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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. [Ctrl] [Home] or [Home] to view the Mail folder.
2. [Ctrl] [Home]

Creating and Sending a Message

1. [Ctrl] [N] to create a new message.
2. In the TO or CC listboxes, type the names or email addresses of the people who are receiving. Separating multiple names with a semi-colon (;). To select a name suggested from your address book, press <Enter> for the first match or [Tab] to select another match.
3. To select names from your address book contacts:
 - a. [Click] [To] or [Cc].
 - b. Select a name from the list. Or, type in the word for the name, press [Tab], then select a name.
 - c. [Click] to insert the contact.
4. Repeat steps a and c as needed. [Ctrl] [OK].
5. Type the SUBJECT and the body of the message.
6. [Ctrl] [Enter]

Attaching a File to a Message

1. [Ctrl] [A] to attach.
2. Choose a file to attach in EXPLORER.
3. Locate and select the file(s) you [Click] [Open].

Showing BCC

In the message window, [Ctrl] [B] and choose SHOW BCC.

Sending a Message with High or Low Importance

In the message window, [Ctrl] [I] SET IMPORTANCE and choose HIGH or LOW.

Requesting Action or Delivery Receipts

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

Checking Spelling

Mispelled words are underlined with wavy red lines. To correct, or for language and dictionary options, right-click [Right-Click] misspelled words.

Showing/Hiding the Reading Pane

Use the Reading Pane to read messages and conversations without opening them.

1. [Ctrl] [R] and choose DISPLAY SETTINGS.
2. If necessary, [Click] [READ ONLY].
3. Set the LAYOUT.
4. [Ctrl] [OK].

Grouping Messages by Conversation

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

- To turn on/off grouping by conversation, [Click] the icon at the top right of the message list (e.g., FEEDBACK BY DATE) and then the CONVERSATIONS icon or choose ON or OFF.
- To list all messages in a conversation, [Click] the icon at the top right of the message list (e.g., FEEDBACK BY DATE) and then the conversation and view in the Reading Pane.

Ignoring a Conversation

To automatically hide existing and future messages that are part of the same conversation:

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

Note: Does not hide messages from your inbox.

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Reading Messages

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

1. [Click] [Click] on a message to open it.
2. [Ctrl] [Click]

Opening/Saving Attachments

1. [Click] on the attachment.
2. If prompted, click YES to save the attachment or...

- To quickly view Microsoft Word files, PowerPoint and Adobe PDF attachments even if your computer does not have the necessary application, [Hover] over the attachment, then [Click] [VIEW].
- To quickly view images, [Click] the image thumbnail. When finished viewing, close the image window.
- To [Download] over the attachment, then [Click] [DOWNLOAD].

Replying to a Message

1. Open/Select the message.
2. To reply to the sender only, [Ctrl] [R] REPLY. Or to reply to all addresses, [Ctrl] [R] [Alt] [R] REPLY ALL.
3. Complete the message then [Ctrl] [Enter].

Forwarding a Message

1. Open/Select the message.
2. [Ctrl] [F] FORWARD.
3. Complete the email then [Ctrl] [Enter].

Saving a Draft

If you are not ready to send a message, use a Draft.

1. With the message in progress, [Ctrl] [S] and choose SAVE. The message is automatically placed in a folder called DRAFTS.

When you are ready to complete and send the message:

1. [Ctrl] [S] on the DRAFTS side in the folder list.
2. Select the message then [Ctrl] [Enter] or [Enter].
3. Finish the message, and [Ctrl] [Enter].

Creating a Folder

1. [Ctrl] [M] MAIL FOLDER, CALENDAR, PEOPLE or TASKS.
2. In the navigation pane on the left, [Right-Click] the desired folder, or NEW CALENDAR, TASKS or CONTACTS. Or use CREATE NEW FOLDER or CALENDAR.
3. Type a name for the new folder. Press <Enter>.
4. Select the message.

Moving or Copying Messages

1. Select the message.
2. To move, [Drag] the folder.
3. To copy, [Ctrl] [Drag] to a folder. If a folder is not visible, [Hover] over it and click to expand.

Creating an E-Mail Signature

1. From any Outlook folder, [Ctrl] [S] then select OPTIONS.
2. [Click] SETTINGS.
3. If necessary, [Click] MAIL.
4. Under EMAIL SIGNATURE, type and format your email signature as desired.
5. To have every e-mail sent include your signature, [Click] AUTOMATICALLY INCLUDE MY SIGNATURE OR MANUAL. [Click] [OK].
6. [Ctrl] [Save] then [Ctrl] [Enter].

To manually insert your signature when composing a message, [Ctrl] [Enter] then [Ctrl] [Enter].

Opening Another User's Mailbox

1. [Ctrl] [Alt] [Shift] [Enter] on the top right, then select OPEN ANOTHER MAILBOX.
2. Type in the name of the other user. [Ctrl] [Enter]. If you have permission, the other user's mailbox will open.

Turning on Automatic Replies

When you're out of the office, you can:

1. [Ctrl] [Alt] [Shift] [Enter] on the top right, then select OPEN ANOTHER MAILBOX.
2. Select SEND AUTOMATIC REPLY.
3. To customize the message, select FROM: REPLYING THIS TIME. [Click] [OK], then set times.
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] [OK] then [Ctrl] [Enter].

Turning off the Automatic Replies

If an auto-replies notice, you can be prompted to turn off automatic replies when you log in. Or review:

1. [Ctrl] [Alt] [Shift] [Enter] on the top right, then select OPEN ANOTHER MAILBOX.
2. Select STOP SEND AUTOMATIC REPLY.
3. [Ctrl] [Enter] then [Ctrl] [Enter].

Searching for Mail

1. In the folder list, select the folder you want to search through (e.g., REPLY, SENT ITEMS).
2. In the folder list, [Click] [SEARCH] then type above the list of items. Hyperlink to search for:
3. Structure of the suggestions is to [Click] [Click] for the keyword, press <Enter> or [Click] [Enter].
4. Select or Double-Click to operate on the items.
5. When done, [Ctrl] [OK].

Chat

Starting a Chat

To start an instant message conversation, [Click] a person's name in the People list or [Hover] over a person's name in the folder list, then click on chat. [Ctrl] [C] If you receive a chat message, an IM REQUEST notification will appear. [Click] [ACCEPT].

Changing Your Chat Status

[Click] your name on the top right, select your status.

Signing Out of Instant Messaging

[Click] your name on the top right, choose SIGN OUT OF IM.

Mail	
New message	[Ctrl] [N]
Deleted	[Ctrl] [D]
Reply	[Ctrl] [R]
Reply to all	[Ctrl] [R] [Alt]
Forward	[Ctrl] [F]
Save Draft	[Ctrl] [S]
Save	[Ctrl] [Enter]

For Any Outlook Item

New Item	[Ctrl] [N]
Delete Item	[Ctrl] [D]
Send Message to All	[Ctrl] [R] [Alt]

Relating Multiple Items (Mail & Tasks)

Conversation items: [Ctrl] [Click] on the item and <Shift> [Click] on the last item.

Non-conversation items: [Ctrl] [Click] on the first item and <Shift> [Click] on the last 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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