

Outlook Web Access

User's Summary

Operations Analysis

Finance and Administration

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Known Issues

The purpose of the Outlook Web Access is to give you basic, rudimentary access to your Outlook mailbox from home or anywhere in the world. It is not designed to be a replacement for the Outlook 97/98/2000 application. Although the appearance and function of the web access is similar to Outlook, many features of the Outlook program are not available on the web access version.

Browser Requirements

Outlook Web Access will work with both Microsoft Internet Explorer (MSIE) version 3.x and up, and Netscape Navigator version 3.x and up. It is **recommended** that MSIE version 4.x or 5.x be used. These versions of MSIE have a "view full screen" feature that makes the web page look better. In addition, your password is encrypted before it is sent from MSIE. Netscape sends your password as "clear text", i.e., unencrypted, which is not as secure.

Using Contacts

Unfortunately, using Contacts via Outlook Web Access is inconvenient. As it was mentioned above, the web access is intended to give you basic, rudimentary access to your Outlook mailbox. Your Contacts list is not available through the Check Names or Find Names commands. To send a message to a person on your Contacts list, you must go to the Contacts folder by selecting the Contacts icon on the left side of the browser window. Next, select the name of the person you want to send a message to, and select the "New message to contact" button (third from the right on the toolbar).

If the person you are trying to access through your Contacts file is on the Finance and Administration Exchange mail server, their name will appear in the Find Names and Check Names commands.

Signature

Your signature is not available through Outlook Web Access. The signature file is stored locally by the Outlook application and is not stored on the server. If you need/want to include a signature line, you will need to type it in manually or copy and paste from an ASCII text file.

Performance

After a message is read in the Inbox, and you close or delete the message, the message will still be in bold text (unread). Although the message itself is flagged as read on the server, to update your browser's view, select Refresh (or F5 in MSIE) or Reload from the browser's menu.

Accessing Outlook Web Access

From your web browser, open the URL, **http://mail.admin.ufl.edu/**. From the **OWA Login** page, input your mailbox alias or your full name, separated with a space. Your mailbox alias may either be your GatorLink username or the first letter of your first name followed by the first six letters of your last name. Press **ENTER** to continue.

The "Enter Network Password" dialog box will be displayed. This is where you log on to the network to be authenticated to access the email server. The "User Name" field depends on which division you are located. See Table 1 for the "User Name" format. Some divisions a domain name in addition to your user name. The *lanusername* is the user name you use to log in to Windows on your computer at work. The "Password" field is the password you use to log in to Windows on your computer at work. Press **ENTER** to continue.

Table 1 – Outlook Web Access Login Format

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Finance and Administration Division	User Name format
University Police Dept.	UPD\ <i>lanusername</i>
Stephen C. O'Connell Center	ODOME\ <i>lanusername</i>
Information Systems	IS01\ <i>lanusername</i>
Business Services (excl. TAPS)	UFMAIL\ <i>lanusername</i>
SBVDR Purchasing Physical Plant Traffic and Parking Personnel Services Operations Analysis Vice President's Office Finance and Accounting Facilities Planning & Construction	<i>lanusername</i> or AAVP\ <i>lanusername</i>

Opening and Reading a Message

Determining the difference between an unread message and a read message is different in Outlook Web Access than in the Outlook application. In Outlook Web Access, unread messages are in **bold text** and read messages are in regular text. The envelope icon, used for determining read/unread status in the Outlook program, is always a closed, yellow envelope icon.

To open a message, click the name of the person the message is from (usually underlined and the mouse pointer changes from an arrow to a hand). The message will open into a new window. You can then reply, reply to all, etc. to the message. The Close button will close the window and the message. The message you read will still be indicating it is unread. See "Performance" above.

Reply / Forwarding a Message

Open the message from the Inbox. To reply to the message, select the leftmost button (silhouette with left-pointing arrow) on the message toolbar along the top of the window. Input your message in the text box. Select the Send button (the leftmost button, looks like a white envelope) when finished.

To forward the message to another person, select the fourth button from left (silhouette with right-pointing arrow). Input a message, if any, in the text box. See "Creating a Message" for how to address a message. Select the Send button (the leftmost button, looks like a white envelope) when finished.

Creating a Message

To create a message from the Inbox, select the "Compose new mail message" button on the toolbar (leftmost button). In any folder, select "Compose New" with "Mail Message" selected on the drop-down list.

To send a message to a person who is on your Contacts list, but not on the Finance and Administration mail server, go to your Contacts list by selecting the Contacts icon on the toolbar on the left side of the window. Click the underlined name of the person to whom you wish to send a message. Select "New message to contact" button (third from left, looks like an envelope on a Rolodex™ card).

Message Tab

Input the recipient(s) of the message on the To: and Cc: lines. If the recipient is on the Finance and Administration mail server, i.e., they also use Outlook, input their name or their mailbox alias. If the recipient is not on the Admin. Affairs mail server or they are on your Contacts list, you need to input their e-mail address. Multiple recipients are separated by a semicolon (";"). To verify that the recipient (s) are valid, select the Check Names button on the toolbar (third button from left, looks like a silhouette with a check mark). If the message "Ambiguous Recipients / The addresses for all recipients are resolved" appears, select OK and return to your mail message. If the message "Ambiguous Recipients / All addresses must be resolved before this item can be sent" appears, at least one of the recipients listed could not be resolved. The unresolved recipient(s) will not have a "[SMTP:...]" entry next to their name. Select Cancel and return to your mail message. You need to check the spelling of the name(s) of the unresolved recipient(s) or input their full e-mail address(es). Select Check Names again to verify all recipients can be resolved. You can now input a subject and the text of your message. See "Attachments Tab" for information on attaching a binary file (Word, Excel, et al.) to the message. See "Options" for message delivery options.

When your message is completed, select the Send button (leftmost button, looks like an envelope).

Attachments Tab

To attach a binary file (Word, Excel, et al.) to the mail message, select the Browse button. Select the file to be sent and select Open. Select "Add Attachment Now" to upload the file to the mail message. When the file has been successfully attached, it will appear in the list under the header "File Name." Additional files can be attached by selecting the file from Browse and then uploading it with "Add Attachment Now."

To remove an attached file, select the check box next to the file name and then the "Delete marked files" button on the list header to the left of "File Name."

Options Tab

The following options are available:

- Show Cc:* -- Display the carbon copy line of the message in the Message tab.
- Show Bcc:* -- Display the blind carbon copy line of the message in the Message tab. It is poor

etiquette, and possibly against Division policy, to send blind carbon copy mail.

Tell me when this message has been delivered -- When the message is received by each recipient, a message is sent to you indicating they have received the message.

Tell me when this message has been read -- When the message has been read or opened by each recipient, a message is sent to you indicating they have read the message.

Save sent messages to: Sent Items -- The message you are sending will be saved in the Sent Items folder when you select the Send button.

Deleting a Message

If the message is open, click the Delete Message button (fourth button from right, looks like an "X", similar to the button in Outlook).

If the message is not open, click on the check box next to the message entry in the Inbox (or other mail folder). If multiple messages are to be deleted, select the checkboxes of the additional messages. Click on the "Delete marked items" button on the toolbar (fifth from right, looks like an envelope with a check mark). You may need to Refresh/Reload the page to update the browser's view.

qed.