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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

- Click **Home** > **Display** to show the Mail ribbon.
- Click **Home**.

##### Creating and Sending a Message

- Click **Home** > **New** > **Message** to create a new message.
- In the TO or CC boxes, type the names or email addresses of the people you are sending. 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.
- To select names from your address book contacts:
  - Click **To** or **CC**.
  - Select a name from the list. Or, type in the word for **people**, then select a name.
  - Click **OK** to insert the contact.
- Repeat steps a and c as needed. **Ctrl** or **Alt**.
- Type the SUBJECT and the body of the message.
- Click **Send**.

##### Attaching a File to a Message

- Click **Home** > **Attach**.
- Click **Attach** to add a file to the message.
- Click **Attach** to add a file to the message.

##### Showing BCC

In the message window, click **More** and choose **SHOW BCC**.

##### Sending a Message with High or Low Importance

In the message window, click **More** > **SET IMPORTANCE** and choose **HIGH** or **LOW**.

##### Requesting Action or Delivery Receipts

- In the message window, click **More** and choose **SHOW MESSAGE OPTIONS**.
- Select **REQUEST A DELIVERY RECEIPT** or **REQUEST A READ RECEIPT**.

##### Checking Spelling

Mispelled words are underlined with red squiggles. To correct, or for language and dictionary options, right-click the misspelled word.

##### Showing/Hiding the Reading Pane

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

- Click **View** > **Reading Pane** and choose **SHOW** or **HIDE**.
- Set the **LAYOUT**.
- Click **OK**.

##### GROUPING Messages by Conversation

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

- To turn on/off grouping by conversation, click the **More** at the top right of the message list (or **FILED BY DATE** to see from the ORGANIZATION) and choose **ON** or **OFF**.
- To list all messages in a conversation, choose **Expand Conversation** (or **More** > **Expand Conversation**) and view in the Reading Pane.

##### Ignoring a Conversation

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

- Right-click a conversation in email and select **IGNORE CONVERSATION**.
- Click **OK**.

Note: Does not delete messages from your inbox.

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#### Reading Messages

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

- Expand or collapse a message to open it.
- Click **More**.

#### Opening/Saving Attachments

- Click on the attachment.
- If prompted, click **Save** to save the attachment or **Open**.

- To quickly view Microsoft Office files, PowerPoint and video PDF attachments were if your computer does not have the necessary application, hover over the attachment, then **Click** **Preview**.
- To quickly view images, click the image thumbnail. When finished viewing, close the image window.
- To hover over the attachment, then **Click** **DOWNLOAD**.

#### Replying to a Message

- Open/Select the message.
- To reply to the sender only, click **Reply** or **Reply to the sender only**. **Ctrl** or **Alt**.
- Complete the message then **Click** **Send**.

#### Forwarding a Message

- Open/Select the message.
- Click **More** > **Forward**.
- Complete the email then **Click** **Send**.

#### Saving a Draft

If you are not ready to send a message, use a **Draft**.

- With the message in progress, click **More** and choose **SAVE**. The message is automatically placed in a folder called **DRAFTS**.

When you are ready to complete and send the message:

- Click **More** in the **DRAFTS** folder in the folder list.
- Select the message then **Click** **Send**.
- Finish the message, and **Click** **Send**.

#### Creating a Folder

- Click **Home** > **Mailbox** > **Calendar**, **People**, or **Tasks**.
- In the navigation pane on the left (Right-click the desired folder, or **File** > **Create New**, **Folder** or **Calendar**, then **CREATE NEW FOLDER** or **CALENDAR**).
- Type a name for the new folder. Press **Enter**.
- Select the message.

#### Moving or Copying Messages

- Select the message.
- To move, drag the folder.
- To copy, **Ctrl** or **Alt** > drag to a folder. If a folder is not visible, hover over the parent folder to expand.

#### Creating an E-Mail Signature

- From any Outlook folder, click **More** > **Settings**.
- Click **SETTINGS**.
- If necessary, click **MAIL**.
- Under **MAIL SIGNATURE**, type and format your email signature as desired.
- To have more than one signature, click **More** > **Settings** > **MAIL** > **SIGNATURE** > **ADD**.
- Click **Save** then **Click** **OK**.
- To manually insert your signature when composing a message, click **More** > **Insert** > **Signature**.

#### Opening Another User's Mailbox

- Click **More** > **Open** > **Other Mailbox**.
- Type in the name of the other user. **Click** **Open**. If you have permission, the other user's mailbox will open.

#### Turning on Automatic Replies

When you are out of the office:

- Click **More** > **Settings** > **MAIL** > **REPLY** > **SEND AUTOMATIC REPLY**.
- Select **SEND AUTOMATIC REPLY**.
- To customize the message, select **EDIT MY REPLY**. **Click** **SEND** to save. **Click** **OK** to save.
- Type the message to send while you are away.
- Choose how to deal with auto replies to SENDERS OUTSIDE MY ORGANIZATION, and provide a different message if desired.
- When finished, **Click** **SEND** then **Click** **OK**.

#### Turning off the Automatic Replies

If an auto-replied message, you will be prompted to turn off automatic replies when you log in. Or review:

- Click **More** > **Settings** > **MAIL** > **REPLY** > **SEND AUTOMATIC REPLY**.
- Select **STOP AUTOMATIC REPLY**.
- Click **SEND** then **Click** **OK**.

#### Searching for Mail

- In the folder list, select the folder you want to search through (e.g., **MAIL**, **SENT ITEMS**).
- In the folder list, click **More** > **Search**. Type in the text of the message, hyperlinks or words for the structure of the message or to get results for the recipient, sender or **Click** **OK**.
- Select the folder to open of the items.
- When done, **Click** **OK**.

#### Chat

##### Starting a Chat

To start an instant message conversation, click a person's name in the People list or hover over a person's name in the folder list and click **More** > **Chat** > **Start**. If you receive a chat message, an **INCOMING** notification will appear. **Click** **ACCEPT**.

##### Changing Your Chat Status

Click your name in the top-right, select your status.

##### Signing Out of Instant Messaging

Click your name in the top-right, choose **SIGN OUT** or **OFF**.

Mail	
New message	Ctrl+N
Deleted	Del
Reply	Ctrl+R
Reply to all	Ctrl+Shift+R
Forward	Ctrl+Shift+F
Save Draft	Ctrl+S
Print	Ctrl+P

#### For Any Outlook Item

New Item	Ctrl+N
Delete Item	Del
Send Message to All	Ctrl+Shift+A

#### Relating Multiple Items (Mail & Tasks)

Conversation items: **Click** on the list item and **Ctrl** or **Alt** > **Click** on the list item.

Non-conversation items: **Click** on the list item and **Ctrl** or **Alt** > **Click** on another list item.

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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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