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Microsoft Outlook Web App (OWA) For Exchange 2013 Quick Reference Guide (Cheat Sheet Of Instructions, Tips & Shortcuts - Laminated Card)

Outlook® Web App for Exchange 2013

Mail

Displaying the Inbox

1. [Ctrl] [F] to search for a message.
2. [Ctrl] [F] to search for a message.

Creating and Sending a Message

1. [Ctrl] [N] to create a new message.
2. In the TO or CC listboxes, type the name or email address of the people you are emailing, separating multiple names with a semi-colon (;). To select a name suggested from your address book, press <Enter> for the first match or [Ctrl] to select another match.
3. To select names from your address book or contacts:
 - a. [Click] [To] or [Cc].
 - b. Select a name from the list. Or, type in the search box, press [Enter], then select a name.
 - c. [Click] to insert the recipient.
 - d. Repeat steps b and c as required. [Ctrl] [OK].
4. Type the SUBJECT in the body of the message. [Ctrl] [Enter].

Attaching a File to a Message

1. [Ctrl] [A] to attach a file.
2. Choose ATTACH in RIBBON.
3. Locate and select the file(s) you [Click] [OPEN].

Showing BCC

In the message window, [Ctrl] [B] and choose SHOW BCC.

Sending a Message with High or Low Importance

In the message window, [Ctrl] [I] and choose IMPORTANCE and choose HIGH or LOW.

Requesting Read or Delivery Receipts

1. In the message window, [Ctrl] [I] and choose SHOW MESSAGE OPTIONS.
2. Select REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT. [Ctrl] [OK].

Checking Spelling

Misspelled words are underlined with wavy lines. To correct, click the language and spelling options. [Right Click] misspelled words.

Showing/Hiding the Reading Pane

Use the Reading Pane to read messages and conversations without opening them.

1. [Ctrl] [Q] and choose DISPLAY SETTINGS.
2. If necessary, [Ctrl] [READING PANE].
3. Set the LAYOUT.
4. [Ctrl] [OK].

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are related (reply to a previous email).

- To have email grouped by conversation, [Ctrl] [CONVERSATION] at the top right of the message list box. [F6] [VIEW] to see from the CONVERSATION section choose ON or OFF.
- To let all messages in a conversation, [Ctrl] [CONVERSATION] [ON] or [OFF] to select the conversation and view in the Reading Pane.

Ignoring a Conversation

To automatically ignore existing and future messages that are part of the same conversation:

1. [Right Click] conversation or email and select IGNORE CONVERSATION.
2. [Ctrl] [OK].

Note: Does not delete a message from your inbox.

Reading Messages

Select a message or conversation to view in the Reading Pane. [F6].

1. [Double Click] on a message to open it.
2. [Ctrl] [F6].

Opening/Saving Attachments

1. [Click] on the attachment.
2. If prompted, click OK to save the attachment or...
 - To quickly view the content of a Word, PowerPoint and Adobe PDF attachments view if your computer does not have the necessary application, [Hover] over the attachment, then [Ctrl] [PREVIEW].
 - To quickly view images, [Click] the image thumbnail. When finished viewing, close the image window.
 - To [Download] over the attachment, then [Click] [DOWNLOAD].

Replying to a Message

1. Open/Select the message.
2. To reply to the sender only, [Ctrl] [REPLY]. Or to reply to all addresses, [Ctrl] [REPLY ALL].
3. Complete the message, then [Ctrl] [Enter].

Forwarding a Message

1. Open/Select the message.
2. [Ctrl] [F] FORWARD.
3. Complete the email, then [Ctrl] [Enter].

Saving a Draft

If you are not ready to send a message, save a draft.

1. With the message in progress, [Ctrl] [S] and choose SAVE. The message is automatically placed in a folder called DRAFTS.

When you are ready to complete and send the message:

1. [Ctrl] [S] in the DRAFTS folder in the folder list.
2. Select the message [Ctrl] [F6] [CONVERSATION].
3. Finish the message, then [Ctrl] [Enter].

Creating a Folder

1. [Ctrl] [MAIL/OUTLOOK, CALENDAR, PEOPLE or TASKS].
2. In the navigation pane on the left (Right Click) the desired folder, or [Ctrl] [CAL, TASKS or CONTACTS]. Choose CREATE NEW FOLDER or CALENDAR.
3. Type a name for the new folder. Press <Enter>.

Moving or Copying Messages

1. Select the message.
2. To move, [Drag] to a folder. To copy, [Ctrl] [Drag] to a folder. If a folder is not visible, [Hover] over its parent folder to expand.

Creating an E-Mail Signature

1. From any Outlook folder, [Ctrl] [S] then select OPTIONS.
2. [Ctrl] [SIGNATURE].
3. If necessary, [Ctrl] [MAIL].
4. Under MAIL SIGNATURE, type and format your email signature as desired.
5. To have every email sent include your signature, [Ctrl] [AUTOMATICALLY INCLUDE MY SIGNATURE ON ALL MESSAGES I SEND].
6. [Ctrl] [SAVE THEN] [Ctrl] [ENTER].
7. To manually insert your signature when composing a message, [Ctrl] [ENTER] then [Ctrl] [ENTER].

Opening Another User's Mailbox

1. [Ctrl] [F6] your name on the top right, then select OPEN ANOTHER MAILBOX.
2. Type in the name of the other user, [Ctrl] [OPEN]. If you have permission, the other user's mailbox will open.

Turning on Automatic Replies

When absent and when out of office.

1. [Ctrl] [F6] then select SET UP AUTOMATIC REPLY.
2. Select SEND AUTOMATIC REPLY.
3. To personalize to recipients, select REPLY TO. [Click] [PERSONALIZE THIS MESSAGE], then set times.
4. Type the message to send while you are away.
5. Choose how to deal with auto replies to SENDERS OUTSIDE MY ORGANIZATION, and provide a different message if desired.
6. When finished, [Ctrl] [SAVE THEN] [Ctrl] [ENTER].

Turning on the Automatic Replies

If an auto response not set, you will be prompted to turn on automatic replies when you log in. Otherwise:

1. [Ctrl] [F6] then select SET AUTOMATIC REPLY.
2. Select DON'T SEND AUTOMATIC REPLY.
3. [Ctrl] [SAVE THEN] [Ctrl] [ENTER].

Searching for Mail

1. In the folder list, select the folder you want to search through (e.g., RECENT, SENT ITEMS).
2. In the SEARCH BOX, type a keyword. It will show the list of items, hyperlinked to search for.
3. Select one of the suggestions or, to get results for the keyword, press <Enter> or [Ctrl] [ENTER].
4. Select a [Double Click] to open one of the items.
5. When done, [Ctrl] [F6].

Chat

Starting a Chat

To start a new chat conversation, [Click] a person's name in the People list or [Hover] over a person's name in the TOCC list on mail, then [Ctrl] [CHAT]. If you receive a chat message, or a REQUEST notification will appear. [Click] [ACCEPT].

Changing Your Chat Status

[Click] your name on the top right, select your status.

Signing Out of Instant Messaging

[Click] your name on the top right, choose SIGN OUT OR OFF.

Mail

New message	[Ctrl] [N]
Deleted	[Ctrl] [D]
Reply	[Ctrl] [R]
Reply to all	[Ctrl] [R] [A]
Forward	[Ctrl] [F]
Save Draft	[Ctrl] [S]
Print	[Ctrl] [P]

For Any Outlook Item

New item	[Ctrl] [N]
Create item	[Ctrl] [C]
Select item(s) in list	[Ctrl] [Click]

Tasks

Conversation item	[Ctrl] [Click] on the list and [Ctrl] [Click] on the list
Non-conversation item	[Ctrl] [Click] on the list and [Ctrl] [Click] on the list

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Synopsis

Note: This guide was updated in September 2015 and reissued under ISBN 978-1-939791-89-4. Please search that ISBN to get the latest version of this guide. Laminated quick reference card showing step-by-step instructions and shortcuts for how to use Microsoft Outlook Web App for Exchange 2013. This guide is suitable as a training handout, or simply an easy to use reference guide, for any type of user. The following topics are covered: Mail: Displaying the Inbox Creating and Sending a Message Attaching a File to a Message Showing BCC Sending a Message with High or Low Importance Requesting a Read or Delivery Receipts Checking Spelling Show/Hide the Reading Pane Grouping Messages by Conversation Ignoring a Conversation Reading Messages Opening/Saving Attachments Replying to a Message Forwarding a Message Saving a Draft Creating a Folder Moving or Copying Messages Opening Another User's Mailbox Creating an E-Mail Signature Opening Another User's Mailbox Turning on/off Automatic Replies when Out of the Office. Chat: Starting a Chat Changing Your Chat Status Signing Out of Instant Messaging. People: Displaying People Creating and Editing Contacts Finding a Contact Linking/Unlinking Contacts Creating a Distribution List Sending a Mail Message or Meeting Request to a Contact. Tasks: Displaying Tasks Changing Tasks Viewed Creating a Task Marking a Task or Flagged Item Complete. Calendar: Displaying the Calendar Viewing the Calendar Creating & Editing Appointments Scheduling Meetings Responding to Meeting Requests Making an Appointment Repeat. Common Procedures: Using Flags Sorting Tasks/Contacts/Email Deleting an Item Undeleting an Item Using Categories Logging Off. Also includes a list of keyboard shortcuts.

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