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Outlook on the Web (formerly Outlook Web Access)

You may have used Outlook Web Access (OWA) to access your mailbox in the past, or this may be the first time you’ve seen Outlook Web Access. Outlook Web Access has been updated with a new look and name, Outlook on the Web, but it still has the features and functionality that you rely on, plus several new features.

Navigation, Notifications, and Settings

At the top of Outlook on the Web, you’ll find links to the types of information stored in your mailbox, links to your personal information, and options.

A. Click on this icon to switch to other areas of Outlook on the Web.
B. These icons are for viewing notifications, updating or changing personal information, and other options. You can also find help or sign out of your account.

Mail

When you sign in to Outlook on the Web, you’ll go straight to your Inbox. This is where you’ll find your messages.

A. New Mail - Create a new message when you click the New button.
B. Folder List - This list includes the folders in your mailbox and Favorites. It may include other folders, such as archive folders. You can collapse this pane by clicking on the folder icon at the top. You can expand and collapse folders in this view by clicking on the triangle icons next to the folder names.
C. Search - Type what it is 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.
D. Message List - Displays a list of messages in the current folder. Each entry in the list view has additional information, such as how many messages there are in a conversation and how many are unread, or if there is 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 filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged. In addition to the filters, you’ll see the name of the folder you’re viewing and the view that you’ve selected.
E. Reading Pane - The conversation that you’ve selected is displayed here. You can respond to any message in the conversation by clicking the links on the right.
**Messages**

**Create a New Message**

1. Click the *New* button. A new message form opens in the reading pane.
2. Add a *recipient* by:
   A. Type the *name* of anyone who is in your contacts folder or organization’s address list.
   B. Or type the *email address* in the *To* or *Cc* field.
3. Type a *subject*.
4. Type the *message* you want to send.
5. Click *Send* when finished.

As you create a new email message (or respond to an existing one), *Outlook on the web* automatically saves it in your Drafts folder. This default action is useful, particularly if a situation arises that requires you to suspend creation of a new message. You can finish composing message when you choose.

**Finish a Draft Message**

1. Choose *Drafts* in the *Folders* list.
2. Choose the *message* you were working on. It displays in the reading pane.
3. Do one of the following:
   A. Choose *Continue editing* if you want to change the message before sending it.
   B. Choose *Discard* if you’ve decided not to send the message.
4. Click *Send* when finished.

**Pinning Messages**

*Outlook on the Web* gives you the ability to *pin* a message to the top of your *Inbox*, or any other mail folder, making it easy to refer back to.

![Inbox example](image)
Add an Attachment, Picture, or Signature to a Message

Add an Attachment to a Message

1. Click Insert from the top of the message form.
2. Click Attachment and browse to the file you want to attach.

Embed a Picture in a Message

You can embed a picture in a message so that it appears without the recipient having to open it.

1. Click Insert from the top of the message form.
2. Click Pictures inline and browse to the file you want to add to your message.

Attach a Message to a New Message

1. In the Folder List view, select the message you want to attach and press Ctrl+C to copy it.
2. Open a new message. Alternatively, you can click reply or forward from an existing message.
3. Press Ctrl+V to attach the copied message into the open message in the reading pane.

Create an Email Signature

1. Sign into Outlook on the Web.
2. Click Settings.
3. Click Options.
4. Click Mail.
5. Click Email signature.
6. Type signature into the signature box.
7. Click Save.
Add an Existing Signature

You can choose to manually add your signature or to automatically add it to all messages or to individual messages.

1. Click Insert from the top of the message form.
2. Click Your signature.

Deleted Messages

When you delete a message, it’s sent to the Deleted Items folder. Messages in the Deleted Items folder will be permanently deleted by an automated policy set by MCIT.

Empty the Deleted Items Folder

1. Right-click the Deleted Items folder.
2. Click Empty Folder.
3. Click OK to confirm that you want to permanently delete the items.

Message List

When you open Mail the Message List is in the center, with the Folder List to the left, and the Reading Pane on the right. By default, the message list shows the messages in your Inbox, the current folder. This default setting doesn’t limit you to which messages are displayed. You can manage the displayed messages by choosing a filter or by using search. There are other tools available with the message list to let you take care of some tasks.

- Choose Expand to show the Folders List, or choose Collapse to hide it. Choose any folder in the list to view its contents.
- Choose icons at the right of the Message List to delete a message or conversation or to add a flag. Other icons show you which messages have attachments, importance of (high or low), and how many unread items there are in a conversation.
- Right-click a message to see a menu of options. There are options such as mark a message as read or unread, move it to another folder, or create a rule based on that message. On a touch screen, use tap and hold to view the message options.
- Choose Expand to show all messages or conversations to the left of a message to expand a conversation to see all messages in that conversation.
- Use the label at the top of the message list to switch between viewing Conversations by date and Items by date.

Reading Pane

The reading pane is where messages are displayed. You can read and respond to a message in the reading pane. Or you can open a message in a separate (new) window.

- Click reply ←, reply to all ←, or forward message → to respond to a message.
- Click Mark as read or Mark as unread to change the read status of a message.
- Click More to view more options.
To Change the Location of the Reading Pane

1. Click **Settings > Display settings > Reading pane** on the navigation bar.
2. Select a **location** for the **Reading Pane**:
   A. Show reading pane on the right, the default setting.
   B. Show reading pane at bottom
   C. Hide reading pane
3. Choose **OK** to save your selection and to close the **Display Settings** window.

Search and Built-in Filters

You’ll find a search field and built-in filters at the top of the message list.

- Typing what you are **looking for** in the **Search** field. A list of suggestions appears underneath and you can select one of those suggestions, or you can finish entering your own search text and then press **Enter** to start your search. To clear your search, click the **icon** at the right of the search field.
- The built-in filters—**All**, **Unread**, **To me**, and **Flagged**—are a way to quickly choose what to display in the message list. **All** shows all messages; **Unread** shows messages that haven’t been marked as read; **To me** shows all messages where your name appears in the To or Cc list; and **Flagged** shows all messages marked for further action.

Folders List

The **Folders List** shows the default folders that are created for all mailboxes and any folder that you create. Depending on the setup in your organization, you may also see **Favorites** and **Archive Folders**.

You can choose **Expand** to show the Folders list, or choose **Collapse** to hide it. Choose any folder in the list to view its contents.

You can right-click any item in the **Folders List** to see a menu of things you can do; such as create a new folder, delete an existing folder, or empty a folder. On a touch screen, tap and hold an item to the menu for that item.

Create a New Folder

1. Right-click any folder in the **Folders List** and choose **create new folder**. A new, unnamed, folder is added as a sub-folder to the folder you selected.
   Right-click your name above your **Inbox** folder to create a folder that’s not a sub-folder.

2. Type a **name** for the new folder, and then press **Enter**.
Calendar

After your Inbox, the calendar is probably where you’ll spend the most time when using Outlook on the Web.

A. Create a new event by clicking the New button. An event can be an appointment, a meeting, or an all-day event.
B. Select to add a calendar, share, or print your calendar.
C. This mini calendar is an area that you can use to navigate from one day to another quickly. Jump to specific dates and use on the arrows to view past or future months. Shading will show you what week you’re currently viewing, and darker shading marks the current date. You can use the double arrows at the top to collapse or expand this side of the calendar view.
D. You can view more than one calendar at a time. My Calendars allows you add other people’s calendars and select which to display/view.
E. Use the arrows to navigate from one date to another. The date(s) shown will reflect the calendar below. Change your view from Day, Work week, Week, Month, or Today on the far right.
F. The main window, where calendars will be displayed.
View Multiple Calendars

In Outlook on the Web you are able to view shared calendars, as well as multiple calendars in merged view.

1. Select a calendar from My Calendars.
2. Click the X next to the calendar header to close.

People

This is where your contacts are stored. From here, you can find, create, and edit your contacts. Also, you can search for contacts in your organization’s directory.

A. Type a person’s name in the Search People field to find them in your contacts and in your organization’s directory.
B. Click the New button to create a new contact.
C. Click the drop down arrow for any folder to display a list of all contacts in that folder.
D. Select a contact to view their contact card information.
E. Click one of the actions listed from the contact card to send a message, start a chat session, or create a meeting request.