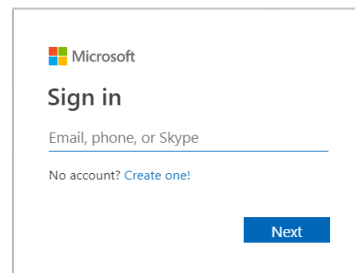


# Outlook Web App (OWA): Email quick guide

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, visit 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 **Outlook Web Access**
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**
5. If you have no other Office 365 apps open or have switched accounts, you will be prompted to authenticate. See [What is Multi-factor Authentication?](#) for more information.



You may want to add the OWA login page – <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:

- |  |  |
|--|--|
|  | <b>App launcher:</b> Opens other Office 365 apps, e.g. Calendar, Teams, Planner, etc.  |
|  | <b>Quick search:</b> Search your mailbox   |
|  | <b>Opens Teams:</b> Choose to download Desktop app, open in browser, or open in Desktop app                                    |
|  | <b>Chat:</b> Chat with colleagues using MS Teams web app   |
|  | <b>OneNote Feeds:</b> Combines your notes from different apps, including Samsung Notes, Sticky Notes, and OneNote <sup>1</sup> |
|  | <b>My Day:</b> Quick preview of your day's tasks and events  |
|  | <b>Notifications:</b> Indicates the number of notifications you haven't viewed yet   |
|  | <b>Settings:</b> Change views, working hours, time zone, etc.  |
|  | <b>Help:</b> Type in what you need help with   |

<sup>1</sup> More information from Microsoft Support: [Use the OneNote feed in Outlook on the web](#)



**What's new:** New features in Outlook Web App



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

## Action Toolbar

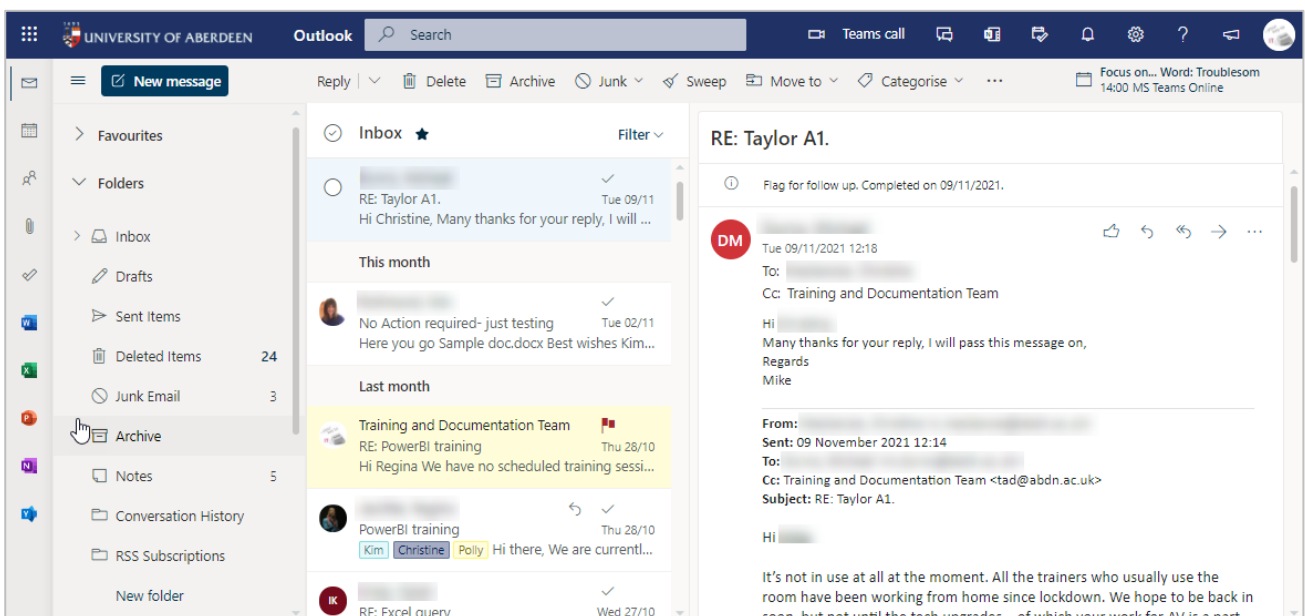
Immediately below the Navigation Bar is the **Action Toolbar**.

- From here you can create a **New message**, **Reply to**, **Delete**, **Move**, **Flag**, and **Pin** selected messages, and more.
- At the far right, you may 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 to the left 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, blank 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.

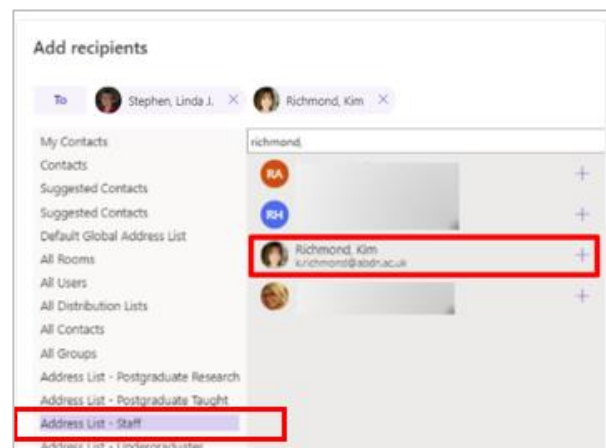
### 3. If you are not presented with a recipient, click *on* **To** to open the **Add recipients** dialog.

### 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



If you try to send an email without a subject, you will receive a **Missing subject** alert.

### 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 or Forward a Message

### 1. In the Message list, find and select the message you want to reply 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**

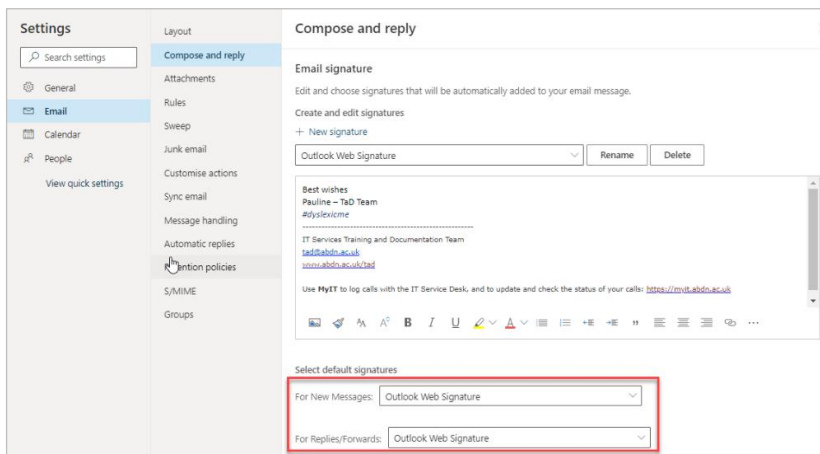
---

## 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. Choose whether to automatically include your signature on new messages, and/or 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.

## Move a Message to another folder

1. Select the message in the Message list 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 >** and select the 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.

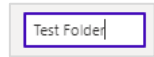
## Restore a Deleted Message to your Inbox

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.

---

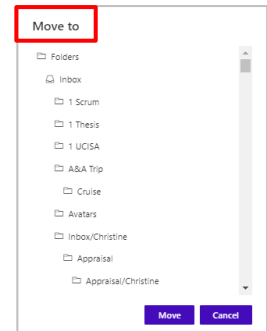
## Create a Folder

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. Type an appropriate name for the folder in the text box that appears, and press **Enter** to create.



## Move a Folder

1. In the Folders pane, click the folder you want to move and drag and drop it to the destination, or
2. Right-click on the 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 the 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 the Deleted Items folder.

## Junk Email Folder

The Junk Email Filter doesn't stop the 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 *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

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

1. From the left side 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
  - Click on the folder to select it, then In the centre pane, click the star icon beside 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.

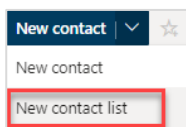
## Contact List

A contact list is a set of email addresses that you can use to send an email message or meeting invitation to a group of people.

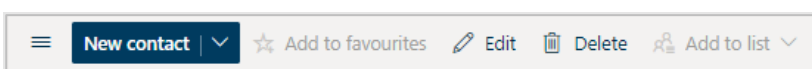


The email addresses in a contact list are not connected to your saved contacts.

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



3. In the **New Contact list** dialog:
  - Enter a **Contact list name**
4. In the **Add email addresses**
  - Start to type in an email address. If OWA recognises it (for example, it's the address of someone you have emailed via OWA before), select it from the pop up suggestions. If OWA doesn't recognise it, type the address out in full and click **Add**.
  - Continue adding email addresses as required
5. Enter a **Description** for the contact list, then click **Create**
6. A preview of your contact list is displayed, listing active email addresses and a toolbar at the top of the preview allows you to **Edit** or **Delete** the contact list

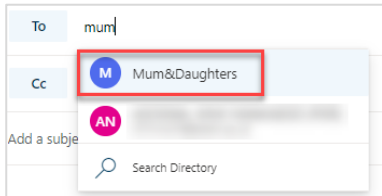


---

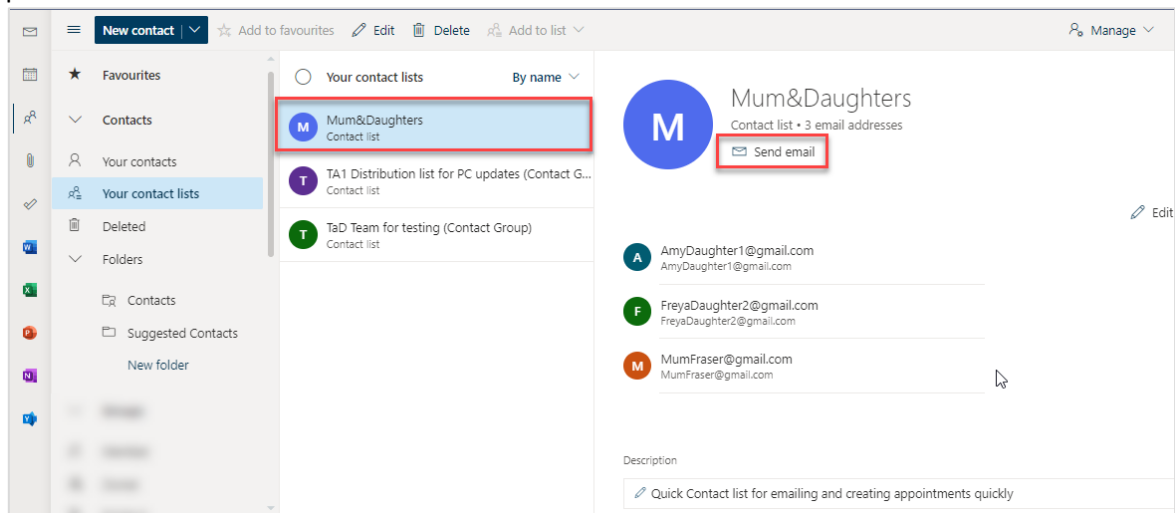
## Using a Contact List to send an email

Use a contact list to send an email message to all contained in the list.

1. Create a new email message
2. If you know the name of your contact list, you can type it in the **To** field directly. Outlook will show you potential matches



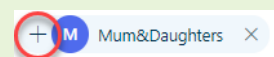
- If you can't remember, click on **People** from the left side of the Folders pane
- Click on **Your contact lists** at the top of the left pane and select the relevant list from the centre pane. From here:



- To create a new message, click **Send email** (you'll see your contact list in the **To** field)



You can check the email addresses in the contact list by clicking on the **+** at the left-hand side of the contact list name to expand to display all email addresses contained in the **To** field. If you don't require someone in the contact list for this instance, you can remove by selecting then pressing **Delete** or clicking on the **X** at the right. You can add other email addresses to your email message.



3. Complete your message or meeting invite and press **Send**

## Using a Contact List to send a meeting invite

Use a contact list to send a meeting invite to all contained in the list.

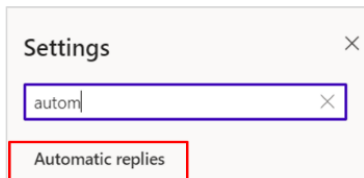
1. Create a new meeting
2. Type in the name of your contact list in the **Required** field
3. Complete your meeting invite and press **Send**

---

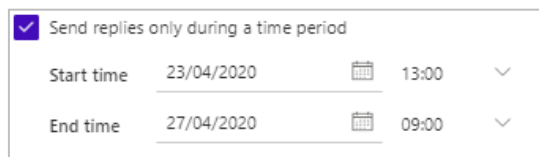
## Automatic Replies

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.

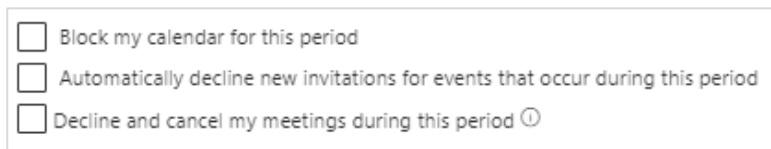
2. Click **Settings** (the cog icon on the right of the Navigation Bar).
3. In the search box, type **automatic**, then select **Automatic replies** from the results:



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



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



- 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.

8. Enter the message you want OWA to send during your time of absence.
9. 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.
10. Click **Save**
11. 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 for automatic replies, you'll need to remember to turn them off manually when you return to work.



---

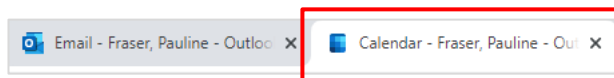
## Duplicate Email Browser Tab

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:

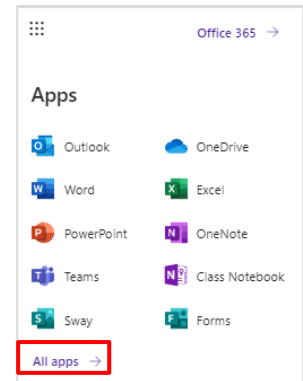
1. On the OWA browser tab – this will be named **Email – Surname, first name** – right-click and select **Duplicate**

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, click on **All apps** to show more.
4. Select **Calendar**
5. The second browser tab will now display the **Calendar** app:



Now you can easily switch between tabs to view Calendar and your 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](#)