



Outlook Web App (OWA)

Getting Started and New Features of OWA 2010

April 2015

Outlook Web App (OWA)

Exchange 2010 and Microsoft Outlook Web App (OWA) deliver a rich, familiar web-based email experience that allows end users to:

- Access email using any of the major web browsers (Internet Explorer, Safari, Firefox, and Chrome)
- Use Conversation View to see messages in context, making it easier to manage email more efficiently and reduce inbox overload
- Share calendars with colleagues both inside and outside the organization

Logging In:

From and external PC:

Type in **https://mobile.wa.gov**

OR

From the L&I Internet Home Page click on the “Staff Only” link at the bottom of the page

Click on the Use Outlook Web Access Link



Staff Only — E-mail Access & More

Remote access to your agency inbox through a secure link. You must first receive permission through your supervisor.

Type	Description
Use Outlook Web Access	Remote email services for L&I employees

Outlook® Web App

Domain/user name:

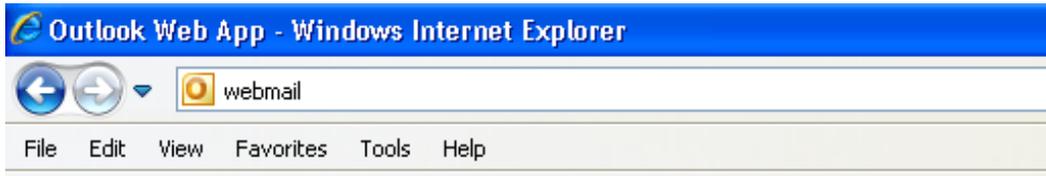
Password:

Security
 Private computer

[sign in](#)

1. Type in your domain/user name
 - a. LNI\xxxx235
2. Type in your network password
3. Click the Log on button

Inside their agency network,(conference room PCs, secondary computers, etc.) users can simply type **WebMail** into the address line of their web browser as shown below.

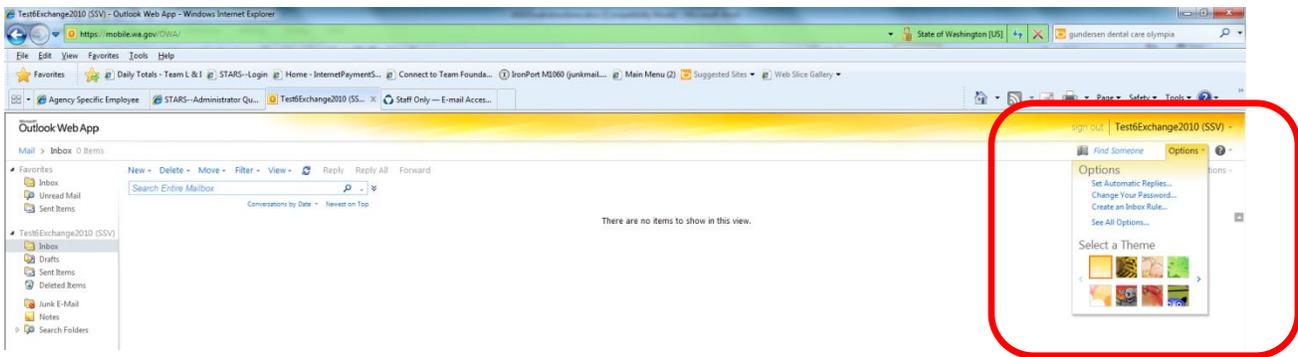


Change Password Features in OWA

You have the ability to change your network password in Outlook Web App (OWA). If you change your password via OWA, the next time you login at your workstation in the office your password will be changed because this feature changes your Active Directory password.

To change your password:

1. Click on **Options**
2. Click on **Change Your Password**



3. Fill in the change password form and click Save.



Change Password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name: SSV\Test6Exchange2010
Current password:
New password:
Confirm new password:

 Save

Outlook Web App has many new features and functions.

Below is a table that outlines them. For specific instructions on features, use the Help icon located in the right had corner of most screens.



Feature & Functionality	Description	User experience
Logon Screen	User logon screen for Outlook Web App (OWA) – see Image 1	The logon screen is redesigned to more clearly present the logon options to users. Users may specify Private or Public when they log on.
Navigation	OWA navigation resembles Microsoft Outlook 2007 – see Image 2	<p>OWA navigation has been improved in several ways:</p> <ul style="list-style-type: none"> • More flexible view of messages - the user can select how the list of messages is displayed, where the reading pane appears, and also choose from multiple grouping and sorting options available through a drop-down menu. • Easier navigation through the list of messages by using controls at the bottom of the page. • Improved notifications - notifications and reminders appear within the OWA window and can be accessed by using toolbar drop-down menus until they are cleared. • Enhanced search capability - users can perform searches on mail and task folders. Users also have an option to refine their search through an extended search menu. • Customizable navigation pane - the user can modify the width of the navigation pane by dragging the vertical bar between it and the content list. The user can also reduce the navigation pane content by clicking an icon at the top of the navigation pane. This minimizes each section of the navigation pane to a small button along the side of the page.

Feature & Functionality	Description	User experience
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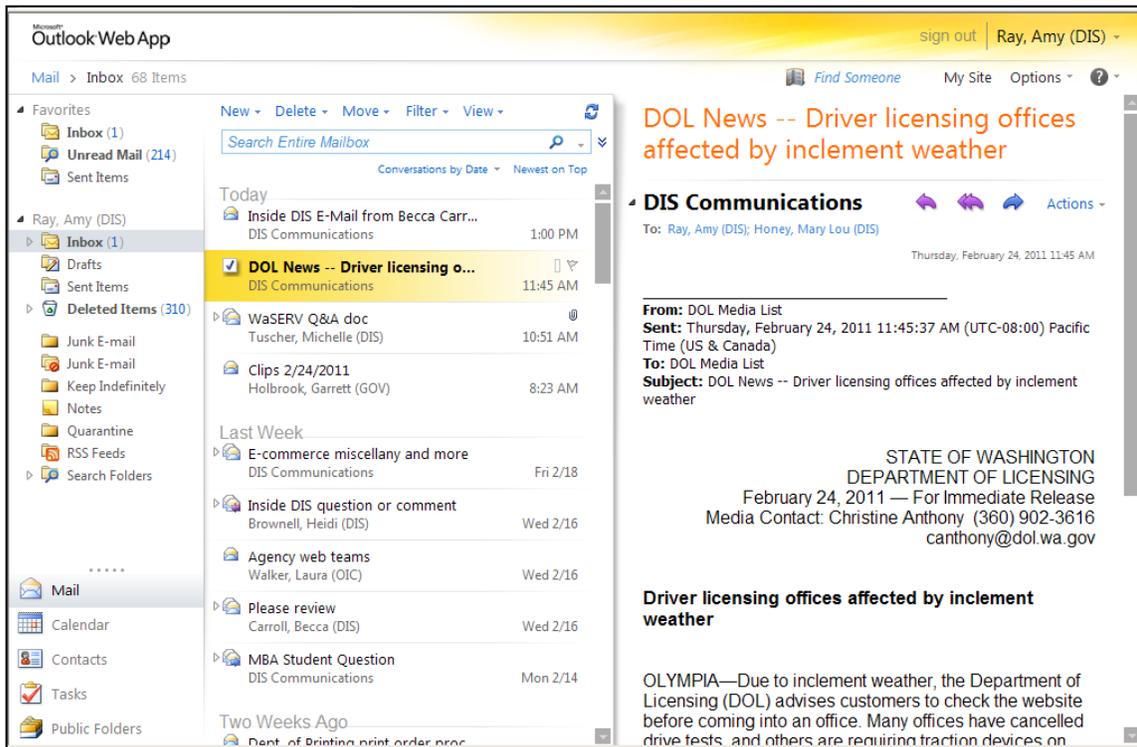


Image 2

Drag-and-Drop	Move items by dragging them to a new location	OWA supports drag-and-drop operation on folders and items.
Right-Click	Right-click items to see actions available	In many areas, OWA supports right-clicking to open a menu of actions performed most often.

Feature & Functionality	Description	User experience
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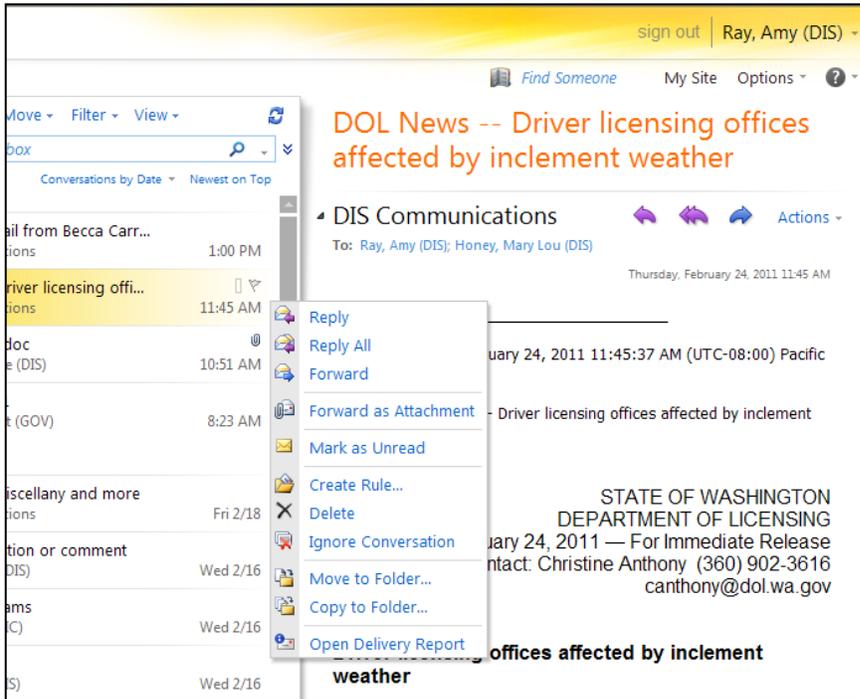


Image 3

Arrange By	Choose how messages are arranged	The Arrange By selection is available in message folders. By clicking Arrange By, the user can arrange messages by date, from, and other options. Conversation is a new option that arranges messages in a threaded view by subject.
Address Book	The improved Address Book makes it easier for users to search Address Lists and Contacts	<p>The OWA Address Book includes multiple improvements:</p> <ul style="list-style-type: none"> • Easier and more efficient searching in Address Lists and Contacts. • Clearer options when using the Address Book to select meeting attendees and resources. The Address Book provides options to limit the view to resources, or limit the search to specific address books. • When users compose email messages or meeting invitations, they can select any recipient field or click the Address Book icon in the mail form to search the Address Book for email recipients or meeting rooms.
Calendar	The Calendar has been improved to make it easier for users to find information and manage their schedules	<p>The Calendar includes the following improvements:</p> <ul style="list-style-type: none"> • Faster access to meeting details through the optional reading pane in the Day and Week views. • Faster navigation through the calendar by using the date picker in the navigation pane.

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		<ul style="list-style-type: none"> Multiple view options enable users to view their calendar by week, work week, or single day views. The ability to modify Calendar items by dragging them to a new time.
Flagging Messages	Flagged messages automatically appear in Tasks	When a user adds a follow-up flag to a message, it automatically appears in Tasks.
Junk Email	<p>Manage junk email from Outlook Web App</p> <p>If you chose to manage junkmail with IronPort . . .</p>	<p>Users can review the contents of the Junk Email folder in OWA, and move any messages incorrectly designated as junk to the Inbox by selecting them and clicking the Not Junk button on the toolbar.</p> <p>You can find step-by-step instructions for using IronPort on page 23 of this guide.</p>
Explicit Logon	Explicit logon opens another mailbox in a new window	<p>Explicit logon enables a user to select and open any mailbox to which they have been granted full access. Each mailbox that is opened is displayed in a new web browser window.</p> <p>For more information about explicit logons, see How to Enable Explicit Logons in Outlook Web Access.</p>
Scheduling Assistant	The Scheduling Assistant makes it easier to find times and resources for meetings	<p>To schedule a meeting, users can switch from the Appointment tab to the Scheduling Assistant tab to add attendees, search for a room, and find a time. Scheduling Assistant offers:</p> <ul style="list-style-type: none"> Improved scheduling of meeting attendees and meeting locations - enter names of attendees or rooms directly in the Scheduling Assistant or perform an advanced search using the Address Book. An easier way to search for meeting times when all attendees and resources are available. The Suggested Times section of the Scheduling Assistant chooses optimal times for attendees and resources. Promising times are color-coded and labeled as Great, Good, or Poor. The availability of each attendee and resource is organized by Required, Optional, and Resource.
Search	The Search function in Outlook Web App has been re-designed to provide more accurate and faster results, and to reduce manual work and time spent finding items	<p>The Search feature contains the following improvements:</p> <ul style="list-style-type: none"> Quick access to basic search of any folder through the search window at the top of each folder list. One-click access lets users extend the search to other folders by using the drop-down list next to the search field.

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	in a mailbox.	<ul style="list-style-type: none"> Advanced search by using the expansion icon next to the search window. Advanced search lets users specify what part of messages, contacts, or tasks to look in. It also lets users search based on From or To values, and to search by category. <p>Note: Search results limited to first 100 matches found.</p>
Type-down Search	Type-down search enables users to find items quickly in message, Contacts, and Tasks folders.	To use type-down search in a message folder, use Arrange By to select From, To, or Subject, and then start to type. For example, to search for any message whose subject begins with "agenda", select Subject from Arrange By, and then type "agenda". Type-down search also works in Contacts and Tasks folders, and the Address Book, searching based on the current Arranged By setting.
Reminders and Notifications	Exchange 2007 OWA includes several changes to the Reminders and Notifications features.	<p>The Outlook Web App Reminders and Notifications features include the following improvements:</p> <ul style="list-style-type: none"> Reminders and notifications are presented as an overlay on the current web browser window. Users can click Reminders to view a list of current reminders. Find Reminders in the upper-right corner next to the Help icon. Notifications that new mail has arrived are less distracting than in earlier versions of OWA. A notification appears as a brief overlay to the main window. A user can access the newest message by clicking the notification. Notifications tell the user whether the new message is an email message, a voicemail message, or a fax.
Regional Settings	Users can select the language, date, and time settings they want OWA to use.	<p>The Regional Settings feature contains the following improvements:</p> <ul style="list-style-type: none"> The language setting is now independent of the browser language. Users can select the language they want to use in OWA from a list of languages under the Regional Settings section in Options. OWA automatically sets the date style, time style, and current time zone based on the language setting.

Feature & Functionality	Description	User experience
Messaging	Users can select various Messaging options in OWA	<p>The Messaging feature improvements include:</p> <ul style="list-style-type: none"> • Users can set options, such as the number of items they want OWA to display, and determine how notifications are displayed. All notifications (except Out of Office), appear as mail items that can be dismissed and displayed on demand. OWA shows separate notifications for different types of messages. These include email, voice mail, and fax items. • Users can create a personal signature and decide whether they want it included on all outgoing emails. • Users can select HTML or Plain text as the message format when they compose an email. Users can also change the font, color, and size for their messages. • Users can select how OWA responds to requests for read receipts. Users can elect to always send a response, never send a response, or to be prompted. • Users can specify how items are handled after they are displayed in the Reading pane. For example, they can specify that an item is marked as Read when the selection changes.
Spelling	OWA Premium lets users check the spelling of messages before they are sent	<p>The spell check feature in OWA offers all the options available in Outlook 2007, including:</p> <ul style="list-style-type: none"> • Ignore words in UPPERCASE • Ignore words with numbers • Always check spelling before sending <p>Users can also select the language for spell check.</p>

Feature & Functionality	Description	User experience
Calendar Options	Users can select calendar and reminder options in OWA	<p>The Calendar Options feature lets users control multiple settings:</p> <ul style="list-style-type: none"> • Users can turn on week numbers, select the first day of their week, and set time increments for the calendar display. • Users can select the days to show for their work week, and set the start times and the end times of their work days. • Users can set reminder notifications on their calendar and task items. They can also select to receive an audio notification when a reminder is due and the default reminder time that they prefer. • Users can control how meeting requests are handled. <ul style="list-style-type: none"> • New meeting requests can be tentatively added to the calendar. • Requests and responses that are out of date can be moved to the Deleted Items folder. • Meeting forward notifications can be automatically moved to the Deleted Items folder.
Out of Office Assistant	Users can auto-reply to senders when they are out of the office, or send messages to senders for a specific period of time.	<p>Out of Office Assistant improvements include:</p> <ul style="list-style-type: none"> • Scheduling Out of Office messages in advance. • Customizing separate Out of Office messages for their internal and external email senders. • When users send Out of Office messages to external senders, they can select to send the messages to external senders who are included in their Contacts list, or to anyone outside their organization.
Search Folders	Search Folders are virtual folders that provide a view of email items that match a set of criteria. For example, the default Search Folder Unread contains a view of all unread messages.	<p>The Search Folders icon is always visible in OWA, even if you have disabled the feature. Custom Search folders created in Microsoft Office Outlook will not be visible unless they have been initialized on the server that is hosting the user's mailbox. Search folders that are created in Outlook when users are working in Online mode are automatically initialized on the server. Custom Search folders that are created when users are using Outlook in Cached Exchange or Offline mode are not automatically initialized on the server and will not be visible in OWA. To initialize these folders on the server, switch Outlook to Online mode and open each of the Search Folders. You can then switch back to Cached Exchange mode.</p>

Feature & Functionality	Description	User experience
General Settings	A set of miscellaneous settings that control the user experience.	<p>Users can set the following options in General Settings:</p> <ul style="list-style-type: none"> • Email Name Resolution - in the Premium version of OWA, users can select whether to check first in the Global Address List or Contacts. This option is set in Messaging in OWA Light. • Appearance - users can select the color scheme that they want to use for their OWA session.
Resource Mailbox	Resource mailboxes can be configured and managed by using OWA	<p>When a resource mailbox is opened using OWA, Resource Settings is added to the Options menu. The owner of a resource mailbox can set the following properties:</p> <ul style="list-style-type: none"> • Resource scheduling options • Resource scheduling permissions • Resource privacy options • Response messages
User receives a warning message when they click an embedded link	Users may be prevented from opening potentially unsafe links.	<p>If a user clicks an embedded link that uses a protocol that is not recognized by OWA, the link will be blocked and the user will see the warning "Outlook Web Access has disabled this link for your protection". This protects users from potentially harmful content.</p>
The user receives a warning that a request will not be processed	Some user requests will be blocked by OWA. This feature is available only in OWA Light.	<p>Every form request that is sent to the Client Access server that is hosting Outlook Web Access, such as a request for a new email message, includes a unique identifier. If Outlook Web Access receives a request that does not include the correct identifier, it will reject the request. This prevents unauthorized processes from using Outlook Web Access as a transport mechanism.</p>