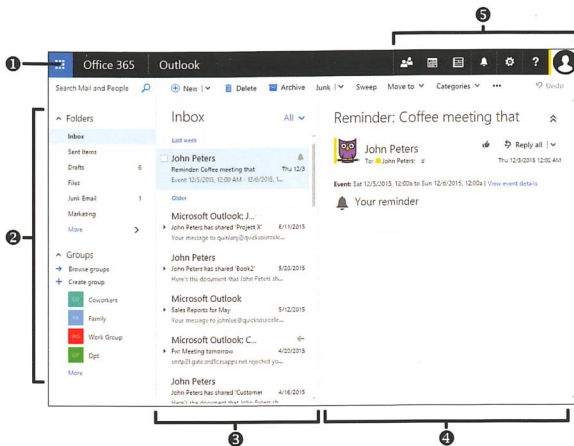


Getting Started

The Outlook Mail Window



- App Launcher** – contains the main hubs for most features and all Office apps, including Mail.
- Navigation Pane** – contains shortcuts to folders and sections.
- View Pane** – displays the contents of the selected folder.
- Reading Pane** – displays the contents of the selected item.
- Nav Bar** – switch between Mail, Calendar, People, and Tasks.

Signing In

The login screen will appear when you access Outlook on the Web through your web browser. To receive your organization's specific login URL, check with your network administrator.

- Enter your email address in the **Email address** box.
- Enter your password in the **Password** box.
- Click the **Sign in** button.

NEW! Opening Outlook on the Web in Office 365

- Click the **App Launcher** button.
- Select **Mail** from the menu.

NEW! Using the Nav Bar



To make it easier to access the features of Outlook on the Web, you can pin a feature to your Nav bar. To pin an item, click the **App Launcher** button. Hover your mouse cursor over the app or feature you wish to pin until the **More** button appears. Click the **More** button and click **Pin to nav bar**.

- Mail** – the main email area allows you to read, compose, receive, and send email.
- Calendar** – the scheduler, or planner, allows you to set and manage appointments and tasks.
- People** – contains your contact list to display names, email addresses, social media updates, and other information.
- Tasks** – the task list allows you to create and manage tasks.

Default Folders

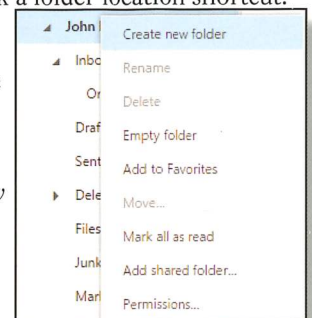
- Inbox** – stores all received email messages.
- Sent Items** – keeps a copy of all messages you have sent.
- Drafts** – stores any unfinished email messages.
- Deleted Items** – contains any deleted messages.
- Junk Email** – stores items that have been filtered as spam.
- Notes** – contains notes imported from your desktop Outlook account.

Note: You may see additional folders that have been added by your organization's administrator.

Creating a New Folder

- In the **Navigation pane**, right-click a folder location shortcut.
- Select **Create a new subfolder** from the drop-down menu.
- Enter a name for the folder in the text box.
- Press the **Enter** key. The new folder will appear in your Inbox.

*Note: You can also quickly create a new folder by clicking the **Add +** button beside the **Folders** shortcut.*



Working with Folders






- Right-click on the folder you wish to work with.
- Do one of the following:
 - To **rename the folder**, select **Rename** from the drop-down menu. Enter a new name for the folder in the text box and press the **Enter** key.
 - To **delete the folder**, select **Delete** from the drop-down menu. Click the **OK** button to confirm deletion.
 - To **delete all of the items in a folder**, select **Empty folder** from the drop-down menu. Click the **OK** button to confirm deletion.
 - To **add the folder to your favorites**, select **Add to Favorites** from the drop-down menu. The folder will now appear in your **Favorites**.
 - To **move the folder to another location**, select **Move...** from the drop-down menu.
 - To **mark all the items in the folder as read**, select **Mark all as read** from the drop-down menu.

Searching in Outlook on the Web


- Enter your search keywords in the **Search Mail and People** box in the **Mail** screen.
- Click the **Search** button or click on one of the suggested items.
- Optional:* To limit the location of your search, select an option in the **Include messages from:** section in the **Navigation pane**.
- Optional:* To specify the time frame to search, select an option in the **Show these messages:** section in the **Navigation pane**.
- When you are finished, click the **Close** button to end your search and return to your **Outlook** screen.

Email

Sending an Email



1. In the **Mail** screen, click the **New**  button.
2. Do one of the following:
 - To enter email addresses, enter email addresses in the **To** and **Cc** spaces. When you begin typing or click in the **To** space, recent addresses will appear in the **Suggested contacts** list. Click to select a contact. (Repeat to add additional contacts.)
 - To select email addresses from your contacts, click the **To** button. Select the desired contact(s) and click the **OK**  button.
 - To send a blind carbon copy, click the **More**  button. Select **show bcc:**. Enter the email addresses of the contacts you wish to include beside the **Bcc:** space.
3. *Optional:* Click the **More**  button. Select **Check names** from the drop-down menu to make sure that it is possible to send the message to the names or email addresses you have entered.
4. Enter a subject in the **Add a subject** space.
5. Enter message text in the **Message** space.
6. Click the **Send**  button.

Reading a Message


1. Click the **Outlook** shortcut in the **Nav** bar.
2. In the **View Pane**, do one of the following:
 - To view the message in the **Reading pane**, click the message once.
 - To view the message in its own window, click the **More**  button and select **Open in a separate window**.

Note: To mark a message as read, click **Mark as read** in the message space. To mark it again as unread, click **Mark as unread**.

Replying to a Message



1. Select the message to which you want to reply.
2. Click the **Arrow**  in the message to open **More actions**.
 - To reply to the sender only, click **Reply**.
 - To reply to the sender and all recipients, click **Reply All**.
 - To forward a message on to additional recipients, click **Forward**.
3. Enter reply text in the message text box.
4. Click the **Send**  button when you are finished.

Liking a Message



You can “like” a message in Outlook similar to how you would on a social networking site. To like a message you receive, click the **Like**  button on the right side of the email message.

Editing a Draft of a Message

By default, unsaved messages are saved to your **Drafts** folder.

1. Click the **Drafts** link on the **Navigation** pane to access your drafts.
2. Click the draft you wish to edit. Edit the draft in the message window.
3. When you are finished editing, click the **Send**  button.
4. *Optional:* Click **Discard**  to delete the draft.



Setting Message Importance

1. Open the message draft you want to set importance for or click the **New**  button.
2. Click the **More**  button.
3. Select **Set importance** from the drop-down menu.
4. Choose an importance level of **High**, **Normal**, or **Low**.


Categorizing Messages

1. Select the message you would like to categorize.
2. Click the **Categories** button.
3. Select a category color from the drop-down menu.
4. *Optional:* To create a new category, select **New category**. Type the name of the category. It will appear in the **Categories** list the next time you open it.

Setting Read and Delivery Receipts



1. Click the **New**  button.
2. Click the **More**  button.
3. Select **Show message options** from the drop-down menu.
4. *Optional:* To set a delivery receipt, check the **Request a delivery receipt** box.
5. *Optional:* To set a read receipt, check the **Request a read receipt** box.
6. Set the sensitivity of the email by clicking the arrow in the **Sensitivity** box.
7. Click **OK** when you are finished.

Attaching a File to a Message

1. Create the message to which you want to attach a file.
2. Click the **Attach**  button.
3. Select the type of item you wish to attach.
4. Locate and select the file you want to attach.
5. Click the **Open** button.
6. Click the **Send** button when you are finished.

Pinning a Message

Use the Pin feature to keep important messages highlighted at the top of your Inbox where you can easily access them.


1. Select the message you want to pin in the **View Pane**.
2. Click the **Pin**  button.
3. *Optional:* To remove a pin and return a message to its original location, click the **Pin**  button beside the message.

Flagging a Message


1. Select the message you want to flag in the **View Pane**.
2. Click the **Flag**  button.
3. Right-click on the flag and select a display time for the reminder from the drop-down menu.

Note: To remove the flag, right-click the flag and select **Clear flag**.

Opening Attachments

1. Click on the message once to view it in the **Reading Pane**.
2. Click on the **Arrow**  button beside the attachment.
3. From here, you can do one of the following options:
 - To view the message in a preview window of Outlook, click **View**.
 - To download the file to your computer, click **Download**.
 - To save the file to your organization's OneDrive, click **Save to OneDrive**.

Printing a Message

1. Open or select the message you want to print.
2. Click the **More**  button.
3. Select **Print** from the drop-down menu.
4. *Optional:* In the print window, select printing options such as **Destination**, **Pages**, **Copies**, **Layout**, **Color**, and more.
5. Click the **Print** button.

Calendar

Scheduling an Event

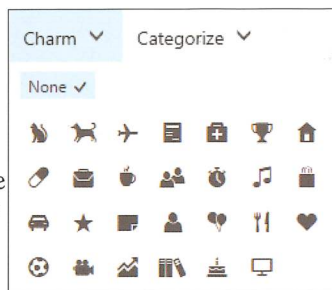
1. Click the **App Launcher** button and select **Calendar**.
2. Click the **New** button.
3. Enter a name for the event in the **Add a title for the event** space.
4. Enter a location for the appointment in the **Add a location** space.
5. Enter a contact name in the **People** space or click the **Add attendees** button and select a contact.
6. Click **Add room** and select a room from the directory.
7. Enter or select a start date in the **Start** box.
8. Select a duration by clicking the arrow beside the **End** box and checking a time for when the event should end.
9. Enter details in the text box.
10. *Optional:* To set a reminder for the event, click the arrow on the **Reminder** box and check a time to be reminded. (You can also click **Add an email reminder to remind you or an attendee by email.**)
11. *Optional:* To make the event recur, click the arrow on the **Repeat:** box and check a recurrence option.
12. *Optional:* To mark the event as private, check the **Private** box.
13. Click the **Save** button when you are finished.

Note: To quickly add an event, double-click the date and time on which you want the appointment to occur.

NEW! Adding an Event Charm

You can add a graphic charm similar to an emoticon to your event to help visually organize different types of event.

1. Click the **New** button or double-click an existing event to open the editing screen.
2. Click **Charm**.
3. Select a charm from the palette that opens. A check will appear beside the charm you are using.
4. *Optional:* To remove a charm, select **None** from the palette.



Using the Scheduling Assistant

The Scheduling Assistant lets you check attendee and location availability within your organization. You can view your attendees' schedules and avoid conflicts.

1. Create the event you want to use the **Scheduling Assistant** for.
2. Click **Scheduling Assistant** .
3. *Optional:* Click **Add a room** at the bottom of the window to view and select available conference rooms.
4. Click **OK** to return to your event options screen.

Sharing Your Calendar

1. Click the **App Launcher** button and select **Calendar**.
2. Click the **Share** button and select which calendar to be shared.
3. Enter the contacts with which you wish to share in the **Share with:** space.
4. Enter a subject in the **Subject:** space.
5. Click the arrow at the **Calendar:** space to select the calendar you wish to share.
6. Click the **Send** button.

Scheduling an Online Meeting

1. Click the **App Launcher** button and select **Calendar**.
2. Click the **New** button.
3. Enter the information about your event.
4. Click the **Skype Meeting** button to insert a link to your online meeting.
5. Click the **Save** button when you are finished.

Responding to a Meeting Request

1. In your **Inbox**, double-click the meeting request to open it or click once on the meeting request to view the request.
2. Do one of the following:
 - To add the meeting to your calendar, click the **Accept** button.
 - To add the meeting to your calendar labeled as tentative, click the **Tentative** button.
 - To decline the meeting request, click the **Decline** button.
3. Select one of the following options:
 - To send a response with comments, select **Edit the response before sending** from the resulting menu. Enter comment text and click the **Send** button.
 - To send a response without comments, select **Send the response now** from the resulting menu.
 - If you do not want to send a response, select **Do not send a response** from the resulting menu.

Editing an Existing Event

1. Navigate to the event you wish to edit
2. Double-click the event you want to edit.
3. Make the desired changes to your event.
4. Click the **Send** button.

Canceling an Event

1. Navigate to the event you wish to delete.
2. Double-click the event to open the editing window.
3. Click the **Discard** button.

Customizing your Calendar View

You can click through the Views on the right top of your Calendar.

- **Day:** View the day's appointments hour by hour.
- **Work Week:** View the work week.
- **Week:** View the complete week.
- **Month:** View the month in traditional calendar format.
- **Today:** Jump to select the current day.



*Note: To customize the appearance of your calendar, click the **Settings** icon on the Nav bar. Select **Options** from the drop-down menu. Click **Calendar appearance** in the **Calendar** section. Adjust the specifics of your calendar settings. Click the **Back** button in the upper-left to return to your calendar.*

Printing your Calendar




1. Open the calendar you wish to print.
2. Click the **Print** button.
3. *Optional:* To choose between different calendars, select the calendar you wish to print under the **Calendar:** section.
4. *Optional:* Under the **View:** section, select a style of calendar view to print. The preview window will automatically change to display the different styles.
5. *Optional:* Under the **Print from:** and **Print to:** section, select a time range to print.
6. Click the **Print** button.

People


Connecting to a Social Network






1. Click the **App Launcher**  button and select **People**.
2. Click the **Settings**  button on the **Nav bar** and select **Options** in the **People settings** drop-down menu.
3. Under the **People** section of the **Navigation** pane, click the **Connect to social networks** shortcut.
4. Click **Connect** next to the social media account you want to connect and follow the instructions to connect your account.

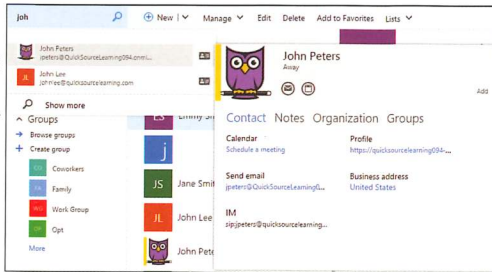
Creating a New Contact

1. Click the **App Launcher**  button and select **People**.
2. Click the **New**  button.
3. In the **Name** section, enter a name for the contact in the **First name** and **Last name** boxes.
4. Enter additional contact information. If you have connected to a social network, the information will be filled in automatically as soon as **Outlook** recognizes the name of your contact.
5. Click the **Save**  button. The contact will appear in **My contacts**.
6. *Optional:* To delete a contact, select the contact in the **My contacts** list. Click the **Delete** shortcut at the top of the page.




Interacting with a Contact

In the **Search** box, enter the name of the contact with whom you wish to interact. Hover over the **Contact card**  button to open the contact card. From here, you can do one of the following actions:

- To email the contact, click the **Email**  button. Enter the subject and details of the email and click the **Send**  button.
- To schedule a meeting with the contact, click the **Schedule Meeting**  button.
- To chat with the contact, click the **Chat**  button.
- To edit the contact information, click the **Add** button. Make the desired changes and click the **Save**  button.








Creating a Group of Contacts

1. Click the **App Launcher**  button and select **People**.
2. In the **Groups** section of the **Navigation** pane, click the **Create group** shortcut.
3. In the **Create a group** pane, enter an available name for the group in the **Choose a name** space.
4. In the **Add a description** space, type a description of your group that will inform your invited members of the purpose of the group.
5. Click the arrow on the **Privacy** box and select a setting for who can see the group.
6. *Optional:* To subscribe members to receive updates in their inbox, check the **Subscribe members so they receive group conversations in their inbox**.
7. Click the **Create**  button.
8. Enter the names of contacts you wish to add to the group and click the **Add**  button.






Security

Outlook on the Web automatically filters junk mail into the **Junk Email** folder in the **Navigation** pane.





Adding a Safe Sender

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the **Nav bar**.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Click **Block or allow** in the **Accounts** section.
6. In the **Safe senders and Recipients** space, enter the email address you wish to add to your safe sender list.
7. Click the **Add**  button.
8. *Optional:* Check the **Trust Email from my contacts** box.
9. Click the **Save**  button.
10. Click the **Back**  button in the upper-left to return to your inbox.

Blocking a Sender

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the **Nav bar**.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Click **Block or allow** in the **Accounts** section.
6. In the **Blocked Senders** space, enter the email address you wish to block.
7. Click the **Add**  button.
8. *Optional:* For extra security, check the **Don't trust email unless it comes from someone in my Safe Senders and Recipients** box.
9. Click the **Save**  button.
10. Click the **Back**  button in the upper-left to return to your inbox.

Turning Off Junk Mail Filtering

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the **Nav bar**.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Click **Block or allow** in the **Accounts** section.
6. Click the button to change the setting to the **Don't move email to my Junk Email folder option**.
7. Click the **Save**  button.
8. Click the **Back**  button in the upper-left to return to your inbox.

Marking a Message as Phishing





Phishing messages are a particular type of junk mail that solicit your personal information for purposes of identity theft or other scams.

You can report a suspicious message to security@salemstate.edu

Tasks

NEW!

Creating a Task






1. Click the **App Launcher**  button and select **Tasks**.
2. Click the **New**  button.
3. Enter a name for the task in the **Subject** box.
4. Select a due date for the task by clicking the arrow on the **Due** box.
5. Click **Show more details** and enter any additional task options, including:
 - *To make the task recurring*, click the arrow on the **Repetition** box and select a rate of recurrence.
 - *To set a reminder for the task*, check the **Reminder** box and enter in a date and time to be reminded about the task.
 - *To set your task as private*, check the **Mark Private** box. Your task will not appear publicly.
 - *To set your task's priority*, click the arrow on the **Priority** box. Check the level of priority you wish to set.
 - *To enter the number of hours involved in the task*, enter hours in the **Total work** and **Actual work** boxes.
6. *Optional*: To attach an item to the task, click the **Insert**  button. Browse for an item from your files to attach to the task and click **Open**.
7. Click the **Save**  button when you are finished.

Organizing Tasks


1. Click the **App Launcher**  button and select **Tasks**.
 2. Click the arrow beside the **Active** shortcut.
 3. Check one of the options in the **Sort By** list to sort your tasks according to your desired designation.
 4. Check **A on top** or **Z on top** in the **Order** list.
- Note: To quickly toggle between Task items by status, click All, Active, Overdue, or Completed at the top of the tasks list.*

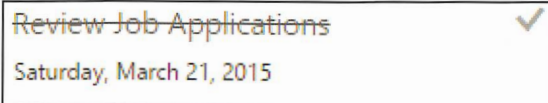
Managing Tasks

Select the task you want to work with and do any of the following:

- *To open a task in a new window*, click the **Arrow**  button. Select **Open in a separate window** from the drop-down menu.
- *To edit a task*, click the **Edit**  button. Make the desired changes to your task. Click the **Save**  button when you are finished.
- *To delete a task*, click the **Discard**  button.
- *To flag a task*, click the **Flag**  button. It will appear in your **Flagged Items and Tasks** list on the **Navigation** pane.
- *To categorize tasks by color*, right-click on the task you wish to categorize. Select **Categorize** from the drop-down menu. Choose a color to label the task.




Marking a Task Complete

1. Open the task you want to mark as complete.
2. Click the **Complete**  button.
3. The completed task will appear in your **Completed** task list with a strike through font.






Mail Extras





Inserting a Signature

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the Nav bar.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Select the **Email signature** shortcut under the **Layout** section.
6. In the **Email signature** section, enter and format signature text.
7. *Optional*: To attach your signature to all future messages, check the **Automatically include my signature on messages I send** box.
8. Click the **Save**  button.
9. Click the **Back**  button in the upper-left to return to your Inbox.




Using Mail Forwarding

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the Nav bar.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Select the **Forwarding** shortcut under the **Accounts** section.
6. Select the **accounts** shortcut in the **Navigation** pane.
7. Click **Start forwarding**.
8. Enter an email address in the **Forward my email to:** box.
9. Click the **Save**  button.

Creating an Automatic Reply (Out of Office)

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the Nav bar.
3. Select **Options** from the drop-down menu.
4. Click to expand the **Mail** shortcut in the **Navigation** pane.
5. Select the **Automatic replies** shortcut under the **Automatic processing** section.
6. Select **Send automatic replies**.
7. *Optional*: To select a time frame for out of office replies, check the **Send replies only during this time period** box and select start and end times and dates.
8. Enter and format reply text in the message box.
9. *Optional*: To send replies to all senders, check the **Send automatic reply messages to senders outside of my organization** box. Select which external senders will receive automatic replies and enter and format reply text.
10. Click the **Save**  button.
11. Click the **Back**  button in the upper-left to return to your Inbox.

Changing your Inbox Display

1. Click the **App Launcher**  button and select **Mail**.
2. Click the **Settings**  button on the Nav bar.
3. Select **Display Settings** from the drop-down menu.
4. Select the area for which you would like to change the view by clicking **Message list**, **Conversations**, or **Reading pane**.
5. Select the options to adjust what is displayed or hidden.
6. Click the **OK**  button.