

**OUTLOOK
ONLINE WEB ACCESS
(OWA)
INSTRUCTIONS**

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Logging into OWA

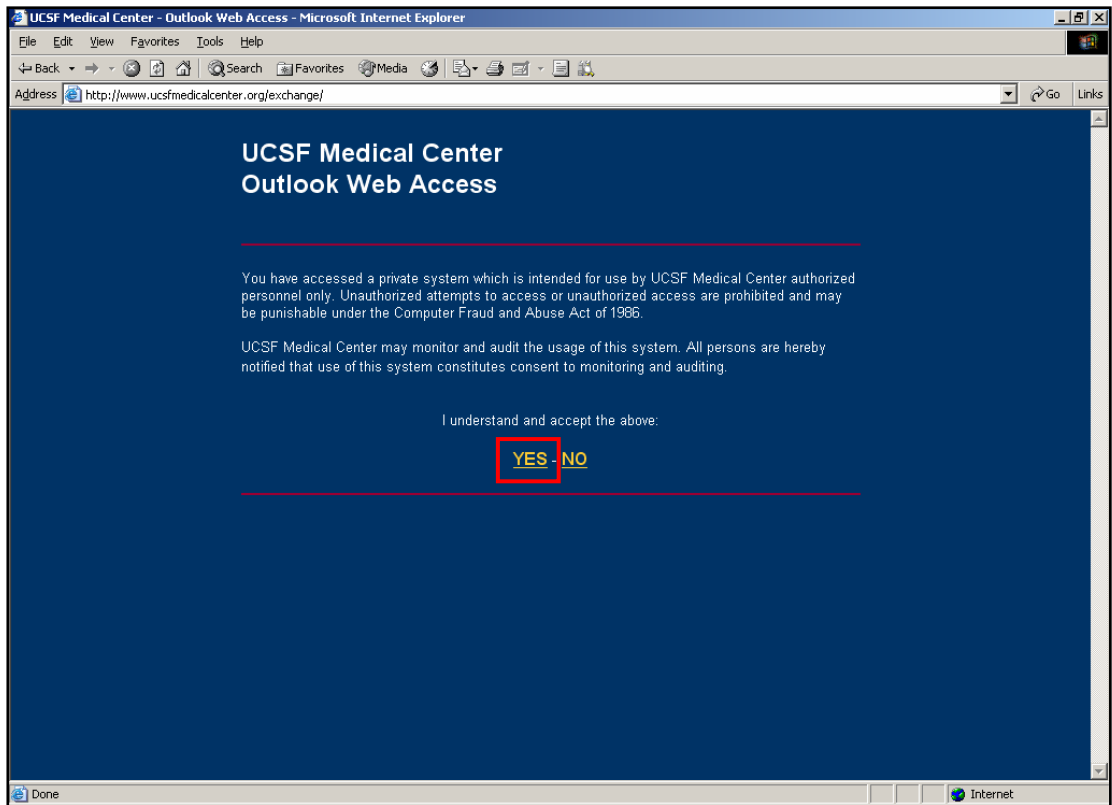
This section explains how to use the Outlook Web Access (OWA) function.

The OWA function allows you to use any web browser to access to your:

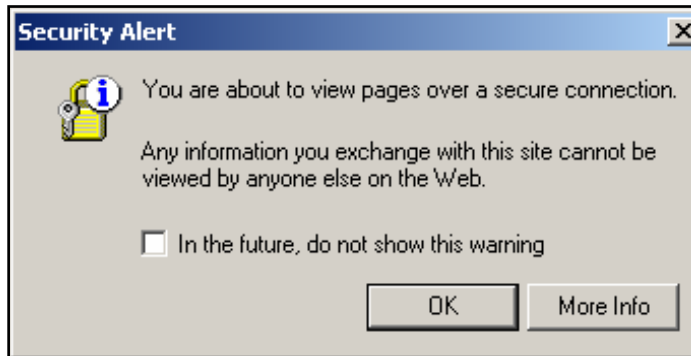
- Mailbox
- Calendar
- Contacts
- Public Folders

And the Global Address List (GAL)

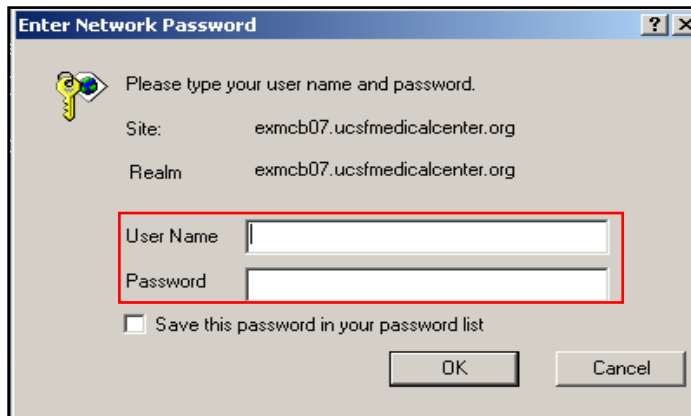
Step	Action
1.	Connect to your Internet Service Provider (web browser).
2.	Type the OWA address www.ucsfmedicalcenter.org/exchange in the address or location field. Add this address to your Favorites listing for quicker access in the future.
	The UCSF Medical Center Outlook Web Access window displays.
3.	After reading the security message, click on the word Yes .



Step	Action
	OWA displays the Security Alert window.
4.	Click the OK button.



Step	Action
	OWA displays the Enter Network Password window.
5.	Complete the User Name and Password fields.
6.	Click the OK button.



Navigating OWA

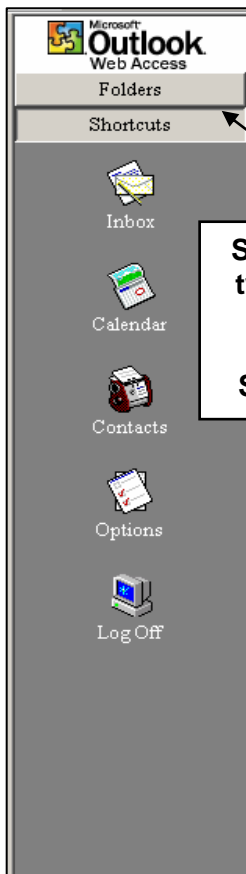
The OWA function contains several functions:

- Email
- Calendar
- Contacts
- Notes

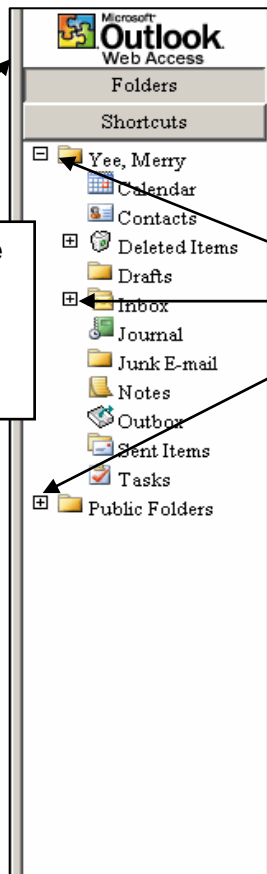
You can use either the appropriate Folders or Shortcuts to access the OWA functions.

Step	Action
	To view folders that you have created, you must be in the Folders view.

Shortcuts Bar



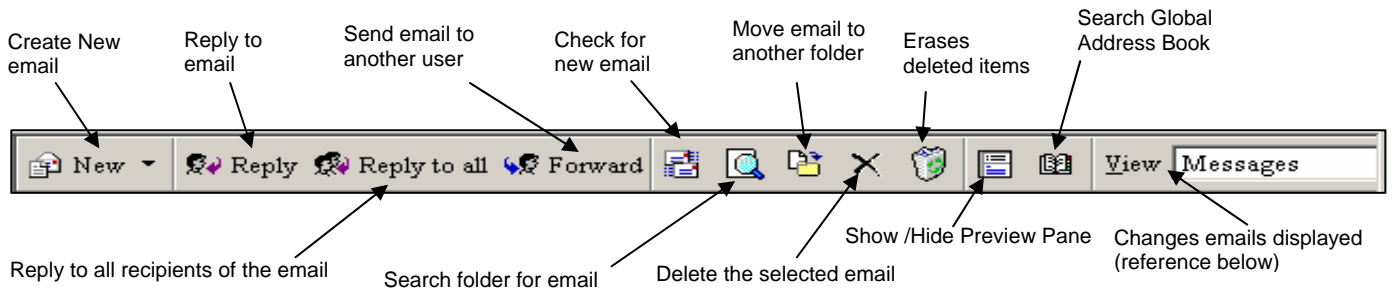
Folder List



Switch between the two different views by clicking the "Folders and Shortcuts" button.

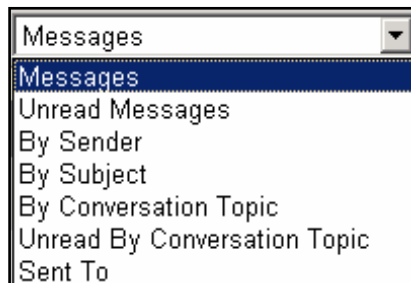
To expand a folder to view any hidden subfolders, click the plus (+) sign to its left.
To hide subfolders, click the minus sign (-) to folders left.

OWA Email Navigation Toolbar



OWA Email Views

Step	Action
	To change the way OWA displays your emails, select the appropriate view from the View drop-down menu.



View Type	Description
Messages	Displays all your email messages.
Unread Messages	Displays all your unread email messages.
By Sender	Groups your email messages by sender.
By Conversation Topic	Groups your email messages by conversation topic. If the conversation topic box is empty, OWA groups the emails by subject.
Unread by Conversation Topic	Displays only unread email messages and groups them by conversation topic. If the conversation topic box is empty, OWA groups the emails by subject.
Sent To	Sorts email messages in the order to which the email was sent.

Changing the Message Pages in OWA

Step	Action
	<p>OWA only displays twenty-five emails per page.</p> <ul style="list-style-type: none">To display the next or previous page of emails, use the left and right arrows located on the toolbar. <p>OR</p> <ul style="list-style-type: none">If you know the appropriate page number, type it in the Items field and press <Enter>.

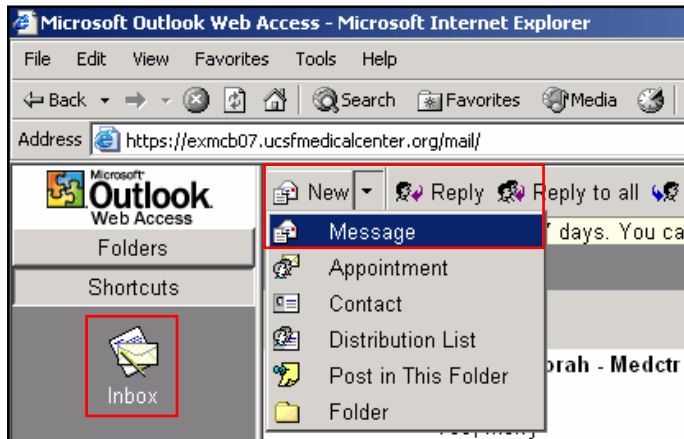


Enter page to jump to that page.

Use arrow to jump to next or previous set of email messages.

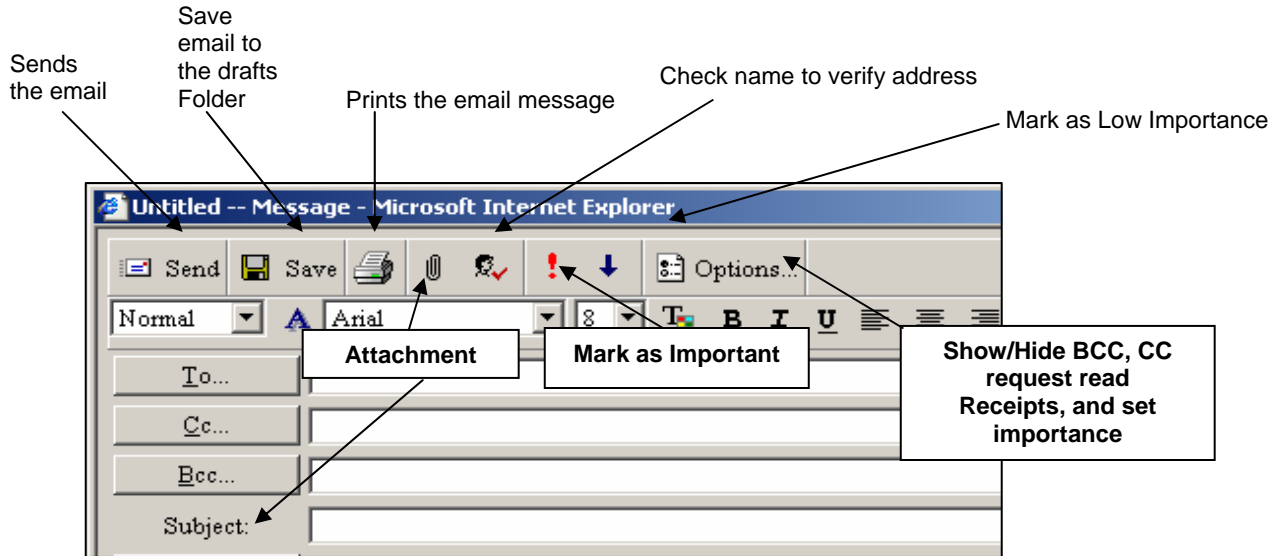
Creating a New Email Message in OWA

Step	Action
1.	Access your Inbox on the Shortcuts toolbar menu.
2.	Click the New button and select Message from the drop-down menu.

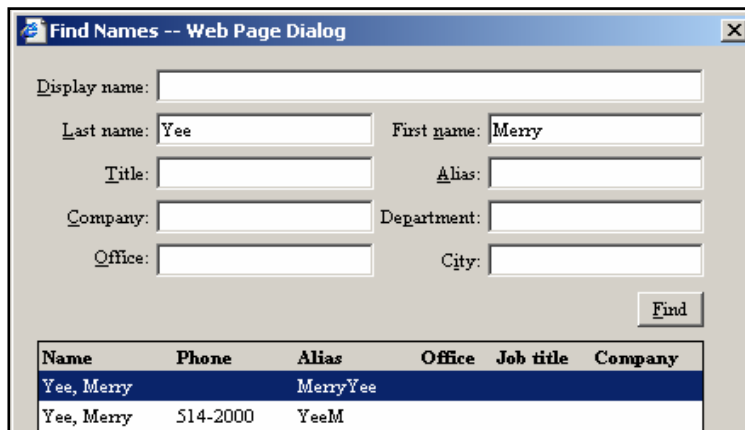


**Outlook Web Access (OWA)
Creating a New Email Message in OWA**

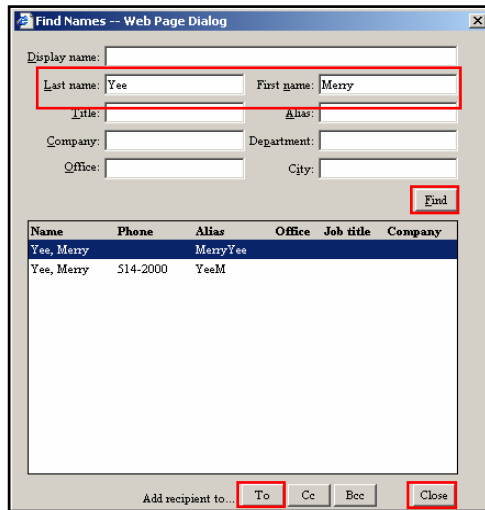
Step	Action
	OWA displays a blank Untitled – Message window.



Step	Action
3.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.



Step	Action
4.	Type the email recipient's last and first names in the Last and First name fields.
5.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
6.	Highlight the appropriate name and click the To button at the bottom of the screen.




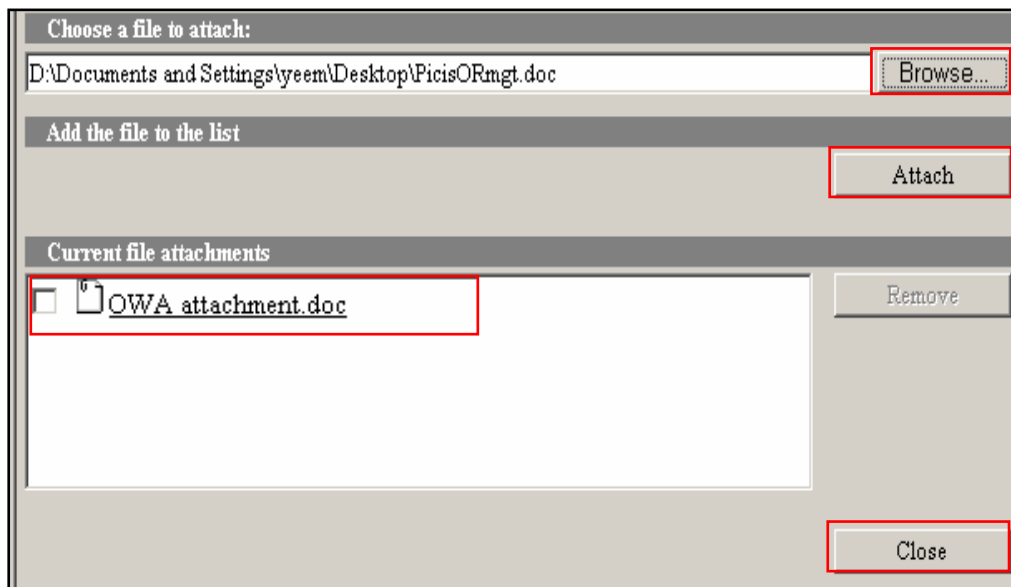
Step	Action
7.	After entering all the email recipients, click the Close button.
	OWA displays your blank Untitled – Message window with your recipient's names.
8.	Complete the Subject line and type your message in the white message window.
9.	After completing your message and performing a spell check, click the Send button.



Step	Action
	<ul style="list-style-type: none"> ▪ The “To, Cc, and Bcc” fields can only be used if the recipient’s are listed in the UCSF Medical Center Global Address List. They cannot be used to search for addresses in your Contacts folder. ▪ You can send an email to someone listed in your Contacts folder only while you are in your Contacts folder.

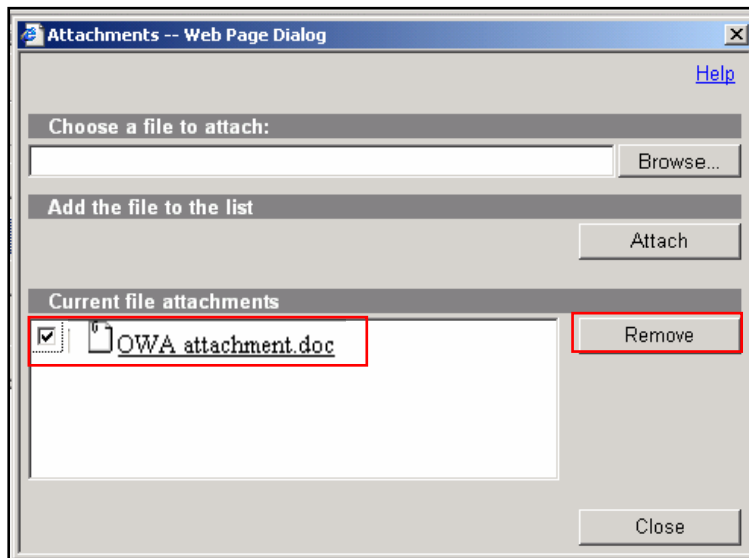
Attaching a File to an Email in OWA

Step	Action
1.	Access your Inbox on the Shortcuts toolbar menu.
2.	Click the New button and select Message from the drop-down menu.
3.	After attaching all of the appropriate email recipients, click on either the Attachments: <input type="text" value="Attachments:"/> button or the Attachments icon. 
	OWA displays a blank Choose a file to attach window.
4.	Click the Browse button.
5.	Navigate to the appropriate drive(s), folder(s) and file location(s) to select your attachment.
6.	Click the Attach button.
	OWA attaches your file(s) to your email message. Repeat steps 3-6 for any additional files you want to attach.
	OWA displays the attached files in the Current file attachments field.
7.	Click the Close button.



Removing a File from an Email in OWA

Step	Action
	To remove a file, click the box next to the appropriate file and click the Remove button.
	Click the Close button.

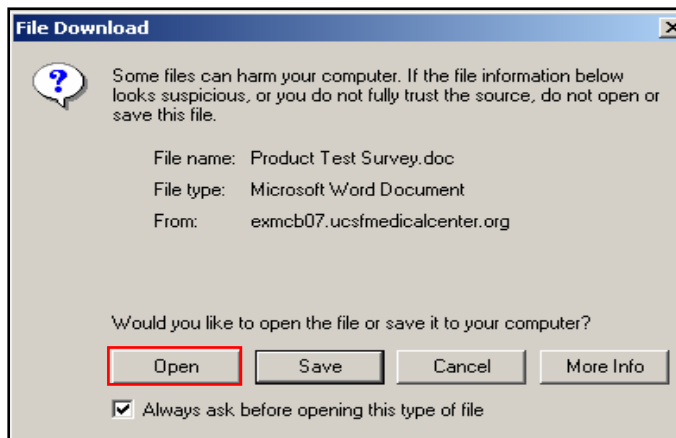


Step	Action
	OWA removes the attachment.

Viewing an Attachment in OWA

When an email message contains a file, OWA displays the paper clip icon next to the message.

Step	Action
1.	Double-click on the appropriate email message. OWA displays the email message.
2.	Click the appropriate attachment . OWA displays a File Download window.

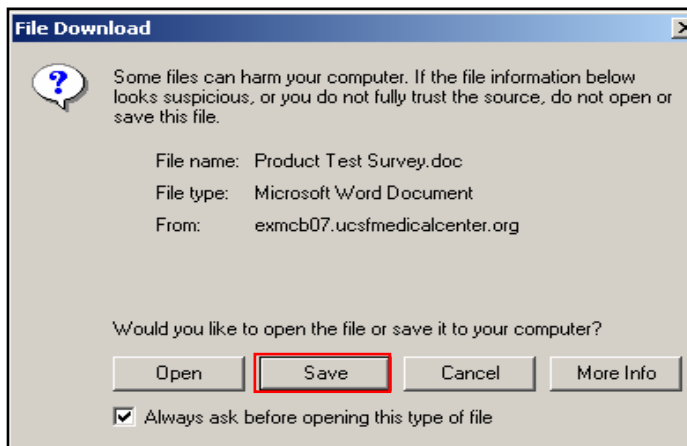


Step	Action
3.	To view the attachment only, click the Open button. OWA displays the attached file in the proper format.

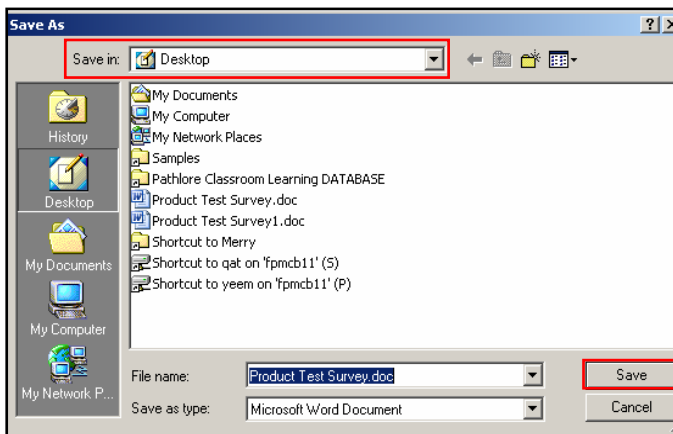
Saving an Attachment in OWA

When an email message contains a file, OWA displays the paper clip icon next to the message.

Step	Action
1.	Double-click on the appropriate email message.
	OWA displays the email message.
2.	Click the appropriate attachment .
	OWA displays a File Download window.




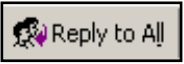
Step	Action
3.	To save the attachment, click the Save button.
	OWA displays a Save As window.
4.	Select the appropriate place where you want to save the email attachment. If appropriate, change the attachment's name.
5.	Click the Save button.



Reading and Replying to an Email Messages in OWA

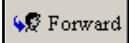
Step	Action
1.	To read an email, double-click on the appropriate email.
	OWA displays the email message in a new window.
2.	Click on the appropriate Reply button.

The following table defines the different Reply icons:

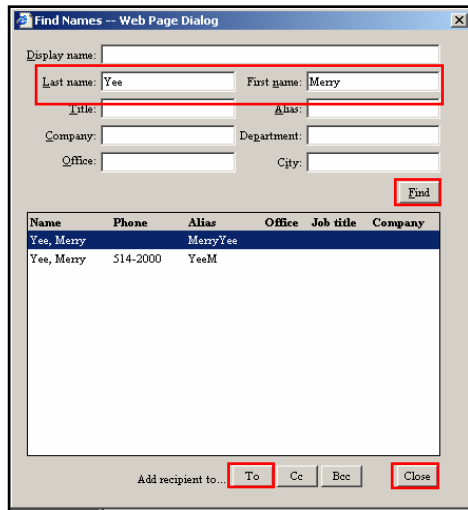
Icon	Action
	Enters the sender's name in the To field.
	Enters all the names of the recipients of the original email in the To field.

Step	Action
	Outlook 2000 displays the email message in a new window.
3.	Type your reply, attach any files and set any delivery options.
4.	Click the Send button.

Forwarding an Email in OWA

Step	Action
1.	To forward an email, double-click on the appropriate email.
	OWA displays the email message in a new window.
2.	Click the Forward button. 
	OWA displays a FW: (Subject line) window.
3.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.
4.	Type the email recipient's last and first names in the Last and First name fields.
5.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
6.	Highlight the appropriate name and click the To button at the bottom of the screen.
7.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.


Step	Action
8.	Type the email recipient's last and first names in the Last and First name fields.
9.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
10.	Highlight the appropriate name and click the To button at the bottom of the screen.



Step	Action
11.	After entering all the email recipients, click the Close button.
10.	Complete the Subject line and type your message in the white message window.
11.	After completing your message and performing a spell check, click the Send button.

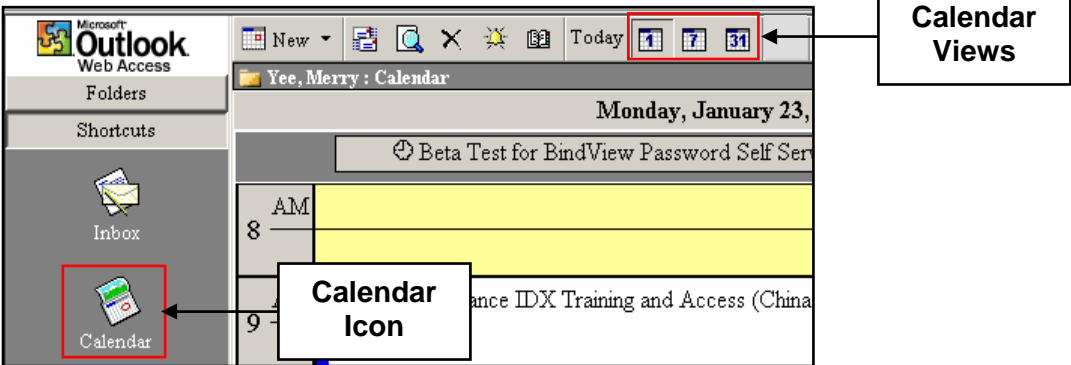


Deleting an Email in OWA

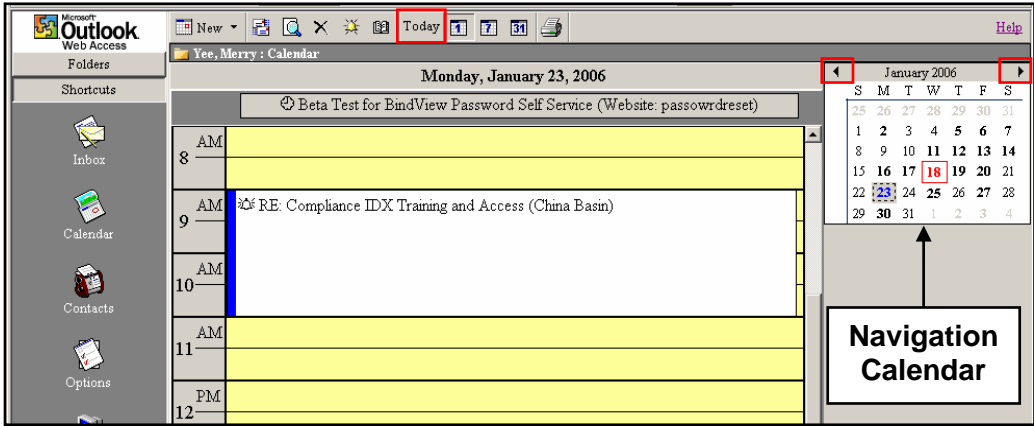
Step	Action
1.	Highlight the appropriate email.
2.	Click the Delete key on your keyboard the Delete icon. 

OWA Calendar

Step	Action
1.	Click the Calendar icon located on the Shortcuts bar.
	OWA displays three different calendar views: <ul style="list-style-type: none"> ▪ Single day (1) ▪ Week (7) ▪ Month (31)



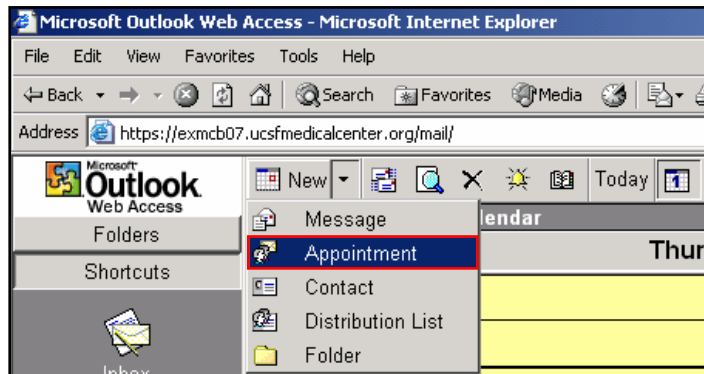
Step	Action
2.	Select the calendar view you prefer.
	OWA automatically displays the current month in the Navigation Calendar bar. To view additional months, click on the left or right black arrows. To return to today's date click the "Today" button next to the calendar view buttons.



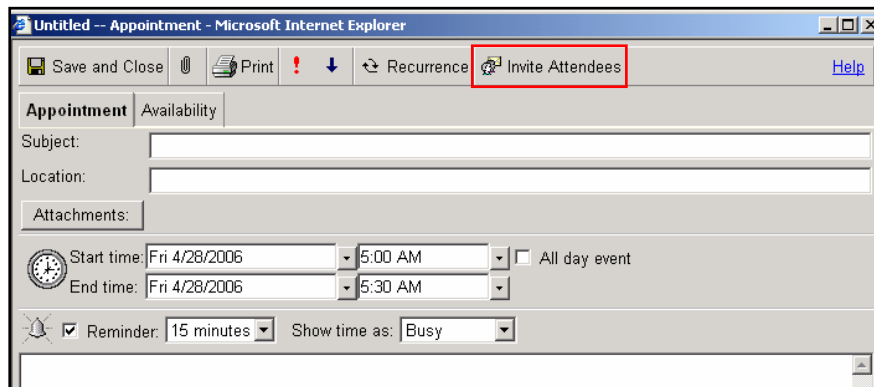
Step	Action
3.	Click on the appropriate date.

Creating an Appointment Using OWA

Step	Action
1.	Click on the Calendar icon in the Shortcuts bar.
	OWA displays today's date.
2.	Use the Navigation Calendar to select the appropriate month and day.
	OWA displays the selected date.
3.	Click the New button.
	OWA displays the New drop-down menu.
4.	Select Appointment .

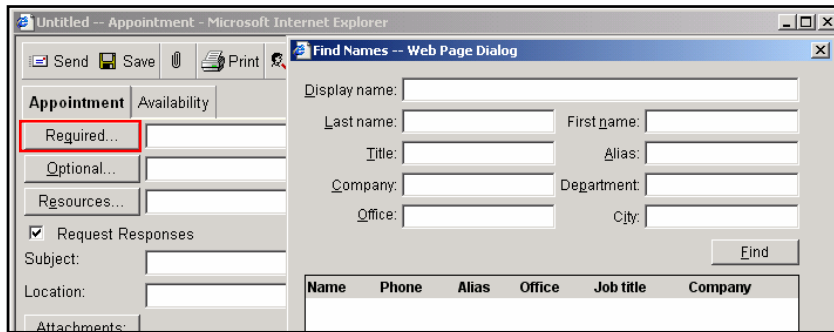


Step	Action
5.	Click the Find button.
	OWA displays an Untitled – Appointment window.
6.	Click the Invite Attendees tab.

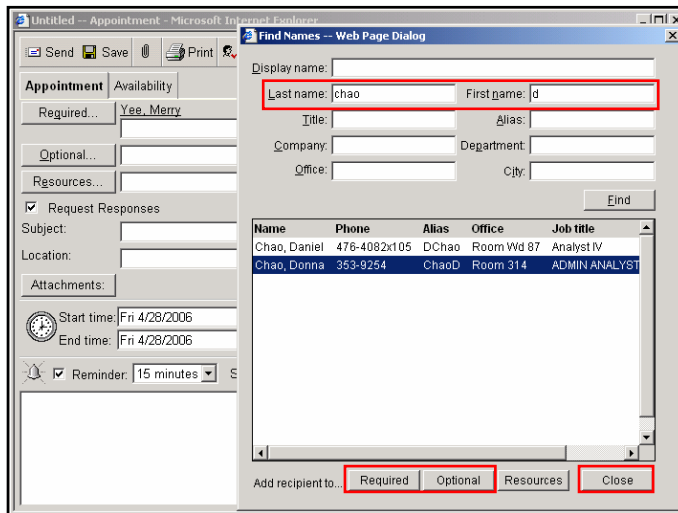


Outlook Web Access (OWA) Creating an Appointment Using OWA

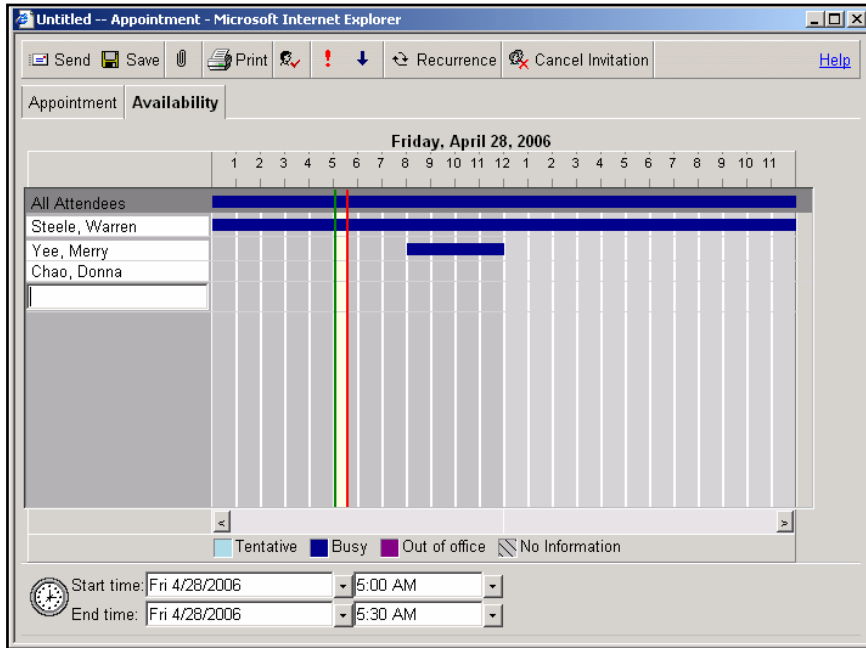
Step	Action
	OWA displays your cursor in the field next to the Required button on the Appointment tab.
7.	Click the Required button.
	OWA displays the Find Names – Web Page Dialog window.



Step	Action
8.	Type the email recipient's last and first names in the Last/First name fields.
9.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
10.	Highlight the appropriate name and click either the Required or the Optional button at the bottom of the screen.
11.	After entering all the email recipients, click the Close button.



Step	Action
	OWA displays your blank Untitled – Message window with your recipient’s names.
	To verify if the invitees are available, click the Availability tab.
	OWA displays your schedule and all of your invitees’ schedules. If you spot a scheduling conflict, click the Appointment tab and adjust the appointment time and date accordingly.

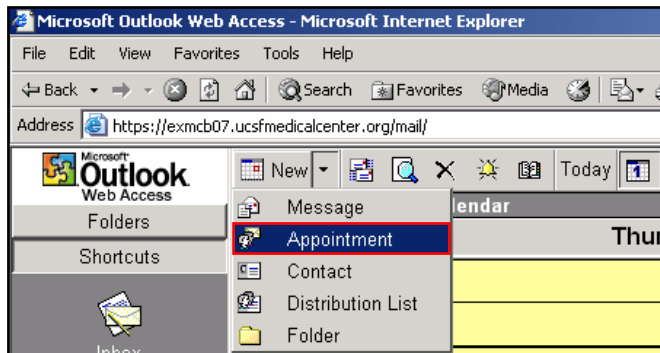


Step	Action
12.	Complete the Subject line, the meeting Start and End times, location and any additional options (for example: meeting reminder, All day event, etc).
13.	If appropriate, type a message in the white message window.
14.	After completing your message and performing a spell check, click the Send button.

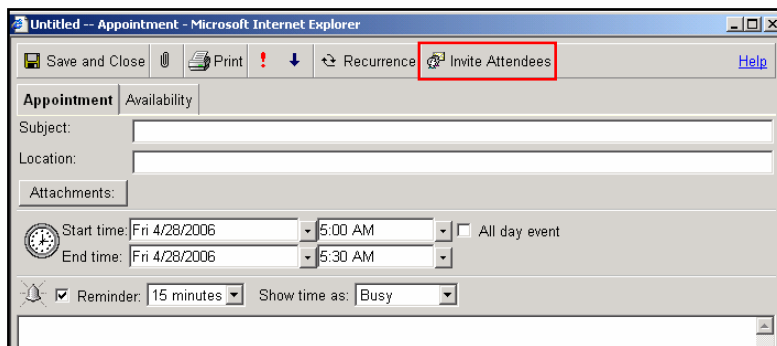


Creating a Meeting using OWA

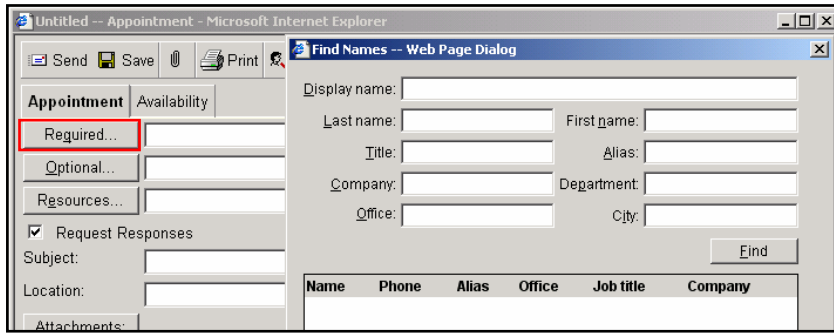
Step	Action
1.	Click on the Calendar icon in the Shortcuts bar. OWA displays today's date.
2.	Use the Navigation Calendar to select the appropriate month and day. OWA displays the selected date.
3.	Click the New button. OWA displays the New drop-down menu.
4.	Select Appointment .



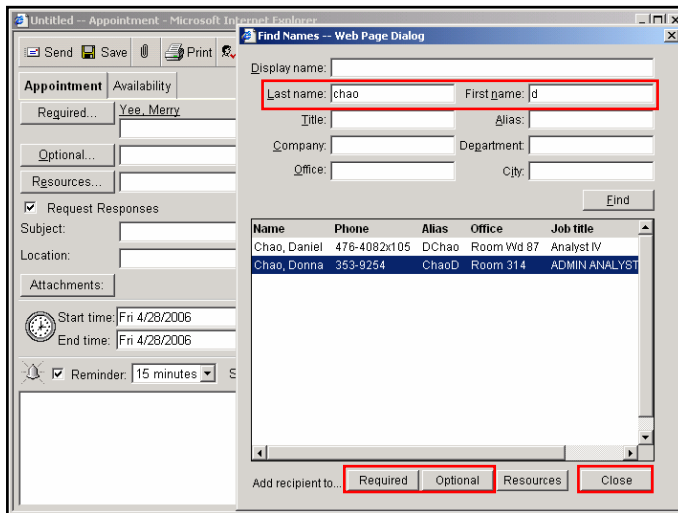
Step	Action
5.	Click the Find button. OWA displays an Untitled – Appointment window.
6.	Click the Invite Attendees tab.



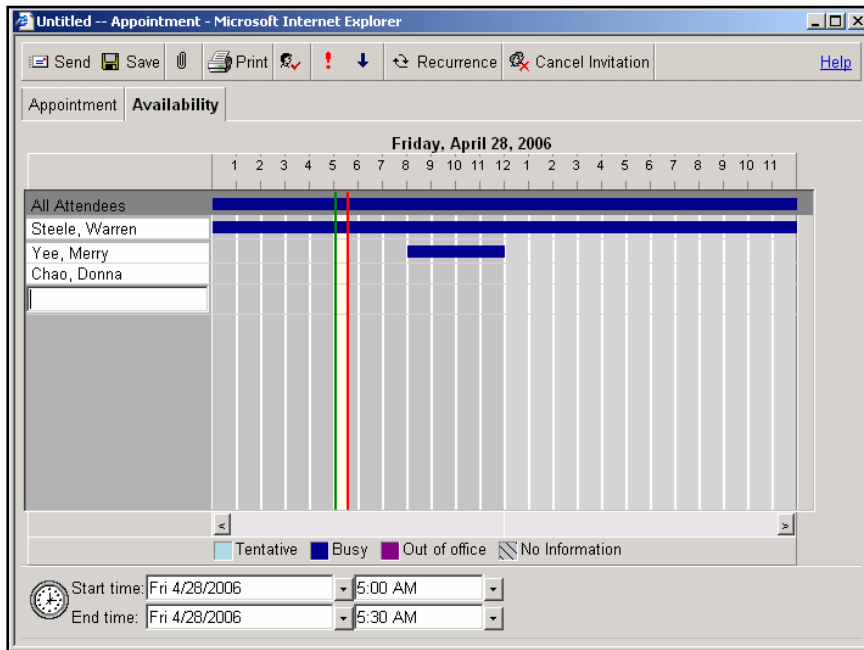
Step	Action
	OWA displays your cursor in the field next to the Required button on the Appointment tab.
7.	Click the Required button.
	OWA displays the Find Names – Web Page Dialog window.



Step	Action
8.	Type the email recipient's last and first names in the Last name/First name fields.
9.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
10.	Highlight the appropriate name and click either the Required or the Optional button at the bottom of the screen.
11.	After entering all the email recipients, click the Close button.



Step	Action
	OWA displays your blank Untitled – Message window with your recipient’s names.
	To verify if the invitees are available, click the Availability tab.
	OWA displays your schedule and all of your invitees’ schedules. If you spot a scheduling conflict, click the Appointment tab and adjust the appointment time and date accordingly.



Step	Action
15.	Complete the Subject line, select the appointment Start and End times, location and any other options (for example: meeting reminder, All day event, etc).
16.	If appropriate, type a message in the white message window.
17.	After completing your message and performing a spell check, click the Send button.



Using the Contacts Function in OWA

Step	Action
1.	Click on the Contacts icon in the Shortcuts bar (figure A) or the Contacts link in the Folders toolbar. (figure B)

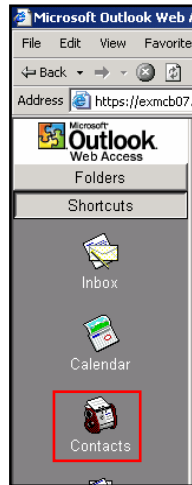


Figure A

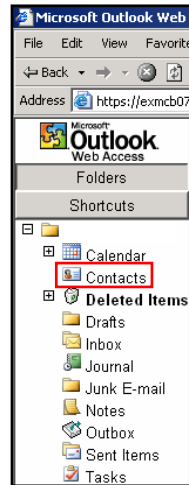
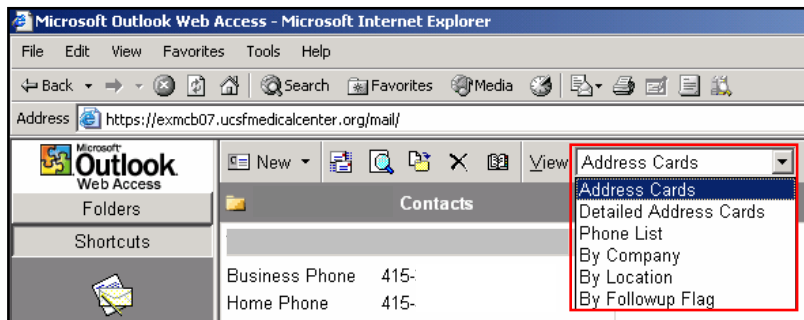


Figure B

Step	Action
	OWA displays your current Contacts listing or a blank screen.
	If you want to change the way OWA displays your contact's information, select the appropriate format from the View drop-down menu.



Adding a New Contact using OWA

Step	Action
1.	Click on the Contacts icon in the Shortcuts bar (figure A) or the Contacts link in the Folders toolbar. (figure B)



Figure A

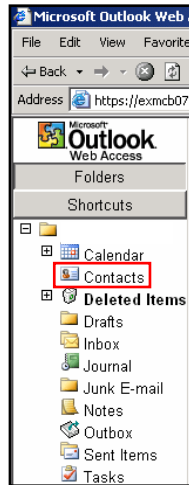
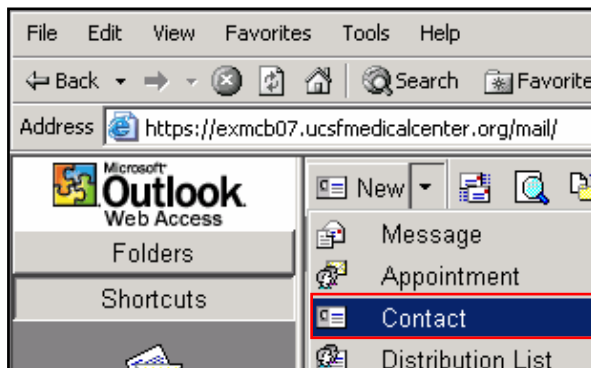


Figure B

Step	Action
	OWA displays your current Contacts listing or a blank screen.
2.	Click the New button.
	OWA displays the New drop-down menu.
3.	Select Contact .



Outlook Web Access (OWA)
Adding a New Contact Using OWA / Sending an Email to an OWA Contact

Step	Action
	OWA displays a blank Untitled – Contact window.
4.	Complete the required and any optional fields.
5.	Click the Save and Close button.

Untitled -- Contact - Microsoft Internet Explorer

Save and Close

General Details

Last Name: Poisson
First Name: Charly
Middle Name:
Job title:
Company:
File As: Last, First

Business Phone: 415-555-5555
Home Phone: 415-555-5555
Mobile Phone: 415-555-5555
Assistant Phone:

Home Address
Mailing address:
Street: 584 Castro St #123
City: San Francisco
State/Province: CA
Postal Code: 94114
Country/Region: USA

E-mail
Display Name: Poisson, Charly
E-mail address: poissonc@surgery.ucsf.edu

Web page address:

Sending an Email to a OWA Contact

Step	Action
1.	Double-click on the appropriate contact.
	OWA displays the contact's information window.
2.	Click the Send mail to contact icon.

Untitled -- Contact - Microsoft Internet Explorer

Save and Close

Send Mail to Contact Icon

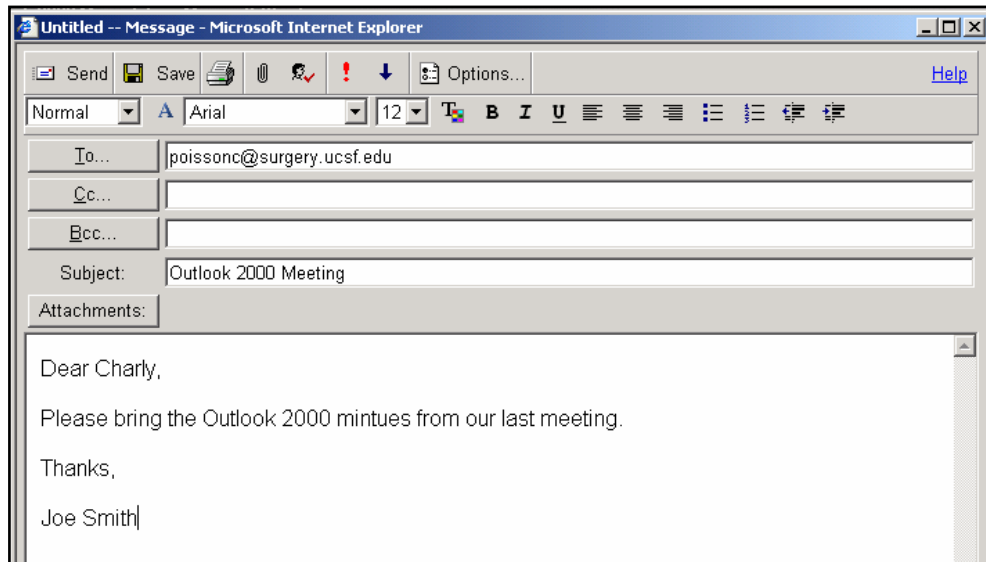
General Details

Last Name: Poisson
First Name: Charly
Middle Name:

Business Phone: 415-555-5555
Home Phone: 415-555-5555

**Outlook Web Access (OWA)
Sending an Email to an OWA Contact**

Step	Action
	OWA displays a blank Untitled – Message window and auto-populates the To field with your contact's email address.
3.	Enter any Cc or Bcc recipients.
4.	Compose your email message and perform a spell check.
	If appropriate, click the Attachments button to include an attachment.
5.	Click the Send button.



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