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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 view the mail folders.
2. [Ctrl] [I] to view the mail folders.

Creating and Sending a Message

1. [Ctrl] [N] to create a new message.
2. In the TO or CC field, type the name or email address of the people you are sending the message to. As you type, suggestions will appear. To select a suggestion, press [Tab] or [Enter]. To select another suggestion, press [Tab] or [Enter] again.
3. To select a suggestion from your address book, click the suggestion.
4. Type the SUBJECT and the body of the message.

Attaching a File to a Message

1. Choose ATTACH FILE.
2. Locate and select the file you want to attach.

Showing BCC

In the message window, [Ctrl] [B] to show BCC.

Sending a Message with High or Low Importance

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

Requesting Read or Delivery Receipts

1. In the message window, [Ctrl] [R] to show MESSAGE OPTIONS.
2. Select REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT.

Checking Spelling

Misspelled words are underlined. To correct, click the word and choose the correct spelling.

Showing/Hiding the Reading Pane

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

1. [Ctrl] [F] to show the Reading Pane.
2. [Ctrl] [F] to hide the Reading Pane.

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are part of the same conversation.

1. To have messages grouped by conversation, click the Reading Pane icon in the top right of the message list.
2. To have messages grouped by conversation, click the Reading Pane icon in the top right of the message list.

Ignoring a Conversation

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

1. Right-click a conversation in the message list and select IGNORE CONVERSATION.
2. [Ctrl] [I] to ignore the conversation.

Reading Messages

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

1. [Ctrl] [I] to view a message to open it.
2. [Ctrl] [I] to view a message to open it.

Opening/Saving Attachments

1. [Ctrl] [A] to open the attachment.
2. If prompted, click OK to save the attachment.

Replying to a Message

1. Open the message.
2. To reply to the sender only, [Ctrl] [R] to reply. To reply to all addresses, [Ctrl] [R] to reply to all.
3. Complete the message, then [Ctrl] [S] to save.

Forwarding a Message

1. Open the message.
2. [Ctrl] [F] to forward the message.
3. Complete the message, then [Ctrl] [S] to save.

Saving a Draft

If you cannot wait to send a message, save it as a draft.

1. With the message in progress, [Ctrl] [S] to save the message. The message is automatically saved as a draft.

Creating a Folder

1. [Ctrl] [M] to create a new folder. Type a name for the folder, then [Enter].
2. In the navigation pane on the left (Right-click the desired folder, or NEW FOLDER, then 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 [Ctrl] [M] to move the message to a folder. If a folder is not visible, click the folder icon to expand the folder list.

Deleting an E-Mail Signature

1. From any Outlook folder, [Ctrl] [S] to show the SETTINGS pane.
2. [Ctrl] [S] to show the SETTINGS pane.
3. If necessary, click MAIL.
4. Under SIGNATURE, type and format your email signature as desired.
5. To remove a signature, click the signature and click REMOVE SIGNATURE.
6. [Ctrl] [S] to save the signature.

Opening Another User's Mailbox

1. [Ctrl] [M] to open another mailbox. Type the name of the mailbox, then [Enter].
2. Type the name of the mailbox, then [Enter].

Turning on Automatic Replies

When you are out of the office, you can turn on automatic replies.

1. [Ctrl] [M] to open another mailbox. Type the name of the mailbox, then [Enter].
2. [Ctrl] [M] to open another mailbox. Type the name of the mailbox, then [Enter].

Turning off the Automatic Replies

If you are out of the office, you can turn off automatic replies.

1. [Ctrl] [M] to open another mailbox. Type the name of the mailbox, then [Enter].
2. [Ctrl] [M] to open another mailbox. Type the name of the mailbox, then [Enter].

Searching for Mail

1. In the top right, click the search icon to search through mail, calendar, and contacts.
2. In the search box, type the words you want to search for. As you type, suggestions will appear. To select a suggestion, press [Tab] or [Enter]. To select another suggestion, press [Tab] or [Enter] again.
3. Select a suggestion from the list.
4. Select a suggestion from the list.

Chat

Starting a Chat

To start a chat session, click the chat icon in the top right of the message list.

Changing Your Chat Status

Click your name in the top right, then click the chat status icon.

Signing Out of Instant Messaging

Click your name in the top right, then click the chat status icon.

Mail	Chat
New Message	[Ctrl] [N]
Drafts	[Ctrl] [D]
Reply	[Ctrl] [R]
Reply to All	[Ctrl] [R] [A]
Forward	[Ctrl] [F]
Save Draft	[Ctrl] [S]
Send	[Ctrl] [E]

For Any Outlook Item	Chat
Open Item	[Ctrl] [O]
Close Item	[Ctrl] [C]
Save Item as PDF	[Ctrl] [S] [P]

Deleting/Deleting Items	Chat
Conversation Item	[Ctrl] [D] to delete the item and [Ctrl] [D] to delete the item.
Non-conversation Item	[Ctrl] [D] to delete the item and [Ctrl] [D] to delete the item.



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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