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Microsoft Outlook Web App (OWA) For Exchange 2013 Quick Reference Guide (Cheat Sheet Of Instructions, Tips & Shortcuts - Laminated Card)

Outlook® Web App for Exchange 2013

Mail

Displaying the Inbox

1. [Ctrl] [I] to show the mail folders.
2. [Ctrl] [I] to show the mail folders.

Creating and Sending a Message

1. [Ctrl] [N] to create a new message.
2. In the TO or CC listboxes, type the name or email address of the people you are emailing, separating multiple names with a semi-colon (;). To select a name suggested from your address book, press <Enter> for the first match or [Ctrl] to select another match.
3. To select names from your address book or contacts:
 - a. [Click] [To] or [Cc].
 - b. Select a name from the list. Or, type in the search box, press [Enter], then select a name.
 - c. [Click] to insert the contact.
 - d. Repeat steps b and c as required. [Ctrl] [OK].
4. Type the SUBJECT in the body of the message. [Ctrl] [Enter].

Attaching a File to a Message

1. [Ctrl] [A] to attach a file.
2. Choose ATTACH in RIBBON.
3. Locate and select the file(s) you [Click] [OPEN].

Showing BCC

In the message window, [Ctrl] [B] and choose SHOW BCC.

Sending a Message with High or Low Importance

In the message window, [Ctrl] [I] and choose IMPORTANCE and choose HIGH or LOW.

Requesting Read or Delivery Receipts

1. In the message window, [Ctrl] [I] and choose SHOW MESSAGE OPTIONS.
2. Select REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT. [Ctrl] [OK].

Checking Spelling

Misspelled words are underlined with wavy lines. To correct, click the language and spelling options. [Right Click] misspelled words.

Showing/Hiding the Reading Pane

Use the Reading Pane to read messages and conversations without opening them.

1. [Ctrl] [Q] and choose DISPLAY SETTINGS.
2. If necessary, [Ctrl] [READING PANE].
3. Set the LAYOUT.
4. [Ctrl] [OK].

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are related (reply to a previous email).

- To have email grouped by conversation, [Ctrl] the messages at the top right of the message list (e.g., [FOLD] [UNFOLD] to see from the [CONVERSATION] section choose ON or OFF).
- To let all messages in a conversation, [Ctrl] [Q] to select the conversation and view in the Reading Pane.

Ignoring a Conversation

To automatically filter existing and future messages that are part of the same conversation:

1. [Right Click] conversation or email and select IGNORE CONVERSATION.
2. [Ctrl] [OK].

Note: Does not delete a message from your inbox.

Reading Messages

Select a message or conversation to view in the Reading Pane. To:

1. [Double Click] on a message to open it.
2. [Ctrl] [Enter].

Opening/Saving Attachments

1. [Click] on the attachment.
2. If prompted, click OK to save the attachment or:
- To quickly view the content of a Word, PowerPoint and Adobe PDF attachments view if your computer does not have the necessary application, [Hover] over the attachment, then [Ctrl] [PREVIEW].
- To quickly view images, [Click] the image thumbnail.
- When finished viewing, close the image window.
- To [Download] over the attachment, then [Click] [DOWNLOAD].

Replying to a Message

1. Open/Select the message.
2. To reply to the sender only, [Ctrl] [REPLY]. Or to reply to all addresses, [Ctrl] [REPLY ALL].
3. Complete the message, then [Ctrl] [Enter].

Forwarding a Message

1. Open/Select the message.
2. [Ctrl] [F] FORWARD.
3. Complete the email, then [Ctrl] [Enter].

Saving a Draft

If you are not ready to send a message, save a draft:

1. With the message in progress, [Ctrl] [S] and choose SAVE. The message is automatically placed in a folder called DRAFTS.

When you are ready to complete and send the message:

1. [Ctrl] in the DRAFTS folder in the folder list.
2. Select the message then [Ctrl] [ENTER] or [Ctrl] [S].
3. Finish the message, then [Ctrl] [Enter].

Creating a Folder

1. [Ctrl] MAIL/OUTLOOK, CALENDAR, PEOPLE or TASKS.
2. In the navigation pane on the left (Right Click) the desired folder, or [Ctrl] [NEW], [FOLD] or [CONTRACTS]. Choose CREATE NEW FOLDER or CALENDAR.
3. Type a name for the new folder. Press <Enter>.

Moving or Copying Messages

1. Select the message.
2. To move, [Drag] the folder.
3. To copy, [Ctrl] [Drag] to a folder. If a folder is not visible, [Hover] over its parent folder to expand.

Creating an E-Mail Signature

1. From any Outlook folder, [Ctrl] [S] then select OPTIONS.
2. [Ctrl] SETTINGS.
3. If necessary, [Ctrl] MAIL.
4. Under EMAIL SIGNATURE, type and format your email signature as desired.
5. To have every email sent include your signature, [Ctrl] AUTOMATICALLY INCLUDE MY SIGNATURE ON ALL MESSAGES I SEND.
6. [Ctrl] SAVE then [Ctrl] [Enter].
7. To manually insert your signature when composing a message, [Ctrl] [Enter] then [Ctrl] [Enter].

Opening Another User's Mailbox

1. [Ctrl] your name on the top right, then select OPEN ANOTHER MAILBOX.
2. Type in the name of the other user, [Ctrl] [OPEN]. If you have permission, the other user's mailbox will open.

Turning on Automatic Replies

When absent and when out of office:

1. [Ctrl] [Q] then select SET AUTOMATIC REPLY.
2. Select SEND AUTOMATIC REPLY.
3. To personalize to recipients, select MESSAGE ON YOURS. THIS DATE, FORCED, then set times.
4. Type the message to send while you are away.
5. Choose how to deal with auto replies to SENDERS OUTSIDE MY ORGANIZATION, and provide a different message if desired.
6. When finished, [Ctrl] SAVE then [Ctrl] [Enter].

Turning off the Automatic Replies

If an auto response has not, you will be prompted to turn off automatic replies when you log in. Otherwise:

1. [Ctrl] [Q] then select SET AUTOMATIC REPLY.
2. Select DON'T SEND AUTOMATIC REPLY.
3. [Ctrl] SAVE then [Ctrl] [Enter].

Searching for Mail

1. In the folder list, select the folder you want to search through (e.g., [FOLD] [UNFOLD]).
2. In the SEARCH BOX, type a keyword. Press above the list of items. Hyperlink to search for:
3. Select a filter suggestion or, to just search for the keyword, press <Enter> or [Ctrl] [Enter].
4. Select a [Double Click] to open one of the items.
5. When done, [Ctrl] [Q].

Chat

Starting a Chat

To start a new chat conversation, [Click] a person's name in the People list or [Hover] over a person's name in the [FOLD] section on the left, then [Ctrl] [Q]. If you receive a chat message, a REQUEST notification will appear. [Click] [ACCEPT].

Changing Your Chat Status

[Ctrl] your name on the top right, select your status.

Signing Out of Instant Messaging

[Ctrl] your name on the top right, choose SIGN OUT OR OFF.

Mail

New message	[Ctrl] [N]
Display	[Ctrl] [D]
Reply	[Ctrl] [R]
Reply to all	[Ctrl] [R] [A]
Forward	[Ctrl] [F]
Save Draft	[Ctrl] [S]
Print	[Ctrl] [P]

For Any Outlook Item

New item	[Ctrl] [N]
Create item	[Ctrl] [C]
Select item(s) to act	[Ctrl] [A]

Deleting/Multi-Action Items (Default)

Conversation item	[Ctrl] [D]
Non-conversation item	[Ctrl] [D] or [Ctrl] [D] [A]

Note: Does not delete a message from your inbox.

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Synopsis

Note: This guide was updated in September 2015 and reissued under ISBN 978-1-939791-89-4. Please search that ISBN to get the latest version of this guide. Laminated quick reference card showing step-by-step instructions and shortcuts for how to use Microsoft Outlook Web App for Exchange 2013. This guide is suitable as a training handout, or simply an easy to use reference guide, for any type of user. The following topics are covered: Mail: Displaying the Inbox Creating and Sending a Message Attaching a File to a Message Showing BCC Sending a Message with High or Low Importance Requesting a Read or Delivery Receipts Checking Spelling Show/Hide the Reading Pane Grouping Messages by Conversation Ignoring a Conversation Reading Messages Opening/Saving Attachments Replying to a Message Forwarding a Message Saving a Draft Creating a Folder Moving or Copying Messages Opening Another User's Mailbox Creating an E-Mail Signature Opening Another User's Mailbox Turning on/off Automatic Replies when Out of the Office. Chat: Starting a Chat Changing Your Chat Status Signing Out of Instant Messaging. People: Displaying People Creating and Editing Contacts Finding a Contact Linking/Unlinking Contacts Creating a Distribution List Sending a Mail Message or Meeting Request to a Contact. Tasks: Displaying Tasks Changing Tasks Viewed Creating a Task Marking a Task or Flagged Item Complete. Calendar: Displaying the Calendar Viewing the Calendar Creating & Editing Appointments Scheduling Meetings Responding to Meeting Requests Making an Appointment Repeat. Common Procedures: Using Flags Sorting Tasks/Contacts/Email Deleting an Item Undeleting an Item Using Categories Logging Off. Also includes a list of keyboard shortcuts.

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