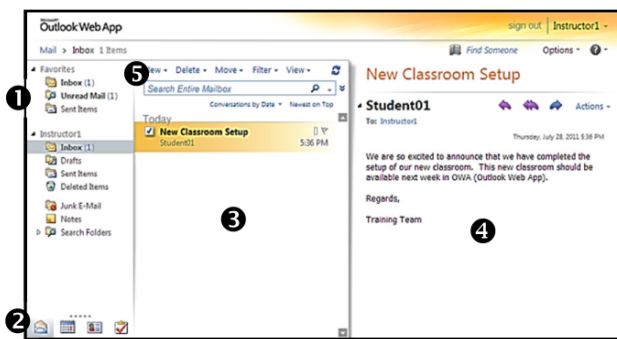# OWA (OUTLOOK WEB ACCESS)

GETTING STARTED

1. Open Internet Explorer

    webmail.pcfcorp.com

2. Press ENTER

3. Enter Username: *Log-on with Windows User Name*

4. Enter Password: *Log-on with Password*

5. Click Sign In

MAIN WINDOW

Main Window OWA (Outlook Web Access)

❶ **Navigation Pane** – provides access to OWA folders.

❷ **Quick Launch Bar** – use to switch between section.

❸ **View Pane** – Lists most recent items within the open folder.

❹ **Reading Pane** – displays the content of the selected message.

❺ **Item Control Buttons** – click on these buttons to perform tasks related to selected items.

OPENING A MESSAGE

New unopened messages will appear in **bold** test with a closed envelope icon.

1. Click 📩 (Mail section).
2. Click 📁 Inbox Folder
3. Click <u>one</u> time on the **unopened message**.
4. The message is now displayed in the **Reading Pane**.

NOTE: Double-click on the message to open in a new window. When finished reading the message, click the **Close** ☒ button.

REPLYING TO A MESSAGE

1. Open Message.
2. From the **Reading Pane**, click 🔙.
3. Click in the Message area and type your reply.
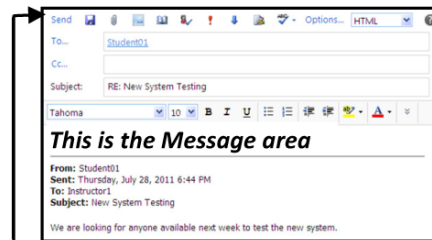
4. Click **Send**.
5. Message window closes.
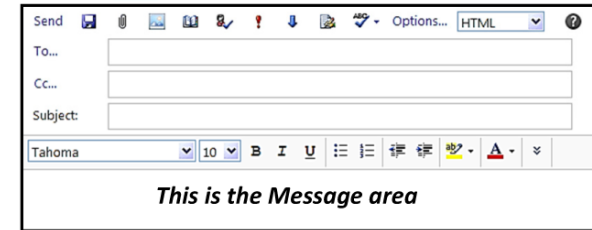6. The reply message is now displayed in the **Reading Pane**.

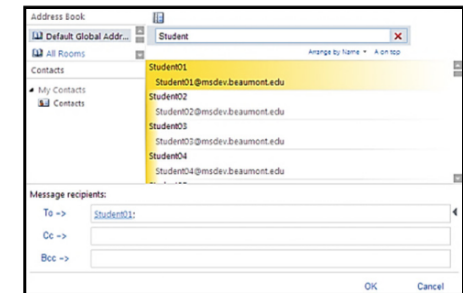**NOTE**: Use 🔙 (double arrows) to Reply to All

DELETING A MESSAGE

1. From the **View Pane**, click on message.
2. Click Delete .
3. ***The message is deleted and disappears from the View Pane (Mailbox).***
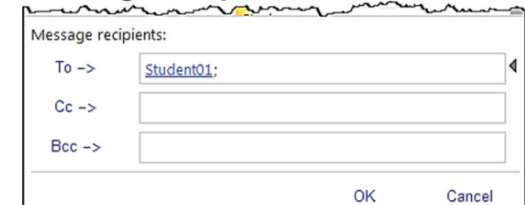
CREATING A NEW MAIL MESSAGE

1. Click ✉ (Mail Section).

This is the Message area

2. Click 📁 Inbox folder
3. Click New ▾

Using the Address Book

4. Click To...
5. Type the recipient's last name in the text box and press **Enter** to begin the search.
6. Double-click on the recipient's name to select.
7. The recipient's name is added to the **Message Recipients:** field as shown below:

8. Repeat **steps 5 and 6 to add additional recipients.**
9. Click OK .

Completing the Mail Message

10. Type the **Subject** and press the **Tab** key.
11. Type your message.
12. Click **Send**.

VIEWING YOUR SENT MESSAGES

In **Navigation Pane**, click 📁 Sent Items .

Careful with CAPS. CAPS indicate shouting or extreme emotion
Get to the point quickly!
Omit needless words
Create single subject messages
Use good descriptive subject lines
Capitalize words for importance
Proof read | spell check!
Use bullets & short paragraphs when possible
Important statements come first
Ask for an action, don't assume!
Check | re-check

Helpful Pointers

The basics of e-mail etiquette

- Once sent, can't correct. Messages are permanent! Written words are stored
- Privacy and confidentiality of e-mail transmission cannot be guaranteed.

Responding to messages

- Not necessary to respond to every e-mail with a thank you. It adds time!
- Assume good intentions of the sender.

Send the right message

- Never insult or criticize
- Keep recipients and CC:'s to a minimum.
- Keep acronyms to a minimum

**For more information visit Outlook 2010 Email Transition on the PCF Intranet.**

ATTACHING A FILE

1. Click 📨 (Mailbox Folder).
2. Click 📥 Inbox .
3. Click New ▾
4. Click 📎 .
5. Navigate to locate the file.
6. Click on file to select.
7. Click Open
8. Complete the message.

VIEWING ATTACHMENTS

1. Click 📨 (Mailbox Folder).
2. Click 📥 Inbox
3. Click <u>one</u> time on the **message**.
4. The message is now displayed in the **Reading Pane**.
5. Click on the link **[Open as Web Page]**.
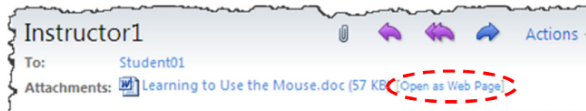
NOTE: Only double click on the attachment if you want to save it._This will open the file which is <u>not</u> necessary. The attachment will not open if you do not have correct software on your PC.

CREATING AN OUT-OF-OFFICE RULE

1. In the Main Window, top right, click on **Options.**
2. Click **See All Options…**.
3. Click ⬅ Tell people you're on vacation
4. Click **Send automatic replies**.
5. Click **Send replies only during this time period**.
6. Click to select **Start time** and **End time**.
7. Type Reply Message.
8. Click **Send automatic reply messages to senders outside my organization** to <u>remove</u> check mark.
9. Click ✓ Save .
10. Click **My Mail** to return to the OWA main window.

VIEWING YOUR CALENDAR

1. Click 📅 (Calendar Section) in the Quick Launch Bar.
2. Click on a calendar view button to select your view.
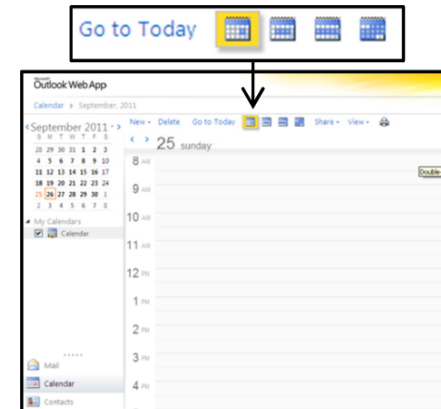
ADDING AN APPOINTMENT

1. Select a calendar view.
2. Double-click on date and time of appointment
3. Type **Subject:**
4. Type **Location:**
5. Click **Save and Close**.

CREATING A MEETING

1. Click 📅 (Calendar Section) in the Quick Launch Bar.
2. Click New ▾ .
3. Type **Subject:**
4. Type **Location:**
5. Click to select **Start time** and **End time**.
6. Click 📅 to invite attendees.
7. Type attendees (follow same steps as adding recipients to an e-mail).
8. Click Scheduling Assistant
9. Click on a **Suggested Times**.
10. Click **Send**.