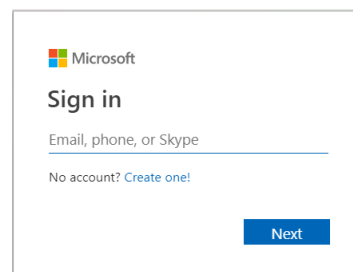


Outlook Web App: Email quick guide

This quick guide introduces you to the Outlook Web App (OWA) interface and shows you how to manage messages, folders, and contacts. For more information about University email you can check out Toolkit's [Staff & PGR Email](#) resource.

Sign into your University email account in OWA

1. In a web browser (e.g. Chrome), go to the [StaffNet homepage](#), scroll down to **Quick Links** and select **Staff Email**
2. In the **Sign in** dialog, enter in your email address in the format *yourusername@abdn.ac.uk*, e.g. s99jb7@abdn.ac.uk
3. Click **Next**
4. Enter in your password and click **Next**¹



You may want to add the OWA login page – i.e. <https://outlook.com/abdn.ac.uk> – to your web browser as a **Bookmark** or **Favourite** for quick access to OWA.

OWA Email interface

The OWA Email interface opens in a new browser window or tab showing your **Email**.

The Navigation Bar

Across the very top of the Email interface is the **Navigation Bar**:



From left to right, the icons in this area include:



App launcher: Opens other Office 365 apps, e.g. Calendar, Teams, Planner, etc.



Quick search: Search your mailbox



Chat: Chat with colleagues using MS Teams



My Day: Quick preview of your day's tasks and events



Settings: Change views, working hours, time zone, etc.



Help: Type in what you are needing help with



What's new: New features to Microsoft Office 365 Outlook Web App



Notifications: Indicates the number of new notifications you haven't seen yet



Account manager: Shows your account information, and option to **Sign out**

¹ If your account has been enabled for MFA and you are off campus or on eduroam you may be prompted to authenticate. [What is Multi-factor Authentication?](#)

Action Toolbar

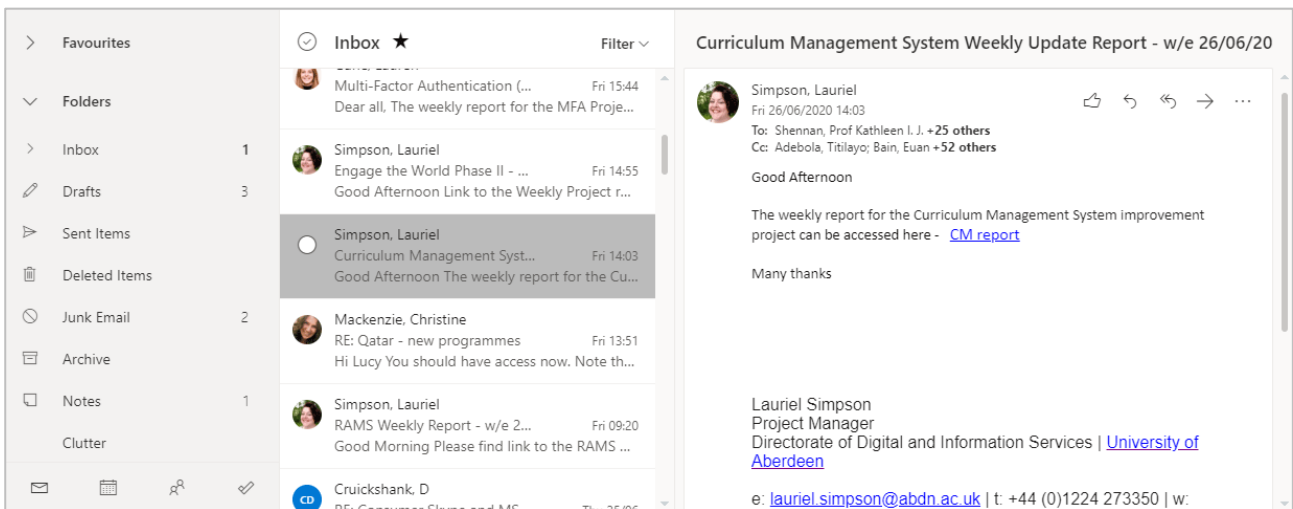
Immediately below the Navigation Bar is the **Action Toolbar**.

- Actions you can carry out from this area include: creating a **New message**, **Replying to**, **Deleting**, **Moving**, **Flagging**, and **Pinning** selected messages.
- At the far right, you will see notifications of **forthcoming events**.



Main Email window

The main window is divided into three panes.



From left to right, these are:

Folders

- Lists your mail folders, including **Inbox**, **Drafts**, and **Sent Items**.
- At the top of the pane is **Favourites**. Add folders, groups and people to Favourites to help you find information quickly.
- The icons at the foot of the pane allow you to navigate between **Email**, **Calendar**, **People** and **Tasks**.

Message list

- Displays all the messages in your Inbox. You will see the Sender name, Subject line, and the first few words of the message.
- Unread messages are shown with a coloured bar down the left hand side

Preview Pane

- Any message you select from the Message list is displayed in full in this pane.
- From here, you can **Like**, **Reply**, **Reply all**, or **Forward**.

Create a new Message

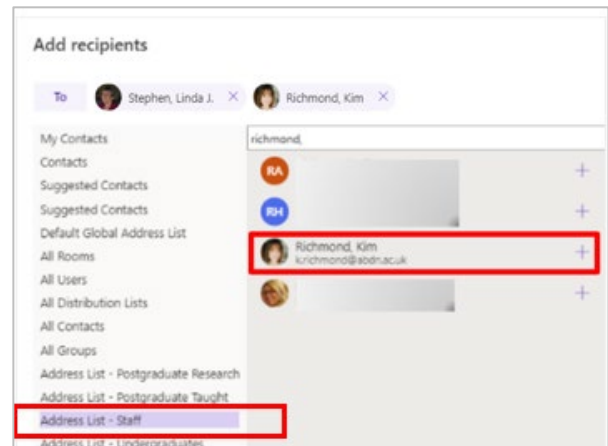
1. Click **New Message**

A new message will appear in the **Preview Pane**.

2. Click *in* the **To** field and start typing an email address.

If it is someone you have already sent an email to or replied to, or they are from your organisation, you will be presented with a recipient list to choose from. Select from this list to populate the To field.

3. If you are not presented with a recipient, click on **To** to open the **Add recipients** dialog
4. To narrow your search, click the address list required, e.g. **Address List – Staff**
5. Type in the surname of the recipient, then scroll until you see the recipient you want and click the **+** symbol alongside their name to select
6. Continue to search for and add other recipients as required
7. When you're done, click **X** in the top right of the **Add recipients** dialog to return to new message



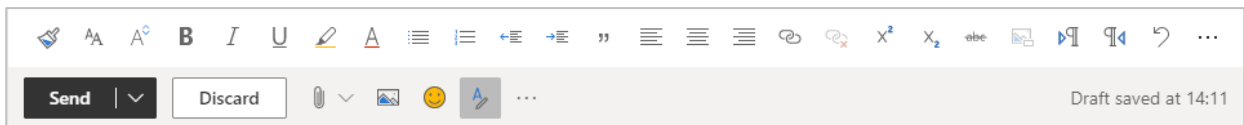
Use the **Cc** option to **copy** other recipients into the email if required.

8. Click in the **Add a Subject** field to add a subject for your message



You will receive a **Missing subject** alert if you try to send an email without a subject.

9. Click in the main message area and enter your email text. Use the formatting toolbars at the foot of the message area to change font, font size and appearance – and to insert files, pictures, emojis and a signature if required.



10. When you have finished, click **Send**

Reply to a Message

1. In the Message list, find and select the message you want to reply to to view it in the Preview pane.
2. At the top right of the Preview pane, click the appropriate icon to **Reply** to sender, **Reply to all**, or **Forward** the message (including any attachments) to another recipient or recipients.
3. In the new message window that opens, enter your reply in the message area
4. Click **Send**



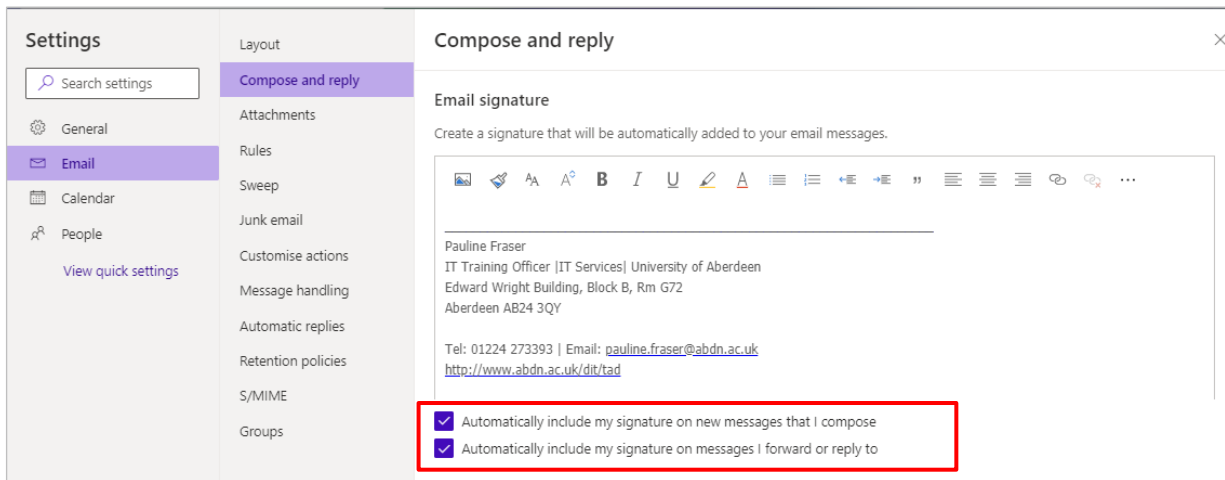
Create a Signature

1. Click **Settings** (the cog icon on the right of the Navigation Bar)
2. In the search box, type **signature**, then select **Email signature** from the results



3. The **Settings** dialog opens, displaying the **Compose and reply** options.

4. Under **Email signature**, type the signature you want to use in the text box. Click checkboxes to automatically include your signature on new messages, and to messages you are replying to or forwarding.



5. When you're done, click the **X** in the top right of the **Settings** dialog to return to save your changes and close.

Moving a Message

1. Select the message in the Message list and:
 - Click and drag it onto the destination folder, or
 - Click **Move to** on the Action Toolbar and select the destination folder, or
 - Right-click the message and select **Move > destination folder**

Delete a Message

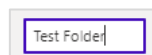
1. Select the message in the Message list and:
 - Press the **Delete** key, or
 - Click **Delete** on the Action Toolbar, or
 - Right-click the message and select **Delete** from the pop-up

Restore a Deleted Message to your Inbox

1. Select the **Deleted Items** folder from the Folders pane
2. Right-click on the message you want to restore and select **Restore** from the pop-up

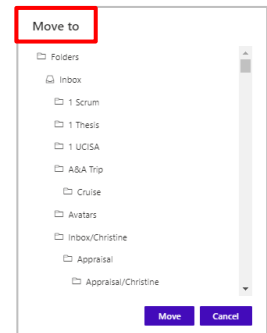
Create a Folder

1. In the Folder List area, either
 - Right-click and select **Create new subfolder**, or
 - Scroll to the bottom of the Folders pane, and click **New folder**
2. Enter an appropriate name for the folder in the text box that appears and press **Enter** to create



Moving a Folder

1. In the Folders pane, click on the folder you want to move and drag and drop it to the destination, or
2. Right-click on folder you want to move and select **Move** from the pop-up
 - In the **Move to** pop-up, scroll to locate and select the destination
 - Click **Move** or **Cancel**



Delete a Folder

1. Select folder you want to delete, right click on it and select **Delete folder**



You will receive an alert notifying you that the folder and all its contents will be moved to Deleted Items folder.

Junk Email Folder

The Junk Email Filter doesn't stop delivery of junk email messages, but moves suspected spam to the Junk Email folder. Always have a look inside it, just in case something important has been moved there!

Is it Junk or Not?

1. If an email message comes into your Inbox and it *is* junk, you can block the sender and domain. It will go into your **Blocked senders and domains**.
 - Right-click on the message and select **Block**
2. If the message is from a safe sender, and the message is in your Junk Email folder, you can add it to your **Safe senders and domains**.
 - Right-click on the message and select **Mark as not junk**

Empty Junk Email folder

1. Once you have checked the messages in your Junk Email folder
 - Right-click on it and select **Empty folder** from the pop-up, or
 - Click **Empty Folder** on the Action Toolbar



You will receive an alert notifying you that the contents of the Deleted Items folder will be permanently deleted. Click **Delete all** or **Cancel**.

Add Favourites

You can add folders, groups and people to **Favourites**, located at the top of the Folders pane, to ensure you find information quickly.

1. From the foot of the Folders pane, click on **Email**
2. From the Folders pane:
 - To add a **folder** to Favourites, right click it and select **Add to Favourites** from the pop, or
 - In the centre pane, click the star icon alongside its name
3. To add a **person** or **group** to Favourites, click **Add favourite** at the foot of the Favourites folder and either browse the pop-up list to locate and select the person or group you want to add, or search for an individual or group and add them from the list of search results

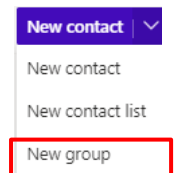
Remove from Favourites

1. In the Folders pane, expand the Favourites folder to view its contents.
 - Right-click on the item you want to remove and select **Remove from Favourites** from the pop-up, or
 - When viewing the contents of a favourite folder in the Message pane, deselect the star icon to demote it

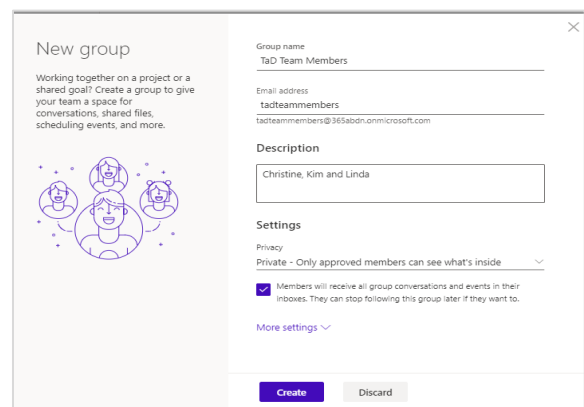
Create a Contact Group

You can create a contact group to use in an email message, meeting invites and to collaborate with colleagues on shared files. All Members of the group will be sent an email or meeting invitation.

1. From the foot of the Folders pane, click on **People**
3. Click the downward arrow to the right of **New contact** (top left) and select **New group**

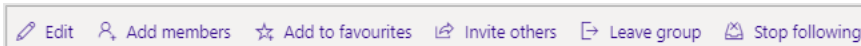


4. In the **New Group** dialog
 - Enter a **Group name**
An Office 365 email address is assigned automatically
 - Enter a **Description** of the group
 - Under **Privacy Settings**, select **Private** – only approved members can see what's inside



5. Click **Create**
6. In the **Add members to...** dialog
 - **Add members** by searching for contacts and selecting as appropriate from the list of suggestions
 - Continue adding members as required
7. Click **Add**
8. A preview about your group is displayed listing active members.

A toolbar at the top of the preview allows you to **Edit** the group, **Add members**, **Add to favourites**, **Invite others**, **Leave group** and **Stop following**.

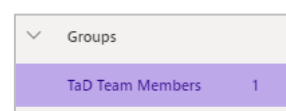


All members will be notified by email they have been invited to the new group. They can click on the link **View group in Outlook** to see all members.

Using a Contact Group

Use a contact group in an email message, meeting invites and to collaborate with colleagues on shared files. All Members of the group will be sent an email or meeting invitation.

2. From the foot of the Folders pane, click on **Email**
3. In the Folders pane, scroll down until you see **Groups**
4. Expand the Groups if necessary, then click to select the group you want to communicate with





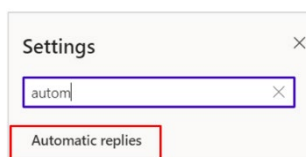
All groups you have been invited to will be listed here, not just the group you created. There is the potential for duplication by other team members who may have already created a group for the same contacts. Always check with your colleagues!

5. With the group still selected in the Folders pane, you'll see the Group name at the top of the centre pane. From here:
 - To create new message, click **Send email** (you'll see all group members listed in the **To** field), or
 - To collaborate on files with group members, click **Go to group files**, or

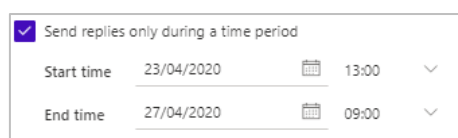
Automatic Replies

Use automatic replies to inform people inside and/or outside your organisation that you won't be responding right away to their email messages or to give them an alternative contact. You can choose to send automatic replies during a specific time period, for example when you are on annual leave. Automatic replies are sent once to each sender.

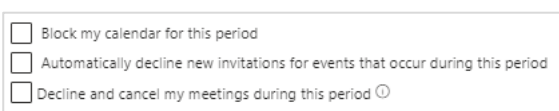
1. Click **Settings** (the cog icon on the right of the Navigation Bar)
2. In the search box, type **automatic**, then select **Automatic replies** from the results



3. The **Settings** dialog opens, displaying the **Automatic replies** options.
4. Click the slider to turn **Automatic replies on**
5. Tick the **Send replies only during a time period** checkbox and select a start date/time and end date/time



6. Tick the checkboxes as required to: **block your calendar**, **automatically decline** and/or **cancel meetings** when your automatic replies are switched on



- o If you select **Block my calendar for this period**, a new text box appears allowing you to set a title for the event, e.g. Annual Leave
7. Enter the message you want to send during your time of absence
8. If you also want to send a message to people *outside* your organisation, click checkbox **Send replies outside your organisation** – this can be a different message if you like
9. Click **Save**
10. When you're done, click the **X** in the top right of the **Settings** dialog to return to save your changes and close.



If you don't set a time period for automatic replies, you'll need to remember to turn them off manually when you return to work.

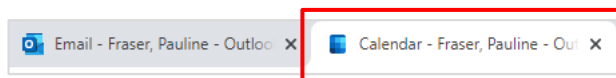
Duplicate Email Browser Tab

A quick way to have more than one Office 365 app open at one time is to duplicate the Email browser tab. For example, if you would like to have your Calendar open in another tab:

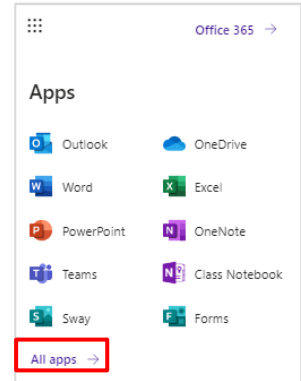
1. On the OWA browser tab – this will be named **Email – Surname, first name** – right-click and select **Duplicate**

This will open another tab, identical to your Email tab

2. Click the **App launcher** – on the top left of OWA's Navigation Bar
3. Select the other Office 365 app you would like to open. If you can't see the app you want you will have to click on **All apps** to show more.
4. Select **Calendar**
5. The second browser tab will now display the **Calendar** app



You can easily switch between tabs to view Calendar and you Email



Further information and help

More information about working in Outlook Web App, visit [Microsoft's support page](#).

You can also use MyIT to log calls with [the University's IT Service Desk](#)