Outlook Web Access Quick Reference

Microsoft Outlook Web Access (OWA) is a program that lets you get access to your email, calendar and contact list from any computer with a secure internet connection.

This internet browser-based email system is the **ONLY** authorized method of retrieving Starbridge Email on any personal computer or mobile device that is not owned and configured by Starbridge. Refer to the Mobile and Remote Access Policy for additional information.

**Excerpt from Acceptable Use of Electronic Resources Policy –**

*Electronic Mail Usage:* Agents of Starbridge are required to use e-mail appropriately. It is important to note that electronic mail is not a secure transmission method. Confidential data must be encrypted using Starbridge E-Mail Encryption instructions when e-mailing to addresses outside the agency. Only email sent between xxx@starbridgeinc.org email addresses are confidential and secured by our network without encryption. All electronic mail messages are property of Starbridge.

**Logging On to OWA**

1. Open a Web browser like Internet Explorer or Firefox
2. Go to address [https://mail.starbridgeinc.email](https://mail.starbridgeinc.email)
3. The login screen will display.

4. Type in your username and password as seen in the example.
5. Click **Sign in**
6. If prompted to remember your password/credentials, **DO NOT** select "Remember my password". This saves the password on the computer and risks other people getting into your email.

**Logging Off**

Click the **sign out** located in upper right corner of the Outlook window. This will log you off of Microsoft Outlook. When you get the confirmation screen that you have logged off successfully, you should shut down your web browser.
**Change Your Password**

The first time you login you are using a temporary password. To make your email account be secure, you must change your password to something private that you will remember. You should be prompted to do this the first time you login. You may also use steps 1 – 3 anytime you need to change your email password.

1. Click on ![Options](image) in the upper right corner of the email screen then select Change Your Password…

![Options](image)

2. Enter your current password, new password, and confirm new password. *The new password must be at least 8 characters long, contain at least 1 upper case letter, contain at least 1 lower case letter, contain at least 1 number and can’t be reused from a prior password.*

![Change Password](image)

3. Click ![Save](image)

**Reading Your Email**

1. Click on ![Mail](image) in the left menu to switch to the Mail view.

2. Click on ![Inbox](image) from the folder list on the left side of the Outlook window. The top of the window will be indicating the messages being displayed are from the Inbox.
3. You can change the view settings for Reading Pane (Right, Bottom, off) and Group by (Use Conversations, See more Conversation options…). The default for this seems to be Group By Conversations. You may want to turn that off.

4. If you have the Reading Pane turned on, click on the message from the middle section of the Outlook window to display the message in the reading pane on the right side or bottom of the Outlook window.

5. If you don’t have the Reading Pane turned on, double click on a message to open it in a new window.

To Reply to an Email

1. Double-click on the message from the list to open the message in a new window.

2. Click **Reply** on the toolbar.

3. The reply message is automatically addressed to the original email sender.

4. Type the reply to the message in the message window.
To Reply to Everyone a Message has Been Sent To

1. Double-click on the message from the list to open the message in a new window.
2. Click Reply All on the toolbar.
3. The reply message is automatically addressed to the original email sender and everyone in the original email To and CC fields.
4. Type the reply to the message in the message window.
5. Click Send

To Forward a Message to Another Person

1. Double-click on the message from the list to open the message in a new window.
2. Click Forward on the toolbar.
3. The To field is blank until you type in the email address of the individual(s) you are forwarding the message to.
4. Type your comments to the message in the message window.
5. Click Send
Use the Starbridge Address Book to send a new message

1. Click on the New button in the toolbar over the message list to create a new email.

![Email window with New button highlighted]

2. Click the To button to find the name of the person you are sending the email to. If you know the email address, you can type it directly into the To field without searching for a name.

3. Type the subject of the message in the Subject field of the new message window.

4. Type the body of the message.

5. Click the Send button to send the email.

Note: If the recipient’s name that you typed in the TO: field matches more than one name in the Global Address List, Outlook will show you a list of all the names that match what you typed and ask you to select an individual from the list.

Sending Email To Non Starbridge Addresses

1. Click on the New button in the toolbar over the message list to create a new email. Type the recipient’s name using the complete email address of the recipient. (e.g. samplename@earthlink.net)

2. Type the subject of the message in the Subject field of the new message window.

3. Type the body of the message.

4. Click the Send button to send the email.

To Delete A Closed Message

1. Navigate to the folder that contains the message you want to delete.

2. Select the message you want to delete and it will be highlighted.

3. Click the Delete button from the toolbar.

4. Right click on the Deleted Items Folder to pop open a menu.

5. Click the Empty Deleted Items option at the bottom of the popup menu.
To Delete an Open Message

1. Click on the Delete button located on the Standard toolbar.

Note: Messages will continue to appear in the list of messages until you refresh your browser screen.

Printing Email Messages

1. Open the email message you want to print.
2. Select Print button

Sending Attachments

1. Start Outlook and select the Compose New Email Message button.
2. Click the Attachments button at the top of the new message window.
3. Browse and select the file that you want to attach to your email.
4. Click Open. The document name will appear in the attachment list.
5. Complete your email by filling in the To, subject, body, etc.
6. Click the Send button.

To Read Attachments Sent To You

1. If you have an attachment, you will see a paperclip icon next to the date of the message in your Inbox.
2. Open the message containing the attachment.
3. Just below the From and To addresses, the attachments are listed
4. Click on the attachment icon to open it.

Note: OWA may ask you to save the attachment prior to opening it.

Creating a New Folder

1. Right click on a Mail folder on the left menu to pop open a menu.
2. Select Create New Folder from the popup menu
3. Type a name for the new folder, and then click OK.
4. The new folder will be located within the folder you started on.

Moving Email Messages

1. Open the email message that you want to move.
2. Select the Move/Copy button located at the top of the open message window.

3. Navigate to the folder that you want the message moved to.
4. Click the Move button to move the message.

**Moving Folders**

1. Click the name of the folder in the Folders area to open it.
2. Click Move/Copy Folder button.
3. In the list of names of all the current folders, click the name of the destination folder; click Move.
4. To cancel the operation, click Close.

**Navigating Through Folders**

Outlook Web Access, like Outlook, gives you the ability to navigate through your folder list. By default, the Inbox is open when you start OWA.

**Viewing the Calendar**

1. On the Outlook Shortcuts area, click the Calendar button.
2. Use the Day/Week/Month buttons to change your calendar display.
3. Click the date you want displayed.

**Note:** To switch back to your Inbox, click the Inbox button on the Outlook Shortcuts window.

**Creating an Appointment**

1. Click the Calendar button.
2. Click the Compose New appointment button.
3. Enter the subject, location and start and end times of the appointment.
4. Type in any relevant information in the body of the appointment.
5. Click the Save button on the Standard toolbar to save the appointment to your calendar.

**Automatic replies**

Outlook Web Access allows you to set automatic replies.

1. Click the Options button located in the upper right corner and select Set Automatic Replies.

![Options button](image)

2. Click the radio button for Send automatic replies. You can set a start and end time for this.

![Automatic Replies](image)

3. There are 2 Automatic Replies to set up:
   - For senders inside the organization
   - For senders outside the organization

   Be sure to scroll down and set up both messages.

4. Click **Save**

**Note:** You may see a message in the message window even if you have the Automatic Replies turned off. This message will not be sent until you turn on the Automatic Replies.