Office 365 – OWA app for iPad and iPhone
IT Documentation Team, March 2014 (Reviewed August 2015)

These instructions have been written for iOS 6 and above, with screenshots from an iPad.

About OWA for iPad/iPhone

What is OWA for iPad/iPhone?
Microsoft’s OWA for iPad/iPhone app offer a similar experience to using the Outlook Web App webmail service (previously known as Outlook Web Access) in a browser, with the added benefit of iOS integration for notifications, as well as voice and swipe controls.

OWA for both iPad and iPhone are available as free downloads for Office365 users via the iTunes App Store. Like Outlook Web App, they do not offer all of the features of the full version of Outlook (for example you cannot set up additional profiles, create new folders, or configure rules). However, because they are Microsoft products, they support more Outlook features than the built-in iPad calendar (such as the ability to view shared calendars and use colour categories).

In terms of synchronisation, there is always a level of risk when using a mobile device for email and calendaring. This is because network connectivity is more variable on a mobile device than on a networked desktop PC.

Installation and set up

Install the app
1. Open the App Store on your iPad or iPhone.
2. Search for OWA for iPad or OWA for iPhone as appropriate.
3. Tap the Free/Install icon.

Set up the app
1. Once the app has finished installing, tap Open.
2. Tap Continue.
3. Enter your University email address, e.g. joe.bloggs@abdn.ac.uk
4. Enter your password.
5. Tap sign in.
6. If you receive the message ‘couldn’t find your settings’, tap advanced.
7. Complete your user details as follows:
   • Email address: Your University email address, e.g. joe.bloggs@abdn.ac.uk
   • Password: Your University password
   • User name: Your University user ID followed by @abdn.ac.uk, e.g. abc123@abdn.ac.uk
   • Domain: Leave this blank
   • Server: outlook.office365.com
8. Tick Server requires encrypted (SSL) connection.
9. Tap sign in.
10. Swipe the welcome screen to read the introductory tips and go to your Inbox.
11. You will be asked to set a 4 digit passcode for the app. This is different to your University password and will be required to open the app.
Getting started

Open the app
1. Tap on the OWA icon.
2. Enter the 4 digit passcode that you chose during set up.

Switching between Mail, People and Calendar
The app is divided into three areas: Mail, People and Calendar.
1. Tap on the Go to icon at the bottom left of the screen.
2. Tap on Mail, People or Calendar as appropriate.

Press and hold the Go to button to tell the app what you want to do, e.g. Open calendar for tomorrow. Please note this is not supported in all languages.

Changing app settings
The app allows you to change a limited number of settings.
1. Tap the … icon at the bottom right of the screen and tap options.
2. Make your changes, e.g. switch on automatic replies, edit your email signature, change your app passcode.
3. Tap on the Save icon (a Tick icon in OWA for iPad, a Disc icon in OWA for iPhone).

People

The People area contains your Outlook Contacts. When connected to the internet, you can also use the People area to search the University’s Global Address List.

Mail

Navigating your Inbox
1. In Mail, if you cannot see your list of email folders on the left of the screen, tap on the >> arrow icon to open the Folder Pane (or tap the Folder icon in OWA for iPhone).
2. Tap on the small black arrow icons to expand or condense folders.
3. Tap on a folder name to view the contents.
4. Check that the folder is set to view all messages so that it is not filtered.

Receiving emails
Although you will receive an alert when you have new email, you can also tap the Refresh icon at the bottom right of the app screen to check for new emails.
(On an iPhone, tap the … icon then refresh.)

Reading emails
Tap on an email to view it.
On an iPad, you can expand and condense the Reading Pane.
- To expand the email, tap the Reading icon at the bottom right of the screen.
- To condense the email, tap the Reading icon again.
Sending emails
1. In Mail, tap on the New icon to create a new email.
2. Write your email.
3. Tap the … icon at the top right of the screen for more message options.
4. Tap on the Send icon.

Replying to emails
1. Tap on the Reply icon and select reply, reply all, or forward.
2. Complete your email and tap the Send icon.

Using the search tool

Search for emails/contacts
You can use the search facility in Mail and People.
1. Tap the Search icon at the bottom left of the screen.
2. Type your search term – note that you are presented with options to select from as you type.
3. Tap the grey cross to close the search.

Calendar

Changing calendar views
Use the icons at the bottom of the screen to change between (L-R) day, work week, week, and month view.
Note: Some views are unavailable in OWA for iPhone.

Viewing multiple calendars
If you are using OWA for iPad, you can open up to five calendars side by side.
1. In Calendar, if you cannot see your list of shared calendars on the left of the screen, tap on the >> arrow icon to open the Folder Pane.
2. Tick the calendars you wish to view (up to five).
3. Untick any calendars you do not wish to view.
4. You may wish to close the Folder Pane to give you more space. Tap the << arrow icon.

Creating appointments
1. In Calendar, tap on the New icon to create a new event.
2. Complete your event details.
3. Tap the … icon to categorize your event using your Outlook colours. If you have a long list of categories, you may need to scroll through the list.
4. Tap on the Save icon.

Further information and help

Use MyIT to log calls with the IT Service Desk: https://myit.abdn.ac.uk
For IT training courses and online learning materials, see www.abdn.ac.uk/it/services/training