



LAUSD ITD Service Desk

Microsoft Outlook Web Access User Guide Mac OS

(Revised 12/28/07)
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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

The global address book is 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

Your storage capacity on the exchange server increased from 20mb to at least 100mb.

INCREASED ATTACHMENT CAPACITY

Your attachment capacity on the exchange server increased

CALENDAR-CREATE AND MANAGE APPOINTMENTS

The Microsoft Office Outlook Web Access Calendar allows you to create and track appointments. You can also organize and schedule meetings with co-workers, and then update or modify the information (time, location, or attendees) as required. When you use Calendar to keep track of your meetings and appointments, co-workers can check your availability for their own scheduling purposes. All appointments and meetings can be set as recurring, meaning they occur on a regular basis. For example, you can schedule a recurring status meeting that occurs every Wednesday at 2:00 P.M.

CREATE AND MANAGE TASKS

A task is a personal or work-related errand you want to track through completion. A task can occur once or periodically (a recurring task). A recurring task can repeat at regular intervals or repeat based on the date you mark the task complete.

OUT OF OFFICE ASSISTANT


The Out of Office Assistant generates automatic replies to e-mail messages that you receive while you're away. Each time you activate the assistant, Outlook Web Access sends an automatic reply to someone the first time he or she sends you a message.

CREATE RULES

You can manage your e-mail messages by using rules to automatically perform actions on incoming messages. After you create a rule, Microsoft Office Outlook Web Access applies the rule to messages that arrive in your Inbox.

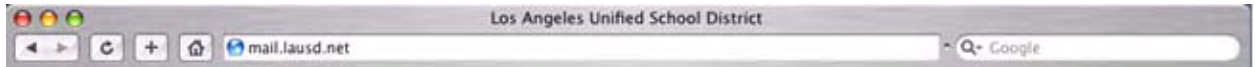
EXTENSIVE ONLINE HELP

You can use OWA's help system to get you online assistance while you are working.

You can access help by  clicking on located on your OWA toolbar.

Logging on to the Outlook Web Access (OWA)

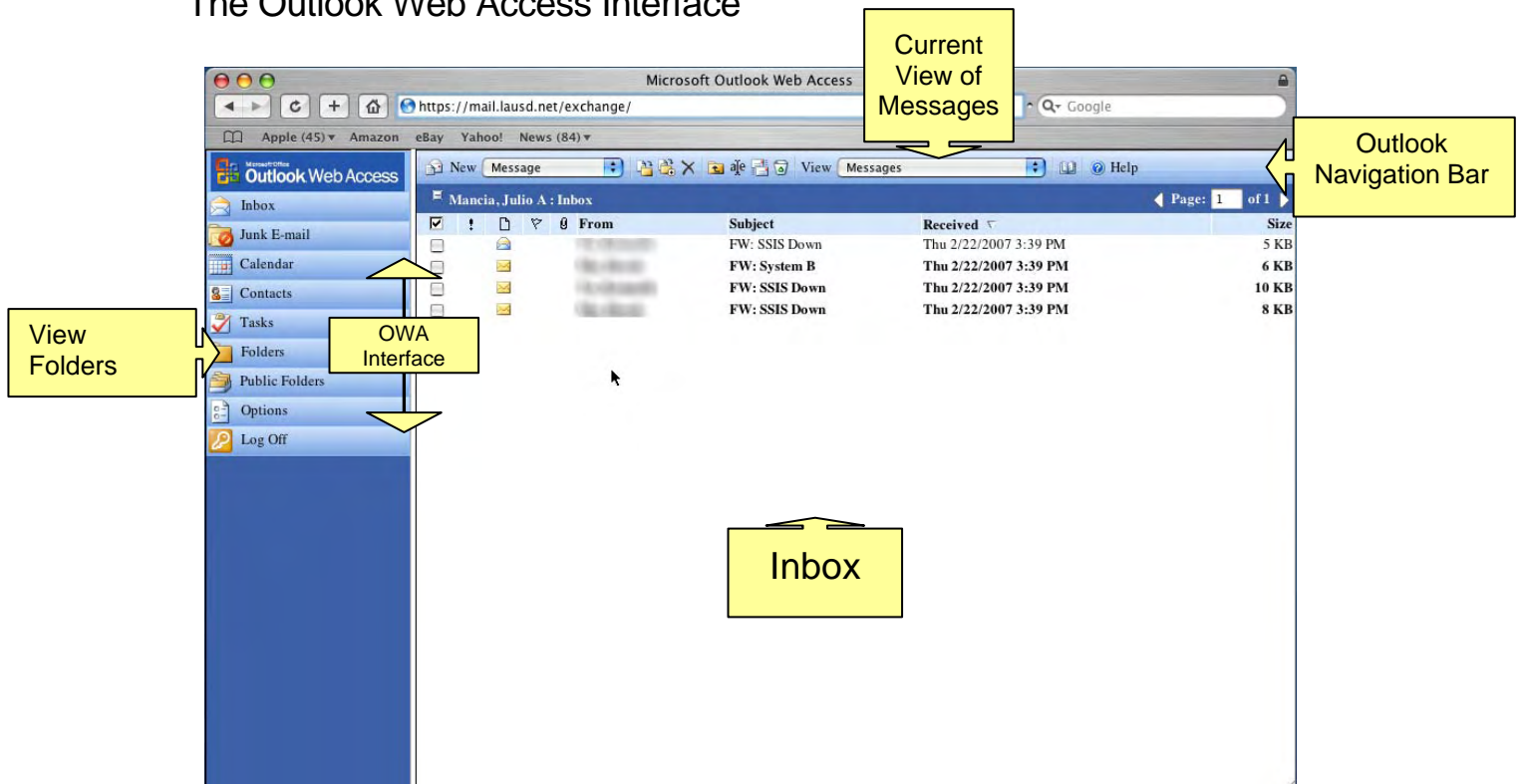
1. In the Address field, type: mail.lausd.net. Press Enter



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**.



The Outlook Web Access Interface

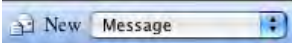












The OWA interface

The Navigation Pane is located along the left side of the screen and is made up of various commonly used options:

- **Inbox** – The Inbox displays new and old messages. New messages will appear in bold type. Once opened, the messages revert to normal type
- **Junk E-mail** – Any messages tagged as SPAM will appear in this folder.
- **Calendar** - The OWA Calendar allows you to create and track appointments
- **Contacts** – Contacts is your personal e-mail address book. Use Contacts to store the e-mail address, street address, phone numbers, and any other information about the contact. This can include Web pages, fax numbers, or cell phone numbers.
- **Task** – A task is a personal or work-related errand you want to track through completion.
- **Folders** – Provides access to your personal Microsoft OWA folders (your Inbox and Calendar, for example) and any folders you create.
- **Public Folders** – Public folders are an easy and effective way to collect, organize, and share information with other people in your workgroup or organization. You can use public folders to share files or post information on an electronic bulletin board. You can also use them to store items, such as calendars and contacts, which are shared by two or more people.
- **Options** – OWA provides several ways to customize program features, functionality, and appearance.

The chart below contains button descriptions that will help you in your navigation process.

	Create a new message or select the arrow for additional options
	Move selected messages to a different folder
	Copy selected messages
	Delete selected messages
	Move up one level
	Rename selected folder
	Checks for new messages
	View delete items
	Arrange message in different views
	Displays address book
	Displays OWA help options

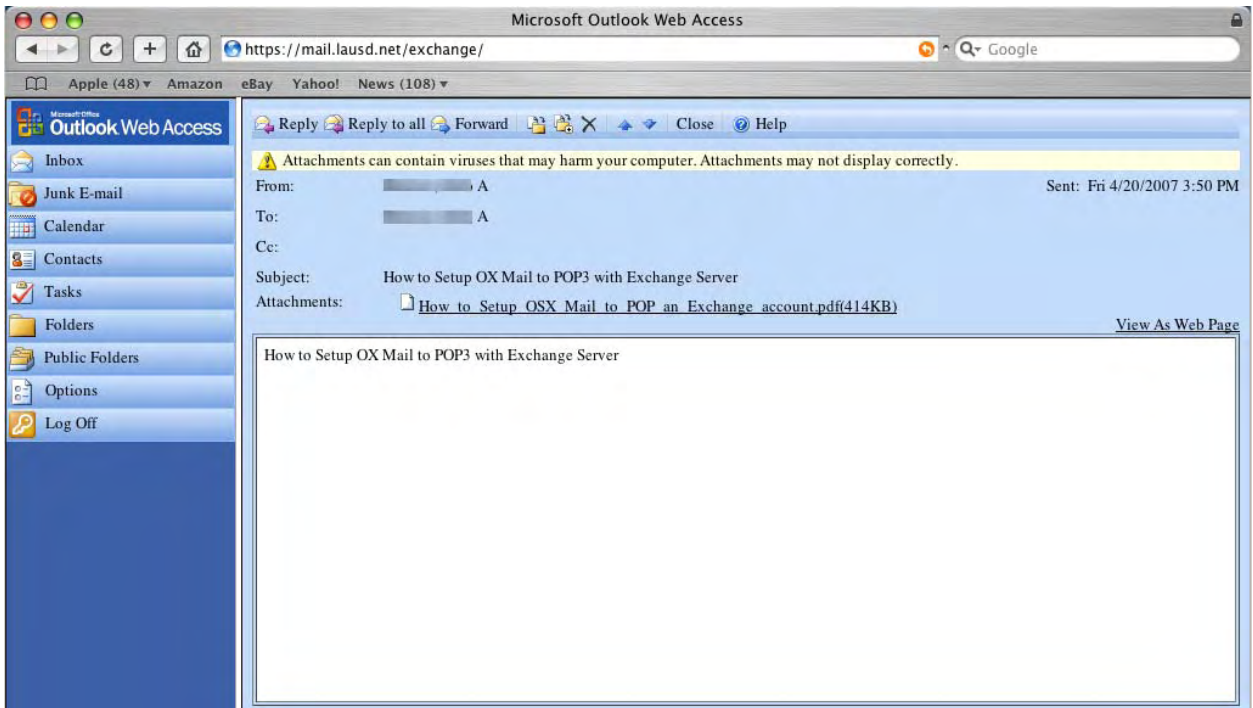
Using Microsoft Outlook Web Access

In the next section you will find a series of instructions on how to perform common functions using Outlook Web Access.






Reading Email

Open a Message

1. Point to the desired message and click on it. New e-mail messages always arrive in the Inbox and are displayed in **bold** type. The messages will appear in following format once opened:



2. You will notice that your toolbar changes. You now have following new options available while reading an E-Mail:

 Reply	Replies to individual that originated the E-Mail
 Reply to all	Replies to everyone included in the original E-Mail
 Forward	Allows you to send original unedited message to any individual(s)
	Move to Previous and Next message
 Close	This will close the message being view and will take you back to your Inbox folder

You will will notice that some of the options are the same as your inbox. Options such as delete, move, copy and help.

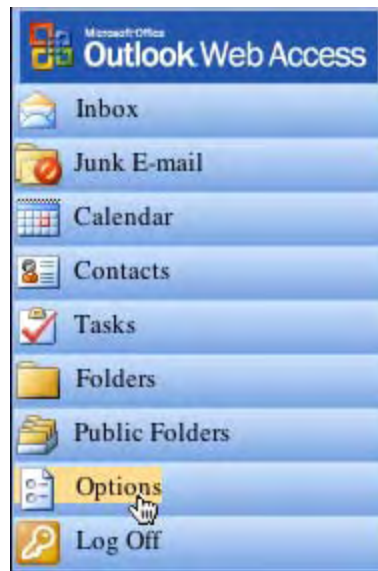
Delete a message:

1. To delete a message or multiple messages, select the messages and then click Delete **X** on the main toolbar. Double-click the message to open it, or select the message and then press ENTER.
2. To delete an opened message, click Delete **X** on the toolbar.

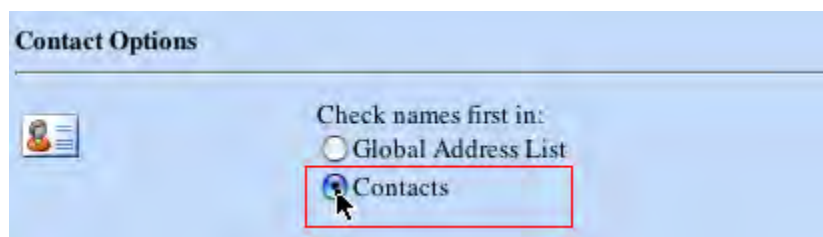
Note: All deleted messages are sent to the Deleted Items folder. They aren't permanently removed until you delete them from the Deleted Items folder.

Setting up Contacts Search Order

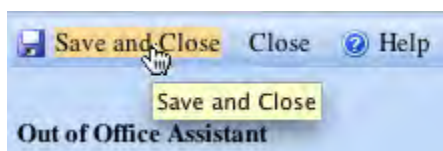
1. Once you log in to OWA select **Options** located in the bottom left hand side of the screen.



2. Scroll down you are looking for the **Contact Options**. In the contact settings option select **Contacts**





3. Scroll the page up, In the top left hand side of the Options page select **Save and Close**



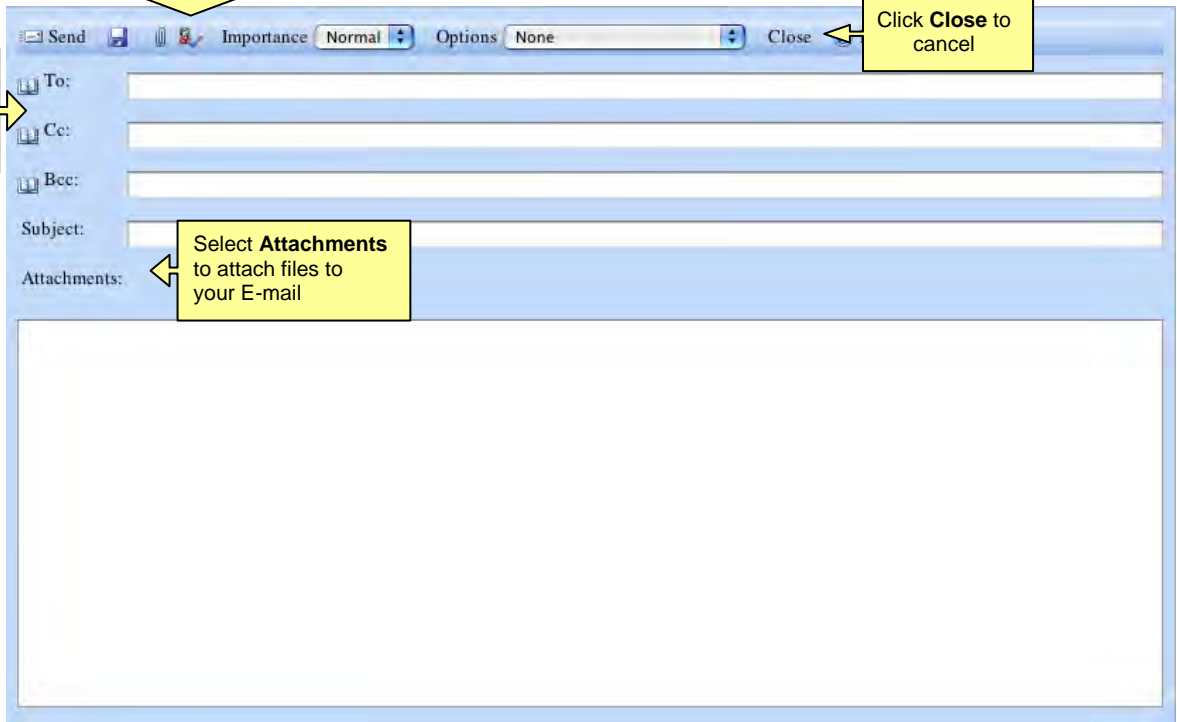
Now anytime you use the Check Name function, OWA will first check your personal contacts before using the districts Global Address Book.

New E-mail Window Overview

1. Select  on the left hand side
2. In the top left hand corner select  the following screen will show:

Check Name – Allows you to verify E-mail addresses against your personal contact list and Global Address Book

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

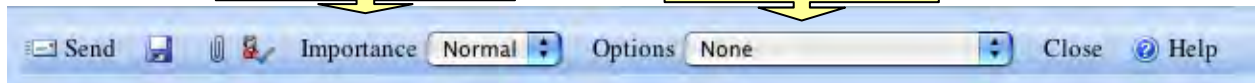


The screenshot shows the 'New E-mail' window with the following elements and callouts:

- Send** button
- Importance** dropdown menu set to **Normal**
- Options** dropdown menu set to **None**
- Close** button (callout: Click **Close** to cancel)
- To:** text box
- Cc:** text box
- Bcc:** text box
- Subject:** text box
- Attachments:** text box (callout: Select **Attachments** to attach files to your E-mail)

To set a priority flag on your E-mail you can set this option to High.

You can set Read receipt and Delivery receipt confirmations with this option.

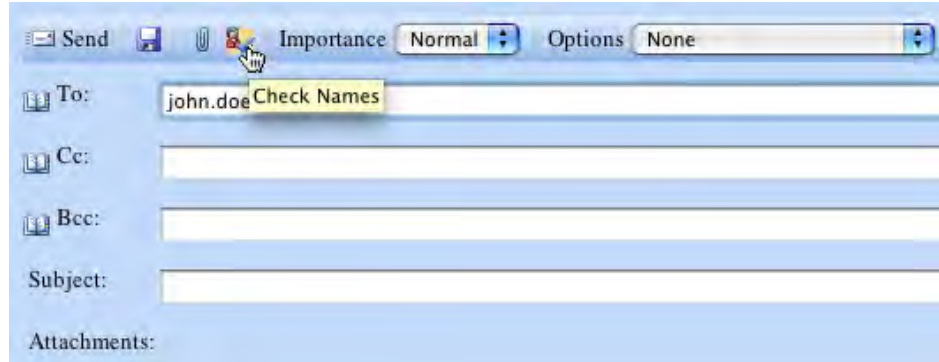


The screenshot shows the toolbar of the 'New E-mail' window with the following elements:

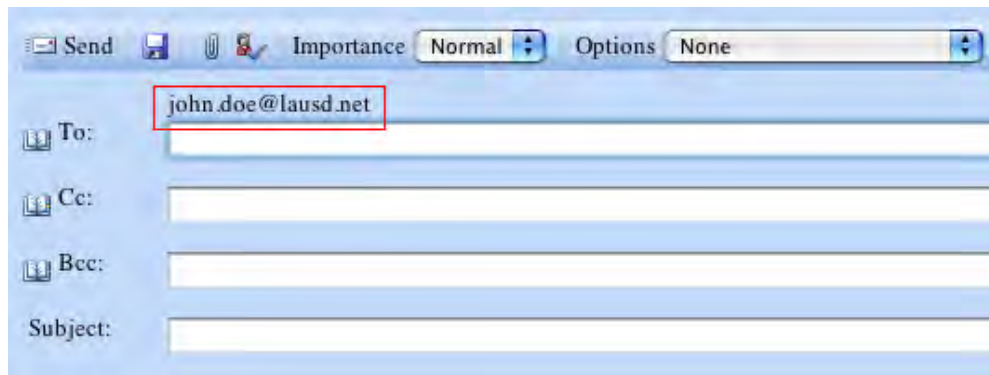
- Send** button
- Importance** dropdown menu set to **Normal**
- Options** dropdown menu set to **None**
- Close** button
- Help** button

Sending E-mail to Personal Contacts


1. If the person you are trying to send an E-mail to is a district employee and on the LAUSD.net servers you can enter their E-mail username and use the **Check Name** option. This will verify username against your personal contacts and LAUSD Global Address Book.

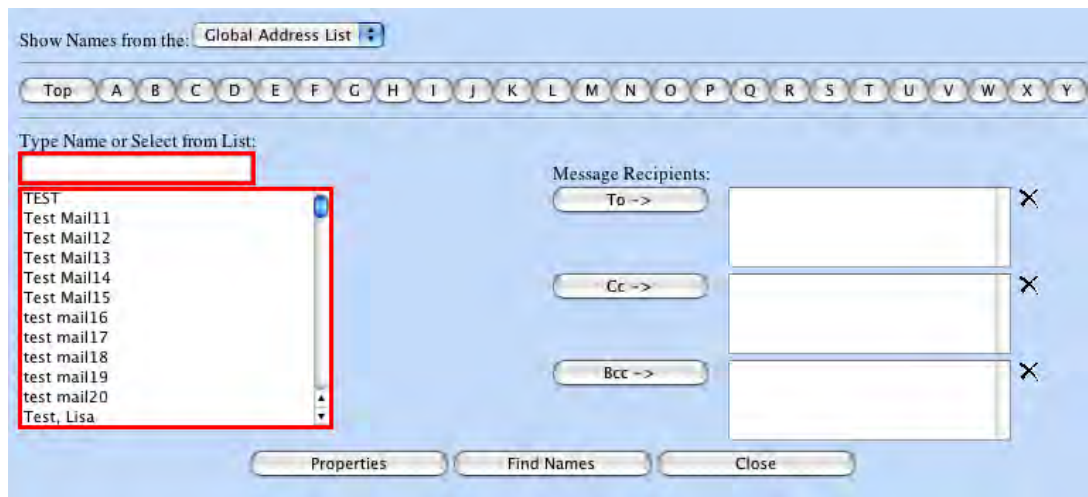


2. After you use the check name option the contacts name or E-mail address will appear. This contact is part of my personal address book therefore the entire E-mail address will appear.

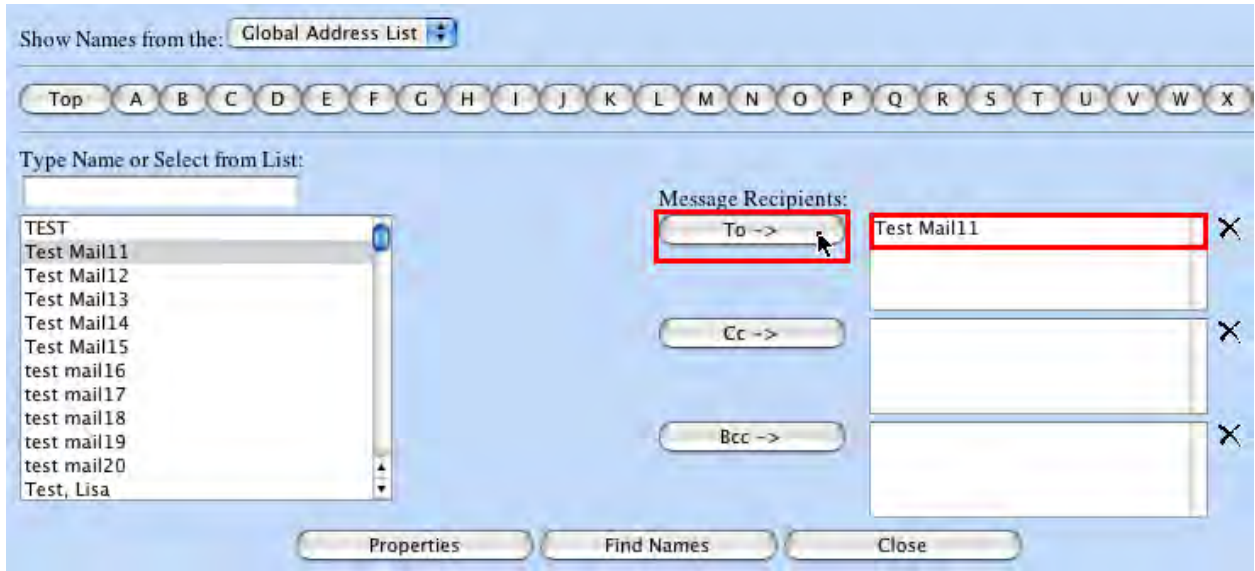


Searching the Global Address Book

1. If the person you are trying to send E-mail to is a district employee you can select  and this will bring up the **GAB** search box.



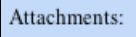


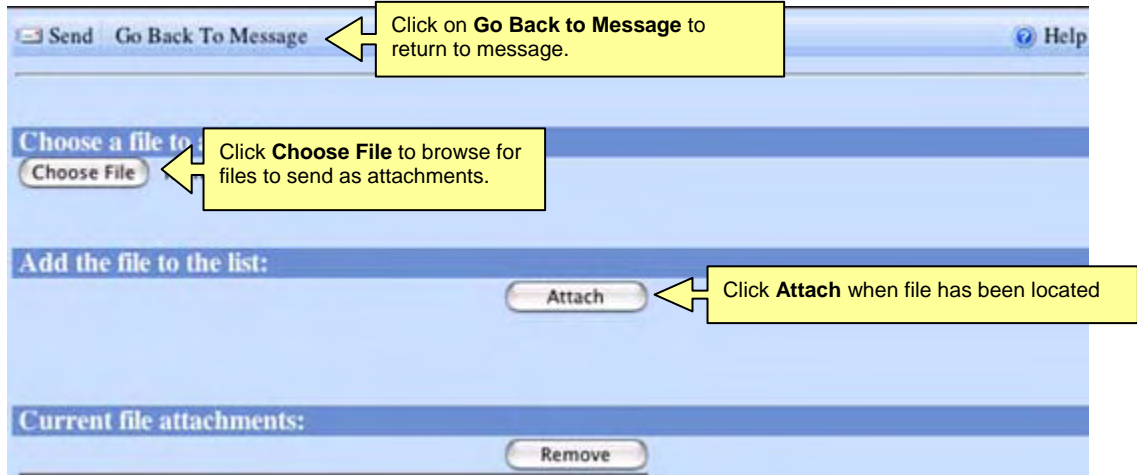
2. Begin by typing your contacts lastname. You will notice that the address book will automatically update itself and show you contacts. To narrow down your search enter the following lastname, firstname. Make sure you separate the firstname and lastname by a coma.
3. Select the contact you wish to E-mail on the left hand side. Now click on "To". The contacts E-mail will appear on the recipient to box. You can repeat this process as many times are you want. If you do not have any additional contacts click on **Close** to return to your E-mail.



4. Enter your Subject and Message and then click on **Send** located in the top left hand corner. You will be returned to your **Inbox** once E-mail has been sent.

Sending Attachments

1. Select  on the left hand side
2. In the top left hand corner select  the following screen will show:
3. Select  from the bottom left hand side.
4. You must select **Choose File** browse located your file and click ok. This will bring you back to the screen below.

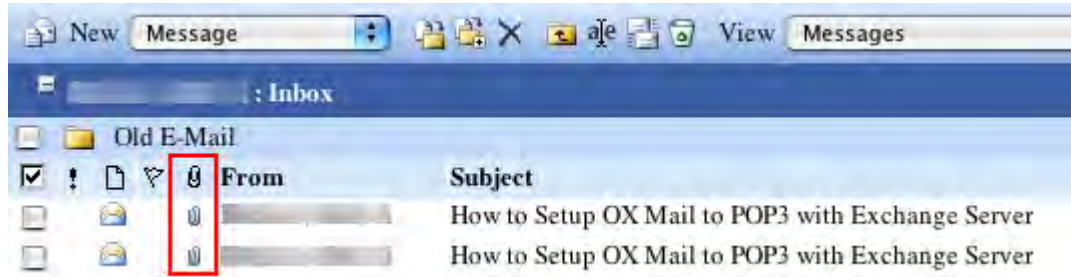


5. Click **Attach** to add the file to your E-mail.

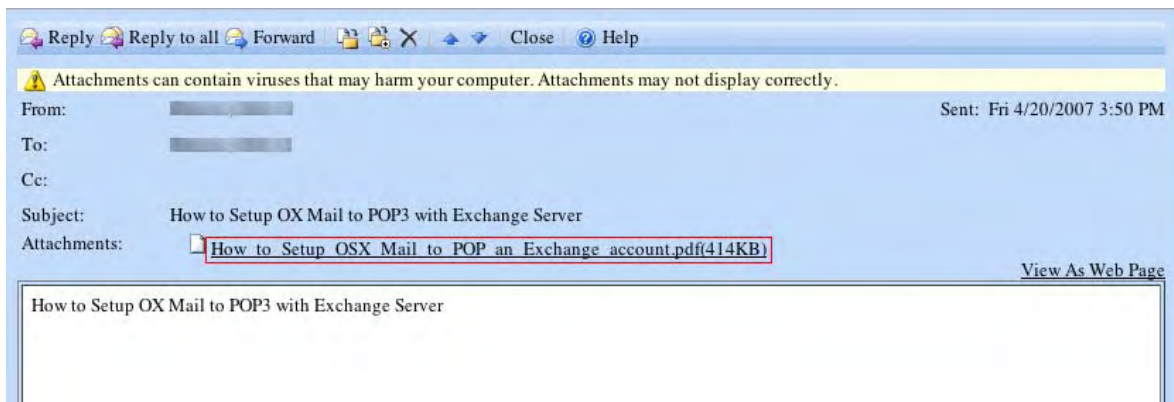
Opening Attachments

Opening Email

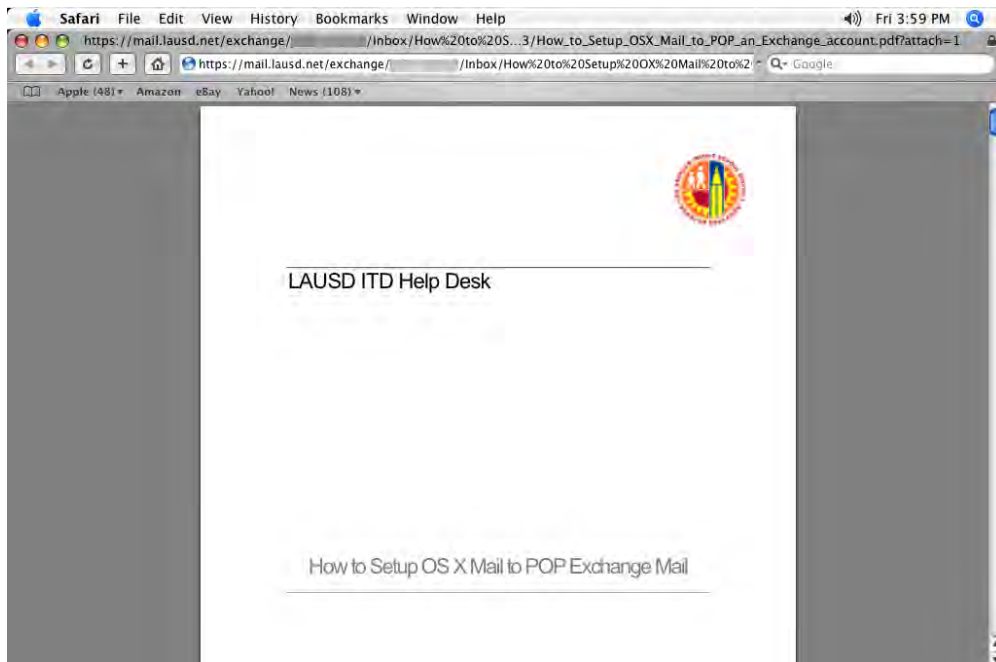
1. When a message contains an attachment, Microsoft Office Outlook Web Access displays a paper clip icon next to it in the folder listing.



2. Open the E-mail message with the attachment



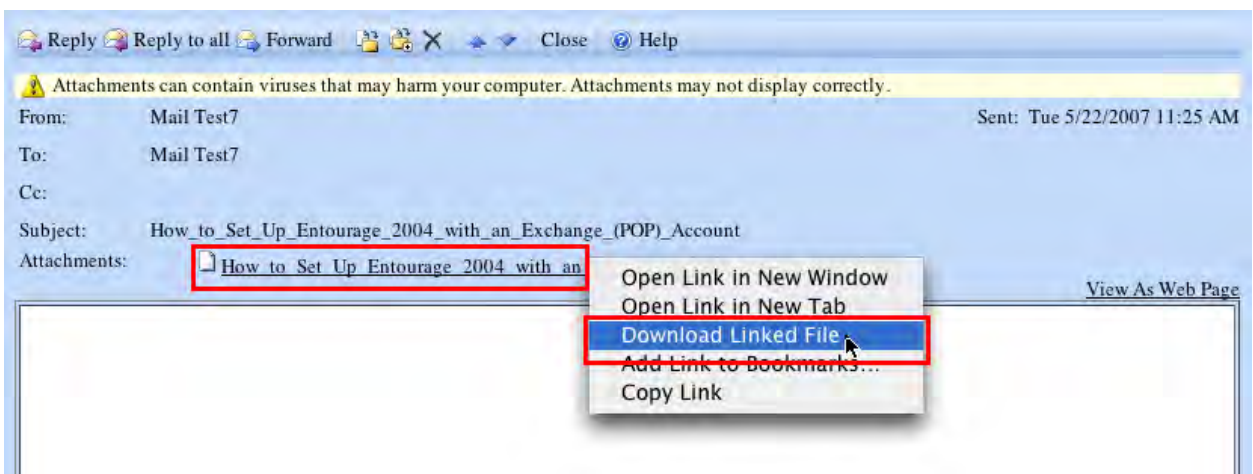
3. Click the attachment file name, located in the message heading information. The attachment will open in a new window. To exit viewing the attachment click on the red X located in the top left hand side on the attachment window.



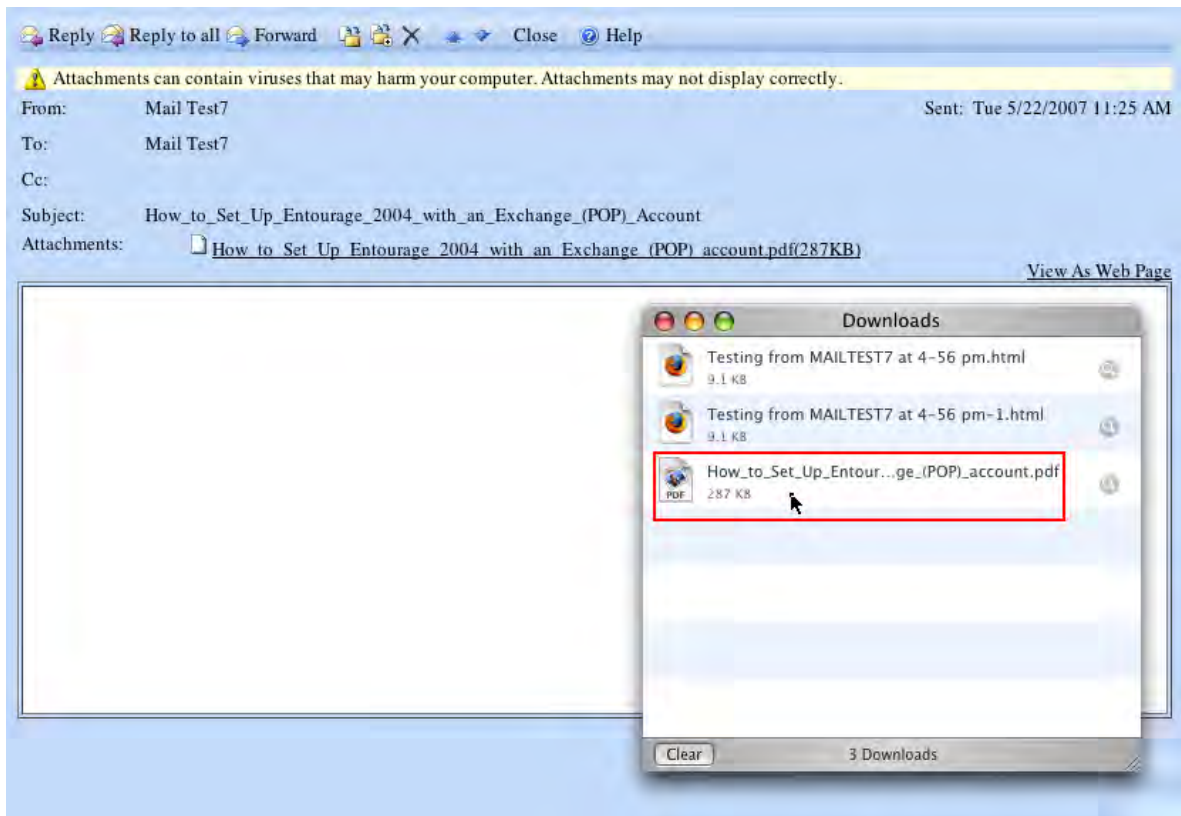
Caution Don't open any attachment unless you trust the content and the person who sent it to you. Attachments are a common method for spreading computer viruses. For this reason, Outlook Web Access may require you to first save attachments to your computer's hard disk before opening them.

Download Attachments

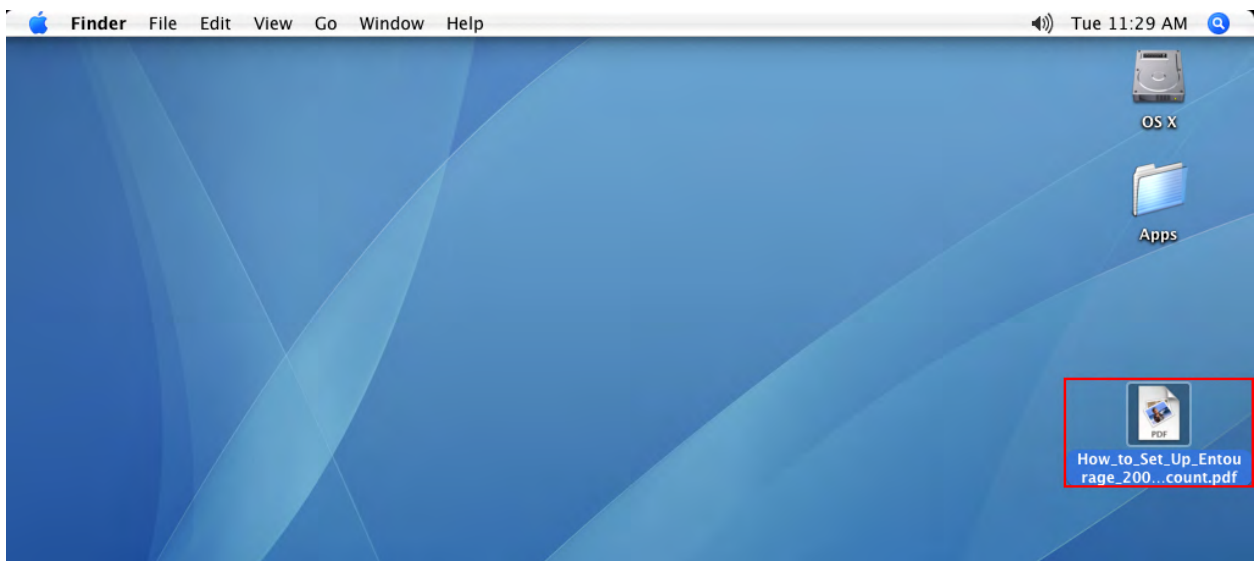
1. When a message contains an attachment, Microsoft Office Outlook Web Access displays a paper clip icon next to it in the folder listing.
2. Open the E-mail message with the attachment
3. Press and hold Control key on your keyboard
4. Click once on the attachments name



5. From the drop down menu click on **Download Linked File**
6. The download window will appear. Safari will download the file to the desktop



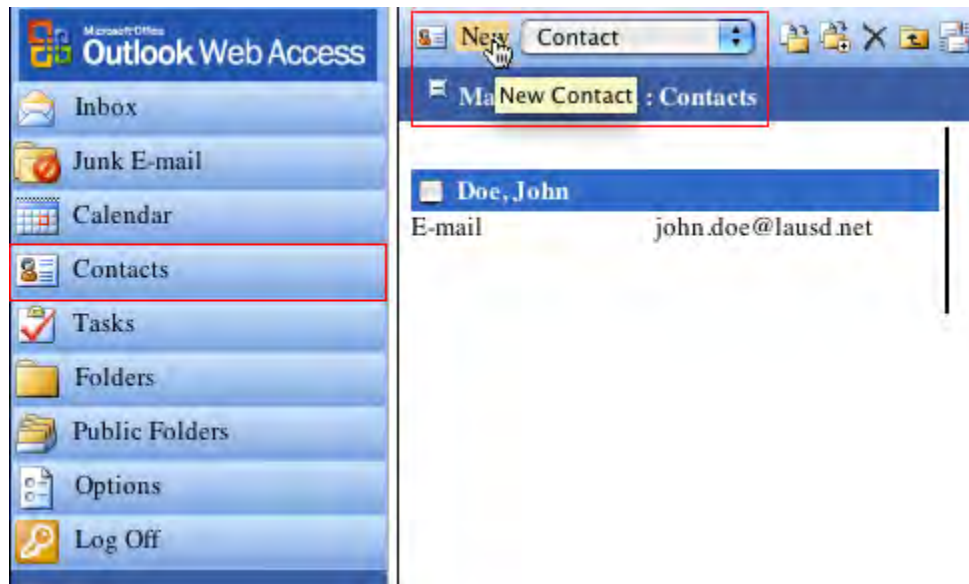
7. Minimize Safari to view file download. Double click on the file to open.



Creating Personal Contacts

1. Click on **Contacts** from the menu bar at the lower left side of screen.

2. Click on the **New Contact** option located in the top left hand corner.

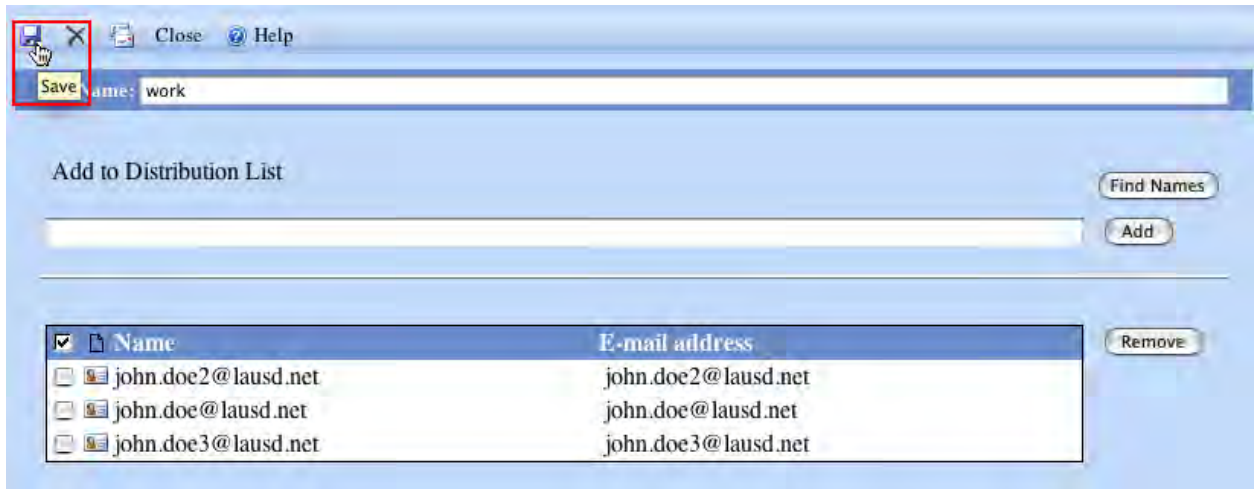


3. Enter your contacts information and click on **SAVE** located in the top left hand corner:

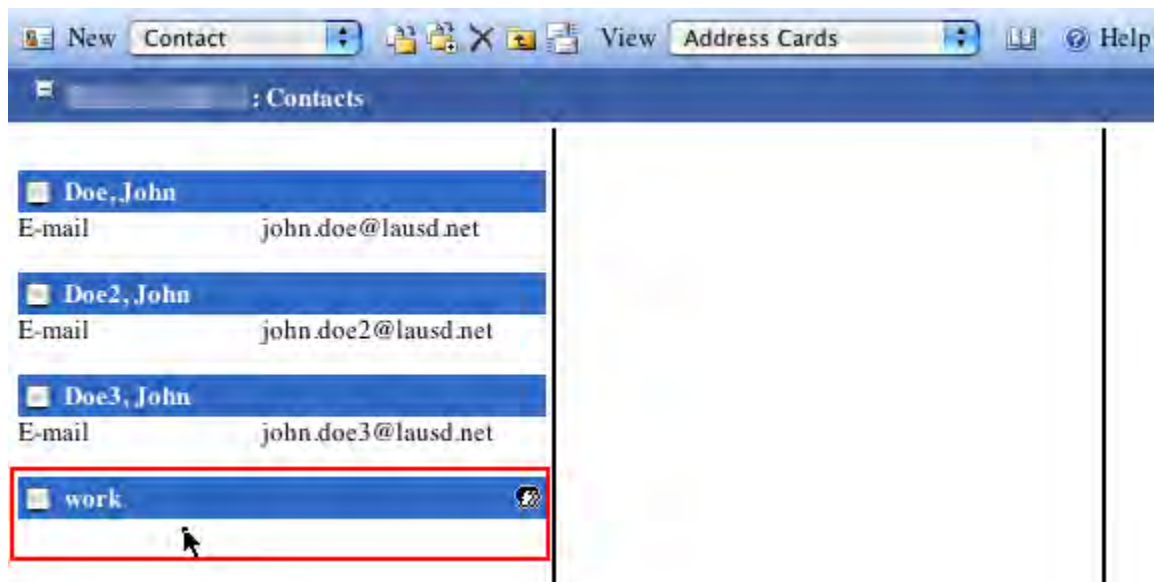
A screenshot of the Outlook Web Access 'New Contact' form. The left sidebar is the same as in the previous image. The main area contains a form with the following fields: Last Name, First Name, Middle Name, Job title, Company, File As (with a dropdown menu set to 'Last, First'), Business Phone, Home Phone, Mobile Phone, Assistant Phone (with a dropdown menu), Business Address (with a dropdown menu), Mailing address (checkbox), E-mail (with a dropdown menu), Display Name, E-mail address, Street, City, State/Province, Postal Code, Country/Region, and Web page address. At the bottom, there is an Attachments section with a large empty text area. The 'Save' button is located in the top left corner of the form area.

4. Now that your contact is saved click on **Close** located in the top middle. You will be returned to the main Contacts screen.



3. Once you are done adding your contacts to the distribution list Click on **Save** icon located in the top left of the screen.

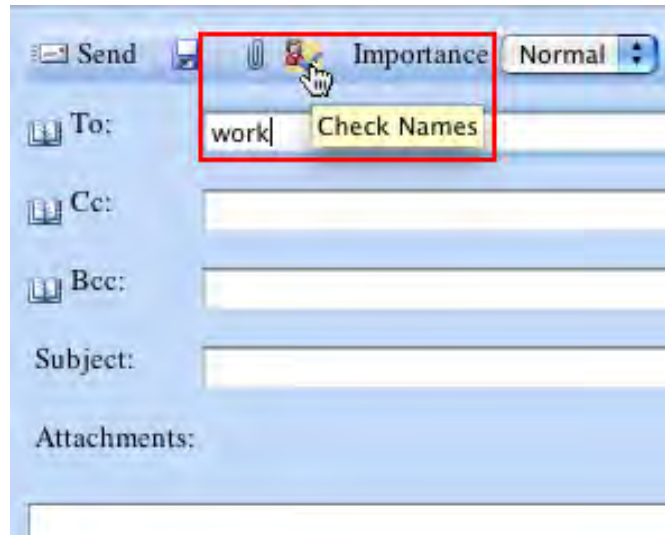


4. Now that your Distribution list is saved click on **Close**. Your distribution list will appear with your personal contacts.

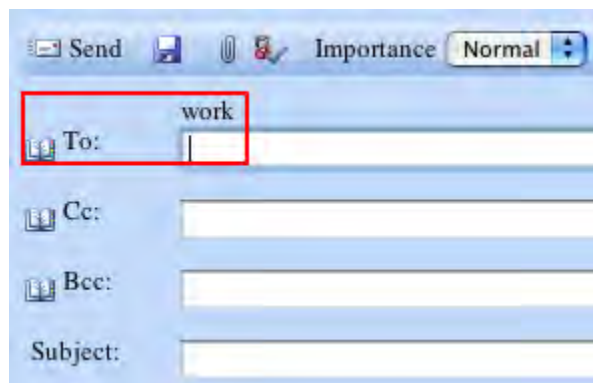


Using a Distribution List

1. Select  on the left hand side
2. In the top left hand corner select 
3. Type the **name of the distribution list** in the "To" field.



4. You are now ready to send E-mail to that Distribution list.

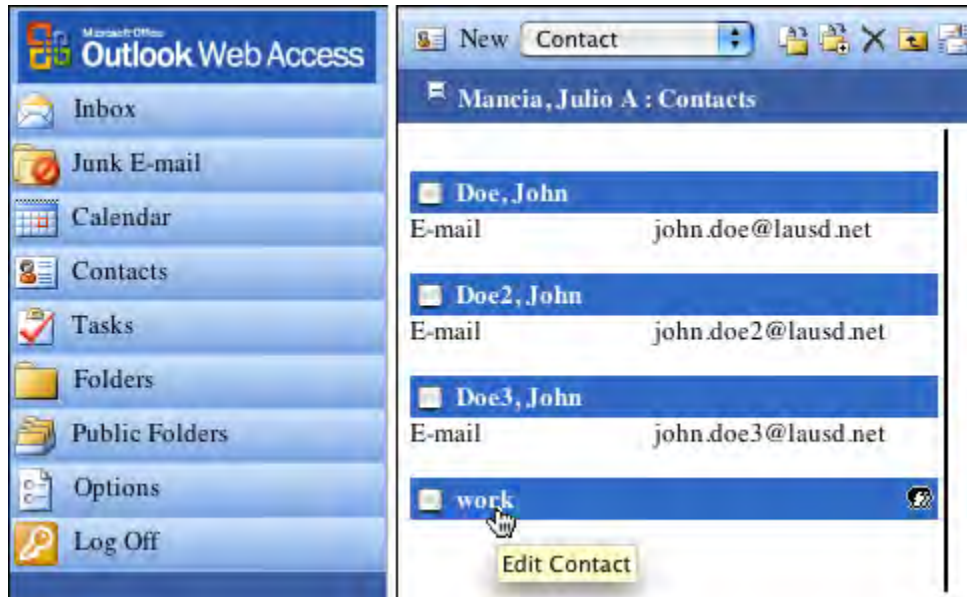


5. Complete the **Cc, Bcc, Subject** lines as well as the body of the message.
6. Click the **Send** button.

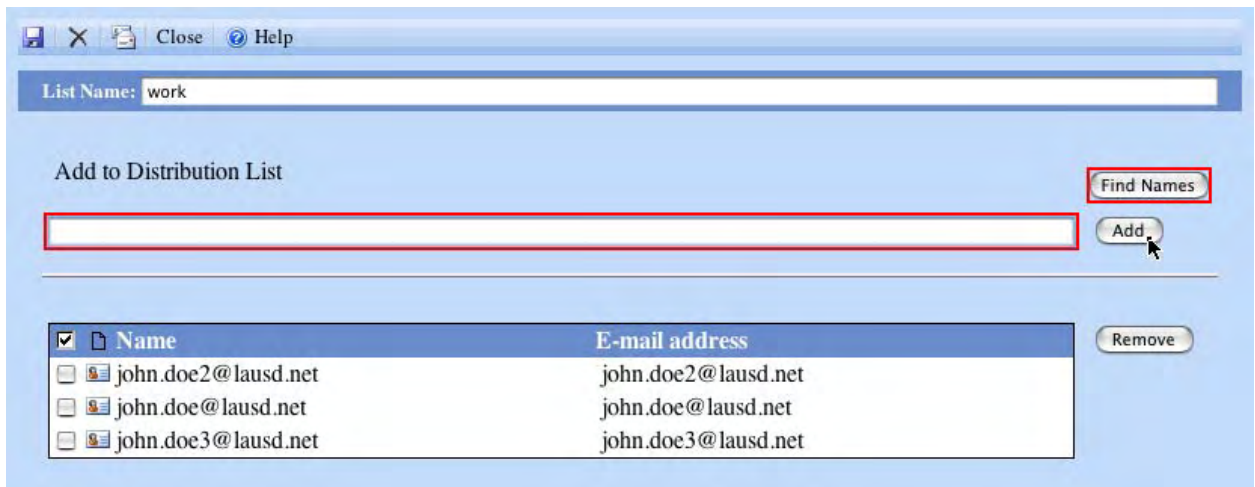
Add Names to an Existing Distribution List

1. Click on the **Contacts** folder in the left column

2. Click on the desired distribution list you wish to modify.



3. To add new contacts enter their E-mail username and click on **Add** also you can click on **Find Names** or **Address Book** to search your Local address book or the District Global Address book.



4. Search for the name by putting a name (last name preferred) in the **Last Name** search field

Find Names

Display Name:

Last Name: First Name:

Title: Alias Name:

Company: Department:

Office: City:

Name Phone Office Title Company Alias

Please enter the search information in one or more fields.

Add recipient to...

5. Press **Find**
6. From the list presented, place a check mark next to the name(s) you desire to add to the list.
7. In the Add Recipient To press the **Distribution List** button

Find Names

Display Name:

Last Name: First Name:

Title: Alias Name:

Company: Department:

Office: City:

Name Phone Office Title Company Alias

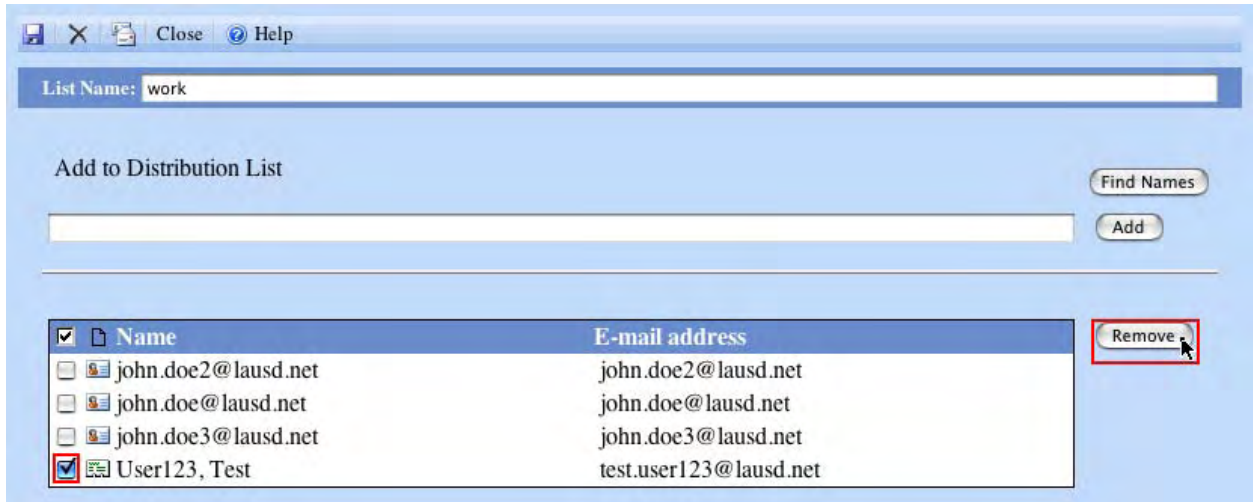
User123, Test test.user123

Add recipient to...

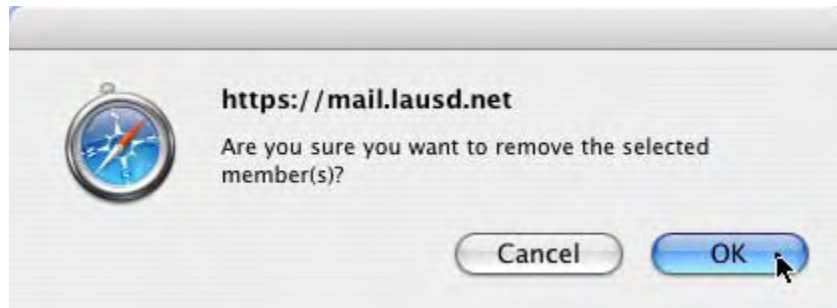
8. Press **Close** to return to the list
9. When you are returned to the list, press **Save** and click on **Close** to exit

Removing Names from an Existing Distribution List

1. Click on the **Contacts** folder in the left column
2. Click on the desired distribution list.
3. From the list presented, click on the box next to the name(s) you desire to remove from the list and click **Remove**



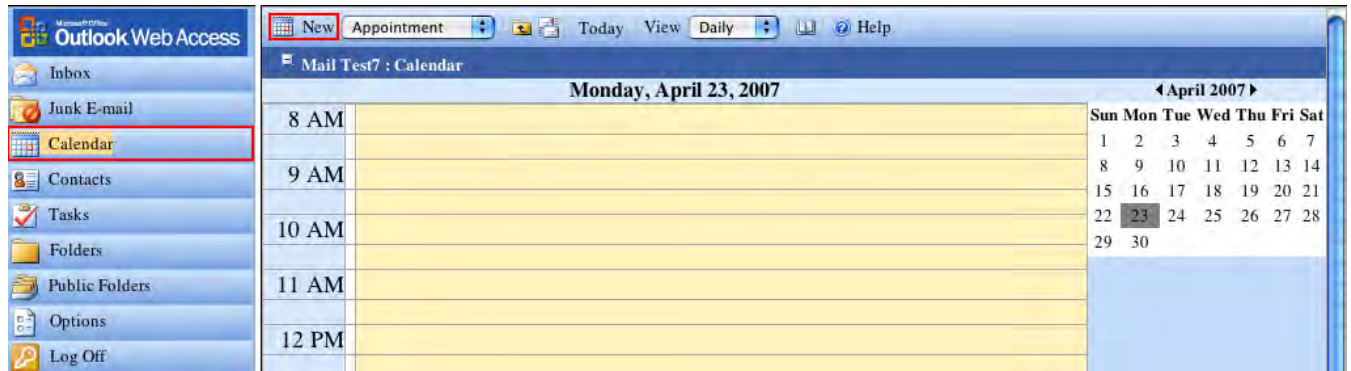
4. Confirm the deletion by clicking **OK** when prompted



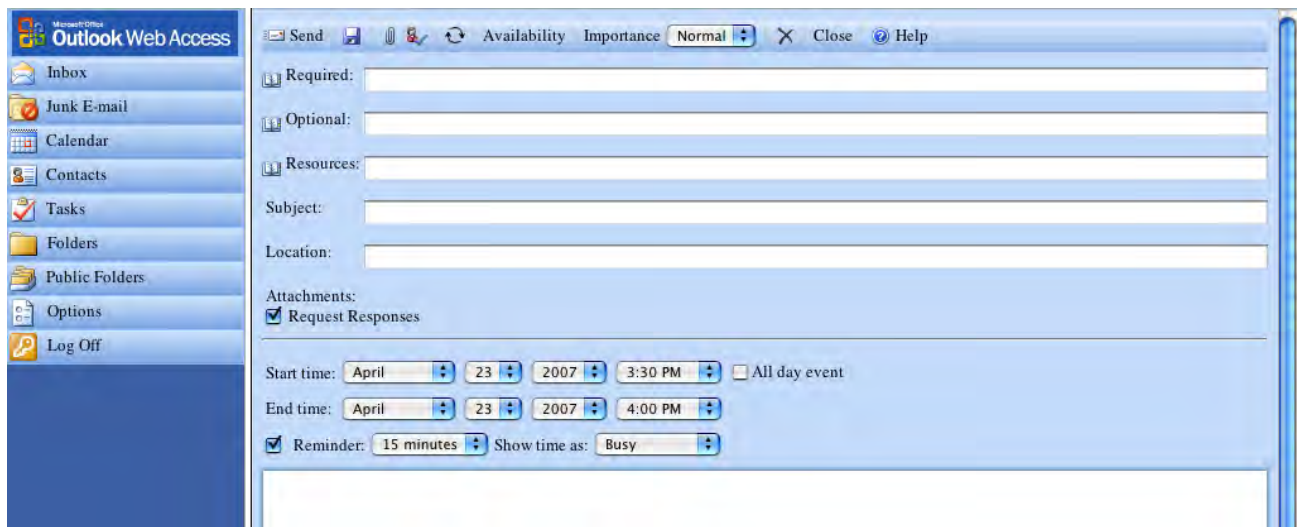
5. When you are returned to the list, press **Save** then select **Close** to exit distribution list

Creating Appointments

1. In Calendar, on the toolbar, click **New**.
Tip You can also create a new appointment by double-clicking a time slot in the daily calendar view or double-clicking the date bar in the weekly or monthly view.


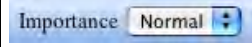




2. In the **Subject** box, type a brief description of the appointment



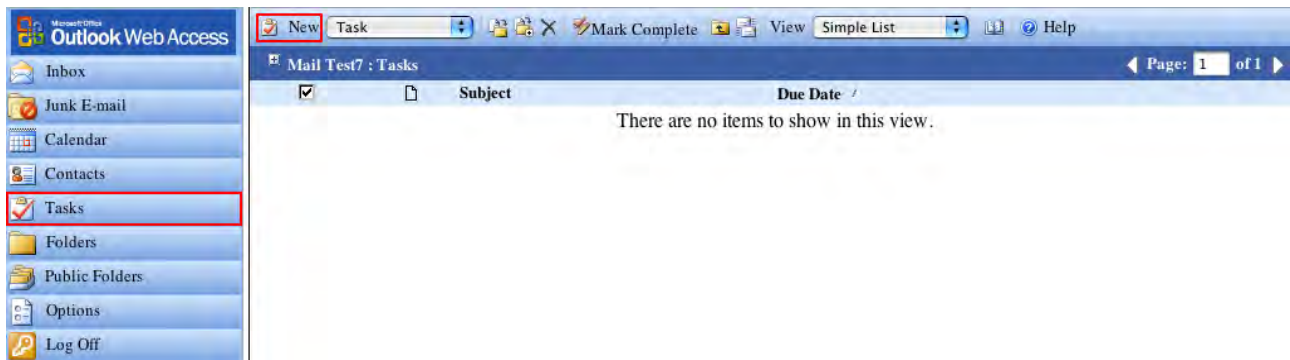
3. In the **Location** box, type the place where the appointment occurs.
4. In the **Start time** and **End time** lists, select the appropriate dates and times.
5. In the **Show time** as list, choose how you want your schedule to appear for the duration of the appointment. Your selection (**Busy**, **Free**, **Tentative**, or **Out of Office**) is what others will see when they view your schedule.
6. To be reminded about this appointment, select the **Reminder** check box.
7. In the message body, type any additional information, such as a list of materials to take to the appointment.
8. Click **Save** and **Close**.

The following table lists additional options that are available through the toolbar when creating an appointment.

Button	Description
	Attaches a document or other relevant material to the appointment.
	Use the up/down arrow to set the importance of the appointment to low, normal or high.
	Sets a recurrence interval for the appointment
	Invites other people to an appointment. This effectively changes your appointment to a meeting request.

Creating Tasks

1. Click on **Task** from the menu bar at the lower left side.



2. Click on the **New** button located in the top left corner
3. Enter **Subject, Due Date and Reminder** information

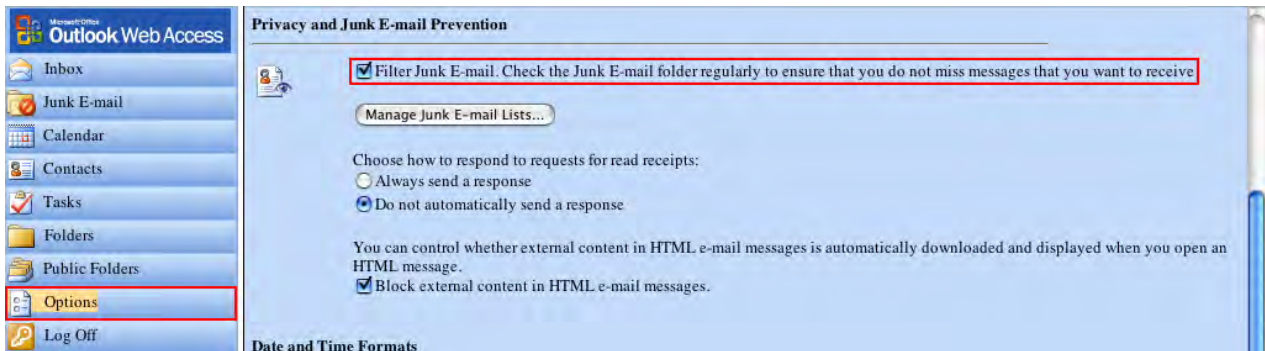


4. Click on the **Save and Close** button located in the top left hand corner

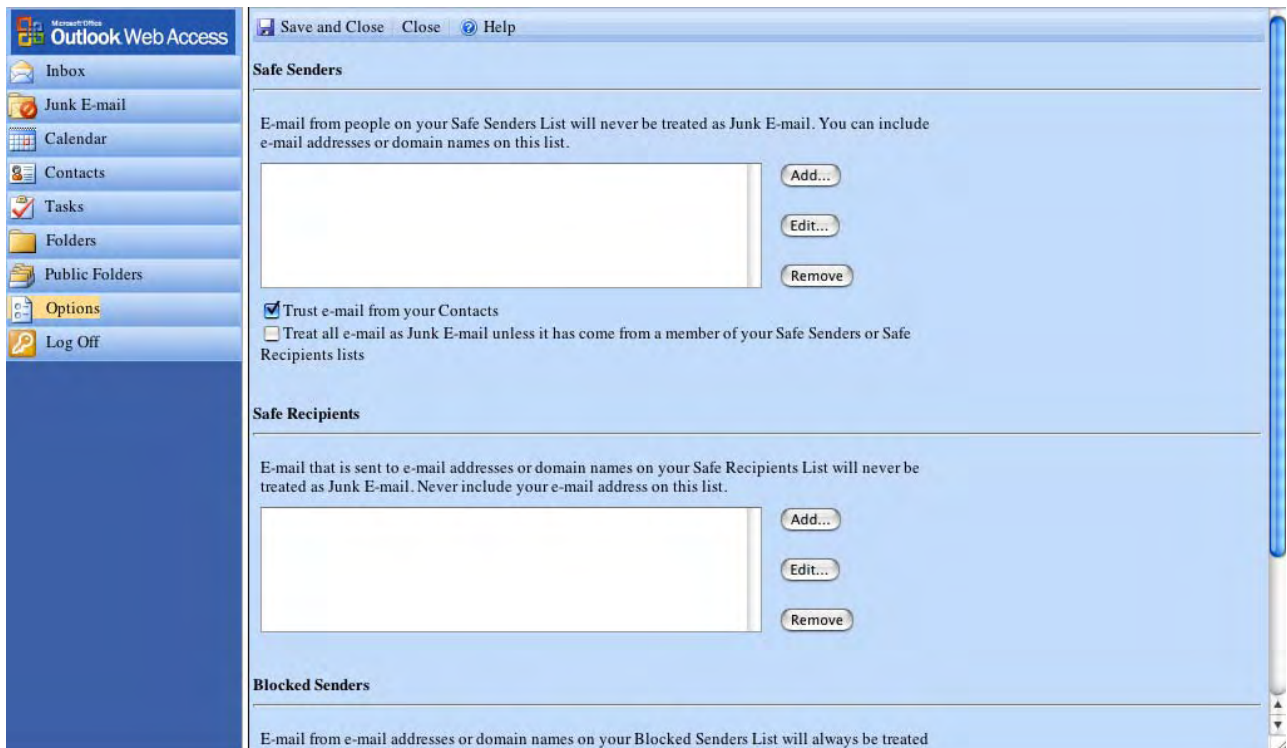
SPAM (Privacy and Junk E-mail Prevention)

Outlook Web Access helps you control unwanted and unsolicited messages ("junk e-mail") and block links to external content that can make you the target of junk e-mail messages.

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.

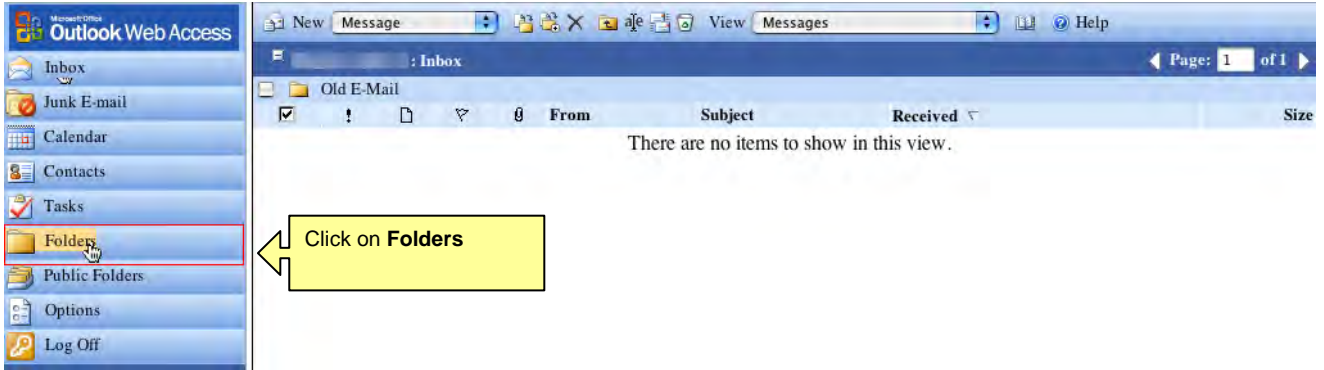


4. Select the desired list to modify (Safe Senders list, Safe Recipients list, or Blocked Senders list) then edit as necessary.
5. Click **Save and Close** button located in the top left hand corner

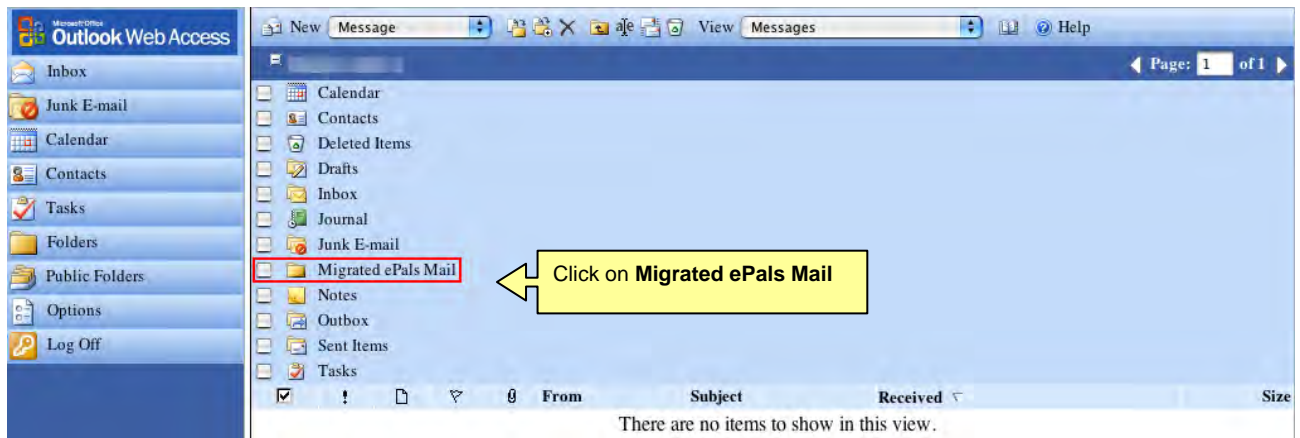
Viewing migrated ePals E-mail

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

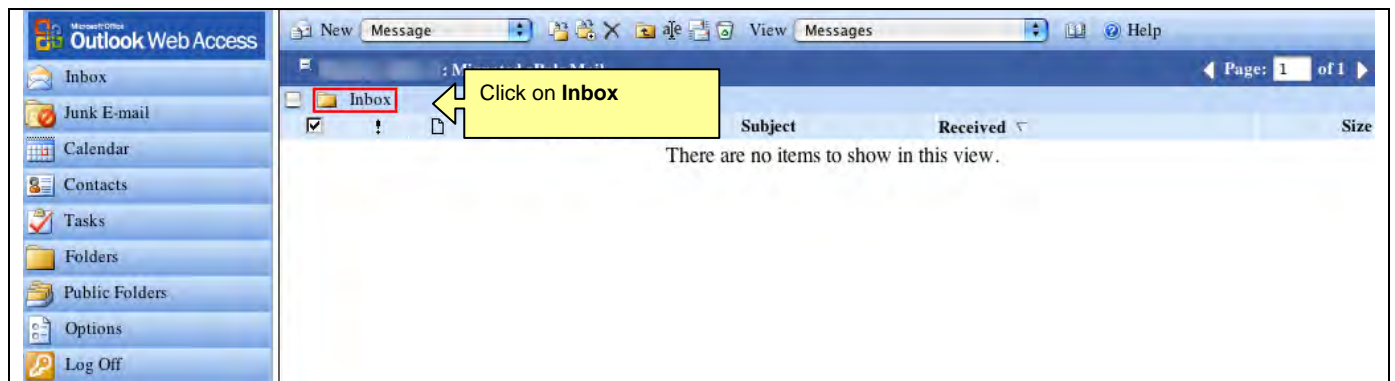
1. Open your browser and connect to OWA. You will be brought to your **Inbox** by default.
2. From the list of buttons on the left side of the OWA screen click on **Folders**.



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.



4. 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**.

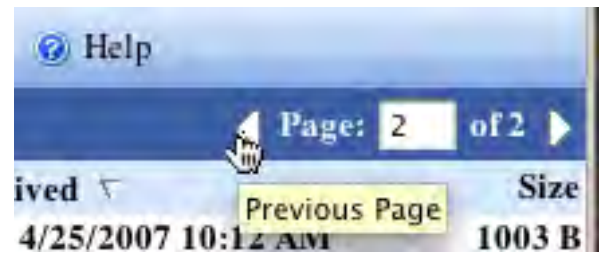
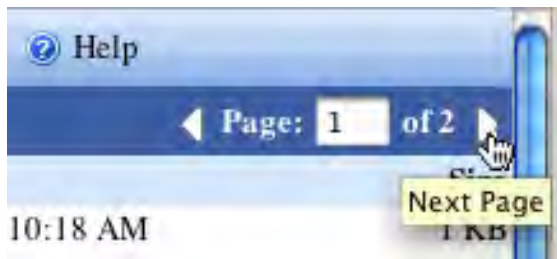


5. This is an example of a folder with migrated messages



Scrolling to pages

A folder often contains more items than can be displayed in a single window. To scroll through the contents of a folder, click **Previous Page** and **Next Page**. To go to a specific page, in the **Items** box, type a page number, and then press ENTER.



If you have more than 25 E-mail messages within any given folder you must use the navigation button located in the top right of the OWA screen. OWA will only display 25 messages per page by default.

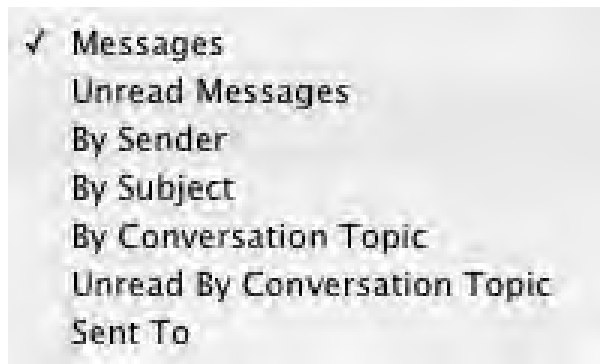
Sort Messages

Microsoft Office Outlook Web Access allows you to sort and view messages in your Inbox according to different characteristics, such as subject, sender, and conversation topic ("thread").

1. To sort your messages, click the Messages list on the main toolbar,



2. Select one of the following views: (see chart below for description of each option)



Messages	Displays all messages as they arrive in your Inbox. This is the default view.
Unread Messages	Displays only the unread messages in your Inbox.
By Sender	Groups and displays messages sorted by sender. To see all messages from a particular sender, click the plus sign next to the message group.
By Subject	Groups and displays messages sorted by subject. To see all messages on a particular subject, click the plus sign next to the message group.
By Conversation Topic	Groups and displays messages sorted by the topic of conversation. To see all messages from a particular conversation, click the plus sign next to the message group.
Unread By Conversation Topic	Groups and displays only the unread messages by topic of conversation.
Sent To	Displays all messages in your Inbox sorted by the person or group to whom they were sent.

Recover Delete Items

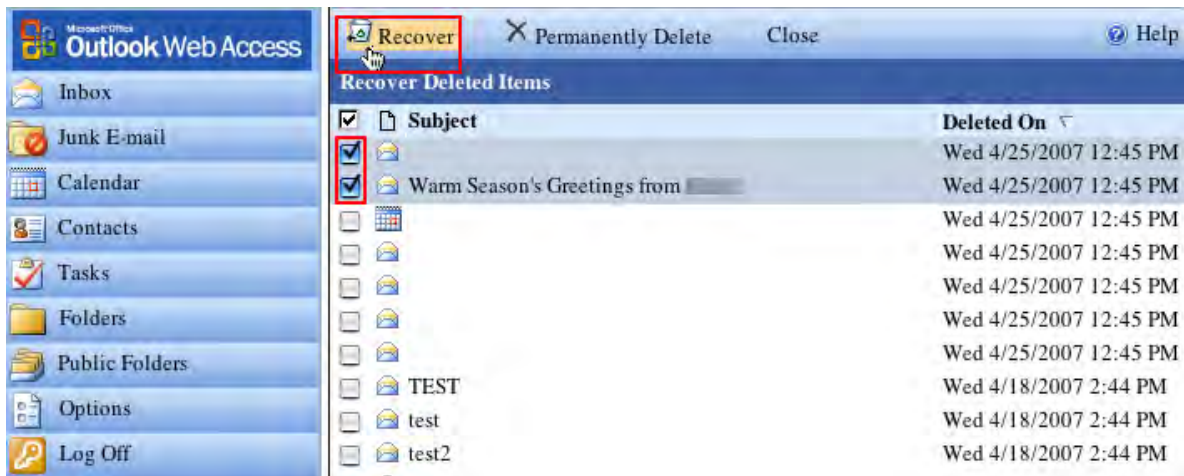
After you delete an item from your Deleted Items folder it is permanently deleted. However, you can recover a deleted item if you change your mind about deleting it.

Important Deleted items are recoverable only for 30 days after message was deleted.

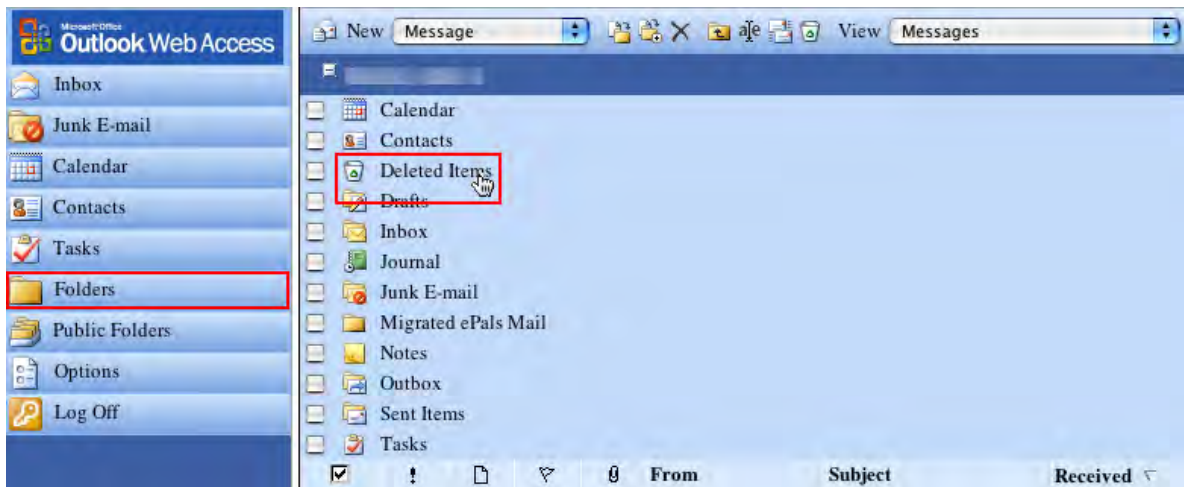
1. To recover deleted items click on **Options** from the left hand side, scroll down to the **Recover Deleted Items** section



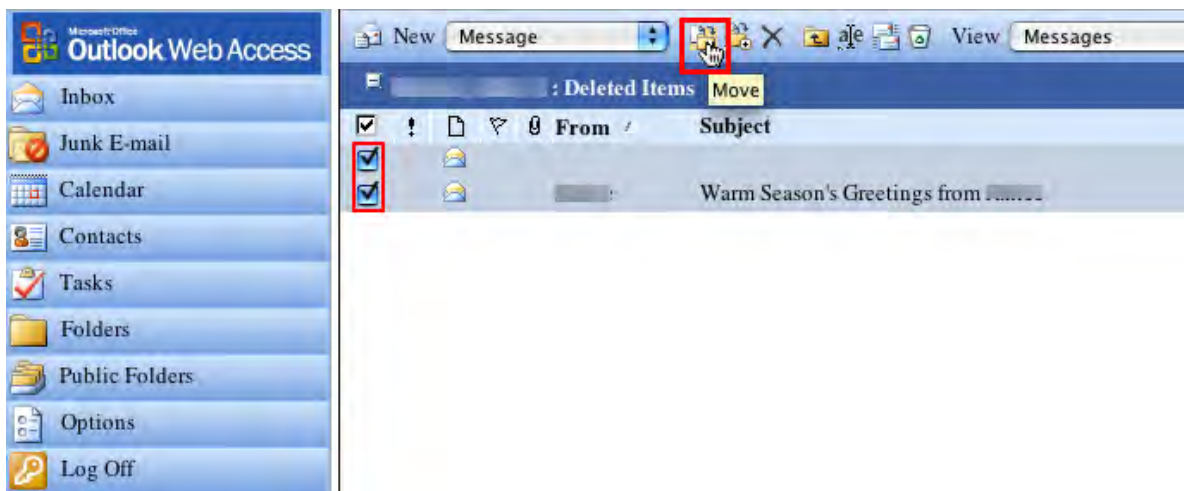
2. Click on **View Items**
3. Select the messages you want to recover by placing a check mark to the left of the message. Once you are done selecting those messages click on **Recover** this will move those items to the Delete Items folder.



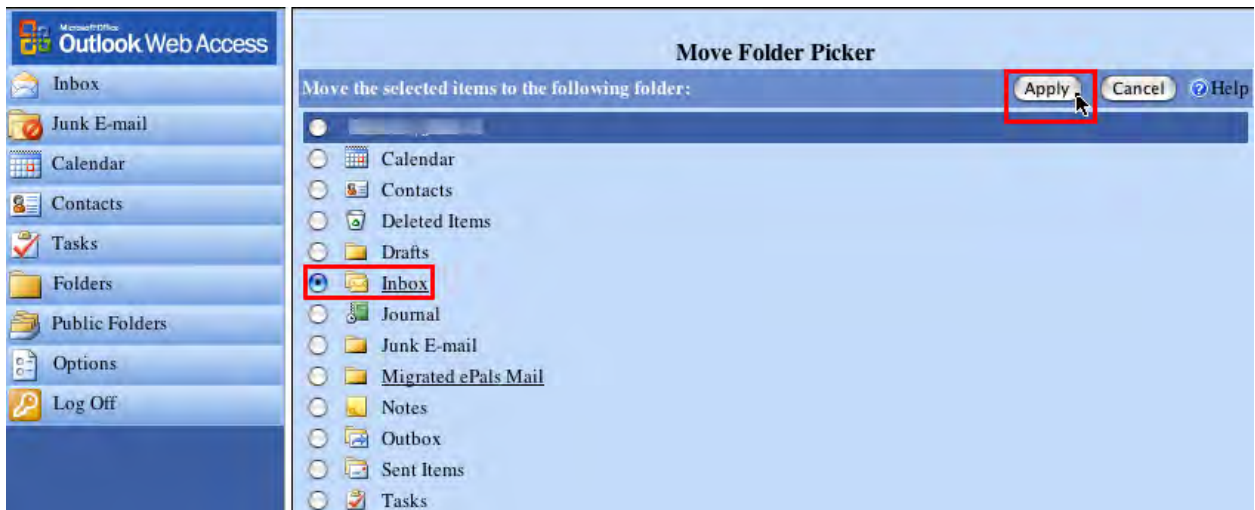
- Now that your messages have been moved over click on **Folders** from the left hand side then select the **Deleted Items** folder.



- Select the recover messages and click on the **Move** icon.



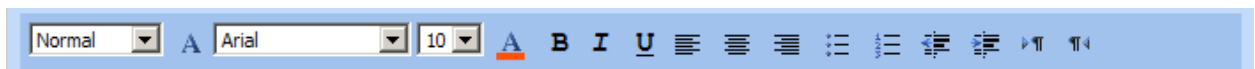
6. Select the **Inbox** folder and click on **Apply**



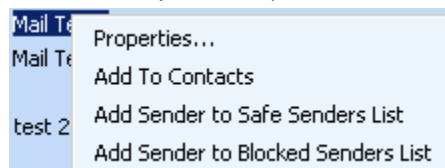
7. Your messages are now located in your Inbox. Click on **Inbox** on the left hand side to view recovered messages.

Limits to Outlook Web Access on Mac

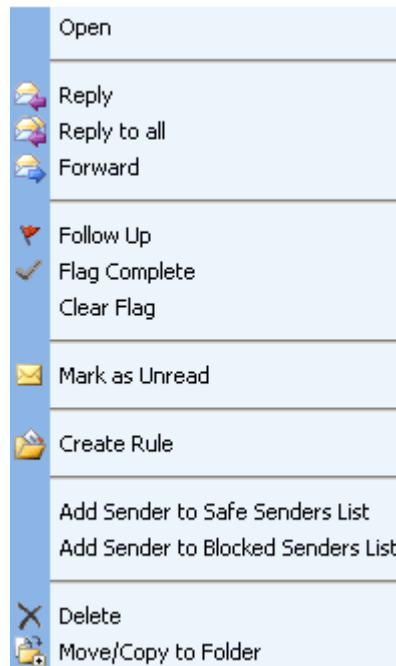
1. All of the following E-mail text formatting options will not be available: (screen shot taken from Internet Explorer 6.0+ Windows version)



2. Drag and drop
3. Right click context menu
4. Pop-up notifications for new E-mail
5. Cannot setup E-mail Rules
6. Cannot Insert E-mail Signatures manually
7. The E-mail search function is not available
8. You have to manually add contacts. You cannot add people to your contacts list from E-mails received.
9. Unable to select large number of messages using the SHIFT key
10. The Log Off button does not completely log account. If you close and re-open browser you can access account without login in (this problem occurs with older versions of Safari).
11. Does not allow Sensitivity settings which allow for Normal, Personal, Private, and Confidential E-mail options.
12. Does allow you to enter the following details when creating local contacts: Department, Office, Profession, Manager, Assistant, Profession, Nickname, Spouse or Partner, and Internet free-busy address. These options are available on a tab when using Internet Explorer 6.0+
13. There are no right click OWA functions. The following E-mail contact options are not available (screenshot taken from PC Internet Explorer 6.0).



14. The following options will also not show if you use a PC mouse and click on a new E-mail message:



Import Contacts to Outlook Web Access mail

Importing of contacts to Outlook Web Access can only be done by LAUSD server administrators. E-mail your ePals extract (CSV file) to Help Desk include the following information:

Sent E-mail to: Servicedesk.webform@lausd.net

Subject: Import Contacts OWA

Body: Include your First name, Last name, Employee number, and E-mail address.

Attachment: Make sure your CSV file have your username as the filename

Do not sent your CSV file if your account has not been migrated

Setting up E-mail Clients

For detailed instructions on how to set up your mailbox, visit the **LAUSD Helpdesk 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.

Apple\Mac:

[How to Setup OS X Mail to POP Exchange Mail](#)

[How to Setup Entourage 2004 to POP an Exchange Account](#)

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. In Mac OSX, Outlook Web Access will typically function the same with older versions of Safari also with different browsers such as IE 5.2.3 and Firefox 2.0.0.2 PC/Mac version.