

Outlook Web Access 2003 Manual

The new version of Outlook Web Access in Exchange Server 2003 represents a significant upgrade from Outlook Web Access in Exchange 2000. The new version is a full-featured e-mail client, with support for rules, spelling checker, signed and encrypted e-mail, and many other improvements. The interface is also redesigned to provide an enhanced user experience similar to that of Outlook 2003, including a new Reading Pane (previously called the Preview Pane in Outlook) and improved Navigation Pane.

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New User Interface

Outlook Web Access now more closely matches the Outlook 2003 user interface (Figure 2.6). This section provides detailed information about the new user interface features and options.

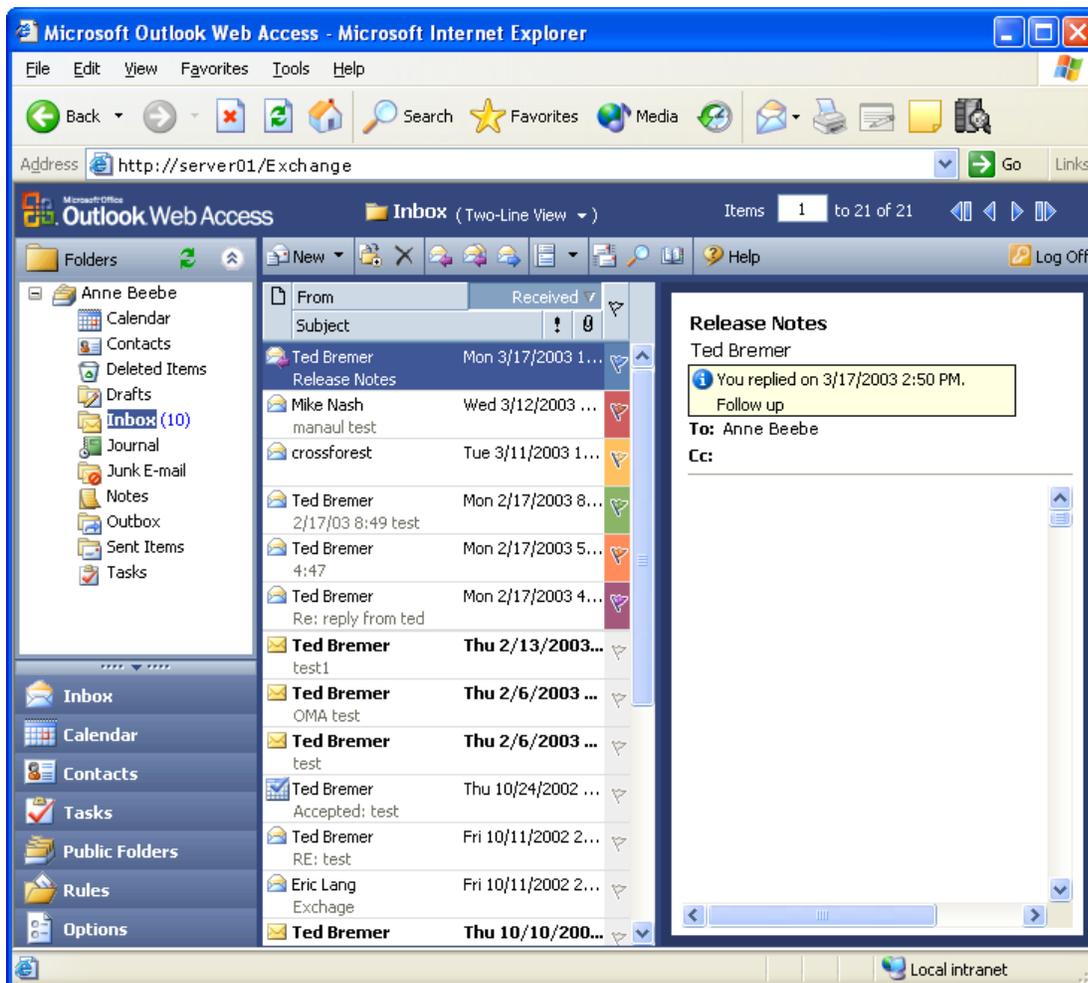


Figure 2.6 New Outlook Web Access interface (Outlook Web Access Premium)

Selecting a Color Scheme

Outlook Web Access now allows users to select a color scheme for their Outlook Web Access experience. Figure 2.7 shows the available color schemes.

- Olive Green
- Burgundy
- Silver
- Dark Blue
- Default (Blue)



Figure 2.7 Outlook Web Access color schemes

To change the color scheme for Outlook Web Access

1. In Outlook Web Access, in the **Navigation Pane**, click the **Options** icon.
2. Under **Appearance**, select a color from the drop down list.
3. Click **Save and Close** to save your color scheme.

Reading Pane

The improved Reading Pane (previously called the Preview Pane in Outlook) displays the e-mail message in the right pane. Essentially, the Reading Pane enhances readability and provides the user with more information on the page.

Users can easily switch to the classic bottom Reading Pane or turn the pane off entirely. Reading Pane options are accessed on the Toolbar by clicking the **Show/Hide Reading Pane** button.

Note

The Reading Pane is not available with Outlook Web Access Basic.

New Two-Line View

Outlook Web Access in Exchange Server 2003 includes a new view for listing the messages in a folder. This new Two-Line view (Figure 2.8) displays the message information on two different lines, which allows more information to be displayed for each message without being cut off. This is especially useful when using the new Reading Pane.

The following message information is displayed in Two-Line view:

- From
- Subject
- Received
- Importance
- Attachments

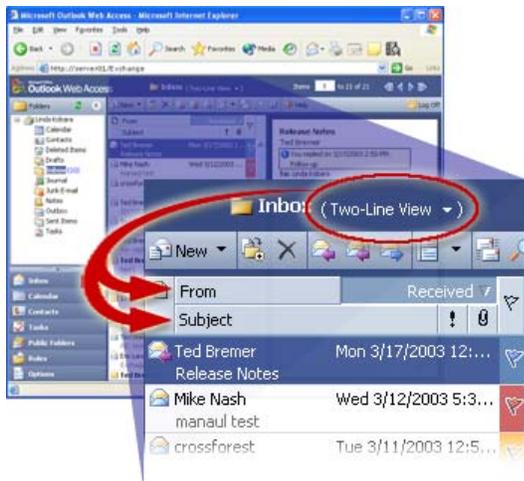


Figure 2.8 The Two-Line View

To select the Two-Line View

1. In Outlook Web Access, click the **View** drop-down list. This list shows the currently selected view and is located above the Toolbar next to the folder name.
2. Click **Two-Line View**.

Message Flagging

In Outlook Web Access, you can now flag messages for follow-up. The new flag column appears to the right of the message list and allows users to flag a message, mark a flag as complete, or clear a flag. Six flag colors are supported (Figure 2.9).

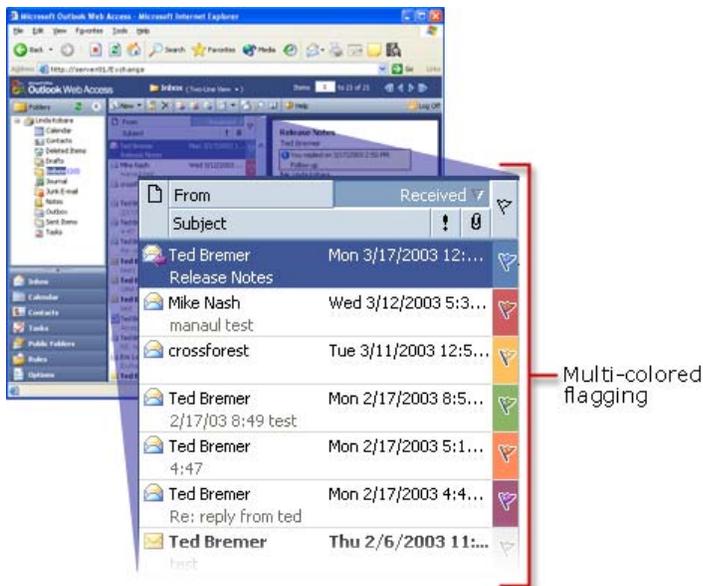


Figure 2.9 Message flagging

You cannot set a reminder for these follow-up flags. These flags simply provide a visual indicator of which items in the mailbox a user has marked as needing further action.

Note

This feature is not available with Outlook Web Access Basic.

To flag a message for follow-up

1. Click the flag next to the message you want. The flag turns red, indicating that the message has been flagged.
2. To mark a flag as complete, click it again.
3. Alternatively, you can right-click the flag to display a shortcut menu with more options. Use the shortcut menu to select a different flag color, clear a flag, or mark a flag as complete.

Note

You must use the shortcut menu to clear a flag.

Shortcut Menus

Shortcut menus are now available in Outlook Web Access. You can right-click on messages, folders, and other objects to display shortcut menus from which you can select relevant commands (Figure 2.10).

Note

This feature is not available with Outlook Web Access Basic.



Figure 2.10 Message shortcut menu

The following sections list the new commands featured in the message and folder shortcut menus.

Message Shortcut Menu

When you right-click a message in the message list, the following commands are available:

- Open
- Reply
- Reply to all
- Forward
- Follow Up

- Flag Complete
 - Clear Flag
 - Mark as Unread
 - Create Rule
 - Delete
 - Move/Copy to Folder
-

Folder Shortcut Menu

When you right-click a folder in the folder list, the following commands are available:

- Update Folder
 - Open
 - Open in New
 - Move/Copy
 - Delete
 - Rename
 - New Folder
-

Setting the Number of Messages Displayed per Page

Exchange 2003 Outlook Web Access users can specify how many items are listed in a view, such as the number of messages listed when viewing a mail folder. By default, twenty-five items are listed. You can view as few as five to as many as one hundred items at a time. For users connecting to Outlook Web Access using a dial-up modem, the number of items should be set to 25 or fewer to maximize performance.

This option also affects the number of contacts and tasks that display per page.

To set the number of items listed in a view

1. In Outlook Web Access, in the **Navigation Pane**, click **Options**.
 2. Under **Messaging Options**, in the **Number of items to display per page** list, select the number of messages that you want to appear in a view.
 3. Click **Save and Close**.
-

Deferred Refresh of Views

With the version of Outlook Web Access that shipped with Exchange 2000, every time a user deletes, moves, or copies a message, the server refreshes the entire view. For example, if a user has twenty-five messages in their Inbox, and the user then deletes a message, Outlook Web Access deletes the message, and then refreshes the view so that twenty-five messages are again listed.

With the version of Outlook Web Access that ships with Exchange 2003, deleted or moved items are still removed from the message list, but the refresh of the entire list (in other words, the addition of new items to the view) is deferred until twenty percent of the items are deleted or moved. Reducing the number of refresh requests helps to reduce network traffic and enhances the overall user experience.

The twenty percent threshold is based on the total number of items set to display per page (as set by the user in Outlook Web Access Options), not the actual messages count on a page.

For example, if a user requests one hundred messages to display per page, the message list does not automatically refresh until twenty-one messages are deleted.

Note
This feature is not available with Outlook Web Access Basic.

Accessing Search Folders (Saved Searches)

In Outlook 2003, you can create special **Search Folders** that are saved searches for specific content in your mailbox. For example, you can perform a search that finds messages from a particular sender, and then save the search results as a **Search Folder** for later use. Search Folders appear in a special section of the Outlook Folder List.

In Outlook Web Access, **Search Folders** appears in the **Folders** pane. Search folders only appear in Outlook Web Access if a user creates them while running Outlook 2003 in online mode against an Exchange 2003 server. You cannot create search folders in Outlook Web Access.

Note
This feature is not available with Outlook Web Access Basic.

Notifications

If you configured Outlook Web Access to notify you of new e-mail or reminders, the Navigation Pane now notifies you when new items arrive in your Inbox or active reminders are waiting to be dismissed or set to snooze. To configure notifications, click Options, and then select the appropriate options under **Messaging Options** and **Reminder Options**.

Note
This feature is not available with Outlook Web Access Basic.

Public Folders

Public folders are now displayed in their own window. In the **Navigation Pane**, click **Public Folders** to launch a new browser window that contains only public folders.

Note
This feature is not available with Outlook Web Access Basic.

Log Off

The **Log Off** feature has been moved from the Navigation Pane. It is now located on the right side of the toolbar.

Keyboard Shortcuts

Outlook Web Access now supports more keyboard shortcuts. Table 2.4 lists the supported shortcuts.

Note
This feature is not available with Outlook Web Access Basic.

Table 2.4 Keyboard shortcuts for Outlook Web Access

Command	Keyboard Shortcut
Inbox View	

Command	Keyboard Shortcut
Open a new message window	CTRL+N
Mark selected message as read	CTRL+Q
Mark selected message as unread	CTRL+U
Reply to selected message	CTRL+R
Reply all to selected message	CTRL+SHIFT+R
Forward selected message	CTRL+SHIFT+F
Message Read Form	
Reply to selected message	CTRL+R
Reply-all to selected message	CTRL+SHIFT+R
Forward selected message	CTRL+SHIFT+F
View the next message in the list	CTRL+>
View the previous message in the list	CTRL+<
Message Compose Form	
Save the message	CTRL+S
Send the message	CTRL+ENTER
Check spelling	F7
Check names	CTRL+K or ALT+K in S/MIME
Tasks View	
Create a new task	CTRL+N
Public Folders View	
Create a new post	CTRL+N
Reply to a post	CTRL+R

Support for Rules

In Outlook Web Access, you can now create and manage server-based rules for the most common mail-management scenarios, such as moving e-mail from a particular sender or with a particular subject to a specific folder.

Outlook Web Access allows users to edit simple server-side rules created in any version of Outlook. If an Outlook-created rule is too complex for Outlook Web Access to render it properly, the rule appears shaded in the Outlook Web Access user interface for rules management. Although these rules cannot be edited, they still function.

One or more of the following criteria are used to define the rule in Outlook Web Access:

- Who the message is from
- The message subject
- The importance of the message
- Who the message was sent to

Based on these criteria, the following actions can be specified:

- Move the message to a specified folder
- Copy the message to a specified folder
- Delete the message
- Forward the message to a specified recipient

In addition to creating a new rule, users can create a rule from within an e-mail message, which creates the rule parameters with information from the message, such as the subject and sender information. This allows users to quickly and easily create rules.

Warning

Because of interoperability limitations with Outlook, before an Outlook Web Access user can create or modify any rules, Outlook Web Access deletes any rules that have been disabled through Outlook. This does not happen automatically. When you modify a rule, you receive a warning indicating that disabled rules will be deleted if you proceed.

If you modify rules from Outlook Web Access, the next time you use Outlook, you may be prompted to choose between client and server-side rules. To retain the rules that you created in Outlook Web Access, select server-side rules.

Note

This feature is not available with Outlook Web Access Basic.

To create a new rule from Outlook Web Access

1. In Outlook Web Access, in the **Navigation Pane**, click **Rules**. If the **Navigation Pane** is collapsed, click the **Go to rules** button.
2. On the **Rules** page, click **New**.
3. On the **Edit Rule** page, fill out the criteria and desired action for the rule.
4. Click **Save and Close**.

To create a new rule from within a message

1. With a message opened, click the **Create Rule** icon. Alternatively, you can right-click a message in the message list, and then click **Create Rule**.

2. On the **Edit Rule** page, some criteria are filled in automatically based on the message contents. Modify the criteria and select a desired action for the rule.
3. Click **Save and Close**.

Spelling Checker

Outlook Web Access now includes a spelling checker. The spelling checker is built into Exchange 2003, so users do not need to run any client-side code or download additional software.

The spelling checker feature is available whenever users compose a message. The following languages are supported for Exchange 2003:

- English (Australia)
- English (Canada)
- English (United Kingdom)
- English (United States)
- French
- German (post-reform)
- German (pre-reform)
- Italian
- Korean
- Spanish

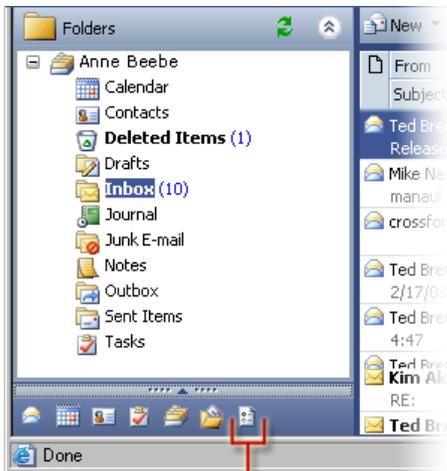
Users select the language for the spelling checker to use. When spelling checker is first run, users are prompted to select the preferred language. The language can also be configured at any time.

Note

This feature is not available with Outlook Web Access Basic.

To set the spelling checker language

1. In Outlook Web Access, in the **Navigation Pane**, click **Options**. If the **Navigation Pane** is collapsed, click the **Go to options** button (Figure 2.11).
2. Under **Spelling Options**, in the **Select the language of the dictionary to use while checking spelling** list, select the preferred language.
3. Click **Save and Close**.



Go To Options button

Figure 2.11 The Go to options button

To check the spelling in a message

1. When composing a message, click the **Spelling** button (Figure 2.12).
2. As with other spelling checker software, you are prompted about words that are not found in the spelling checker dictionary. Choose whether to ignore the word in question, change it manually, or select from a list of suggested alternatives.

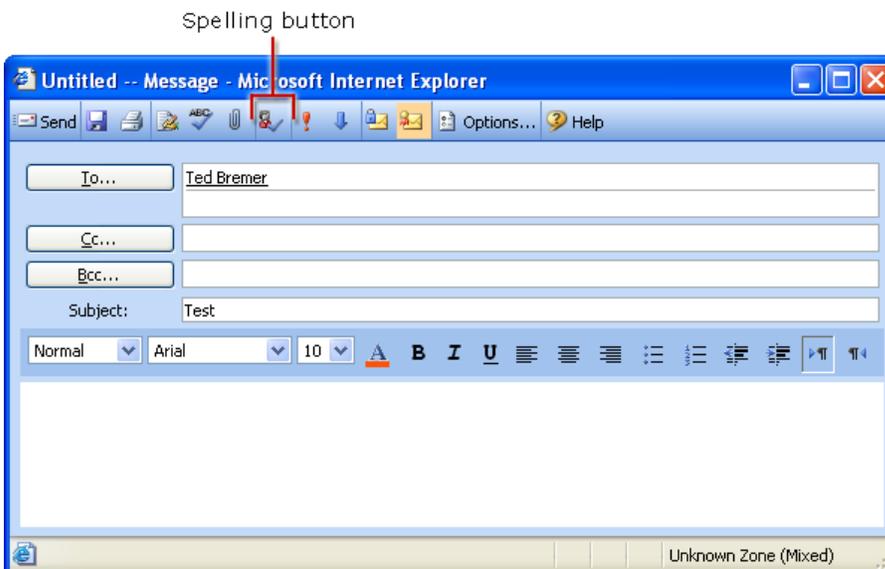


Figure 2.12 The Spelling button

Tasks

The version of Outlook Web Access that shipped with Exchange 2000 did not support tasks. Although you could view existing tasks, they were displayed as e-mail messages and could not be edited. In Exchange 2003, Outlook Web Access now supports tasks (Figure 2.13). You can create and manage new tasks or manage tasks that have already been created in Outlook.

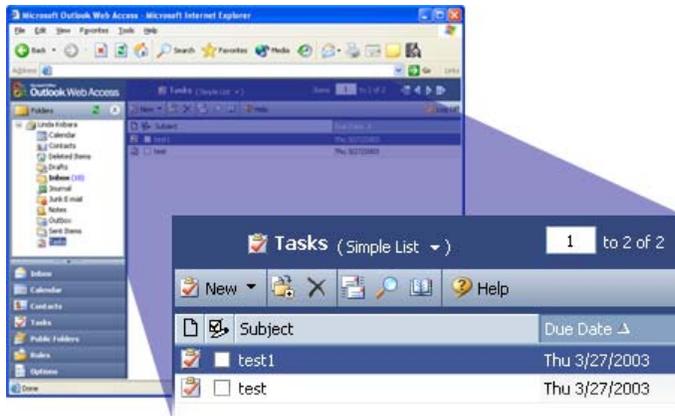


Figure 2.13 Outlook Web Access Tasks view

Some of the task features that are now available include:

- Support for recurring tasks
- Mark tasks complete
- Modify percent complete
- Task status
- Due date
- Attachments
- Priority
- Start date
- Mileage
- Billing information
- Work hours

To work with tasks in Outlook Web Access

1. In Outlook Web Access, in the **Navigation Pane**, click **Tasks**. If the **Navigation Pane** is collapsed, click the **Go to tasks** button.
2. Click **New** to create a new task, or right-click an existing task and click **Open**.
3. On the **Task** page, edit the desired fields, and then click **Save and Close**.

If you have worked with tasks in Microsoft Outlook, the new task support in Outlook Web Access should be very familiar.

Deleting and Skipping Tasks

In Outlook, when a user attempts to delete a recurring task, the user must decide whether to delete a single occurrence or the entire recurring series.

In Outlook Web Access, the delete command always deletes the entire task series. However, you can skip an individual occurrence by clicking the **Skip Occurrence** button on the Task toolbar.

Task Requests Not Supported

In Outlook, you can use the Task Request feature to assign tasks to other users. Outlook Web Access does not support this feature. Furthermore, in Outlook Web Access, users cannot process Task Requests sent from Outlook or update any delegated tasks they have already accepted in Outlook.

Outlook Web Access does allow you to delete Task Requests or previously accepted delegated tasks; however, the task assigner does not receive notification that the deletion occurred.

Message Signatures

With Outlook Web Access for Exchange Server 2003, you can create a personal signature that can be added to outgoing messages automatically or inserted into individual messages manually. To customize your signature, you can modify the font color, style, and alignment.

Note

You can only have text for signatures in Outlook Web Access Basic.

To create your signature

In Outlook Web Access, in the **Navigation Pane**, click **Options**. If the **Navigation Pane** is collapsed, click the **Go to options** button.

1. Under **Messaging Options**, click **Edit Signature**.
2. On the **Signature** page, edit the signature text and style.
3. Click **Save and Close**.

To add your signature to all outgoing messages automatically

1. In Outlook Web Access, in the **Navigation Pane**, click **Options**. If the **Navigation Pane** is collapsed, click the **Go to options** button.
2. Under **Messaging Options**, select the **Automatically include my signature on outgoing messages** check box.
3. Click **Save and Close**.

To insert your signature into a specific message

- With the desired message open, on the toolbar, click the **Insert Signature** button.

Viewing User Properties

Outlook Web Access now allows you to view user name properties that were resolved from the Exchange global address list (GAL). The property information is a subset of what is displayed in Microsoft Outlook.

The following properties are displayed in Outlook Web Access:

- First Name
- Initials
- Last Name
- Display Name
- Alias

- Address
- City
- State
- Postal Code
- Country/Region
- Title
- Company
- Department
- Office
- Phone
- Mobile Phone

Whether the user has a valid Digital ID for receiving encrypted messages (available when S/MIME is installed)

Simple SMTP addresses or addresses from the Contacts folder still display the same information (display name and SMTP address) that was available in previous versions of Outlook Web Access.

To view a resolved user's properties

- There are several methods you can use to view a user's properties:
- Right-click the resolved user name and choose **Properties**.
- Double-click the resolved user name – even in the Reading Pane.
- (This method is available only in Outlook Web Access Premium.) Click the **Address Book** button to search for users in the GAL. This will open the **Find Names** dialog box. After locating the user you want, click the user name, and then click **Properties**.

Easier Removal of Recipients

In the version of Outlook Web Access that shipped with Exchange 2000, to remove a recipient from an e-mail you were composing, you had to double-click the user name, which opened a dialog box, and then click **Remove**.

This process is simplified in Exchange 2003. Now, you can highlight the resolved user name and then press the DELETE key. Alternatively, you can right-click the resolved user name and then click **Remove**.

Note

This feature is not available with Outlook Web Access Basic.

Adding a Sender or Recipient to Contacts

In Outlook Web Access, it is now easy to add a sender or recipient of an e-mail message to your Contacts folder; you no longer need to enter the address manually. For information about using other methods to create contacts, see "Creating New Contacts" in the Outlook Web Access online Help.

Note

This feature is not available with Outlook Web Access Basic.

To add a sender or recipient of an e-mail message to your Contacts folder

1. In Outlook Web Access, open an e-mail that contains a sender or recipient that you want to add to your Contacts folder.
2. In the upper pane of the e-mail message, right-click the name you want, and then click **Add to Contacts**.
3. In **Untitled Contact**, on the **General** tab, in the **Last Name** and **First Name** boxes, type the last name and first name of the new contact. Then, on both the **General** and **Details** tabs, use the remaining boxes to fill in any other information you want to include about the contact.
4. Click **Save and Close**.

Note

You can also use the user name Properties dialog box to add the contact to your Contacts folder.

Selecting a Default Font

Outlook Web Access allows you to select the default font type, size, and color you want to use for new e-mail messages. Instead of the browser's default font, Outlook Web Access uses Arial 10 pt. by default (in the U.S. user interface).

To change the default font for new messages

1. In Outlook Web Access, in the **Navigation Pane**, click **Options**. If the **Navigation Pane** is collapsed, click the **Go to options** button.
2. Under **Messaging Options**, click **Choose Font**.
3. In **Font**, select the font and any other options you want, and then click **OK**.
4. On the **Options** page, click **Save and Close**.

Reply Header and Body Not Indented

Many users find their names added to an e-mail thread that already contains many messages. In these cases, the users usually scroll through the thread to understand the history of the issue that is being discussed. However, as they reach the beginning of the thread, it becomes difficult to read the messages. The earliest message contents are often illegible because each reply indents the previous message body, thereby consolidating the earliest message text.

Outlook Web Access no longer indents the messages in an e-mail thread (although other e-mail clients may do so). Instead of an indentation, a horizontal line offsets the reply header and body from the new content.

Web Beacon Blocking

In Exchange 2003, Outlook Web Access makes it more difficult for people who send junk e-mail messages to use beacons to retrieve e-mail addresses. Now an incoming message with any content that could be used as a beacon, regardless of whether the message actually contains a beacon, prompts Outlook Web Access to display the following warning message:

To help protect your privacy, links to images, sounds, or other external content in this message have been blocked. Click here to unblock content.

If users know that message is legitimate, they can click **Click here to unblock content**. Users can delete a message without triggering beacons that alert a sender of junk mail to send more junk mail.

To disable this option, on the **Options** page, under **Privacy and Junk E-mail Prevention**, clear the **Block external content in HTML e-mail messages** check box.

Blocking Attachments

Outlook Web Access now provides the following attachment-blocking features:

Blocking Outlook Web Access users from accessing certain file type attachments

This feature is particularly useful in stopping Outlook Web Access users from opening attachments at public Internet terminals, which could potentially compromise corporate security. Furthermore, to allow Outlook Web Access users who are working in their offices or connected to the corporate network from home to open and read attachments, administrators can allow full intranet access to attachments.

If an attachment is blocked, a warning message indicating that the user cannot open the attachment appears in the InfoBar of the e-mail message.

By default, blocking certain file types attachments is enabled on all new Exchange 2003 installations.

Junk E-mail Filtering

Outlook Web Access on Exchange 2003 allows you to manage your Junk E-mail safe senders, safe recipients and block senders lists that are also created by Outlook 2003. Both Outlook Web Access and Outlook 2003 create a special folder in your mailbox called Junk E-mail. The Exchange 2003 junk e-mail rule uses information in your block senders list to move junk e-mail to this folder.

Sensitivity and Reply/Forward InfoBars

The following information now appears on the InfoBar of an e-mail message:

- Sensitivity settings, such as Confidential.
 - The date and time a user replied to or forwarded a received message.
-

Item Window Size

Whether a user wants to read an item or create an item, the version of Outlook Web Access that shipped with Exchange 2000 launches all windows at the set size of 500x700 pixels. Even if the user resized the item window, the next window would still open at 500x700.

With Exchange 2003, during a session, if a user resizes an item window, Outlook Web Access retains that size and opens all future item windows at that size. This works for all item windows opened within a session, including e-mail messages, Calendar, Contacts, or Tasks. However, the new window size is not persisted to future Outlook Web Access sessions.

Note
This feature is not available with Outlook Web Access Basic.

Meeting Requests

Outlook Web Access includes several new meeting request features.

Setting Reminders

You can now set reminders on meeting requests you have received. With a meeting request open, select the **Reminder** check box, select the length of time from the **Reminder** list, and then click **Save and Close**.

Note
This feature is not available with Outlook Web Access Basic.

Forward Meeting Requests

Outlook Web Access now allows you to forward meeting requests. You can also reply to the meeting organizer, or reply to the meeting organizer and all recipients.

To forward or reply to a meeting request

1. In Outlook Web Access, open the meeting request.
2. Do one of the following:
 - To reply to the meeting organizer only, click the **Reply** icon. In your reply, the **To** line is preaddressed to the meeting organizer.
 - To reply to the meeting organizer and all recipients, click the **Reply to all** icon. In your reply, the **To** and **Cc** lines are preaddressed to the meeting organizer and all recipients.
 - To forward the meeting request, click the **Forward** icon. Fill in the address fields, just as when you address a new message.

Composing Messages to Recipients From the Address Book

Using Outlook Web Access with Exchange Server 2003, you can now open the Address Book, select a recipient, and then compose an e-mail message to that person.

Note

This feature is not available with Outlook Web Access Basic.

To create a new e-mail message from the Address Book

1. On the Outlook Web Access toolbar, click the **Address Book** button.
2. In **Find Names**, search for the desired recipient.
3. In the details pane, select the recipient you want, and then click **New Message**. The recipient's name will appear in the **To** line of a new message window.

Changing Passwords

To change the password on your alliant.edu account

1. Select "Options" on the left hand bar and scrolling down to find the "Change Password" button.
2. Click the Change Password button and click "OK".
3. Enter Domain, Account, and password information and click "OK".