

# Introduction to Microsoft Web Access Outlook 2003 Mail

Created: 9 August 2004

## Starting Outlook Web Access 2003

In this Microsoft Web Access Outlook 2003 tutorial, we'll discuss a number of the basic procedures used in creating, editing, sending and receiving Outlook Web Access 2003 mail messages. In addition, we'll also introduce other features essential to managing Outlook Web Access 2003 mail messages.

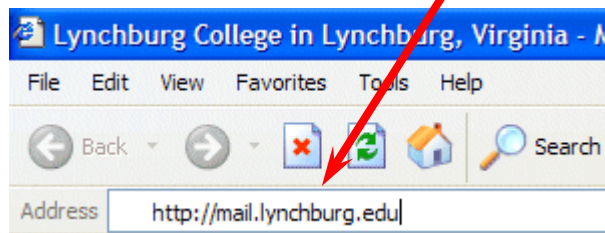
## Loading Outlook 2003 Web Access Mail

First, you'll need to be in a **browser** such as **Microsoft Internet Explorer**. You can be in Netscape Communicator, Mozilla, or some other browser, but we have noticed that **ONLY Microsoft Internet Explorer (version 5.1 or higher)** allows you to see/use all of the features of Outlook Web Access 2003. Mac users will notice that several of the features covered in this tutorial are not available to them. Once you are in the browser, you'll need to contact the staff in your Information Technology group about the "**web address**" for **your web Outlook mail**.

This tutorial is being written specifically for Faculty, Staff and Students at Lynchburg College. To access your Outlook web mail here at our college, you'll need to **type** in the **Address line**:

**<http://mail.lynchburg.edu>**

Your browser should **look something like** the **image below**.

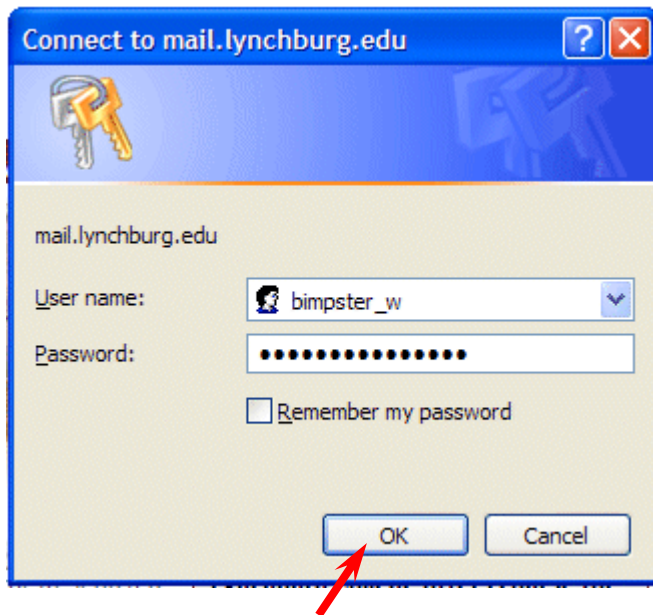


Again, at your institution, or company, you'll need to ask them what you should enter.

**After** you enter the **web address**, **tap** the **Enter key**. You will now be taken to a **login screen to access your Outlook e-mail account**. This screen will **require a login name and password** – this is to protect you and your system from unwanted intrusions.

Once you tap the Enter key, you will see a log on screen that will look like the one below.

## Logging-on to Outlook Web Access Mail



Once you tap the Enter key a **Connect to mail.lynchburg.edu** menu screen will appear similar to the one on the **left**.

You will need to **enter your network username** that you received from your technology staff. At Lynchburg College this is **normally** your **last name** then an **underscore** and then **the first initial** of your **first name** (it should look something like **bimpster\_w**).

You will then need to enter your password which you also received from the technology staff.

Now **click-on** the **OK** button.

If you have any questions, please contact the Help Desk at your institution or business.

## Left Mouse Button

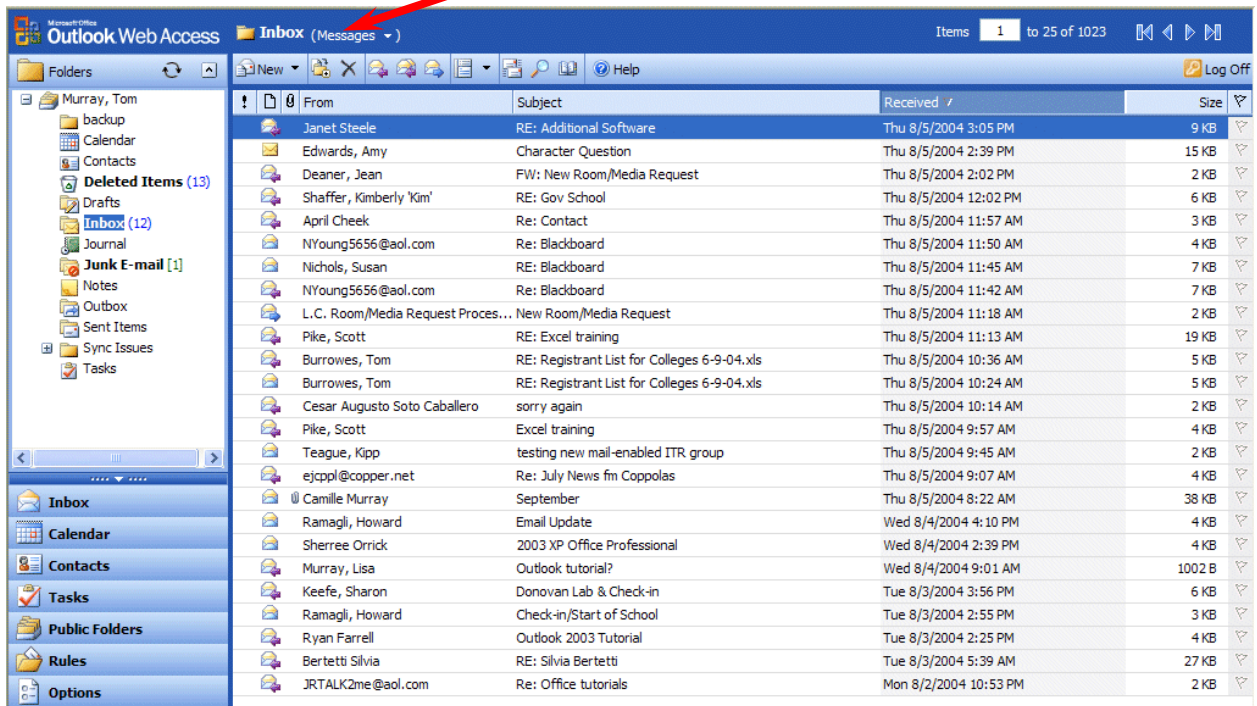
**In this tutorial, whenever we indicate that you need to click a mouse button, it will mean to click the left mouse button – unless we indicate that you should click the right mouse button. So, always move the cursor over the “place” we indicate and “click left” unless we tell you otherwise.**

## New Look

The first thing you’ll notice, if you have used Outlook Web Access mail previously (any version), is a whole new visual appearance. You’ll notice that there are more “items” where the Outlook Bar used to be. You’ll also notice the screen is more colorful. If you have never used Outlook before, this won’t cause any problems as we proceed through this tutorial.

# Inbox

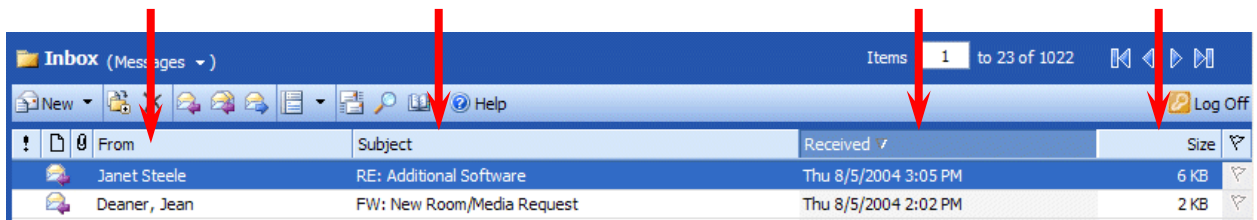
This should take you to your Outlook **Inbox** screen – similar to the one below.



We are aware that the Menu screen image, shown above, is extremely small. To assist, throughout this tutorial, we'll enlarge different areas as we explain them.

When **Outlook** web mail appears, you will be in the **Inbox** where the mail you receive is located. The screen should look something like this:

The **mail messages** that you have received are **listed in chronological order**.



## Understanding the above view

Notice in the **blue “bar” at the top** of the **Inbox** that it indicates the **source (From)**, the **Subject**, **time and date received (Received)**, and the **size** of the e-mail (**Size**).

Also **note**, to the **left of each e-mail received**, that there is an **envelope**, and **maybe a paper clip**. The **paper clip** indicates that the incoming e-mail **contains an attachment** (a picture, another document, etc.)

## Different Views in Outlook Web Access 2003

### Navigation Pane

When you first open Outlook Web Access 2003, your screen will normally look like the one at the top of Page 3. As indicated earlier, this is a much different “look” than previous versions of Outlook. We’ll start with the **left side of the screen** and work to the right. On the left side of the screen you’ll see an **image similar** to the one on the **right**. This is called the **Navigation Pane**. You’ll notice in the **top area** that it indicates **Folders**. Below Folders you will see the folders you normally see in Outlook Mail. We’ll show you how to change things around in these areas, if you desire to, in a little while

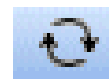
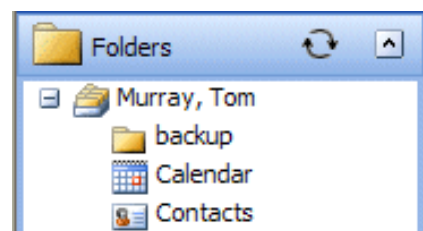
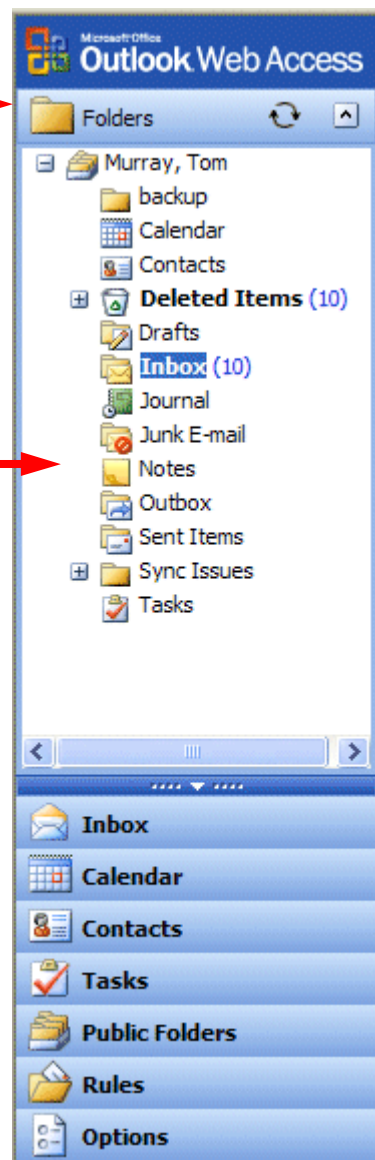
Below the **Mail** area you’ll see a series of **Buttons: Inbox, Calendar, Contacts, Tasks, Public Folders, Rules** and **Options**.

If you **click** on the **Calendar button**, the **Calendar** will **appear** on the **right side of your screen**. The same thing will happen when you click Contacts, etc.

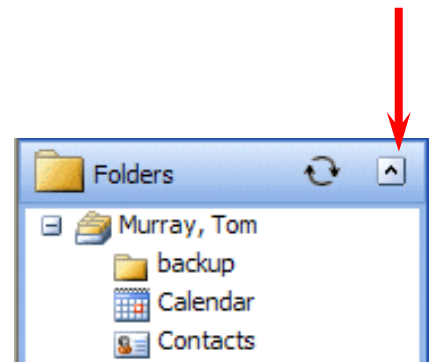
Give this a try. When you are finished, **click** the **Inbox** again.

The next logical question is **how to change** this **Navigation Pane** so that it looks like you want it to. The upper portion of your Navigation Pane should look similar to the one on the right, but with your name.

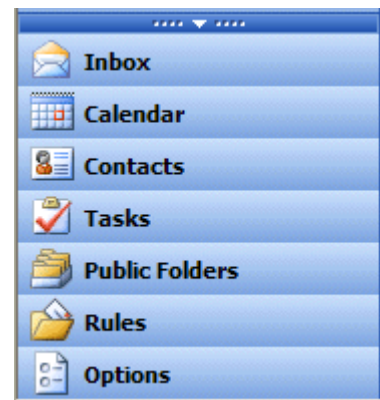
In the top portion of the Navigation Pane, to the right of Folders, you’ll see an **image of two rotating arrows (like the one on the right)**. When you move your cursor over the symbol your cursor will change to a **little pointy hand** and a **Help Text** box indicating **Update all folders** will appear. Anytime you desire to update your Outlook Web Access 2003, click this button.



You will **also see**, in the Folders area a **small arrow pointing up** (see **arrow image on right**). If you move your cursor over this arrow, the small pointy hand will appear and it will indicate: **Show/Hide Folders**. If you click the up arrow, your folders will disappear, and the upper portion of the Navigation Pane will be blank. The up arrow will change to a down arrow. If you desire to see your folders, click the down arrow.



At the **bottom** of the **Navigation Pane** you will see **“buttons”** indicating **Inbox, Calendar, etc.** When you click these buttons, you will be taken to that feature. So, go ahead and click the buttons as you desire. When you have explored a bit, click again on the **Inbox** button. We’ll come back to several of the buttons later in the tutorial.



At the **very top of this area** is a **little down arrow with four dots on either side** (like the one below)



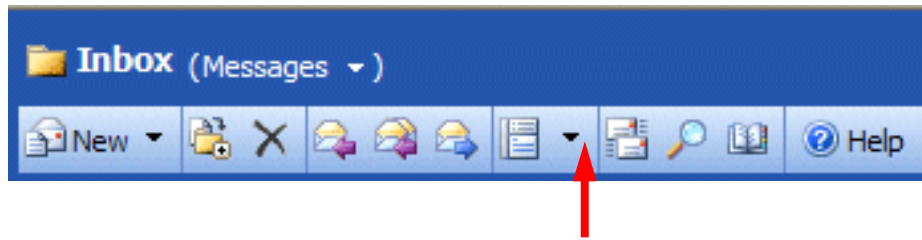
If you **click** on this **“bar,”** you will see your **buttons disappear**. This is the **Enlarge/Shrink Buttons Bar**. So, you can **“hide”** your buttons just like you did your Folders. To see the buttons again, simply click on the bar again and the buttons will re-appear.

Now we’ll concentrate on viewing your e-mail messages.

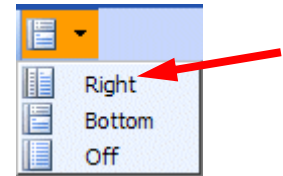
## Different Views in Outlook 2003

You will **notice** that you can **see a small portion of your incoming e-mail** in the **middle to right portion of the screen**. This is the default view – for Outlook Web Access 2003. There are several different **“ways”** to set-up a **“view”** that you like best. We’ll now show you how to set up the view that you like the best.

## Button Bar at the top of the Inbox (Sent Items, and Folders)



At the **top** of the **Inbox**, you'll see a **button bar** that looks like the image above. In about the middle of the bar, you'll see a **button** that looks like two sheets of paper. To the **right** of that button is a **down-pointing triangle** (see arrow above). Move your **cursor** over this button and it will indicate: **Show/Hide Reading Pane**. Click on the **down triangle** and you will then see a **drop down menu** like the one on the right. You may have a reading pane on the **right** side of your screen, at the **bottom** of your screen, or **none at all** (which is the default which now appears)

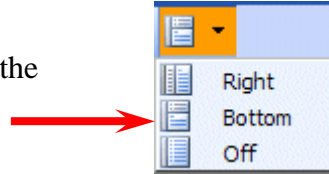


## Mail Views

We'll **start** with **Right**. Click as indicated above, and then **click-on Right** (see arrow above). Microsoft added this view to Outlook Web Access 2003 as another way to read your messages. You will see the **text** of a message **displayed** on the **right side** of your screen like the image at the **top of the next page**.

The screenshot shows the Outlook Web Access interface. On the left, there is a list of messages in the inbox. A red box with the text "Message on Left" points to the selected message in the list. On the right, the content of the selected message is displayed. A red box with the text "Text on Right" points to the main body of the message content.

Now we'll **repeat** what we did on the last page, but place the reading page on the **Bottom**.



**Message on Top**

| From                    | Subject  | Received              | Size  |
|-------------------------|--|-----------------------|-------|
| Bentley, Monica         | RE: VBEA Conference                            | Mon 8/9/2004 3:45 PM  | 25 KB |
| Daryll McDade           | RE: Additional Software                        | Mon 8/9/2004 3:35 PM  | 31 KB |
| Ramagli, Howard         | IMPORTANT!! Virus Alert!!! READ IMMEDIATELY!!! | Mon 8/9/2004 3:34 PM  | 3 KB  |
| GCN Update              | Top stories in the August GCN Tech edition     | Mon 8/9/2004 3:15 PM  | 14 KB |
| Daryll McDade           | RE: Additional Software                        | Mon 8/9/2004 3:01 PM  | 20 KB |
| Fraser, Karen           | RE: Additional Software                        | Mon 8/9/2004 11:51 AM | 14 KB |
|                         | RE:  | Mon 8/9/2004 11:46 AM | 23 KB |
|                         | RE:  | Mon 8/9/2004 11:43 AM | 18 KB |
|                         |  | Mon 8/9/2004 11:27 AM | 2 KB  |
| Ramagli, Howard         | Changing Network Passwords                     | Mon 8/9/2004 10:29 AM | 4 KB  |
| Shaffer, Kimberly 'Kim' | RE: Gov School                                 | Mon 8/9/2004 9:45 AM  | 10 KB |
| Andrews, Linda          | RE: Nursing Candidate                          | Mon 8/9/2004 9:44 AM  | 4 KB  |

**Text on Bottom**

Top stories in the August GCN Tech edition  
 GCN Update [gcn@eletters.postnewsweektech.com]  
 To: Murray, Tom  
 Cc:

**NORTHROP GRUMMAN** Information Technology  
**APC** Legendary Reliability™

**GCN Update**  
 The week's top news and highlights from GCN issues.

Now for the last choice. Repeat what you did on the last page, but choose **Off**.



**All of your messages on one screen – NO Reading Pane**

| From                    | Subject   | Received              | Size  |
|-------------------------|---|-----------------------|-------|
| Bentley, Monica         | RE: VBEA Conference                               | Mon 8/9/2004 3:45 PM  | 25 KB |
| Daryll McDade           | RE: Additional Software                           | Mon 8/9/2004 3:35 PM  | 31 KB |
| Ramagli, Howard         | IMPORTANT!! Virus Alert!!! READ IMMEDIATELY!!!    | Mon 8/9/2004 3:34 PM  | 3 KB  |
| GCN Update              | Top stories in the August GCN Tech edition        | Mon 8/9/2004 3:15 PM  | 14 KB |
| Daryll McDade           | RE: Additional Software                           | Mon 8/9/2004 3:01 PM  | 20 KB |
| Fraser, Karen           | RE: Additional Software                           | Mon 8/9/2004 11:51 AM | 14 KB |
| Beaumont, Julie         | RE:   | Mon 8/9/2004 11:46 AM | 23 KB |
| Beaumont, Julie         | RE:   | Mon 8/9/2004 11:43 AM | 18 KB |
| manoj s                 |   |                       | 2 KB  |
| Ramagli, Howard         |   |                       | 4 KB  |
| Shaffer, Kimberly 'Kim' |   |                       | 10 KB |
| Andrews, Linda          |   |                       | 4 KB  |
| Fraser, Karen           |   |                       | 29 KB |
| Ramagli, Howard         |   |                       | 3 KB  |
| Ahles, Lynda            |   |                       | 4 KB  |
| Ahles, Lynda            | FW: Blackboard access                             | Mon 8/9/2004 8:59 AM  | 6 KB  |
| Bertetti Silvia         | RE: Silvia Bertetti                               | Mon 8/9/2004 3:06 AM  | 36 KB |
| Anaro247@aol.com        | (no subject)                                      | Sun 8/8/2004 4:29 PM  | 2 KB  |
| rkfluty@juno.com        | note from Renee Fluty                             | Sun 8/8/2004 12:21 AM | 3 KB  |
| Brant Thomas Murray     | Product information for Mom                       | Sat 8/7/2004 12:18 AM | 6 KB  |
| Shaffer, Kimberly 'Kim' | RE: Gov School                                    | Fri 8/6/2004 10:50 PM | 8 KB  |
| Brant Thomas Murray     | Cell Phone and Visit                              | Fri 8/6/2004 9:48 PM  | 10 KB |
| Ramagli, Howard         | Microsoft Hits Home Stretch For XP Service Pack 2 | Fri 8/6/2004 5:28 PM  | 4 KB  |
| Bentley, Monica         | VBEA Conference                                   | Fri 8/6/2004 3:34 PM  | 12 KB |
| Anne Rowe               | Re: Thank You                                     | Fri 8/6/2004 12:12 PM | 2 KB  |

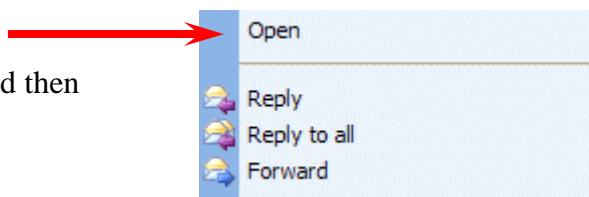
You choose the Reading Pane that you like the best. You can choose a reading pane for each mail folder (Inbox, Sent Items, etc.).

## Reviewing messages in the Inbox

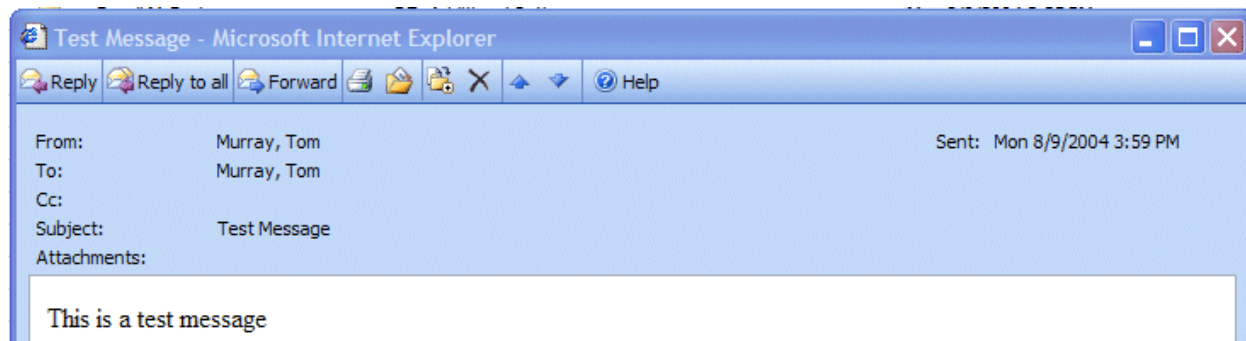
To view a message, simply **double-click quickly** on the message and the screen below will appear.



You could also **RIGHT click** on the **message** and then **click Open**.

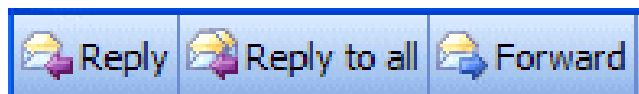


You will now see a screen similar to the one below.



This screen is designed to **review** and **respond** to mail messages **received**.

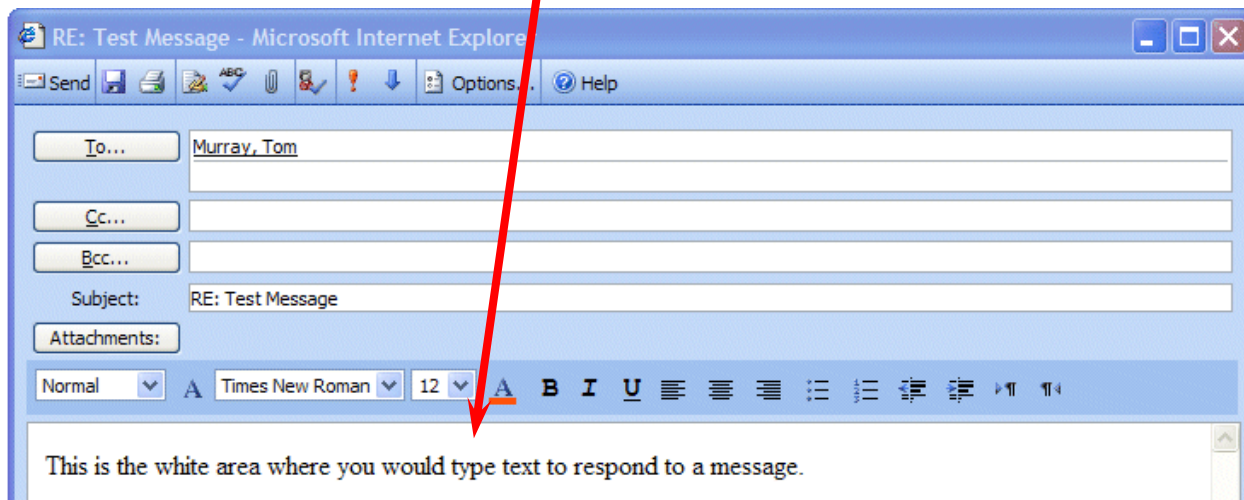
## Replying to a message



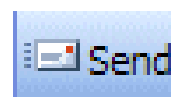
Look at the button bar at the top of the screen (it will **look like the image on the left**). **Notice** that you can **click on Reply**, and, **automatically reply** to the **person**

who sent the message, or **Reply to All** (everyone included in the To: or Cc:). When you **click-on Reply** and **Reply to All**, you will notice that Outlook 2003 “**automatically**” **completes the To:** and/or **Cc:** in your outgoing message.

You then **click-in** the “**white**” message area below the To, Cc, Bcc and Subject, and **supplement** the original message with any additional **comments** you desire to make regarding the message to which you are replying.



After you have made any comments, you can **click** the “**Send**” button and your Reply will be “mailed.”



## Forwarding a message

If you desire to **forward** a message to someone or others, **click** on the **Forward** button (next to the Reply and Reply to All buttons), then **click-in** the **To:** or **Cc:** areas. We will be covering Address Books and Contacts later in this “tutorial.” At this point, **type in** the e-mail **address** or **addresses** of those to whom you want to forward the mail message. If you have **more than one address**, **separate them with a semi-colon (;)**. You can move down to the Address Book section if you desire (Page 12).

## Envelopes

Now that you have the “feel” for looking at messages in your Inbox, replying to and forwarding them, please take a moment to look at the “little envelopes” next to each message. When a message first arrives in your Inbox, and has not been read, you’ll notice that the envelope is closed.



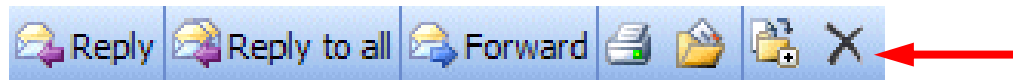
Once you have read the message, but not replied, the envelope will appear opened.



When you **reply to** or **forward** a message in Outlook Web Access 2003, you will notice, when you view the message again in **Inbox** or **Sent Items**, it will now have a **small arrow** attached to the envelope by the message. These **arrows indicate** that the message has been **forwarded** or **replied** to. A **purple arrow pointing to the left** indicate you have **replied** to a message, a **blue arrow pointing to the right** indicates that you **forwarded** that message. The arrows will be the same as on the Reply, Reply to All, and Forward buttons.



## Deleting unwanted messages



If you do not want to keep the message, you can **click** on the “**X**” button, **in the button bar**, to send the message to a “**Deleted Items folder**.”

**Note:** This is **NOT** the “**x**” button in the upper right corner of the screen. If you do click-on the upper right corner **X**, it will simply close the message and **return** you to the Inbox, etc.

We’ll discuss this in more detail later in **Folders**. When you **delete** a message in the **Inbox**, it is sent to the **Deleted Items** folder to be “**really deleted**” or “**recovered**” later.

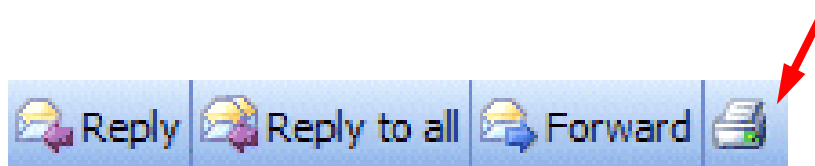
## Moving from message to message in the Inbox

Notice the **large blue Up** and **Down** arrows in the **button bar** below the Menu bar. **They are only visible when you are “in a message.”** These allow you to move **forward** and **backward** (**Previous Item** and **Next Item**) between messages in the **Inbox**. Click on these arrows to see how they work.



## Printing a message

If you desire a “**printed copy**” of the message you can **click-on** the **Printer** in the **button bar**.



## A really BIG button

On **EVERY** screen in Outlook Web Access 2003 there is a **HELP** button. Help in Outlook Web Access is really wonderful. It is like having a manual available when you are in the program. It is really well written and easy to navigate. Anytime you want help on anything, click the button to the right. We’ll go into Help in more detail at the end of the tutorial. There are several areas of Outlook Web Access that are explained so well that we will not include them in this tutorial, but refer you to Help.



## Creating and sending a new e-mail message

If you are in the **Inbox**, **Sent Items** or **another folder**, and desire to send a **new e-mail message** to a person or group of persons **click-on** the **New Mail Message** button in the button bar.



The below screen should appear.

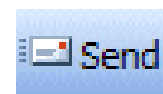


First, **click** in the **area** to the **right** of **To:**. For now, **type in** the **e-mail address** of the person, or persons, to whom you desire to send this e-mail message. Next, **click** in the area to the **right** of **Cc:**. Again, **type in** the **name or names** of others whom you would like to receive copies of this message. If you type in **more than one** e-mail address, **separate the addresses with a semi-colon (;)**. If you desire to use the **Address Book**, move down to the Address Book section (Page 12).

Now **click-in** the area to the **right** of **Subject:**, and **type in** a **subject** for your e-mail message **if you desire**. You do not need a Subject description if you do not desire one.

Finally, **click-in** the **white area below Subject:**, and **type in** your **e-mail message** as you would any memo to someone. You may move around, edit and change your message just like you would do if you were in a word processor.

When you have completed your e-mail message, **click-on** the **Send** button in the **upper left hand corner** of the screen.



## Check for new messages

Since you are on a web browser, you'll need to **check and see if you have new messages** that have arrived since you began your mail session. To do this, **click** the **Check for New Messages** button at the button bar on one of your folder screens (Inbox, etc).

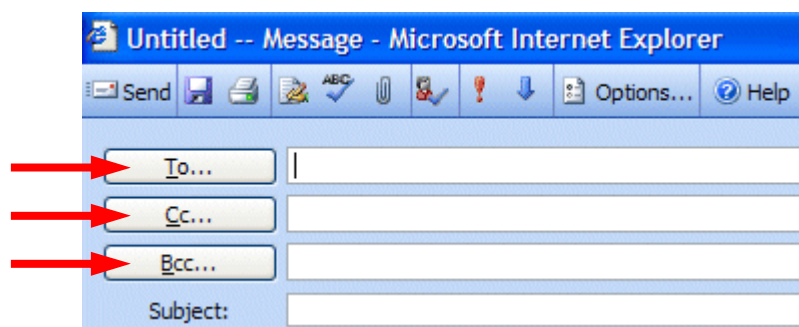


## Quick note on folders

This is simply a **quick note** to tell you what happens when you **send** an e-mail message. When a message is **sent**, a **copy** of your e-mail is **automatically placed in your Sent Items folder**. So, you can **access** your sent message (by **clicking-on** the **Sent Items** folder – then opening your message), edit it, and forward it, etc., until you decide to delete it later on. If you desire to **keep** the e-mail you will be able to **move it to another** folder if you desire. We'll go into detail on all of this later. For now, just be aware that **you have not “lost” your message**. **You do not need to “copy yourself” in Outlook unless you want to get an additional copy of your e-mail.**

## Address Books

When you have clicked on **New Message, Reply, Reply to All, or Forward**, as indicated on **pages 8 and 9**, or **created a new e-mail message, page 11**, you will see a screen similar to the one below:



If you are **Replying** or **Replying to All** on an e-mail message in your **Inbox**, then the addresses from that e-mail will **automatically appear** in the **To** and **Cc** areas. If you **don't want to send** the e-mail to some of these addresses, you can **simply click-on their name or e-mail address** and **tap the Delete** key. If you are **Forwarding** a message from the **Inbox** or **Sending** a new e-mail message, then you can **either type-in** the address in the **To** or **Cc** area, or use the **Global Address List** or **Contacts Address Book**.

To **access** these **address books/lists** **click-on** the **To... , Cc... , or Bcc... “buttons”** (**see arrows on the picture above**). The **Find Names – Web Page Dialog - Global Address List** menu box (at the **top of the next page**) will appear.

## Global Address List

We'll look at several Address Lists and explain how each is utilized. First, we'll look at the **Global Address List**. **When you have clicked on either the To: or Cc: buttons the below screen will appear:**

| Name                        | Phone | Alias     | Office | Job title         |
|-----------------------------|-------|-----------|--------|-------------------|
| Murray, April               |       | Murray_A  |        | last enrolled stu |
| Murray, Christopher 'Chris' |       | MURRAY_C  |        | Fresh             |
| Murray, Lewis               |       | MURRAY_LW |        | Soph              |
| Murray, Lisa                |       | Murray_L  |        | Tech              |
| Murray, Tom                 |       | Murray_T  |        | Coord             |

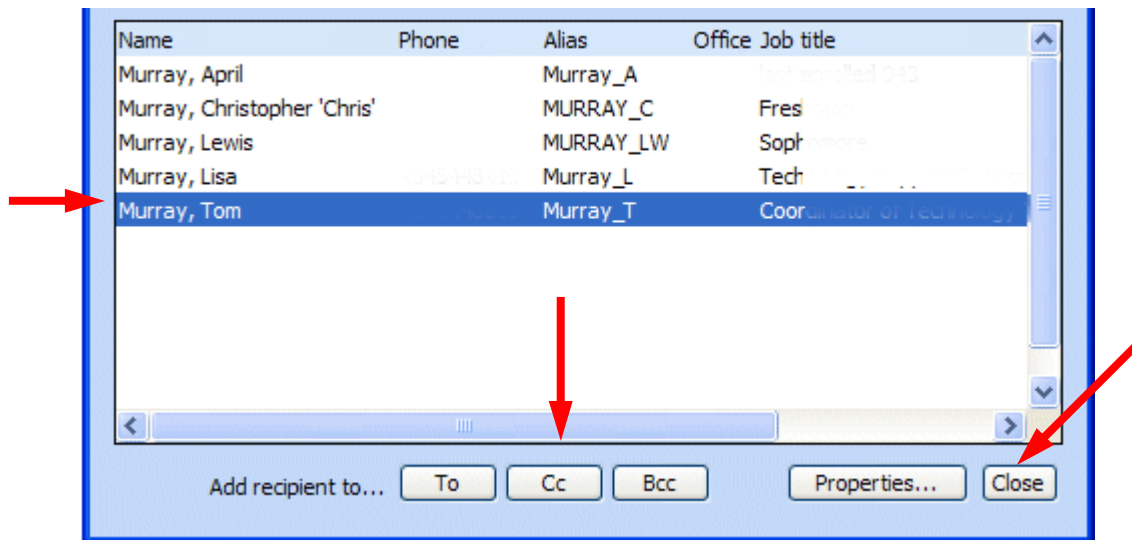
When you are in the **Reply**, **Reply to All**, **Forward** or **create a New** e-mail message screen, and need to **add additional e-mail addresses**, you can still **type in** the addresses or use a **Global Address List** like the one above.

The **Global Address List** that you see **above** is created, and updated, when a person at the institution/business selects to use Outlook mail. The Information Technology Staff places the new user in the Global Address List. Thus, this address list is a current list of **all Outlook mail users** (and it may also include other users who are not on Outlook – depending on your on campus/business).

To use this list, simply **click in** the area to the **right** of **Display name** (see **two top arrows above**) and **type the last name** of the **person** to whom you want to **send** the e-mail. Then **click** the **Find** button on the **right** side of the menu screen (see **arrow on right above**.)

When you **click** the **Find** button, **all of the matching last names** in your Global Address List will **appear** in the **lower section of the menu screen** (see image on last page).

**Select the person to whom you desire to send the message by clicking on their name.** It will be highlighted in blue like the image below.



When you have selected your name (like we did in the image above) you will notice that the **bottom** of the menu screen become **“active.”** You can now use the To, Cc, and Bcc buttons to add this person to your message. Click the button of your choice and your selected name will be added to those who will receive the message.

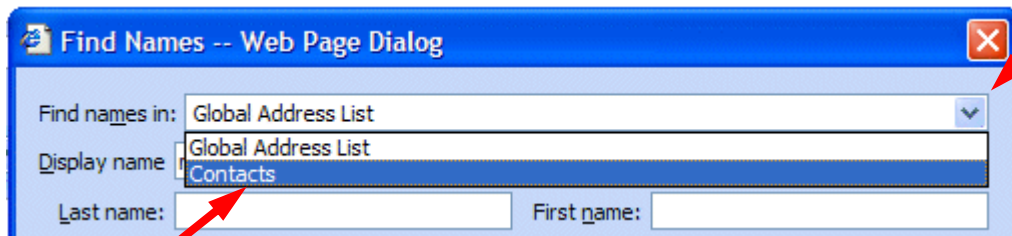
You can continue typing in new names for others in the Global Address List, clicking the Find button and adding them to your message as indicated above.

When you have all the names you desire, simply click the Close button at the lower right corner of the menu screen.

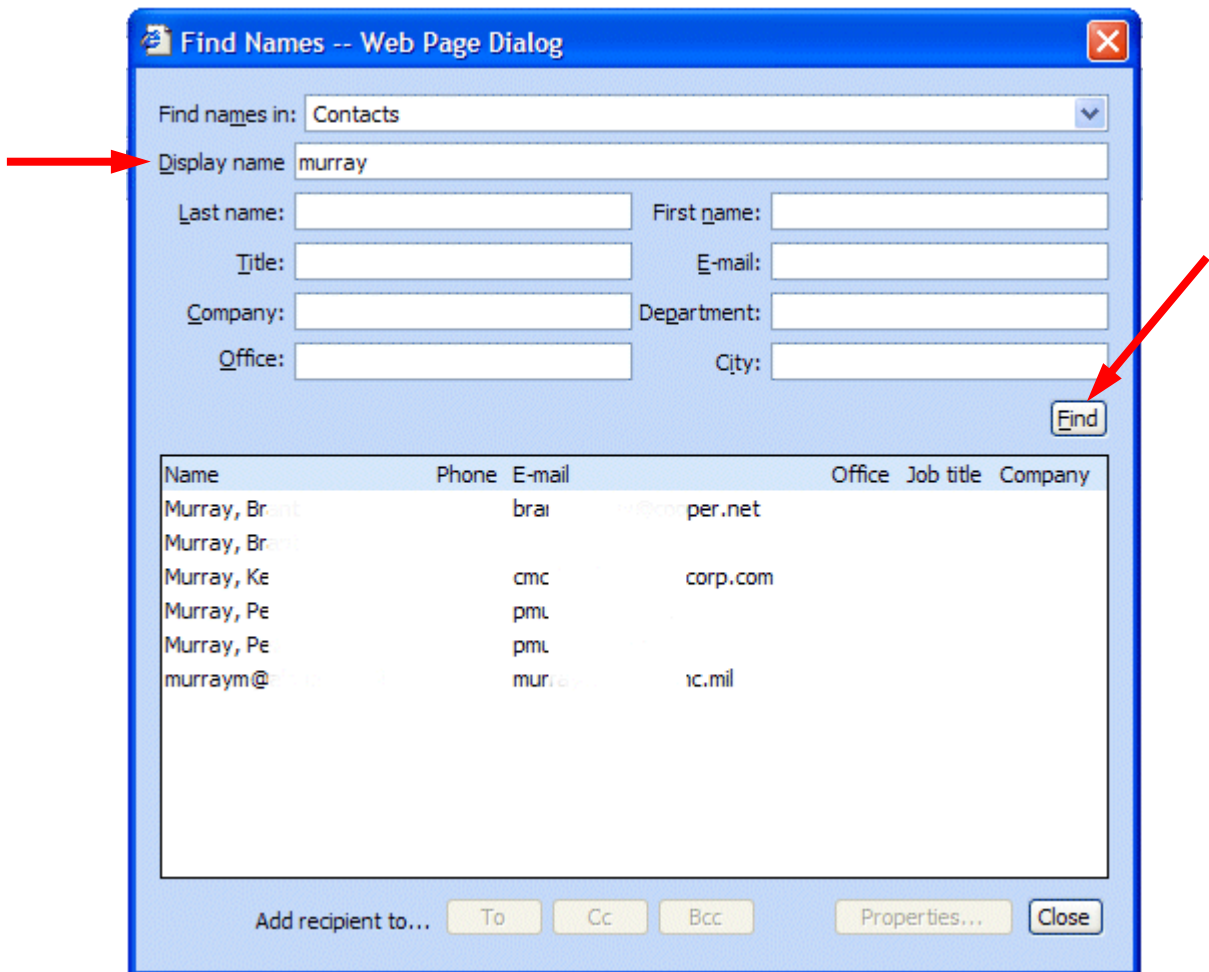
## **Contacts** (in older versions of Outlook – **Personal Address Book**)

How can you **create your own “automatic” address list** for someone who is **not** on the campus/business Outlook 2003 mail system (especially off campus/business addresses)? There is a feature called **Contacts** to take care of this. A contact is just what it indicates. **You create your own Contacts** (like a personal address book). First we’ll show you how to get to **Contacts** and then how to **add** and **delete** addresses.

When you **click**-on the **To...** , **Cc...** , or **Bcc...** buttons (Page 12) the **Find Names – Web Page Dialog** menu screen appears. In the **upper right corner** of the **Find Names in:**, you will see an area that **indicates** that this is the **Global Address List**. To the right of the title is a small **down arrow**. **Click on the down arrow** and a menu screen similar to the one **below** appears.



Now, **click** on **Contacts**, and the screen below will appear. You will use this screen, just as you used the Global Address List screen. In the **Display name:** area, **type** the **name** of the person who you desire to add to your message, then **click** the **Find** button.



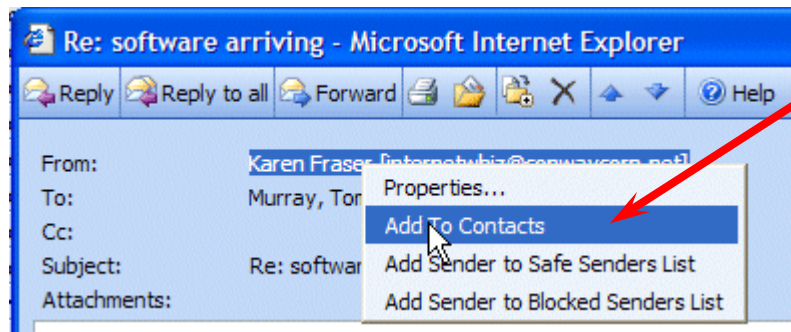
Once your Contacts appear, **click** the **name** you desire to **add to your message** and then **click** the **To, Cc or Bcc buttons** to add them to your message.

## Adding Names to Contacts (like Personal Address Book in older versions)

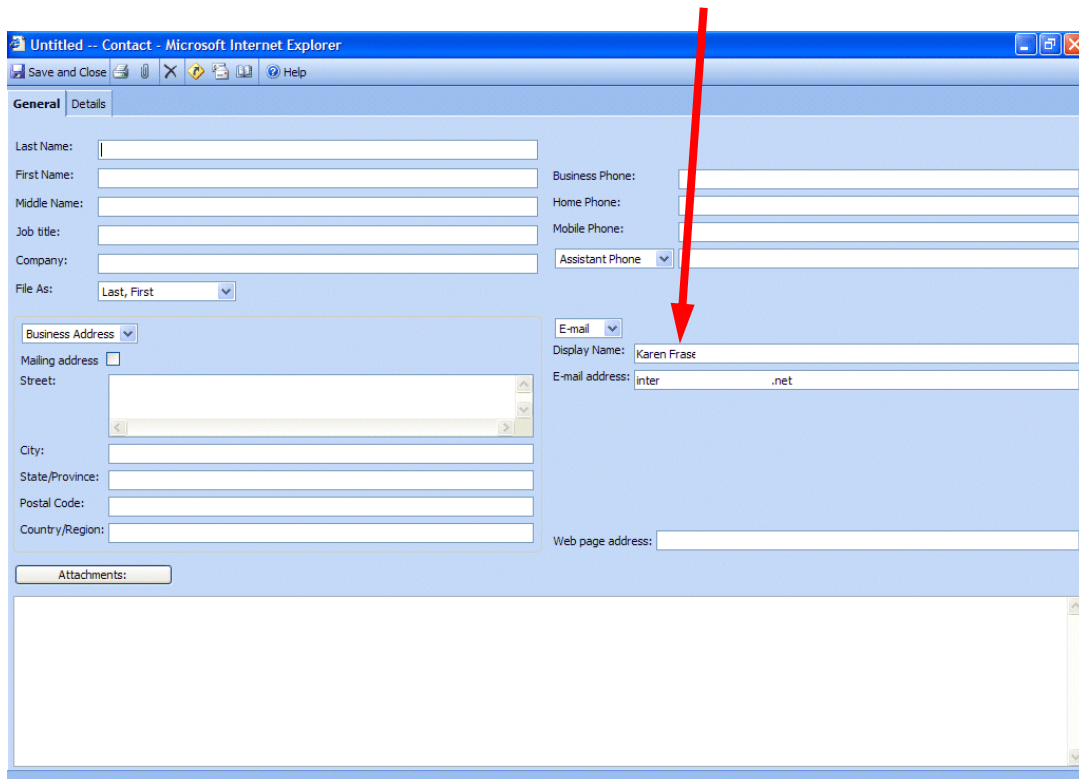
There are many ways to **add** names to **Contacts**. We'll show you several of the more popular procedures. You will also discover other methods, as you become more familiar with Outlook Web Access 2003.

### *Adding Names to your Contacts as you receive e-mail in your Inbox*

**Big Note: Right-click on an e-mail address** when you **receive a message** from someone when you know that this address is not in your Contacts. When you **RIGHT** click on the address, your screen should look like the one below.



You know this is a good address, because you received their message! Now, **click** on the **Add to Contacts** choice (like we did in the image above). The **Untitled – Contact** menu screen (like the one **below**) will appear. Notice the person's **e-mail address is already entered**.

A screenshot of the "Untitled -- Contact" form in Microsoft Internet Explorer. The title bar reads "Untitled -- Contact - Microsoft Internet Explorer". The menu bar includes "Save and Close", "Print", "Delete", "Home", "Back", "Forward", and "Help". The form has two tabs: "General" and "Details". The "General" tab is active. The form contains several input fields: "Last Name:", "First Name:", "Middle Name:", "Job title:", "Company:", "File As:" (with a dropdown menu set to "Last, First"), "Business Address" (with a dropdown menu), "Mailing address" (checkbox), "Street:", "City:", "State/Province:", "Postal Code:", "Country/Region:", "Business Phone:", "Home Phone:", "Mobile Phone:", "Assistant Phone" (with a dropdown menu), "E-mail" (with a dropdown menu), "Display Name:" (with "Karen Frase" entered), "E-mail address:" (with "inter" and ".net" entered), and "Web page address:". A red arrow points from the top right towards the "E-mail address" field.

Now we'll look at the **Contacts menu screen** in more detail. In the upper half of the screen, you can fill in any information you desire. We entered some whimsical data below.

Untitled -- Contact - Microsoft Internet Explorer

Save and Close | Help

General | Details

Last Name: Bimpster

First Name: Waldo

Middle Name: Ralph

Job title: Internet wizard

Company: Bimpster Enterprises

File As: Last, First

Business Phone:

Home Phone:

Mobile Phone:

Assistant Phone

In the lower half of the screen, you can enter additional information, but **especially important** is the **e-mail address**. It will have been automatically created by your right mouse click. If you desire to change it, you can do so by editing the Display Name: and E-mail address: areas.

Business Address

Mailing address

Street:

City:

State/Province:

Postal Code:

Country/Region:

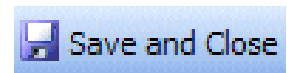
E-mail

Display Name: Waldo Bimpster

E-mail address: bimpster@msn.com

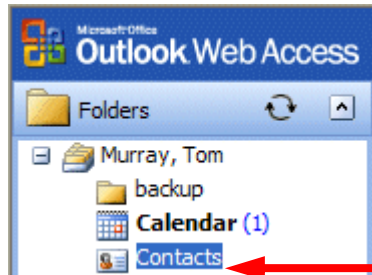
Web page address:

When you have completed entering the information you desire in the Contacts menu screen, **click the Save and Close button** in the upper right hand corner of the screen.



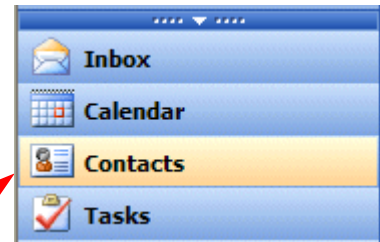
## Manually adding e-mail address to your Contacts

Many times, friends will write you (the old fashioned way) or call you on the phone and furnish their e-mail address. There is **another way** to **add** their **e-mail address** to **your Contacts**.

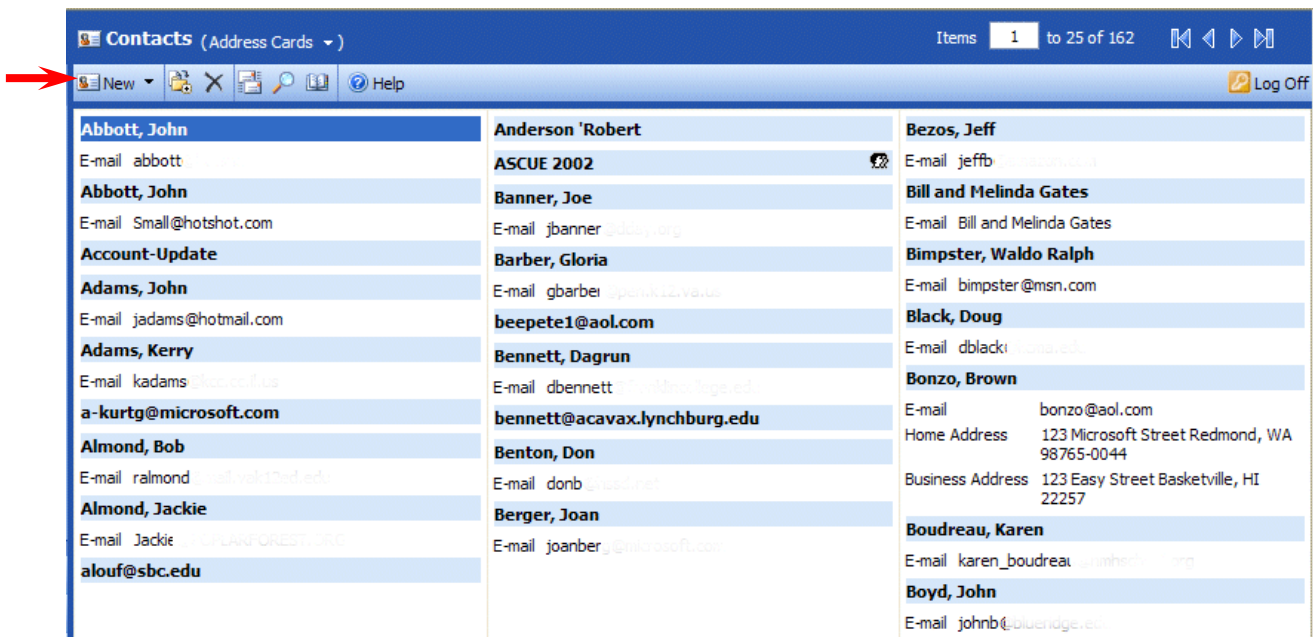


In the **Navigation Pane** – **left side** of the screen – there are **two choices** to access **Contacts**.

**Click on Contacts** in the upper **Folder View**, or the lower **button view**.



A Contacts menu screen similar to the one below will appear.



To create a new contact “manually,” you must first **click** on the **New button** in the **upper left hand corner** of the **Contacts menu screen** (see arrow above).



An **Untitled Contact** screen exactly like the one on **Pages 16 and 17** will appear. **Enter the Contact information as you desire** and then **click the Save and Close button**. You can view your **Contacts** through the above screen by **moving your cursor over the Contact** and then **clicking the left mouse button twice quickly**.

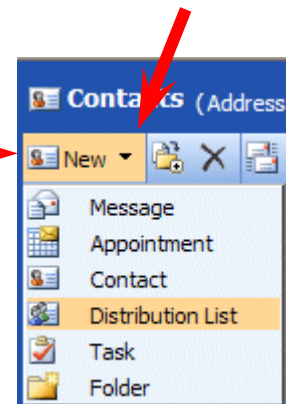
## Note on viewing e-mail addresses

Once you begin using Outlook 2003 Mail, you can check a person's "information" by *right clicking the mouse on their name* in the **To** or **Cc** areas. In the **pop-up menu** that appears, **click on Properties**. If they are in your Global Address Book you will "see" how the system administrator entered the information. If they are in your contacts list, you will see the Contacts screen similar to the one above. This is very handy if you desire "quick" information about a person in your system.

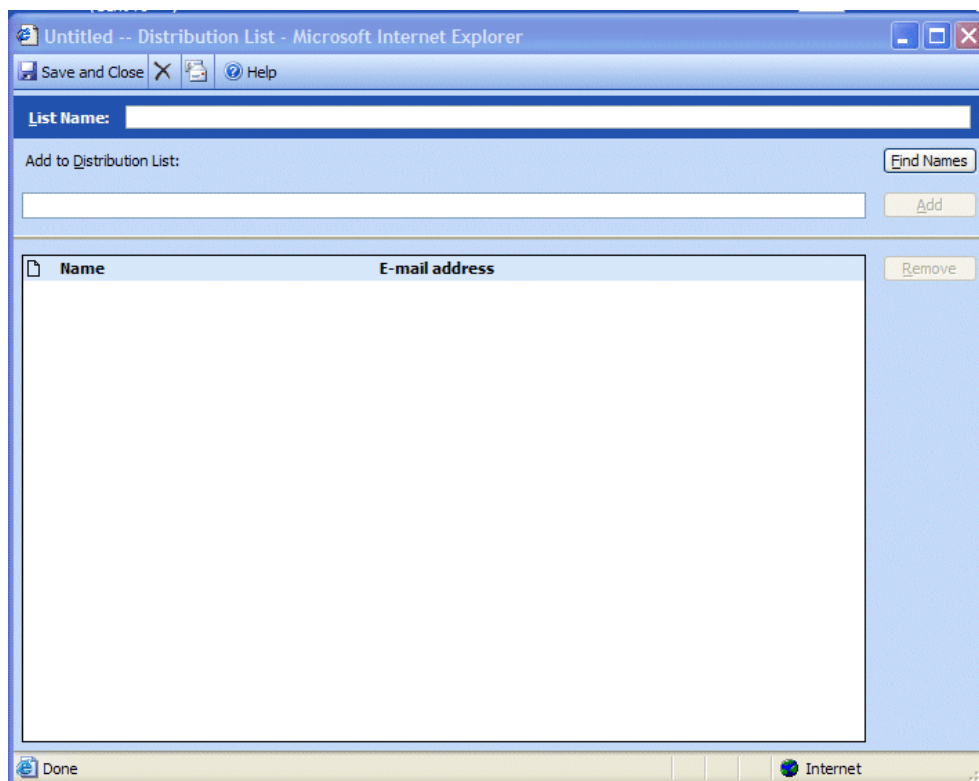
## Personal Distribution Lists

Now that you have an idea of how to add **individual names** to **Contacts**, and are familiar with the **Global Address List**, you may want to create **a group of addresses to which you frequently send e-mail**. In Outlook Web Access 2003 this is called a **Personal Distribution List**. To create a Distribution List, you will follow several steps, similar to those above.

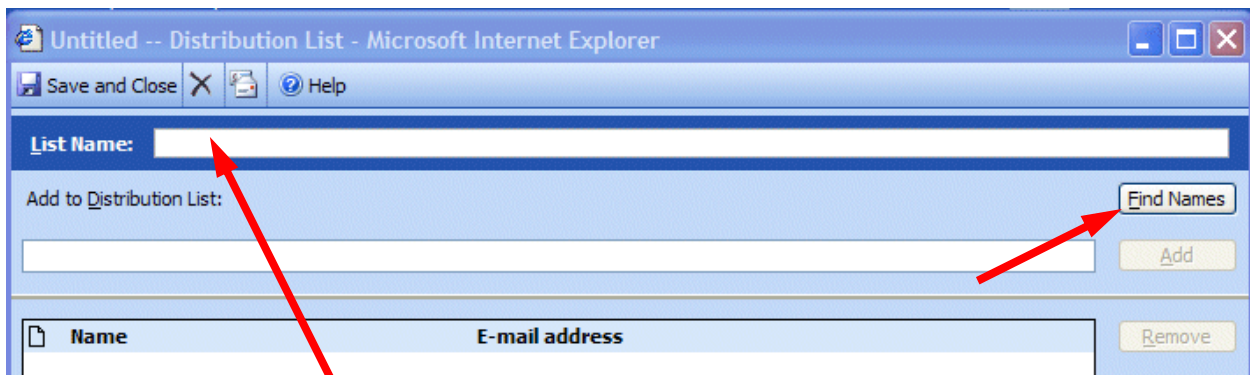
**To create a Personal Distribution List you will need to be in Contacts, Inbox, Sent Items, Deleted Items, or a Folder. You will need to be in a main screen where you can see the New Button.**



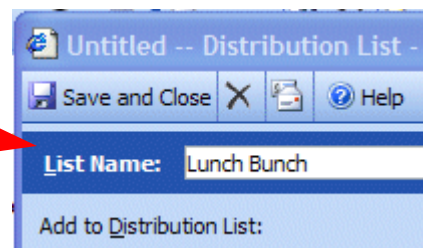
The **image** on the right is the **same for all folders** (Inbox, Sent Items, Contacts, etc). On the **right side** of the **New button** you'll see a **downward pointing triangle**. Place your **cursor on this triangle** and **click** on it. The **drop down menu** you see will include **Distribution List** – **click on Distribution List**. The **Untitled -- Distribution List** image you see **below** will appear.



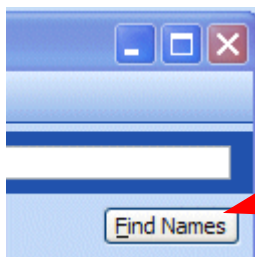
We'll now look at an enlarged view of the Distribution List menu screen on the last page.



In the area to the right of **List Name:**, type in a name for your **Distribution List** (e.g. Lunch Bunch).



Next, click on the **Find Names** button.

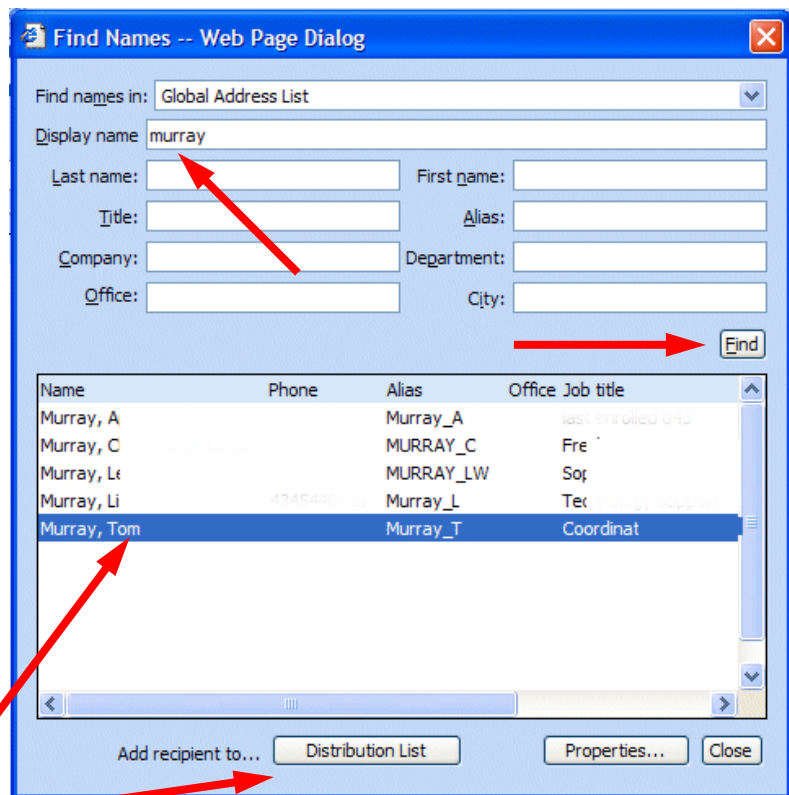


This will display the **Find Names** screen.

**Notice** that this screen looks almost exactly like the **Find Names** screen you used to address your messages.

You'll use this menu screen just like you did for adding names to your To..., Cc... and Bcc... on Pages 12 – 14.

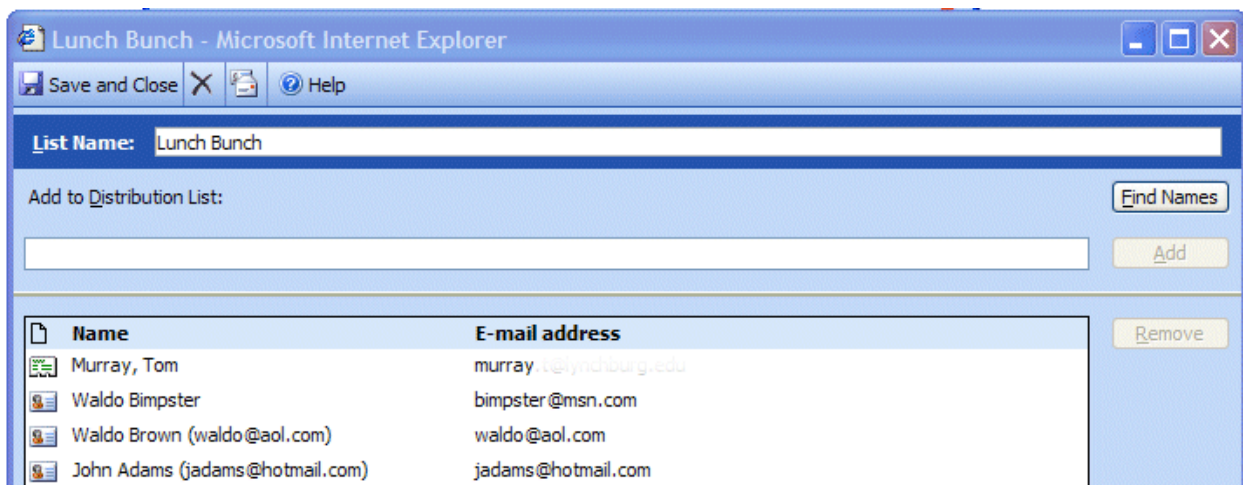
**Type** in a name that you want to add to your Distribution List in the **Display name** area (see arrow). Then **click** the **Find** button (see arrow). **Select** your name in the lower area and then **click** the **Distribution List** button.



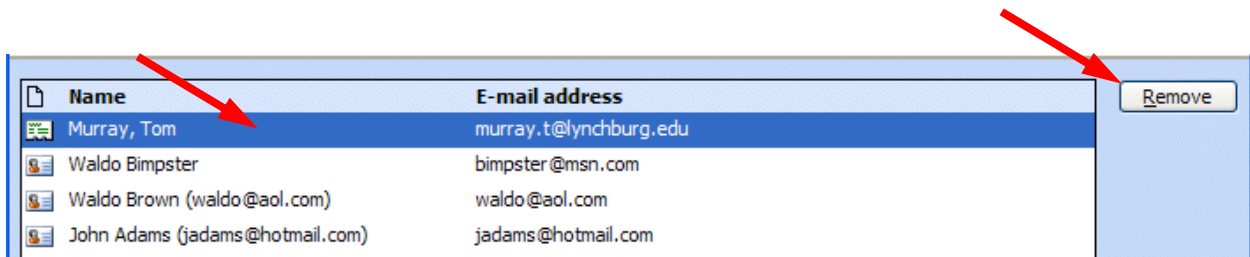
As you add names to your Distribution List, using the Find Names menu screen, you will see them added to your Distribution List each time you click the Distribution List button. When you have added all the names from your Global Address and Contacts list, **click the Close button** at the bottom of the Find Names Screen.



You should now return to the **Distribution List screen**. Your screen should look similar to the one **below**. You'll see the **name of your Distribution List** in the **List Name:** area (and at the top of the Distribution List screen) and the **names of the Members** in the **area below**.



**To remove members from the list** simply **click once on the member** (see arrow below) and then **click-on the Remove button**. You'll notice that they are removed from your list.



**To add new members**, simply **repeat the steps on pages 19 to 21**.

The **next time you “visit” Contacts**, your screen will look something like the one below. The **name will be in bold**, and there will be a “teeny” icon of a woman and a man on the right.

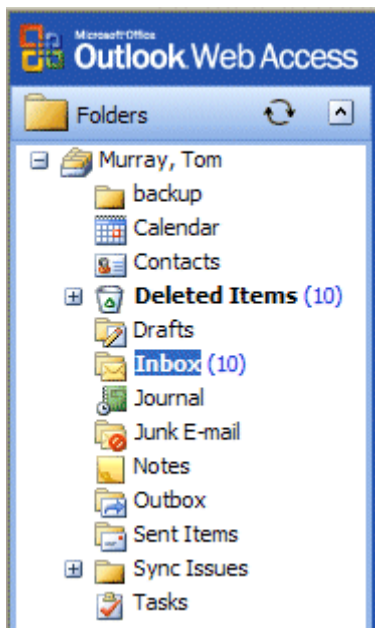


Any time you desire to make changes to this Distribution List, just **double-click quickly on a list** and you’ll be **taken to that Distribution List screen** that you used to create the list.

## Sending Messages using your Distribution List

To send a message to everyone on your Distribution List type the **name of the Distribution List** (e.g. Lunch Bunch) in the To: or Cc: areas of your message.

## Folders



When you first opened Outlook Web Access 2003, the **area to the left of the screen looked something like the image to the left**. The icons you see take you to different features of Outlook (Calendar, etc.) or contain e-mail.

The **icons we are concerned with** in this tutorial are the **ones that pertain to e-mail** and hold messages (e.g. Inbox, Sent Items, and Deleted Items).

**NOTE:** When your Technical Support staff setup your Outlook and Outlook Web Access 2003 account, they create limits for the amount of mail messages you can have in your Inbox, Sent Items, and Deleted Items folders. When you get near this limit, you will receive a cautionary message, indicating that you need to delete messages that are no longer needed.

Frequently, you have certain messages that are related to a topic or group, and you would like to retain for some period of time, and not have them “count” against your size limit.

In your Office Outlook account, you are able to create folders which will save messages on your hard drive (see the appropriate Outlook tutorial on how to do this). However, in Outlook Web Access 2003, you can only setup folders to your Inbox, Sent Items or Deleted Items folders. This will allow you to view the messages in both Outlook and Outlook Web Access 2003, but will count against your capacity limit.

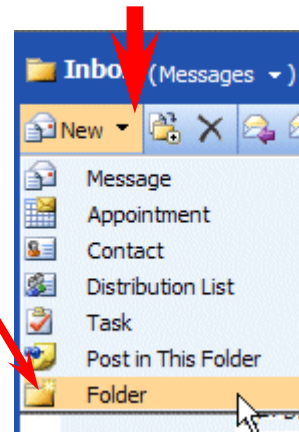
## Creating Folders

To create a **Folder** (which is a part of your Inbox, Sent Items, or Deleted Items, do one of the following steps.

You can either **click** the **down triangle** in the **New** button, and then **select Folder**.



Or you can **RIGHT click** the **folder** under which you desire to have your special folder.



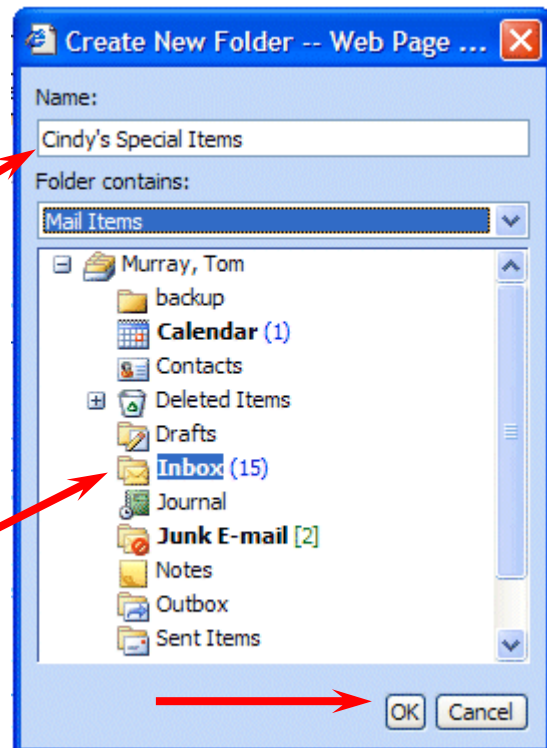
**In either case**, when the drop down menu appears, **select Folder** (see arrows above).

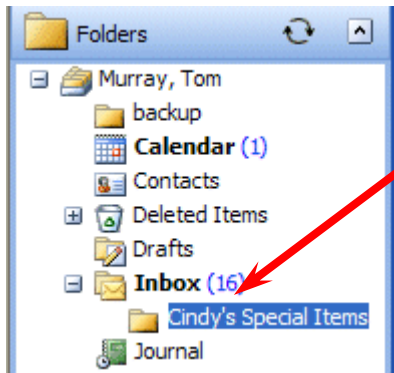
The following **Create New Folder** screen will appear:

**First**, select a **logical name** for the **folder**. For this tutorial we'll use the title "**Cindy's Special Items**." Type the name you desire in the **Name:** area.

**Next**, move down the **Create New Folder** screen with the **elevator arrows** (on the **right** of the menu screen) until you see: **Inbox, Sent Items, or Deleted Items**. Logically, Inbox or Sent Items would be best, but you can choose any folder. **Click** the **folder** you desire. We chose **Inbox** in our image on the right. The **folder will turn blue**.

Now, **click OK**.





This will **place** the newly created **folder** under the folder you chose (see **image on left**). Notice that our folder is “**under**” the **Inbox**. Also, notice that there is now a **little minus “-” sign** to the **left of Inbox**.

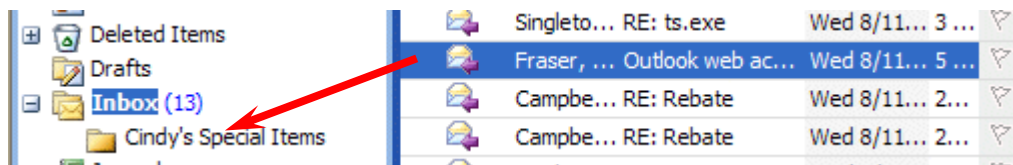
**Anytime you see a little plus sign “+” next to a folder, it indicates that there are other folders “below” the folder.** If you click the plus sign, you will see the folders.

If you click the minus sign, the folders below the main folder will disappear and a plus sign will appear. So, you can “show” or “hide” your folders as you choose.

## Placing e-mail messages in your created Folders

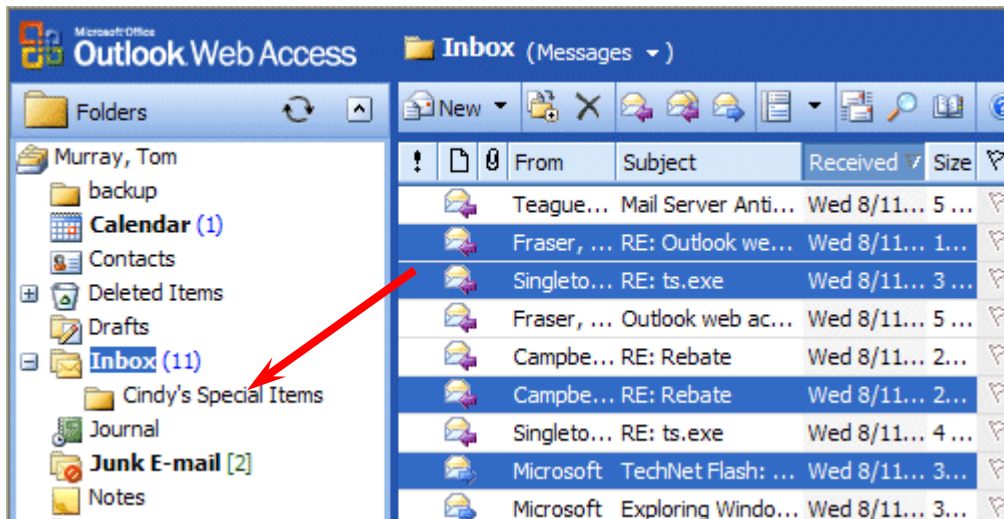
### *Moving a single message*

To “**move**” an e-mail message from one folder (**Inbox**, etc.) to another folder, you simply **click-on the e-mail message** you want to move, **hold down the left mouse button**, and **drag the message to the Folder**.



In the image above, we **clicked** on the **highlighted message**, **held down the left mouse button**, and **dragged** the message **from the Inbox to the Cindy’s Special Items folder**. You will **notice**, as you are “**dragging**” your e-mail message, a **small box appears “attached” to the cursor arrow**. The **cursor changes to a circle with a line through it** (when you are over an area where you can’t drop your message), and then **changes again to the box with the arrow** when you have the cursor over an acceptable **Folder**. When you have the **box symbol over your Folder**, **release the left mouse button**. This will move the message from one folder to another. Try this with one of the messages in your Inbox.

## Moving Several Messages



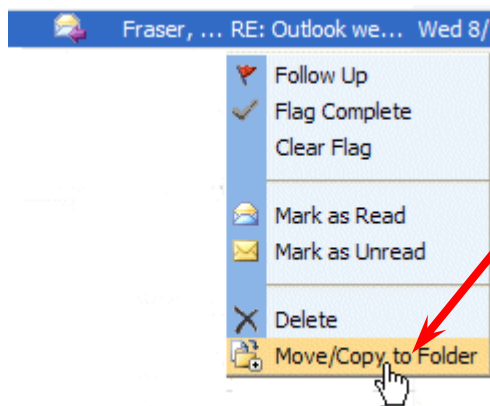
You can also move several messages with this drag technique.

To **highlight several messages** you need to learn a new skill. If you **hold down one of the Ctrl keys** (at the bottom of the keyboard – one either side of the Space Bar) and then **click on several messages**, you'll notice that **as you click each message it is highlighted (like image on above)**.

When you are **ready to move** the group of messages you highlighted, simply **click on any of the highlighted messages**, and **immediately hold down the left mouse button**, and then **drag** all the messages to the **folder** where you want the messages. If you click-on one of the messages and don't drag the cursor immediately, this will "turn-off" the multiple message selections and you'll have to start again. It's kind of tricky the first time that you try this.

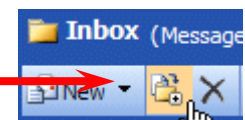
If you ever desire to "turn-off" the multiple highlights, you simply click-on any message and that will remove the highlights and select the message on which you clicked.

You can still delete the messages when you no longer desire to retain them.



One more way to move messages – You can **RIGHT click** on a **message**. When the drop down menu appears, **select Move/Copy to folder**. When the Move/Copy menu screen appears, simply **click** on the **folder** to which you desire to move the message and it will be moved.

There is **also a Move/Copy button** in each folder **Toolbar** which also works well.



## Moving, Deleting, and Recovering Mail Messages

You should now have a “feel” for Outlook Web Access 2003. Having just completed folders, you can see that we can move a message from any folder to any folder simply by clicking on it and dragging the message to another folder.

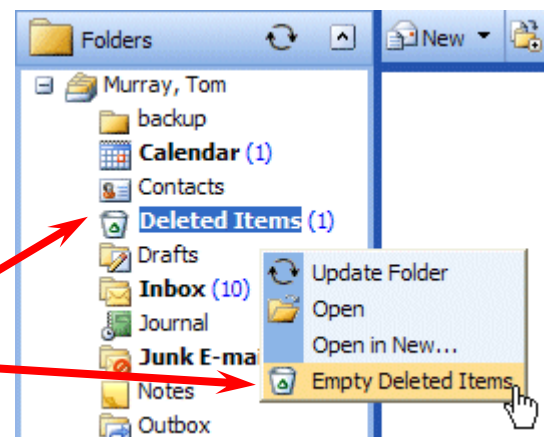
To **delete** a message, you have already learned that you can click on the message and then on the “X” in the **button bar** (**not** the X in the **upper right hand corner**). If you click on the upper right hand corner X, this will simply **close** the message and return you to the Inbox, etc.

When you **delete** an e-mail message in your **Inbox**, **Sent Items**, or a **Folder**, this places the message in the **Deleted Items “trash can.”** You can “**drag**” an item from **Deleted Items** to **any folder** to **retrieve** it, or use the methods above to **recover** a message to a folder.

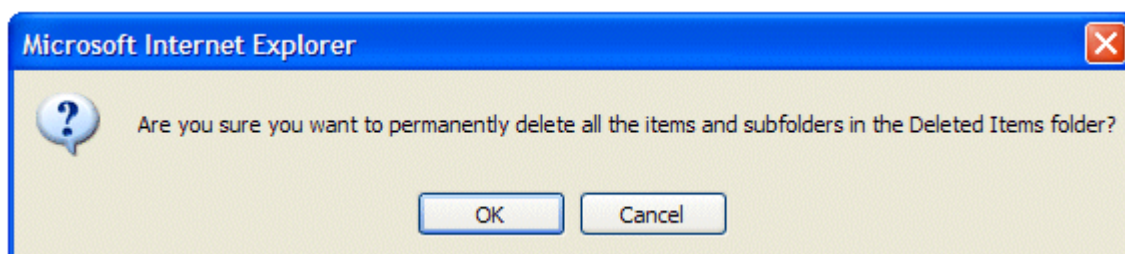
### “Really” Deleting Messages

To “**really**” delete an e-mail message in the **Deleted Items trash can**, you can **click-on** the **message** and **click-on** the “X” **button**, or tap the **Delete** key. Outlook Web Access 2003 will ask you if you “**really**” want to delete the message. When you say “**yes**,” it’s **gone**. To delete **several individual messages at once**, click-on the **first** message, then **hold down** the **Ctrl** key, and **while holding down Ctrl**, **click-on** the **other items**. You will see that they turn “**blue**,” indicating that you are “**marking**” them (just like we covered before). Now click the “X” button or tap the **Delete** key.

**Because you are in a web browser, and not Outlook on your office computer, you cannot use the Select all feature to delete everything in your Deleted Items folder.** However, there is another really nice feature in Outlook Web Access 2003 that will allow you to delete all the messages in your Deleted Items trashcan. **RIGHT** click on the Deleted Items trashcan and a drop down menu will appear (see image and arrow on right). Click the Empty Deleted Items selection.



A message box will appear asking if you **really** want to delete all the items. If you do, click **OK**.

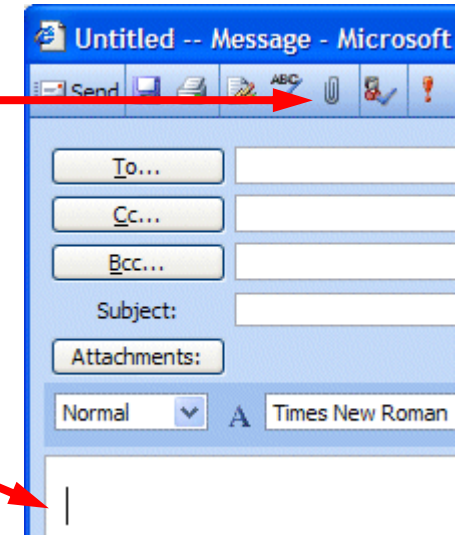


## Adding, Sending, Receiving, Viewing, and Saving Attachments

There are many times when you want to **send** a **Word document, Excel spreadsheet, PowerPoint presentation, picture, or file** of some type to someone, or be able to receive one. Outlook Web Access 2003 makes this relatively simple. The items indicated above are sent as “**attachments**” to your e-mail.

When you are sending an e-mail message and want to “**include**” an **attachment** it is relatively easy. When you are in the **Untitled-Message, the Forward or Reply** screens, you will notice a “**paperclip**” in the button bar.

**Text Area - Cursor**

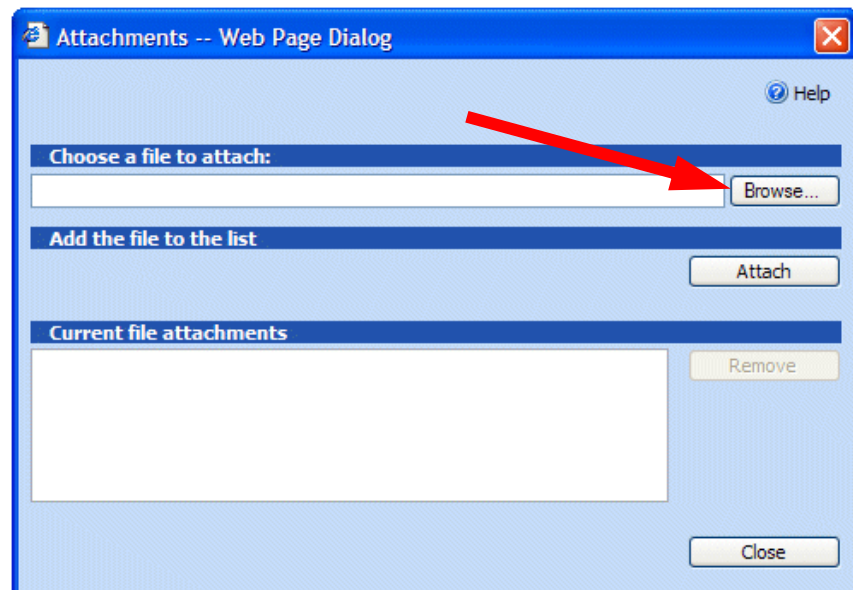


To **add** a **file (attachment)** to you message, you **must** **be in the “text” area** to do so.

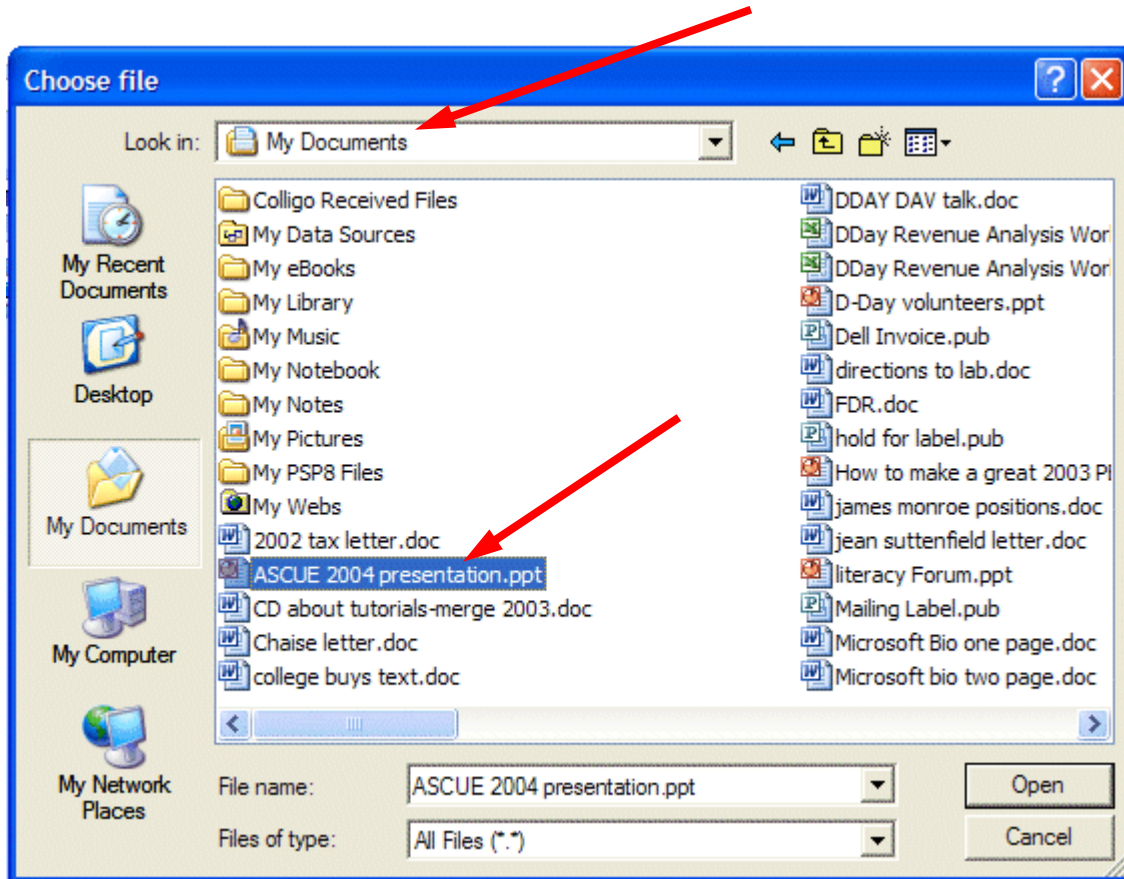
You **cannot add** an attachment **if you are in the To..., Cc..., Bcc..., or Subject areas**. You will **see** your **cursor “flashing”** in the **text area** so you will know you are in the correct area. **If you are in the To..., Cc..., Bcc... or Subject areas, you will not “see” the paperclip clearly**. You will see a definite outline of a paperclip (like the one above) when you are in the text area.

This **paperclip** is the **button** that **allows** you to **insert** an **attachment in your e-mail message**. **Go to the place, in your e-mail message, where you want the attachment located (in the Text Area)**. Most often, people place attachments at the beginning or end of their messages. When you are at the point where you want the file (attachment) located, **click on the paperclip**. The following **Attachments menu screen** will appear.

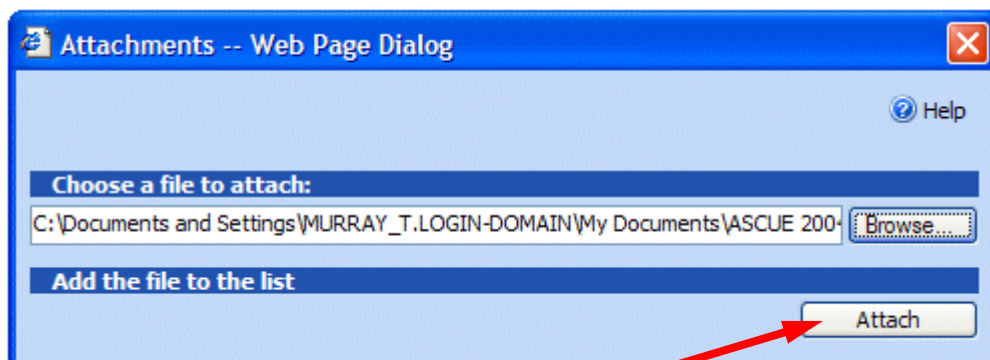
When this **Attachments menu screen** appears, **click the Browse Button** on the **right side** of the screen (see **arrow at right**).



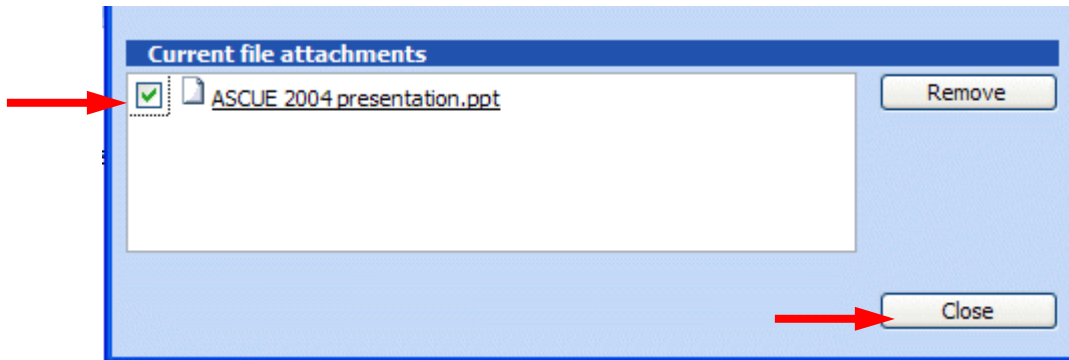
When you click the Browse button, the following **Choose file** menu screen will **appear**.



When this **Choose file menu screen appears**, choose the **location** of your **file (attachment)** on your computer (A or C drives, etc., or on a network drive) by using the **Look in:** area (see the **arrow above** – we have chosen **My Documents on the C: drive**). Then **choose the file by clicking on it** (we chose a **PowerPoint file called ASCUE 2004 presentation.ppt** for our attachment). Click on **Open**. You will now **return** to your **Attachments menu screen**. Your screen should look similar to the one below. Now **click** the **Attach** button (see **arrow below**).

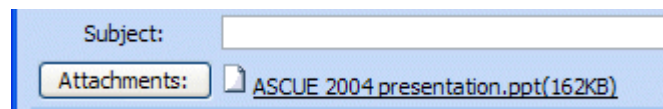


When you click **Attach**, the lower portion of your Attachments menu screen will blink and look similar to the image below.



In order to “attach” your file to your message you’ll need to tell Outlook Web Access 2003 that this is the file to attach. You do this by **clicking** in the **little square to the left of your file**. When you do, a **small check mark will appear in the box**. When your screen looks similar to the image above, **click** the **Close** button.

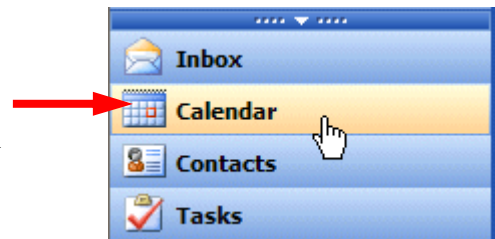
When you click the Close button, you will return to your message. The Attachments area of your message should now show your attachment – similar to the image below.



When you or, another person, receives this attachment, all you have to do is **double-click** on the **attachment** and it will load into the proper program! Or, you **can RIGHT click the mouse on the attachment**, and a **menu will appear**. Once you have the document in its normal “environment,” you can save it, etc. Pretty neat!

## Calendar

There is a **personal calendar** you can **use** that is included with Outlook Web Access 2003. You can access the calendar by **clicking-on the calendar icon in Outlook Shortcuts** area on the left of your Outlook screen. You can **learn how to use** this Calendar by **clicking Help**.



The Help in Outlook Web Access for Calendar, and all features, is excellent. Calendar Help covers each feature of the Calendar in great detail.

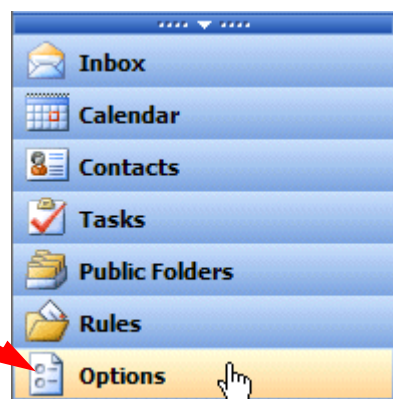


## Outlook Web Access Options

If you are used to Out of Office Assistant, Signature, and many other features in Outlook, most of these are now located in the Options menu screen.

If you look at the **bottom** of the **Navigation Pane** on the **left side** of your screen you will see the **Options button**.

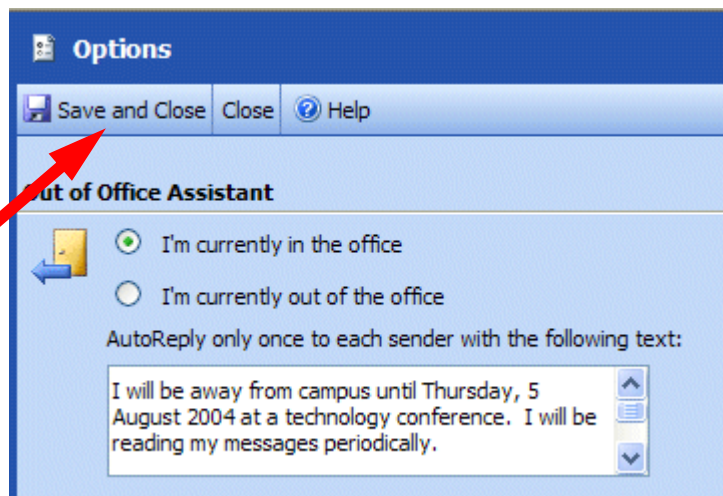
Click the **Options button**.



We'll now review several of the most popular topics in the Options menu. Most are self explanatory, and you can peruse them if you desire. Again the **Help feature in Outlook Web Access 2003 is excellent**, and will guide you through each option.



## Out of Office Assistant

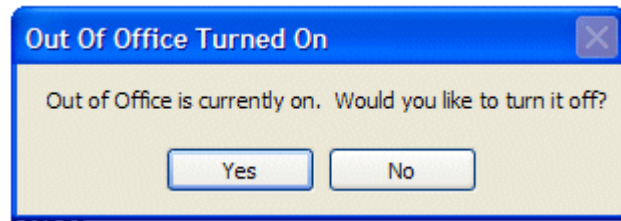


If you are **going to be away from your office** computer for a period of time, and you want to leave a courtesy message for folks to let them know that you'll be away, you can use the **Out of Office Assistant** to do this. To activate the Out of Office Assistant **click-on Tools** in the **Menu bar** and then **click-on Out of Office Assistant...**

**Type the message** that you want others to receive when they send you an e-mail message. **Then click** in the **small circle** to the **left** of **I am currently out of the Office**. **This message will be sent** to each person **the first time** that they send you an e-mail message telling them that you are away from the office.

**As you change various Options, like the Out of Office Assistant, you'll need to click Save and Close button at the top of the Options screen (see arrow above).**

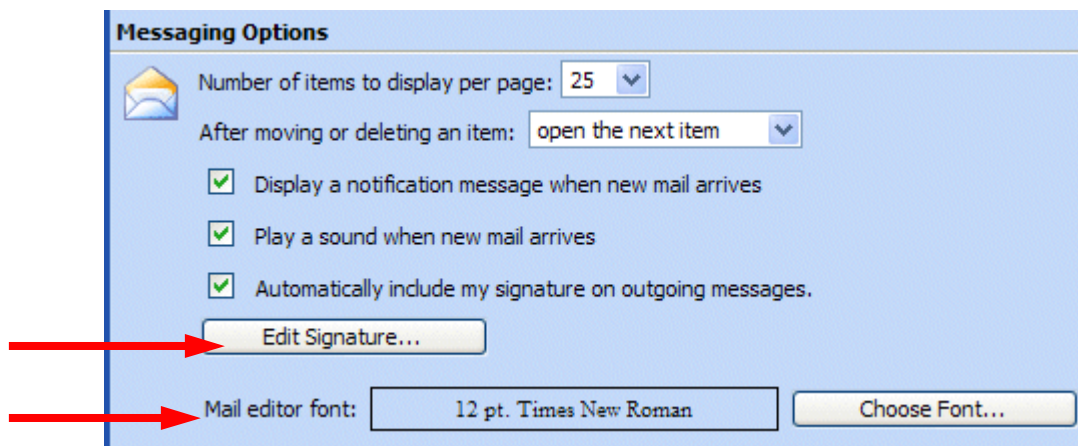
**When you return** (to your office), and load Outlook, **you will see a screen prompt reminding you that Out of Office Assistant is active.** You can “turn off” the Assistant when you see this message.



## Auto-Signature

There is an Outlook Web Access 2003 feature, which allows you to place a “**designed**” **signature** at the end of your e-mail messages.

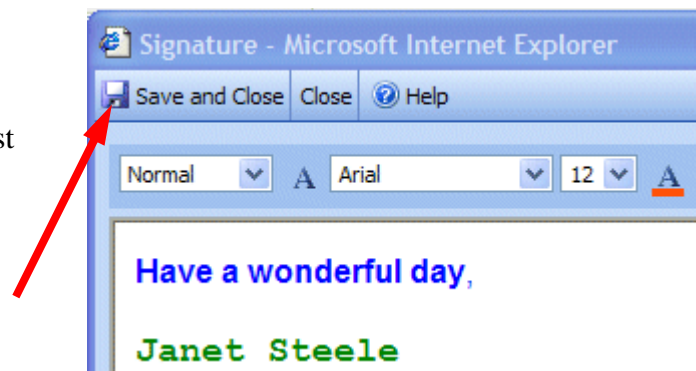
**Scroll down the Options Menu screen** until your screen **looks like the image below.**



When the above screen appears **click the Edit Signature button** (see upper arrow above).

The **Signature screen** (image on **right**) will appear. Type your signature as you desire it to look in your messages. Adjust the Font and Font Size if you wish.

When you have your signature just the way you want it, **click the Save and Close button** at the **top of the screen.**



## Font for your messages

Below the **Edit Signature** button the menu screen indicates **Mail editor font**: (see **lower arrow on last page**). If you **desire a font different from the Arial** font default, **click the Choose Font** button and select the font you desire.

## Other interesting features in Options

As you scroll down the Options screen, you will see that many of the Options that you normally find in Outlook Mail (Tools – Options) in the Outlook Web Access 2003 Options area. Some of the more often requested features are here.

- **Reading Pane Options**
- **Spelling Options**
- **Privacy and Junk E-mail Prevention**
- **Appearance – change the color of your screen**
- **Recover Deleted Items – that you delete-deleted**

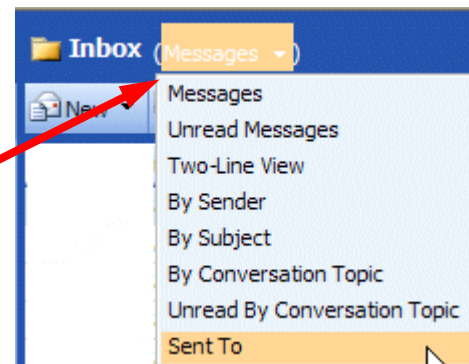
At your leisure, peruse the various Options. If you have any questions you can e-mail the address at the end of this tutorial or refer to the excellent Help in Outlook Web Access 2003.



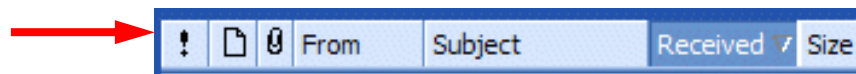
## Other neat things in Outlook Web Access 2003

### Grouping Messages

If you desire to group your messages there are two ways to do this. The **first method** is to **click the Messages button** next to the **folder title** (Inbox, Sent Items, etc.) and **select the grouping you desire** from the drop down **menu list**. Your menu should look like the image on the right. Experiment here as you like.

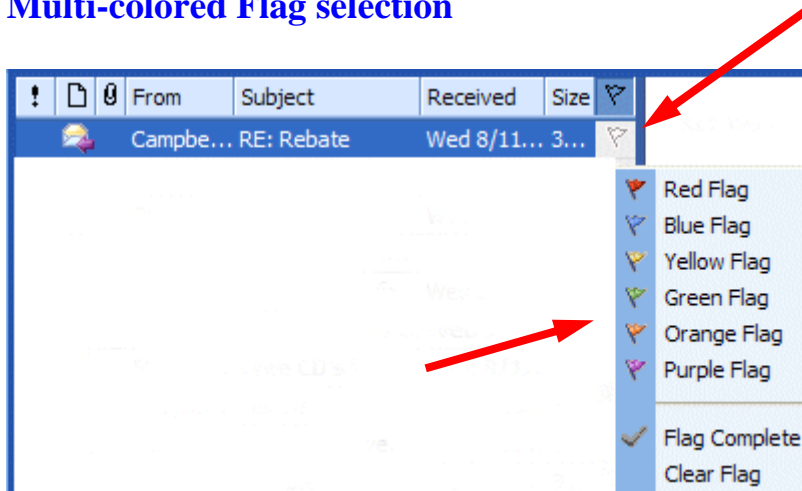


The **second method** is to **click one of the selections** in the **button bar above the**



**messages**. When you click any of the selections (From, Subject, Received, !, Attachments, etc., the messages will be sorted by your choice. Again, experiment as you desire.

## Multi-colored Flag selection



In Outlook Web Access 2003 you can **mark each message**, individually, as you desire, **with a different colored importance flag**. You can then view your flags by color groups.

In the **preview screen**, simply **RIGHT click** on the small “**blank**” flag on the right of a **message**. A “flag list” will appear as a drop-down menu (image above).

Click the flag **color** you desire.

## Multi-colored flag grouping and Message Order

You can **group/arrange** your **messages** by Flag, once you’ve selected flags as indicated above.



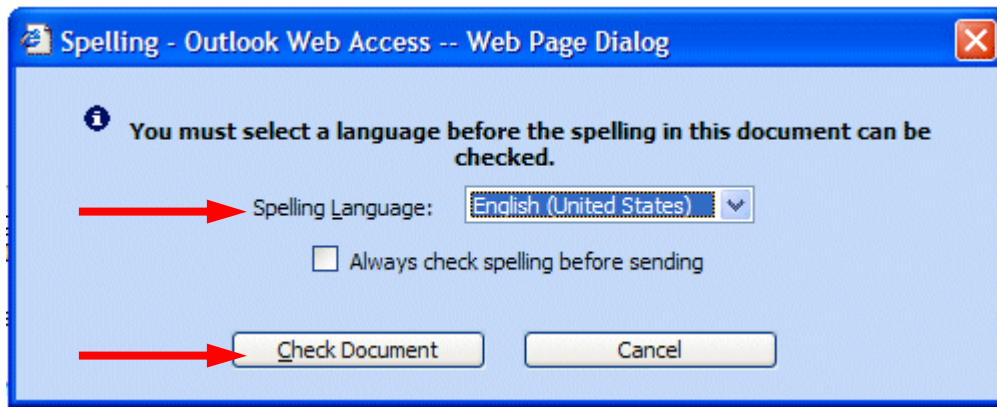
Once you have “colored” your flags, to place them in order, simply **click** the **small flag** at the end of the button bar above the messages (see **image above**).

## Nice features while creating messages – Spell Checking

In Outlook Web Access 2003 you are also able to **spell check your messages**. In the button bar at the **top** of the **message** there is a **Spell Check button**. Anytime you desire to spell check your messages, simply click the **Spell Check button**.



After you have composed your message, **click** the **Spell Check button** (arrow above) and the **Spelling menu screen** will open as shown at the **top of the next page**.



Select the Spelling Language you desire and then click the Check Document button. An easy to use Spell Check screen will appear for each misspelled word. When you have completed your Spell Check, the check screen will close.

## HELP

Once again, the Help in Outlook Web Access 2003 is really great and easy to understand. Anytime you have a question the Help button is available on each feature. If you still have a question, please don't hesitate to contact the e-mail address below.



## Microsoft Office Tutorials

In addition to this tutorial, Outlook tutorials for Outlook, Outlook Calendar, Outlook Folder Size, and Outlook Web Access, as well as other Office tutorials, are available at:

<http://www.officetutorials.com>

This site is updated frequently with tutorial revisions as well as tutorials from a number of collegiate institutions. Please feel free to visit and download as you desire.

This has been an introduction into the basics of Outlook Web Access 2003 mail. If you have any questions about Outlook 2003, or comments on this tutorial, please contact either:

[murray.t@lynchburg.edu](mailto:murray.t@lynchburg.edu) or [Fraser@mercury.hendrix.edu](mailto:Fraser@mercury.hendrix.edu)

**Thank you for your patience and good luck.**