## What you'll see in Mail

1. Create a new message by clicking ➕New mail.

2. Folder list. The folder list includes the folders in your mailbox. It may include other folders, such as Favorites and archive folders. You can collapse this pane by clicking the folder icon at the top. You can expand and collapse folders in this view by clicking the triangle icons next to the folder names.

3. Search window. Type what you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.

4. The message list is a list of the messages in the current folder. Each entry in the list view has additional information, such as how many unread messages there are in a conversation, or if there's an attachment, flag, or category associated with any messages in the conversation. A conversation can have one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons. At the top of the list view are
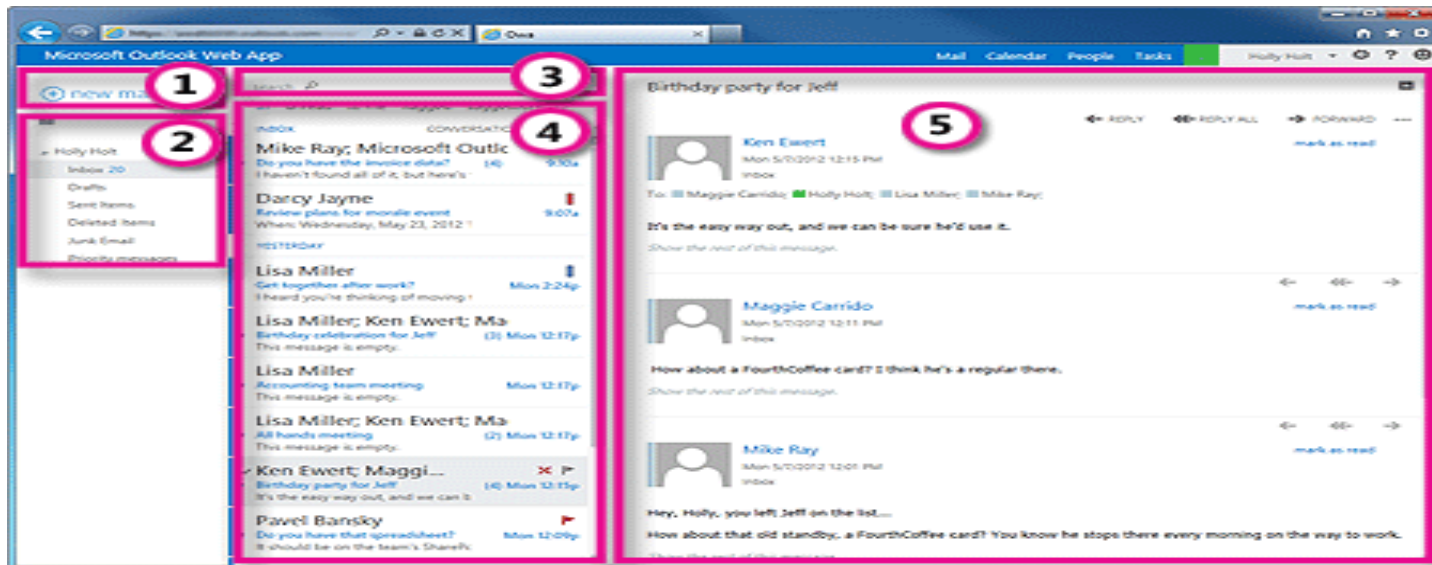
To create a new message:

1. Click ✚New mail above the folder list. A new message form will appear in the reading pane.

2. To add recipients, you can type the name of anyone who is in your contacts folder or organization's address list, or you can type the email address in the To or cc field. The first time you enter a particular person's name, Outlook Web App searches for that person's address. In the future, the name will be cached so it will resolve quickly.

3. Add a subject.

4. Type the message you want to send.

5. To add an attachment, click 📎 Insert then Attachment at the top of the screen and browse to the file you want to attach. For more information.

6. To embed a picture in the message so that it appears without the recipient having to open it, click 📎 Insert, then Picture, and browse to the picture you want to add to your message.

7. When you're done and your message is ready to go, click 📧Send
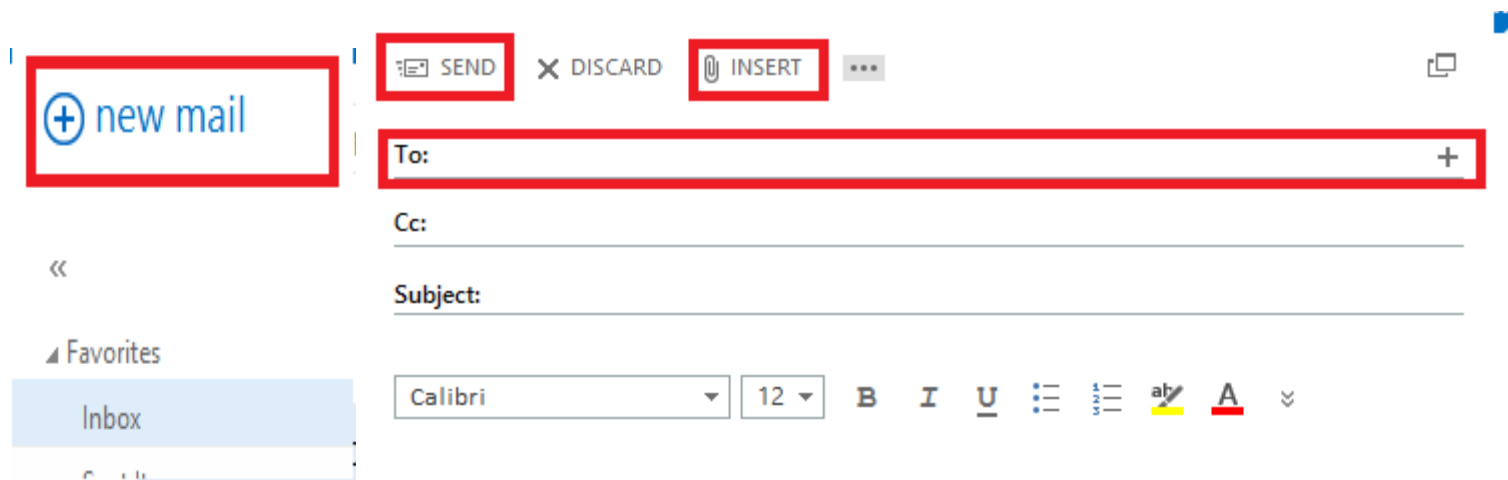
Outlook Web App (OWA)

Working with drafts

If you can't finish writing a message right away, or want to wait a bit before you send it, you can click away from it and come back to it later to finish it. Outlook Web App automatically saves your message as you create it and adds it to your drafts folder. When you're ready to send your message:

1. Find the Drafts folder in the folder list and click on it.

2. Click on the message you were working on to see it in the reading pane.

3. Click ✎Continue editing or, if you've decided you don't want to send the message after all, click ✖Discard.

4. If you still want to send the message, finish editing it and click 🖃Send.

Create an email signature

Use the **Mail** tab to customize the settings for messages. You can do things like set up a signature to be added to the messages you send, or control message tracking. To get to the Mail tab from the main Outlook Web App page, go to the upper corner and choose the **gear icon** ⚙**> Options > Settings > Mail**.

SETTING	DESCRIPTION
Text box	Type the signature you want to use in the text box. Use the formatting bar to format the font as you want it to appear.
Automatically include my signature on messages I send	Select this check box to automatically include your signature on all outgoing items, including replies and forwards.

- If you don't select the check box to automatically include your signature on messages you send, you can add your signature to a message by clicking the extended menu at the top of the message and selecting **insert signature**.
- You can't include an image file (such as a .gif or .tif) in your signature in Outlook Web App.
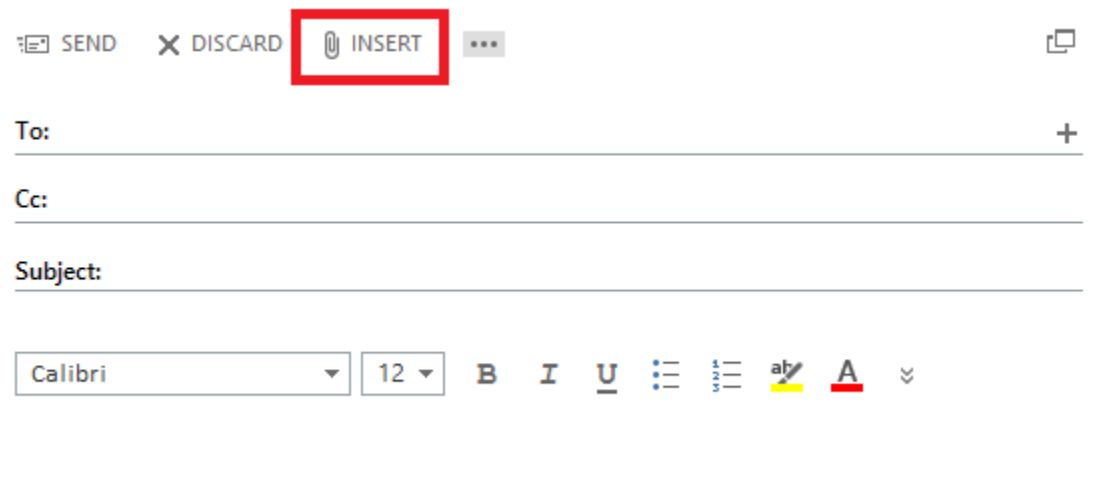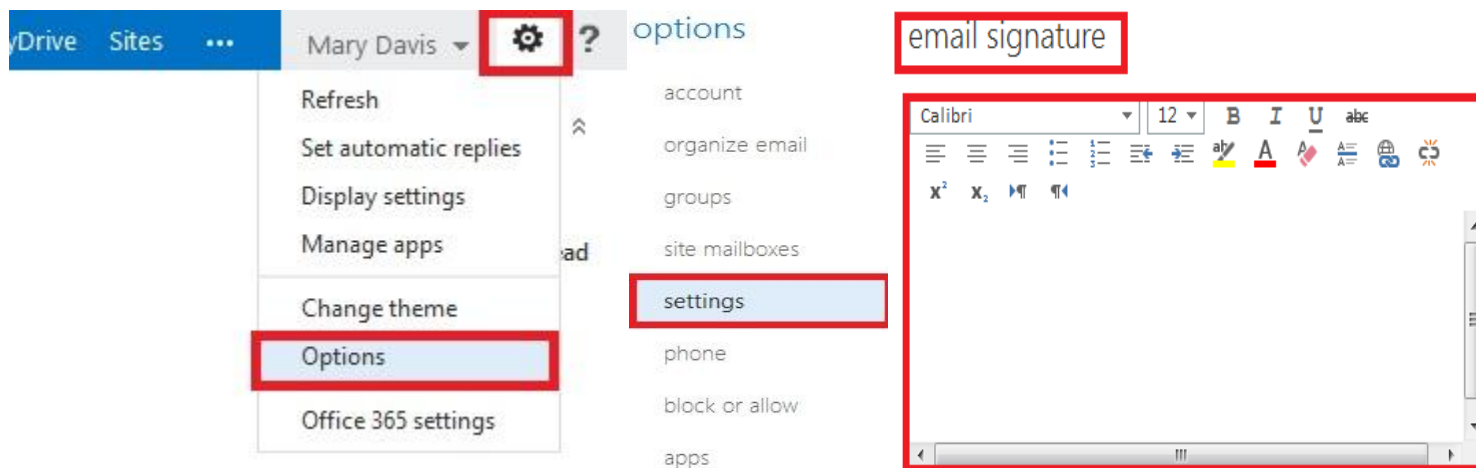
Attach a file

1. To attach a file to a message, select ⬛ > **Attachment**. To attach a file to a calendar item, select ⬛⬛⬛ > **Insert** > **Attachment**.

2. Browse to find the file you want to attach.

3. Select the file you want to attach, and then select **Open** to add it to your message or calendar item.
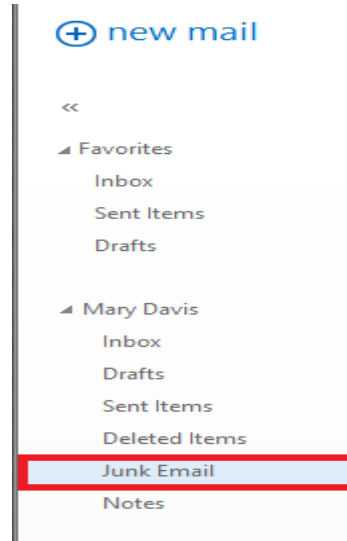
Junk Mail

Junk email, also known as spam, is unsolicited email, usually commercial. It can strain networks, clog email servers, and fill mailboxes with unwanted and possibly offensive messages and images. Most of it is annoying, but harmless. Most junk email will be blocked by the email server that hosts your account.

Creating folders

You can create additional folders to organize your messages any way you want. For example, you can create a folder for a specific project, or for all messages sent by a particular person, or all messages sent to a distribution group that you're a member of.

To create a new folder, right-click the parent folder you want to create the new folder in. If you want a top-level folder (a folder at the same level as your Inbox), you would use your mailbox as the parent folder.

To create a folder that's a subfolder of your Inbox:

1. Right-click your Inbox.

2. Click **Create new folder**.

3. Type the name you want to use for this folder.

4. Press **Enter** or click away.
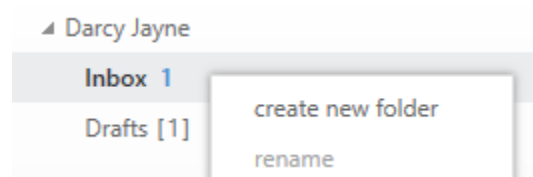
Moving folders
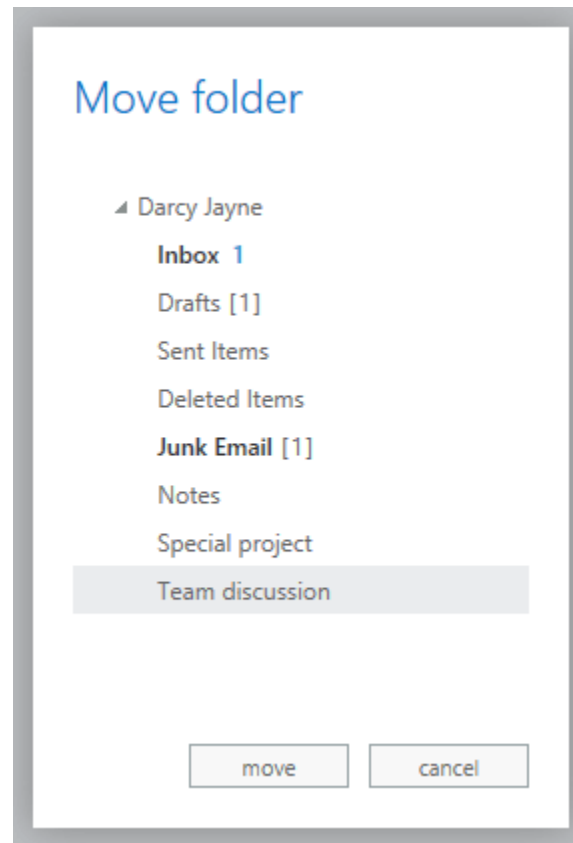
There are two ways to move a folder.

- Click the folder you want to move and drag it to where you want it.
- Right-click the folder you want to move and click **Move**. A window will pop up that you can use to choose what folder to move the folder into. Click the folder you want to move to and click **Move**. Or click **Cancel** to close the move folder window without moving the folder.
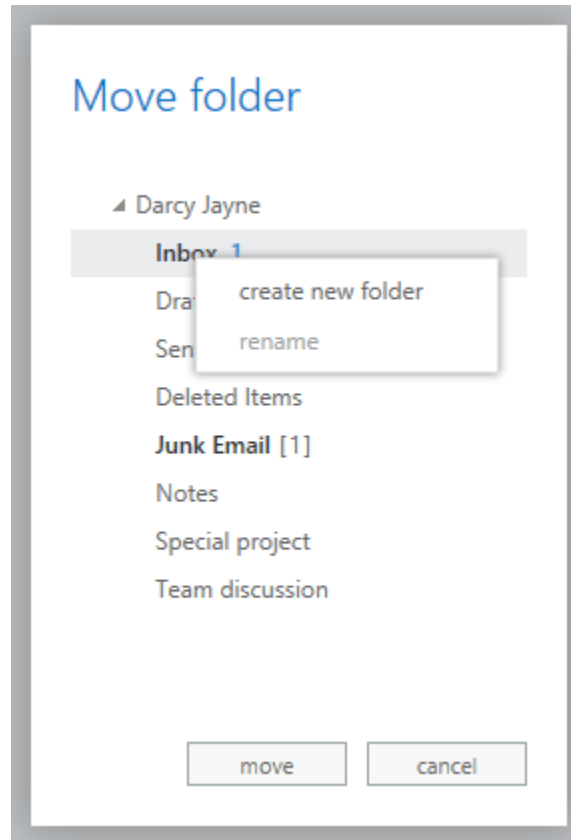
- You can even create a new folder to move the folder into by right-clicking the parent folder you want and clicking **Create new folder**.

The Deleted Items folder

When you delete a message, it's first moved to the Deleted Items folder. You can either let messages stay there, or you can set Outlook Web App to automatically empty your Deleted Items folder when you sign out. Your administrator may have set up a policy to empty items from your Deleted Items folder after they've been there for a preset number of days. For example, there may be a policy that removes anything that's been in your Deleted Items folder for 30 days.

Recover deleted items

If your administrator has enabled the recover deleted items feature, you can use it to recover items that have been deleted from your Deleted Items folder. How long items will be recoverable depends on settings that are controlled by your administrator.

1. Right-click **Deleted Items**.

2. Click **Recover deleted items**.

3. Right-click the item you want and then click **Recover**. The item will be moved to its default location. Messages will go to your Inbox, calendar items will go to your Calendar, contacts to your Contacts folder, and tasks to your Tasks folder.

   You can also select **Purge** to permanently delete an item. If you purge an item, you won't be able to use Recover deleted items to get it back. Purging a message won't remove it from any backups that were made before you purged it.

Favorites

It's not unusual to end up with so many folders that it can be hard to keep track of the folders that are most important to you. To make it easier to keep track of those folders, you can add them to your Favorites. Favorites don't appear in your folder list until you've added at least one folder to Favorites. Adding a folder to Favorites doesn't move the folder, but creates a link to it.

- To add a folder to Favorites, right-click it and click **Add to Favorites**.
- You can re-order folders in Favorites by clicking and dragging, or by right-clicking and then clicking **Move up in list** or **Move down in list**.
- To remove a folder from Favorites, right-click it in Favorites and click **Remove from Favorites**. This only removes the link to the folder from Favorites; it won't delete the folder from your mailbox.
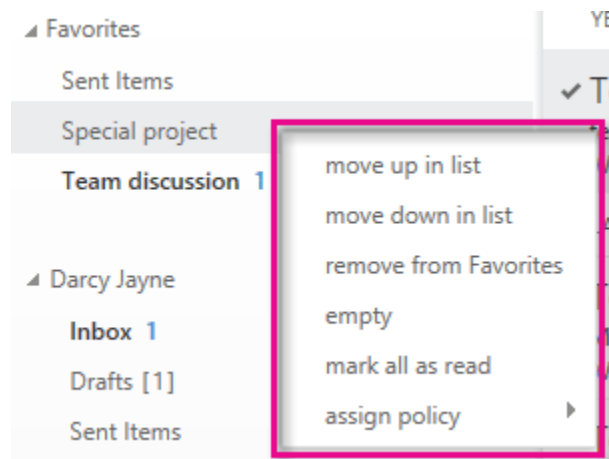
What else do I need to know?

- The folders you create can be at the same level as your default folders, for example, the Inbox or Sent Items folders. Or, you can create subfolders within any existing email folder. For example, you can create subfolders within your Inbox.
- You may need to refresh your browser to view a folder that you just created in the folder list.
- If you want to create a personal information folder as a subfolder to a mail folder, you can create the folder and then move it to the location you want. Some folders, for example, the Inbox, can't be moved to another location.
- Some folders, for example, the Inbox, can't be renamed. If the folder can't be renamed, the **Rename** option in the menu will appear dimmed.
- After you delete a folder, it's moved to the Deleted Items folder. The folder isn't permanently removed until you empty the Deleted Items folder or delete the folder from the Deleted Items folder.

Tasks overview

Use your Tasks folder to keep track of things that you need to do but don't necessarily want to put on your calendar.

What you'll see in Tasks

1. Create a new task by clicking ➕.**new task**.

2. Use this column to view **Flagged items and Tasks**, or just **Tasks**.

3. Filters. Select the filter depending on what items you want to see. Tasks and flagged items that don't have a date associated with them and that aren't completed will appear only when you select **all**.

4. List of items that meet the current filter criteria. Click any item to view it in the reading pane. You can use the controls in the list view to make changes to an item's status. For example, you can mark a task as complete or remove a flag from a message.

5. The reading pane, where the content of the items you've selected is displayed. You can use the controls in the upper corner to make changes to the item if it's a task. If it's a message, the controls will be the same as you would see while reading your mail.
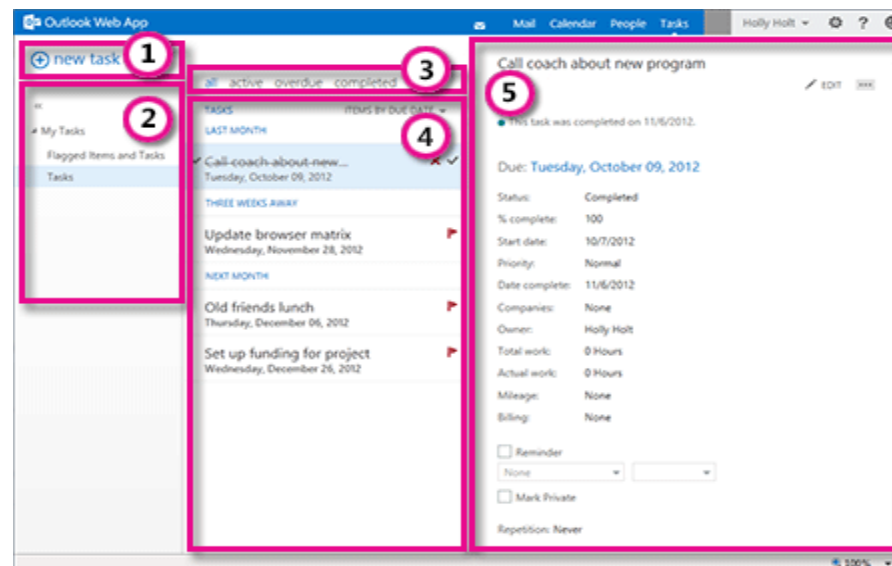
Open a task in a separate window

By default, you read and create tasks in the reading pane, but that isn't always what you need. Sometimes you need to be able to view or edit a task in a separate window.

When you're creating a new task or editing an existing one, you can pop it out into a new window by clicking the pop out icon ⧉in the upper corner of the message.

To open a task that you're viewing in a separate window, click the extended menu icon ••• and select open in separate window.

The tasks list

Tasks includes tasks that you've created and messages that have been flagged.

You can switch between viewing Flagged Items and Tasks and just Tasks by using the folder list.

You can further choose which items to view by using the filters at the top of the task list: all, active, overdue, and completed.

You can use icons in the task list to complete some quick tasks. Click ✖ to delete a task. Click ☑ or ⚑ to mark a task as completed. To mark a completed task as not completed, click ✔. To change the date associated with a flag or mark the item complete, right-click it.

Creating tasks

To create a new task, click ✚new task. This will open a simple task form in the reading pane.

When you're done, click ✔Save to save your changes or ✖Discard to cancel.

Editing tasks

To edit a task, select it in the list view, and then click ✎ Edit in the reading pane. When you're done, click ✔ Save to save your changes or ✖ Discard to cancel.

Flagged messages will appear just as they would if you were viewing your Mail. You can respond to them from within Tasks. You can change their flag status by right-clicking the ⚑ flag in the Task list and then clicking the value you want.

When you edit a task, you can click the More menu ••• to see more things you can do. Click it to see options to delete, add a category, or mark the task as complete.

✓ SAVE   ✗ DISCARD   📎 INSERT

Subject:
[   ]

Due:
[None   ▼]   [show fewer details   ]

Start date: Date complete:
[None   ▼]   [None   ▼]

Status: % complete: Priority:
[Not started   ▼]   [0]   [Normal   ▼]

☐ Reminder   ☐ Mark Private
[Thu 4/18/13   ▼] [9:00 AM   ▼]

Repetition:
[Never   ▼]

Total work: Actual work:
[0]   [Hours   ▼]   [0]   [Hours   ▼]

Mileage: Billing:
[   ]   [   ]

Companies:
[   ]

[Tahoma   ▼] [10 ▼]   **B** *I* U̲ abc ☰ ☰ ☰ ☰ 🖊 A 🌐 ⎔ ⌄

Outlook Web App (OWA)

One the left side bar you will see your Archive

Click on the arrow next to your name to show all the folders