

Outlook Web Access: the Bare-Bones Basics

1. Logging on to Outlook Web Access (OWA)


From the MG web site, click on one of the many links to e-mail:

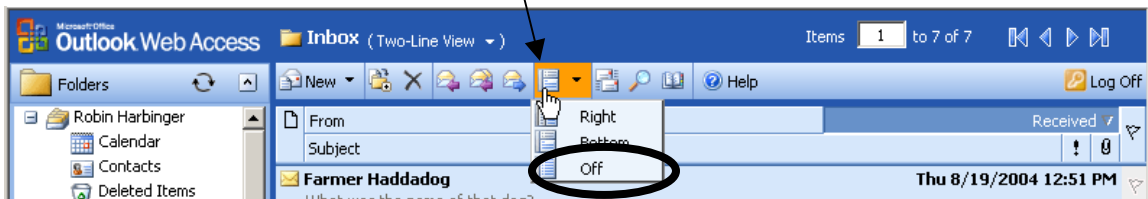



Your computer will show you a screen for logging on to OWA. Your username and password are the same ones you use for logging onto Windows.

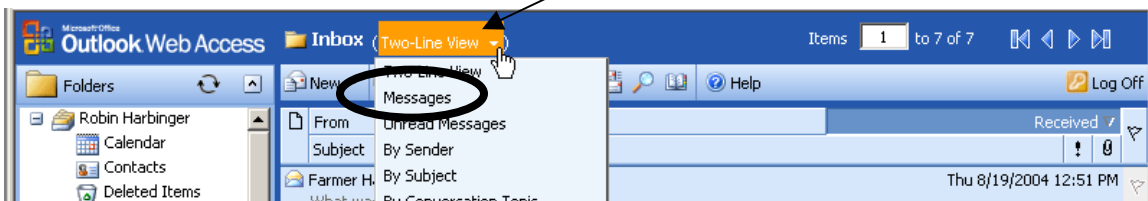
When you log on successfully, you'll see your OWA inbox in the "default view." Unfortunately, almost nobody likes the default view, so before doing anything else, you should fix this.

2. Fixing OWA's bad "default inbox view"

First, click on the little pane button () in the toolbar at the top of the OWA window, and choose "Off":

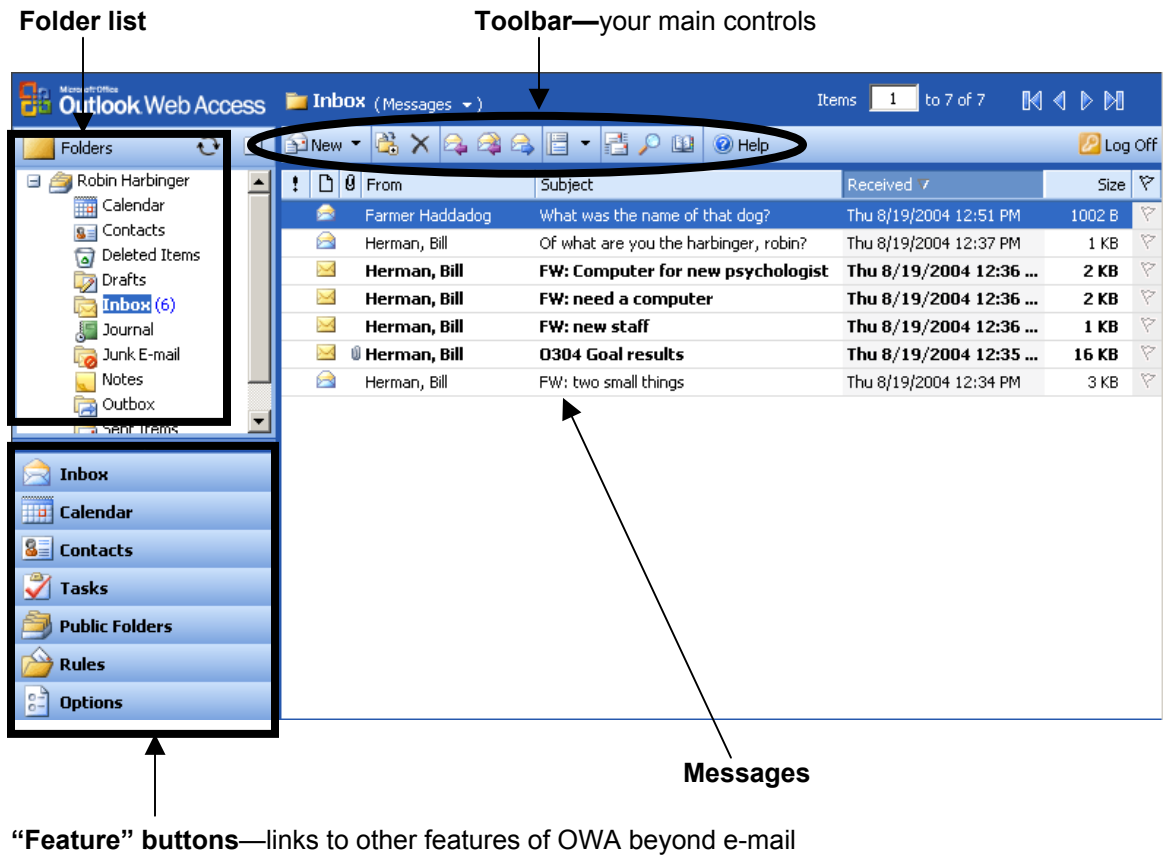


Next, click on the little "two-line view" button () just above the toolbar, and choose "messages":



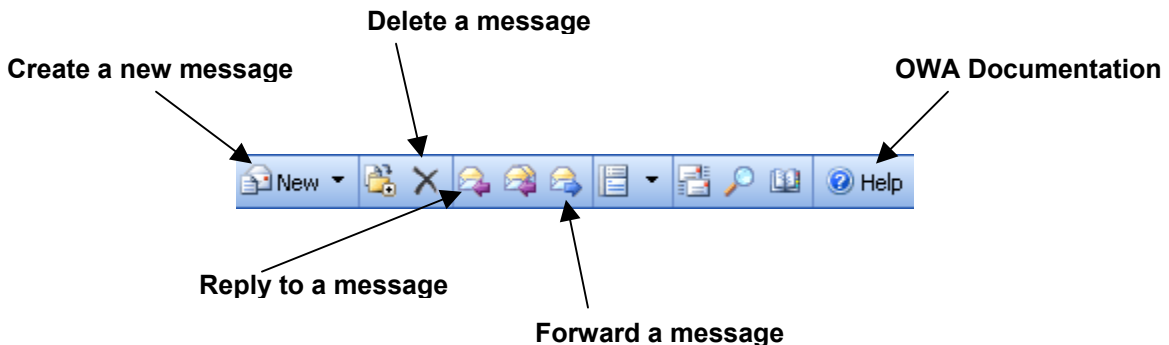
3. Features of your inbox

After you have fixed the “inbox view,” your inbox will look like this:



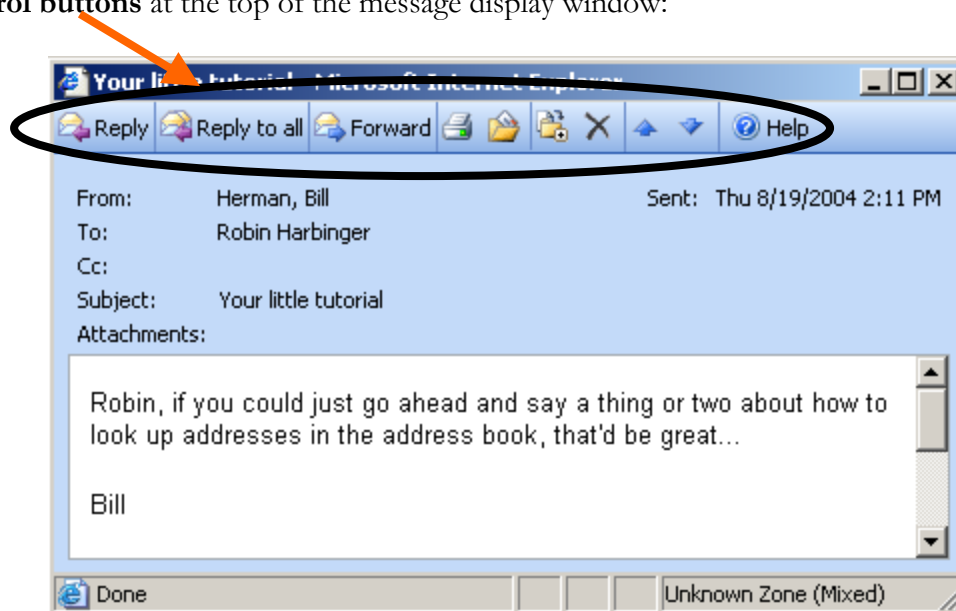
4. Functions of the Toolbar Buttons

The buttons on the toolbar let you control e-mail messages in OWA: **use these buttons to create, reply to, delete, forward, and file messages after selecting them (clicking once on them) in the message window.** You can find out what each button does by “mousing over” it—that is, holding the mouse arrow over it, without clicking. When you do this, a little flag will pop up and tell you what the button does.



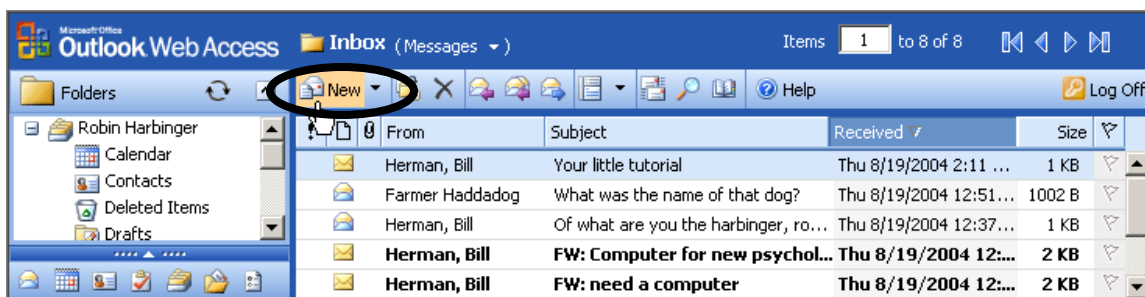
5. Opening a message

To open a message, just double-click on it in your message window. You can then read the message, and deal with it (reply to it, delete it, file it, forward it) using the **control buttons** at the top of the message display window:

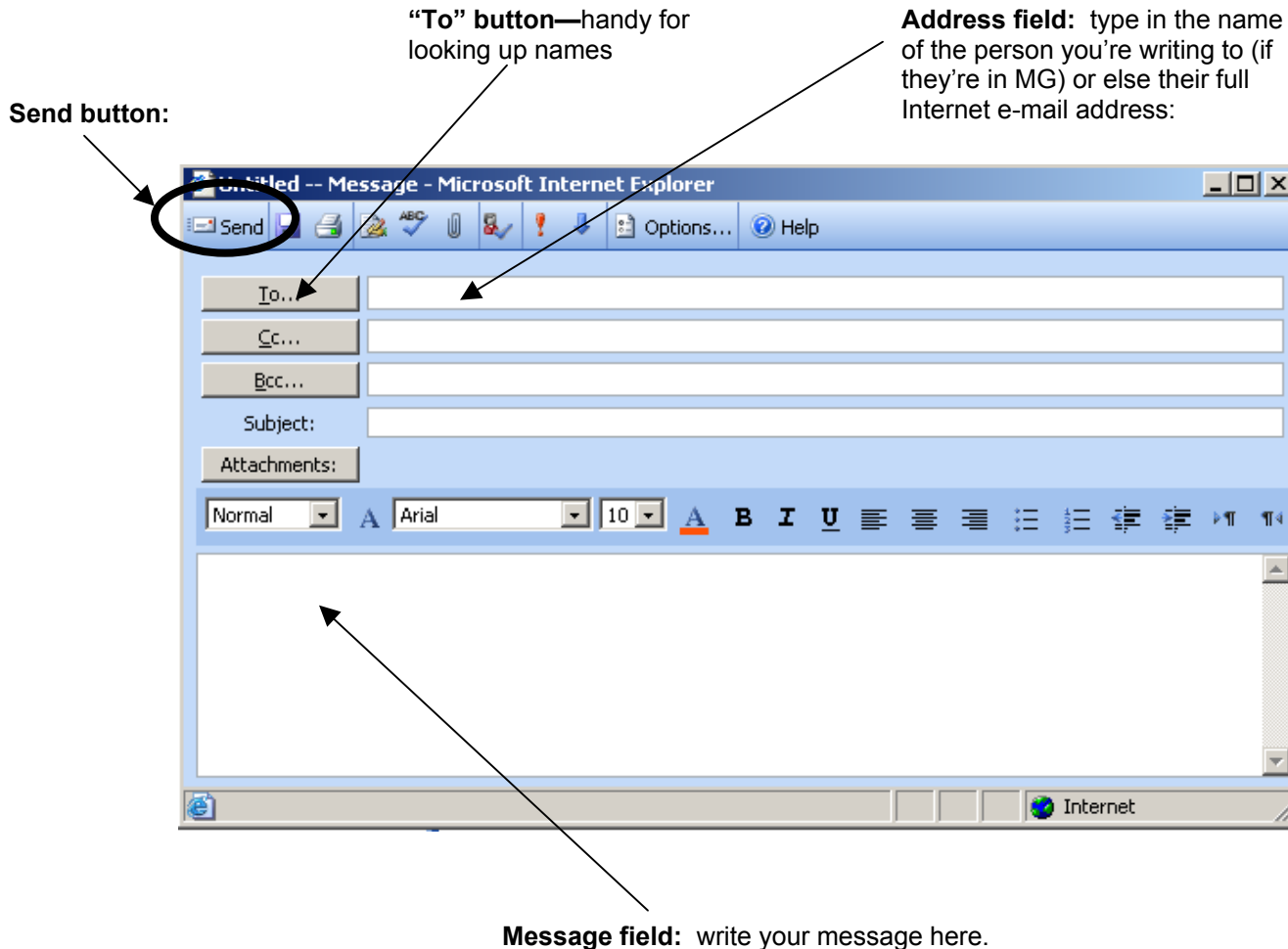


6. Composing and sending a message

You can open the “message composition window” (place where you type in a message) either by replying to a message you’ve received, or by creating a new message:



Features of the message composition window:



Brief digression on e-mail composition etiquette:

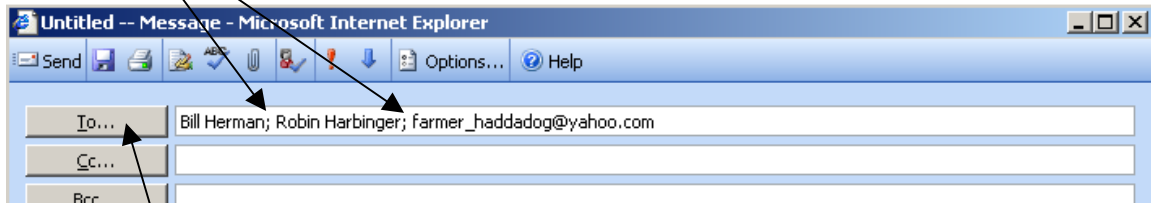
There is no Emily Post of e-mail etiquette, so **“Outlook Web Access: Bare Bones Basics”** will attempt to fill the void here. Everybody has different feelings about everything, but in general, lots of people would agree that when you e-mail to other people at work who aren't your social friends,

- Don't use all caps or multiple exclamation points (it's like shouting)
- Don't use multiple questions marks (it's like grabbing somebody and shaking them)
- Never e-mail in anger—you can never take back what you said, or deny it.
- Take a minute to proofread what you've written, to make sure it looks nice.

This is all a little like telling people how they should dress or groom for work, but **“Outlook Web Access: Bare Bones Basics”** dares to do so, on the theory that it might help some people feel more comfortable in their work environment.

Tips on addressing messages

--Use semi-colons to separate the names of people you're writing to:



--Use the "To..." button next to the address field to look up names if you don't know how to spell them. This will open the "Find Names" window. By default, you'll be looking up names in the MG system, but you can also look up names in your personal contact list.

The "Find Names" window and its features

(You can also type in part or all of their last name)

Click here to look up names in your personal contact list

Type the **first name** of the person you're looking up.

Click on Find

Pick the right Lynn by clicking once on the one you want.

Click on "To" to address your message to the person you picked.

Name	Phone	Alias	Office	Job title	Company
Dahlgren, Lynn		Lynn Dahlgren			
Hammersley, Lynn		Lynn Hammersley			
Hanson, Lynn		LYNN_HANSON			
Hovey, Lynn		LYNN_HOVEY			
McKenzie, Lynn		LYNN_MCKENZIE			
Nelson, Lynn		Lynn Nelson			
Witthun, Lynn		LYNN_WITTHUN			

1. Type a first name, or the beginning of a last name, into the "First Name" or "Last Name" field, and click on "Find".
2. From the list of matching names that appears, click once on the name you want.
3. Click on the "To..." button at the bottom of the Find Names window.
4. If you want to look up other people to send the message to, repeat the process; otherwise, click on "Close". The message you're composing will now be correctly addressed.