



LAUSD ITD Service Desk

Microsoft Outlook Web Access User Guide Windows OS

(Revised 12/31/07)
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Introduction to Outlook Web Access

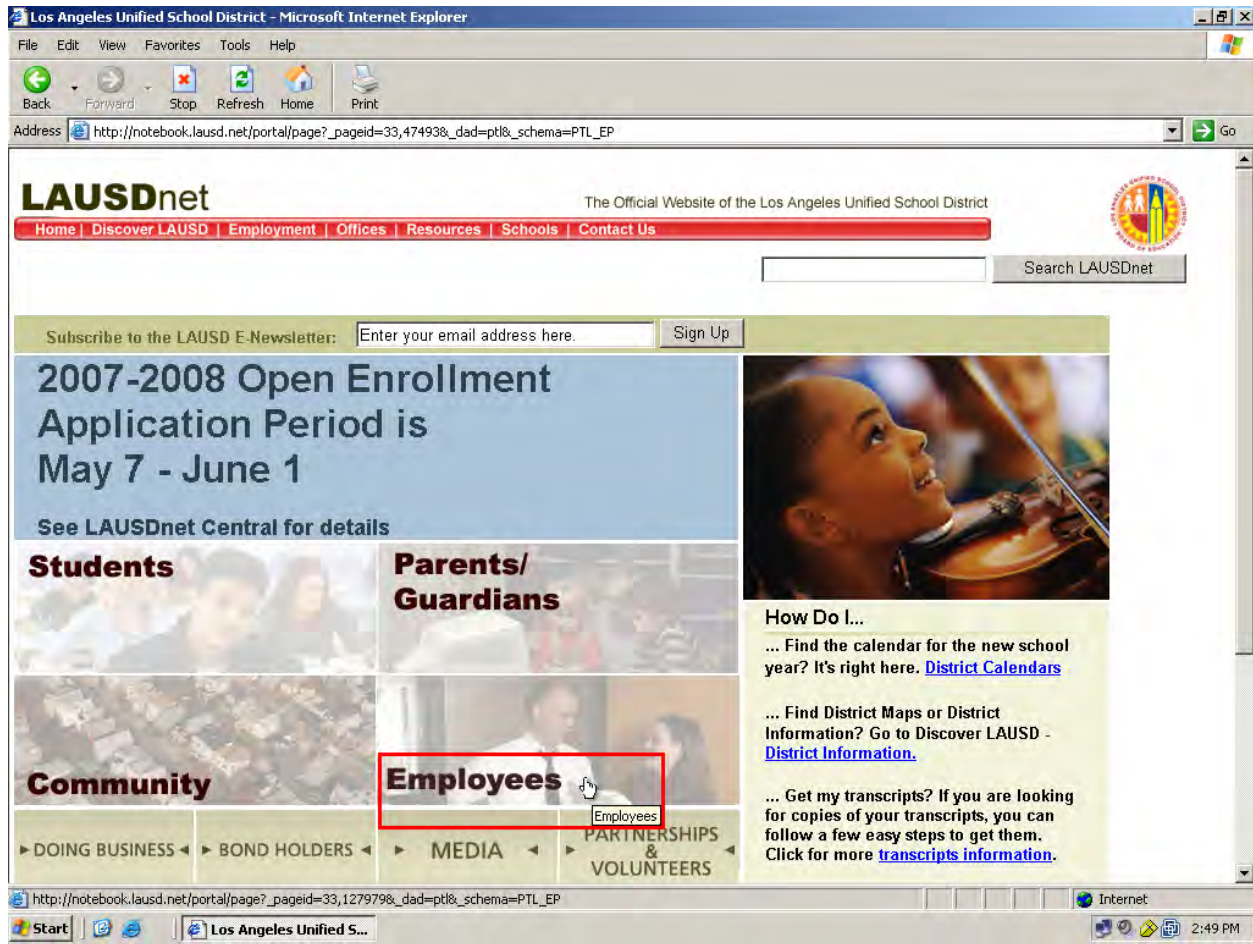
Outlook Web Access (OWA) is a web based Microsoft mail application that is currently available to District and authorized personnel with a lausd.net user account. OWA can be accessed from a District computer as well as from any computer outside of the District as long as the computer has internet connectivity.

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**
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  Help located on your OWA toolbar.

Logging on to the Outlook Web Access Mail

1. Launch Internet Explorer and navigate to www.lausd.net mail page.
2. From the LAUSD.net main page click on **Employees** section.

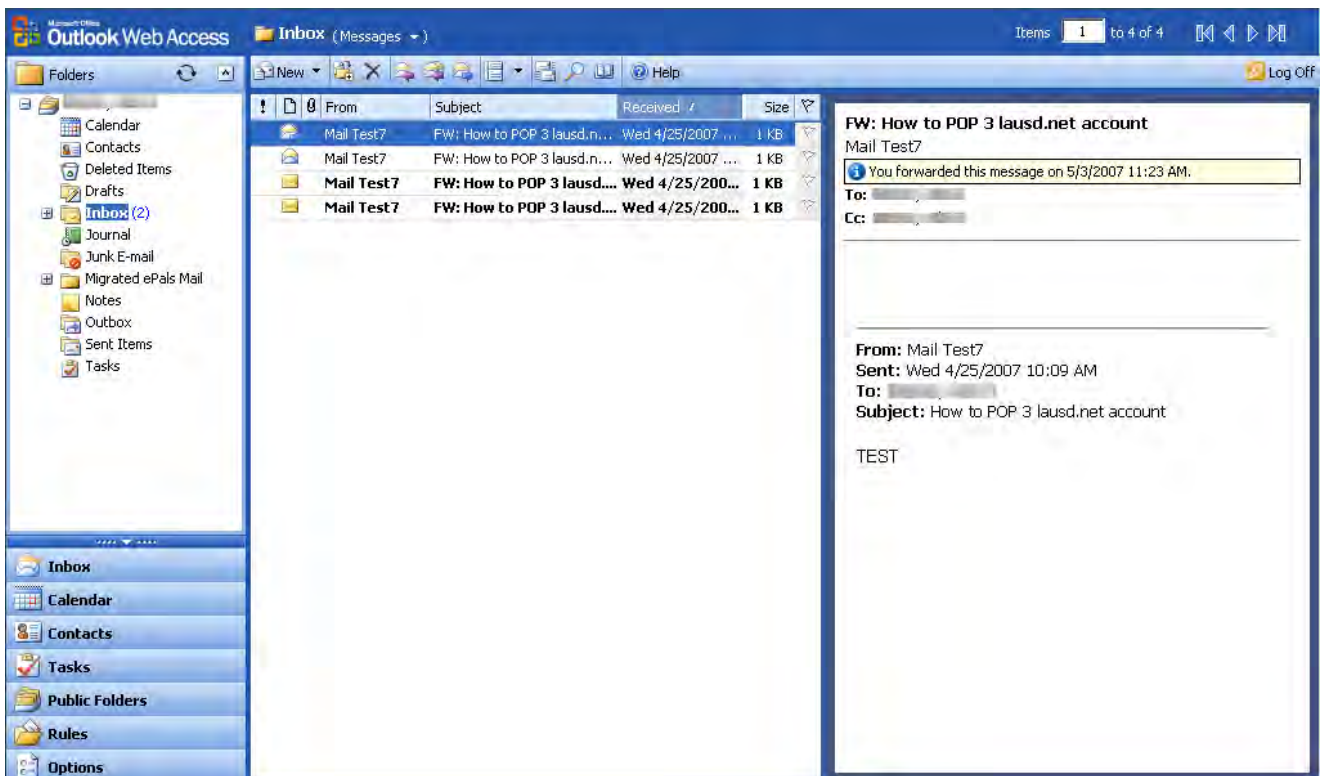


3. Click on **LAUSD.net Mail** located on the left hand side of the page.

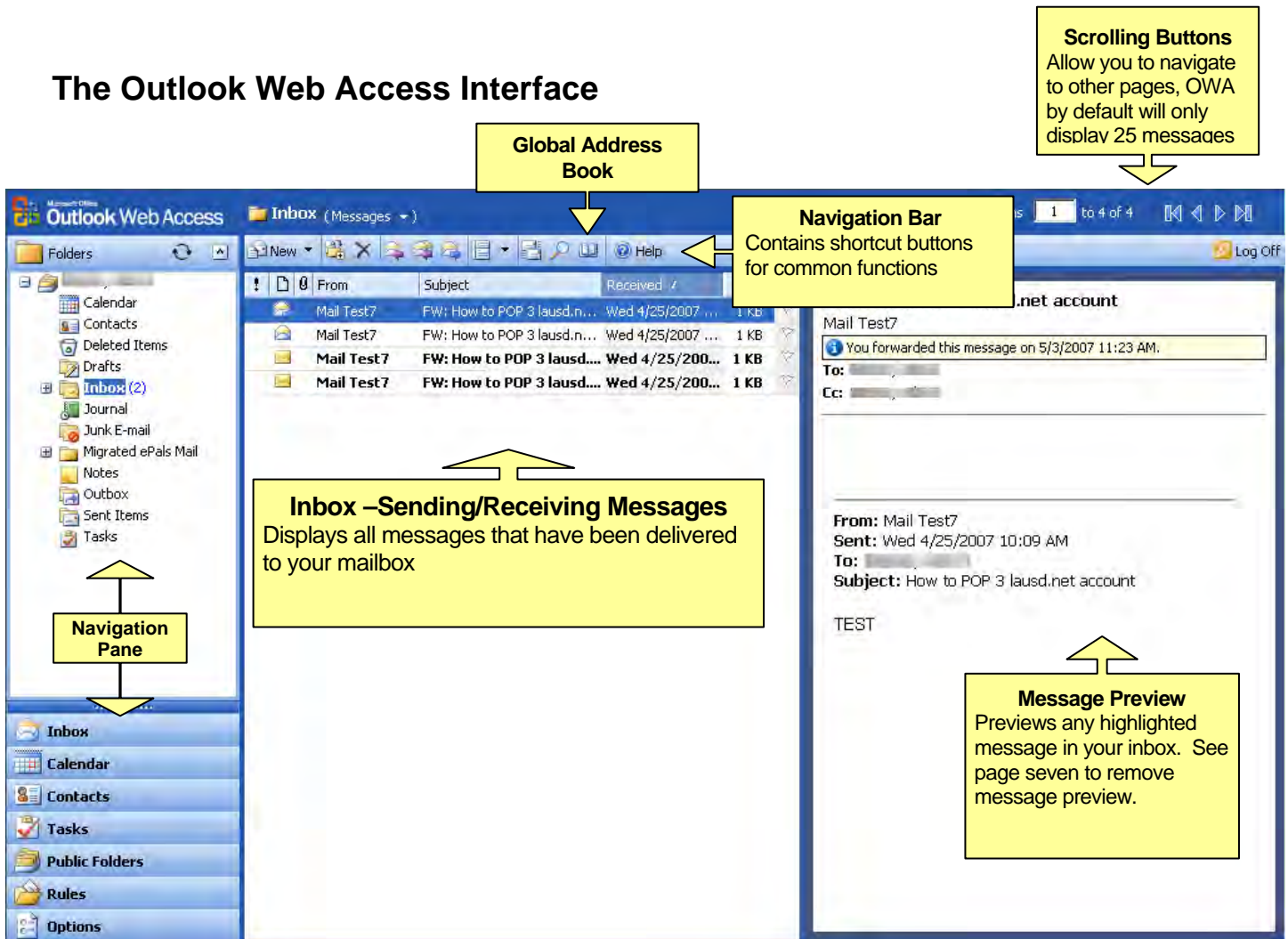
- The **Connect to mail.lausd.net** dialog box appears prompting users for their **User Name** and **Password**. Do not enter the domain part of your email address (@lausd.net). Click **OK** to login



- The Outlook Web Access screen will appear. By default your Inbox folder will always be selected. OWA will place all incoming mail in your Inbox folder.













The Outlook Web Access Interface











Navigation Pane



The Navigation Pane is located along the left side of the screen and is made up of two areas:

- **An expandable Folder List (Folder Bar)** - Provides access to your personal Microsoft OWA folders (your Inbox and Calendar, for example) and any folders you create. The folders are displayed in a hierarchy that you can expand or collapse. The plus sign  icon next to a folder indicates that the folder contains other folders (subfolders). To view the subfolders, click the plus sign .

 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.
 Deleted Items	Stores messages that you delete. After you delete a message from this folder it's permanently removed from your mailbox.
 Drafts	Stores messages that you save. You can save messages that you want to finish composing or send at a later time.
 Inbox (2)	The Inbox displays new and old messages. New messages will appear in bold type. Once opened, the messages revert to normal type. Note the number two next to the word Inbox this tells you how many new unread messages you have
 Journal	Contains your Outlook Journal items
 Junk E-mail	Any messages tagged as SPAM will appear in this folder.
 Migrated ePals Mail	This folder contains your Inbox mail that was migrated over from ePals account

 Notes	Contains your Outlook Notes
 Outbox	Stores outgoing e-mail messages until they're sent.
 Sent Items	Stores a copy of each message that is sent.
 Tasks	A task is a personal or work-related errand you want to track through completion.
 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. Note: These folder can only be create by LAUSD administrators
 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
 Options	OWA provides several ways to customize program features, functionality, and appearance.

A horizontal splitter bar  separates these two areas of the navigation pane and allows you to collapse the shortcut buttons into a button tray displaying only the icon symbols for each folder.








The  symbol located above the folder bar updates your folder list. Next to it is the  symbol which is a show/hide button for your folder list.




Outlook Navigation Bar

The Outlook navigation toolbar will change depending on which folder is currently selected from the groups menu. Each folder has its own toolbar which displays a unique set of shortcut buttons specific to their function.

Button Descriptions

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

Button	Description
	Displays Help that is specific to the window you're working in.
	Allows you to create a new item, such as an e-mail message, a contact, or a task. This menu is always available. The icon displayed varies, depending on the window you're working in, as does the list of options displayed when you click the arrow next to the button.
	Checks the server for new messages. This button also refreshes your browser window.
	Allows you to search your Microsoft Exchange mailbox folders and your organization's public folders. You can base your search on one or more message characteristics, such as sender, subject line, or text in the message body.
	Allows you to organize messages and other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.
	Moves the selected item—such as a contact, appointment, or message—to the Deleted Items folder. Hold down SHIFT when you click this button to permanently delete the selected items.
	Permanently deletes all items in the Deleted Items folder. You can, however, recover deleted items for a limited time after removing them from Deleted Items. Contact a system administrator about the expiration period for deleted items.

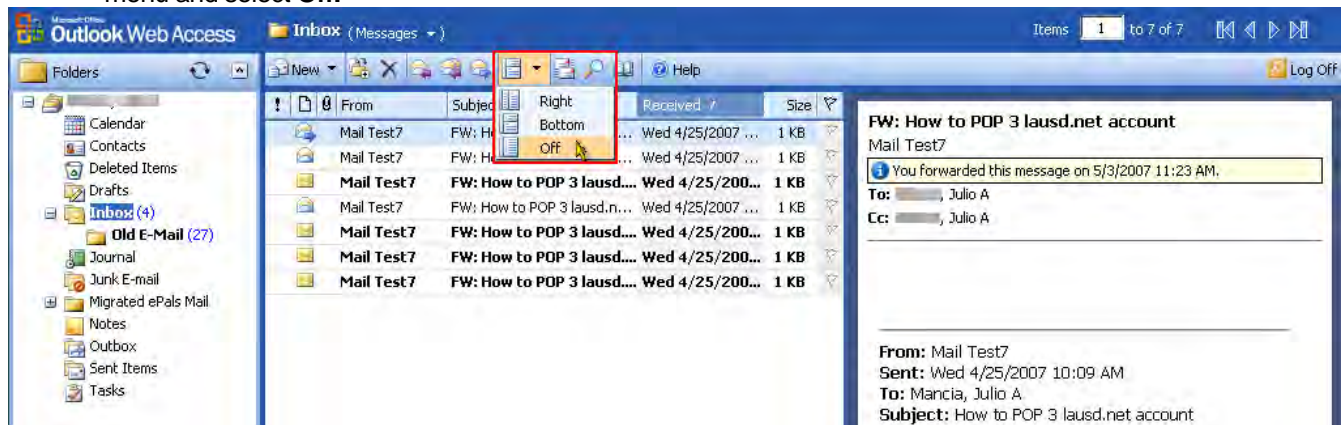
	<p>Allows you to select a Reading Pane, which provides two ways to preview messages without opening them. You can preview messages in the bottom half of the view or side-by-side with the list of messages. You can also turn off the Reading Pane eliminating the message preview. You can also set the size of the Reading Pane for each folder. In the message list, place your pointer over the line that separates the Reading Pane from the messages, click, and then adjust the pane to the size you want.</p>
	<p>Opens the Find Names dialog box, which allows you to search your organization's global address list or your contacts. You can also address a new message from the Find Names dialog box by selecting a name from the list and clicking Add recipient to...New Message. Note – You can't use the Find Names dialog box to search for distribution lists in your Contacts folder.</p>
	<p>Allows you to quit Outlook Web Access. This helps prevent others from using the computer to view the contents of your mailbox. Important – Click Log Off before you close your Outlook Web Access browser window or navigate to another Web site.</p>

Using Microsoft Outlook Web Access

Reading Email

Open a Message:

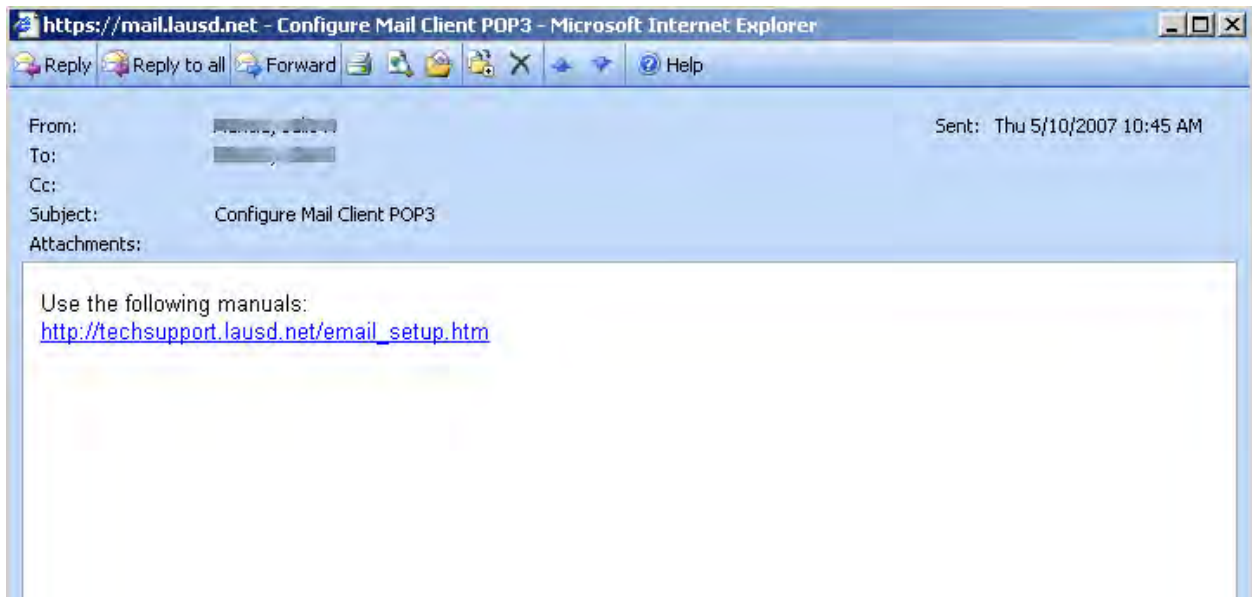
- Let's begin by first changing the view settings click on the **Show/Hide Reading Pane**. From the drop down menu and select **Off**.













The screenshot shows the Outlook Web Access interface. The 'Folders' pane on the left includes 'Inbox (4)'. The main message list shows several 'Mail Test7' messages with the subject 'FW: How to POP 3 lausd.net account'. A dropdown menu is open over the message list, showing options: 'Right', 'Bottom', and 'Off'. The 'Off' option is highlighted with a mouse cursor. The right-hand pane shows the details of a selected message, including the sender 'Mail Test7' and the subject 'How to POP 3 lausd.net account'.

- All new E-mail messages will arrive in your **Inbox**

- Point to the desired message and double-click on it this will bring up a new window with your E-mail message. New e-mail messages always arrive in the Inbox and are displayed in bold type.



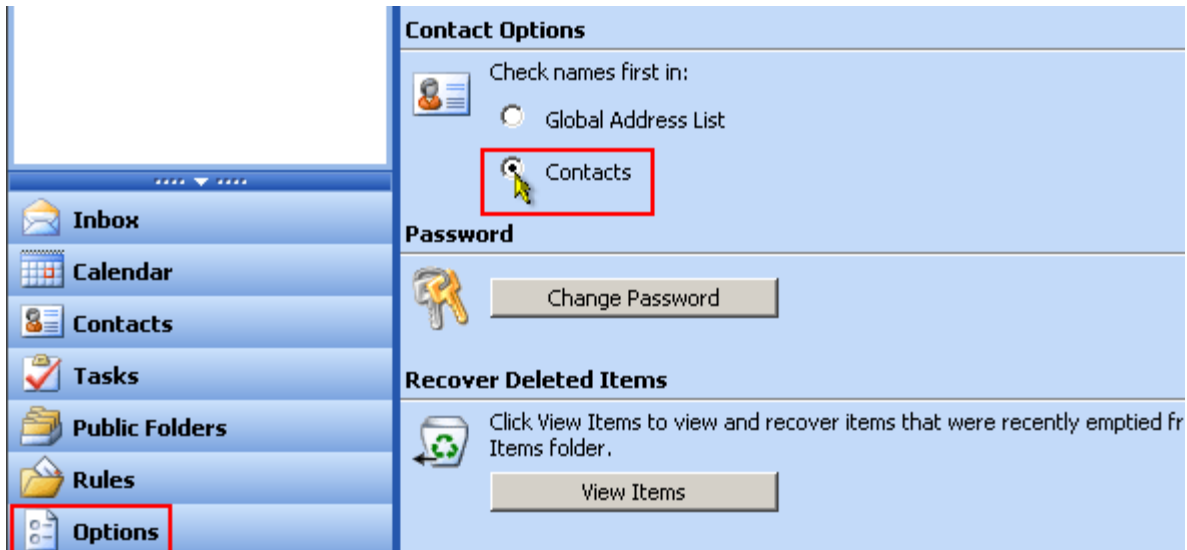
- The main toolbar will change and new options are available see the chart below for review:

 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)
	Print current E-mail
	View as a webpage
	Create rule
	Move selected messages to a different folder
	Delete current message. All deleted messages are sent to the Deleted Items folder. They aren't permanently removed until you delete them from the Deleted Items folder.
	Move to Previous and Next message
 Help	Displays Outlook Web Access help options

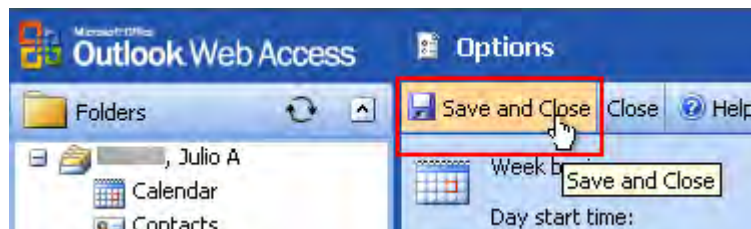
Contact Search order

Changing this option will make OWA first search your local contacts before the Global Address Book

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. In the top left hand side of the Options page select **Save and Close**.

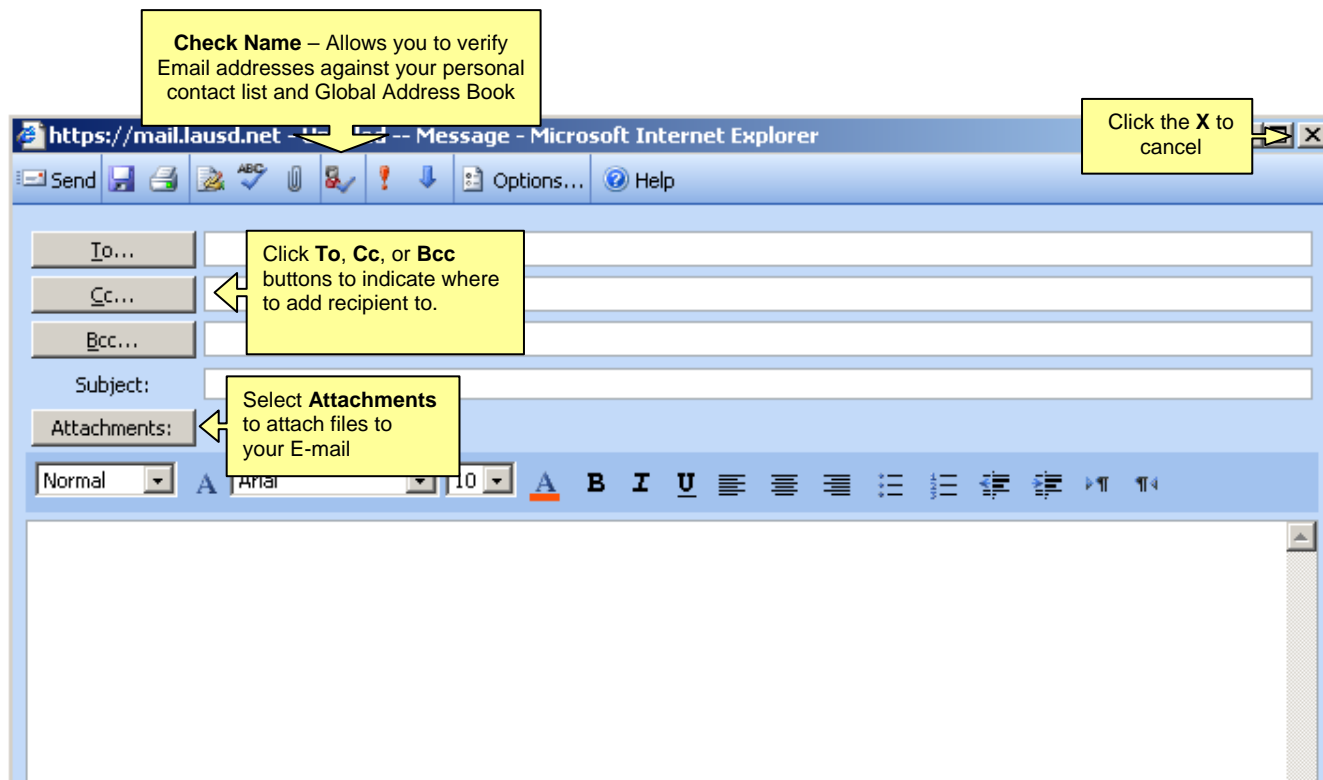


Now anytime you use the Check Name function, OWA will first check your personal contacts before using the districts Global Address Book. Also when you search your default will be contacts.










New E-mail Window Overview

Creating an Email:

1. Select  **Inbox (2)** on the left hand side.
2. Click on  **New** the following screen will show:



3. You will have the following toolbar options while composing a new message:

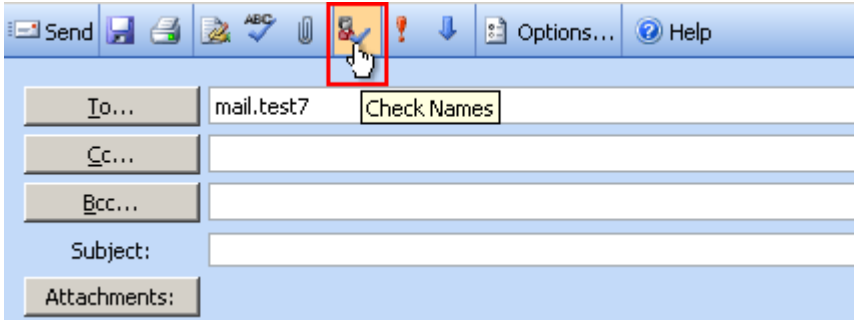
 Send	Send current message
	Save messages that you want to finish composing or send at a later time.
	Print E-mail message
	Insert your personal E-mail message
	Check spelling
	Add attachment to E-mail message
	Check Name – Allows you to verify E-mail addresses against your personal contact list and Global Address Book
	Set priority flag on your E-mail to High
	Set priority flag on your E-mail to Low

Options...	Allows you to set the following message options: importance, sensitivity and tracking options which allow you to request delivery receipt and read receipt for any E-mail sent
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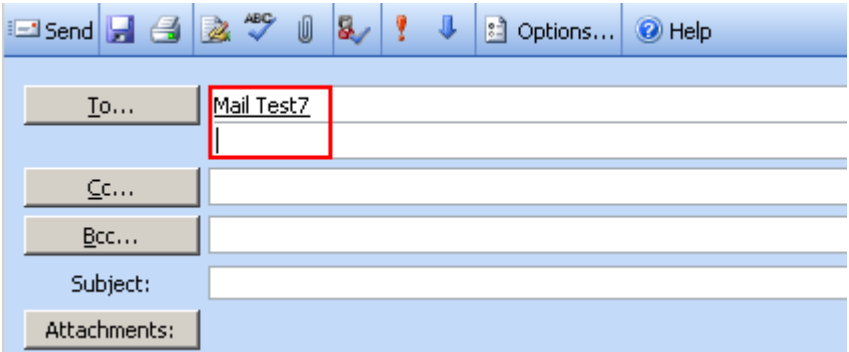
- In the **Subject** box, type the subject of the message.
- In the text box, type the message and click on **Send** when you are done.

Sending E-mail to Personal Contacts

- 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.

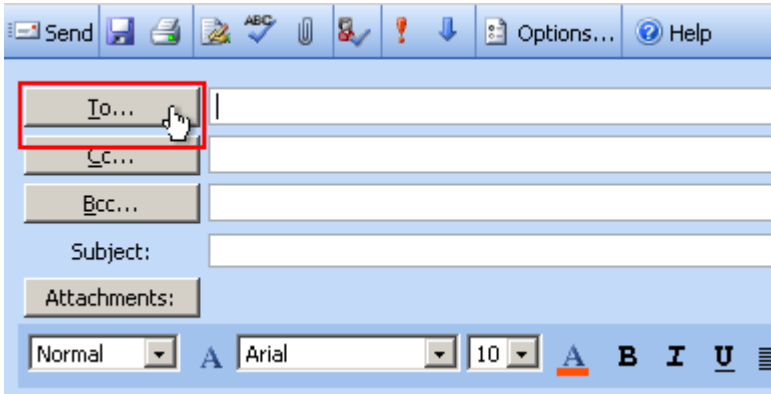


- After you use the check name option the contacts name or E-mail address will appear. You now add additional contacts or send message.



Searching the Global Address Book

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



- In the top of the **Find Names In** option make sure you select **Global Address List** from the drop down menu. This is the same way that you would also search for your local contacts instead of selecting Global Address List you select Contacts.

Show Names from the: Global Address List

Top A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Type Name or Select from List:

Message Recipients:

To ->

Cc ->

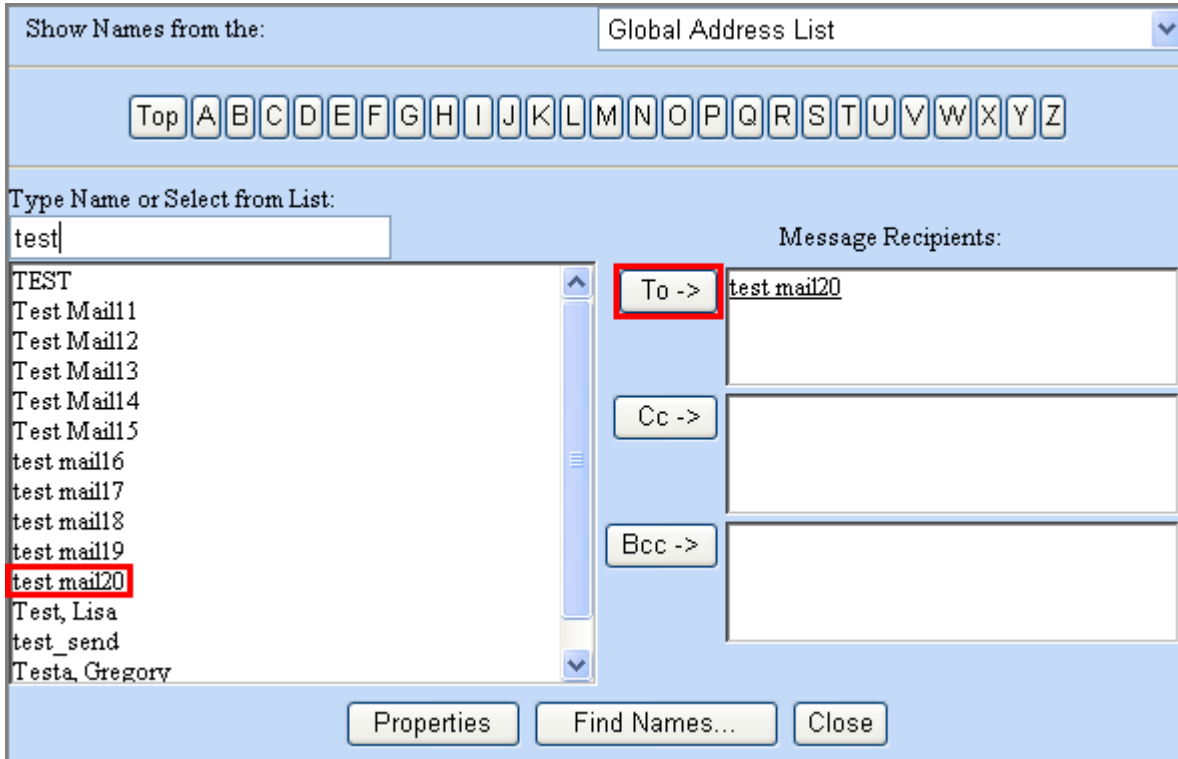
Bcc ->

Administrator
Aguilar, Helen
Aja, Philip
Almarines, Tess
Alther, James
Armstead, Diana
Baguien, Agnes
Ballardo, Porfirio
Barcy, Joe
Barrett, Cathy
Bertucci, Jacob
Bostwick, Howard
Cain Richella

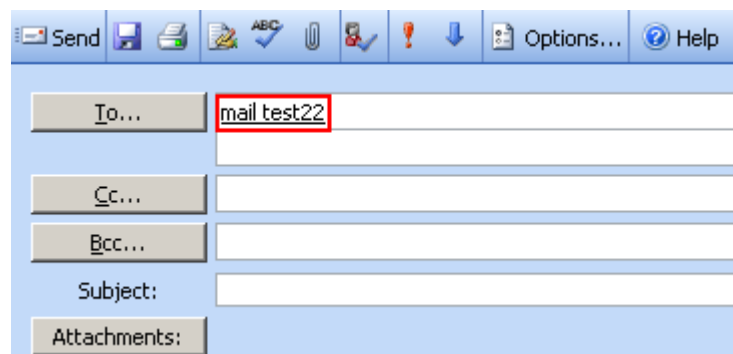
Properties Find Names... Close

- Fill in at least **Last Name** field or enter as much information as you know and click on **Find**.

- Select the contact you want to E-mail by clicking on the name once. Now click on **To** this will add that contact to your E-mail. **Note** that you also have the option to Cc and Bcc if you wish to send additional copies of this E-mail to other contacts.

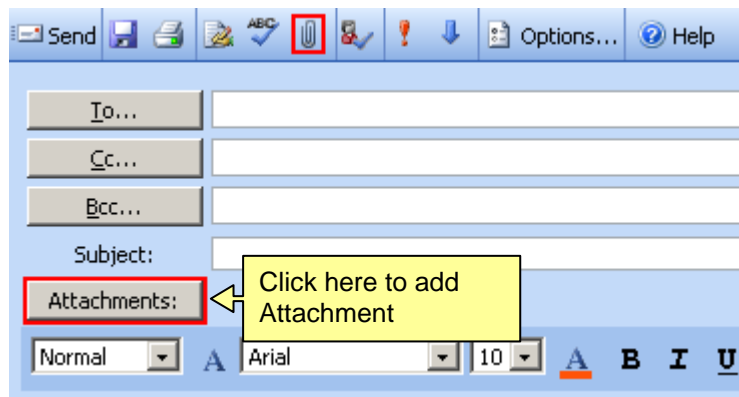


- Repeat steps 2 - 4 to add additional contacts. Once you are done click on **Close**. This will bring you back to the E-mail message you are composing.
- When contacts are part of the Global Address Book the contacts name will appear and not their E-mail address.

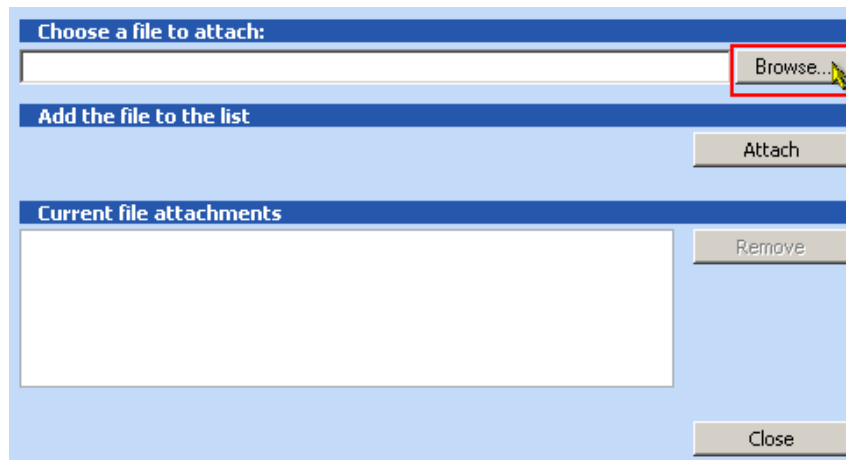


Sending Attachments

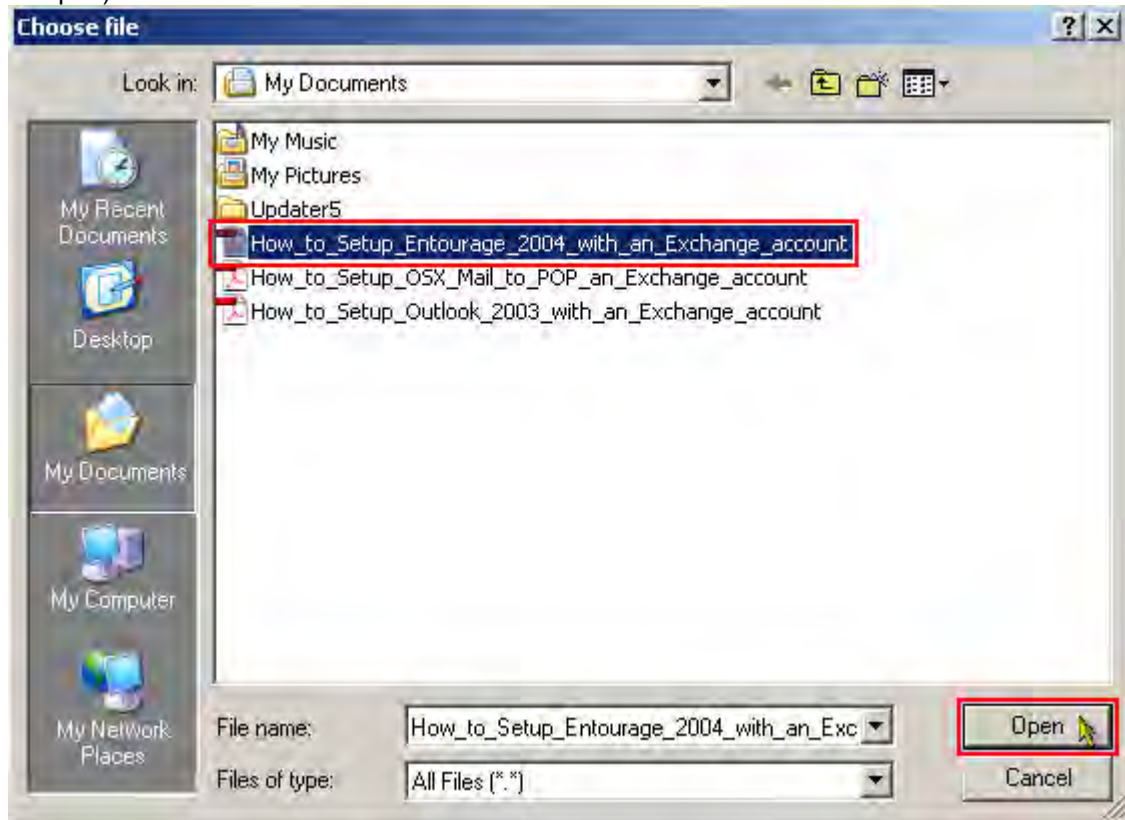
- Select **Inbox (2)** on the left hand side.
- Click on **New** to create a new E-mail message
- Before sending your email message, click the **Add Attachment**  icon on the toolbar or **Attachment** button (both have the same function).



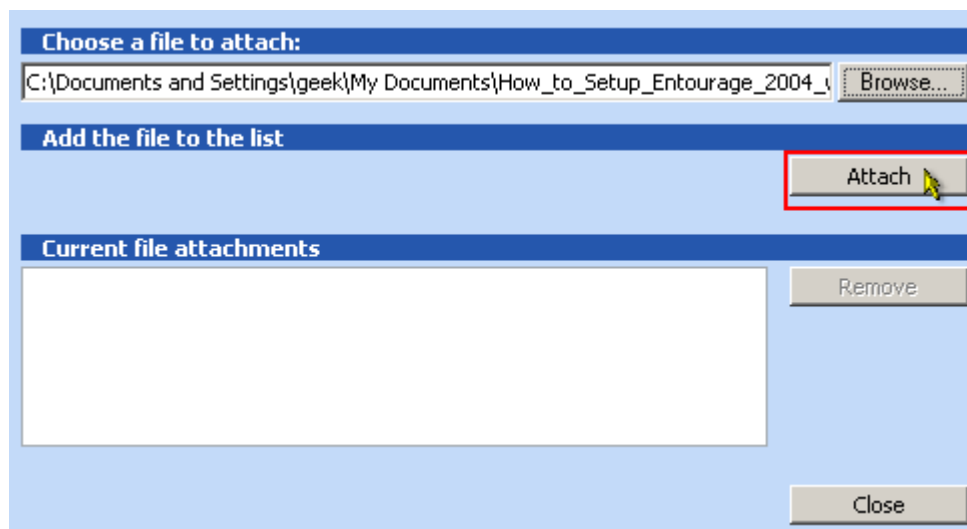
4. The Attachments Web Dialog window will appear. Locate the desired file using the **Browse** button to browse local folders (for example, My Documents).



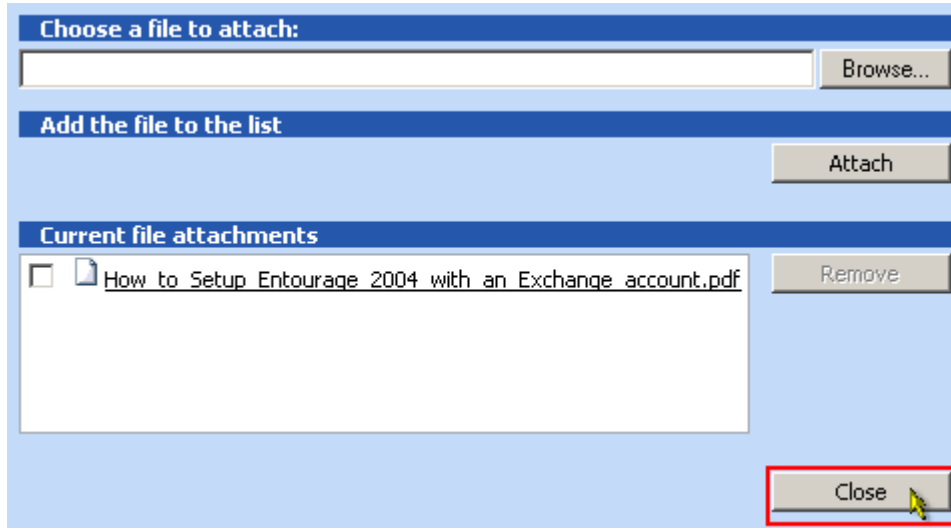
5. **Double-click** on the **title** of the file you would like to attach (you can also click on the file once and click on Open).



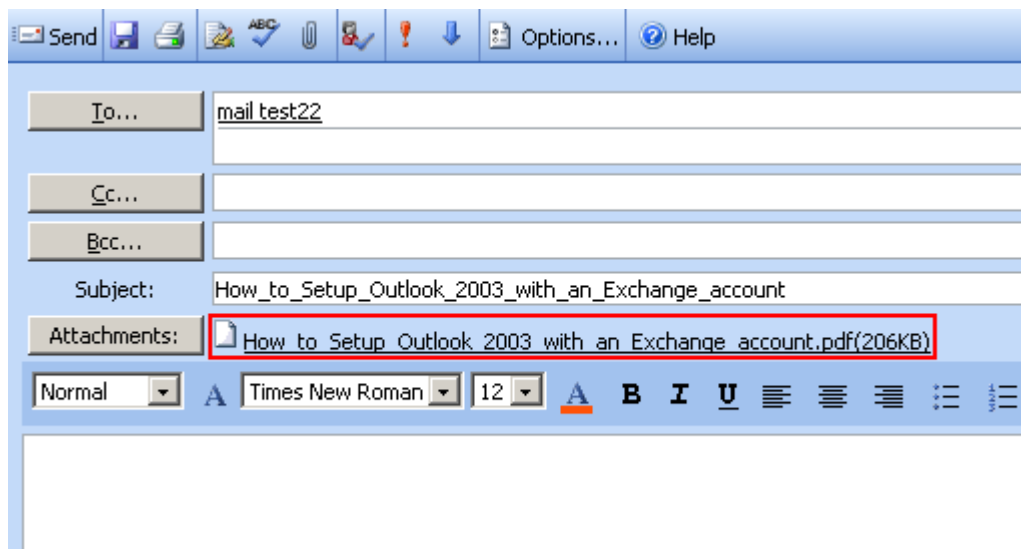
6. Click the **Attach** button from the Attachments Web Dialog Box. Note that the file name moves to the Current File Attachments Section.



- Once the file is attached it will appear in the Current File Attachments Section. **Note:** once the file appears in has a check box to left. You can select that document and remove it from the attachment list if you decide to not send the attachment.



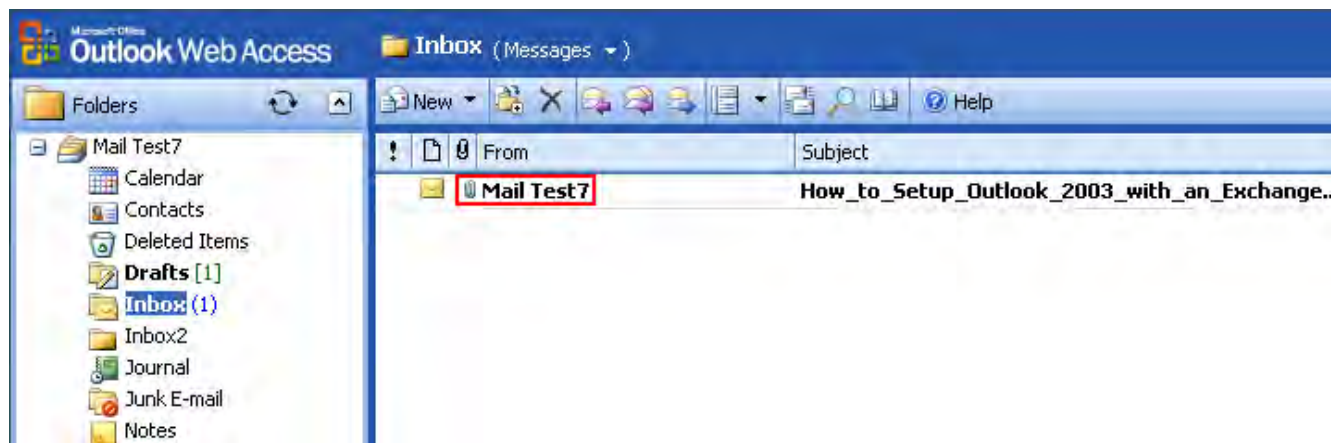
- Click the **Close** button when complete. **Note:** to add additional files repeat steps 4-6.



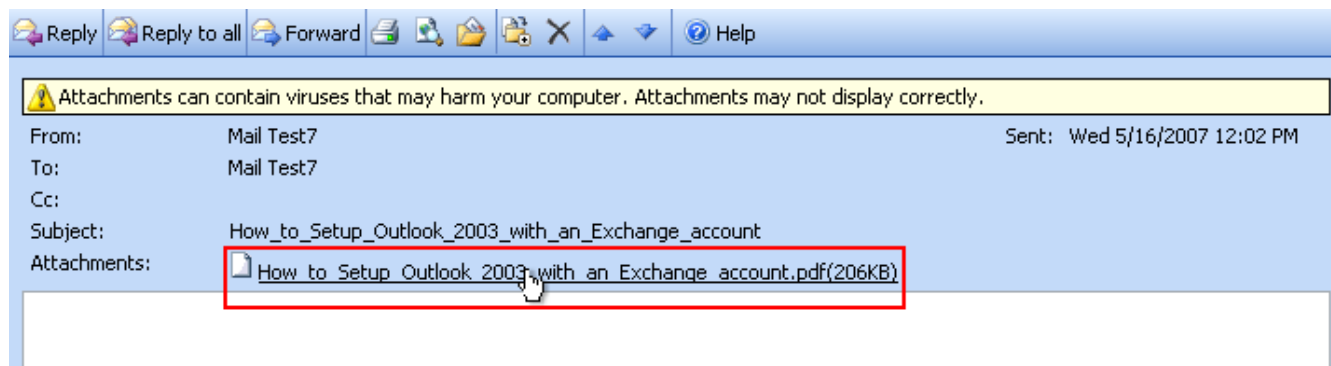
- Click **Send**

Opening 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.



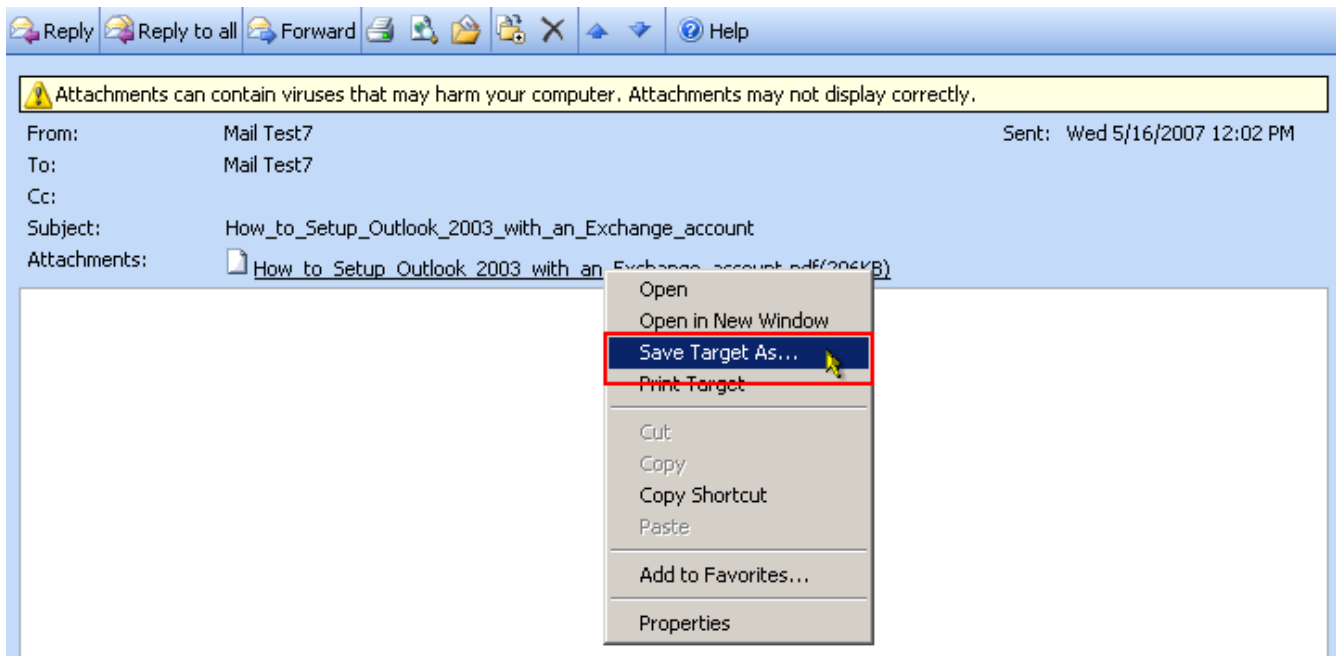
2. Open the E-mail message.
3. Click once on the attachment file name, located in the message heading information. The attachment will open in a new browser window.



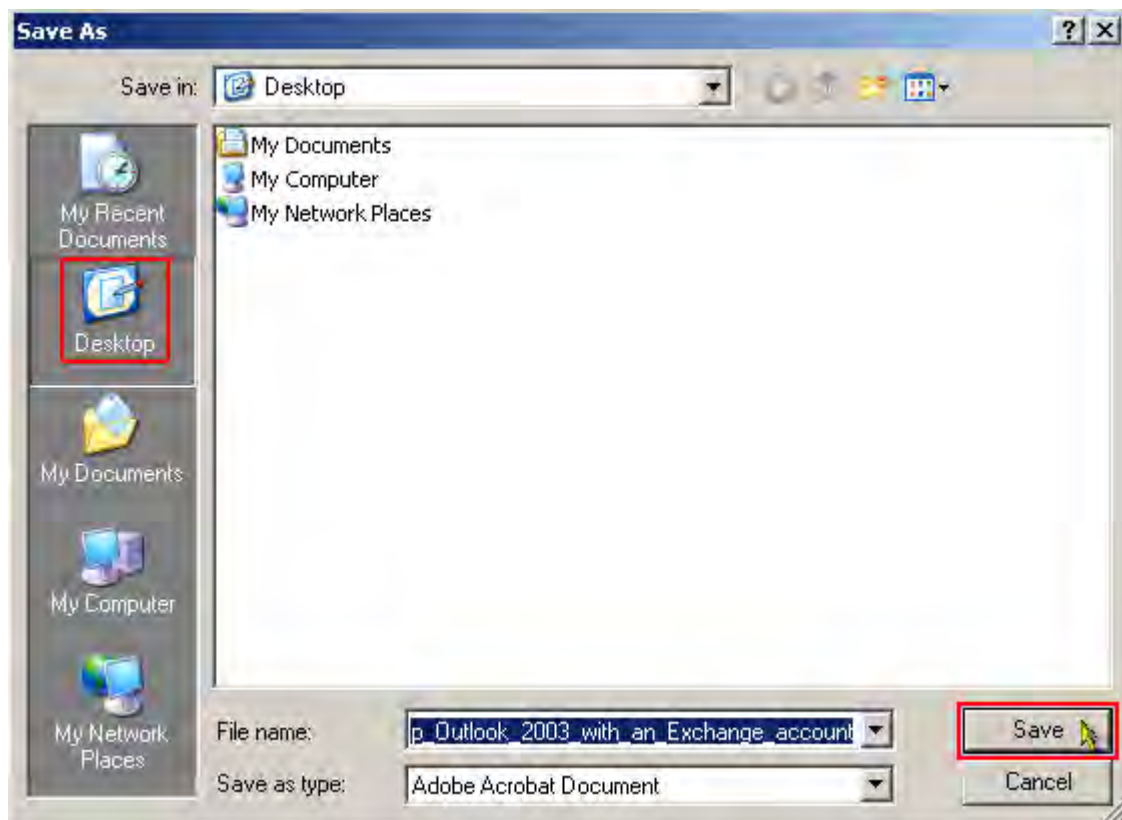
4. To Exit click on the black X located in the top right of the window. **NOTE:** there are instances when you will need to save your attachments before opening them. See the next section **Saving attachments to computer.**

Saving attachments to computer

1. Open the E-mail message that contains the attachment.
2. Right click on the attachment name and select **Save Target As**.



3. Select **Desktop** on the left hand side and Click on **Save**.



4. The document is now located on the Desktop.

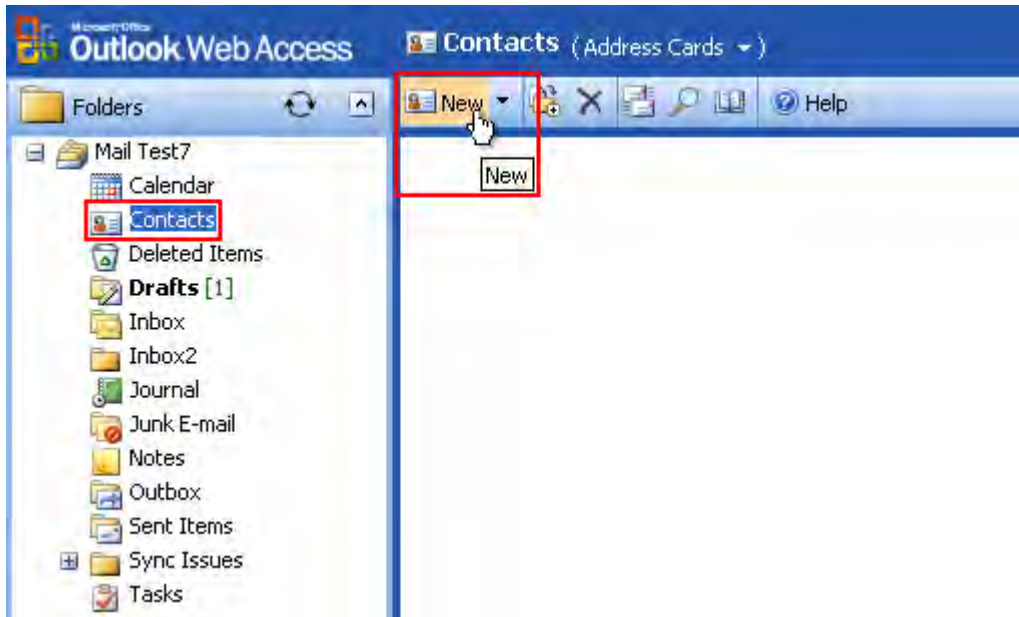
Caution: Don't open any attachment unless you trust the content and the person who sent it to you. **Attachments** are a common method for spreading computer viruses. For this reason, Outlook Web Access may require you to first save attachments to your computer's hard disk before opening them.

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 on the left side of screen.



2. Click on the **New** button at the top of the screen. **Untitled Contact** window will appear.

3. Enter the contact's information and click on the **Save and Close** button located in the top left of the screen.

The screenshot shows a contact form window with a blue header. The title bar contains a 'Save and Close' button, a close button, a help button, and a 'Help' label. Below the title bar is a 'General' tab. The form fields are as follows:

Last Name:	<input type="text" value="Doe"/>	Business Phone:	<input type="text" value="213-555-5555"/>
First Name:	<input type="text" value="John"/>	Home Phone:	<input type="text" value="213-555-5555"/>
Middle Name:	<input type="text" value="A"/>	Mobile Phone:	<input type="text"/>
Job title:	<input type="text"/>	Assistant Phone:	<input type="text"/>
Company:	<input type="text"/>	File As:	<input type="text" value="Last, First"/>

Below the main form is a 'Business Address' section with a dropdown menu and a 'Mailing address' checkbox. The fields are:

Street:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Postal Code:	<input type="text"/>
Country/Region:	<input type="text"/>


To the right of the address section is an 'E-mail' section with a dropdown menu and the following fields:

Display Name:	<input type="text"/>
E-mail address:	<input type="text" value="john.doe@lausd.net"/>
Web page address:	<input type="text"/>

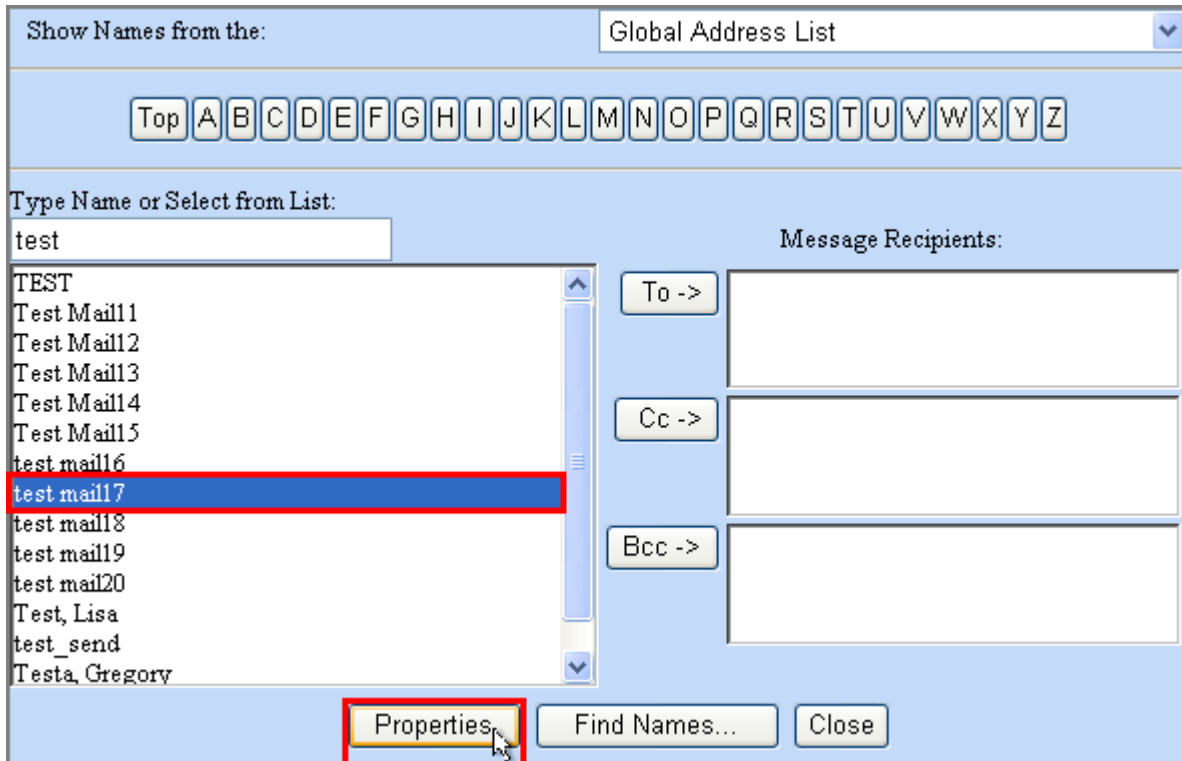
At the bottom left of the form is an 'Attachments:' button.

***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.

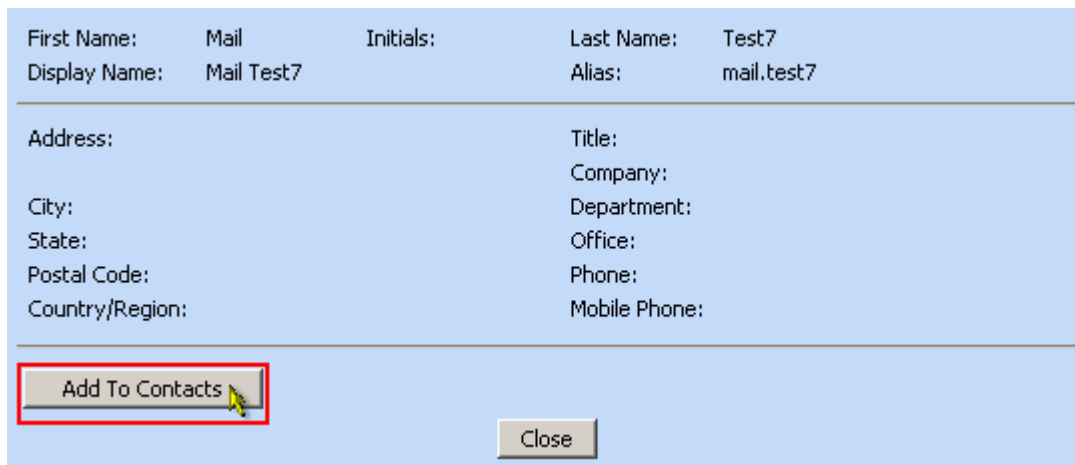
Creating Contacts from the Global Address Book:

1. Click on **Address Book** icon  from the navigation bar. Make sure that **Global Address List** is selected the in **Show Names From the** drop down menu.

2. Enter the contact name the list will update automatically..

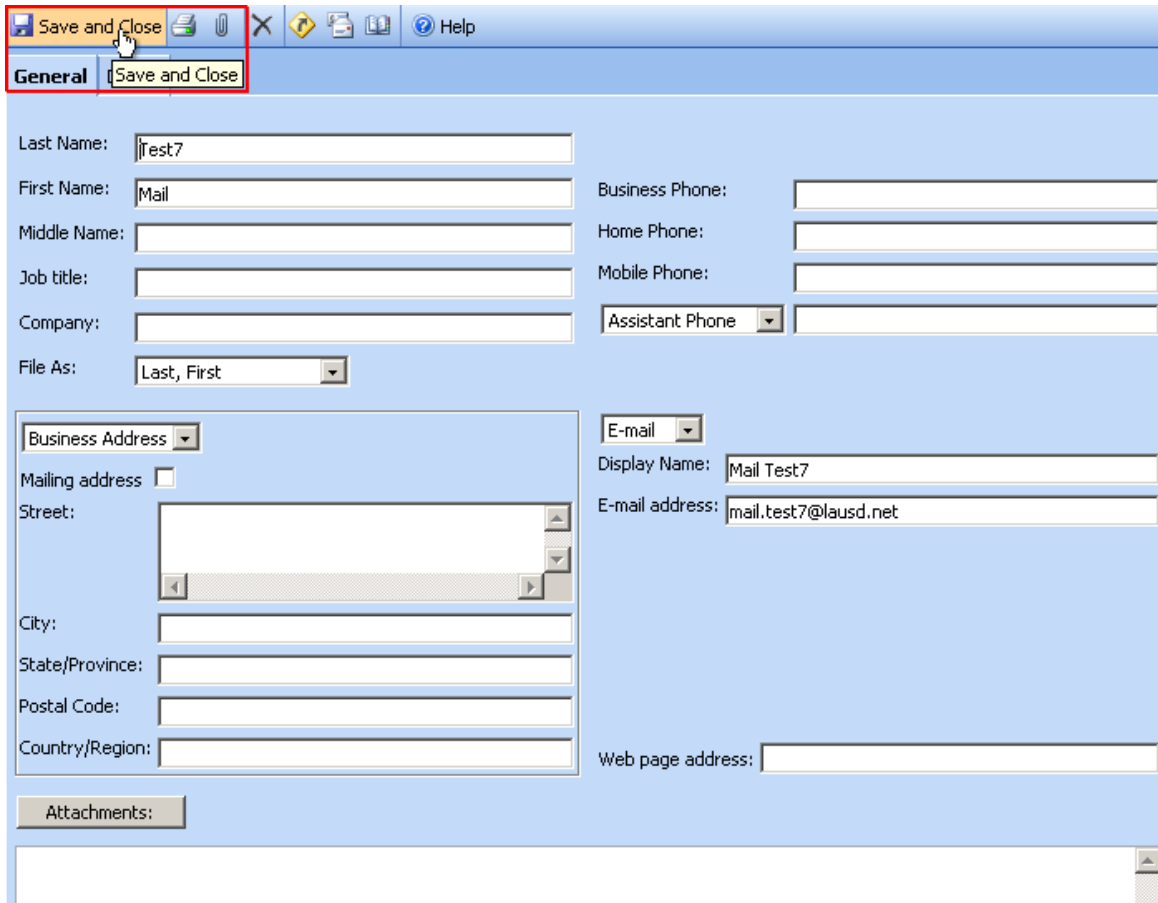


3. **Double-click** the desired name from the listed results (you can also select contact and click on properties)
4. Click the **Add to Contacts** button.



5. Enter any additional information you want to add

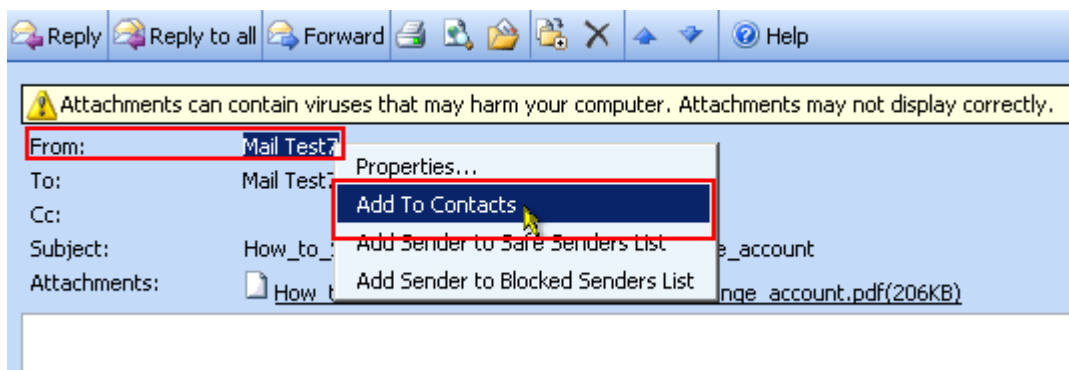
6. Click the **Save and Close** button.



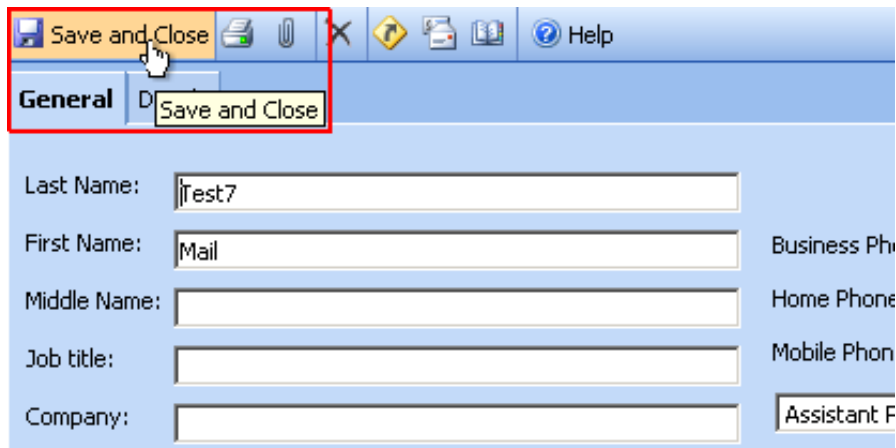
7. Click on **Close** for the profile and **Close** for the Global Address Book window

Creating Contacts within a receive E-mail:

1. Open any E-mail message receive.
2. The header part of the E-mail message will contain the senders Information right click on the contacts name and select Add to Contacts.



3. Enter any additional information you want to add about the contact.



The screenshot shows a contact form with the following fields:

- Last Name: Test7
- First Name: Mail
- Middle Name: (empty)
- Job title: (empty)
- Company: (empty)
- Business Phone: (empty)
- Home Phone: (empty)
- Mobile Phone: (empty)
- Assistant F: (empty)

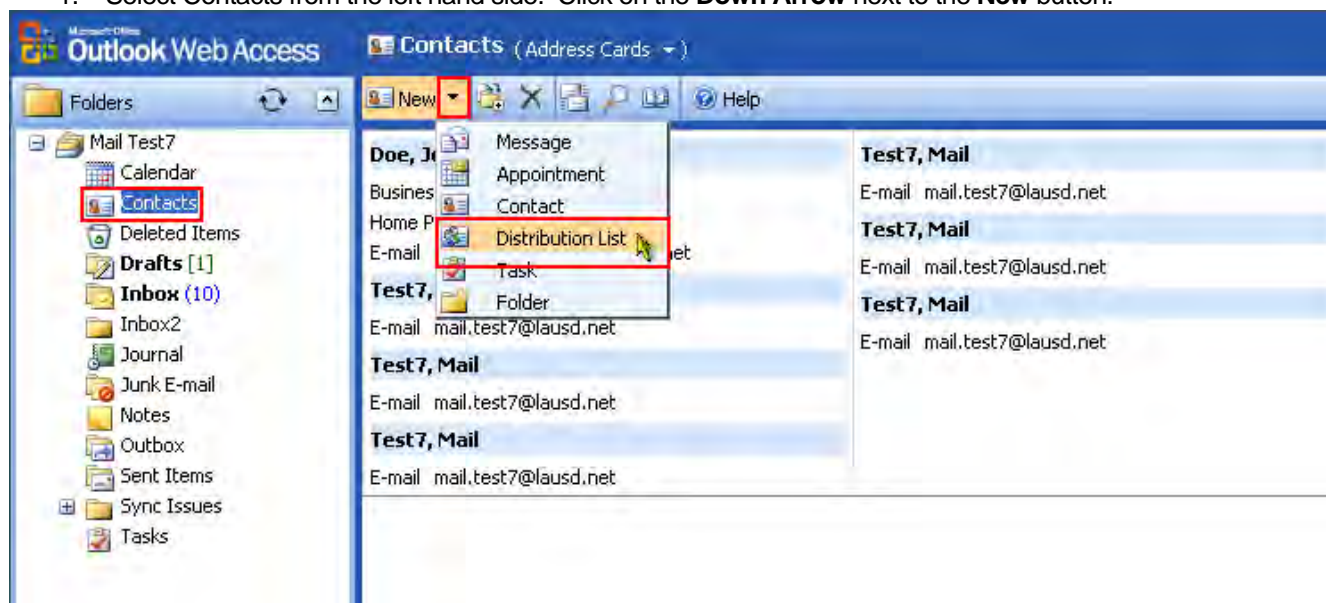
4. Click the **Save and Close** button.

***TIP:** Remember to edit email addresses in your contacts folder as staff migrated to the exchange server. You will have to change the 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 fewer steps involved when adding contacts from the Global Address list.

Creating a Distribution List

If you have contacts that are not LAUSD.net accounts you will first need to manually add those contacts to your contacts list. You do not need to create a contact when adding lausd.net email addresses. You can add them to your contact list directly from the Global Address list.

1. Select Contacts from the left hand side. Click on the **Down Arrow** next to the **New** button.



The screenshot shows the Outlook Web Access interface with the 'New' dropdown menu open. The 'Distribution List' option is highlighted. The left sidebar shows the 'Contacts' folder selected. The main area displays a list of contacts with email addresses.

2. Select **Distribution List**.

3. In the **List Name** field enter a name for the distribution list

Save and Close X Help

List Name: Work

Add to Distribution List:

Address Books
Find Names

Add

Name	E-mail address
------	----------------

Remove

4. Click on **Find Names** (You can also click on **Address Books** to find your contacts)
5. Click on the **down arrow** to select either from personal **Contacts** or **Global Address List**

Find names in: Contacts

Display name: Global Address List
Contacts

Last name: First name:

Title: E-mail:

Company: Department:

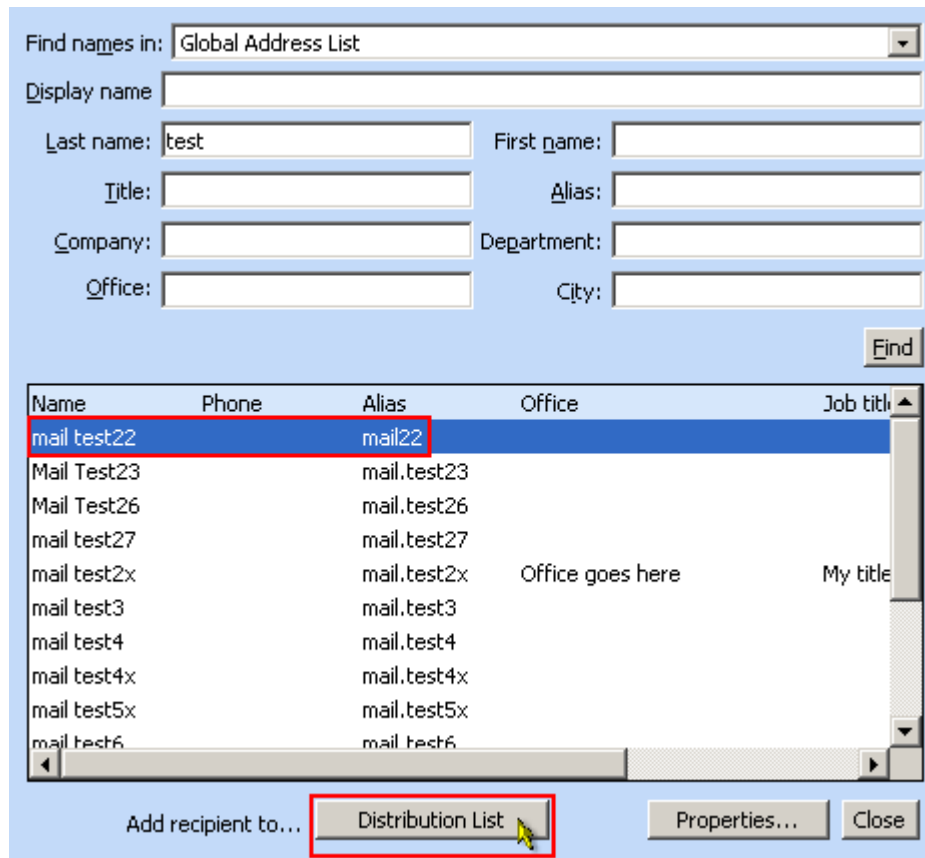
Office: City:

Find

Name	Phone	E-mail	Office	Job title	Company
------	-------	--------	--------	-----------	---------

6. Type in the **Last Name** of the contact you want to add
7. Click on the **Find** button
8. When the name is displayed, click on the name to **highlight** it.

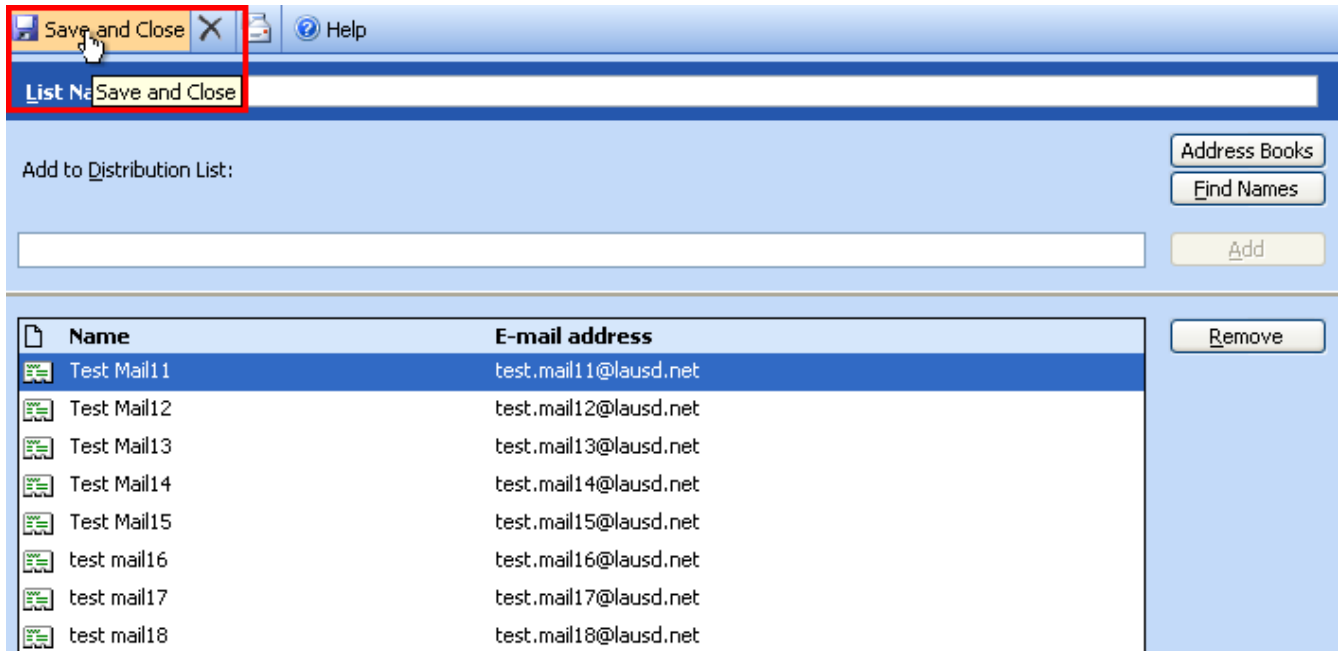
9. Click on the **Distribution List** button.



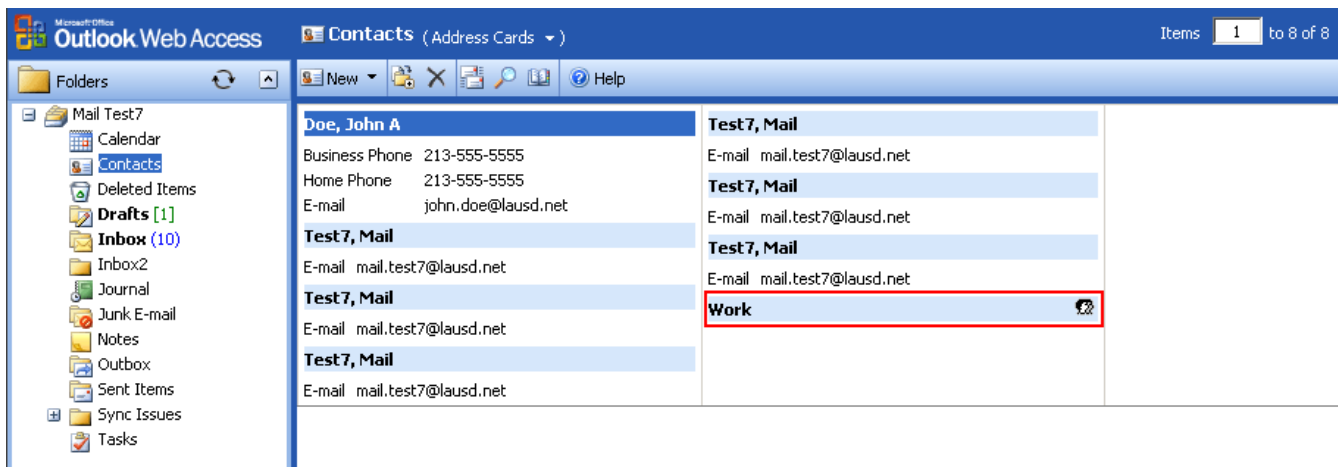
10. Repeat steps to **continue adding names** to your distribution list.


11. Click on the **Close** button in the Find Names dialog window.

12. Make sure you click on **Save and Close** or your distribution list will be lost.



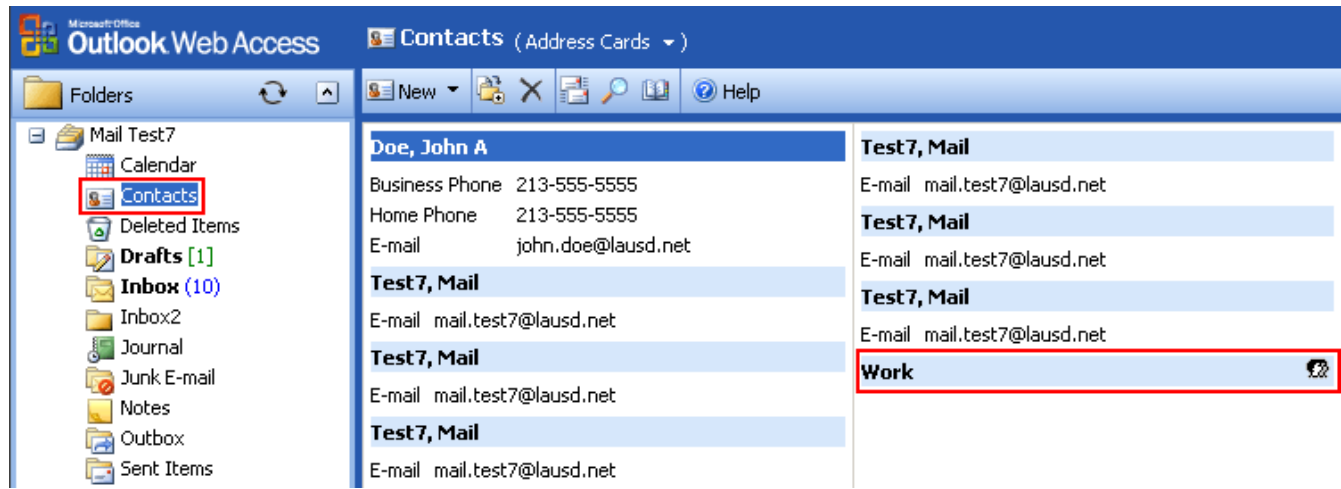
13. The distribution list will appear along with your contacts.



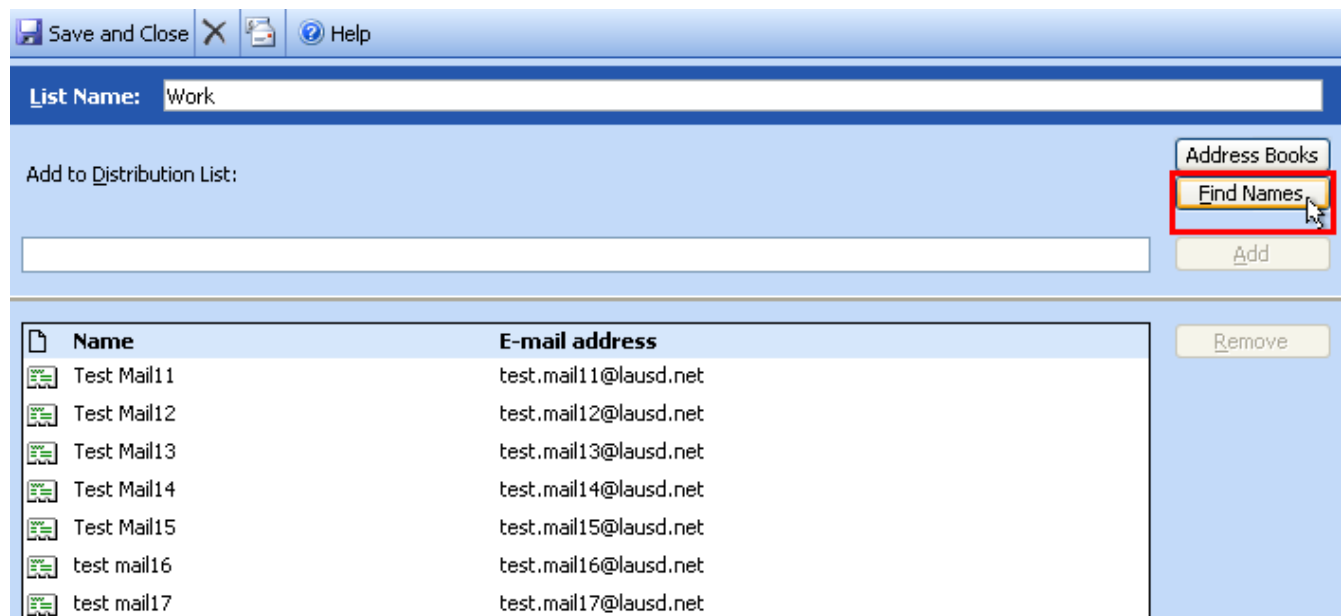
***TIP:** To send an email to your distribution list directly from the Distribution List window, click on Send Mail to List button  at the toolbar. The Untitled Message window will appear. Confirm the distribution list name then click OK button.

Add Names to an Existing Distribution List

1. Click on the **Contacts** folder in the left column
2. Double click on the desired distribution list.



3. Click on the **Find Names** button



4. In the **Find Names in** box, select the address book you want to search. **Note** you can also use the Address Book to find your contacts.
5. Search for the name by putting a name (last name preferred) in any search field
6. Press **Find**
7. From the list presented, highlight the name(s) you desire to add to the list.

8. In the Add Recipient To press the **Distribution List** button

Name	Phone	Alias	Office	Job title
mail test22		mail22		
Mail Test23		mail.test23		
Mail Test26		mail.test26		
mail test27		mail.test27		
mail test2x		mail.test2x	Office goes here	My title
mail test3		mail.test3		
mail test4		mail.test4		
mail test4x		mail.test4x		
mail test5x		mail.test5x		
mail test6		mail.test6		

9. Press **Close** to return to the list
10. When you are returned to the list, press **Save and Close** to save and exit

Removing Names from an Existing Distribution List

1. Click on the **Contacts** folder in the left column
2. Double click on the desired distribution list.

Outlook Web Access - Contacts (Address Cards)

Business Phone 213-555-5555
Home Phone 213-555-5555
E-mail john.doe@lausd.net

Test7, Mail
E-mail mail.test7@lausd.net

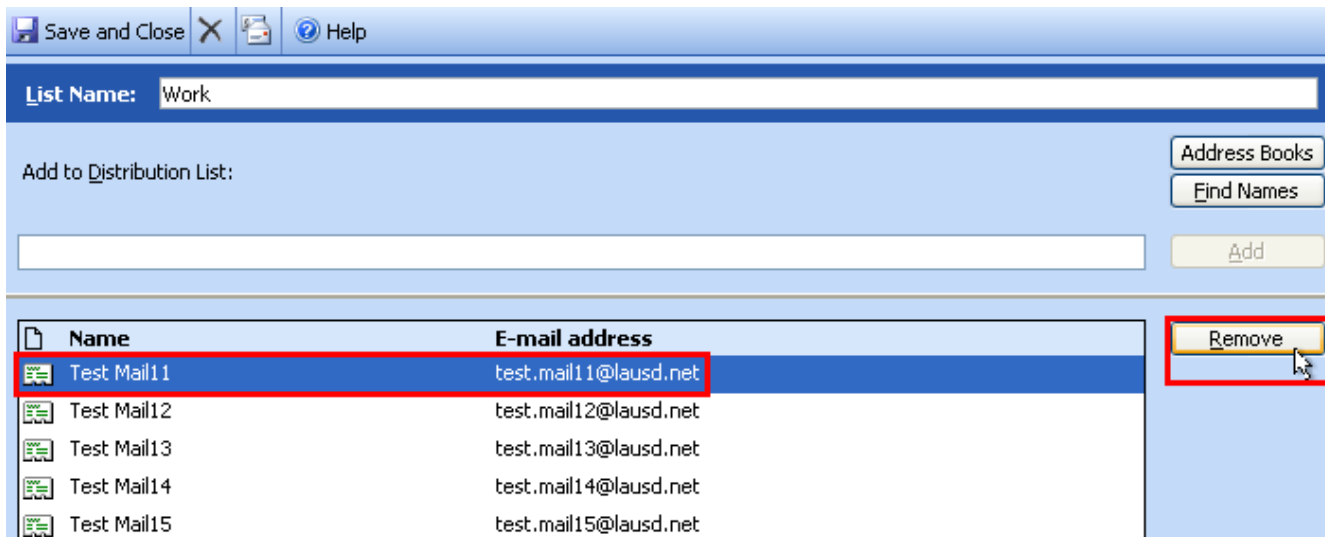
Test7, Mail
E-mail mail.test7@lausd.net

Test7, Mail
E-mail mail.test7@lausd.net

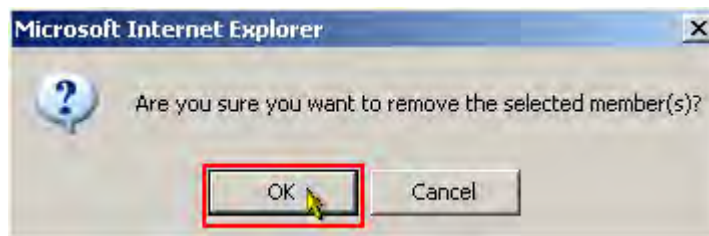
Test7, Mail
E-mail mail.test7@lausd.net

Work

3. Highlight the name to remove and press **Remove**



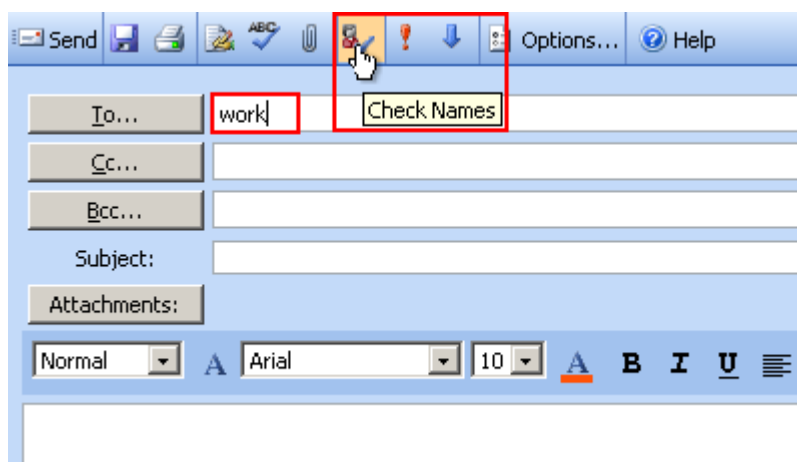
4. Confirm the deletion by clicking **OK** when prompted



5. When you are returned to the list, press **Save and Close** to save and exit

Using a Distribution List

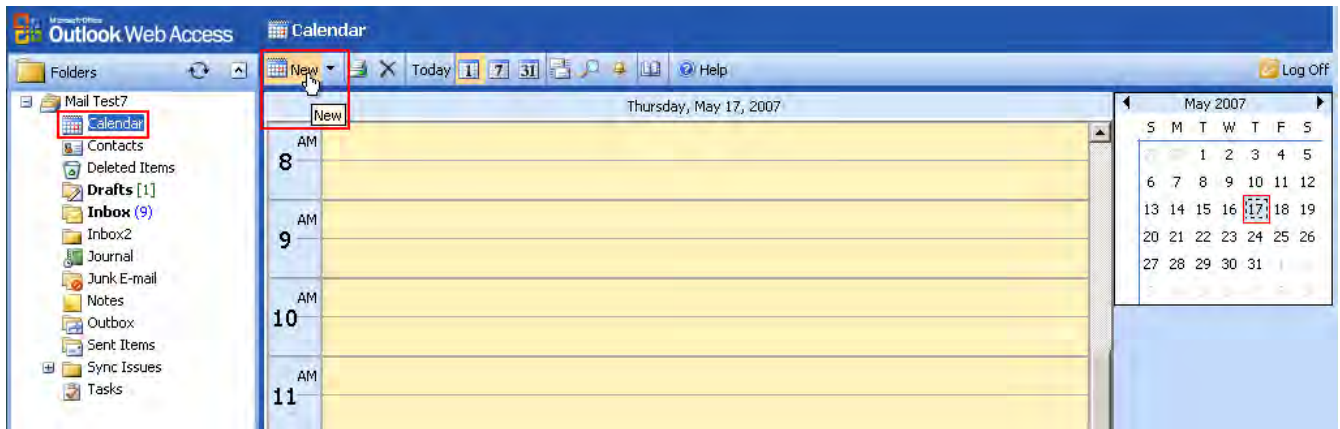
1. Select **Inbox (2)** on the left hand side
2. Click on **New** the following screen will show:
3. Type the **name of the distribution list** in the "To" field, and then click the **Check Names** button on the toolbar.



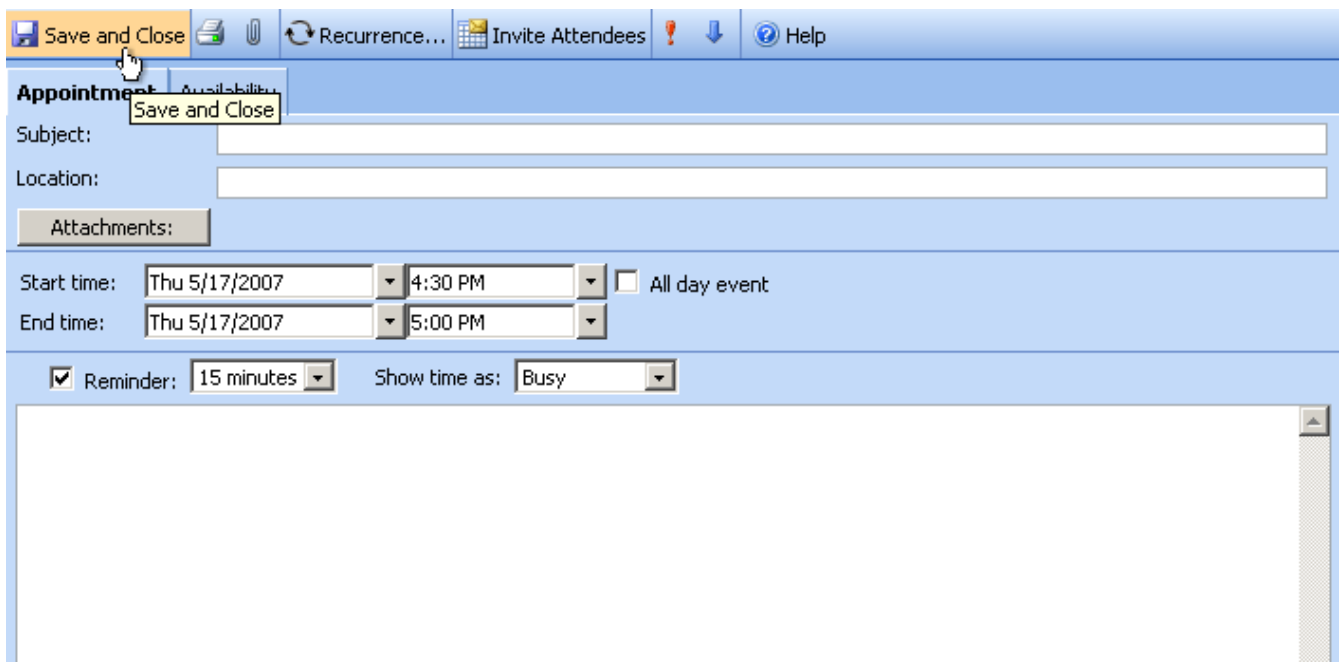
4. Complete the **Cc**, **Bcc**, **Subject** lines as needed well as the body of the message.
5. Click the **Send** button.

Creating Appointments

1. Click on **Calendar** from the menu bar on left side of the screen.
2. Click on the **New** button.



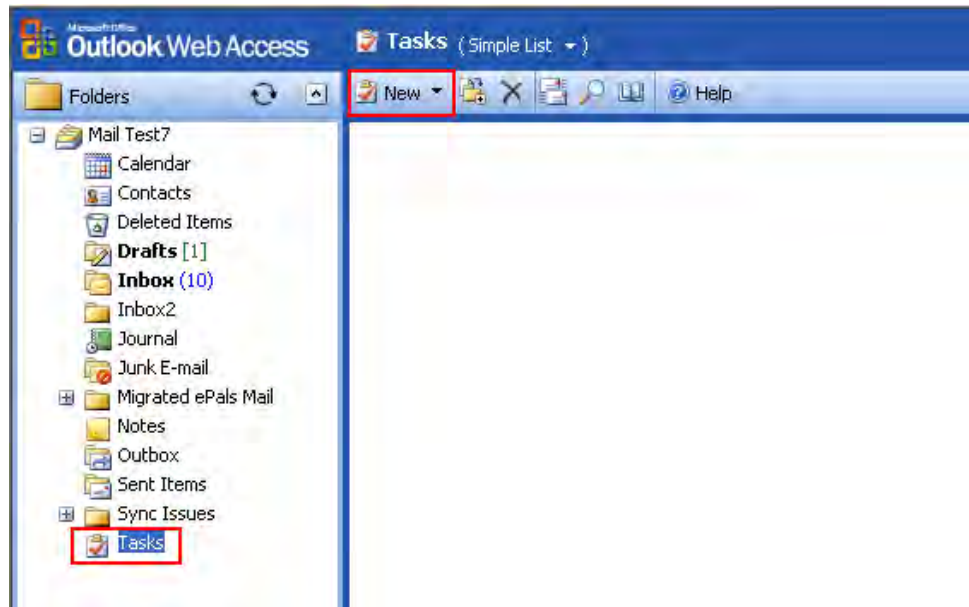
3. Enter **Subject, Location, Time and Reminder** information.



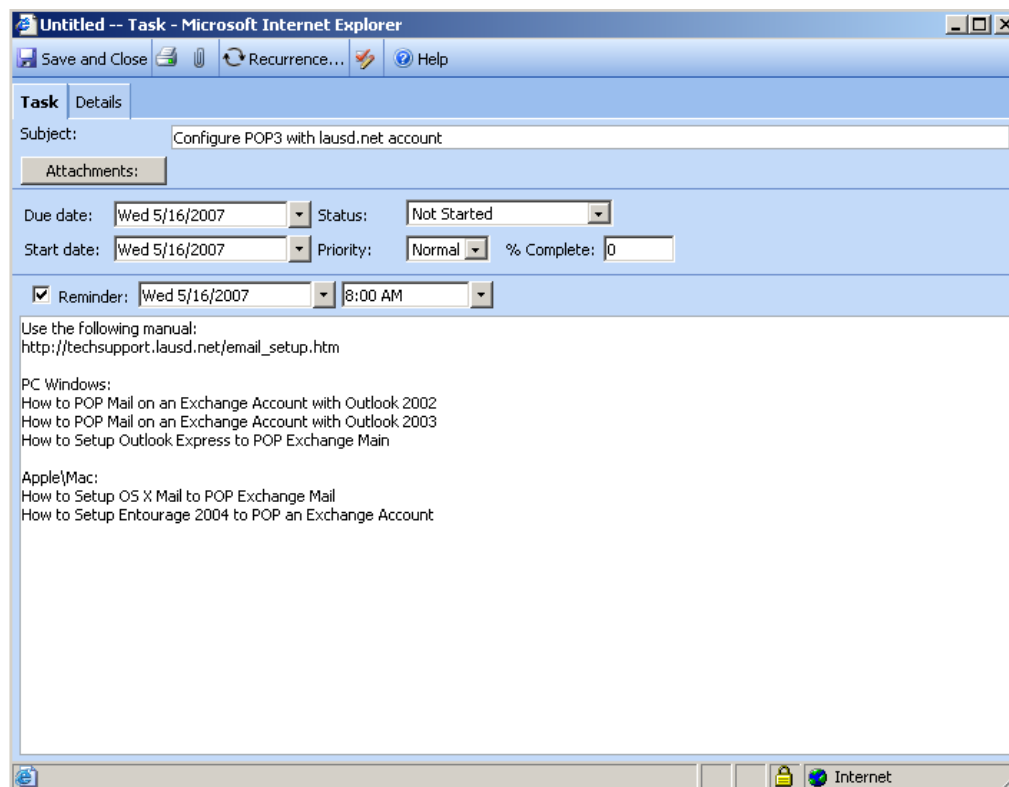
4. Click the **Save and Close** button

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.



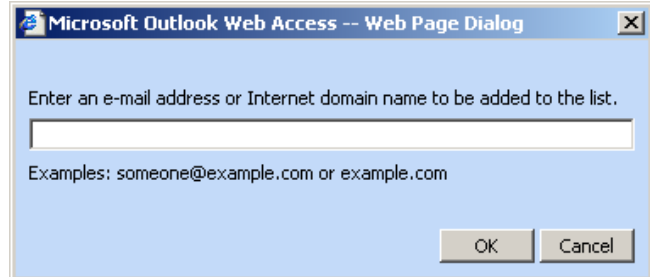
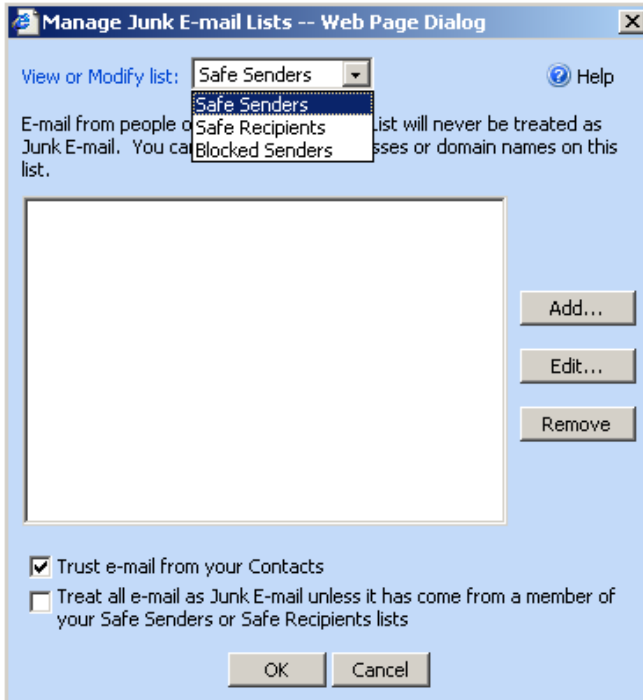
SPAM Filter

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.

The screenshot shows the Outlook Web Access interface. On the left is a folder list with 'Options' highlighted. The main area displays the 'Options' page with several sections: 'E-mail Security', 'Privacy and Junk E-mail Prevention', 'Appearance', 'Date and Time Formats', 'Calendar Options', and 'Reminder Options'. In the 'Privacy and Junk E-mail Prevention' section, the checkbox for 'Filter Junk E-mail' is checked and highlighted with a red box. Below it is a 'Manage Junk E-mail Lists...' button. The 'Options' button in the folder list is also highlighted with a red box.

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.

- To add to the list you can click **Add**. A window will open for you to input a address. Click **OK**.

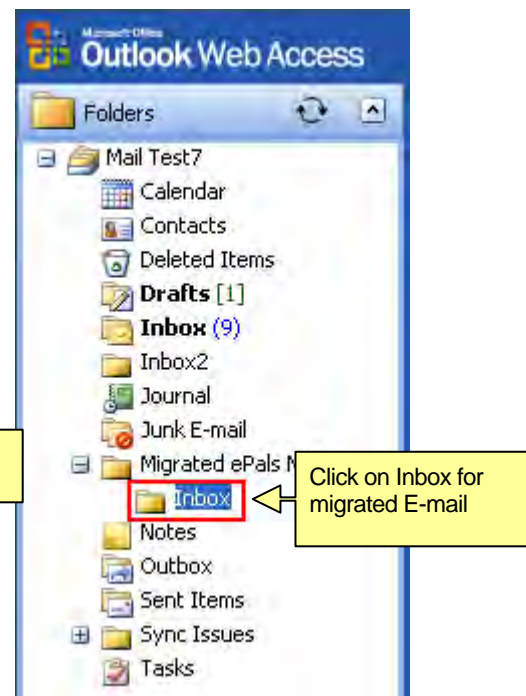
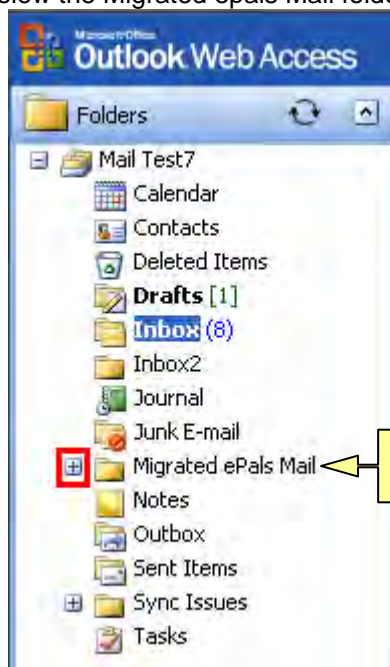


- Click the **OK** button.

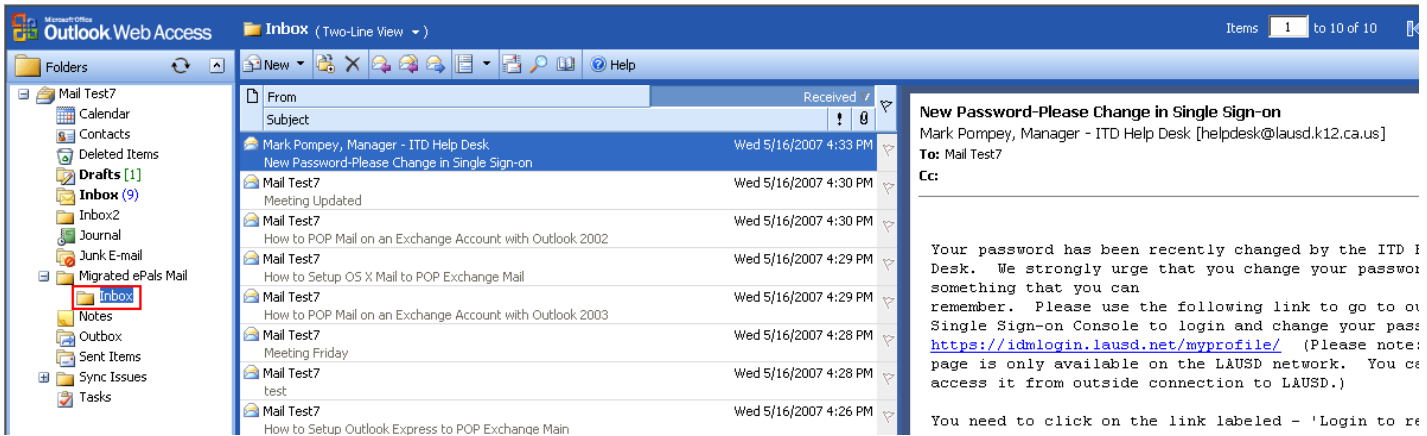
Viewing migrated ePals E-mail

To view folders in OWA follow the steps below:

- Open your browser and connect to OWA. You will be brought to your **Inbox** by default.
- You will see Migrated ePals Mail folder. Click on the **+** to expand the folder. You will see your Inbox right below the Migrated epals Mail folder.

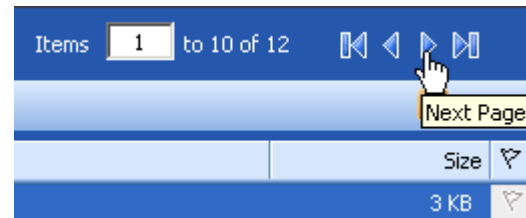
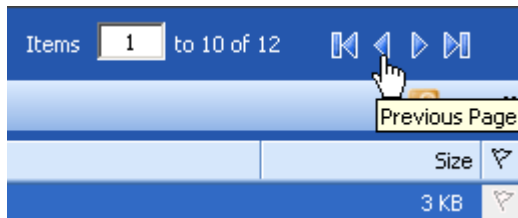


3. This is an example of a folder with migrated messages



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.



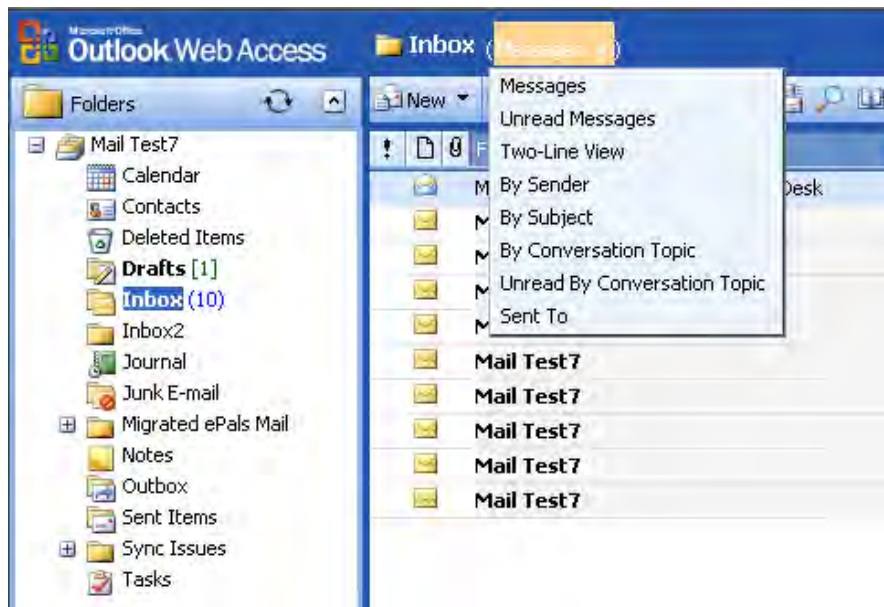
If you have more than 25 E-mail messages within any given folder you must use the navigation button located in the top right of the OWA screen. OWA will only display 25 messages per page by default.

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,

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



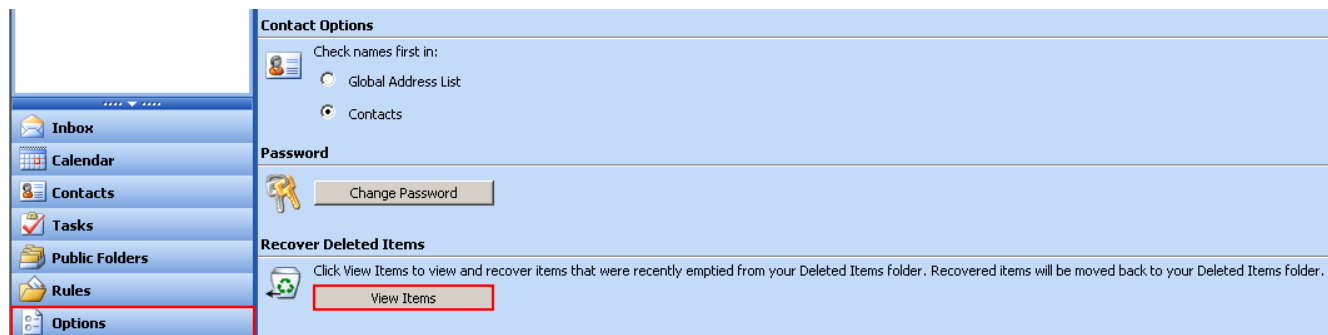
Messages	Displays all messages as they arrive in your Inbox. This is the default view.
Unread Messages	Displays only the unread messages in your Inbox.
By Sender	Groups and displays messages sorted by sender. To see all messages from a particular sender, click the plus sign next to the message group.
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 a limited time.

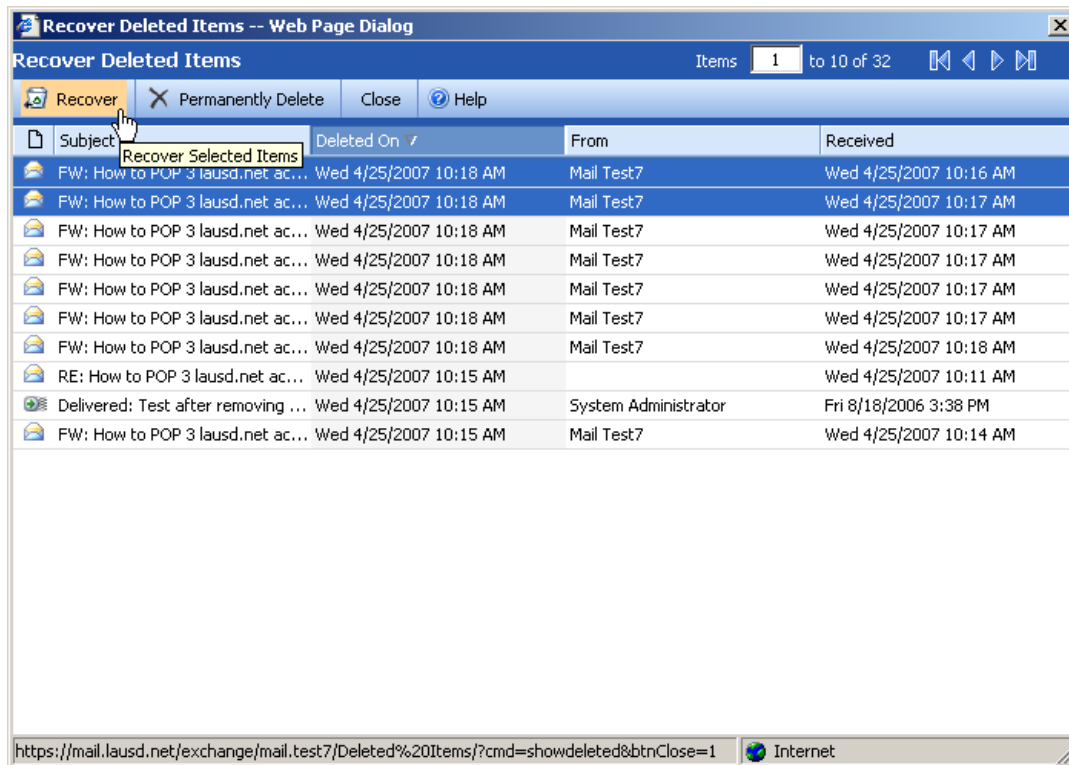
- To recover deleted items click on **Options** from the left hand side, scroll down to the **Recover Deleted Items** section



2. Click on **View Items**.

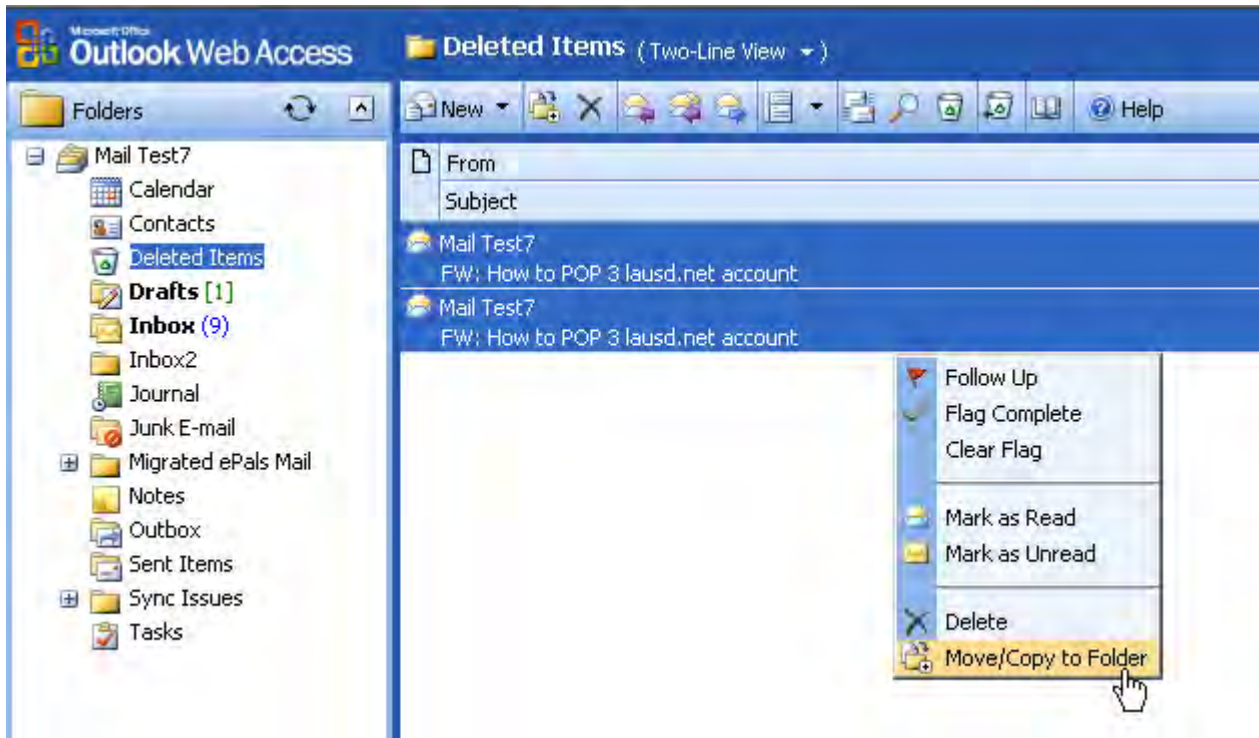
Note: E-mail message over 30 days old will be permanently deleted and cannot be recovered.

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.

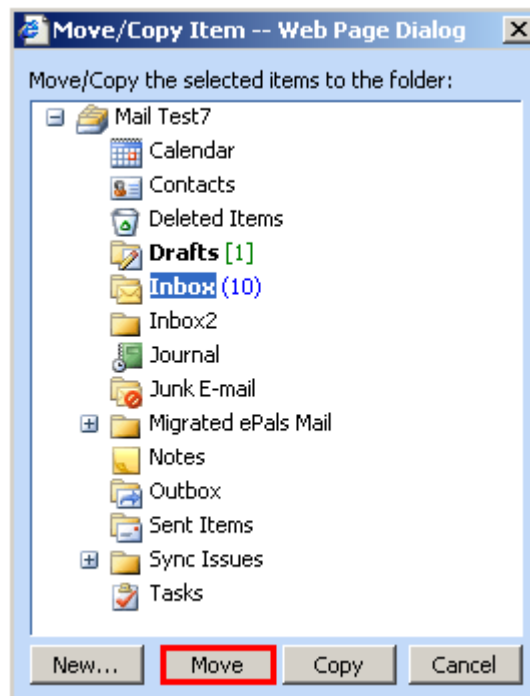


3. Now that your messages have been moved over click on **Deleted Items** from the left hand side.
4. Select the messages that have been moved to Deleted Items

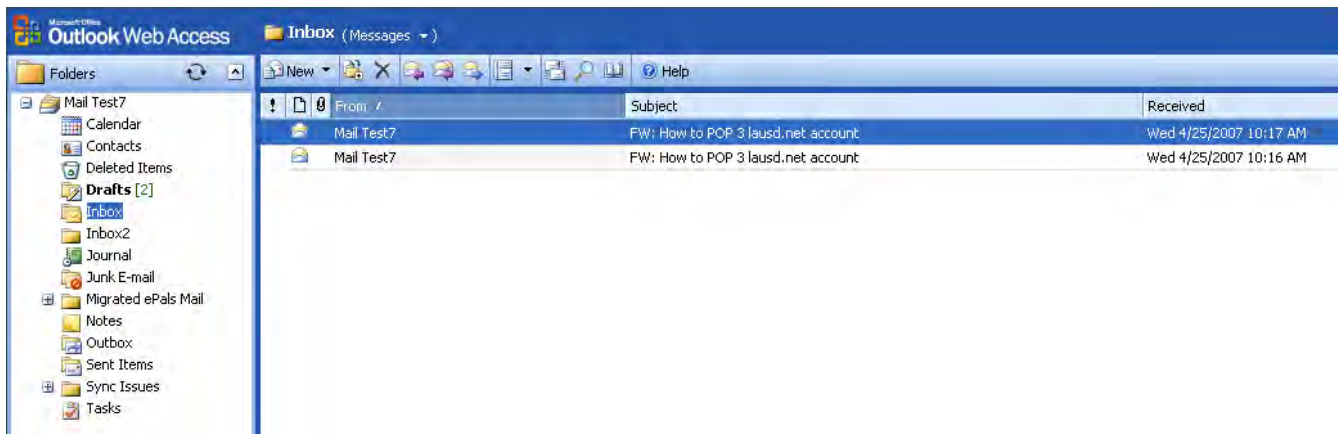
5. Right click and select **Move/Copy to Folder**



6. Select the **Inbox** folder and click **Move**.



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



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 Service 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 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.

PC\ Windows:

[How to POP Mail on an Exchange Account with Outlook 2002](#)

[How to POP Mail on an Exchange Account with Outlook 2003](#)

[How to Setup Outlook Express to POP Exchange Mail](#)

This guide was created using the latest version of Internet Explorer 6.0. OWA will work Internet Explorer 7.0 for Windows XP however upgrading to that browser is not recommend at this time. Windows Vista Internet explorer is not supported and may not work with LAUSD.net mail.