



LAUSD ITD Service Desk

Microsoft Outlook Web Access Quick Reference Guide – Mac OS

(Revised 12/26/07)
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Table of Contents

Introduction to Outlook Web Access	3
Benefits of Outlook Web Access	3
Logging on to the Exchange Server	4
The Outlook Web Access Screen.....	5
Composing Email.....	6
Sending Attachments	6
Accessing Global Address List.....	7
Creating Contacts.....	7
Creating Appointments.....	7
Creating Tasks.....	7
Creating Distribution list.....	7
Viewing Folders	7
Setting up E-mail Client	8

Introduction to Outlook Web Access

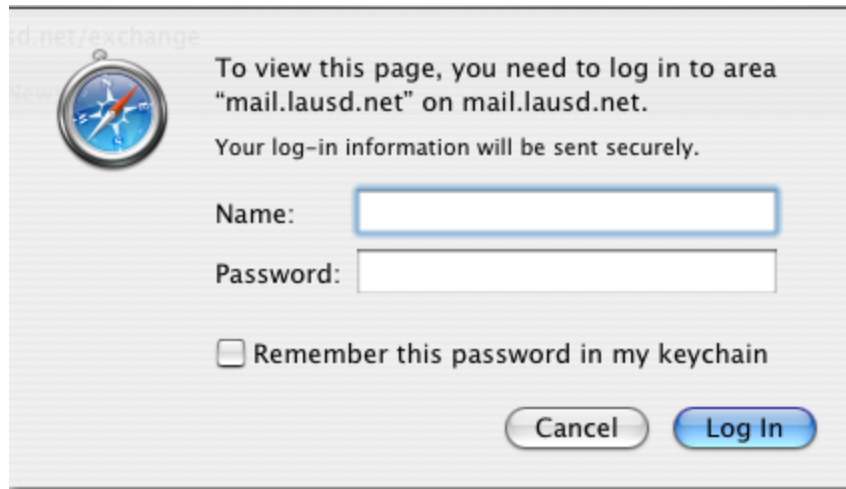
Outlook Web Access (OWA) is a web based Microsoft mail application that is currently available to District and authorized personnel with a lausd.net user account. OWA can be accessed from a District computer as well as from any computer outside of the District as long as the computer has internet connectivity.

Benefits of Outlook Web Access

- **Access The Global Address Book**
Contains a complete list of email addresses for all LAUSD employees and user groups who have an active LAUSD email account on the Outlook exchange server.
- **Increased Mailbox Capacity**
Mailbox capacity on the exchange server has increased from 20mb to a minimum of 100mb.
- **Increased Attachment Capacity**
Attachment capacity on the exchange server has increased
- **Calendar -Create And Manage Appointments**
Allows you to create and track appointments. When using Calendar to track meetings and appointments, co-workers can check your availability for their own scheduling purposes.
- **Create And Manage Tasks**
A task is a personal or work-related errand you want to track through completion. It can occur once or periodically (a recurring task).
- **Out Of Office Assistant**
Generates automatic replies to e-mail messages you receive while you're away. Each time you activate the assistant, OWA sends an automatic reply to someone the first time he or she sends you a message.
- **Create Rules**
Manage your e-mail messages by using rules to automatically perform actions on incoming messages. After you create a rule, OWA applies the rule to messages that arrive in your Inbox.
- **Extensive Online Help**
Use OWA help system to get you online assistance while you are working simply by clicking on located on your OWA toolbar.  Help


Logging on to the Exchange Server

1. Launch Safari and type mail.lausd.net In the Address field. Press Enter
2. The Connect to mail.lausd.net dialog box appears, prompting users for their User name and Password. Do not enter the domain part of your email address (@lausd.net). Click Log In.



Outlook Web Access Screen

The screenshot shows the Outlook Web Access interface in a browser window. The browser address bar shows a URL starting with 'https://mail.l'. The page title is 'Mancia, Julio A : Inbox'. The interface includes a navigation bar at the top with buttons for 'New', 'Message', 'View', and 'Messages'. A left sidebar contains links to 'Inbox', 'Junk E-mail', 'Calendar', 'Contacts', 'Tasks', 'Folders', 'Public Folders', 'Options', and 'Log Off'. The main content area displays a list of messages in a table format with columns for 'From', 'Subject', and 'Received'. A mouse cursor is visible over the message list.


Delete Messages
Select the message(s) and then click  to delete.

Global Address Book

Navigation Bar
Contains shortcut buttons for common functions

Inbox –Sending/Receiving Messages
Displays all messages that have been delivered to your mailbox

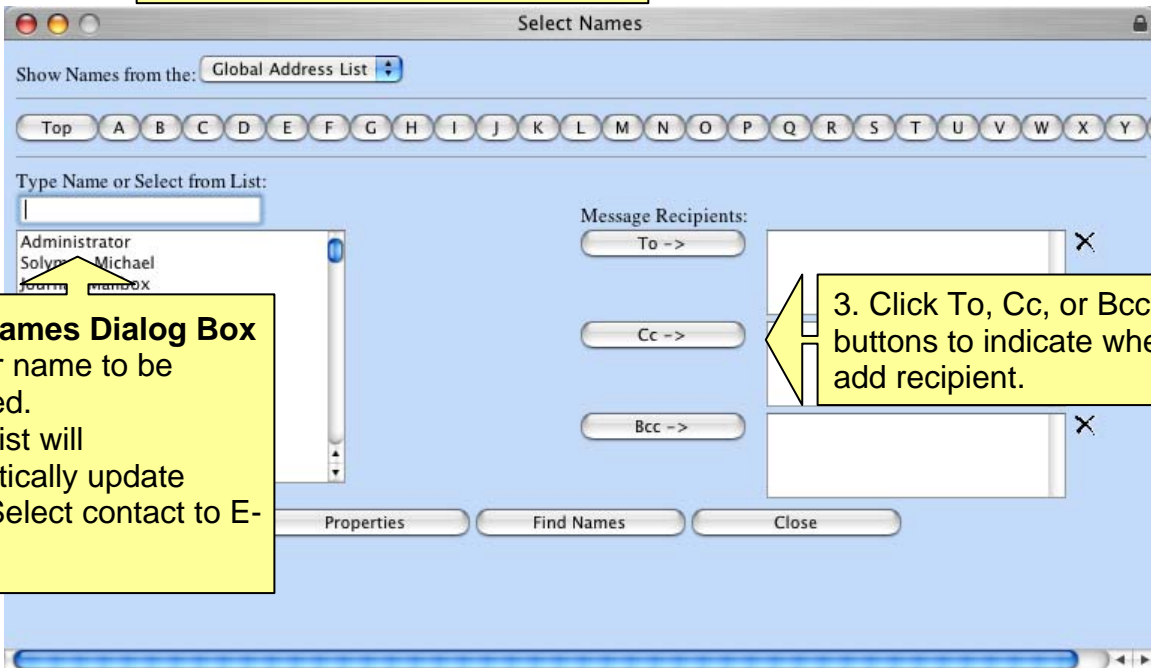
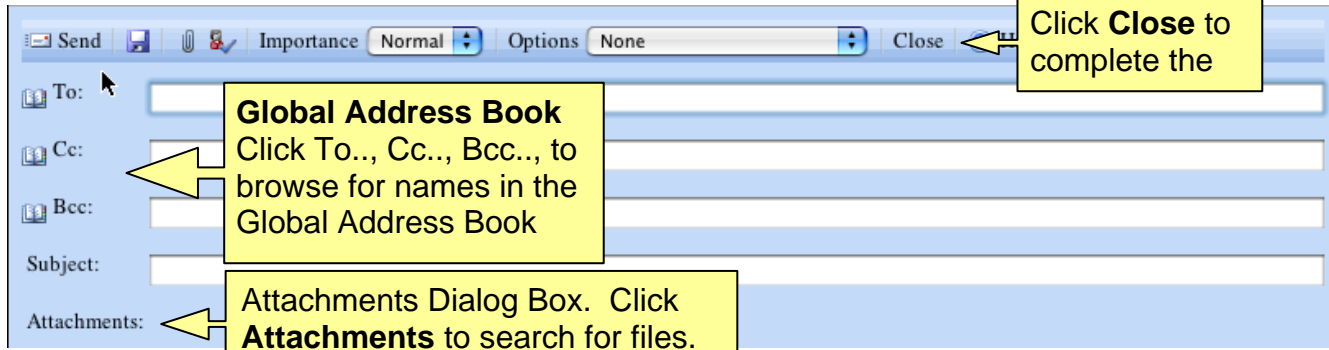
Open a Message
1. Point to the desired message and click on it. New e-mail messages display in bold type.

Opening Attachments
1. OWA displays a paper clip icon  next to the subject when a message contains an attachment
2. To open the attachment, open the message then click the attachment file name.

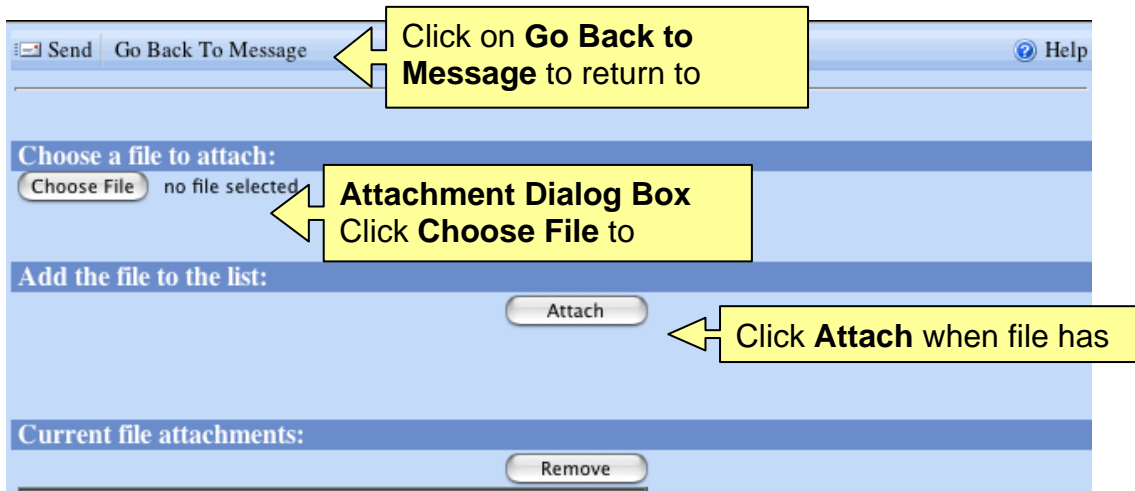
Sending Email
1. Click on the New button at the top of the navigation bar to create a new message.

	From	Subject	Received
<input checked="" type="checkbox"/>		FW: SSIS Down	Thu 2/22/2007 3:39 PM
<input type="checkbox"/>		FW: System B	Thu 2/22/2007 3:39 PM
<input type="checkbox"/>		FW: SSIS Down	Thu 2/22/2007 3:39 PM
<input type="checkbox"/>		FW: SSIS Down	Thu 2/22/2007 3:39 PM

Composing E-mail



Attaching Files




Accessing the Global Address List:

1. Click on new mail
2. Click on the open book
3. Click on the To:
4. Enter the individual's last name, or first name and last name
5. Click on the find button
6. Enter a check and the select Add recipient to... To Cc Bcc
7. The email address will now be entered into the send to section of your new message

Creating Contacts

1. Click on **Contacts** from the menu bar at the lower left side of screen.
2. Click on the **New** button at the navigation bar. **Untitled Contact** window will appear.
3. Enter the contact's information then click the **Save** button located at the top of the screen.

Creating Appointments

1. Click on **Calendar** from the menu on bar left side of the screen.
2. Click on the **New** button located on the top left hand side.
3. **Enter Subject, Location, time and reminder** information.
4. Click  to save your new appointment.
5. After it has been saved you will be returned to the calendar mail page.

Creating Tasks

1. Click on **Task** from the menu bar at the lower left side.
2. Click on the **New** button
3. Enter **Subject, Due Date and Reminder** information.
4. Click on the **Save and close** button.

Creating Distribution Lists

If you will be creating distribution lists containing ePals mail accounts (of users who have not yet migrated to OWA), **you must first create a contact for each of those ePals accounts in your contacts folder before creating your distribution list** (refer to Creating Contacts). You will not need to create a contact when adding .net email addresses since you can add them to your distribution list directly from the Global Address list.

1. Click on the down arrow next to the New button.
2. Trace down and select Distribution List.
3. List Name: Enter the name of the New list here.
4. Add to the Distribution list: Enter the contact names you would like to add to the list here.
5. Then select save

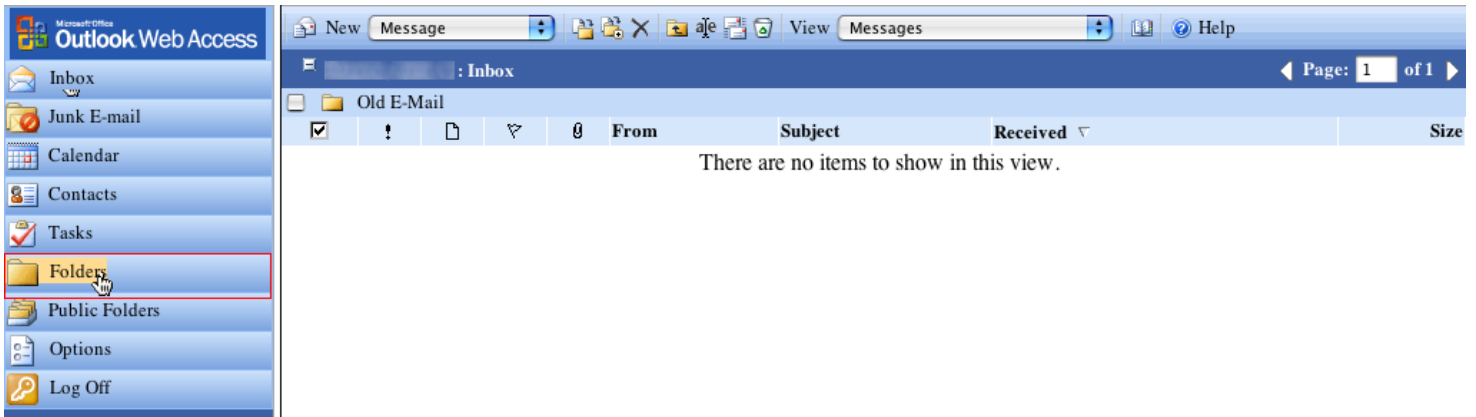
Add names to an existing Distribution Lists

1. Double click on The Contacts folder in the left column
2. Add the contact you would like to add in the section - Add to the Distribution list:
3. Best done by entering last name
4. A page will come up with a list of names enter a check on the contact you would like to add then select apply

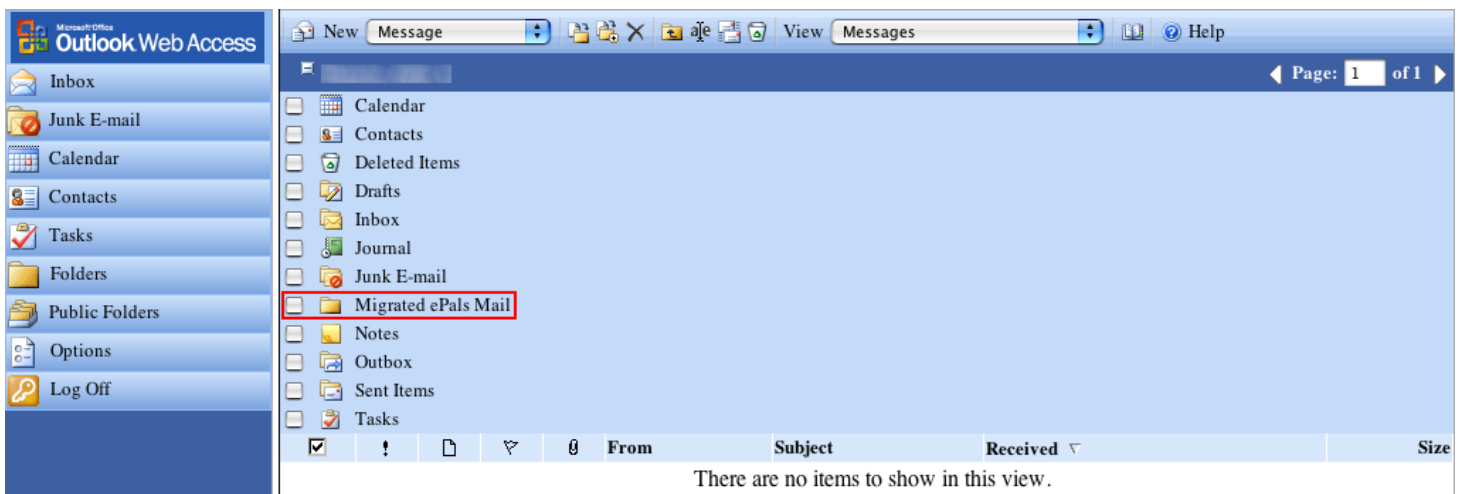
Viewing Folders

To view folders in OWA on a Mac, follow these steps below:

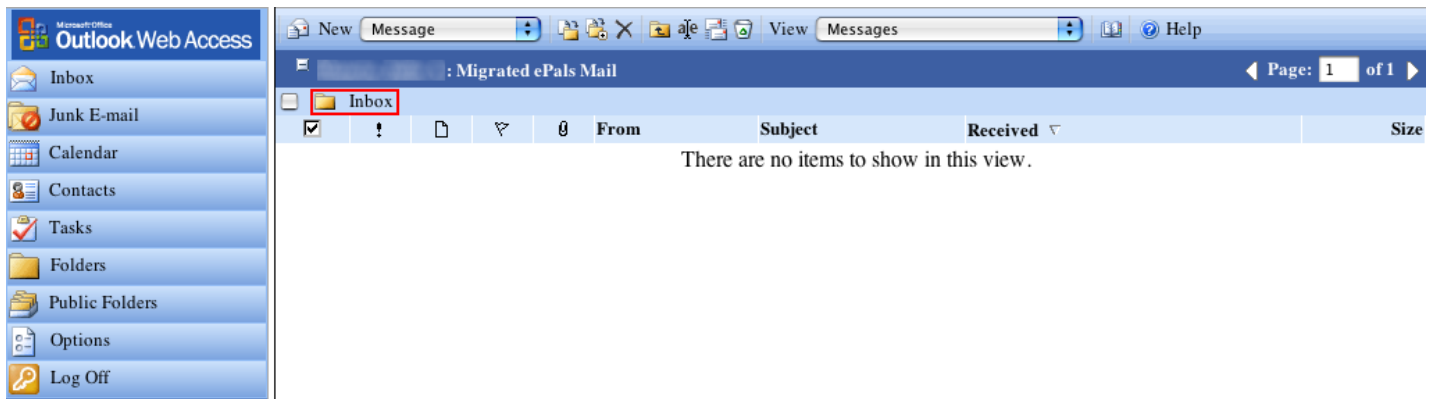
1. Open your browser and connect to OWA. You will be brought to your **Inbox** by default.
2. From the list of buttons on the left side of the OWA screen, double-click on **Folders**.



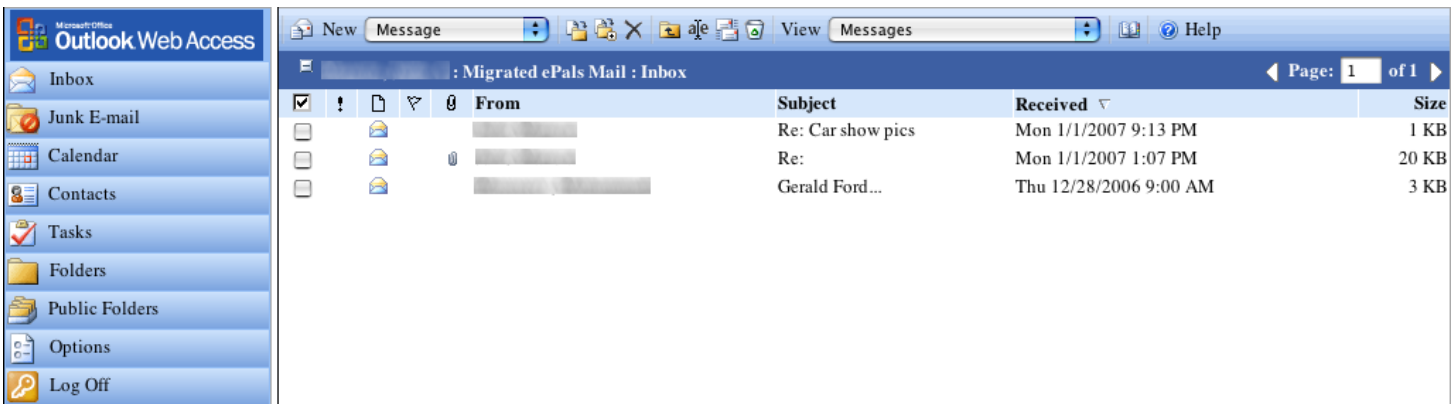
3. You will see a list of your folders in the pane on the right. To see folders and items below the folders listed, double-click on the name of the folder. For instance, in this example, double-click on the **Migrated ePals Mail** folder to find the folder that has the old mail from your ePals Inbox.



- When the new window opens you will see either a list of more folders, a list of message, or both. To view more folders, double click on any of the names in the folder list. In this example, double-click on **Inbox**.



- This is an example of a folder with messages



Setting up E-mail Client

For detailed instructions on how to set up your mailbox, visit the **LAUSD Service Desk website** under *E-Mail Set Up*. This website provides step-by-step instructions based on the email client you will be using to retrieve your email. The URL is http://techsupport.lausd.net/email_setup.htm

This guide was created using the latest version of OS X and Safari. If you are using an older version of Safari there may be minimal differences. The Outlook Web Interface will typically function the same with older versions of Safari and also different browsers such as IE 5.2.3 and Firefox 2.0.0.2.