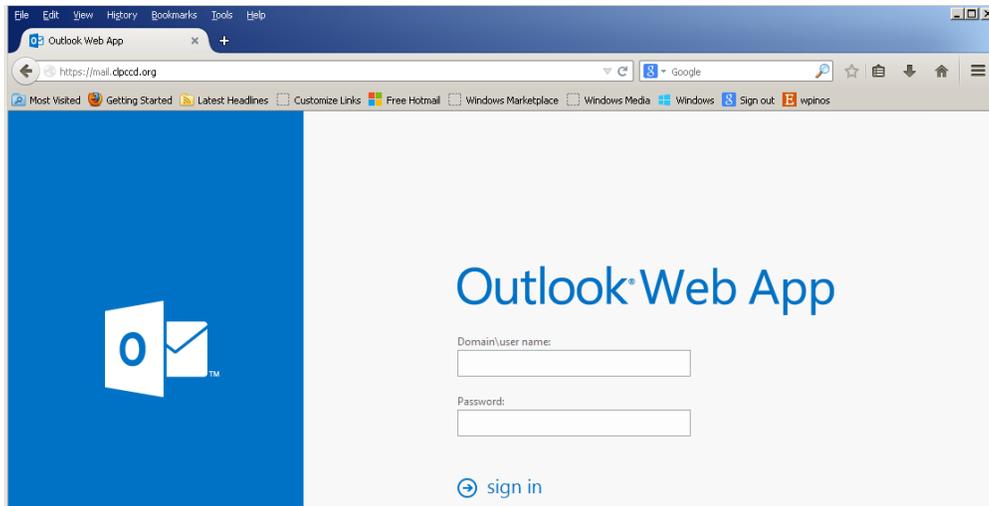# Getting started in Outlook Web App

Outlook Web App is a way of getting to your mail from a browser connection, either at the campuses or from home. Everything you do in Outlook Web App will be transferred to the native Outlook connection from your desktop in the office.

To access the Outlook web access page, point your browser to https://mail.clpccd.org.

Mail in Outlook Web App

When you open Outlook Web App, the first thing you'll see is your Inbox. This is where messages sent to you arrive, and this is where you'll probably spend the most time reading and responding to messages.

What you'll see in Mail

This material was excerpted from information on the Office.com website.
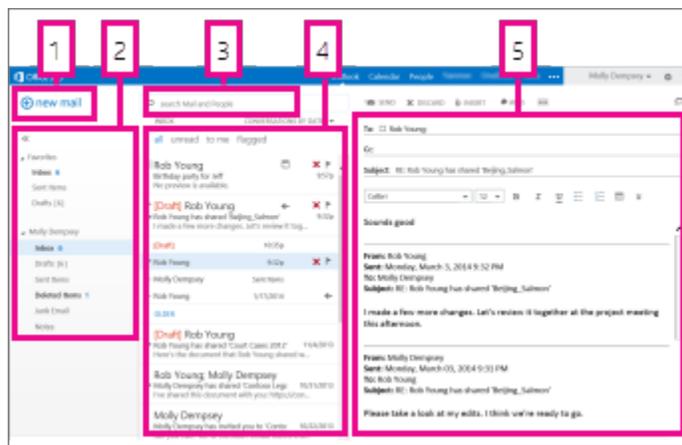
1. Create a new message by clicking ➕New mail.
2. Folder list. The folder list includes the folders in your mailbox. It may include other folders, such as Favorites and archive folders. You can collapse this pane by clicking the icon « at the top. You can expand and collapse folders in this view by clicking the triangle icons next to the folder names.
3. Search window. Type what you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
4. The message list shows the messages in the current folder.
5. The reading pane is where the conversation or message that you've selected is displayed. You can respond to any message in the conversation by using ←Reply, «Reply all or →Forward at the top of a message to respond to it.

Create a new message

To create a new message

1. Click ➕**New mail** above the folder list. A new message form will appear in the reading pane.
2. To add recipients, you can type the name of anyone who's in your contacts folder or organization's address list, or you can type the email address in the To or cc field. The first time you enter a particular person's name, Outlook Web App searches for that person's address. In the future, the name will be cached so it will resolve quickly.
3. Add a subject.
4. Type the message you want to send.
5. To add an attachment, click 📎 **Insert** then **Attachment** at the top of the screen and browse to the file you want to attach.
6. To embed a picture in the message so that it appears without the recipient having to open it, click 📎 **Insert**, then **Picture**, and browse to the picture you want to add to your message.
7. To attach a message to a message,
   1. In the list view, select the message you want to attach and press Ctrl+C to copy it.
   2. Open a new message, or reply or forward an existing one.
   3. With the new message open in the reading pane, press Ctrl+V to attach the message you copied.
8. You can create a signature and either automatically add it to all messages, or to individual messages.
9. When you're done and your message is ready to go, click 📧**Send**.

Working with drafts

If you can't finish writing a message right away, or want to wait a bit before you send it, you can click away from it and come back to it later to finish it. Outlook Web App automatically saves your message as you create it and adds it to your drafts folder.

Finish a drafted message

1. Go to the Drafts folder in the folder list and click on it.
2. Click on the message you were working on to see it in the reading pane.
3. Click ✏ **Continue editing** or, if you've decided you don't want to send the message after all, click ✕ **Discard**.
4. If you still want to send the message, finish editing it and click ⊞ **Send**.

Reading Pane

The reading pane is where messages are displayed. Not only can you read messages in the reading pane, you can respond to them without opening a new window.
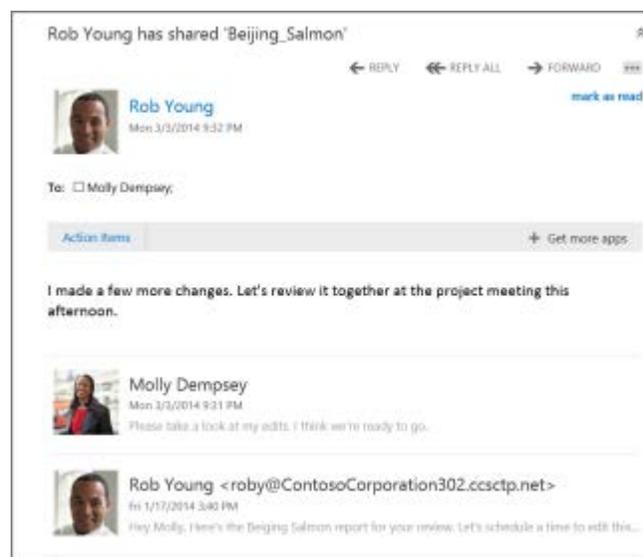
- Select ← **Reply**, ← **Reply all** or → **Forward** at the top of a message to respond to it. A blank message will appear in the reading pane at the top of the conversation.
- Use **Mark as read** and **Mark as unread** to change the read status of a message.
- View a menu of more options by selecting the icon ••• for the extended menu.

To change the location of the reading pane

1. Select the gear icon ⚙ at the top of the Outlook Web App window.
2. Select **Display settings** > **Reading pane**

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3. Make your selection.
4. Click **OK** to save your selection and close the Display settings window.

Open a message in a separate window

By default, you read and create messages in the reading pane, but that isn't always what you need. Sometimes you need to be able to view a message in a separate window.

When you're composing a new message or replying to or forwarding a message that you've received, you can pop it out into a new window by clicking the pop out icon in the upper corner of the message.

To open a message that you're reading in a separate window, click the extended menu icon and select **Open in separate window**.

Deleted messages

When you delete a message, it's sent to the Deleted items folder. Messages in the Deleted items folder may be permanently deleted by an automated policy set by your IT staff, by selecting them while in the folder and deleting them, or by emptying the Deleted items folder.

Empty the Deleted items folder

1. Right-click the Deleted items folder.
2. Click **Empty**.
3. Click **OK** to confirm that you want to permanently delete the items in the Deleted items folder.

Folder list

The folder list will show the default folders that are created for all mailboxes, plus any folder that you create. Depending on the setup in your organization, you may also see Favorites and Archive folders.
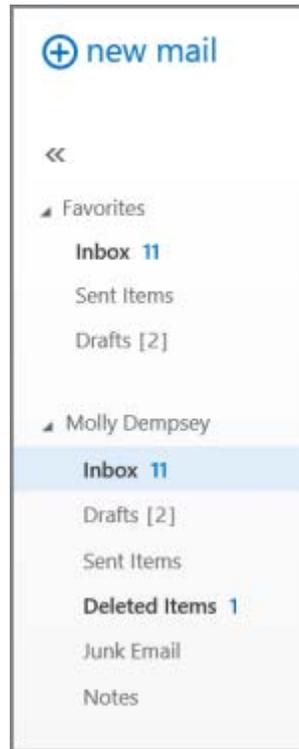
You can close the folder list by clicking the chevron at the top of the list. Click any folder in the list to view its contents.

You can right-click any item in the folder list to see a menu of things you can do that will affect folders—such as create a new folder, delete an existing folder, or empty the folder.

Create a new folder

1. Right-click on any folder in the folder list and select create new folder. A new, unnamed, folder will be added as a subfolder to the folder you right-clicked on.

    To create a folder that's not a sub-folder, right-click on your name, just above your Inbox folder.

2. Type a name for the new folder, then press **Enter**.

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Message list

The message list shows the messages in the current folder. The messages displayed can be managed by selecting a filter or using search. The message list has tools to let you take care of some tasks quickly.

- By selecting icons at the right of the message list, you can delete a message or conversation, or add a flag. Other icons will show you which messages have attachments, importance of (high or low), and how many unread items there are in a conversation.
- By right-clicking a message, you can see a menu of options, such as mark a message read or unread, move it to another folder, or create a rule based on that message.
- By clicking the triangle to the left of a message, you can expand a conversation to see all messages in that conversation.
- Use the label at the top of the message list to switch between viewing Conversations by date and Items by date.

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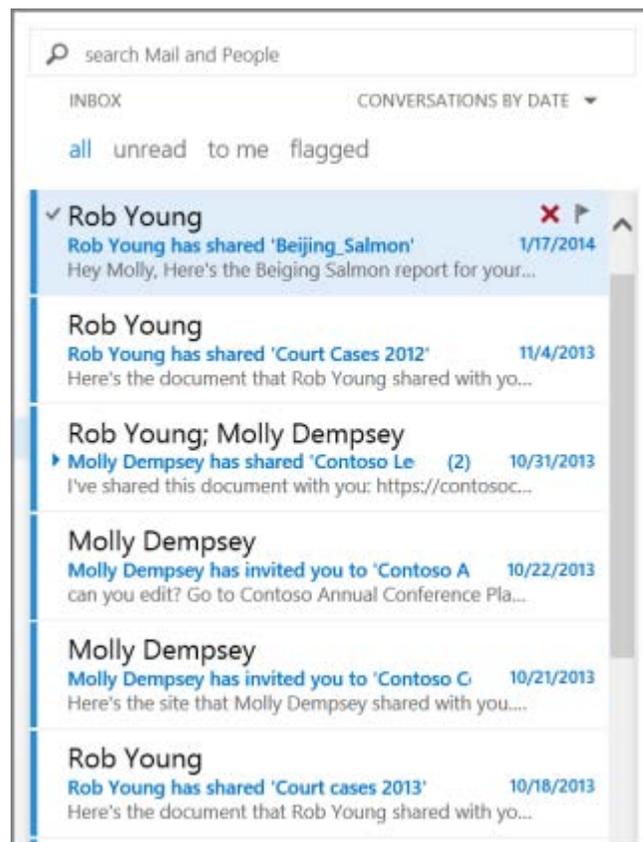
Search and built-in filters

You'll find a search window and built-in filters at the top of the message list.

- To search, click in the search window and start typing what you want to look for. A list of suggestions will appear underneath, and you can click on one of those to search for that item. Or you can finish entering your own search and then press Enter to start your search. To clear your search, click the icon at the right of the search window.
- The built-in filters, all, unread, to me and flagged, are a way to quickly choose what to display in the message list. All shows all messages, unread shows message that haven't been marked as read, to me shows all messages where your name appears in the To or Cc list, flagged shows all messages that have been flagged.

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