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# LAUSD ITD Service Desk

## Microsoft Outlook Web Access Quick Reference Guide – Windows OS

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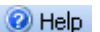
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## Introduction to Outlook Web Access

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.

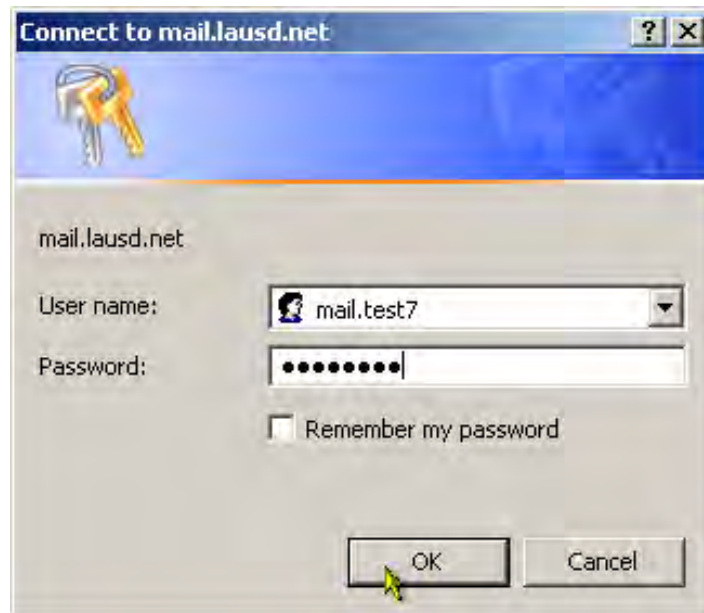
## Benefits of Outlook Web Access

- **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 from 2mb to **20mb**.
- **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's help system to get you online assistance while you are working simply by clicking on located on your OWA toolbar.



## Logging on to the Exchange Server

1. Launch Internet Explorer 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).
3. Press **OK**.



# Outlook Web Access Screen

The screenshot shows the Outlook Web Access interface with several callout boxes providing instructions:

- Global Address Book**: Contains a complete list of LAUSD email addresses found on the Outlook exchange server.
- Scrolling Buttons**: Allows you to navigate your complete list of messages from screen to screen.
- Sending Messages**: Click the New button to create an email message.
- Navigation Bar**: Contains shortcut buttons for common functions.
- Delete Messages**: Select the message(s) and then click X to delete.
- Scrolling Buttons**: Allows you to navigate your complete list of messages from screen to screen.
- Inbox –Reading Received Messages**: Displays all messages that have been delivered to your mailbox.
  - Open a Message**
    1. Point to the desired message and double-click on it. New e-mail messages display in bold type.
    2. Double-click the message to open it, or select the message and then press ENTER.
  - 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 double-click the attachment file name.
- Message Preview**: Previews any highlighted message in your inbox.

## Composing Email

**Global Address Book**  
Click To..., Cc..., Bcc..., to browse for names in your contacts folder or in the

**Attachments**  
Click to browse for files to send as attachments.

The screenshot shows the top portion of an email composition window. It includes a menu bar with 'Send', 'Options...', and 'Help'. Below the menu bar are buttons for 'To...', 'Cc...', 'Bcc...', 'Subject:', and 'Attachments:'. A yellow callout box points to the 'To...', 'Cc...', and 'Bcc...' buttons with the text 'Global Address Book'. Another yellow callout box points to the 'Attachments:' button with the text 'Attachments'.


**Find Names Dialog Box**  
1. Enter name to be searched. Enter as much information as possible to narrow your search results. Ex. last name, first name, and company. **Refer to Creating Contacts on page 7 for important contact information.**

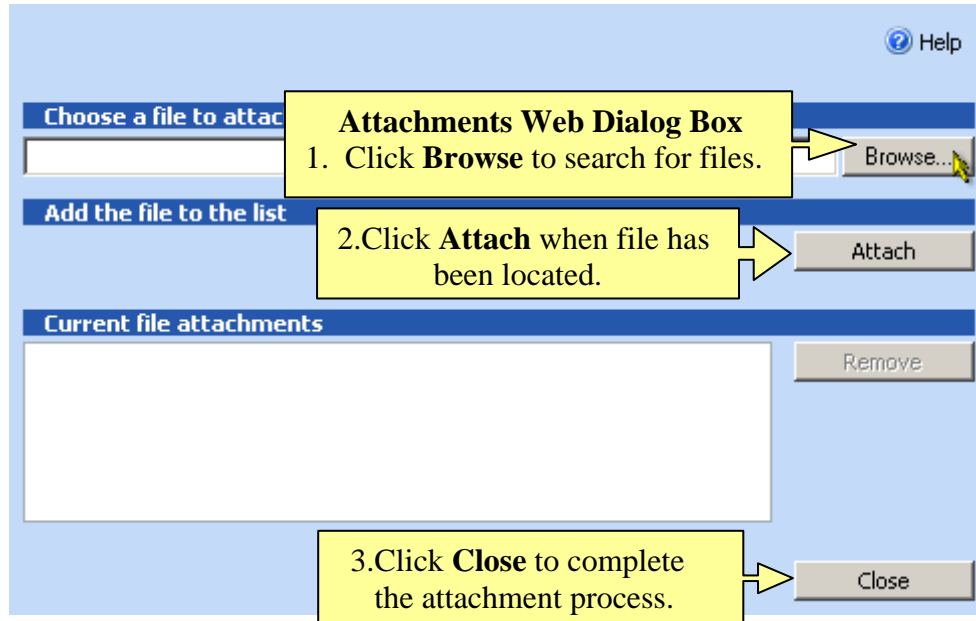
2. Click To, Cc, or Bcc buttons to indicate where to add recipient to.

3. Click **Close** to complete the process.

The screenshot shows the 'Find Names Dialog Box' with a dropdown menu set to 'Global Address List'. Below the dropdown is a row of buttons for each letter of the alphabet (A-Z) and a 'Top' button. A text input field is labeled 'Type Name or Select from List:'. To the right, under 'Message Recipients:', are three buttons: 'To ->', 'Cc ->', and 'Bcc ->', each followed by a text area. A yellow callout box on the left provides instructions for entering search criteria. A yellow callout box on the right points to the 'To ->', 'Cc ->', and 'Bcc ->' buttons. A yellow callout box at the bottom points to the 'Close' button. The bottom of the dialog box shows buttons for 'Properties', 'Find Names...', and 'Close'.

## Sending Attachments

1. Before sending your email message, click **Add Attachment**  on the toolbar. The Attachments Web Dialog window displays
2. Locate the file using the **Browse** button.
3. **Double-click** the **title** of the file you would like to attach.
4. Click the **Attach** button from the Attachments Web Dialog Box. Note that the file name moves to the Current File Attachments Section.
5. Click the **Close** button.
6. Click **Send**.



## Creating Contacts


Contacts can be created in a variety of ways.

### Standard Method for Creating A Contact


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 and Close** button located at the top of the screen.

**\*Tip:** Enter your school or office name in the **Company** field for each of your contact records in order to allow for searches by location within your personal contacts folder. This will allow you to search for a complete list of staff within your own school or office.

### Creating Contacts from the Global Address Book

1. Click on **Address Book** icon  from the navigation bar.
2. Enter the contact name then click on **Find** button.
3. **Double-click** the desired name from the listed results .
4. Click the **Add to Contacts** button.
5. Enter your school or office name in the **Company** field.
6. Click the **Save and Close** button.

### Creating Contacts within an Email

1. From the Inbox, click on the **New** message button. The Untitled Message window will appear.
2. Enter desired name in the **To** field, then click the **Check Names** button  on the toolbar.
3. When name is found in the global address book, the full name will display with an underline. **Double-click** on the name.
4. Click the **Add to Contacts** button.
5. Enter your school or office name in the **Company** field.
6. Click the **Save and Close** button.

Alternate method from received mail:


1. Double-click to open the received message
2. Right click on any name in the addressee fields (From:, To:, CC:) and select **Add to Contacts**

**\*Tip:** Remember to edit email addresses in your contacts folder as staff migrates to the exchange server. You will have to change their domain from @lausd.k12.ca.us to **@lausd.net**. **Creating contacts will be greatly simplified upon the completion of the migration to OWA since there are less steps involved when adding contacts from the Global Address list.**


## 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. **Name** the distribution list.
4. Click on **Find Names**.
5. Click on the **down arrow** to select either from personal Contacts or from the Global Address List.
6. Type in the **first and last name** to be added to the distribution list. Remember to narrow down your search results by entering school or office name in the **Company** name field.
7. Click on the **Find** button.
8. When the name is displayed, click on the name to **highlight** it.
9. Click on the **Distribution List** button.
10. Repeat steps to **continue adding names** to your distribution list. Remember to search within the correct folder: Contacts Folder or Global Address List.
11. Click on the **Close** button.

**\*Tip:** To send an email to your distribution list directly from the Distribution List window, click on Send Mail to List button  at the toolbar. The Untitled Message window will appear. Confirm the distribution list name then click **OK** button.

## Using Distribution Lists

1. From the Inbox, click the **New** button located on the navigation toolbar to create a new message.
2. Type the **name of the distribution list** in the “To” field, then click the **Check Names** button  on the toolbar.
3. Confirm the distribution list name then click the **OK** button.
4. Complete the Cc, Bcc, subject lines as well as the body of the message.
5. Click the **Send** button.

## Creating Appointments

1. Click on **Calendar** from the menu bar at lower left side of the screen.
2. Click one **time** on the appointment date from the calendar.
3. Click on the **New** button.
4. **Enter Subject, Location, time and reminder** information.
5. Click the **Save and Close** button.

## 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.

## SPAM

1. Click on **Options** button from the folder list in the lower left section of the screen. The options list will display in the main viewing area.
2. Scroll down to **Privacy and Junk E-Mail Prevention** section.
3. Click the **Manage Junk E-Mail Lists** button. The Manage Junk E-Mail Lists window will display.
4. Select the **desired list** to modify (Safe Senders list, Safe Recipients list, or Blocked Senders list) then edit as necessary.
5. Click **OK** button.

## Popping Email

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](http://techsupport.lausd.net/email_setup.htm).