

Sending E-Mail with Outlook Web Access

What Is Outlook Web Access?

Outlook Web Access (OWA) is Elmira College's new Webmail system. Complex but easy to use, OWA weaves advanced file management features to a simple and efficient user interface, creating a robust and powerful web-based emailer.

How Do I Connect to OWA?

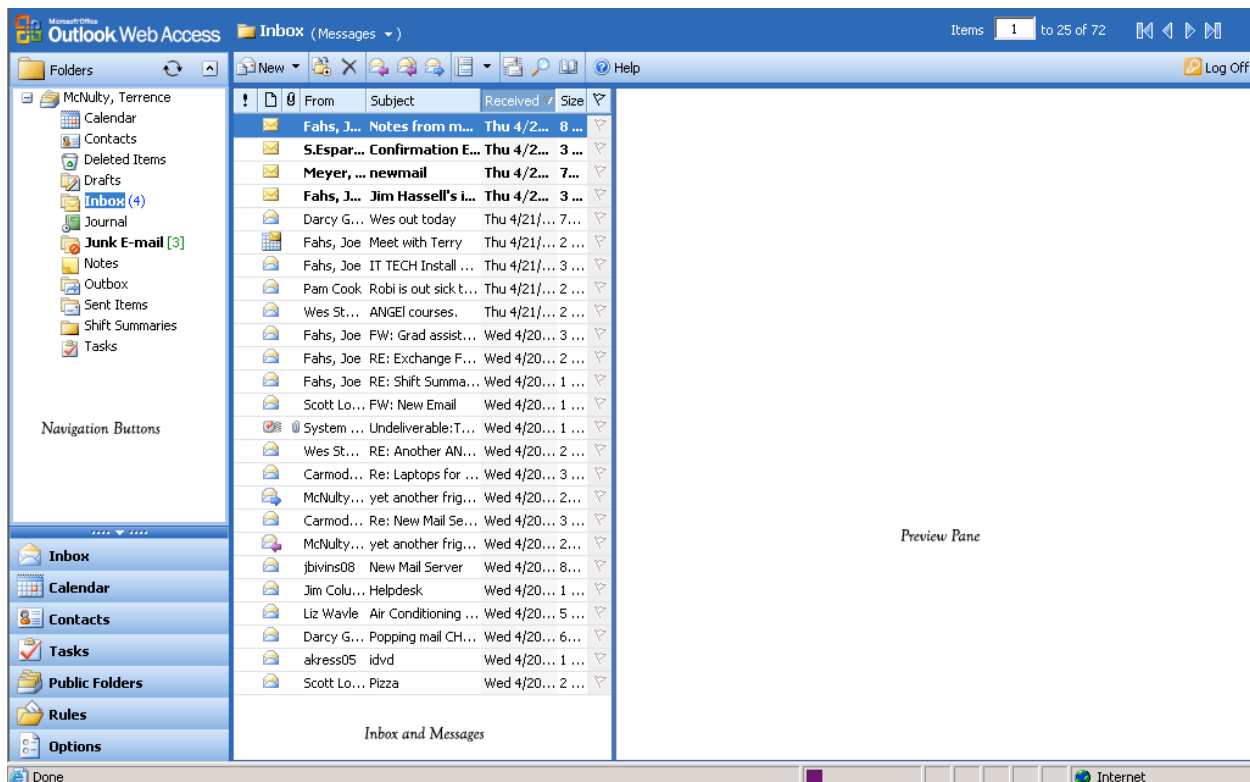
1. To connect to OWA, point your web browser (on or off campus) to:
<http://webmail.elmira.edu>
 - Note that the full features of OWA are only available through Internet Explorer for Windows. Although you can use other browsers (Firefox, Safari, Camino, etc.) or a Macintosh to check your E-Mail, each has functional limitations when interacting with Microsoft's OWA product.
2. Click on the "Current Webmail System" link.
3. In the dialog box, enter your elmira.edu email address in the username field (mtwain08@elmira.edu, where mtwain08 is your username) and your Eaglenet password in the password field.
4. To protect your E-Mail account, make sure the "Save this password ..." box is **not checked**.
5. Click OK.
6. Outlook Web Access should open in a new window.

Learning the OWA Environment

Now that you're connected to OWA, let's talk about the interface. General Navigation Buttons, including your Inbox, Calendar, Contacts and Tasks are located on the left hand side of your screen. Your Inbox and Messages should be located in the middle of your screen. Internet Explorer for Windows users will also see a Preview Pane on the far right hand side of the screen.

Across the top of your screen are the general E-Mail action buttons that will allow you to create and manage your messages.


Take a minute to examine the image on the next page and to mouse over the items on your screen.



Sending E-Mail

To compose and send a new email,:


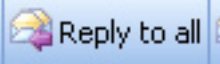


1. Click the “New” button  at the top left hand side of your OWA Inbox.
2. In the “To” field, enter the recipient’s email address.
3. In the “Cc” field, enter the email addresses of anyone who should receive a copy of the email.
4. In the “Bcc” field, enter the email addresses of anyone who should receive a copy of the email **without the knowledge** of other recipients.
5. In the “Subject” field, enter an appropriate subject for the email.
6. In the large white box directly below the Subject field, enter the text of your message.
7. After you’ve finished typing your email, click the Send button in the upper left hand corner of the message screen.
8. After you’ve sent the message, you’ll be returned to your Inbox. A copy of your message will be kept in your “Sent” folder.


Replying to and/or Forwarding a Message

To reply to a message:

1. Open the message with which you’d like to work by double clicking it in the Inbox.

2. To reply to the sender only, click the “Reply” button  at the top of the screen. You will see their message quoted in the message field. Type your message above the Original Message. When you’re finished, click “Send.”
3. Click the “Reply to All” button  at the top of the screen to reply to everyone to whom the message was sent. Type your message above the Original Message. When you’re finished, click Send.

To forward a message:

1. Open the message you’d like to forward by double clicking it in the Inbox.
2. Click the “Forward” button  at the top of the message.
3. Enter the appropriate email addresses in the To, Cc and Bcc fields. After you’ve finished, click the Send button at the top of the screen.



Attaching Files to an E-Mail

To attach a file to an E-Mail:

1. While composing a message, click on the Paperclip icon at the top of the message screen.
2. Click the Browse button (some browsers may render this as a Choose File button).
3. Navigate to the file from your computer that you would like to attach and click “Open.”
4. Back in OWA, click “Attach.”
5. Add more files by following these same steps.
6. Check the list of files to make sure that you’re attaching the proper documents. Remove incorrect files by selecting those files and clicking “Remove.”
7. Click “Close” to return to the email. Your attachments will be displayed below the subject line of the email.
8. **Note:** Attachments greater than 8 megabytes cannot be sent through the Elmira College E-Mail system.


Deleting Messages and Emptying the Deleted Items Folder

You can delete a message using one of two methods:

- A. If the message you would like to delete is open, click the X icon  at the top of that message. This item will then be moved to the Deleted Items folder. **Because another E-Mail from your Inbox will appear on your screen after you click the X icon, make sure you don’t double click the X icon!**
- or
- B. If the message you would like to delete is not open, click the message once (Internet Explorer for Windows users) or click the check box beside the message (all other users) to highlight it. Then click the X icon  at the top of the screen. This will move all selected items to your Deleted Items folder.

To permanently delete a message (to delete a message from the Deleted Items folder):

Internet Explorer for Windows Users:

- 1 Select the Deleted Items folder  from the “Folders” list on the left hand side of the screen.
- 2 Right click on the Deleted Items folder and choose “Empty Deleted Items.”
- 3 A dialog box will appear asking if you’re sure – if you are, click OK.
- 4 Your Deleted Items folder will now be empty.

All Other Users:

- 1 Click the Folders icon on the left hand side of the screen.
- 2 Click the Deleted Items link.
- 3 Click the checkbox beside each item you wish to delete and click the X icon at the top of the screen.
- 4 All items in your Deleted items folder will be immediately deleted.

Logging Off

To log off from Outlook Web Access:

Internet Explorer for Windows Users:

- 1 Click the Log Off button in the upper right hand corner of your screen.
- 2 On the “Outlook Web Access” splash page, click Close.
- 3 **You must quit Internet Explorer to fully quit Outlook Web Access. Failing to quit Internet Explorer could allow other users access to your E-Mail account.**

Other Users:

- 1 Click the Log Off button on the lower left hand corner of the screen.
- 2 You will be taken to an “Outlook Web Access” splash page.
- 3 **Make sure you quit your web browser. Failing to quit your browser could allow other users access to your E-Mail account.**

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