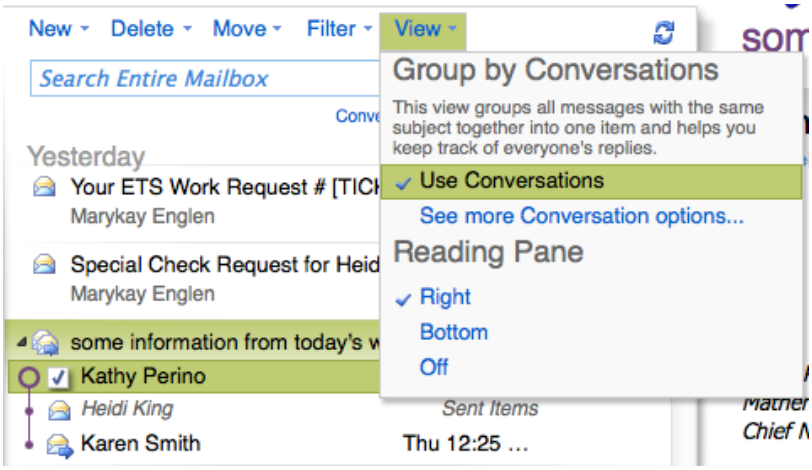
Webmail Tips and Tricks for Outlook Web Application (OWA)

Conversation View

OWA groups messages from a single conversation together, which allows users to view all the messages at once and identify the most recent message. Entire email conversations are condensed to save Inbox space. To display past messages in the conversation, click on the arrow to the left of the sender's name. Click it again to go back to a single line view.

In this view, entire groups of messages can be managed, ignored, moved and/or deleted together.



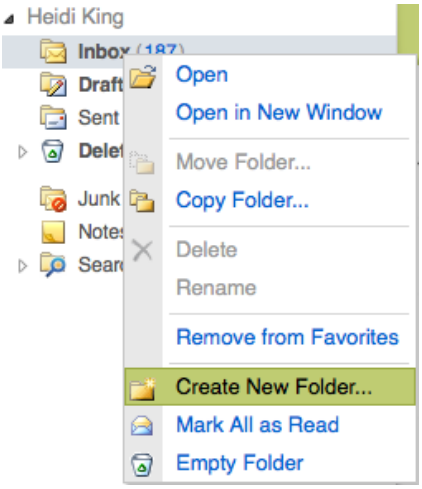
If you don't like this view, click on the View tab and uncheck Use Conversations.

Folders

You can create multiple folders in OWA to help organize your Inbox.

To create new folders

1. Right-click or control+click on the folder where you want to create subfolders (for instance, your Inbox).
2. Select **Create New Folder**
3. Enter the name for the folder in the text box that appears and press Enter/Return on your keyboard.
4. You can move messages to folders by dragging and dropping them in the folder OR right click/control+click on the email -> select Move to Folder - >Select the folder ->Move.

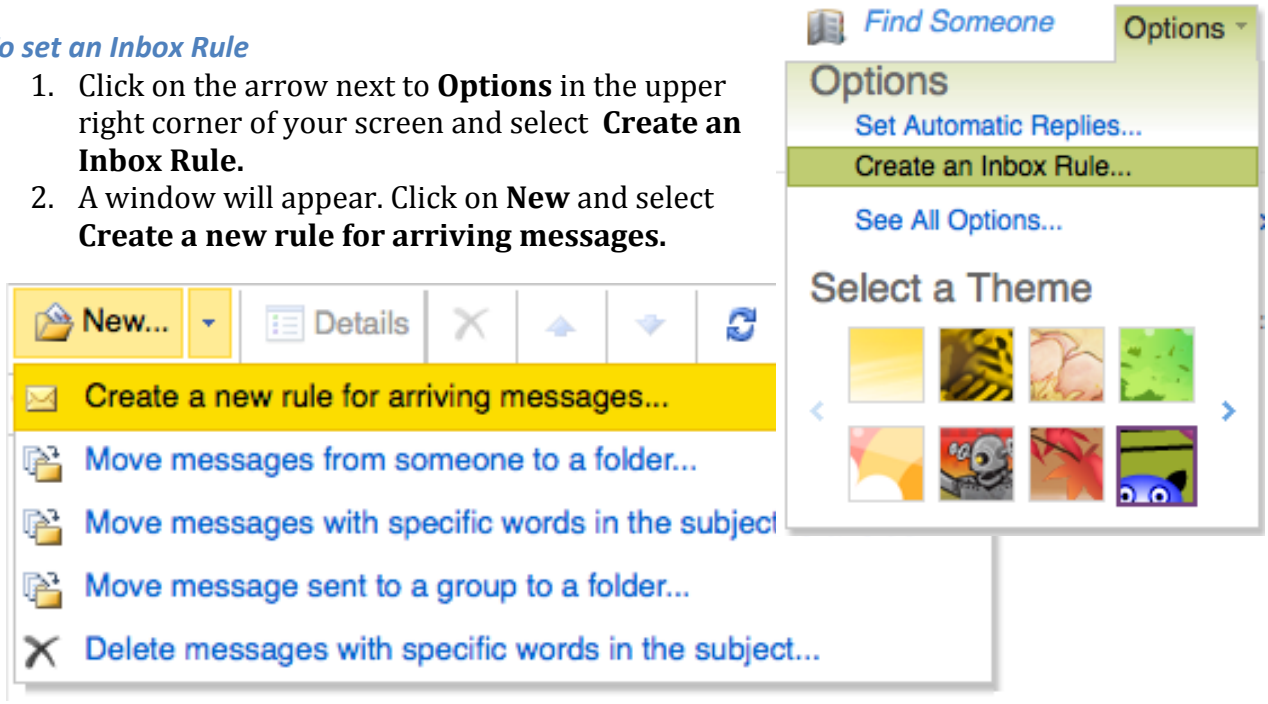


Inbox Rules

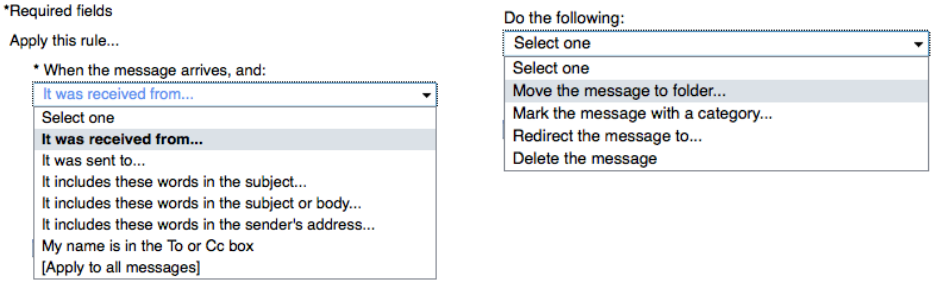
Inbox rules allow you to automatically organize your email into folders.

To set an Inbox Rule

1. Click on the arrow next to **Options** in the upper right corner of your screen and select **Create an Inbox Rule.**
2. A window will appear. Click on **New** and select **Create a new rule for arriving messages.**

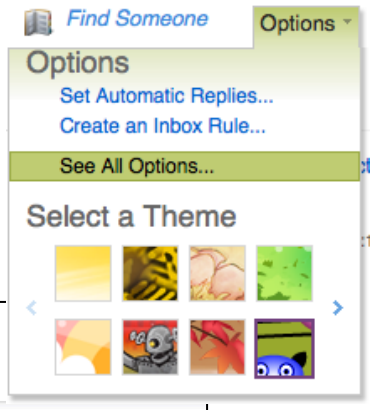


3. Another window will appear that will walk you through the process of creating your Rule.



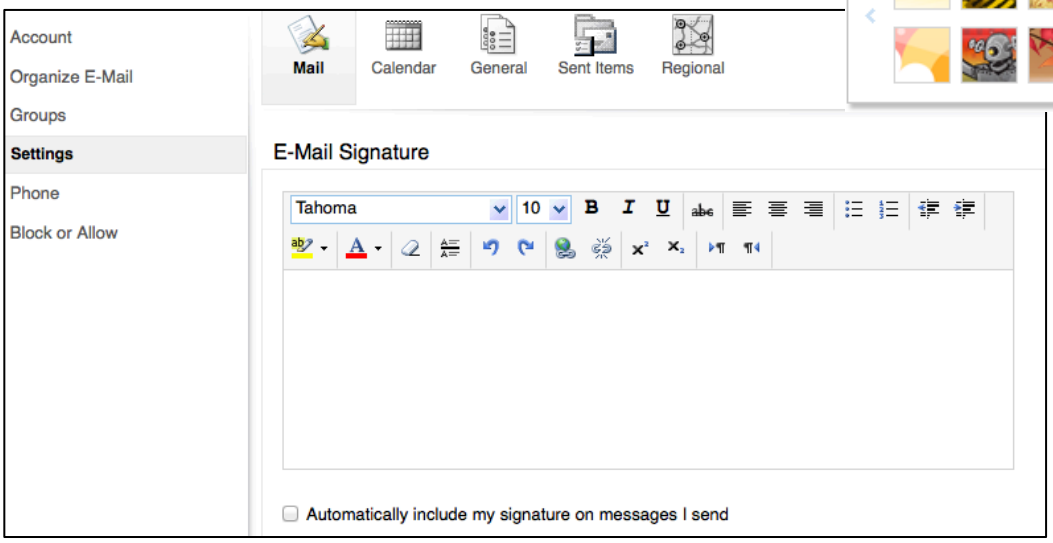
Signatures

A signature allows you to include a portion of text, such as your name, address and contact details, in each message you send.



To create a signature

1. Click **Options** in the upper right corner of your screen.
2. Click **Settings** in the window that appears.

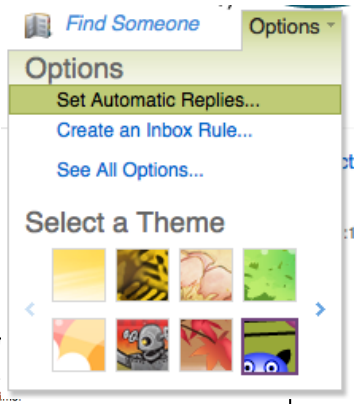


3. Type your Signature in the box. You can format the font, color and other elements of this text with the toolbar.
4. Check the **Automatically Include** box if you want your signature in every email message.

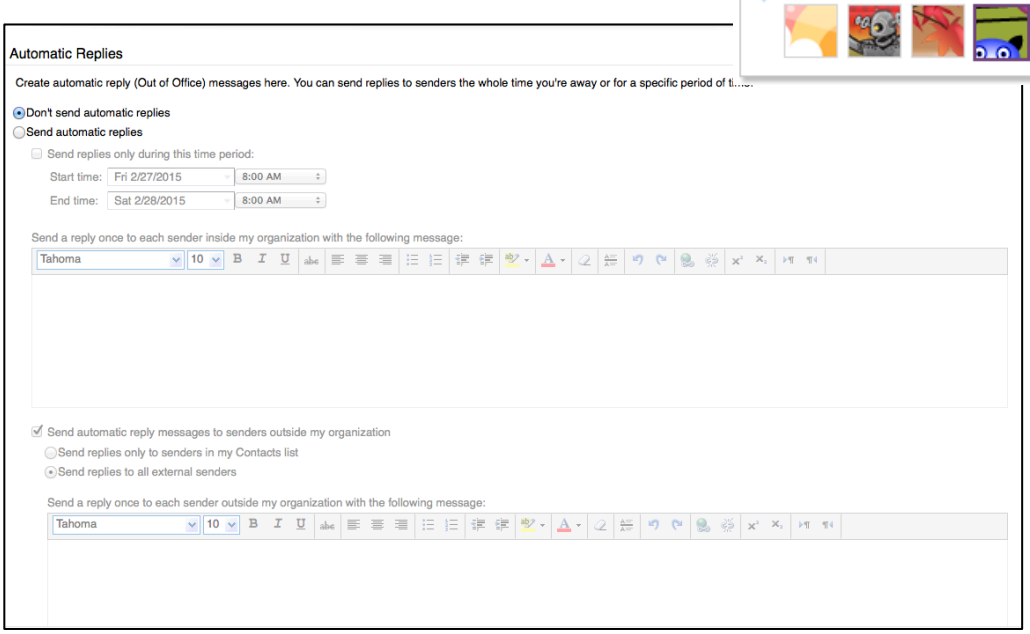
Automatic/Out of Office Replies

If you're going to be gone for an extended period of time and unavailable via email, you can set up Automatic Replies so anyone who emails you will receive an automated message knowing when you'll return/reply to them.

To create an Automatic Reply



1. Click **Options** in the upper right corner of your screen.
2. A screen will appear where you can set the date and other options for your **Automatic Reply.** *Note: You can choose to create a separate message for people with FHDA accounts and those without.*



Finding People

There are two ways you can locate FHDA employees within the email system.

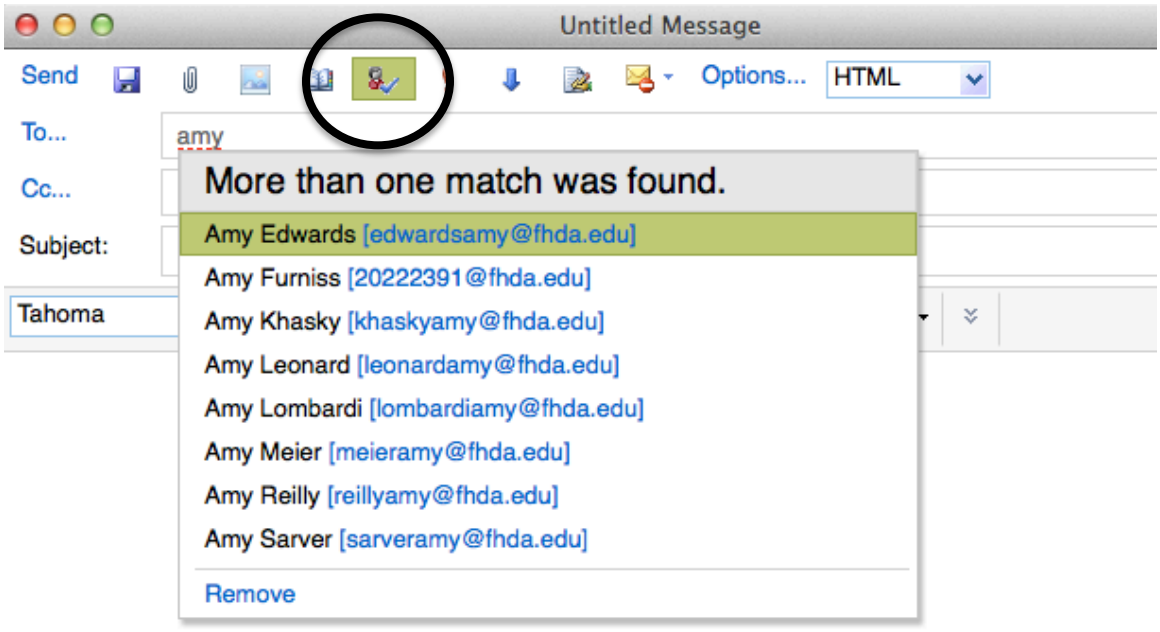
Find Someone

If you know the spelling of the last name, you can use the **Find Someone** link in the upper right corner of your screen and type in a name.

Check Name

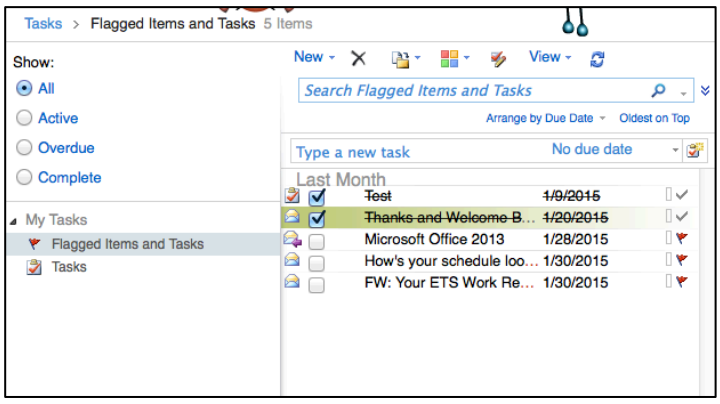
One of the best features that assist you in finding the email address of an FHDA employee is the **Check Name** button in the **New Message** window. This is particularly helpful if you don't know a recipient's last name, or don't know its spelling.

1. Start a **New Email Message.**
2. Type the first name of the recipient you're looking for in the **To box.**
3. Click the **Check Name** box. A list with all employees with that first name will appear.



Flagged Items and Tasks

When you flag an email in OWA, you can easily find it again by clicking on **Tasks** in the lower right corner of your screen. A window will appear and all of your flagged emails will be visible.

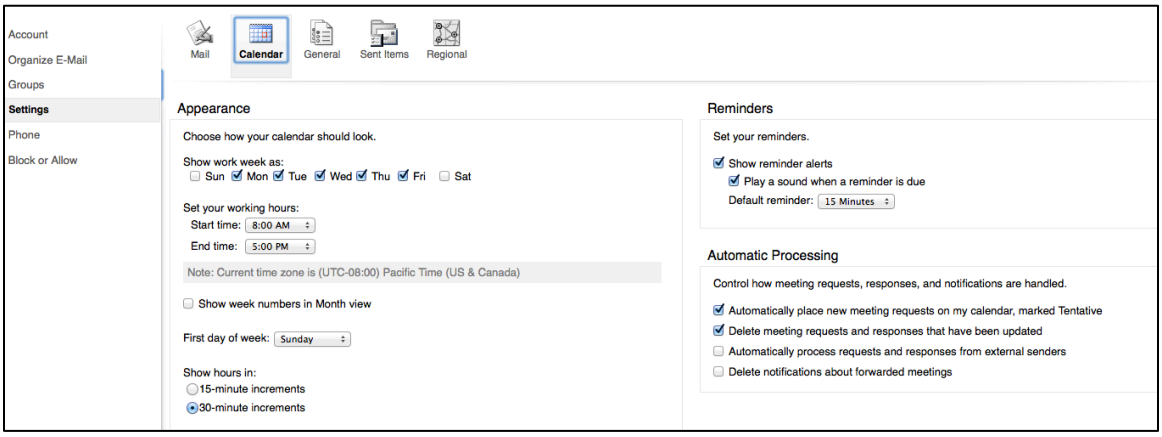


If you click the check box next to the flagged item, indicating it's complete, the flag will also disappear from your email inbox.

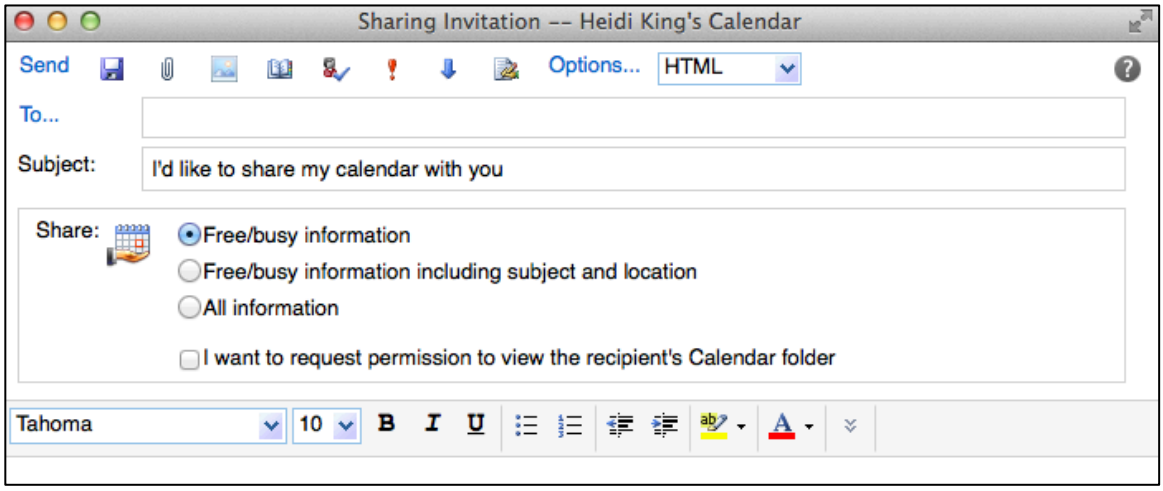
Calendar Settings

Your Calendar Settings are where you can set your work hours/availability for meetings.

1. You can access your Calendar settings by clinking **Options** in the upper right corner of your screen and selecting **See All Options.**
2. Click on **Settings** in the window that appears.
3. Click **Calendar** at the top of the window.



Sharing Calendars

You can share your calendar with other employees.

1. Click **Calendar** to go to your Calendar View.
2. Click **Share** at the top of your window.
3. Select **Share This Calendar**, and set your sharing preferences in the window that appears.