

# Office 365: Outlook OWA Quick Reference Guide

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## Quick Access

### How to Access

You can access your Email, Tasks, People (Contacts) and Calendars in a web browser using **Outlook Web Access (OWA)**.



Outlook

1. Open a **web browser** (eg. Internet Explorer, Mozilla Firefox, Google Chrome or Safari).
2. **Enter the URL:**
  - Outlook URL: <https://outlook.com/burnabyschools.ca>
3. **Enter your user name and password .**
  - UserID = eID@burnabyschools.ca (ie. e12345@burnsabyschools.ca)
  - Password = your network/email password
4. **Click 'Sign in'.**

*TIP:* After signing in, bookmark the browser page to save a few steps next time.

The last Outlook page (email, tasks, people or calendars) you accessed will load in your browser.

Reference: Microsoft **"Getting started in Outlook Web App"** Guide:

<https://support.office.com/en-us/article/getting-started-in-outlook-web-app-0062c7be-f8e3-486e-8b14-5c1f793ceefd>

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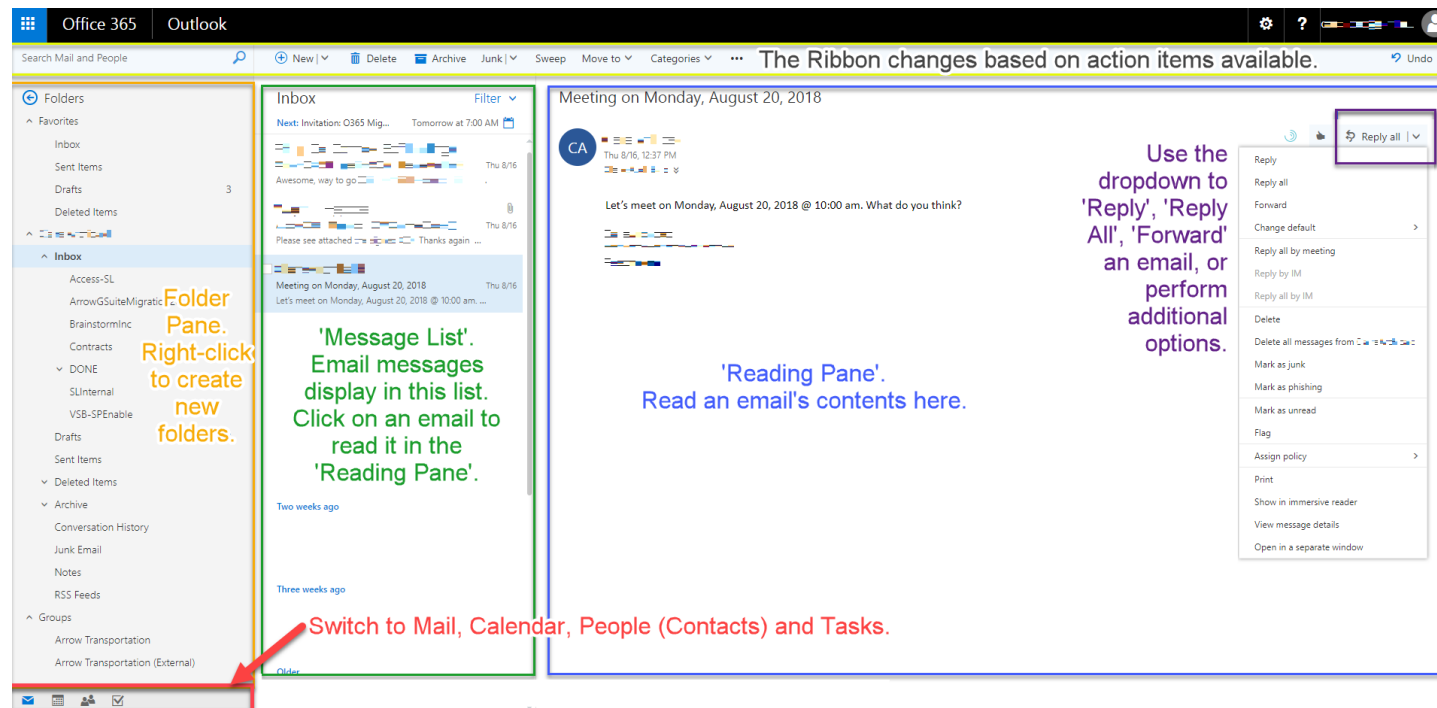
[CONTACTS](#)

[CALENDARS](#)

## Email (1 of 6)

### Email Layout Overview

This is the general layout of the **Outlook Web Access (OWA) Email**.



### More Email Options

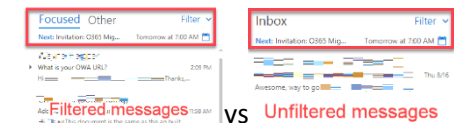
1. Right-click folders in the **Folder Pane** to see common organization actions.
2. Right-click an email in the **Message List** to show more message options.
3. Right-click the **Reading Pane** for additional email commands such as translation.

### Email Appearance

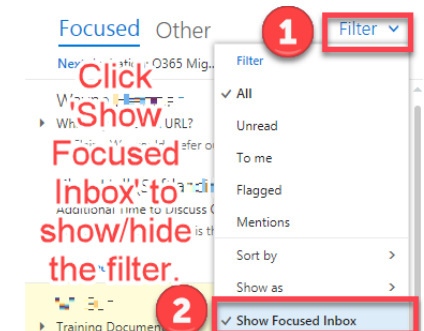
Change the appearance of your email by **showing or hiding the 'Focused Inbox'**.

The 'Focused Inbox' separates your inbox into two tabs – 'Focused' and 'Other'. Your most important emails are on the 'Focused' tab, while the rest of your emails remain easily accessible – but out of the way – on the 'Other' tab.

i.e.



Note that O365 controls the sorting decision. To make sure that you see all emails, check both tabs frequently or turn OFF the filter.



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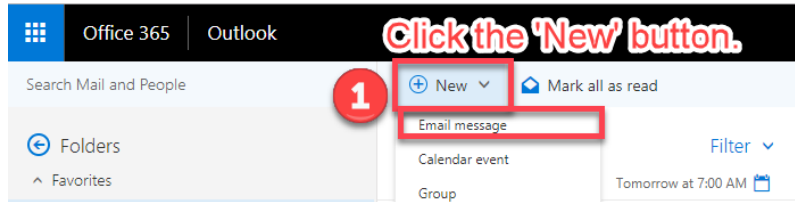
[TASKS](#)

[CONTACTS](#)

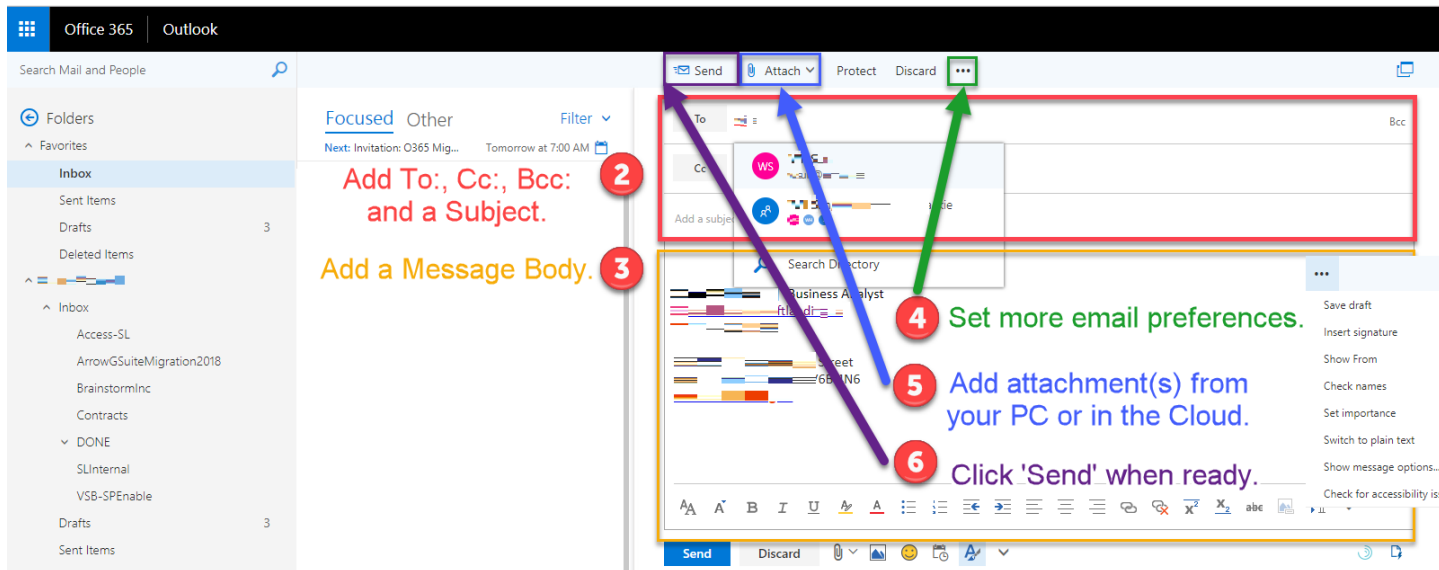
[CALENDARS](#)

## Email continued... (2 of 6)

### Create New Email

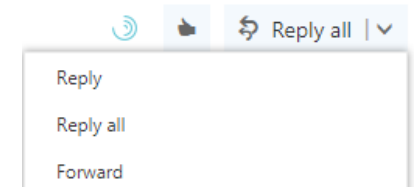


Steps to create a new email in Outlook Web Access (OWA).



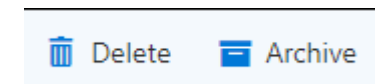
### Reply or Forward Email

Use the **Reply**, **Reply All** or **Forward** actions in the **upper right-hand corner** of the email message.



### Delete or Archive Email

To clean up the email inbox:



- **Delete** = Delete when you want to permanently get rid of a message. Moves the email message into the 'Deleted Items' folder until the trash is emptied.
- **Archive** = Archive when you want to keep the email. The email gets stored in the 'Archive' folder. You can retrieve it anytime. The email is not deleted until you click the Delete button.

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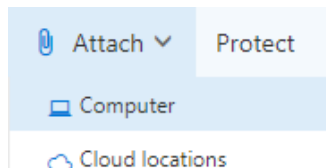
[TASKS](#)

[CONTACTS](#)


[CALENDARS](#)

## Email continued... (3 of 6)

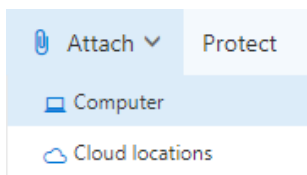
### Add Attachment(s)



Use the \_\_\_\_\_ in a 'Message window'. To get to the Message window:

- Select the New button  New | v
- OR, for an existing email, select Reply, Reply All or Forward.

### Attach File Options



- **Computer** = select a file from your PC.
- **Cloud locations** = select files from OneDrive, SharePoint sites,

Group Files or files that you have accessed earlier. Note: By default, recipients have permission to edit the attachment, but you can override this before sending the attachment.

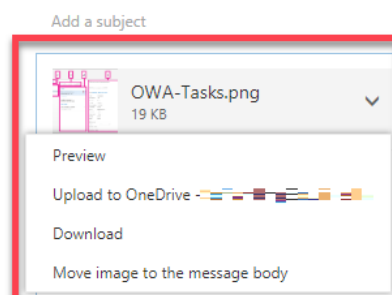
Note: You can also drag-and-drop files from Windows Explorer into the email.

### Add Attachment(s) continued...

#### Available Actions for Email Attachments

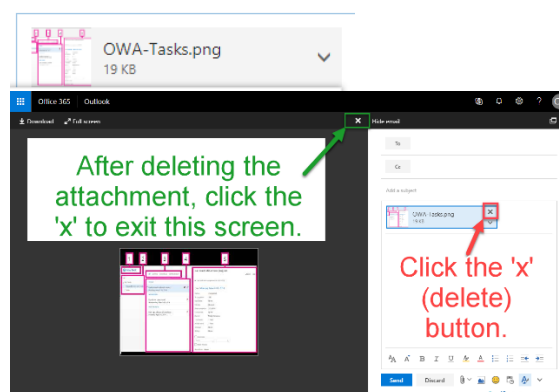


Available actions  
for email  
attachments



### Remove Attachment(s)

1. Double-click the attached file.



- 2.


### Attachment File Size

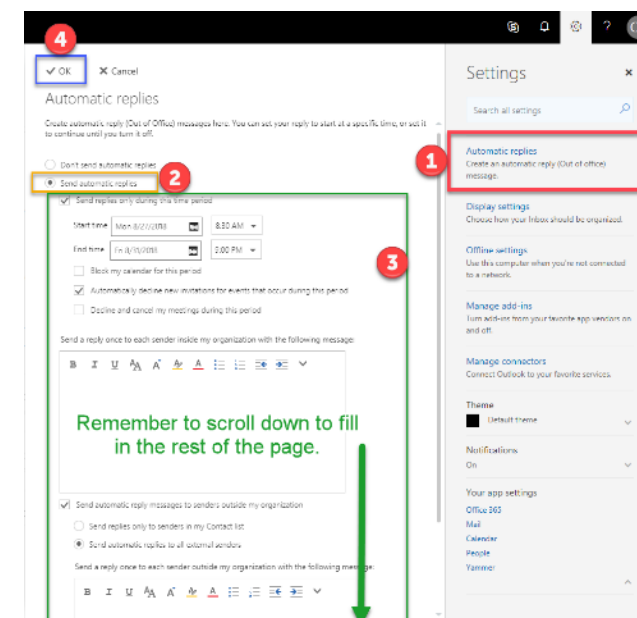
See the size of an attached file:



The total size of all attachments is 10 MB.

### Set Out-of-Office Reply

1. Go to the **Settings** icon. 
2. Click 'Automatic replies'.
3. Fill in the **Automatic Replies** window.



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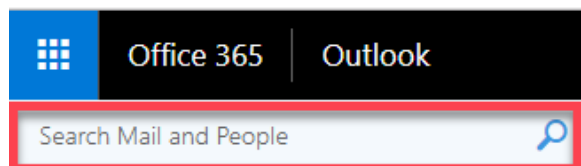
[CONTACTS](#)

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## Email continued... (4 of 6)

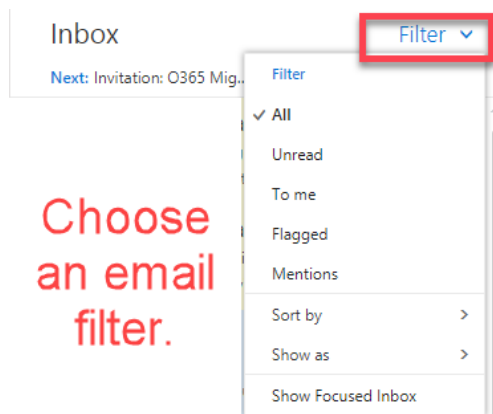
### Search Email

Click the **Search Mail and People** textbox. Type in a name, subject, or phrase in the email message that you want to find.



### Refine Search Results

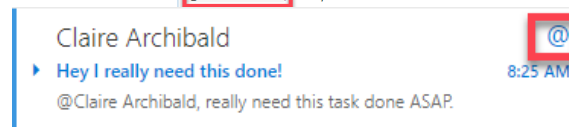
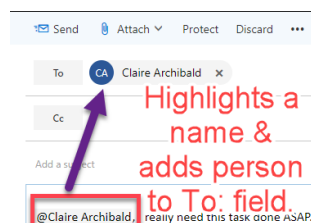
Refine or widen your search to unread emails, flagged items, items sent to you, or sort by date, To, From, Subject, attachments, importance and size.



### Refine Search Results cont'd...

Filter items choices:

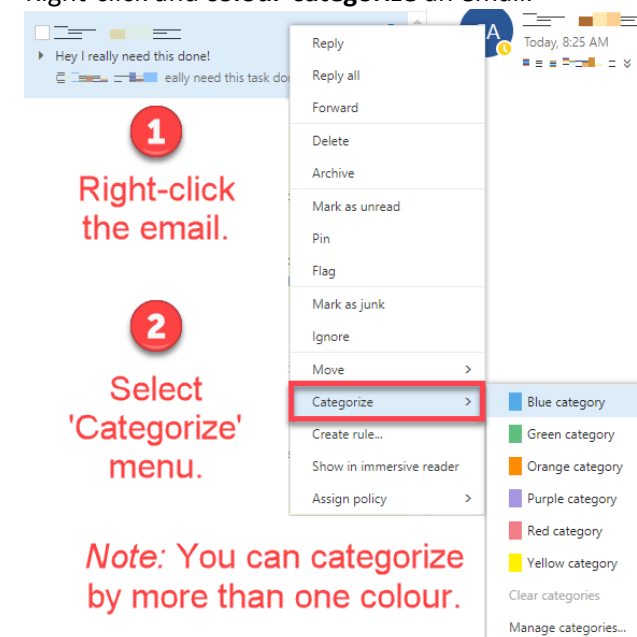
- **All** – shows all messages.
- **Unread** – only shows unread messages.
- **To me** – shows all messages where your name appears in the To or Cc list.
- **Flagged** – only shows messages [flagged by you.](#)
- **Mentions** – shows messages where you are mentioned, by **@name**. Including an **@name** in the message body will display a list of contacts and automatically append that person to your “To” field. The person will be highlighted in the message. Users will see an @ flag next to the email.



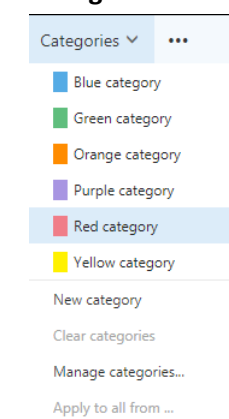
- **Sort by** – Date, From, To, Subject, Attachments, Importance and Size.

### Categorize Email – by Colours

Right-click and **colour-categorize** an email.



### Configure Colour Categories



- On the top menu bar, select **Categories > Manage categories...**

- Note: You can create your own colour categories, and delete colour categories, using this feature.

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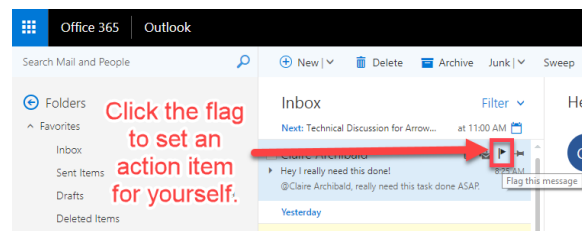
[CALENDARS](#)

## Email continued... (5 of 6)

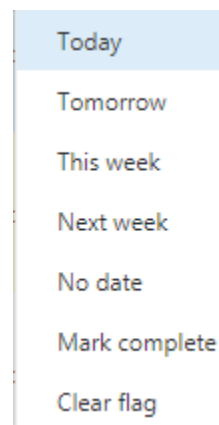
### Categorize Email – by Flags

Follow Up flags are **action items** you set for yourself.

Select the email and click the flag  on the right-hand side of the email.

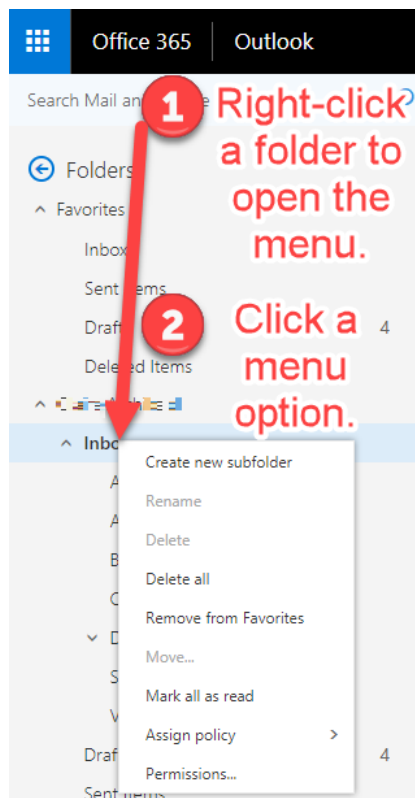


Right-click the flag for **detailed options**:



Flagged items will display in the [Tasks](#) area.

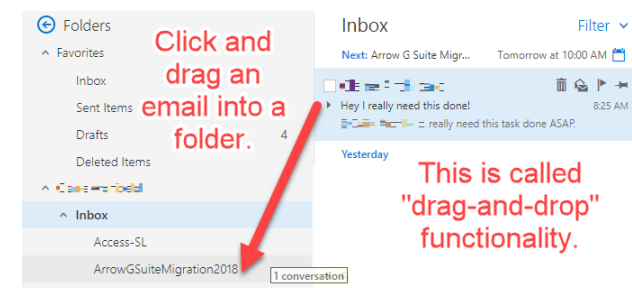
### Create and Manage Folders



- **Create new subfolder** = creates a new subfolder in the folder you selected.
- **Show in Favorites / Remove from Favourites** = click to add and show/or hide folder in the Favorites section at the top of the Folder Pane.
- **Mark all as read** = marks all emails in that folder as read.
- **Other folder options** as needed.

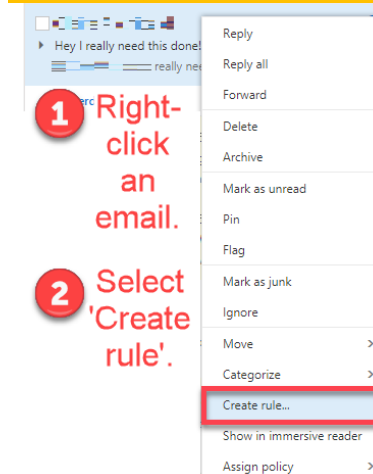
### Move Emails to a Folder

Organize your Inbox by moving emails to folder(s).



Note: To move more than one email, select an email, **hold down the Shift key or Ctrl key** and select other messages, and then **click, drag, and drop** them into a folder. (Shift key=select a range, Ctrl key=select individual emails).

### Creating Mail Rules (Advanced)



Automatically move a particular type of email (eg. [info@info.com](mailto:info@info.com)) to a 'General Mailbox' folder, automatically categorize a colour to the email, etc.

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## Email continued... (6 of 6)

### Add a Reminder

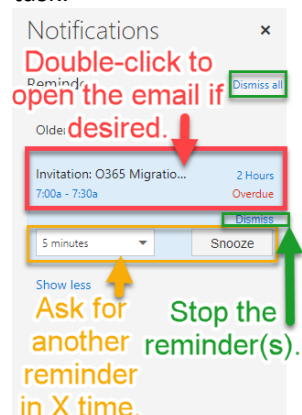
Reminders pop up (with a sound, if desired), to **remind you of important tasks**.

In **OWA**, reminders can be set on **tasks** and **calendar items only**. Reminders on *emails* can only be set in Outlook Desktop.

This said, **reminders** that you set in Outlook Desktop, OWA Tasks and OWA Calendar items will pop up at the appropriate time in your **OWA browser window**. You will also **receive an email notification**.

### Reminder Pop-Up Windows

A reminder will pop-up (with sound, if set) at the **specified time**, to remind you to do your task.

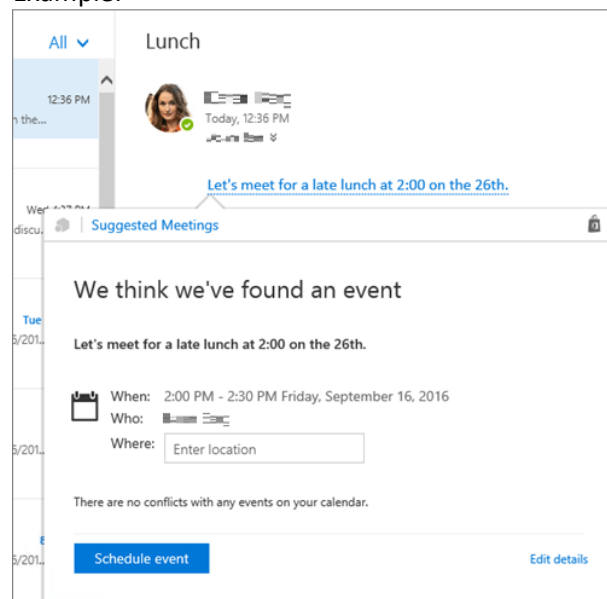


### Action Items / Suggested Meetings

All emails received in your inbox will be scanned. If Outlook notices anything that needs to be 'actioned' it will flag these items. Look for **buttons or links to see what Outlook suggests**.

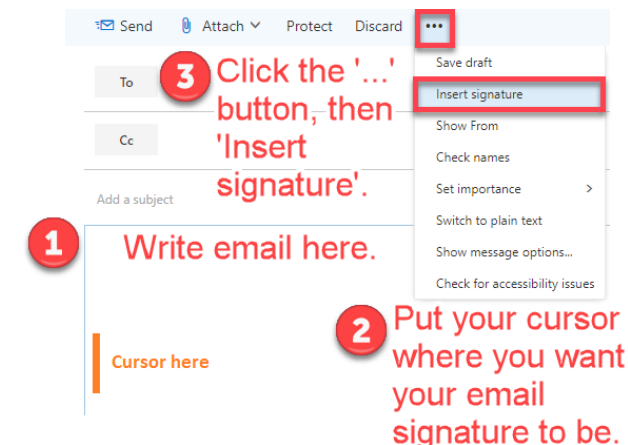
Perform the suggested action *if desired*.

Example:

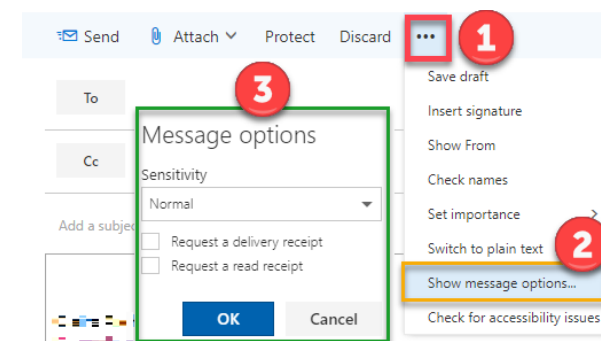


If desired, in this case, click the 'Schedule event' button, or ignore the suggested action.

### Email Signatures



### Request Read Receipt



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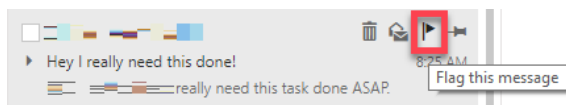
[CALENDARS](#)



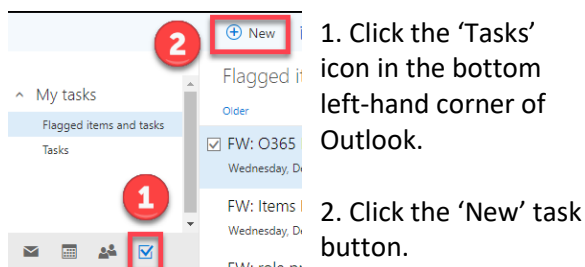
## Tasks (1 of 2)

### Methods to Create New Task

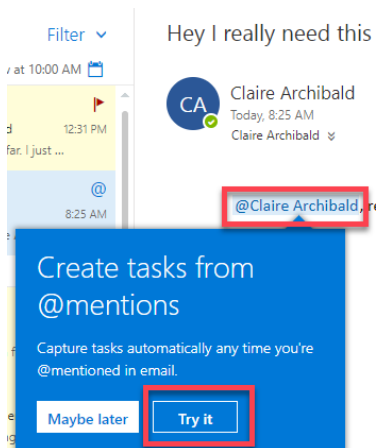
**Method 1:** Flag the email.



**Method 2:** Click Tasks > 'New' button.

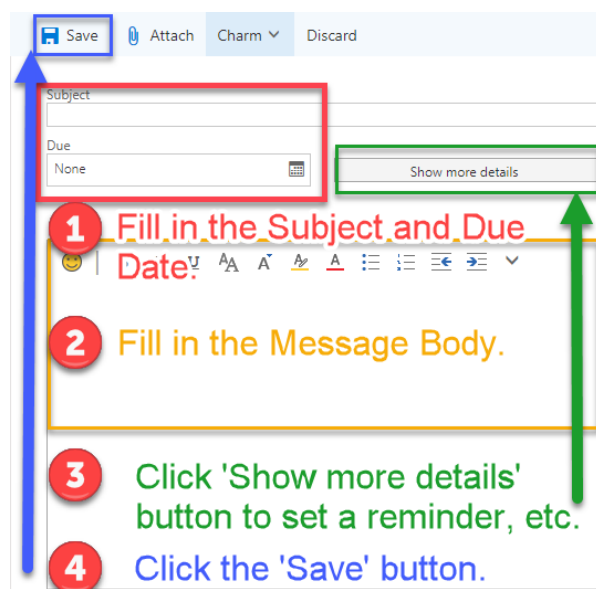


**Method 3:** Create from a [Mention](#).

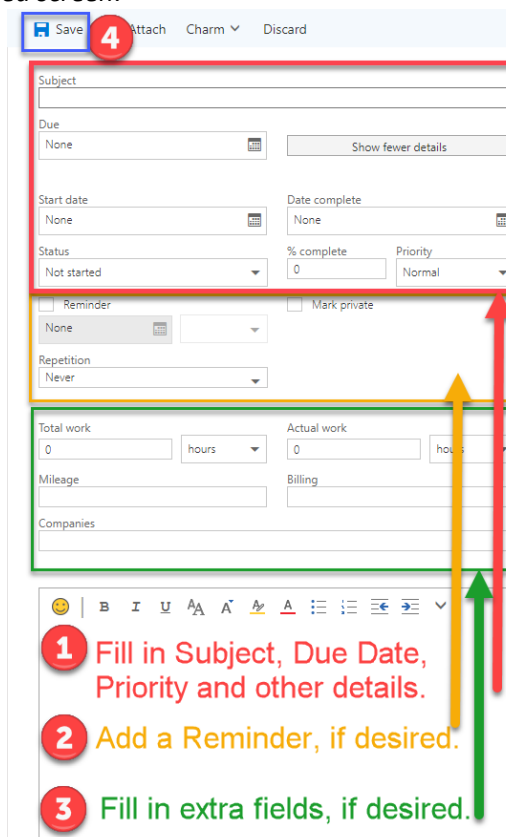


### Create New Task Window

*Basic screen:*



*Advanced screen:*



You can access the *Advanced screen* from the *Basic screen*. On the Basic screen, click the '**Show more details**' button.

Choose a section:

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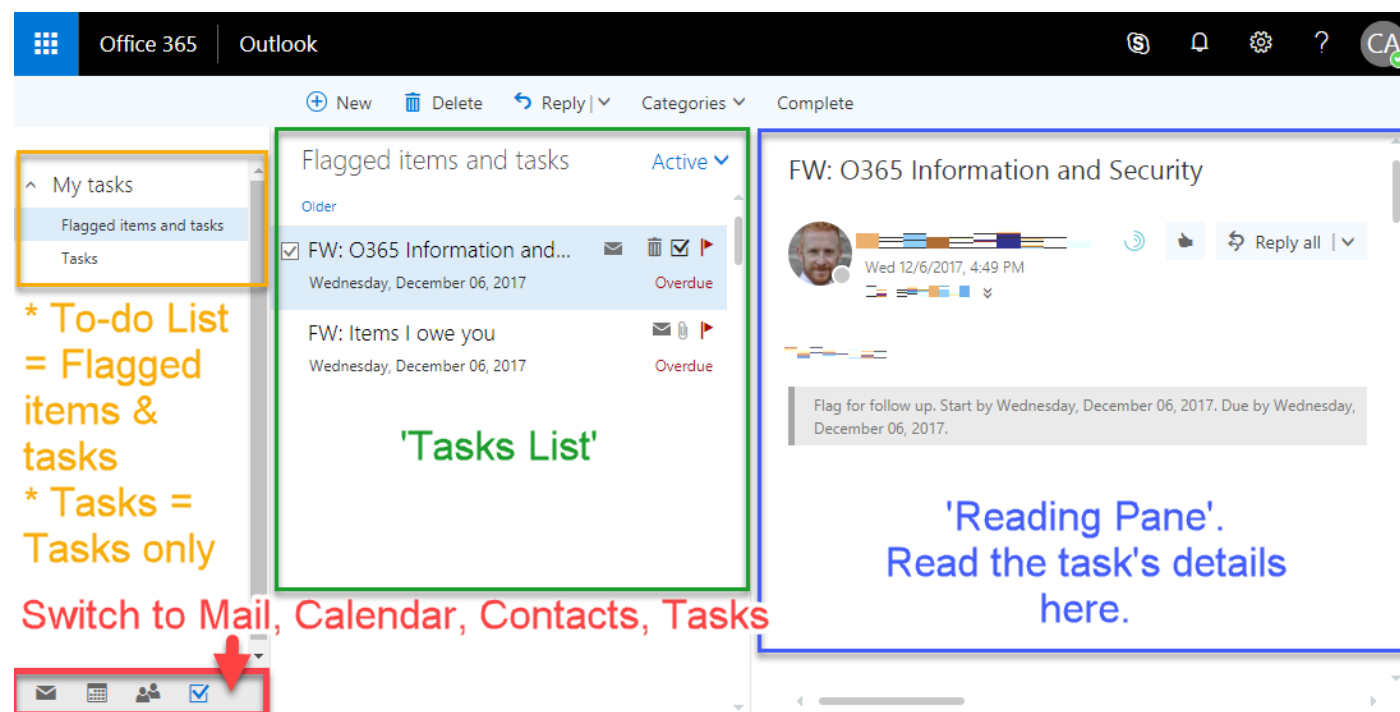
[CALENDARS](#)



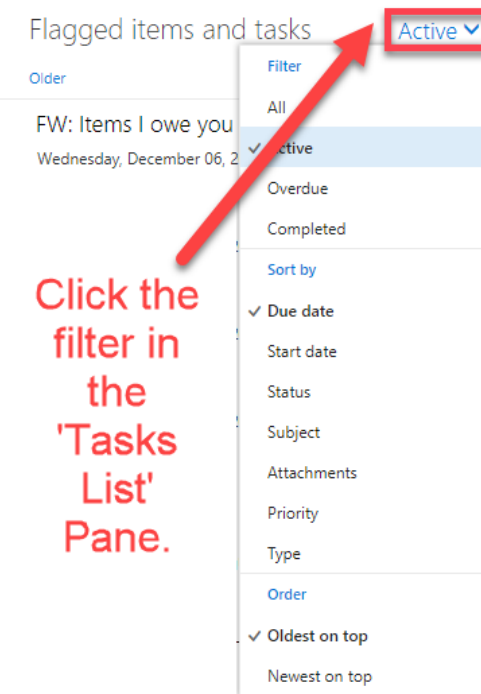
## Tasks continued... (2 of 2)

### Layout Overview

This is the general layout of Outlook Tasks – Flagged Items & Tasks.

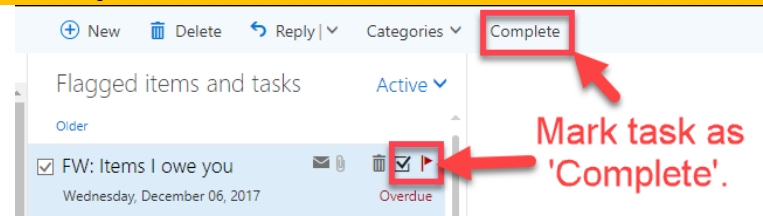


### Filter / Find Tasks



Filter the 'Tasks List' by active, overdue, completed tasks, due date, status, subject, priority, has attachments, etc.

### Complete a Task



Click the task, then the 'Complete' button or the flag or the check to finish the task.

The task will no longer be displayed in the active task list.

Choose a section:

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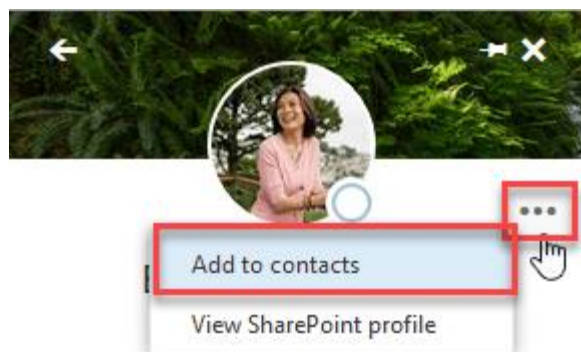
[CONTACTS](#)

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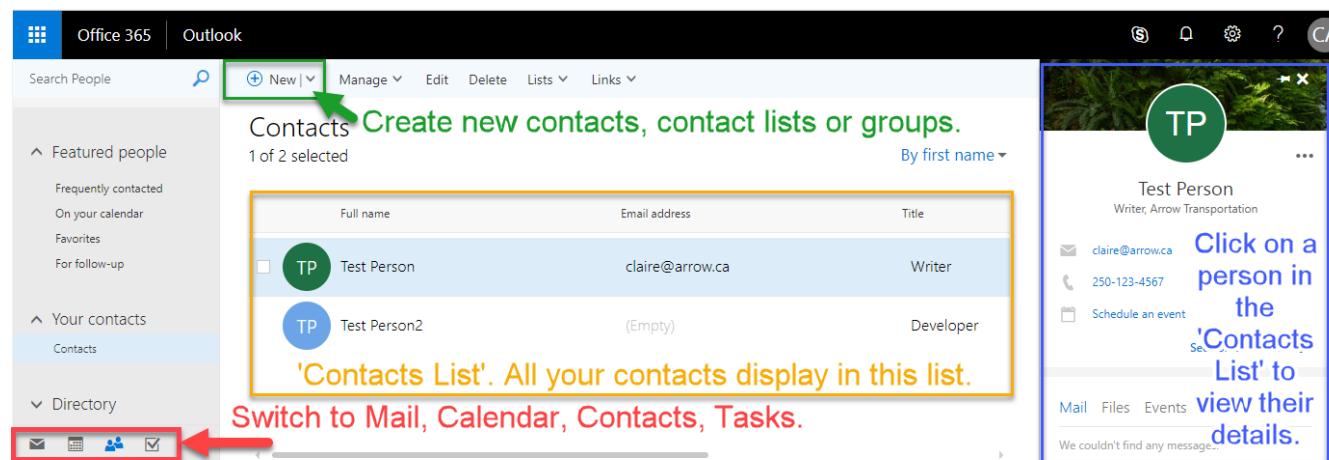
## Contacts (1 of 2)

### Methods to Create New Contact

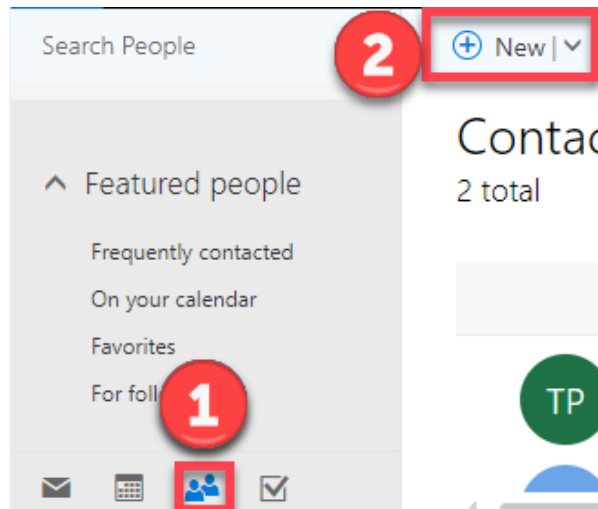
**Method 1:** Click the person's name. Click the '...' button > Add to contacts.



### Contacts Layout Overview



**Method 2:** Click **Contacts** > 'New' contact button.



Choose a section:

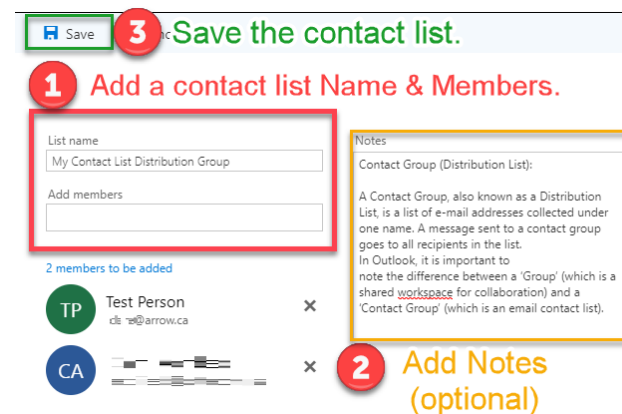
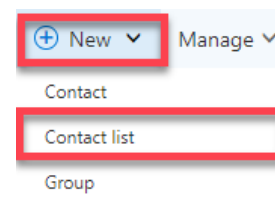
### Contact List vs a Group

**Contact List** = is a list of e-mail addresses collected under *one name*. A message sent to a contact group goes to all recipients in the list.

**Group** = is a shared collaborative workspace for email, conversations, files, and calendar events. A group *email* is created.

### Create New Contact List (Distribution List by Name)

Click the 'New' button > 'Contact list' to begin.



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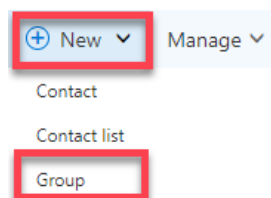
[CONTACTS](#)

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## Contacts continued... (2 of 2)

### Create New Group (Distribution List by Email & has Group Collaboration area)

Create a Team of people that you can email all at once and collaborate with. Your Team can share an Outlook inbox, calendar, files and more. For security and privacy, it is recommended you create a **Private** group.

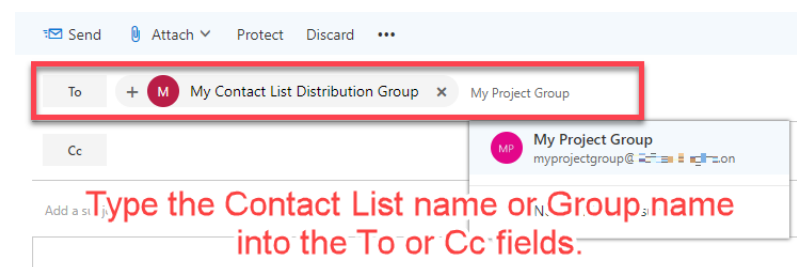


Click the 'New' button > 'Group' to begin.

After clicking the 'Create' button, on the next screen, **add yourself and members** to the new group.

### Send Email to Contact List or Group

How to email the Team of people in a Contact List or Group.



Fill in the rest of the email fields as per the [normal email procedure](#).

## Calendars (1 of 3)

### New Calendar Event

Create a new meeting. You can change it to a Skype meeting in the meeting invite.

**1** Click the 'New' button (plus icon) in the top left of the calendar view.

**2** Select 'Calendar event' from the dropdown menu.

**3** Add a Title and Location/Room.

**4** Add a Start and End date/time, or choose 'All day'. Set a time zone.

**5** Make it a recurring meeting (optional).

**6** Set a pop-up or an email reminder.

**7** Add an agenda, dial-in coordinates (if not using the Skype meeting), etc. here.

**8** Attach files.

**9** Make this a Skype meeting (web link & phone #/PIN).

**10** Add Attendees. Use the 'Scheduling Assistant' if needed.

**11** The 'Schedule' area displays your calendar. Choose an empty timeslot for your meeting.

### Share Your Calendar

Show other people your calendar.

**1** Right-click your 'Calendar'.

**2** Click 'Sharing permissions'.

**3** Choose permissions.

**4** Enter an email, person, contact list or group name.

**5** Click 'Share'.

The person / group receiving your invite can click on the email to view and add your calendar to their calendar list.

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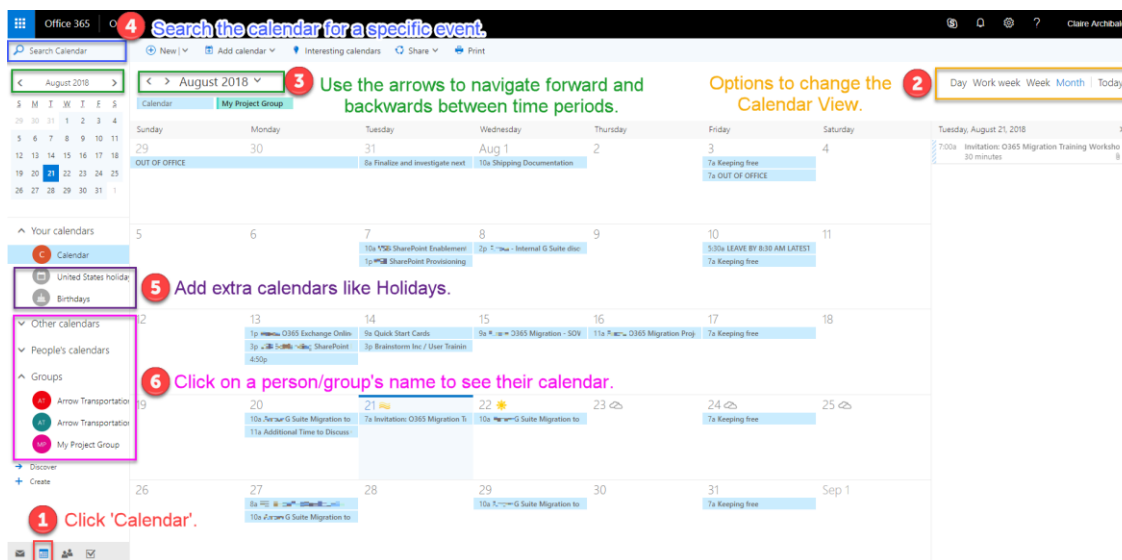
[TASKS](#)

[CONTACTS](#)

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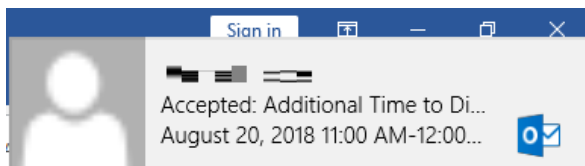
## Calendars continued... (2 of 3)

### Calendar Layout Overview



### Responses to Meeting Invites

A response to a meeting invite will show up on the **meeting creator's screen**, in the upper right-hand corner. An email will also show up in the **meeting creator's Inbox**.

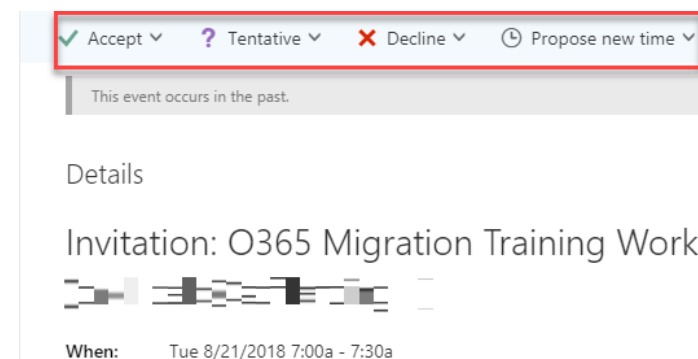


No action is required unless the person proposed a new time, or declined the meeting. In these situations, you may want to reschedule the meeting.

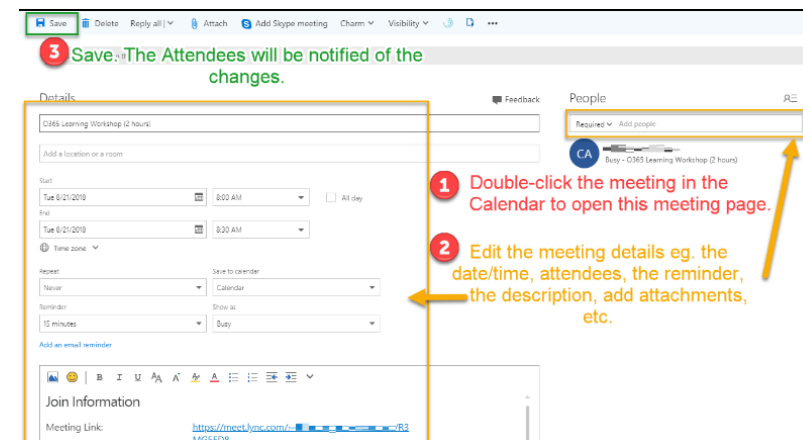
### Respond to a Meeting Invite

It is expected that you reply to a meeting invite.

You have the options to 'Accept', 'Tentatively Accept', 'Decline' or 'Propose a New Time'.



### Rescheduling / Edit Your Meeting



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## Calendars (3 of 3)

Scheduling Assistant

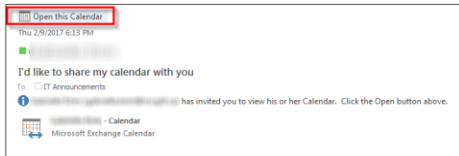
Open a Shared Calendar

Outlook Scheduling Assistant allows you to see if your **attendees are available for a meeting**, in advance. You are able to see the **free and busy timeslots** in a **person's**, a **contact list's**, a **group's** or a **resource's**, calendar.

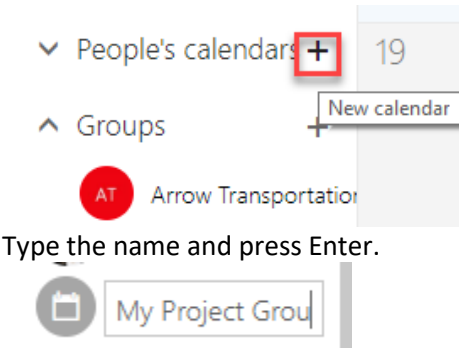


Click the **'Scheduling assistant'** button on the [New calendar event \(meeting\)](#) page.

**Method 1:** Click **'Open this calendar'** in the email invite.



**Method 2:** Click the **'+'** beside **'People's calendars'**. Type the person's, contact list's, group's or resource's **name**.



Note: The person/contact list/group/resource must have shared the calendar with you in their permissions settings.

