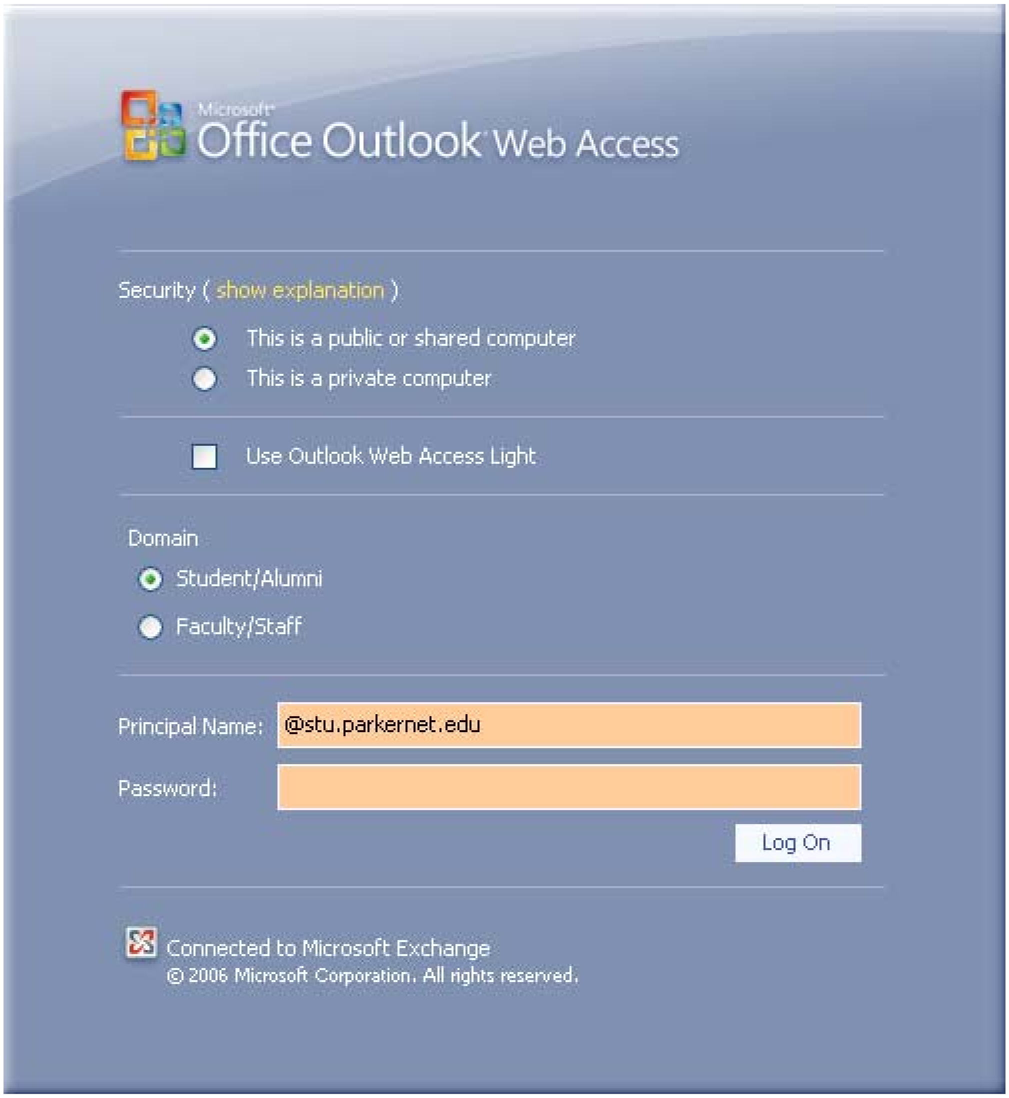
Outlook Procedures

Accessing Email

- You may access your web e-mail by clicking the E-Mail Access link on the MyParker Home page in the left navigation sidebar menu.



You will login with the User Name given to you by the Information Services Office (IS) (usually first initial and last name), jtester@stu.parkernet.edu.

Example Login to Web Mail: JDoe@stu.parkernet.edu

Your password will be:

- Put in your initial password following this formula:
    1. Two digit day of birth +
    2. UPPER case initial of first name +
    3. UPPER case initial of last name +
    4. Last four digits of your social security number
- Example: **J**ane **D**oe was born July **4**th. Her SSN on record with the college is 231-21-**1234.** Her initial password would be **04JD1234**

Your email account will be your **loginname@parkercc.edu**.

Example e-mail account: JDoe@parkercc.edu

Outlook Web Access

Navigation Pane

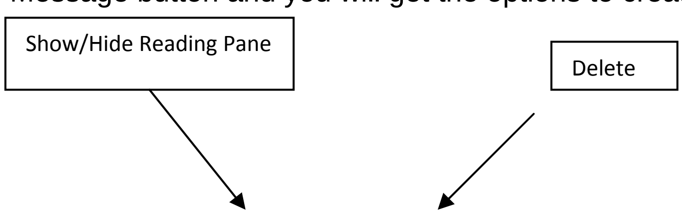
The Navigation Pane, located next to the main window, is made up of two areas:

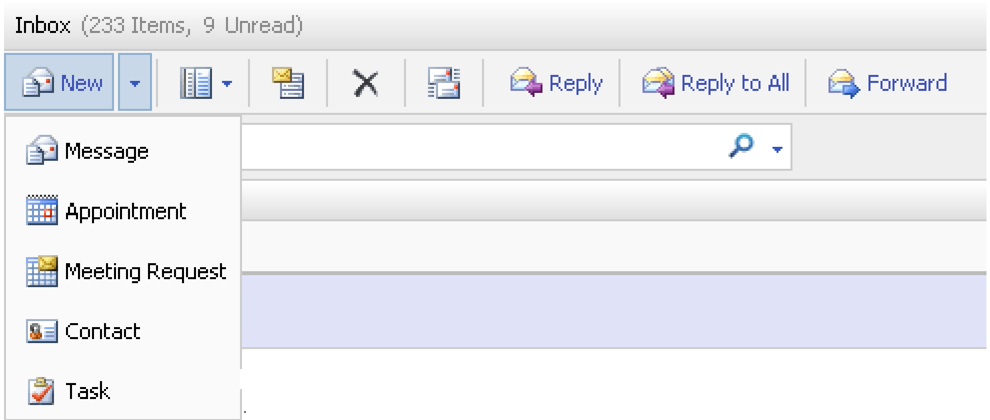
- An expandable folder list that provides access to your personal Outlook Web access folders and any folders you create.
- A set of buttons that provide one-click access to your Inbox, Calendar, Contacts, and Tasks.

When you click any folder or button in the Navigation Pane, the contents are displayed in the main window.

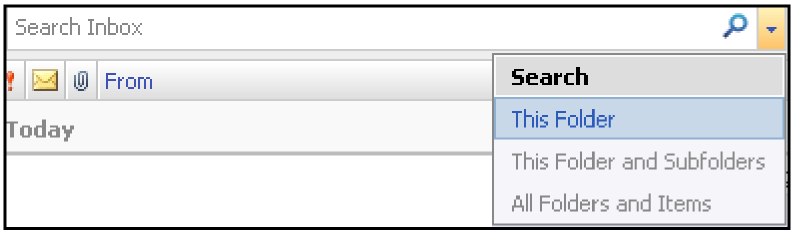
Inbox Toolbar

The toolbar allows you to create messages, appointments, contacts, and tasks. Click the arrow next to the New Message button and you will get the options to create other items.

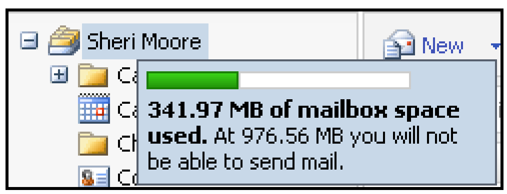



Inbox (233 Items, 9 Unread)
New
Reply
Reply to All
Forward
Message
Appointment
Meeting Request
Contact
Task

- New Button – Allows you to create a new item, such as new message, appointment, meeting request, contact, or task.
- Show/Hide Reading Pane – This allows you to choose whether you want the reading pane on the right, bottom or off.
- Multiple/Single Line view – you can choose if you would like to see the first line of the incoming message or if you only want to see who it is from and what the subject line is.
- Delete – Moves selected items to the Deleted Items folder. Hold the SHIFT key when you click this button to permanently delete the item.
- Check for New Messages – Checks the server for new messages, also refreshers your browser window.
- Reply – Reply to the sender of the email only.
- Reply to All – Reply to the sender and everyone who the email was sent to.
- Forward – Forward the email along with attachments.
- Search – Allows you to search your folders for emails from someone or a specific subject.

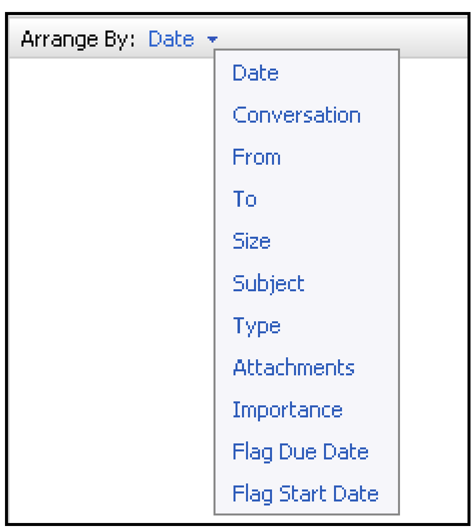


- Click on your name at the top of folders list.



- This will show you how much mailbox space you have left. When this runs out you will not be able to send or receive email.

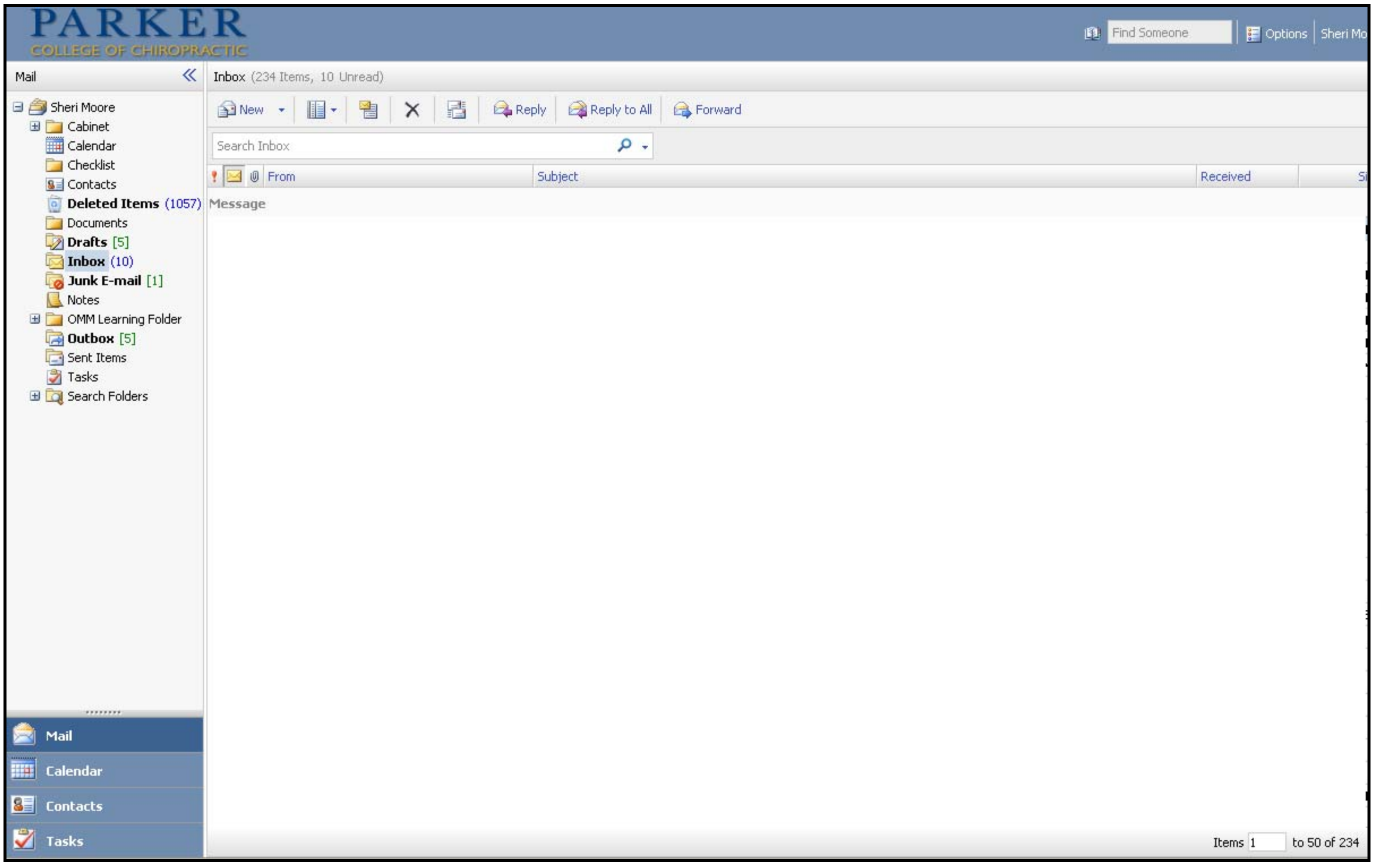
- When clicking on your name in the folder list you will also be able to choose how you want to arrange your emails in the inbox.



- Also if you want the newest on top or bottom of the list.

Main Inbox Window

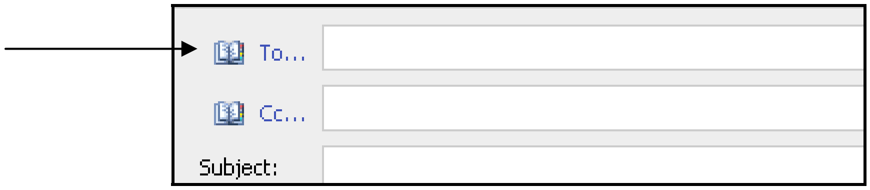
This is the first window that will open up every time you launch the Outlook Web Access Client.



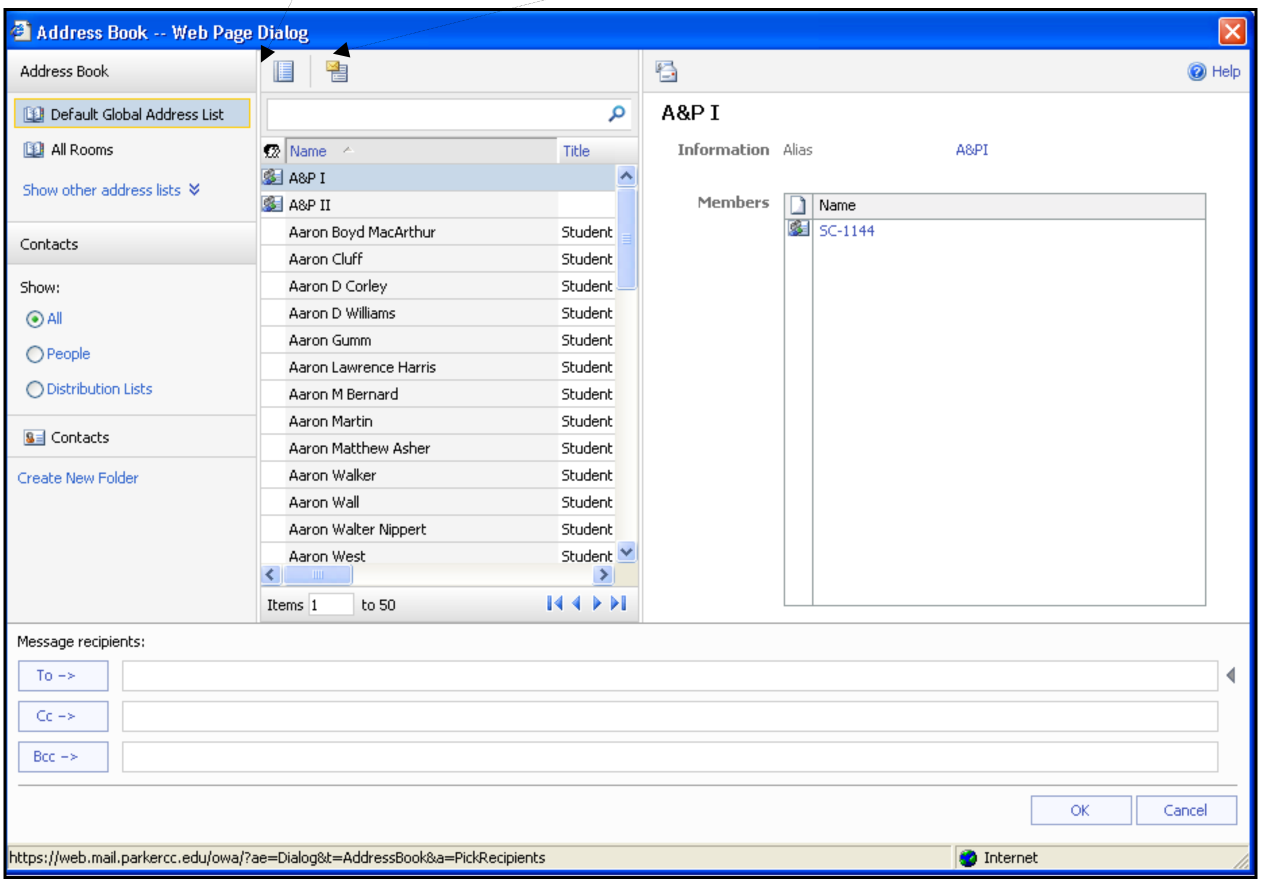
Click the folder items at the bottom left hand side of your screen to move from the inbox, calendar, contacts, tasks, etc. Or you can choose the same folders in the upper left hand side.

Sending a Mail Message

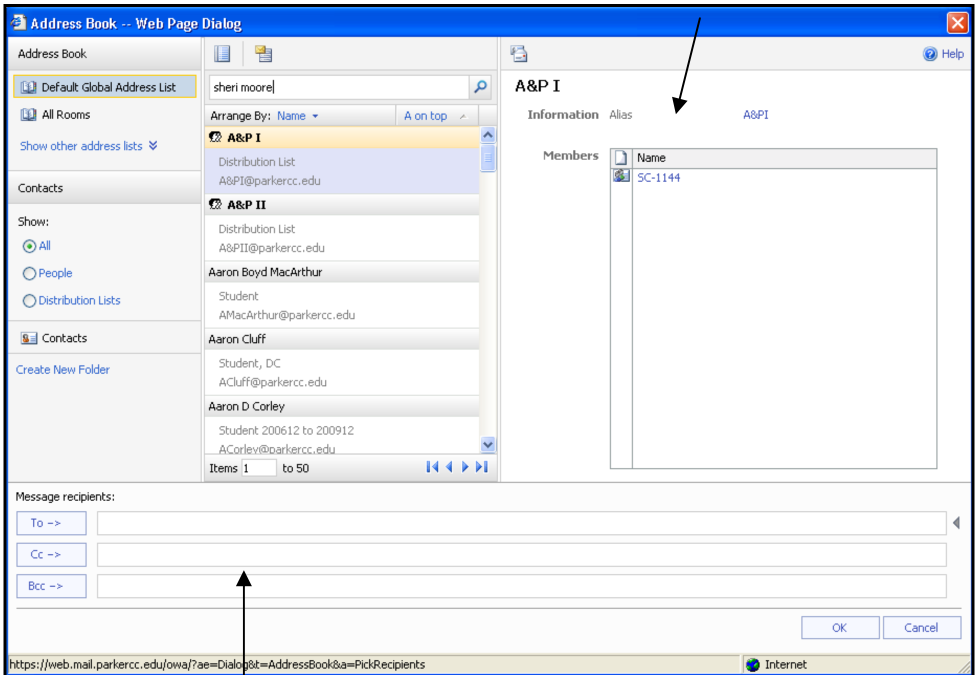
1. From the Outlook Inbox Window, click the New Message Button.
2. The new message window will open.
3. If you receive the message:  you will have to hold your CTRL key when you click the New Message button.
4. Type the name of the person you want to send the email to OR,
5. Click the TO: button and the Find Names – Web Page Dialog box will open.



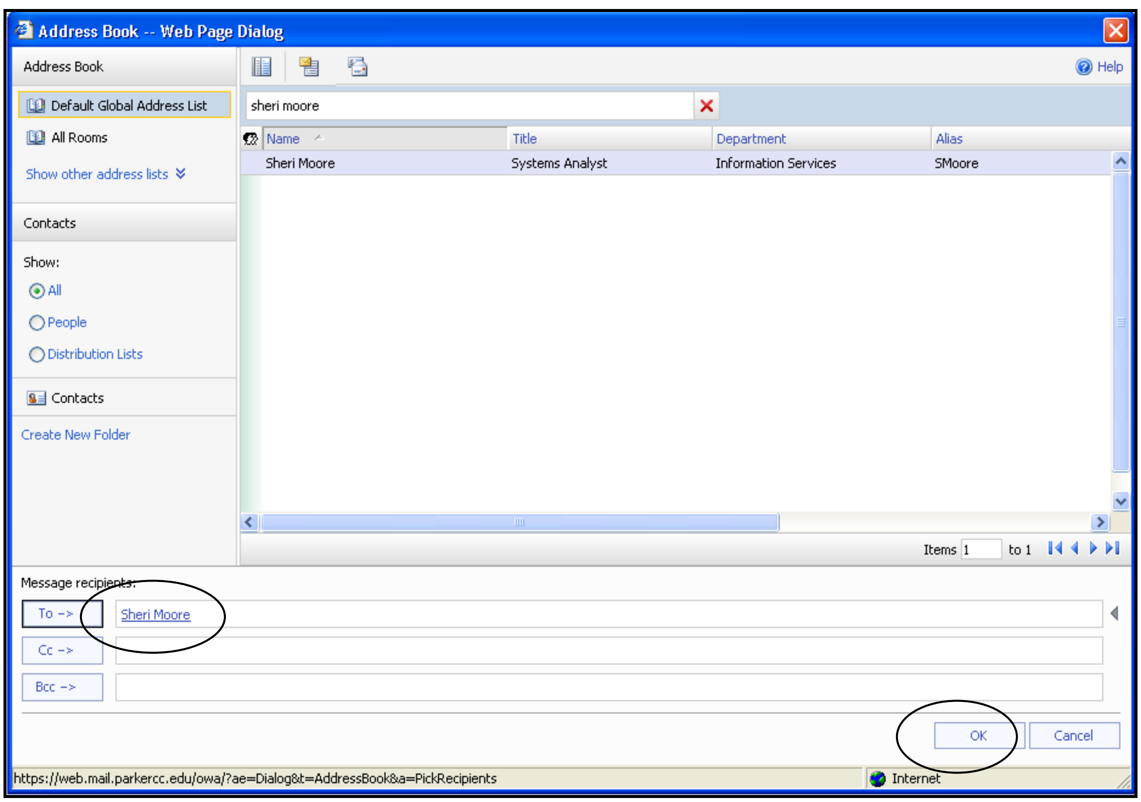
6. You can turn off the reading pane on this view and choose if you want to see a single line for each entry or multiple lines.



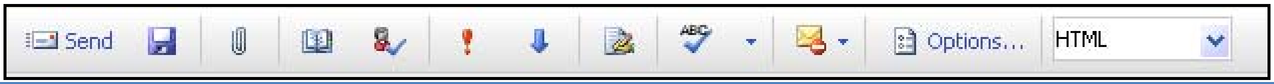
7. Enter the First and Last Name, click on the search button or hit enter to begin the search.



8. Click the To or double click on the name from the search and this will be entered into the To box.
9. Click the OK button and the name will be entered on your message. After you have sent an email one time the information will automatically show up the next time you enter that persons name or email address.



New Message Window

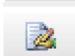
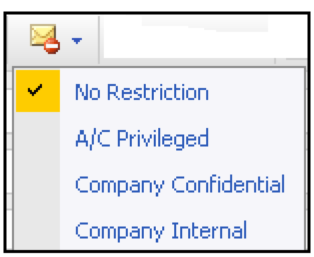


1. Send Button – sends your message when you have completed it. 

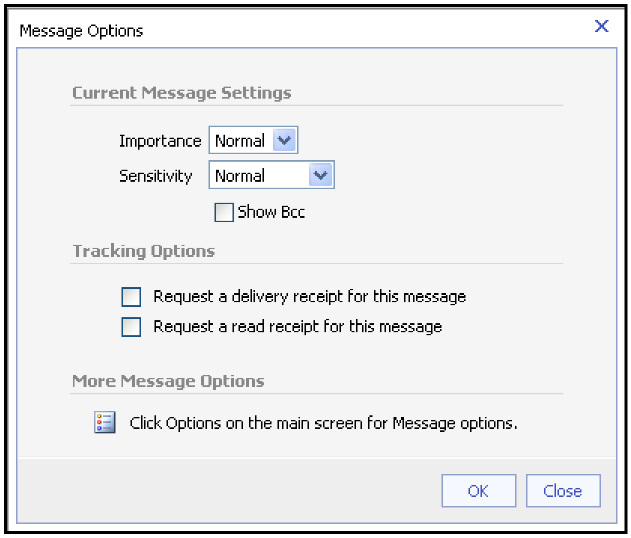
2. Save – Saves your message in the drafts folder until you are ready to send it. 
3. Attachment – click to browse for attachments. 
    a. Click Add Attachment (paperclip).
    b. Browse to where the attachment is located.
    c. Click Attach. The file will appear in the Attach box.
    d. To view an attachment : Right-click and choose open or save target as if you want to save it to your computer.

    ** Important Note: Attachments are not copied when you reply to a message. To include attachments, forward the message instead of replying to it.

    **Attachments can only be opened with the program they were created in or a viewer for that program. Having an email account does not guarantee that someone can open an attachment.

4. Address Book – click to search address book. 
5. Check Names – click to see if the name you have entered matches with a name in the address book. 
6. Importance High-  - Click to show High importance of message.
7. Importance Low -  - Click to show Low importance of message.
8. Insert Signature -  - Insert your signature.
9. Spell Check -  - Click to check the spelling of your message. Can also be set in options to check automatically.
10. Message Classification - 

11. Options - 

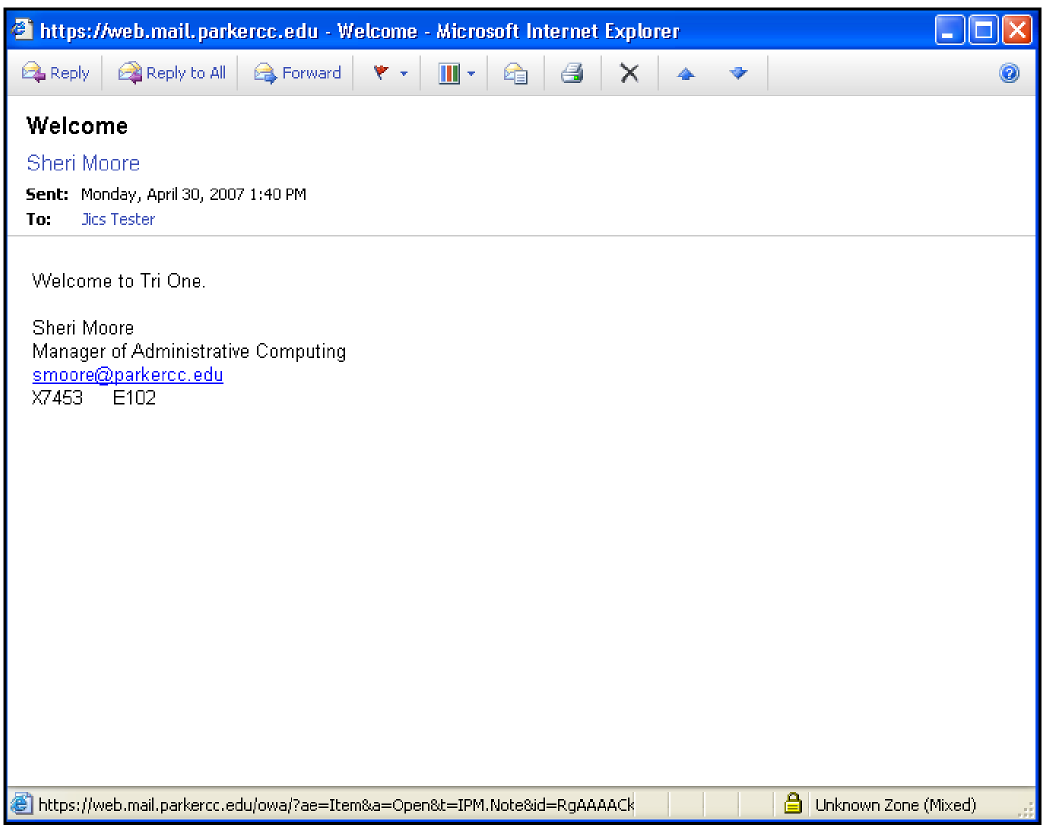


12. Type message click send.

Read a message

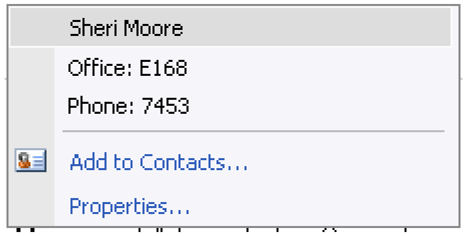
To read messages double-click on the message and a window will open with the message in it. When you are finished close the box.

NOTE: Attachments can only be opened if the program used to create them, or a viewer for the attachment is on your computer.



The read message form displays the following information:

- From: The name of the sender
    - To add the sender to your Contacts, right-click the sender's name and select Add to Contacts.

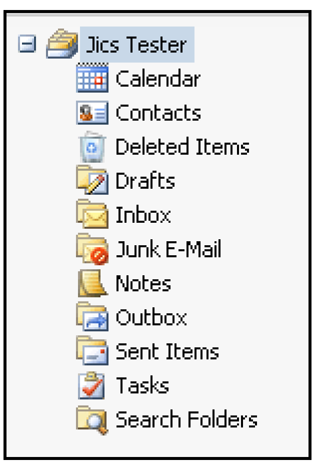


- Sent: The date and time the message was sent.
- To: The names of everyone the e-mail was sent to.
- Cc: The names of the carbon-copy recipients.
- Subject: The subject of the message
- Message

To add the sender or any of the other recipients to your Contacts Folder, right click the name and then click Add to Contacts.

Folders

Default e-mail folders



1. Calendar – your personal calendar to keep track of daily events.
2. Contacts – your personal contacts.
3. Deleted Items – Stores messages that you delete. After you delete a message from this folder it's permanently removed from your mailbox.
4. Drafts – Stores messages you save. You can save messages you want to finish composing or sent at a later time.
5. Inbox – Stores newly received e-mail messages. New e-mail messages are displayed in bold type.
6. Junk E-mail – Stores newly received e-mail messages that have been identified as junk e-mail. Check regularly to make sure you did not receive something that was accidentally put into this folder.

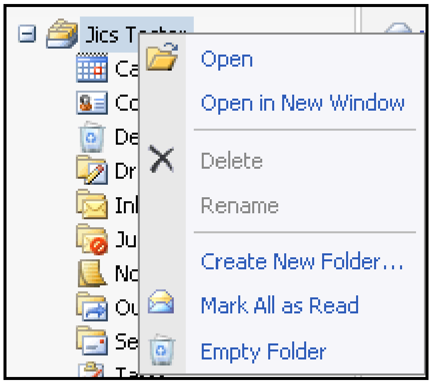
7. Outbox – Stores outgoing e-mail messages until they are sent.
8. Sent Items – Stores a copy of each message that is sent.

Create and Delete Folders

Folders are placed in alphabetical order and this cannot be changed.

Create a new mail folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your Inbox.
2. Right-click the folder in which you want to create a new folder. For example, to create a subfolder in your Inbox, right-click **Inbox**. To create a new folder at the same level as your Inbox, right-click your name at the top of the folder list.
3. Click **Create New Folder**.
4. Type a name for your new folder.
5. Press ENTER to save your changes.



Create a new calendar folder

1. In the Navigation Pane, click **Calendar**.
2. Click **Create New Calendar**.
3. Type a name for the new calendar.
4. Press ENTER to save your changes.

Delete a folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.
2. Right-click the folder that you want to delete.
3. Click **Delete** on the menu.

Note: After you delete a folder, it is moved to the Deleted Items folder. The folder is not permanently removed until you delete it from the Deleted Items folder.

Rename a folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.
2. Right-click the folder that you want to rename, and then click **Rename**.
3. Type the new folder name, and then press ENTER.

Note Some folders, such as the Inbox, cannot be renamed. If the folder cannot be renamed, the **Rename** option will in the menu will appear dimmed.

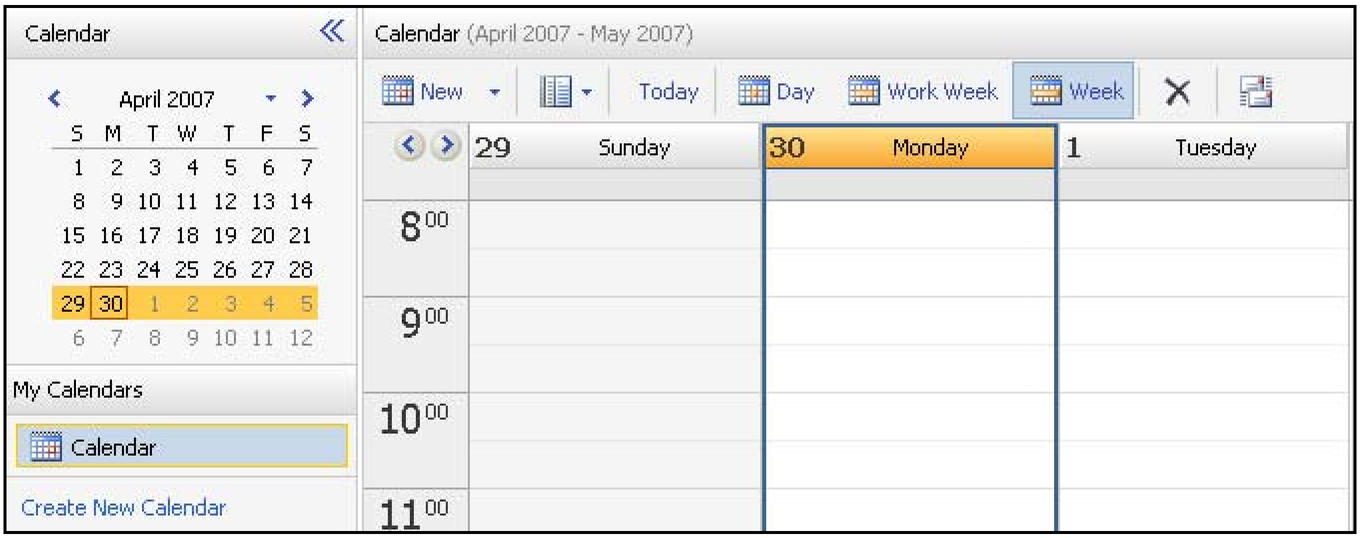
Move or copy a folder

1. In the navigation pane, click **Mail** to view the list of all folders in your mailbox.
2. To move a folder, drag it to the location to which you want to move it.

To copy a folder, hold down the CTRL key as you drag the folder to the location that you want. A plus sign will appear next to the pointer as you drag the copy.

Calendar Toolbar

When you click the Calendar folder you will get the calendar view. You can choose to see your calendar by day, work week, or week.



Appointments

Appointments are commitments that only you are required to attend. Examples of appointments include a visit to a physician, picking up a child at school, or time that you set aside to work on a project. When you create an appointment on your calendar, you can set how that time will appear (such as Busy or Out of Office) when others view your schedule.

Create an appointment

- In **Calendar**, on the toolbar, click **New**.

Note: You can also create a new appointment by double-clicking a time slot on any calendar view.

- In the **Subject** box, type a brief description of the appointment.
- In the **Location** box, type the location where the appointment occurs.
- In the **Start time** and **End time** lists, select the dates and times.
- In the **Show time as** list, select 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.

- If the default time interval for reminders is not satisfactory, set it to what you want.
- If you want to prevent other people from viewing the details of the appointment, click **Private**.
- In the message body, type any additional information.
- Click **Save and Close**

Request a Meeting

In the Calendar, you can create a new meeting request by clicking the down arrow next to **New** on the Calendar toolbar, and then selecting **Meeting Request**. You can also create a new meeting by creating a new calendar item and clicking Invite Attendees on the toolbar.

Create a meeting request

1. In Calendar, on the toolbar, click **New**.
2. On the **Appointment** toolbar, click **Invite Attendees** .
3. In the **Required** and **Optional** text boxes, type the names of the people who you want to receive this meeting request.
4. In the **Start time** and **End time** lists, select the appropriate dates and times. If you want the meeting to occur regularly, click **Recurrence**
5. In the **Show time as** list, select how you want your schedule to appear for the duration of the meeting. Your selection (**Busy**, **Free**, **Tentative**, or **Out of Office**) is what other people see when they view your schedule and the schedules of all attendees.
6. Select the **Reminder** check box to be reminded about this meeting. This also reminds all recipients of the meeting request if they have reminders enabled on their calendars.
7. Type a message to accompany your meeting request in the message text area, and then click **Send**. A meeting request is sent to each attendee, and the new meeting is added to your schedule. Each person who receives your meeting request can accept, decline, or accept it tentatively.

The Scheduling Assistant

You can complete most tasks that are required to set up a meeting by using the Scheduling Assistant.

1. Create a new meeting request and click the Scheduling Assistant tab.
2. Under **Select Attendees**, type the names of the people who you want to attend your meeting.
3. To set an attendee as Required, Optional, or Resource, click the icon next to the name. Every time that you click the icon, it changes to the next setting.
4. The availability chart automatically displays all your attendees' schedules on the day of your meeting with the time of your meeting highlighted. A blue bar in the schedule window next to a name means that person is busy at that time.
5. To change the meeting date, click the **Start** or **End** box, and then select a new meeting date.
6. To move the meeting time, click the center of the highlighted bar that represents the meeting time, and then drag the meeting to a different time.
7. After you verify availability, click the **Appointment** tab to finish filling out your meeting request.

Cancel a Meeting

1. In **Calendar**, open the meeting you organized.
2. On the toolbar, click **Delete** (X).
3. In the **Alert** dialog box, click Yes to send a cancellation notice to the people you invited to the meeting.
4. If you want to include a message stating why you are canceling the meeting, type your message in the body of the cancellation form.
5. Click **Send**.

Contacts

Contacts are your **personal address book** and the place to store information about the people you regularly communicate with.

Create a contact

1. In the Navigation Pane, click **Contacts**.
2. In Contacts, on the toolbar, click **New**.
3. In the new contact window, type the information that you want to include for the contact.
    - **Profile** includes the contact's name and job information.
    - Use **File As** to select how you want the contact to be displayed in the Contacts folder.
    - **Contact** includes the contact information for the contact. This includes telephone numbers and e-mail addresses.

      Note In some boxes, you can use the drop-down lists to record multiple entries. For example, the E-mail list lets you store up to three different e-mail addresses for a contact (**E-mail**, **E-mail 2**, and **E-mail 3**). You can also store multiple telephone numbers in addition to the business, home, and mobile telephone numbers.

    - Use **Addresses** to store the business, home, and other addresses for a contact.
    - **Details** is where you can add attachments, such as a Word document or notes about the contact.
4. Click **Save and Close**.

Distribution Lists

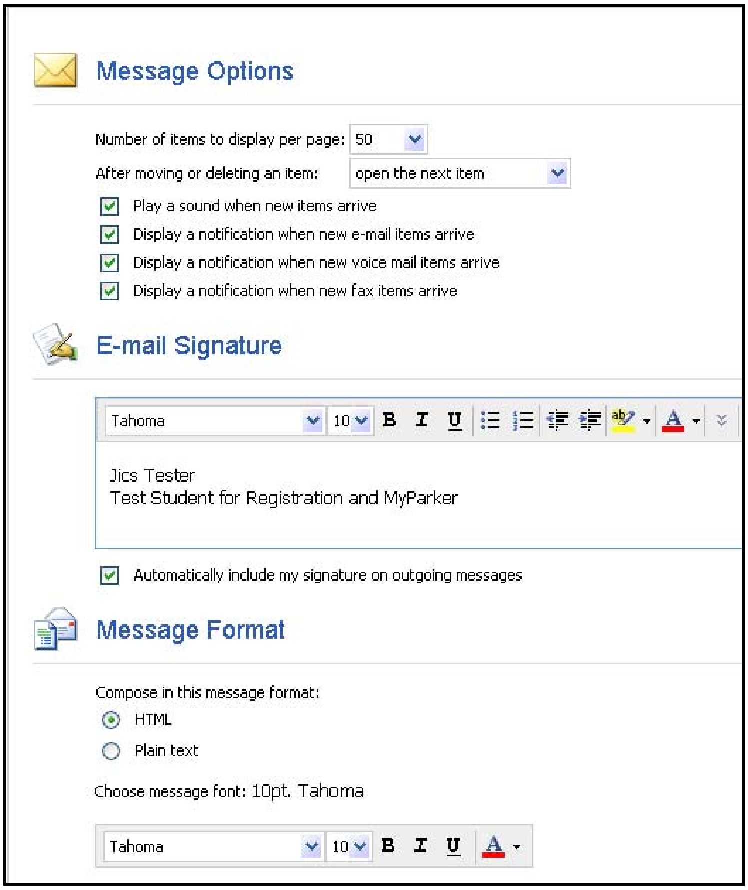
You cannot create or edit distribution lists in Contacts in Outlook Web Access. However, if you have created distributions lists in Outlook, you can view them in Outlook Web Access and send messages and meeting requests to them.

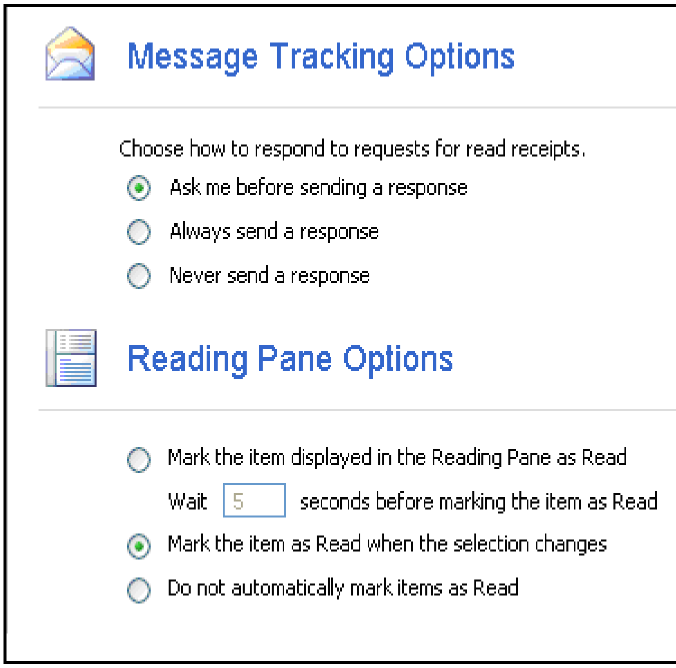
Options Window

Click on the options folder and the available options will appear on the screen.

Regional Settings and Messaging

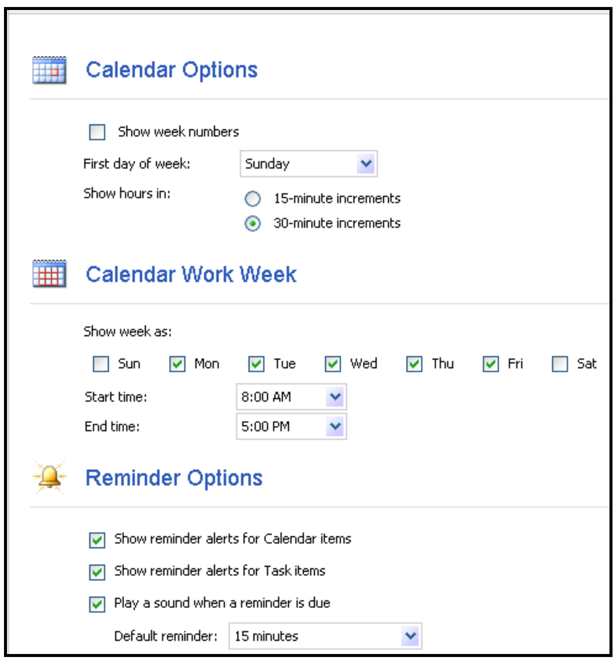
Choose Language and Date Time Formats

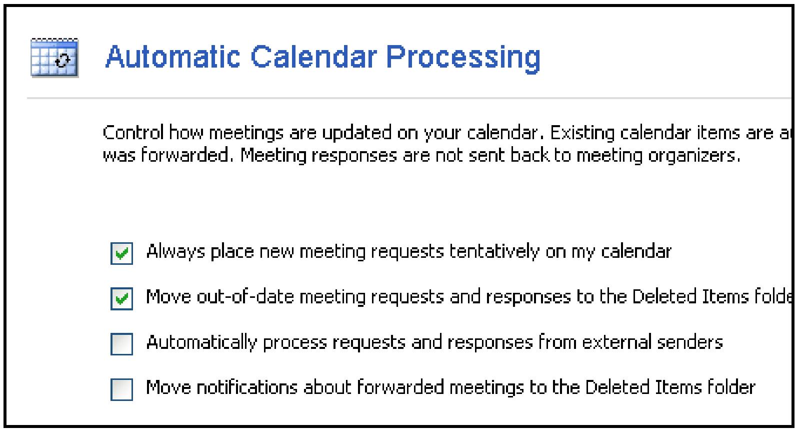




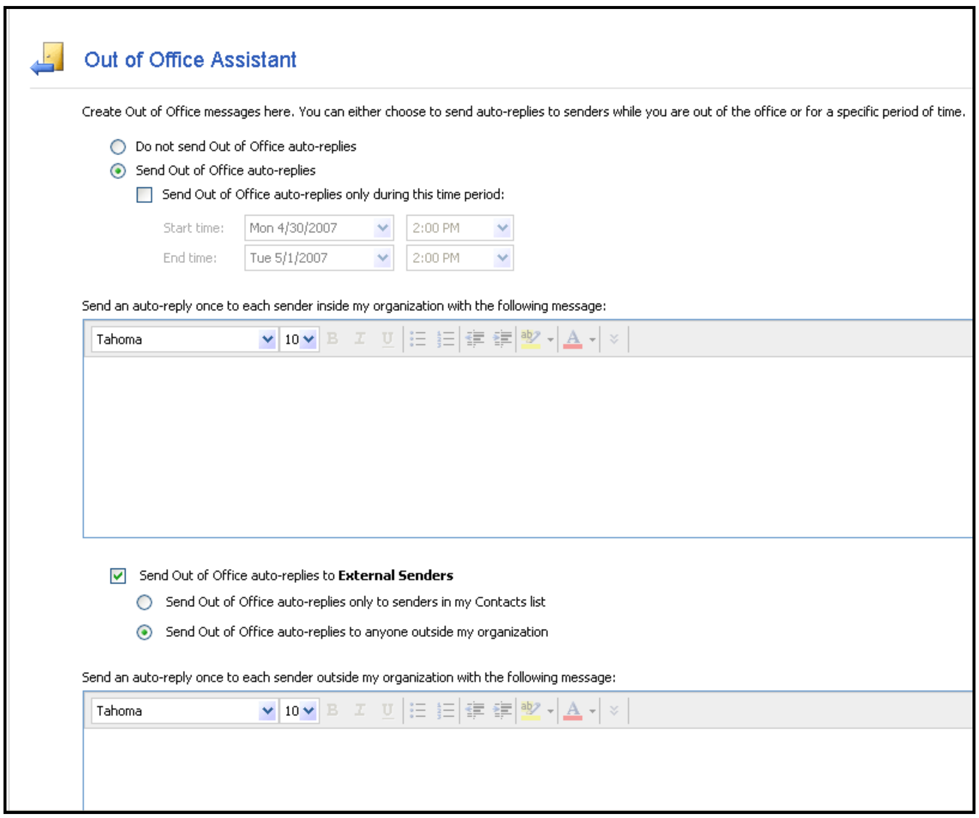
Spelling

Calendar Options





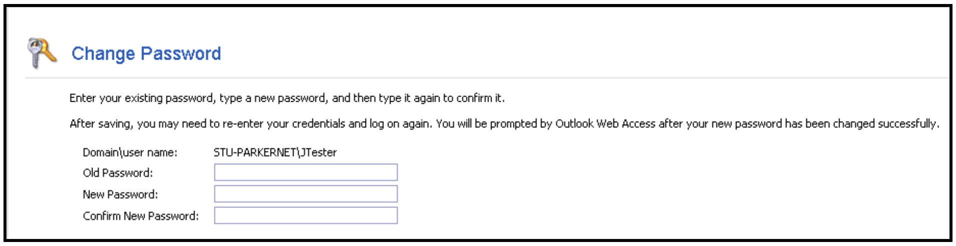
Out of the Office Assistant



Junk E-Mail

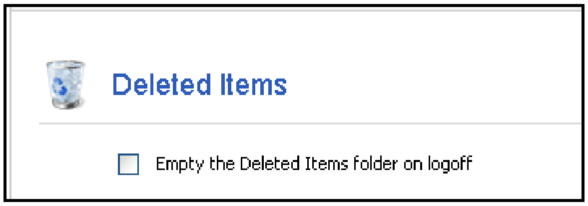
Set up email addresses you want to go directly to your Junk Email folder.

Change Password



Change Password
Enter your existing password, type a new password, and then type it again to confirm it.
After saving, you may need to re-enter your credentials and log on again. You will be prompted by Outlook Web Access after your new password has been changed successfully.
Domain\user name:
STU-PARKERNET\JTester
Old Password:
New Password:
Confirm New Password:

Deleted Items



By default, every item that you delete from your mailbox goes to the Deleted Items folder and stays there until it is either individually deleted from that folder, or the Deleted Items folder is emptied. If you right-click a mail folder, you can delete the entire contents of that folder by selecting **Empty Folder**. Using the **Empty Folder** command will not delete the contents of any sub-folders located within the folder that was emptied.

Empty the Deleted Items folder

1. In the navigation pane, right-click **Deleted Items**.
2. Click **Empty Deleted Items**.
3. Click **OK** to verify that you want to permanently delete all items in the Deleted Items folder, or click **Cancel** to cancel the operation without emptying the folder.

Log Off

Important Click Log Off before you close Outlook Web Access. This is very important especially if you are using any of the computers on campus. If you do not log off your email account anyone can sit down and read your email and/or send out emails from you.