the search box, type a keyword. Press <Enter> to start the search. Type a keyword to search for.
3. Select a filter suggestion or, to just search for the keyword, press <Enter> or [Click] **OK**.
4. Select a [Click] **Click** to operate on the items.
5. When done, [Click] **OK**.

Chat

Starting a Chat

To start a new chat conversation, [Click] a person's name in the list on the left (Right Click a person's name in the list on the left, then [Click] **Chat**). If you receive a chat message, a 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 **OK**.

Mail

New message	[Click] New
Deleted	[Click] Deleted
Reply	[Click] Reply
Reply to all	[Click] Reply to all
Forward	[Click] Forward
Save Draft	[Click] Save Draft
Print	[Click] Print

For Any Outlook Item

New item	[Click] New
Create item	[Click] Create
Select item(s) to act	[Click] Select

Deleting/Multi-Select Items (Default)

Conversation item	[Click] on the list item and <Shift>-[Click] on the list item
Non-conversation item	[Click] on the list item and <Ctrl>-[Click] on the list item

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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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