

E-Mail:

OUTLOOK WEB ACCESS (OWA).

Your email address is: **username@mccsc.edu**

These instructions can be found on the MCCSC web site www.mccsc.edu. Under Outlook Web Access on the lower right, click on “Overview of OWA”.

You can connect to your MCCSC email via the internet from any computer in the world. The URL address is: <https://mailhub.mccsc.edu>

Your user name and password have been set up originally to match your “domain” user name and password.

You should leave the “Client” on Premium.

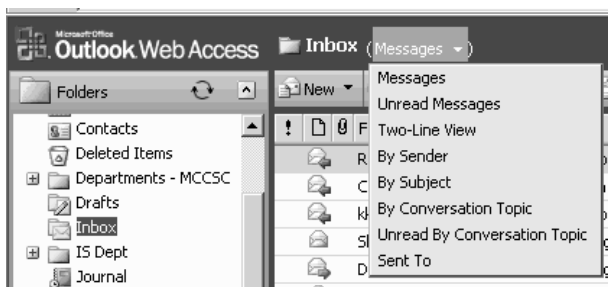
If you are on your workstation or at home on your private computer, you may change the “Security” setting to Private Computer. This will allow you to remain logged into Outlook up to 24 hours without activity. However, be sure you LOCK your work station if you walk away from your computer.

Use the Public or shared computer setting when you are accessing OWA from a public or lab computer. This setting will automatically log you out after 15 minutes of inactivity. This is set up to maintain SECURITY of your account.

Outlook Web Access will open up to the e-mail inbox screen. The horizontal task bar allows you to access or “do” several things.



The top row indicates which application within OWA you are using at the current time. (Inbox, Calendar, Tasks, etc.)

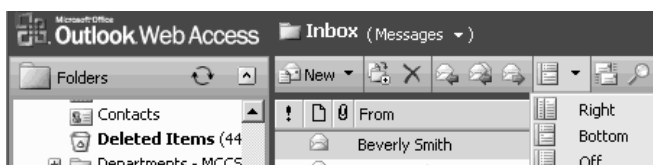


Next is a pull down menu that allows you to quickly sort your e-mail within your inbox. By clicking on one of the sorts, your inbox will quickly resort to the new parameters.

The rest of the top line tells you what part of your inbox you are viewing. Here it tells us that we are seeing messages 1 through 25 of 94 total messages. The arrows allow you to move page by page, forward and backward. The arrows with the vertical line will take you quickly to the beginning or end of your inbox.

The second horizontal row contains 12 active buttons:

1. Create a new message by clicking on the word “New”; however, you may also create a new contact, folder, etc. by clicking on the down triangle. We will come back to this button later.
2. Move or Copy to another folder
3. Deletes the message, deposits into the “Deleted Items” bucket. Items will remain in this bucket until you either double-click or right click and choose to empty the contents; once you have emptied the deleted items bucket you may “recover” items up to 7 days from the date of deletion.
4. Reply to sender
5. Reply to all
6. Forward e-mail
7. Reading Pane, how you see messages in your inbox.
8. Check for New Messages
9. Search for an e-mail
10. Addressbook
11. Help
12. Log Off



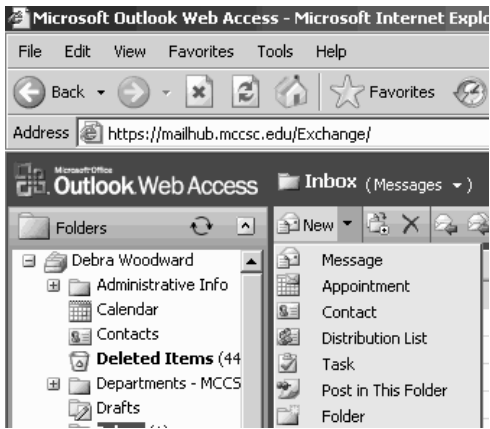
Reading Pane: By choosing “Right” or “Bottom” the pane will divide in half. Leaving sent from, date, etc., on the left or top part and opening your message in the portion to the right or bottom. We strongly recommend that you choose “Off” as a security precaution.

Between the OWA Task Bar and your inbox is this following information line. You may sort your inbox by any of the categories listed. The line below indicates the inbox is sorted by date & time received with the latest appearing first. You may change the order or the category by clicking on the category by which you wish to sort by and then clicking that same category again to reverse the order.



The categories from left to right:

1. Importance, e-mails may be flagged as “Important”, “Normal”, or “Low”. By clicking on the exclamation point you can bring all of the flagged e-mails together. Red exclamation point indicates “Important” while a blue down arrow indicates “Low”; no marking indicates “Normal.”
2. Indicates whether the e-mail is unread, read, or answered.
3. From, who sent the e-mail.
4. Subject, what appears in the subject line of the e-mail.
5. Date and Time received.
6. Size, the size of the e-mail
7. Follow-Up Flag. If you need to follow-up on information contained in the e-mail, by clicking on the flag it will appear red. Once you have followed-up, clicking on the red flag will change it to a gray check mark indicating completion.



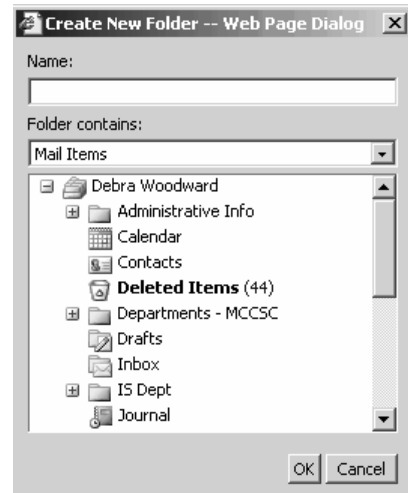
By clicking on the word “New” while in your inbox, Outlook will automatically open the window to create a new message. The same happens if you are in calendar, task, contact, etc. Outlook will create a new item respective to the area you are working in. However, you can create a new item (message, folder, etc.) from any window by clicking on the triangular object pointing down. By clicking on the down symbol you may choose to create a new message, appointment, etc.

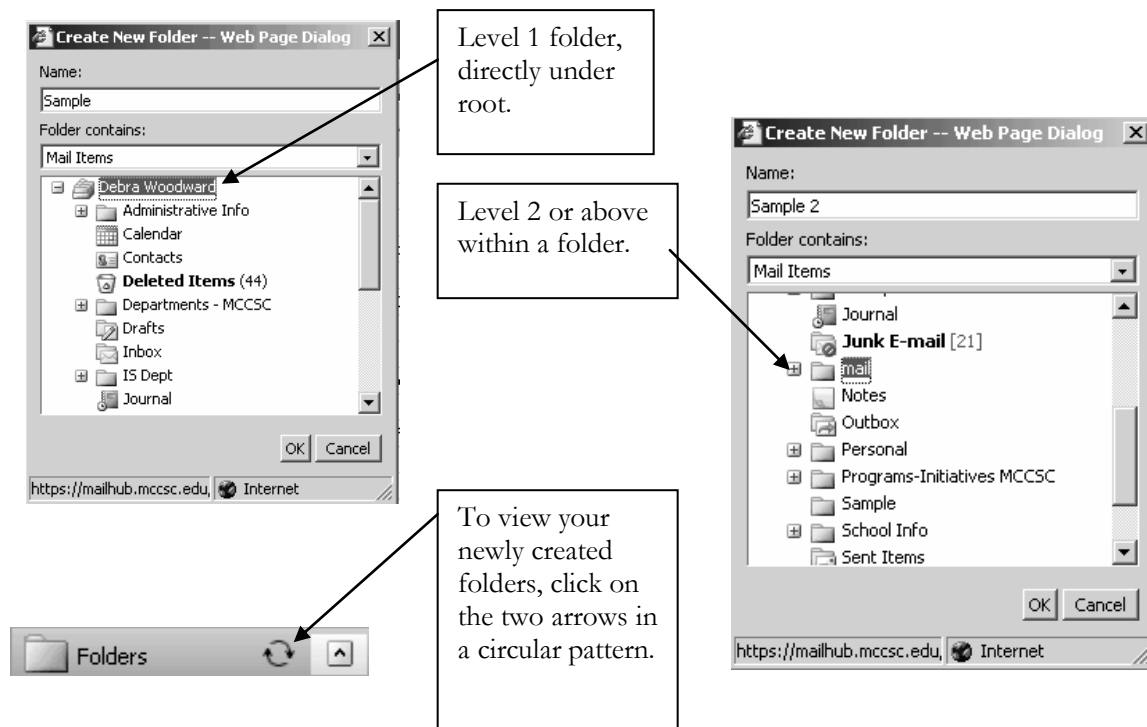
Enter the name of the folder that you wish to create in the Name field. Stop! Before you click “OK” you must decide where you want the file to appear.

You may choose to make a folder that is directly under the “root” (Level 1) or a subfolder (Level 2) that is within a folder or go even deeper (Level 3...)

If it is to be a Level 1 folder then highlight your name before clicking “OK”.

If the folder is part of a group and needs to be a subfolder, then highlight the folder in which it should appear. Once highlighted, click “OK”.





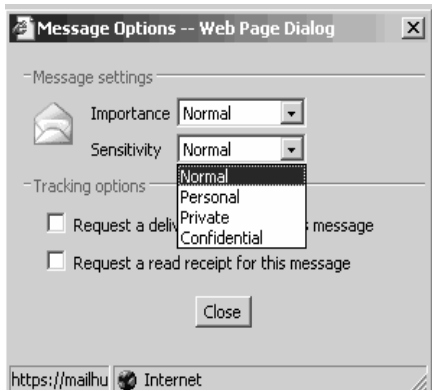
To create a new message, click on new. There are 2 task bars. One at the top of the message and one just above the actual message box.

Top Task Bar –



The top task bar has 11 different icons.

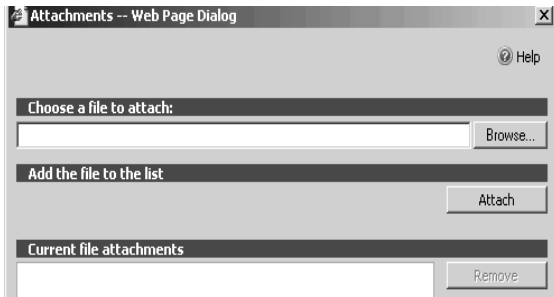
1. The first is the “Send” button. When you are ready to send this message, click “Send”.
2. Next is the “Save” button. By clicking this button you will save a copy in the “Drafts” folder. To continue a draft, click on the “Drafts” folder and choose the message you wish to continue.
3. The print button. You may print a copy of your message before sending.
4. Insert signature button, if you did not choose to have Outlook automatically insert your signature block, you may click this button and it will place your signature block in the message area.
5. Spell check, click here if you have not chosen to automatically spell check before sending.
6. To attach documents to your message you may either click on the paper clip or click on the “Attachment” button in the message header.
7. Check names. The system will check for an e-mail address associated with the name you have inserted in the “To” or “Copy” lines.
8. The exclamation point will signal the receiver this e-mail is of high importance.
9. The blue down arrow will signal the receiver this e-mail is of low importance.
10. Options allows you to set priority (same as #8 & 9), indicate sensitivity (normal, personal, private, confidential), request a received and/or a read receipt.
11. Help button.



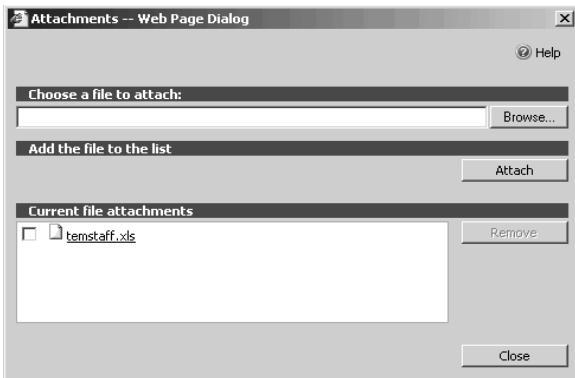
Options Screen (#10)—Sensitivity Choices.

You may request a delivery receipt or a read receipt.

To **attach a document** to your message, click on the paper clip icon or the Attachment button in the upper part of your message. Clicking either one will pop up the screen below.



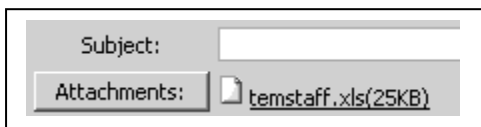
To attach a file, click the “Browse” button. Find the file, click open.



Click the attach button and the file will appear in the lower window.

Repeat this process until all files to be attached are listed in the lower window.

Once all files are listed, click close.

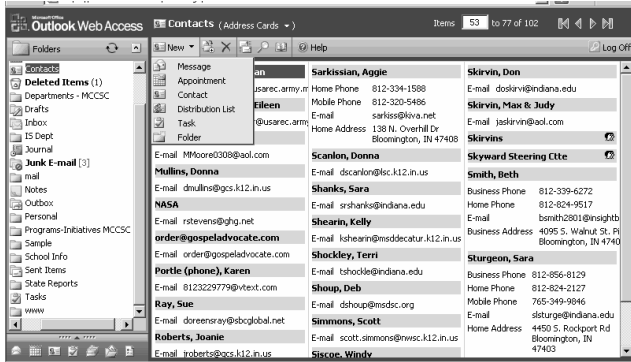


The header of your message will show the attached files.



The second task bar which appears directly above the message area looks very much like the task in a Word document and works in the same way.

To add a new contact to your contact list, you may either choose new contact on the drop down list, click on the “Contact” folder in the upper left list or click on the “contact” selection bar on the lower left.



You may insert as little as a name and an e-mail address for your contacts, or you may store as much demographic information you have for a contact. Information will show on your list.

To search for an e-mail address in the Global (MCCSC) Address List; click on either the “To”, “CC” or “BC”. Clicking will open the “Find Names” window.

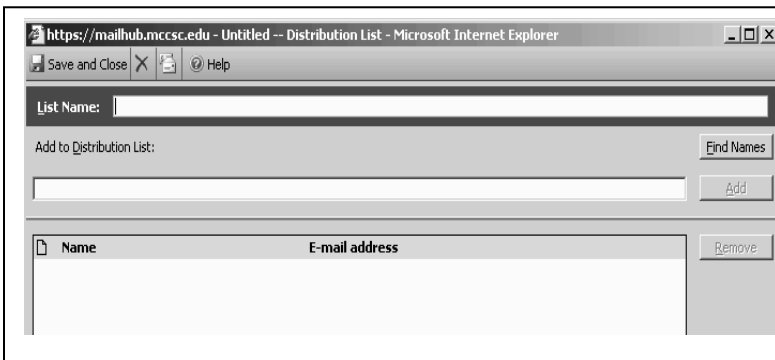
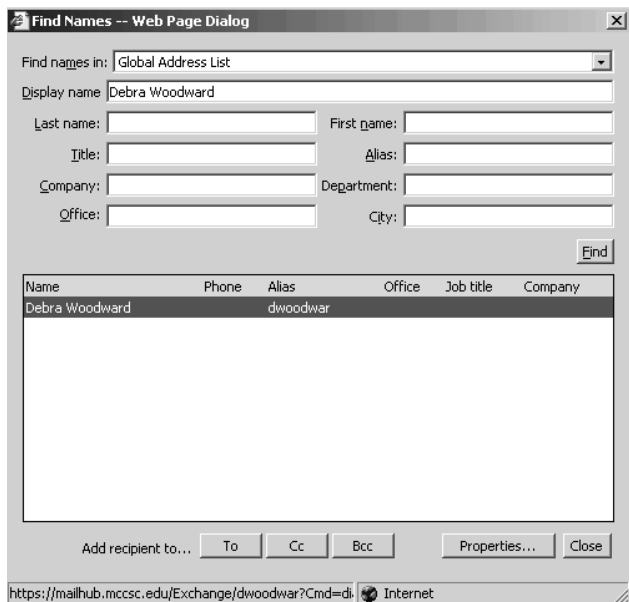
To search, less is better. Type in the last name of the person whose e-mail you are trying to locate.

Click on “Find” and the system will search and list all possibilities in the lower window.

If you want to search your contact list, use the down symbol on the “Find names in:” line and change to “Contacts”

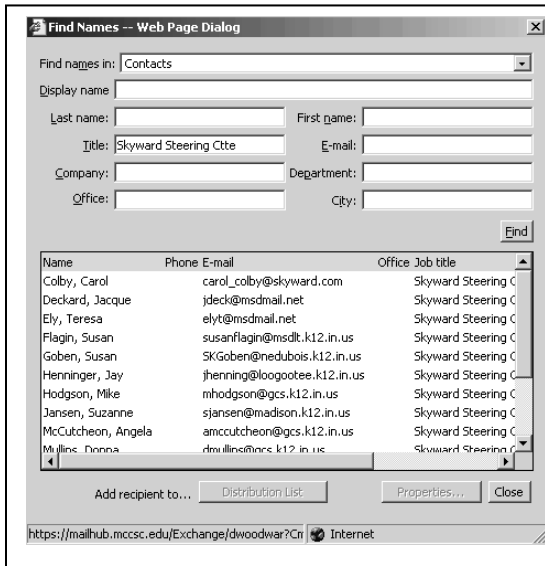
When you find the person whom you want to send e-mail to, highlight and then choose the appropriate line to add their address, “To,” “Cc” or “Bcc”.

Click on “Close” to continue.



To create a **distribution list**, click on ‘New’ and choose “Distribution List.”

Type in the name for the list, then click on “Find Names”.

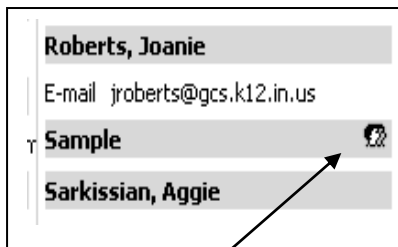
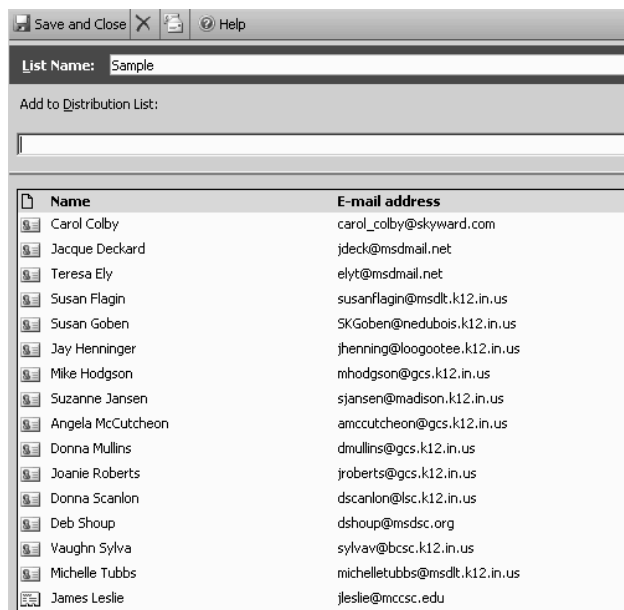


When your address book from Monon/Webmail was brought over into Outlook, the addresses from outside the MCCSC network were brought over, but NOT in your assigned groups. To find these addresses, go to “Find Names”. The conversion put the name of your distribution list in the “Title” Field.

By entering the name of the list you are seeking to rebuild in the Title field, all outside MCCSC addresses should appear in the window below.

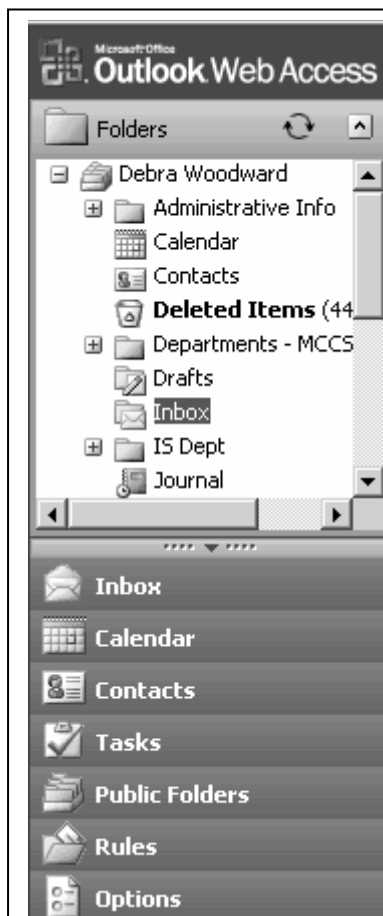
To add each address to your new distribution list, highlight an address, which will activate the “Distribution List” button, click the distribution list button to add.

Once you have all the names on your distribution list, be sure to click **“Save and Close.”**



Distribution Lists are indicated by the “heads” next to the name on the contact list.

Note regarding contacts. When the IS Department converted your address book from Webmail, only outside of MCCSC e-mails were brought over. However, you will need during your “leisure” time, to edit each address. Currently only the e-mail address is in Outlook. You will need to edit to add name, phone number, display name, etc.



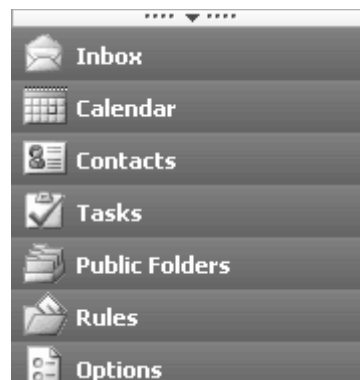
As you look down the screen on the left, this screen should show your name at the top. The folders listed below are your folders brought over from monon/webmail. You may create, move or delete folders from this list. You may also have subfolders within folders.

The lower half shows the different options available within Outlook:

- Inbox (contains your e-mail messages)
- Calendar – create and track appointments and meetings
- Contacts – list of e-mail and other pertinent information for people you contact; there is a global address book that contains e-mail information for all employees of MCCSC
- Tasks – create and track tasks that need to be completed (will be covered at a later training session)
- Public Folders – not available at this time
- Rules – may create rules to send specific e-mails into specific folders (will be covered at a later training session)
- Options – this area contains several options that you may individually set. Among the options is your signature line, fonts for sending e-mail, etc.

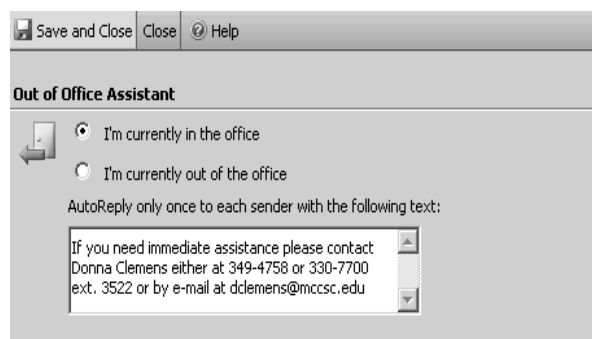
Clicking on any one specific selection bar or clicking on the folder by the same title above will open up this part of the OWA application.

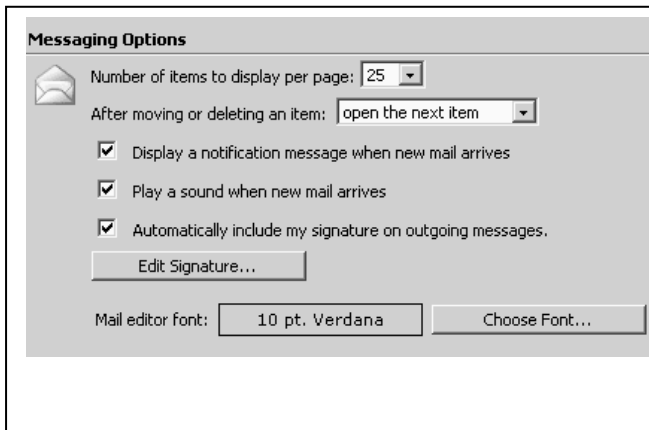
As an option you may shrink the selection bars down to small icons across the bottom of the column by clicking on the down triangle. Once shrunk, to return to original size, click the up triangle.



By clicking the “Options” selection bar, you can create or set many items to be used in Outlook.

The first “option” is an out of office assistant. If you are “out of the office” for one day or more then you may wish to set this option to out of the office and add a message to be sent to senders who have sent an e-mail to you during your absence. You will need to change this setting back to in the office when you return. Whenever you make a change you must click on “Save and Close” for the change to take effect.

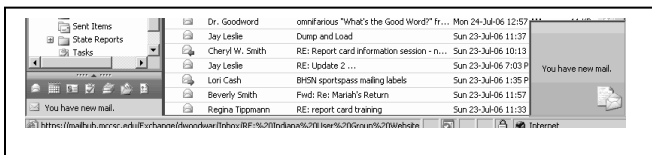




Under “Messaging Options” you may choose the number of e-mails you wish to have displayed per page. Default is set to 25. However you may choose: Any number divisible by 5 up to 50, or 75 or 100.

In addition, when moving or deleting an e-mail from your inbox you may choose what you want the program to do next: default is “open the next item”; other choices include “open the previous item” or “return to view”. IS strongly recommends “return to view” to avoid opening a contaminated e-mail.

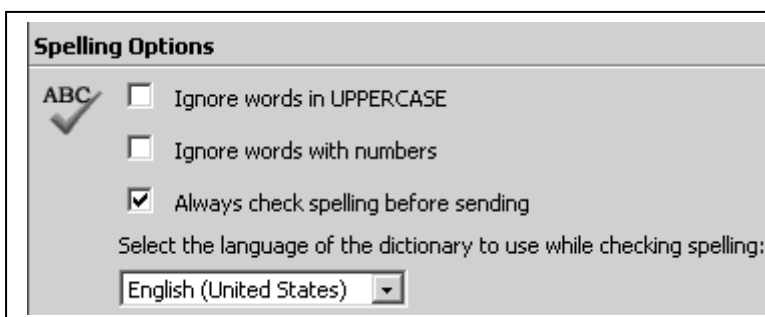
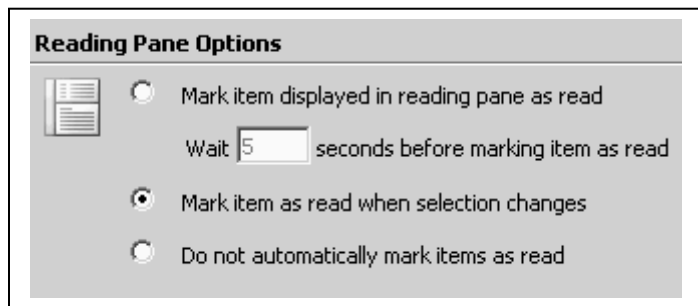
You may choose to have Outlook display a notification message and/or give an audible notice when new messages arrive.



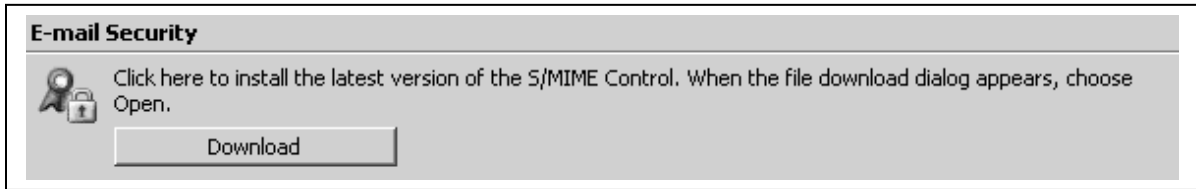
By selecting to “automatically include your signature on outgoing messages”, Outlook will automatically insert your signature block on each message. Click on “Edit Signature”, a screen will open which allows you to type in whatever you wish to have included in your signature block.

Click on “Choose Font” to choose your favorite font and size for your messages.

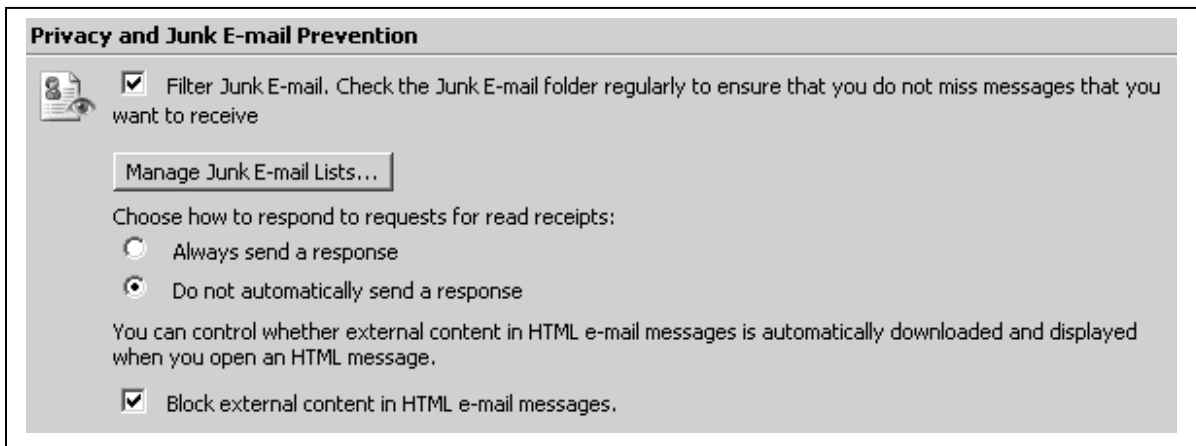
Reading Pane Options will dictate how your messages are flagged. The first choice is to mark items displayed in the reading pane (the reading pane is something we strongly recommend you turn off). The default is to mark item as read when selection changes. However, should you use the reading pane you should select the last item, not to automatically mark as read.



Outlook comes with a spell checker. In this option window you can tell spell check how you want it to operate. Select by clicking in the boxes which options work best for you.



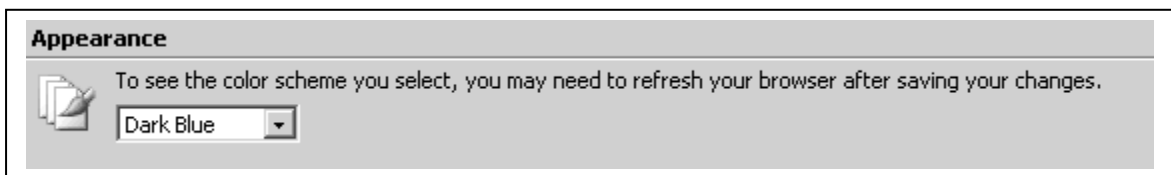
The IS Department requests that you do NOT click on this download option. Latest version installs will be handled by the IS Department. We appreciate your NOT clicking.



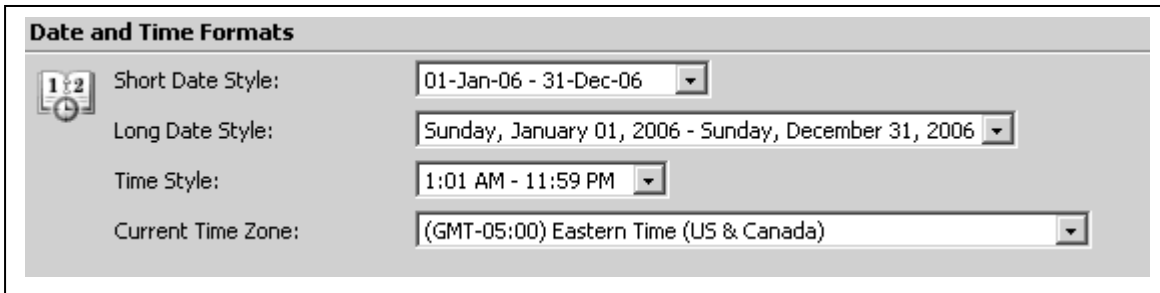
If you choose to check Filter Junk E-mail you will need to check your Junk E-mail folder every so often to be sure you have not missed an important e-mail. If you check Filter Junk E-mail then you can create “blocked” senders. User beware, blocking senders could create problems with receiving important e-mails from senders.

Outlook gives e-mail users an option to request a read receipt when they send an e-mail. The IS Department recommendation is to bullet the “Do not automatically send a response”. If a sender has attached a read receipt request to an e-mail, a message will appear along the top of the e-mail message when you open the message. You can think choose to click on the request to send a read receipt.

Do not be afraid to block external content in HTML e-mail messages. You will not miss the content. You will have a message at the top of the message that you can click on to view. However, blocking it in general gives you the choice whether to view and when to view.



You may choose your color; Outlook gives you five colors to choose. Depending on your personal feelings about color, the default is blue, you may choose one of the following: Olive Green, Silver, Burgundy, Dark Blue.



Date and Time Formats is where you choose how the date and time of received e-mails will appear in your inbox.

Reminder Options

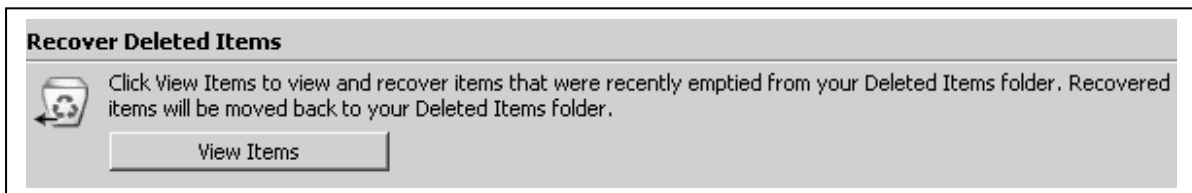
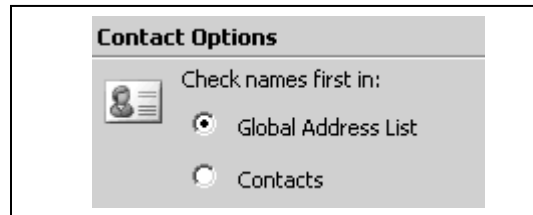
To view reminders, you must use Microsoft Internet Explorer 5 or later.

- Enable reminders for Calendar items
- Enable reminders for Task items
- Play a sound when a reminder is due

Default reminder:

Calendar and Task Items have an option for reminders. If you plan to use reminders then the top 2 choices will need to be check marked. You may set reminders to varying amounts of time, on this option you are choosing a default for reminder time.

Set your default for where Outlook is going to check for names first. All MCCSC employees with e-mail accounts are listed in the Global Address List, as well as inside group mailing lists, i.e., Principals, Building Secretaries, etc. If you choose Contacts, the system will check your contact list first.



Need information from an e-mail that you deleted from your inbox and you emptied the items from your deleted items folder too. What to do? Click on “View Items” and you will find your previously deleted items (within the past 7 days). More than 7 days since you emptied your deleted items folder, find someone else who isn’t as quick on the delete button as you are!

If you change any information under this option selection bar, you **MUST** click on “Save and Close” for the changes to take effect. Closing this window any other way will not change your choices.