

NHSmail Outlook Web App: User Guide

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Mail page

On this page you can...

Search for emails

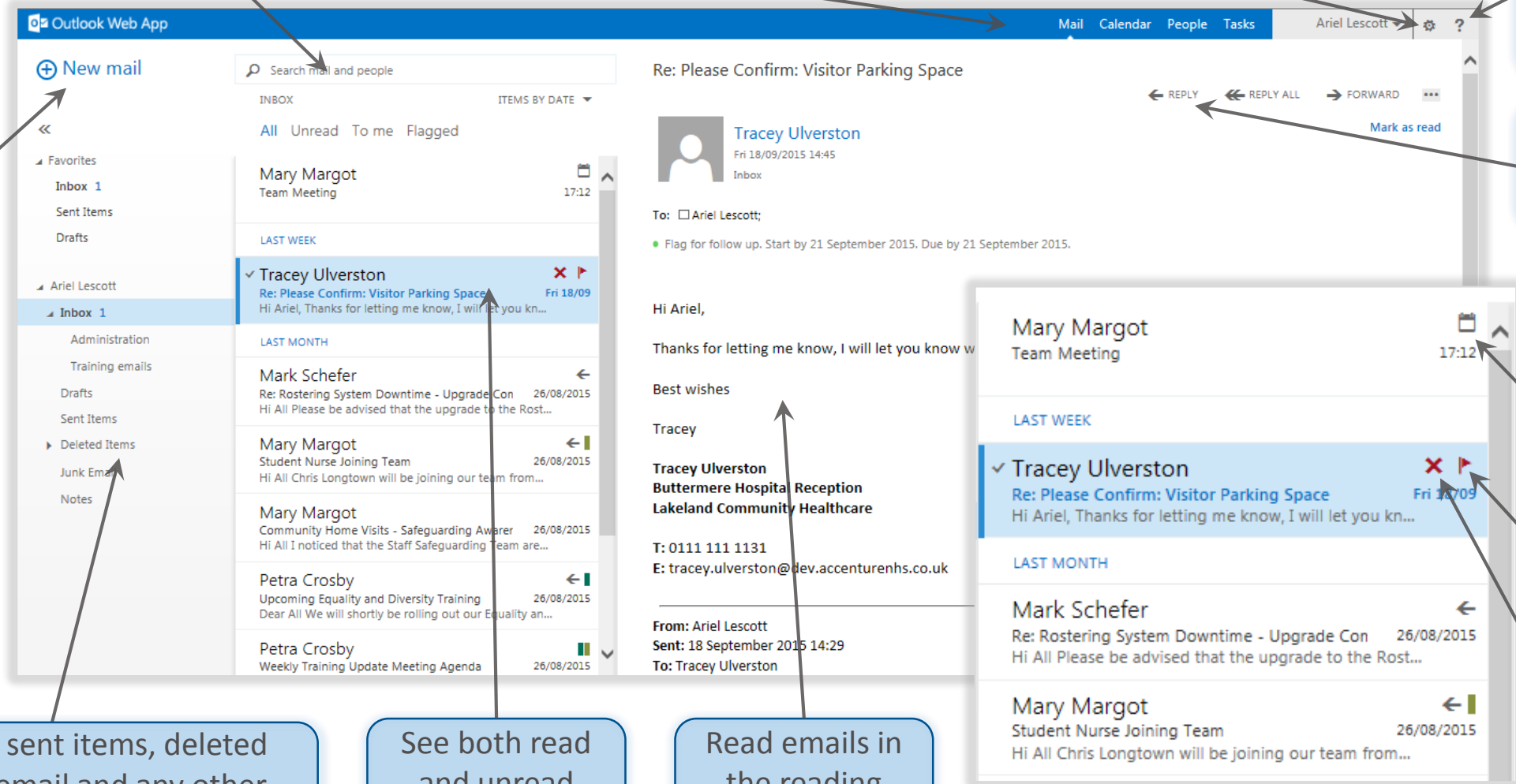
Access Mail, Calendar, People and Tasks from the navigation bar

Access the settings page

Access Outlook Web App Help

Create a new email

Respond to an email



REPLY REPLY ALL FORWARD Mark as read

View calendar invites

Flag emails

Delete emails

View drafts, sent items, deleted items, junk email and any other folders or shared mailboxes

See both read and unread emails

Read emails in the reading pane

Calendar page

On this page you can...

Easily access today's date

Choose how to view your calendar

Create a new event

Outlook Web App

Mail Calendar People Tasks Ariel Lescott ?

New event

September 2015

Day Work week Week Month

SHARE PRINT

Calendar Mary Margot

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31 Bank holiday	1 Sep 9:00 Team One-to-	2 9:00 Staff Commun 9:00 Staff Commun	3 8:00 Home visits	4 15:00 team meeting	5	6
7 13:00 Training	8 9:00 Incoming Refe 13:00 Social Care P	9 8:30 Visits 9:00 Team meeting	10 8:30 Visits	11	12	13
14 8:30 Visits 10:00 Medical Dire	15 9:00 Team One-to-	16 11:00 All team con 15:00 Submit Mont	17 8:00 Home visits	18	19	20
21 13:00 Training	22 9:00 Incoming Refe	23 8:30 Visits 11:00 MDT review	24 8:30 Visits	25 13:30 Team Meetin 13:30 Team Meetin	26	27
28 8:30 Visits 13:00 Integrated Ci	29 9:00 Team One-to-	30 15:00 Submit Mont	1 Oct 8:00 Home visits	2	3	4

21 SEPTEMBER 2015

13:00 Training
3 hours Training Room 2, HQ

View calendars other than your own

View meetings in your calendar

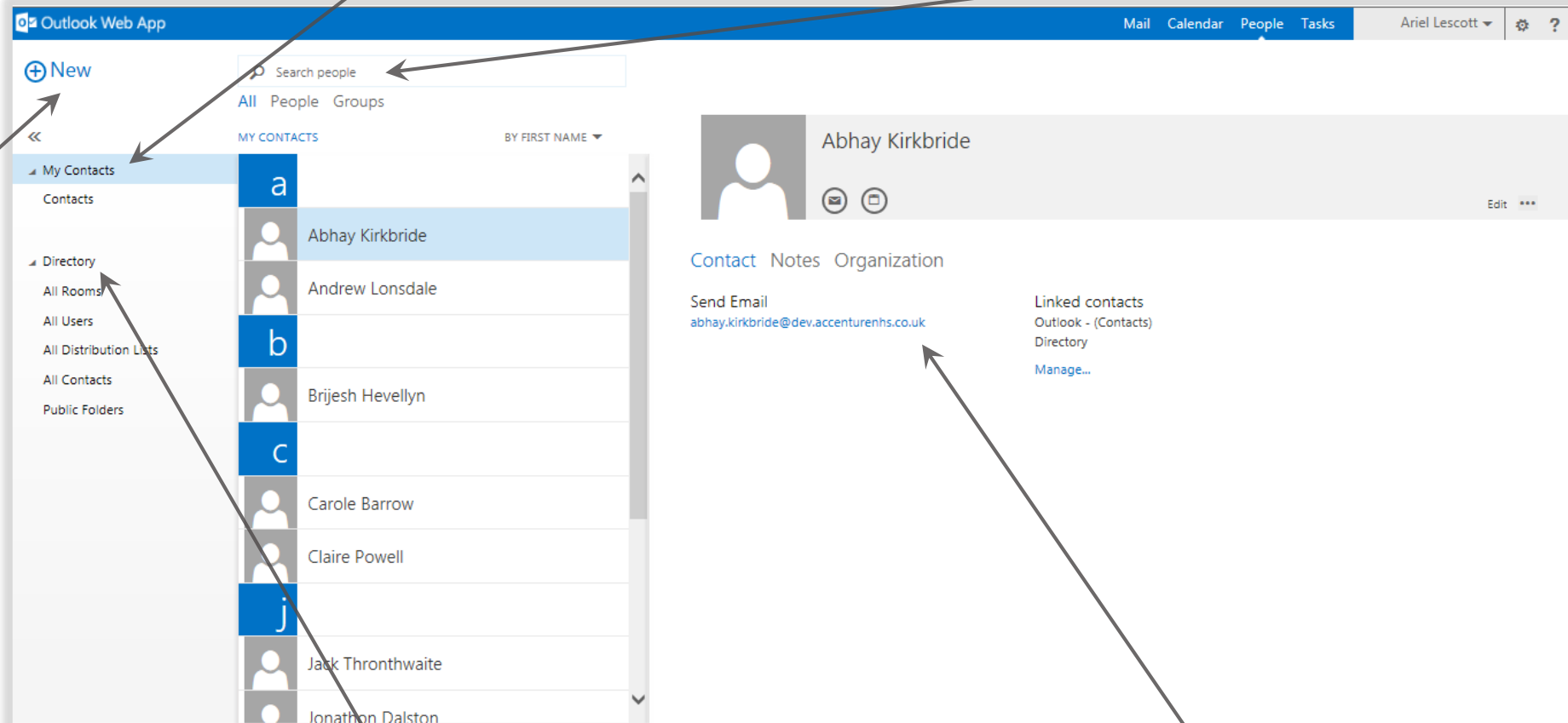
People page

On this page you can...

View your personal contacts

Search for contacts

Create a new contact



View contact names across the health and social care sector

View the details of your contacts

Tasks page

On this page you can...

Create a new task

View active, overdue and completed tasks

The screenshot shows the Outlook Web App interface. At the top, there are navigation tabs for Mail, Calendar, People, and Tasks. The user's name, Ariel Lescott, is visible in the top right. On the left, there is a sidebar with a 'New task' button and a list of tasks under 'My tasks'. The main area displays a list of tasks, including 'Complete training course' (due 25 September 2015), 'Issue training update' (due 23 September 2015), 'Re: Please Confirm: Visitor Parking S...' (due 21 September 2015), 'Call Jane' (due 21 September 2015), and 'Training and Divesity Training' (due 07 September 2015, marked as Overdue). The 'Issue training update' task is selected, and its details are shown on the right. The details include: Status: Not started; % complete: 0; Start date: None; Priority: Normal; Date complete: None; Companies: None; Owner: Ariel Lescott; Total work: 0 hours; Actual work: 0 hours; Mileage: None; Billing: None; Repetition: Repeat the task Every Wednesday effective Wed 23/09/2015 until Sun 27/09/2015. There are also options for 'Reminder' (set for Thu 27/08/2015 at 18:30) and 'Mark private'. Action buttons for 'EDIT' and 'COMPLETE' are visible at the top right of the task details.

Monitor and mark tasks as complete

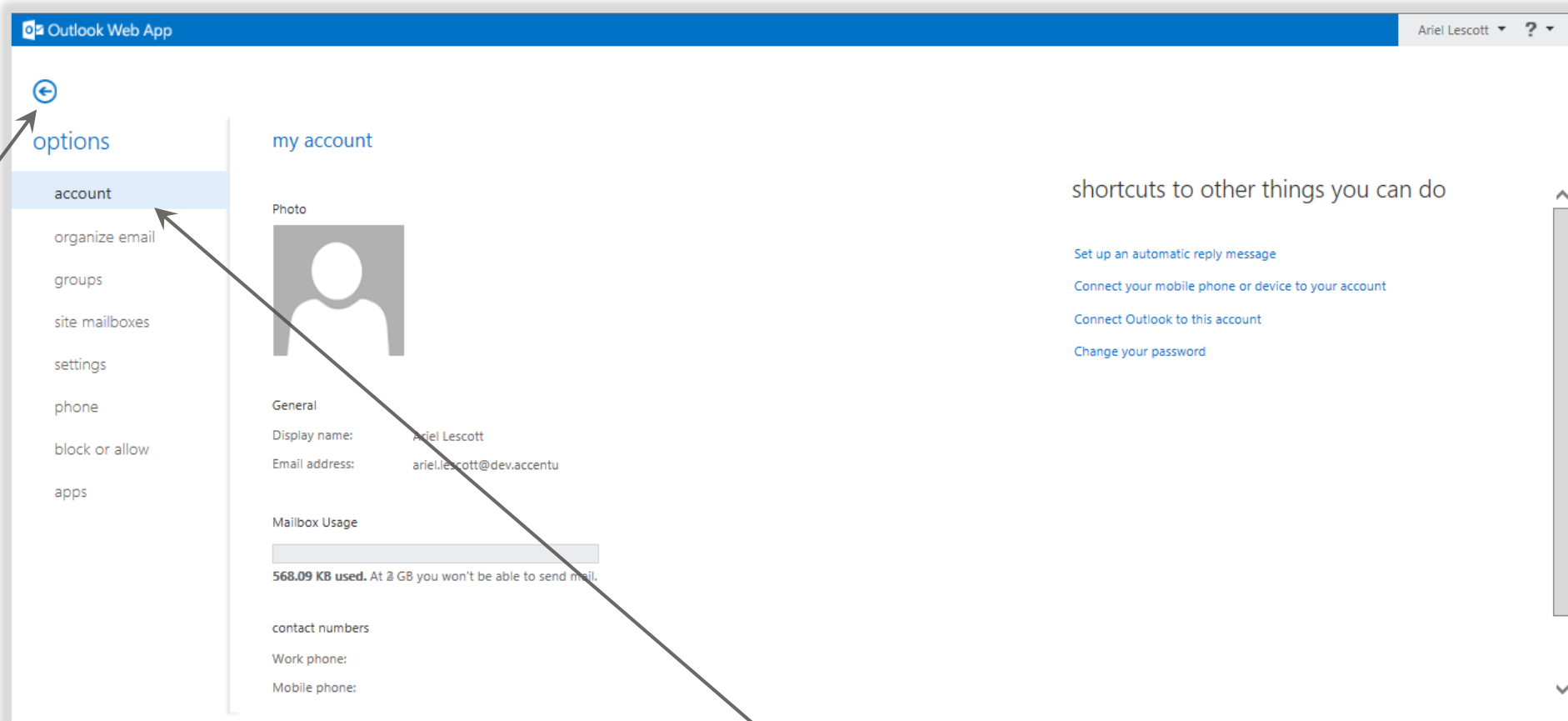
View flagged emails and created tasks

View the details of your tasks

Settings page

On this page you can...

Go back to the inbox page



Edit your personal settings which are split into 8 categories; account, organize email, groups, site mailboxes, settings, phone, block or allow and apps

Outlook Web App Help

On this page you can...

You can also press F1 on your keyboard to access Outlook Web App Help

Support - Office.com - Windows Internet Explorer
 https://support.office.com/en-GB/client/results?Shownav=true&lci

Outlook Web App Help

Search

Mail in Outlook Web App

NOTE If you want to specify whether to use the standard or light version of Outlook Web App, see [Options>Outlook Web App version](#). The light version of Outlook Web App is designed for use with older web browsers that are not supported by the standard version of Outlook Web App, over slow connections, and to meet accessibility needs by providing a simplified interface that's easier to use with screen readers.

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

IMPORTANT For the best mobile email experience, we recommend that you install the latest Microsoft

Access Outlook Web App Help, after having searched the User Guide for additional information

Mail Calendar People Tasks Ariel Lescott ?

Visitor Parking Space

erston
4:45

1 September 2015. Due by 21 September 2015.

ow, I will let you know when Jane's pass is ready.

ception
althcare

accenturenhs.co.uk

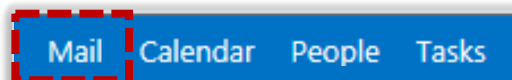
4:29

Search for online solutions by entering key words associated with your query into the search box

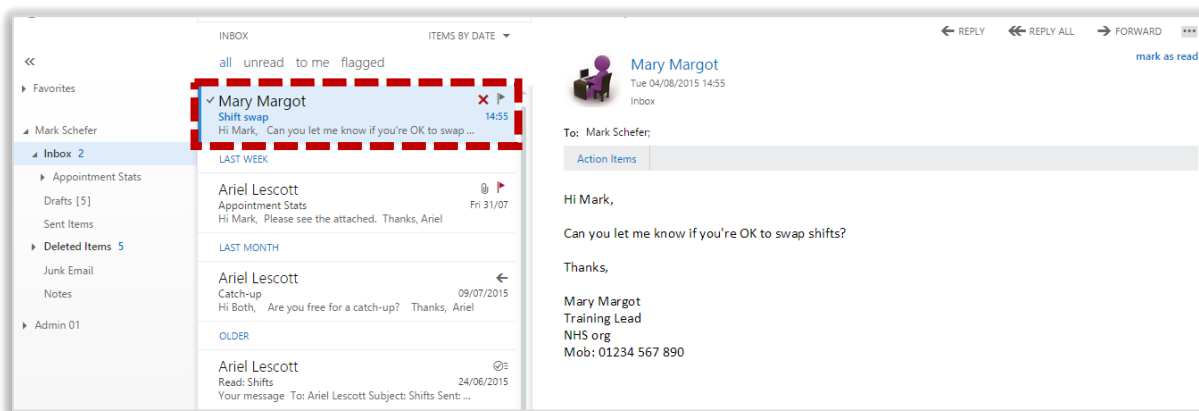
Opening an email in your inbox

To open an email in your inbox:

- 1 Click **Mail** in the navigation bar at the top right of the screen




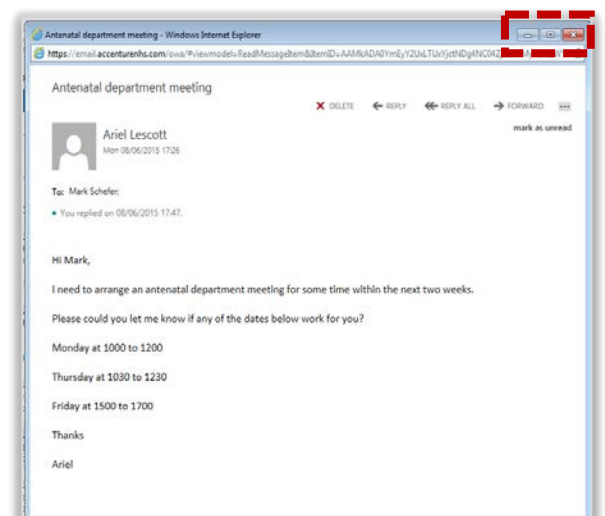
- 2 Click an **unread email** to read it in the reading pane



Unread emails have a blue bar to the left of them and the subject is also written in blue

- 3 Double click an email to read it in a **new window**

- 4 Click the **cross**  at the top right of the email window to return to your inbox



You may want to flag a received email to set a reminder on it. Refer to the Managing tasks and reminders module for more information on flagging emails




Handy Hint

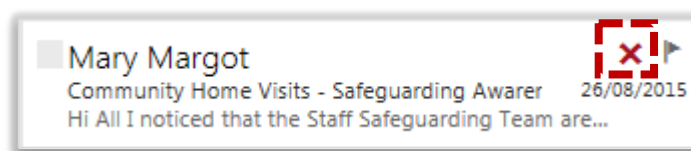
To print emails, click the three dots at the top right of the message and select print

Deleting an email

To delete an email:

1

Click the **red cross**  that appears in the email preview to the right of the sender's name when you hover the cursor over it



If you accidentally delete an email, you can find it in your deleted items folder on the left side of the main inbox page. To remove an item from your deleted items folder click on the email and drag it to the folder of your choice on the left side of the screen



Handy Hint: Recovering deleted items

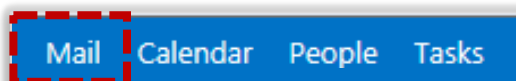
You will be able to self-recover deleted items up to 30 days after removal. Following that, you should contact your Local Organisation Administrator to recover deleted items for up to 180 days

Reply and reply all to an email

When using the Reply All function, you should ensure it is appropriate for your response to go to everyone included in the initial message

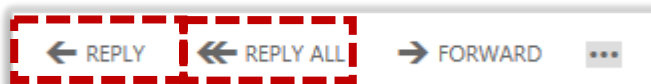
To reply to an email:

- 1 Click **Mail** in the navigation bar at the top right of the screen



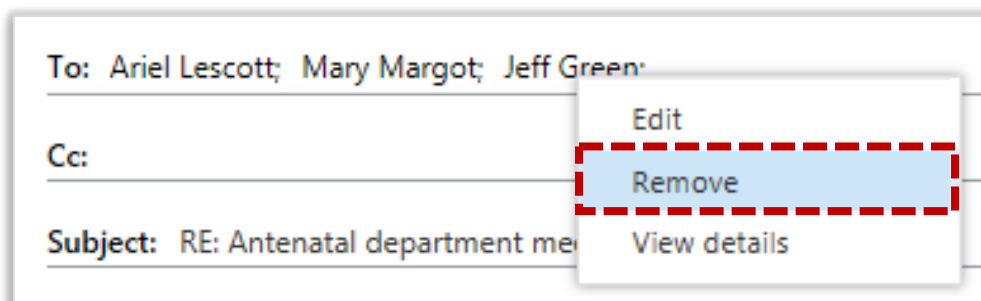
- 2 Click on the **email** you want to reply to

- 3 Click **Reply** at the top right of the message to respond to the sender only or click **Reply All** to respond to all recipients in an email



If you select reply all, in your response you will see that all of the recipient names are in the To and Cc fields already

- 4 Right click on a contact and select **Remove** to remove him or her from the response



When the subject line reads RE:, this indicates that the email is a reply

You can add a name to the Cc field, below the To field, if they are being included in the email chain for information only

- 5 Enter your message into the body of the email

- 6 When you are ready, click **Send**  at the top of the email

When you reply to an email that has an attachment in it, the attachment won't be included in your reply



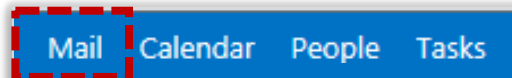
Warning

For information on sending patient sensitive data, refer to the User Guide

If you would like to send an email you have received on to someone who was not included in the original email, you can choose to forward an email

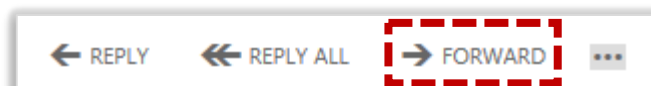
To forward an email:

- 1 Click **Mail** in the navigation bar at the top right of the screen

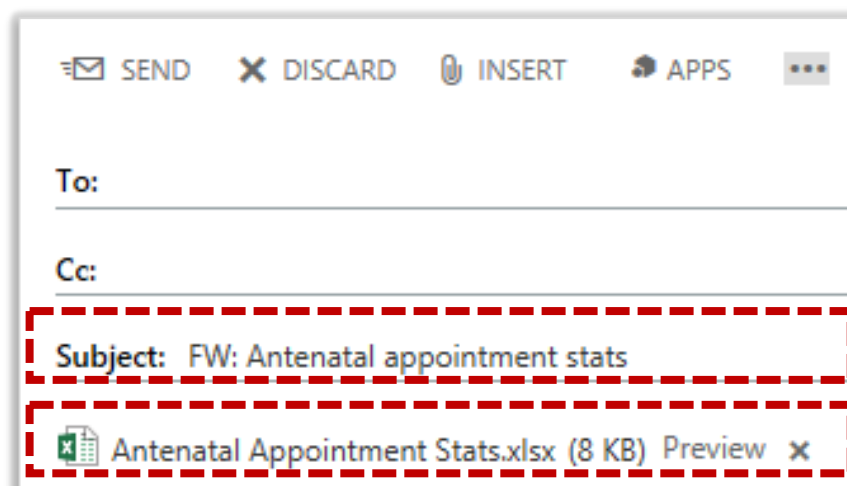


- 2 Click on the **email** you would like to forward

- 3 Click the **Forward** button at the top right of the message




- 4 Once the email has appeared, enter the recipient and body of the email – the subject line will already be filled in



When the subject line reads FW:, this indicates that the email has been forwarded

Any attachments in the original email will be included in an email you forward

- 5 To remove an attachment, click the **cross**  to the right of the attachment

- 6 When you are ready, click **Send**  at the top of the email



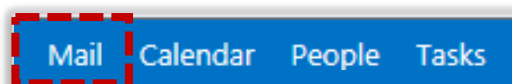
Warning

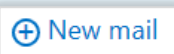
For information on sending patient sensitive data, refer to the User Guide

Sending an email using Directory contacts

To send an email:

- 1 Click **Mail** in the navigation bar at the top right of the screen





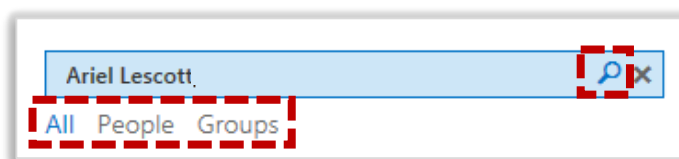
- 2 Click on **New mail**  in the top left of the screen

- 3 Type a name into the **To field** on the blank email and press enter on your keyboard




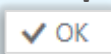
Or:

- 4 Click the **plus icon**  to the right of the To field, **enter a name** in the search box and click the **magnifying glass icon** 



- 5 Select **All** to search all of your contacts and distributions groups, **People** to search your contacts only or **Groups** to search distribution groups only

You should always ensure that you are sending an email to the correct recipient by clicking on their name to check their organisation and email address details

- 6 Click the **plus icon**  to the right of the **name** of the person you want to email and click **OK** 



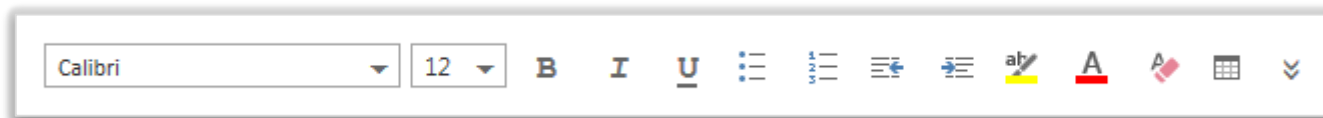
Handy Hint: Add contacts whilst sending an email

When you have entered a name in the To field, you can add the person to your personal contacts by right clicking on their name, selecting View details and then clicking Add to contacts

Sending an email using Directory contacts

7 Type in the **subject** and **body** of the email

8 Change the **font, size, colour** and **general formatting** of your email by selecting options from the email toolbar



9 When you are ready, click **Send**  at the top of the page



Warning

For information on sending patient sensitive data, refer to the User Guide

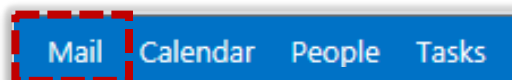
Saving a draft email


Saving a draft email

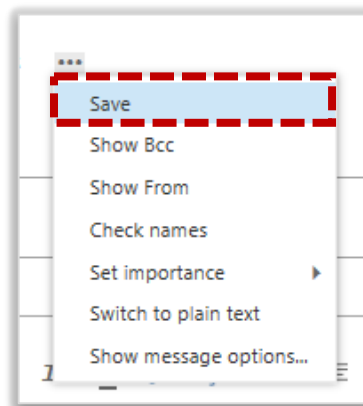
Until you click send, your email will be saved in your Drafts folder so that you can keep a copy of it and come back to it at a later date when you are ready to send

To save an email you are writing as a draft:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click the **three dots**  at the top of the email and select **Save**

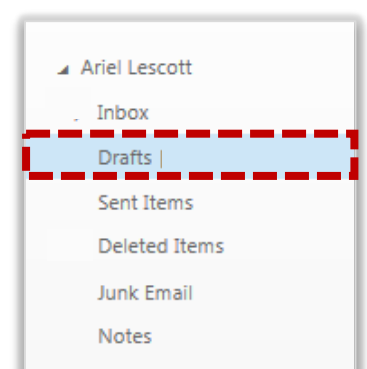


Accessing draft emails

To access a draft email at a later date:

- 1 Click on the **Drafts folder** on the left side of the screen

- 2 Select the draft email and you can **continue editing** and send the email as usual



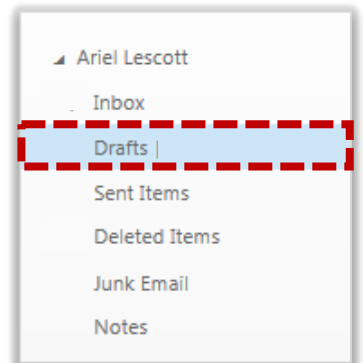
Deleting a draft email

Deleting a draft email


To delete an email you have drafted:

1

Click on the **Drafts folder** on the left side of the screen



2

Click the **red cross**  to the right of the recipient name in the list of draft emails on the left side of the screen, or click **Discard** at the top right of the screen

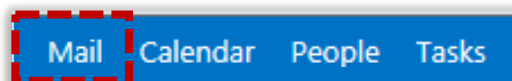


Setting email importance

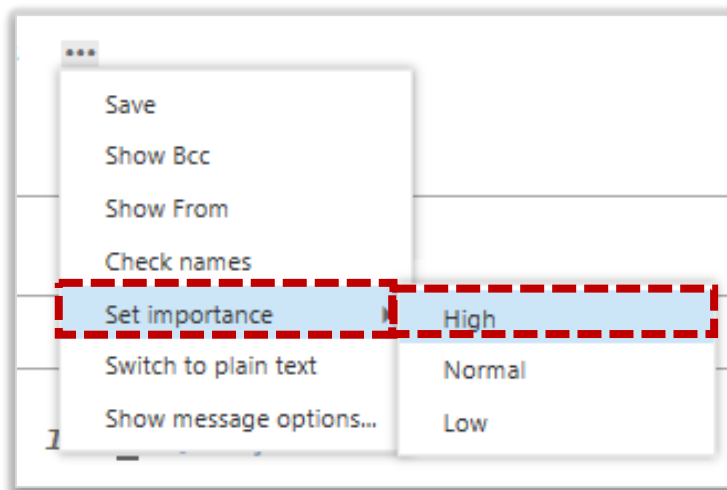
To indicate whether an email is urgent or not, you can set its importance

To set the importance of an email you are sending:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click the **three dots**  at the top of the email and select **Set importance**



- 3 Select either **High, Normal or Low** and the recipient will be notified of the email's importance

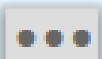


If you select **High**, the email will contain a red exclamation mark, if you select **Normal**, the recipient will not be notified and if you select **Low**, the email will contain a blue downwards arrow

Setting email sensitivity

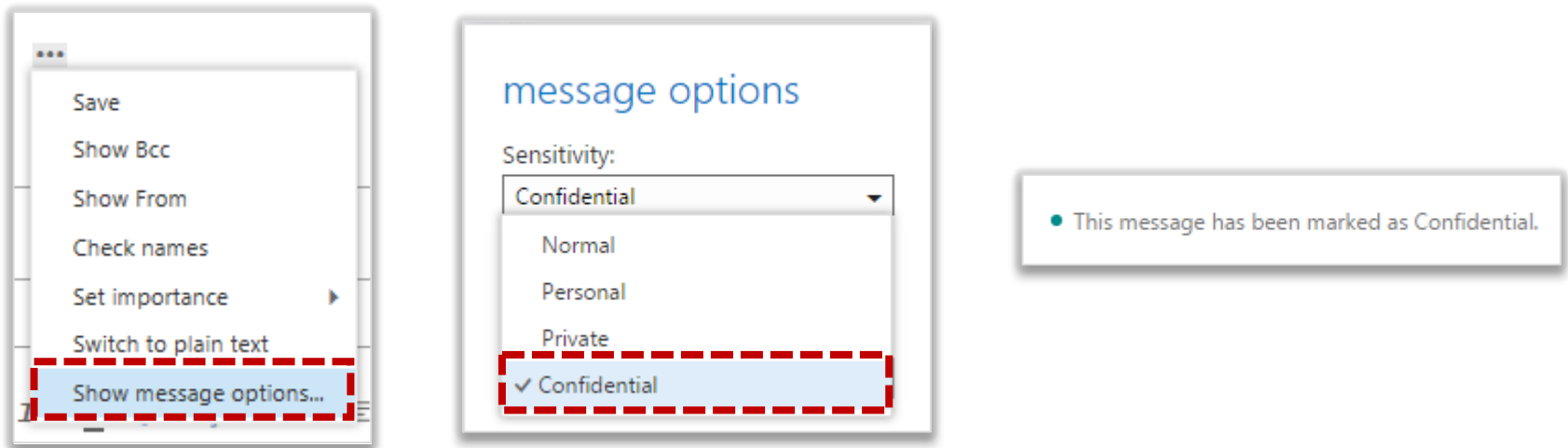
So that the recipient knows if your email is confidential, personal or private, you can set the sensitivity of the email you are sending

To set the sensitivity of an email you are sending:

- 1 Click the **three dots**  at the top of the email and select **Show message options**

2

Select either **Normal**, **Personal**, **Private** or **Confidential** and the recipient will be notified of the email's sensitivity



For example, if you select confidential the email in the recipient's mailbox will say "This message has been marked as Confidential" at the top of the message

3

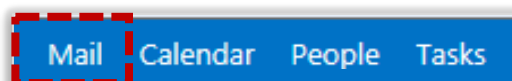
Click **ok**  at the bottom of the window

Opening and downloading an attachment

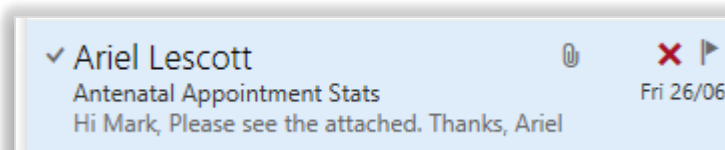
If you receive an email with an attachment you will see the paperclip icon displayed within the list of emails

To open an attachment:

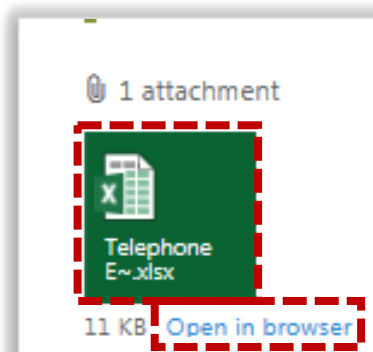
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on the **email** with the attachment you want to download



- 3 Click on the **attachment file name** or click **Open in browser** to get a quick snap shot of the file



- 4 In the pop up box, select **Open** to view the file in the programme it was sent in

Do you want to open or save **Antenatal Appointment Stats.xlsx** (7.47 KB) from **email.accenturenhs.com?**

Open

Save

Cancel



- 5 To save the file, you should click the down arrow next to **Save** and select **Save As** and save in the most appropriate secure storage location according to local organisation policies



Warning

If you select Save, you will have no control over where the file is saved



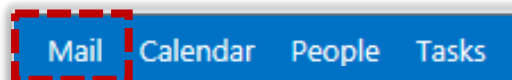
Warning

If you are using a non-N3 connection and are on a public computer, you will only be able to view the attachment online

Sending an email with an attachment

To send an email with an attachment:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on **New mail**  in the top left hand corner of the screen

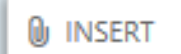
- 3 Type in the **recipient** and **subject** of the email



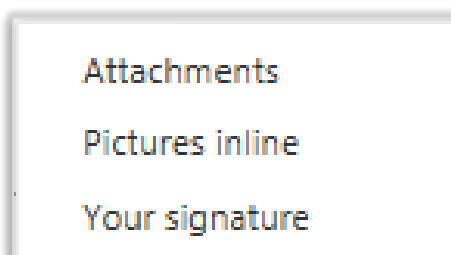
To: _____ +

Cc: _____

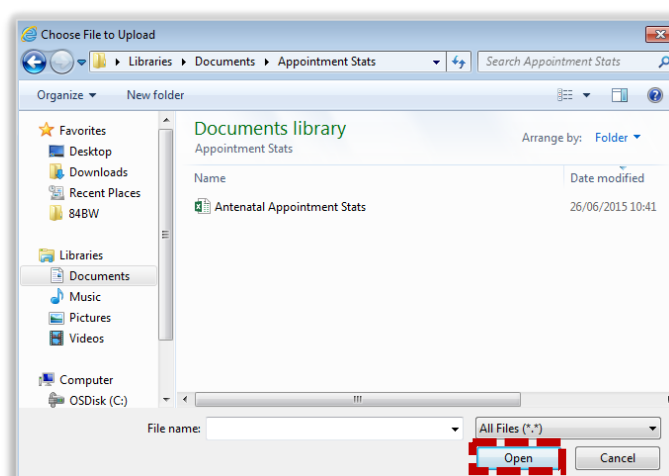
Subject: _____

- 4 Click **Insert**  at the top of the email

- 5 Click **Attachments** (to add a document), **Pictures inline** (to add an image to the body of the email) or **Your signature** (to add your signature)




- 6 When the attachment window opens, locate the document, select it and click **Open**





Sending an email with an attachment

Advanced email use

6

If you add the wrong attachment, you can remove it by clicking the **cross**  next to the attachment name

 Antenatal Appointment Stats.xlsx (7 KB) Preview 

Make sure that you save the latest changes to the attachment you want to include and that you attach the latest version of the document

7

Type in the **body** of the email and click **Send**  at the top of the page

When you are forwarding an email that was sent to you with an attachment, the attachment will be automatically included in your email

When you are replying to an email that was sent to you with an attachment, the attachment will not be included in your reply

Creating an email signature

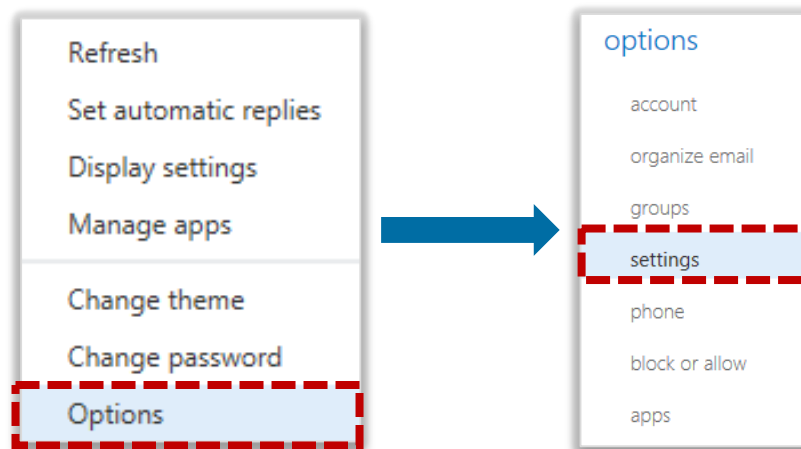
Before setting your email signature, please check if your local organisation has any signature requirements

An email signature is a way of providing your contact details when you send an email, such as your name, job title, organisation and phone number

To create an email signature:

1

Click on the **settings icon**  at the top right of the screen and select **Options**

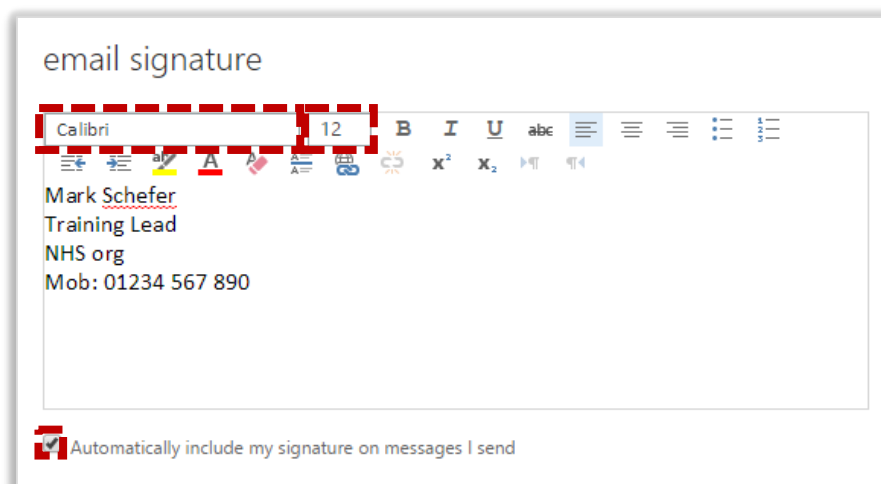


2

Click on **settings** on the left side of the screen

3

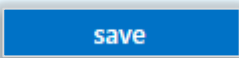
Type your desired signature in the **empty text box** and select the **Automatically include my signature on messages I send** box



4

You can change the **font** and **size** of your signature

5

Click **save**  at the bottom of the page and your signature will be included in any email you send



Warning

You cannot insert a logo into your email signature

Setting automatic replies (Out of Office)

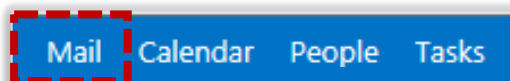
Before setting automatic replies, please check if your local organisation has any automatic reply requirements

An automatic reply or Out of Office message is an automatic response that is sent to the sender when you receive an email and should be set when you will not be accessing your emails for a period of time. An automatic reply will only be sent to an email sender once, after the first email that is received

An automatic reply will commonly include details of when you will be returning and who to contact in your absence

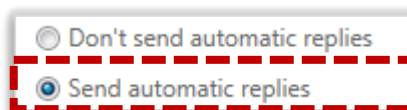
To set an automatic reply:

- 1 Click **Mail** in the navigation bar at the top right of the screen



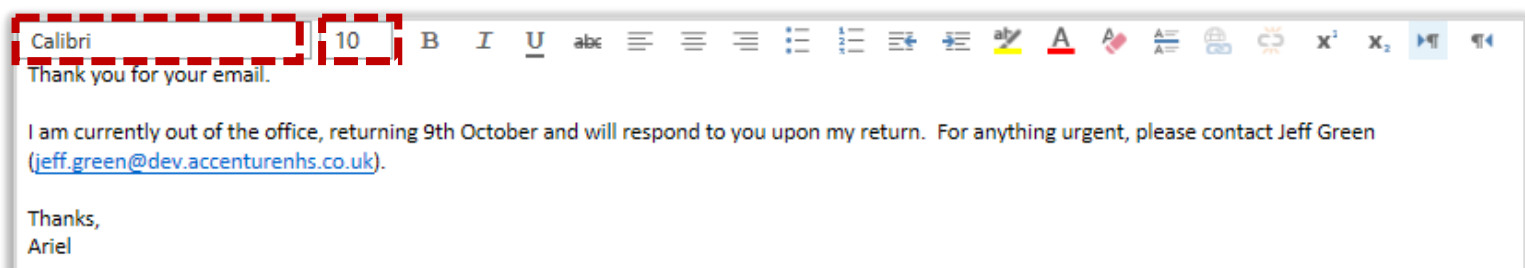
- 2 Click on the settings icon and then **Set automatic replies**

- 3 Select the **Send replies only during this time period** box if you already know when you would like your automatic reply to switch off and choose a **Start and End date and time**



If there is a circumstance when you do not know the end date of an automatic reply, for example if you are on indefinite sick leave, you can choose not to select this box

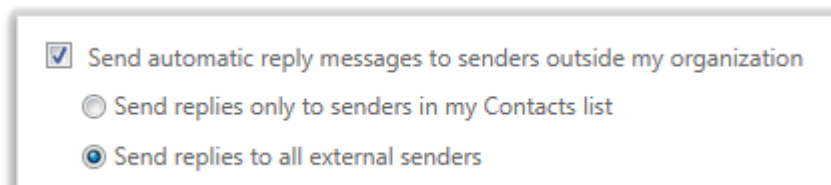
- 4 Type in your automatic reply in the **free text field** and change the **font** and **size**



5

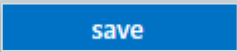

Scroll down and select the **Send automatic reply messages to senders outside my organisation** box

You can copy and paste the text above or change the message as you wish



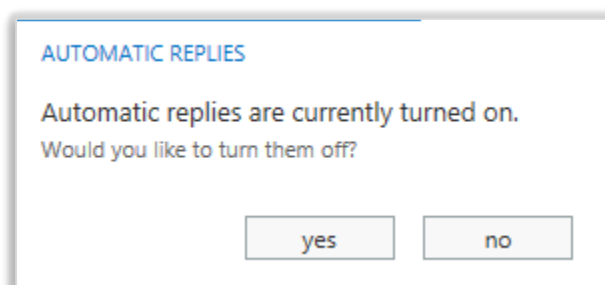
Send automatic reply messages to senders outside my organization
 Send replies only to senders in my Contacts list
 Send replies to all external senders

6

Click **save**  and a **triangle with an exclamation mark** in the middle  will appear at the top of the inbox page to remind you that automatic replies are being sent

If you click on the blue triangle, a pop up will appear at the top of the screen asking if you would like to turn off automatic replies

The message will also appear the next time you log into your account if it is before the end date of your automatic reply or if you have not specified an end date



AUTOMATIC REPLIES

Automatic replies are currently turned on.
Would you like to turn them off?



Handy Hint

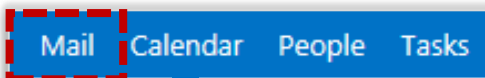
MailTips will notify you when you are emailing someone who has automatic replies set. A small message will be displayed above the person's name in the To field with their automatic reply as you draft your email.

Requesting a read or delivery receipt


A read receipt can be used to inform you when a recipient has opened your message and a delivery receipt tells you when the message has been delivered to a recipient's inbox

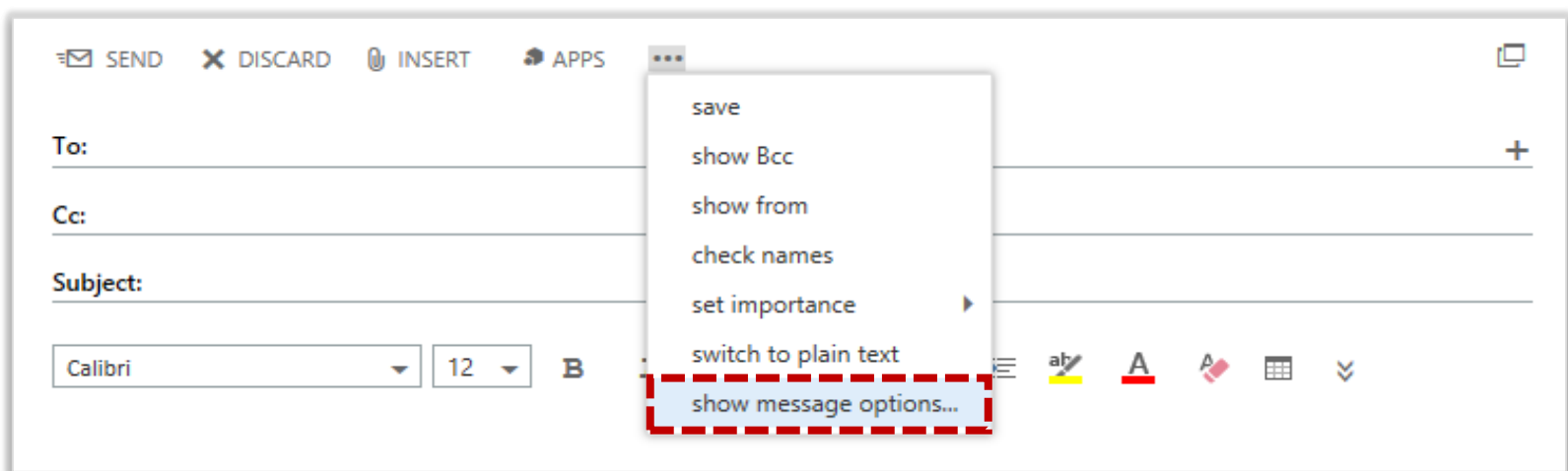
To request a read receipt or a delivery receipt:

- 1 Click **Mail** in the navigation bar at the top right of the screen

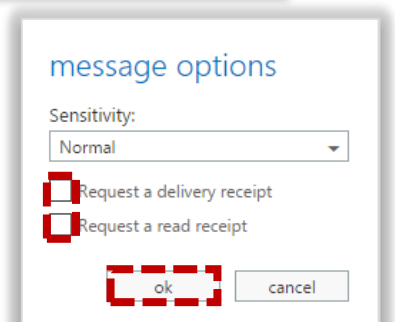


- 2 Click **New mail**  at the top left of the screen

- 3 Click the **three dots**  at the top of the email and select **show message options**



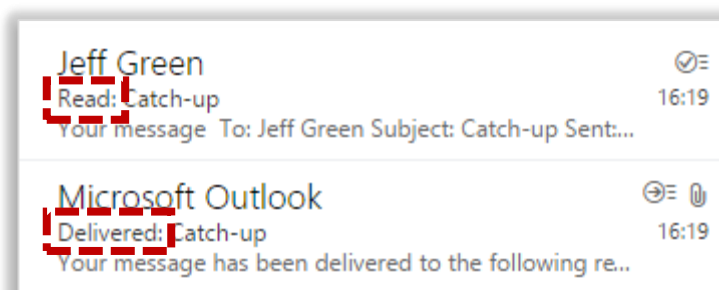
- 4 Select **Request a delivery receipt** and/or **Request a read receipt** and click **ok**



- 5 Type in the **recipient**, **subject** and **body** of the email

- 6 When you have finished, click **Send**  at the top of the screen

When the message has been delivered or the recipient opens the email, a notification email will be sent to your inbox

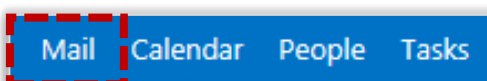


Hiding the names and email addresses of email recipients using Blind carbon copy (Bcc)

You should use the Bcc field when you do not want the recipients included in the 'To' or 'Cc' fields to be able to see who has been copied in on the Bcc line of the email being sent

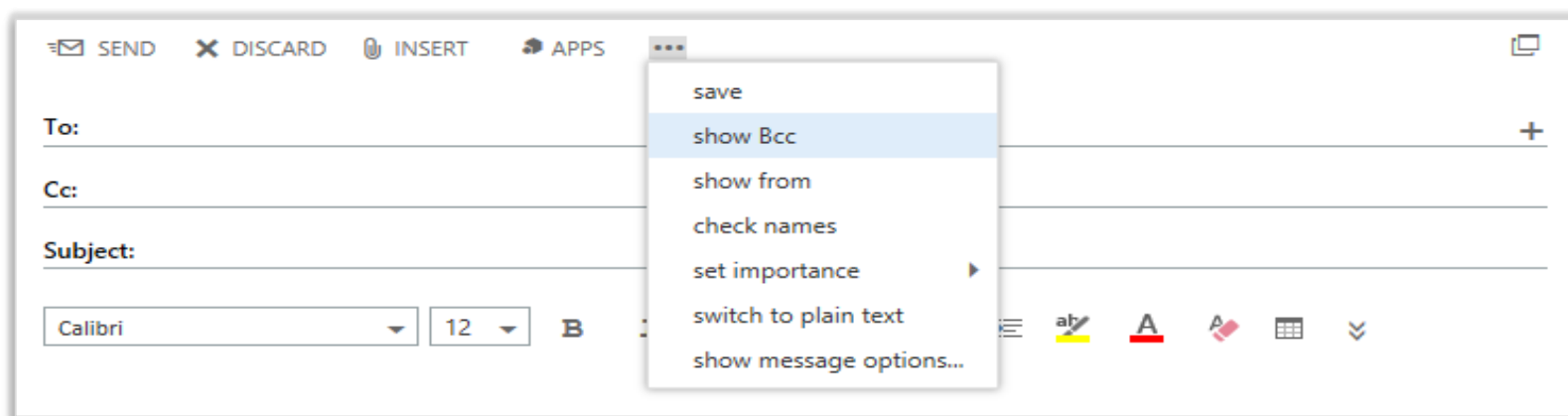
To hide recipients:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on **New mail**  in the top left hand corner of the screen

- 3 Click the **three dots**  at the top of the email and select **show Bcc**



The Bcc field will not be automatically included in all emails you send, it will only appear in the email you are currently writing

- 4 Type in the recipients that you wish to hide in the **Bcc** field

- 5 Type in the **main recipient(s)**, **subject** and **body** of the email




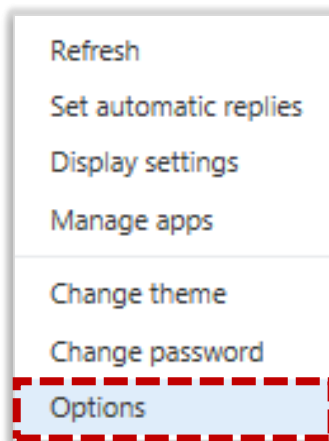
- 6 When you have finished, click **Send**  at the top of the email

Permanently displaying the Blind carbon copy (Bcc) field

To permanently display the Bcc field:

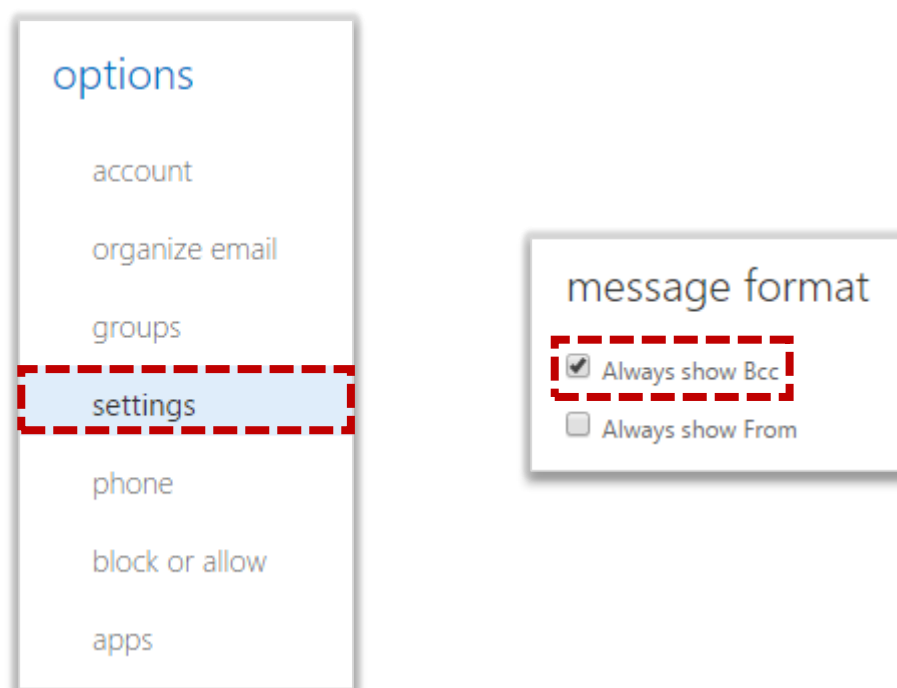
1

Click on the **settings icon**  at the top right of the screen and select **Options** from the drop down list.

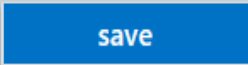


2

Click **settings** on the left side of the screen, scroll down and select the **Always show Bcc** box



3

When you have finished, click **save**  at the bottom of the page

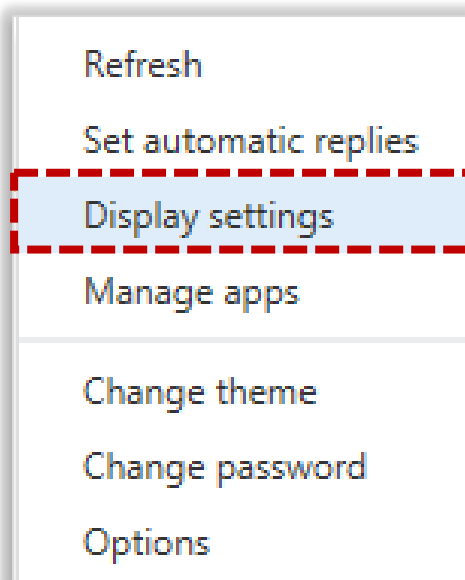
Setting up the reading pane

A reading pane makes reading and managing emails easier by having everything in one view

To set up the reading pane:

1

Click on the **settings icon**  at the top right of the screen and select **Display settings**



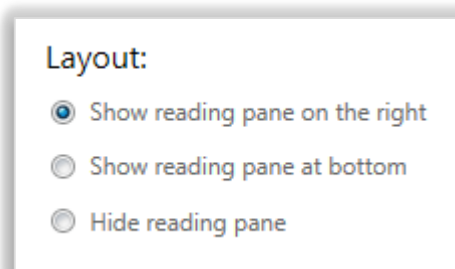
2

Select **reading pane** at the top of the screen



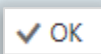
3

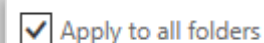
Select where you would like the reading pane to appear from the three options; **right, bottom or hidden**



If you choose to hide the reading pane, you will have to double click an email to read it in a new window

4

Select the **Apply to all folders** box and click **OK**  at the top of the screen

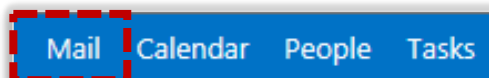


Grouping emails

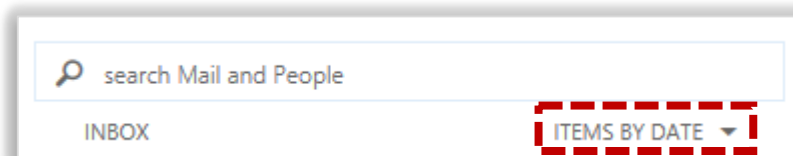
You can easily view your emails by grouping them according to your personal preferences

To group emails:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on **Items By Date** (which may also appear as **Conversations By Date**) under the email search bar

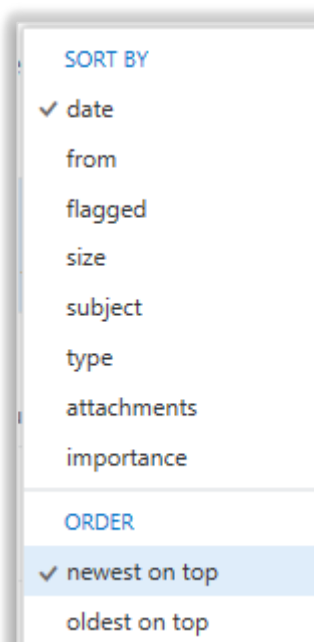


- 3 Select either **date**, **from**, **flagged**, **size**, **subject**, **type**, **attachments** or **importance** to set how your emails will be sorted

You may flag an email if you want to complete it within a specified period of time, or set a reminder for it. For more information on flagging emails, refer to the Managing tasks and reminders module

- 4 Choose the order in which your email will be sorted by selecting from the options under **Order**

For example, if you choose to sort your emails by date, you can then order them by either newest on top or oldest on top, however if you have chosen to sort your email depending on who they are from, the options will be to either start with A on top or start with Z on top



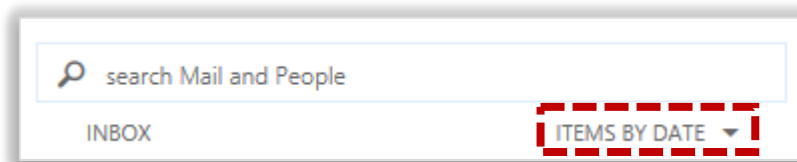
Viewing emails as conversations

If you choose to view emails as conversations, your emails will be listed and grouped by subject and sender and will include any sent and forwarded items within the same email chain

To view emails as conversations:

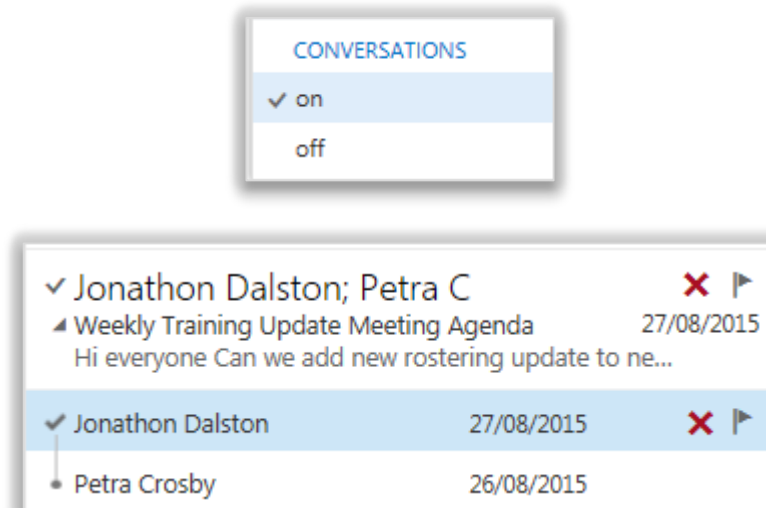
1

Click on **Items By Date** – if this reads Conversations By Date, then your emails will already be sorted as conversations



2

Click **on** in the Conversations section and your emails will be displayed as conversations



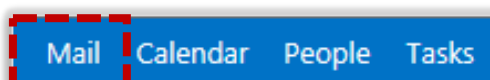
This option can be reversed at any time by repeating the same steps and selecting off

Searching for emails

To search for items within your mailbox:

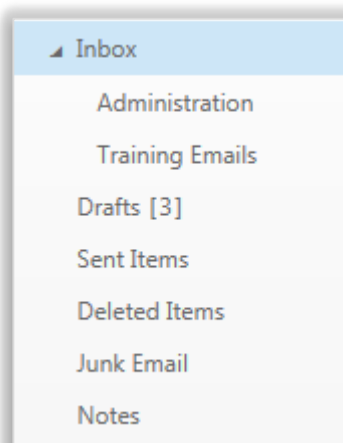
1

Click **Mail** in the navigation bar at the top right of the screen



2

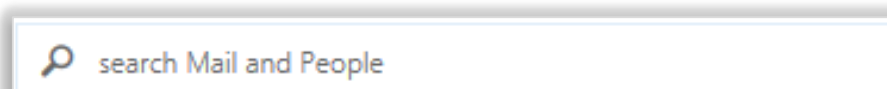
If you know where the email you are looking for is located, select the appropriate **folder** or **sub-folder** on the left side of the screen; if you do not know its location, select **Inbox**



If you want to search for an email in a delegated mailbox, select that mailbox on the left side of the screen

3

Click on the **search Mail and People search bar** at the top of the screen and type in any identifying information, such as **subject**, **recipient** or any other **keywords**

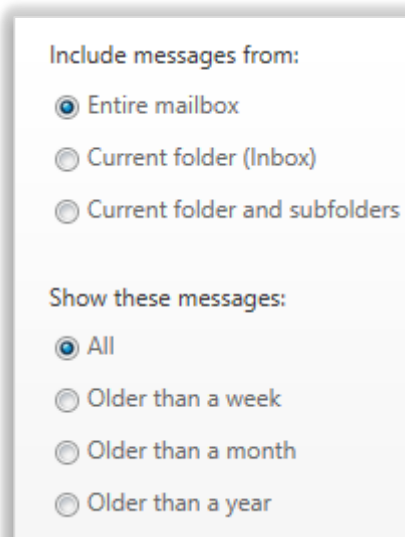


4

Click on the **magnifying glass icon**  to the right of the search bar

5

Select an option on the left side of the screen to further refine your search, such as **only showing messages older than a week**



If you select Entire mailbox, all of your folders will be searched. You can also search specifically within inbox, sent items, deleted items, drafts and any folders you have created

6

Click the **cross**  in the search bar to return to the inbox



Handy Hint

You can further refine your search by using “To:”, “From:”, “Subject:”, “Cc:” and “Bcc:” in the search bar. For example, “From:Mary” will return all emails received from Mary, and “Subject:report” will return all emails with the word “report” in the Subject line.

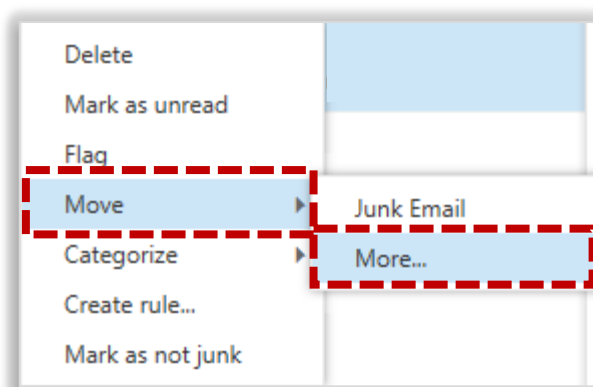
Moving junk emails

If you believe an email from someone you know has incorrectly been flagged as junk and appears in your junk folder, you can move it to your inbox

To move an email in the junk folder to your inbox:

1

Right click on the email in the junk folder, select **Move** from the drop down list and then select **More**



2

Select the folder you would like to move the email to and click **Move** at the bottom of the window

The email will then be moved to that folder

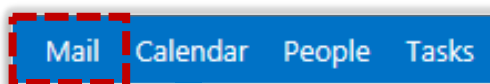
Creating folders

To organise your emails, you can create different folders within your inbox

To create a folder:

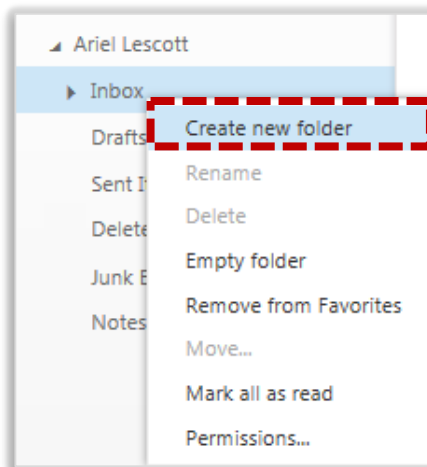
1

Click **Mail** in the navigation bar at the top right of the screen



2

Right click on **Inbox** on the left side of the screen, located under your name and select **Create new folder**



3

Type the **name** of your new folder in the text box that appears on screen and press **enter** on your keyboard

4

Right click on an **existing folder** and follow the same process to create a **subfolder**

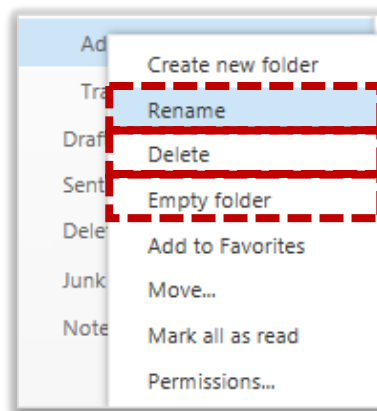
Renaming, deleting and emptying folders

Renaming, deleting and emptying folders

To rename, delete or empty a folder:

1

Right click the folder you want to **rename/delete/empty** and select the appropriate option from the **drop down list**



Deleting a folder will remove the folder and its contents from the list of folders to the Deleted Items folder

Emptying a folder will move all of the emails into your Deleted Items folder but the folder will still exist



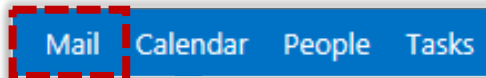
Handy Hint

If you delete a folder or email by accident, you can recover it by going to the Deleted Items folder on the left hand side of the screen, right clicking on the email and selecting Move

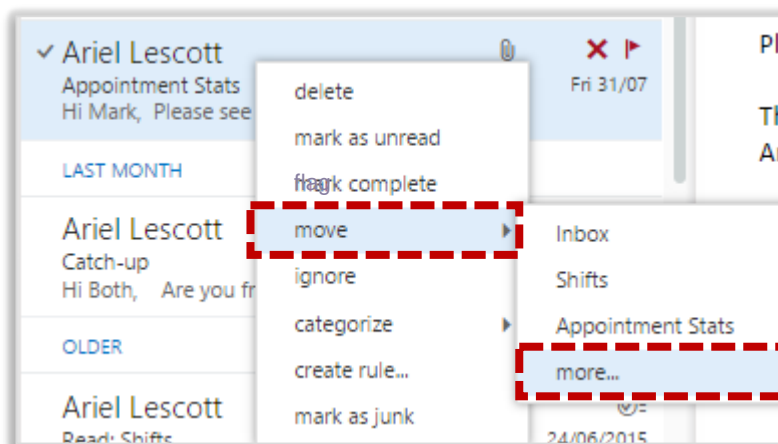
Moving emails to a folder

To move emails into a folder:

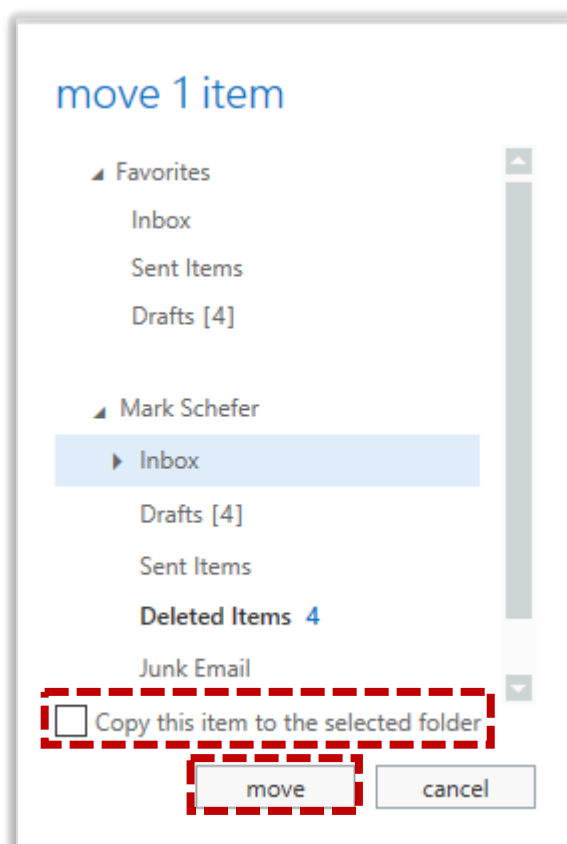
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on the email, select **move** from the drop down list and then click **more...**



- 3 Select the folder you would like to move the email to and click **move**



- 4 If you would like to copy the email so that it stays in your inbox as well as being copied to a different folder, select the **Copy this item to the selected folder** box



Handy Hint

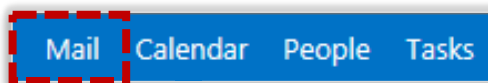
You can also move an email by clicking it and dragging it to a folder on the left of the screen

Adding folders to Favorites

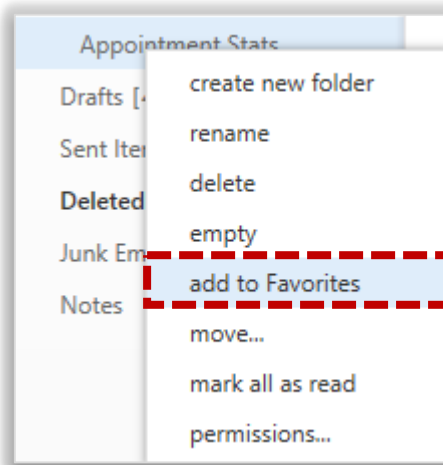
You can manage your folders by creating a link to your most commonly used folders in the Favorites section

To copy folders to the Favorites section:

- 1 Click **Mail** in the navigation bar at the top right of the screen



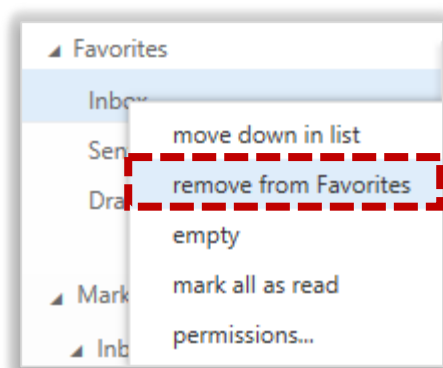
- 2 Right click on the folder you would like to copy and select **add to Favorites**



Adding a folder to Favorites does not move it to the folder, it just creates a link to it

- 3 You can change the order of your folders in the Favorites section by dragging them up and down

- 4 To remove the link to a folder from Favorites, right click on it and select **remove from Favorites**




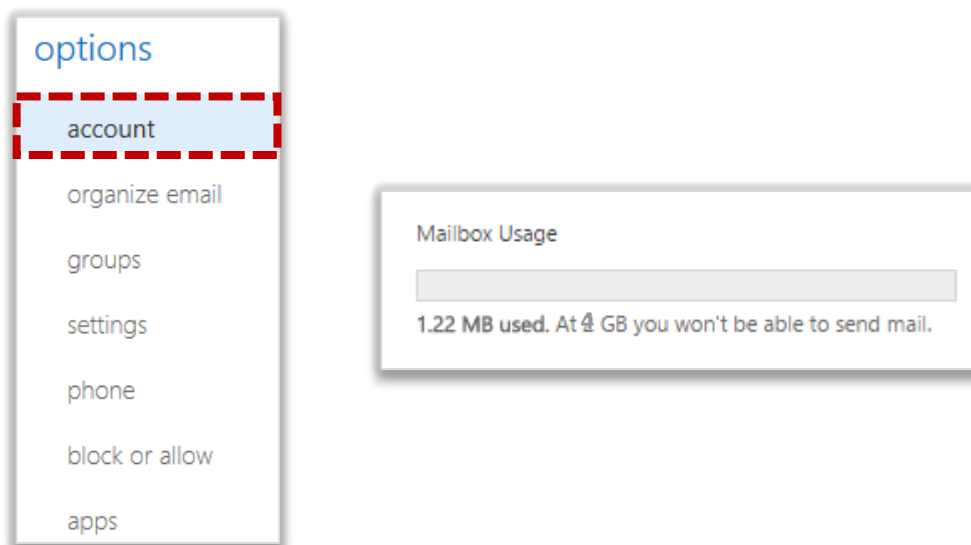
When you remove a folder from Favorites, the folder will not be deleted from your mailbox it will just be removed from the Favorites section

Reviewing your mailbox quota

To review your mailbox quota:

1

Click on the **settings icon**  at the top right of the screen and select **Options** where you will see your mailbox quota detailed under **account**



Once you reach your mailbox quota, a warning message will appear on screen telling you that you have exceeded the storage limit for your mailbox and you will no longer be able to send or receive emails

2

If you can't send or receive emails, **empty the Deleted Items folder** from the Mail screen and **delete any emails** that you no longer need

You can delete emails in bulk. First, select all the emails you want to delete by clicking the tick box that appears to the left of the sender's name when you hover the cursor over it. Then choose Delete from the options displayed on the right of the screen.



Handy Hint

You can sort your inbox by size to make it easy to delete your largest emails first



Warning

You should not store information in your mailbox and should instead use a local archive storage system

Automatically emptying the deleted items folder

You can also choose to automatically empty your deleted items folder when you sign out of your account:

1

Click on the **settings icon**  at the top right of the screen and select **Options**

2

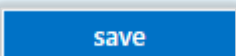
Click **settings** on the left side of the page

3

Scroll down to **message options** and select the **Empty the Deleted Items folder when I sign out** box

Empty the Deleted Items folder when I sign out

4

When you have finished, click **save**  at the bottom of the page



Handy Hint

It is best practice to delete any attachments within your mailbox and store them elsewhere. This will also help you avoid exceeding your mailbox storage limit

For more information on email storage and IG policies, refer to the [Best Practice Guide](#)

Recovering a deleted item

Deleted Items folder

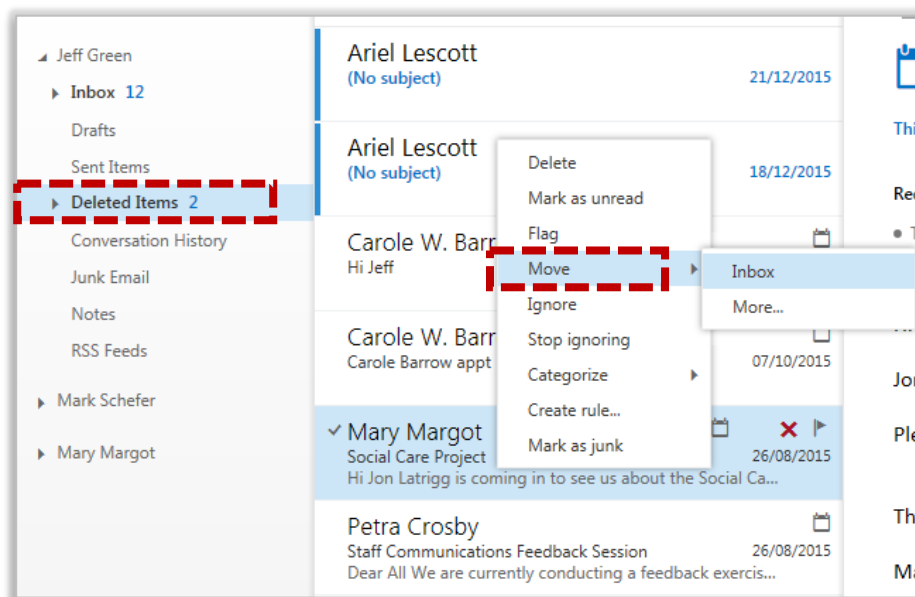
If you accidentally delete an item from Outlook Web App, such as an email, calendar appointment, contact or task, you can recover it up to 180 days later. The first place to look is in the Deleted Items folder of your mailbox

To recover an item from the Deleted Items folder:

1 Click **Mail** in the navigation bar at the top right of the screen

2 Click on **Deleted Items** in your folders list

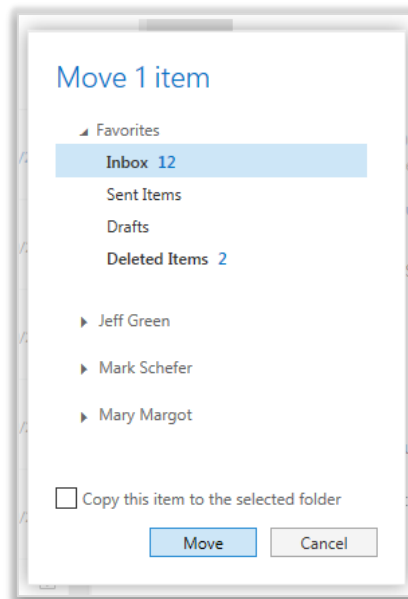
3 Right click on the **item you wish to recover**, select **Move** from the drop down list and select **Inbox** to move the item to your mailbox



To recover an item to a folder other than your inbox:

4 Select **More** from the drop down list, select the folder you would like to move the item to and click **Move**

Recovering a deleted item



Check the **Copy this item to the selected folder** box for a copy of the item to remain within the Deleted Items folder

Instead of recovering an email you may need to recover a contact, calendar item or task

- To recover a contact, right click on it and select **Move to Contacts**
- To recover a calendar item, right click on it and select **Move to Calendar**
- To recover a task, right click it and select **Move to Tasks**

Other locations for deleted items

If you are unable to find an item within your Deleted Items folder, the second location to search is in the Recover deleted items section

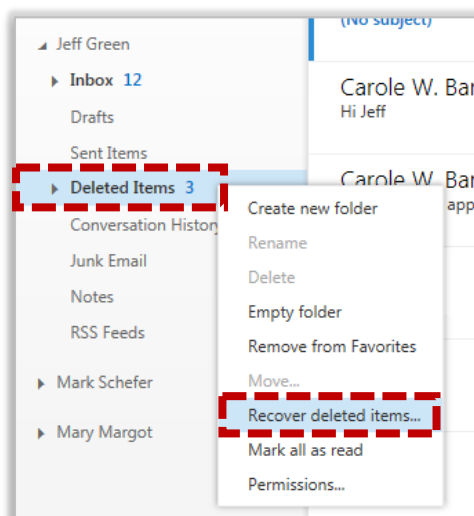
You will find items in this folder that were:

- Deleted from the Deleted Items folder
- Emptied from the Deleted Items folder
- Permanently deleted (through selecting the item and pressing Shift+ Delete)

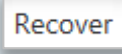
To view the Recover deleted items section:

1

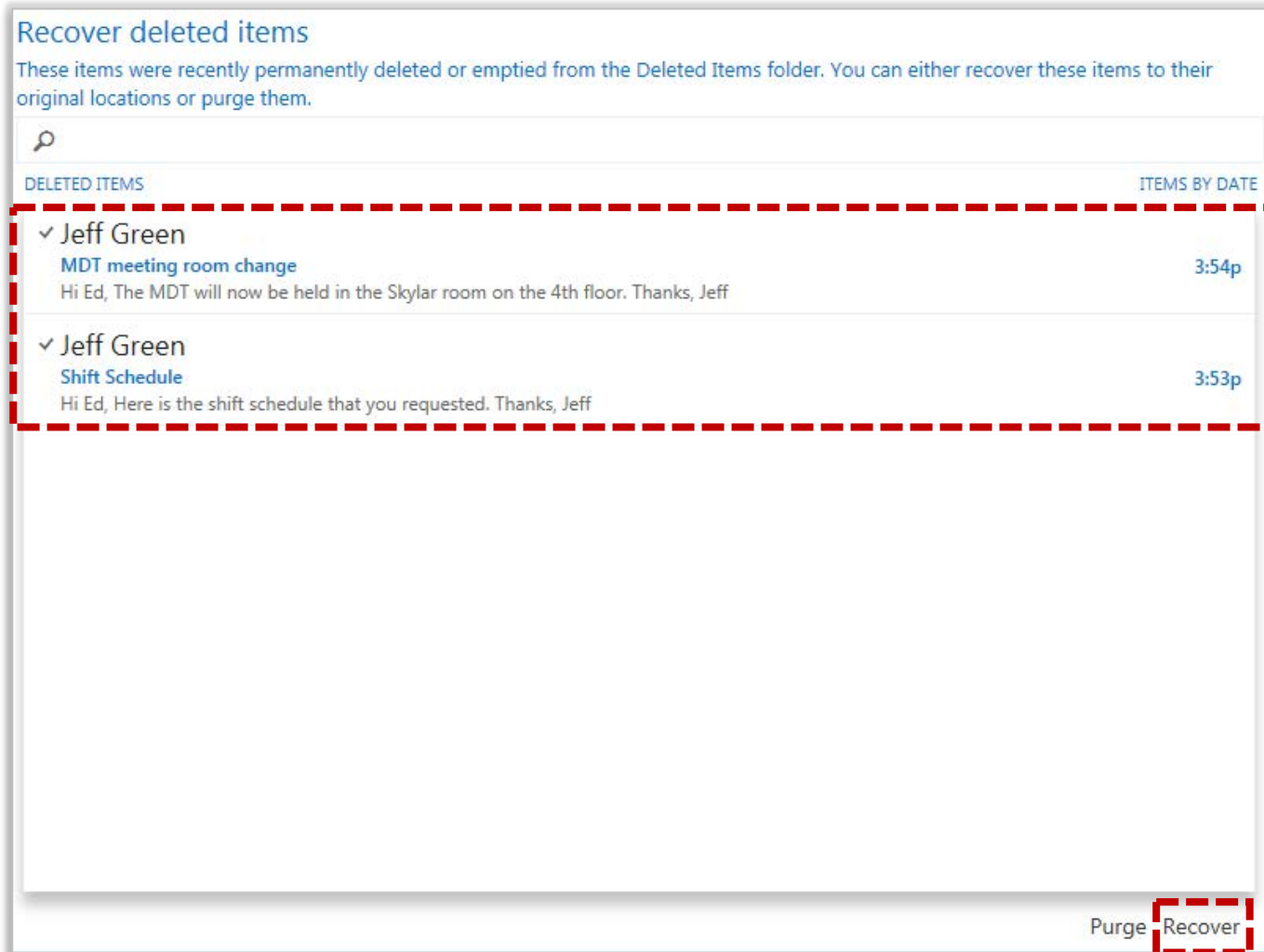
Right click on **Deleted Items** within your folders list and select **Recover deleted items...** from the drop down list



The Recovered Deleted Items folder will open in a new window

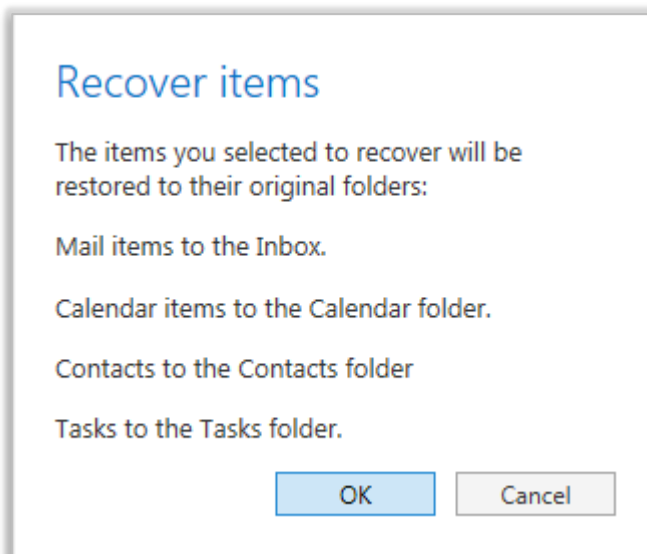
2 Select the deleted item and click **Recover** 


You can select multiple emails to recover by clicking the tick box to the left of the sender's name



If you click purge, the messages you have marked for removal will be permanently deleted from your mailbox. The email will still be recoverable by administrators for 180 days after its movement to the Recovered deleted items section

3 Click **OK** to recover the item and it will be recovered to its default location



4 When complete, click the **cross**  to close the Recover deleted items section

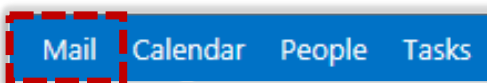
Assigning a category

You can use categories to quickly identify related emails and calendar entries by assigning different colours and names to them. For example, if you have access to a generic mailbox, you can set up a category for each person who accesses that mailbox and use the categories to show who is dealing with a particular email or emails

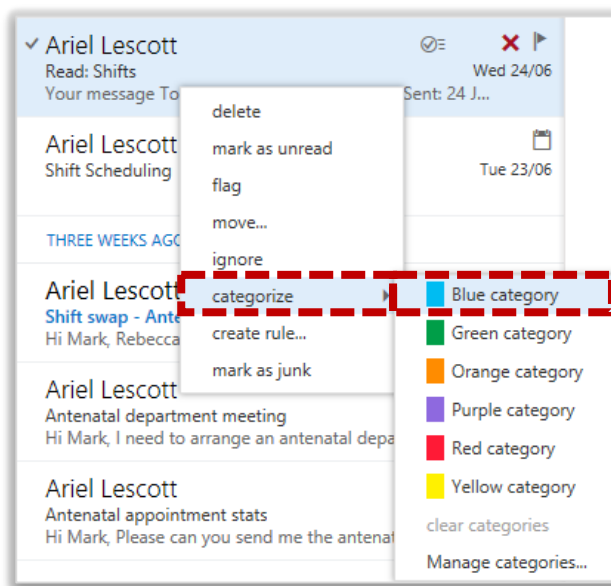
In calendar, you can use categories to colour code appointments or meetings relating to a certain topic, like team meetings or clinics

To assign a category:

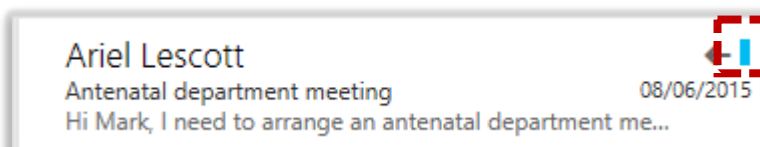
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on the **email** you want to categorise and select **categorize** from the drop down list



- 3 Click on the **category** you want to assign to the email and a **coloured box** will appear to the right of the email in the list of emails



Removing a categorisation

To remove a categorisation:

- 1 Right click on the **email**, select **categorize** and click the **same category** again to **deselect** it

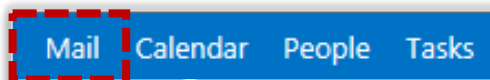
Editing existing categories

Deleting an existing category

Outlook Web App has a set of pre-defined categories that cannot be renamed, so you should delete any of these that you no longer want


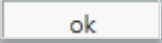
To delete an existing category:

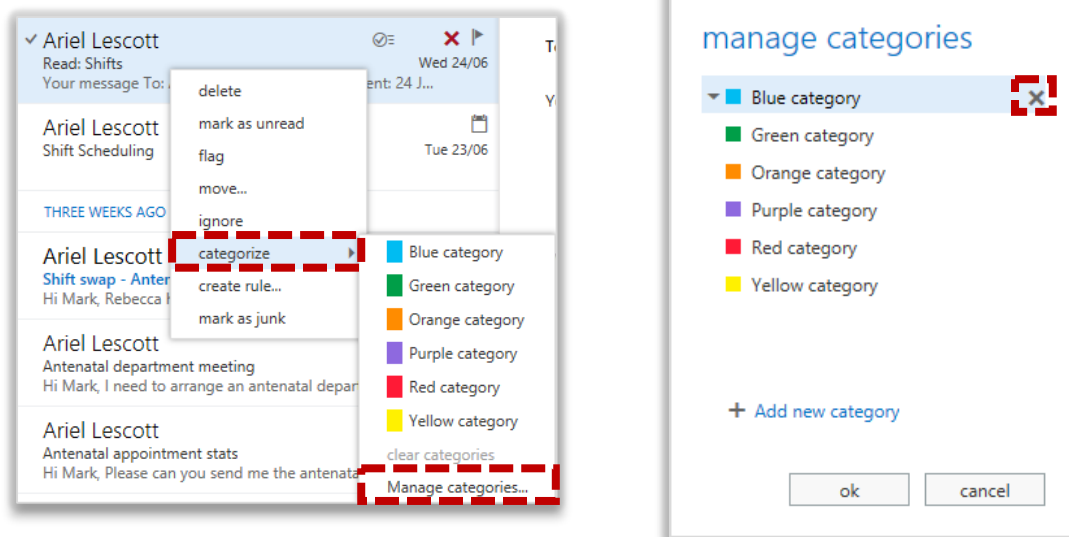
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on the **email** you want to categorise and select **categorize** from the drop down list

- 3 Select **Manage categories**

- 4 Select the category you want to delete and click the **cross icon**  to the right of the category name and click **ok** 



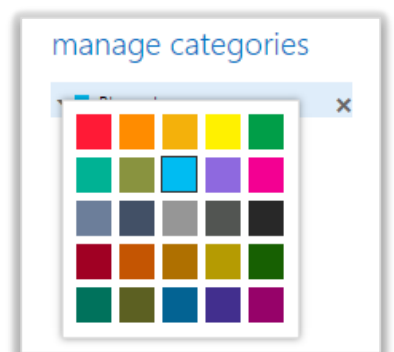
Changing the colour of an existing category

To change the colour of an existing category:

- 1 Right click on the **email** you want to categorise and select **categorize** from the drop down list

- 2 Select **Manage categories**

- 3 Select a category, click the **downward arrow** to the left of the coloured box and **select a colour**

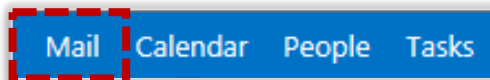


Creating a new category

To create a new category:

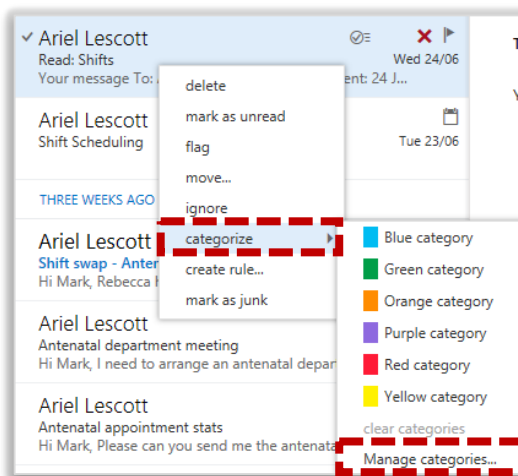
1

Click **Mail** in the navigation bar at the top right of the screen



2

Right click on the **email** you want to categorise, select **categorize** from the drop down list and select **Manage categories**



3

Click **Add new category**  located at the bottom of the window that appears on screen

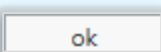
4

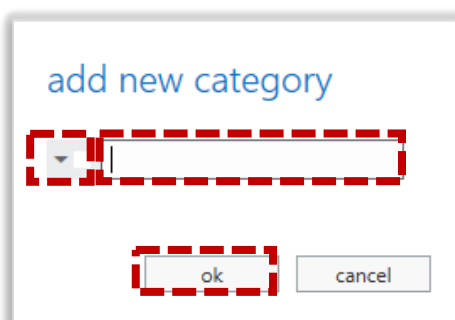
Type the **name** of your new category into the **text field**

5

Click the **downward arrow** to the left of the text box and **select a colour** from the drop down list

6


When you have finished creating the category click **ok**  at the bottom of the window



Searching for a category

To search for a category:

1

Enter **category:<category name>** in the **search bar** at the top of the screen and click the **magnifying glass icon** 

category:blue



2

Click on the **x icon** in the **search bar** to return to your inbox

Inbox Rules to manage email

Creating a new rule

You can use Inbox Rules to automatically manage emails as they arrive in your inbox. For example, move emails from a particular person straight into a specific folder, delete emails which have a specific word in the subject line, or redirect certain messages to someone else

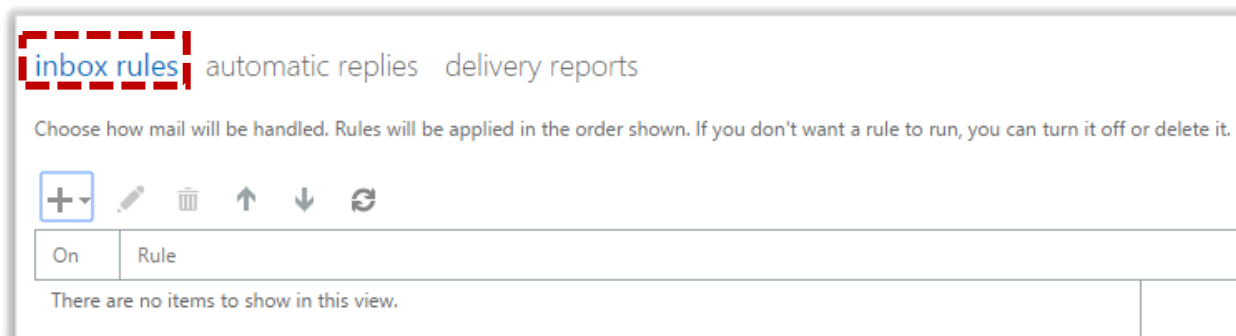
To create a new rule:

1


Click on the **settings icon**  at the top right of the screen and select **Options**

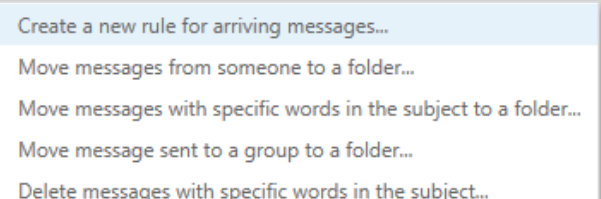
2

Click **organize email** on the left side of the screen and **inbox rules** will be automatically displayed



3

Click the **plus icon**  at the top left of the screen and select the type of rule you would like to set up



4

Type the **name** of your new rule into the text box

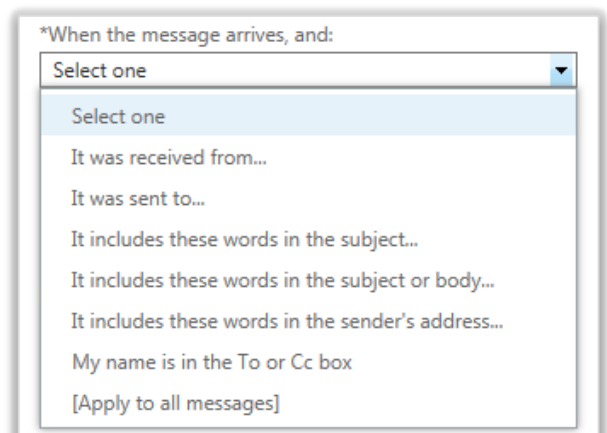
It is advisable to make the name descriptive so it is easy to identify when multiple rules are set up

5

To add the first condition, click the **downward arrow** under the **When the message arrives, and** box

6

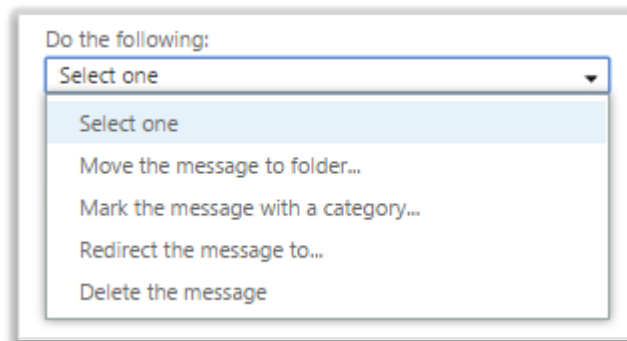
Select the **first condition** you would like to apply from the drop down list



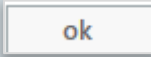
For example, if you select “It was received from” you will be taken to a list of your contacts where you can select one or more names by clicking on the plus icon to the right of their name once you have searched for them

7 When you have finished creating the first condition, click **OK**  at the top of the page

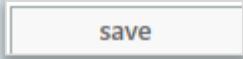
8 To add an action, select an option from the **Do the following** drop down list



For example, the first option in this list is “Move the message to folder” If you select this option, a pop up screen will appear where you can select a folder from your inbox to which the message can be moved

9 When you have finished creating the action, click **ok** 

10 To add more conditions or actions to your rule, click **More options** towards the bottom of the window

11 When you have finished creating your rule, click **save**  at the bottom right of the window

In the More options menu, you can also add exceptions to a rule. For example, there may be a specific sender that you do not want the rule you have created to apply to.

Refer to the User Guide for more information on how to prevent multiple rules being applied to the same message, such as changing the order of processing



If you are creating a rule that applies to particular people, you can select contacts from both the directory and your contact list

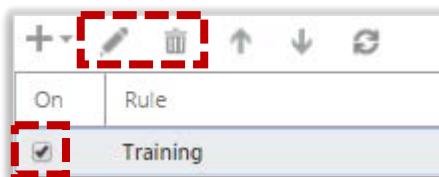
Inbox Rules to manage email

Turning off, editing and deleting a rule

To turn off, edit or delete a rule:

1 To turn off a rule, **deselect the box** to the left of the rule

2 To edit or delete a rule, click on either the **pen**  or the **bin**  as appropriate above the rule



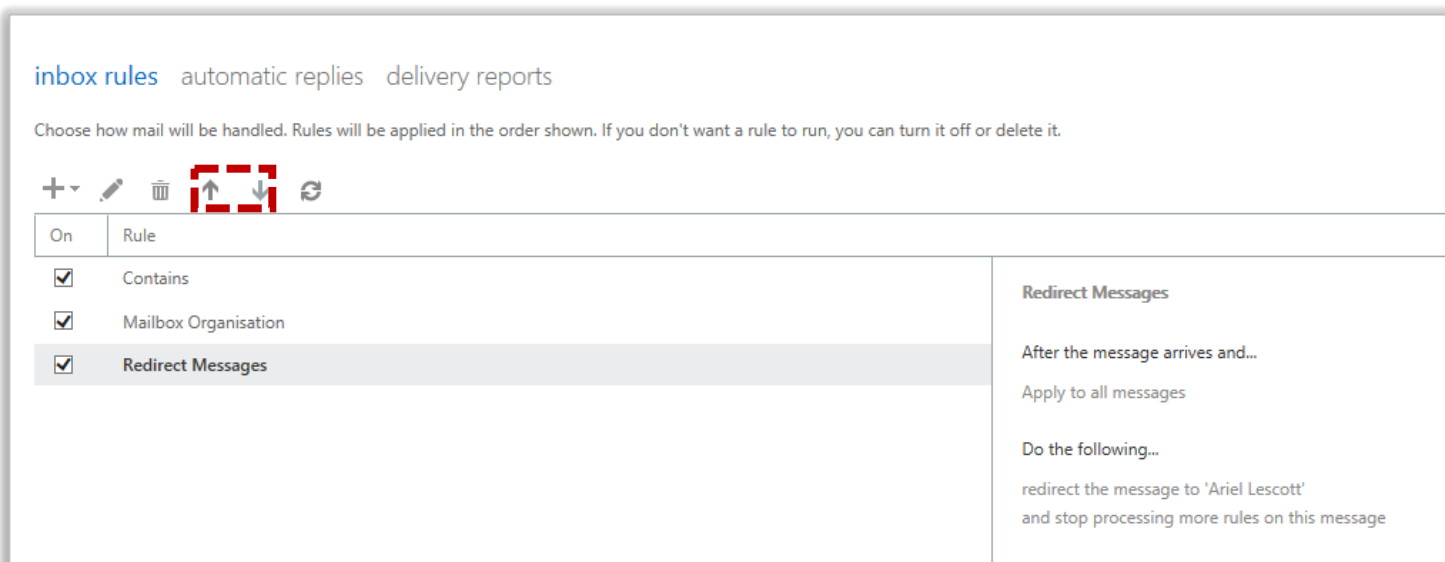
Refer to the [User Guide](#) for specific examples such as auto-forward and re-direct

Changing the order of your rules

Rules always apply (run) in the same order as they are displayed in the Inbox Rules window, that is from top to bottom

To change the order of rules:

1 Click the **up and down arrows**  to change the order in which the rules are processed

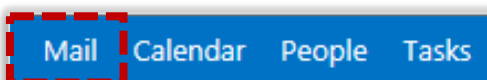


Sharing email folders

A shared folder is a folder of emails that more than one person has access to. You can create a shared folder or someone else in the directory can share their folder with you


To share a folder:

- 1 Click **Mail** in the navigation bar at the top right of the screen

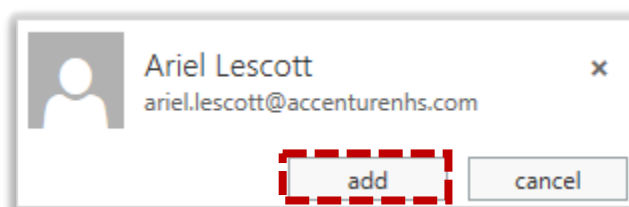


- 2 Right click on the **folder that you wish to share** on the left side of the inbox homepage

- 3 Select **Permissions** from the drop down list

- 4 To give someone permission to view a folder, click the **plus icon**  at the top left of the window

- 5 Enter a name in the **search field** and click **add**



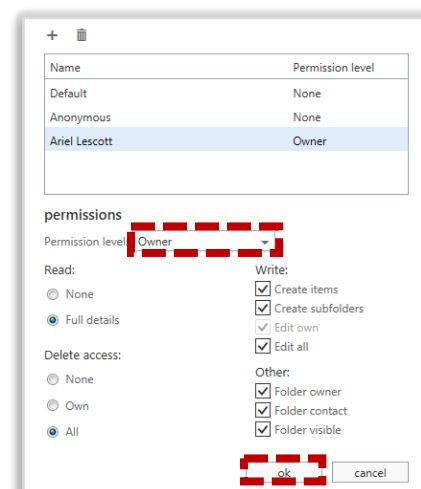
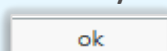
- 6 To assign permissions to that person, make sure the name is highlighted and click the **Permission level drop down list**

- 7 Select the level of access you would like them to have from the drop down list, such as **Owner**

This automatically assigns certain permissions in the Read, Write, Delete access and Other sections, but you can modify these by selecting or deselecting the appropriate boxes. You should notify the person that you have shared folders with them, as no automatic email will be sent

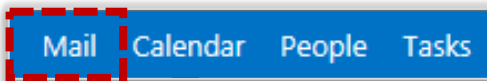
If someone is made owner they will have full access to read, write, delete and carry out any other functions within the selected folder

- 8 When you have finished setting permission levels, click **ok**



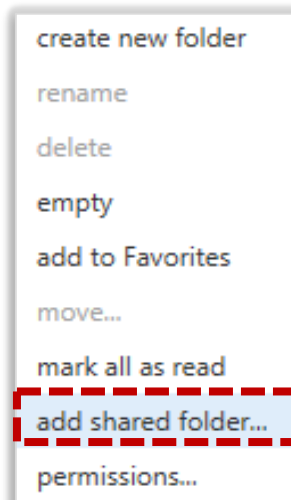
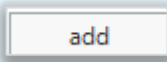
To add a folder that someone has already shared with you to your list of email folders:

1 Click **Mail** in the navigation bar at the top right of the screen



2 Right click on **your name** at the left of the screen and select **add shared folder**

3 Type the name of the person who has shared a folder with you in the **search bar** and click **add**



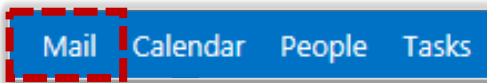
Their name will then appear on the left side of the inbox homepage with the list of shared folders they have shared with you. If that person has not shared any folders with you, you will be able to view their name on your inbox screen but will get an error message when you attempt to view folders. In this case, you should contact the person who has attempted to grant you access

Removing shared folder permissions

To remove someone who you have previously shared folders with:

1

Click **Mail** in the navigation bar at the top right of the screen



2

Right click on the **folder that you no longer wish to share** on the left side of the inbox homepage

3

Highlight the name of the person who you wish to remove and click the **delete** icon




Redirecting messages to another email address

You can use inbox rules to automatically forward all emails sent to your account to another email address, for example, if you are going to be away from work, and need to access your emails from another account. Please note that when you do this, the redirected email will appear as though it came from the original sender

To set up a redirect rule:

1

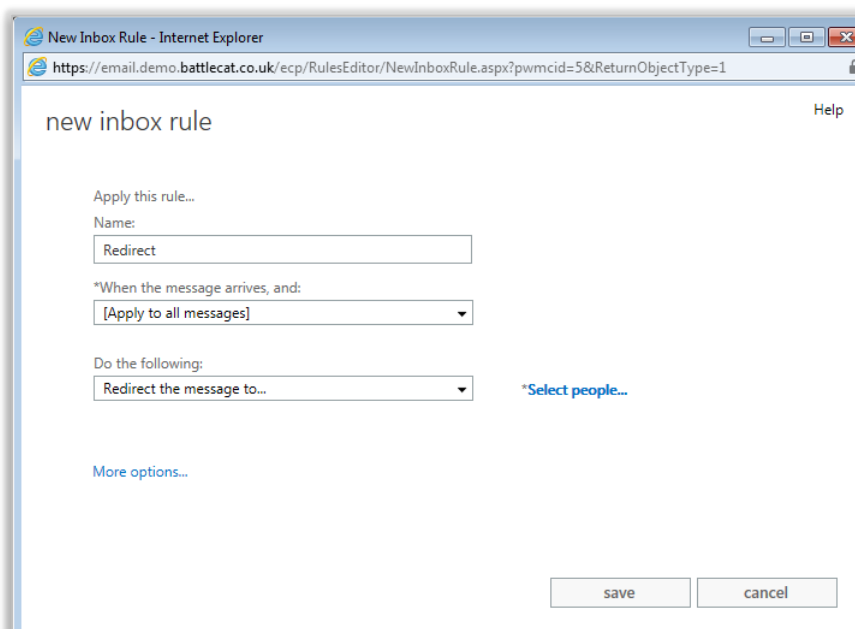
Click plus  and select **Create a new rule for arriving messages...** from the drop down list



A New Inbox Rule window will open

2

Under **Name:** enter a name for your rule



3

Under **When the messages arrive, and:** select **[Apply to all messages]**

4

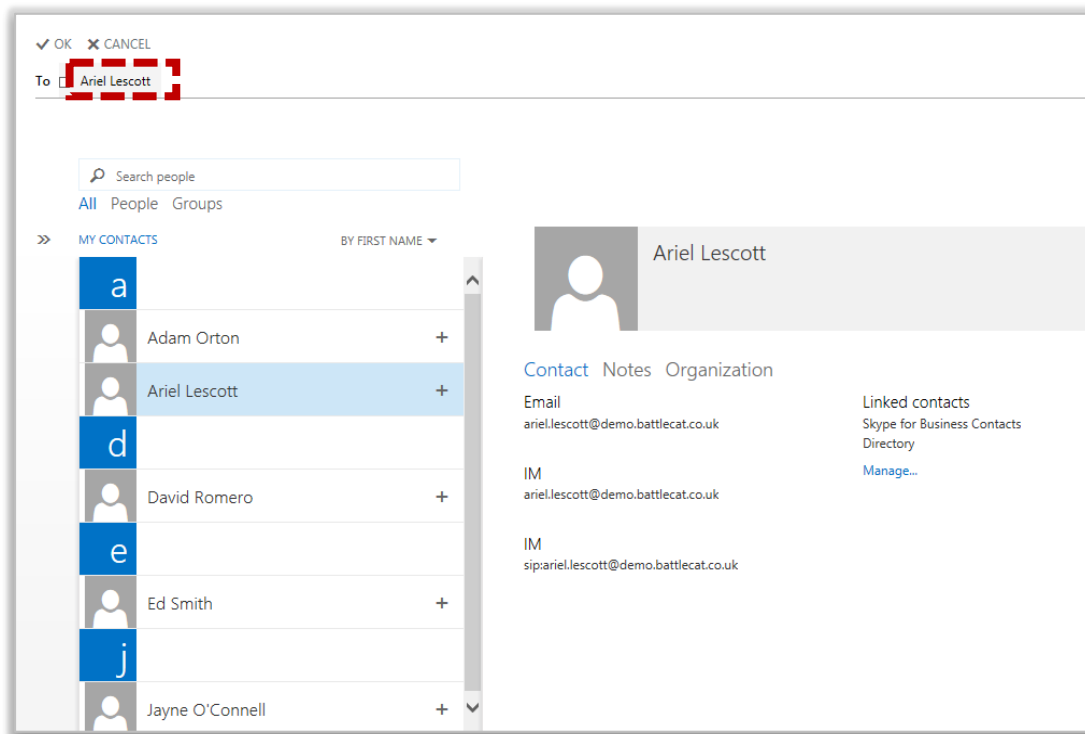
Under **Do the following:** select **Redirect the message to...**

A new window will open

Redirecting messages to another email address

5

Enter the email address you want in the **To** box, or select your chosen email from your list of contacts and click **OK**



Note: multiple email addresses can be added in the **To** box



Warning

When redirecting a message, be mindful that messages could contain sensitive information: ensure the mail recipient is correct and appropriate for the mail content

6

When complete, click **Save** at the bottom right of the window

Note: If you want the redirected emails to be deleted from your inbox, you will need to create an additional rule to delete the message

It is important to check that all inbox rules are up to date and relevant for your circumstances. Ensure you regularly check the rules applied to your inbox. For information on how to edit or delete an inbox rule, refer to **Advanced mailbox management module**

Giving delegate access to your mailbox

If you delegate access to your entire mailbox, this will include your Conversation History folder containing all Instant Messages (IMs) sent using Skype for Business. If you do not wish colleagues to see this content, you should carry out one of the following options:

- Manually delete the messages from your Conversation History folder and your Deleted Items folder. The messages will still be retrievable as part of a Forensic Investigation as per the [Data Retention and Information Management Policy](#).
- Right click the Conversation History folder and change the permissions for who has access to the folder.
- Create a [rule](#) (section called Inbox Rules to manage email) to automatically delete all email going into your Conversation History folder. You will also need a rule to delete the messages from your Deleted Items folder.
- [Remove delegated access](#) (Removing permissions to your mailbox).

You can give delegate access to your mailbox to one or more people so they can read emails in your inbox and send emails on your behalf

You may want to give someone access to your mailbox if you are on leave and want someone to manage your mailbox or if you have an assistant


You can choose to share your entire mailbox with someone, or just specific parts of it and it will be displayed in the delegate's Mail page below the list of their folders

To give someone delegate access to your mailbox:

1

Right click on **your name** on the left side of the screen and select **Permissions**

2

Click the **plus icon**  at the top left of the window and enter a **name** in the **search field**

add permissions

Enter the name or email address of the person you want to give permissions to this folder.

- Create new folder
- Rename
- Delete
- Empty folder
- Add to Favorites
- Move...
- Mark all as read
- Add shared folder...
- Permissions...**

Giving delegate access to your mailbox

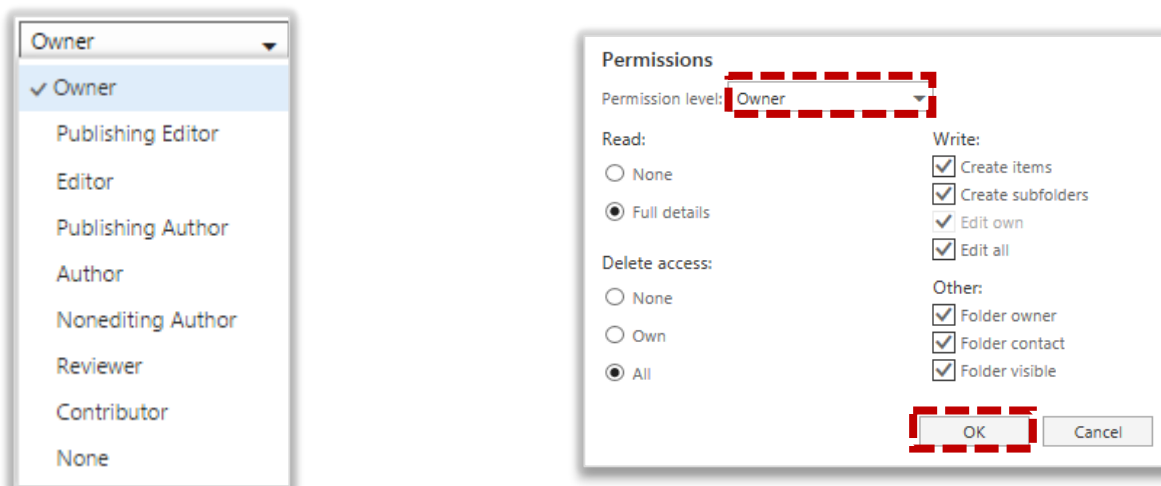
You may need to search the Directory if the person's details do not automatically appear in the search window

3

Click **add**  to give this person delegate access to your mailbox

4

Select or deselect options to choose the level of access or permissions to be given or choose from a set of **predefined permissions** in the drop down list



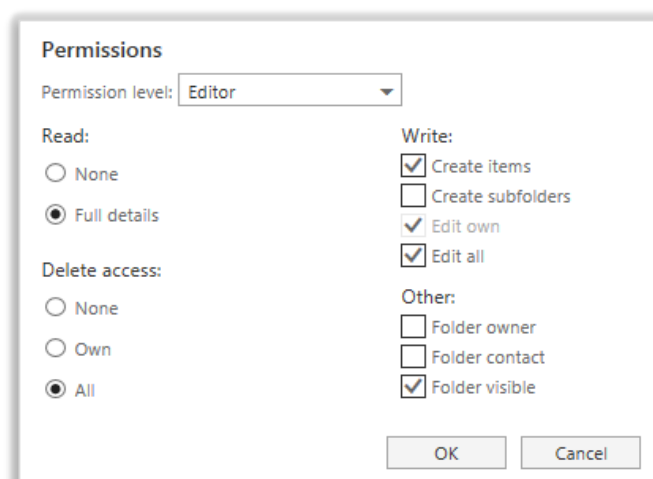
To allow delegate access you should select **Owner** from the drop down list

When you select **Owner**, a predefined option of all of the boxes will be selected, however, you can still choose to deselect some of the boxes

Select **Owner** if you want someone to have full access to your mailbox, including the ability to read, delete and write emails and create subfolders

Select **Publishing Editor** if you want someone to have the same level of access as with Owner, but without being a folder owner

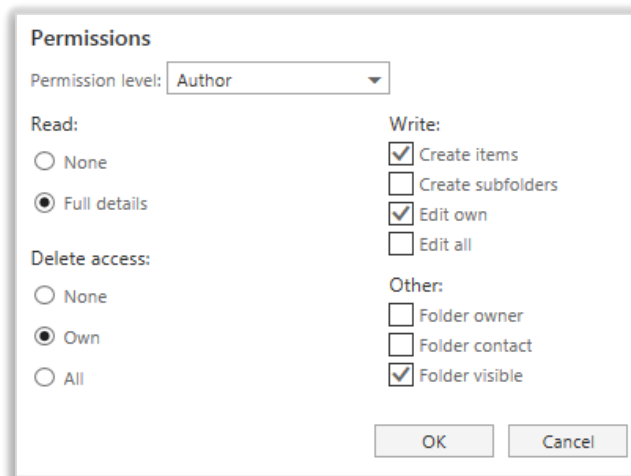
Select **Editor** if you would like the person to be able to read, write and delete emails, but if you would like them to be unable to create subfolders within your mailbox



Giving delegate access to your mailbox

Select **Publishing Author** if you would like them to be able to read and write emails, but only delete those emails that they own. In this instance, the person will be able to create subfolders but will not be a folder owner and the folders will just be visible

Select **Author** if you would like the person to have the same access level as a Publishing Author, but without the ability to create subfolders



The screenshot shows a 'Permissions' dialog box with the following settings:

- Permission level: Author
- Read: None, Full details
- Delete access: None, Own, All
- Write: Create items, Create subfolders, Edit own, Edit all
- Other: Folder owner, Folder contact, Folder visible

Buttons: OK, Cancel

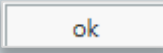
If you select **Nonediting Author**, the person will have the same level of access as with Author, but they will not be able to edit items in the mailbox, they can only create new emails

Select **Reviewer** if you would like to allow the person to only read emails in your mailbox, without the ability to edit anything

Select **Contributor** if you would like someone to be able to write emails from your mailbox, but without being able to view any items in the mailbox

Selecting **None** will not allow the person to view or change any information in your mailbox

5

When you have finished setting permissions, click **ok**  at the bottom of the window

You should inform someone when you have given them access to your mailbox, as they will not receive a notification email



Handy Hint

If you would like to give delegate access to specific folders in your mailbox, right click on that folder and follow the same process

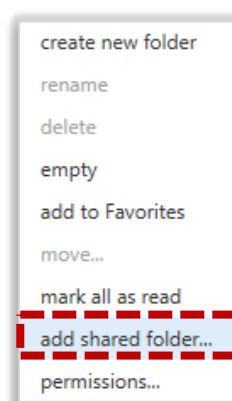
Viewing and removing a delegated mailbox

Viewing other mailboxes

When you view a delegate mailbox that you have been given permissions for, the mailbox will be displayed on the left side of the screen below the list of your own folders

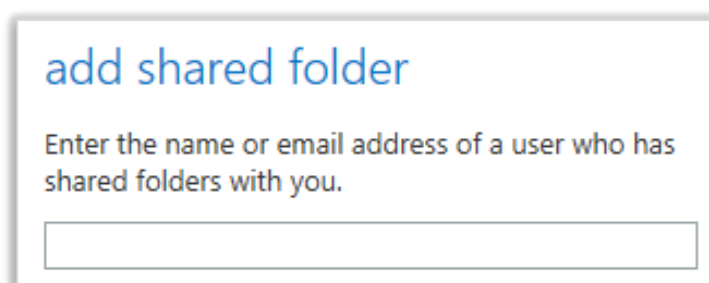
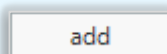
To view someone else's mailbox:

- 1 Right click **your name** on the left side of the screen and select **add shared folder**



Although the instruction is to add a shared folder, this will actually add all of the folders within the mailbox that have been shared with you

- 2 Enter the **name of the person** whose mailbox you wish to view in the **search bar** and click **add**



Regardless of whether permission has been granted, the person's name will appear on the left side of the screen. You will only be able to open and view the additional mailbox if you have been given permission

Depending on the level of permission granted, you may also be able to edit the mailbox

If you have been given permissions to send emails from the mailbox, when doing so you will still be listed as the sender on behalf of the person to whom the mailbox belongs

If you have not been given permissions to a folder that you need to access, you should contact the mailbox owner

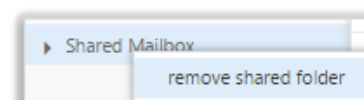
Viewing and removing a delegated mailbox

Removing mailboxes

To remove a mailbox from your Mail screen:

1

Right click the mailbox on the left side of the screen and click **remove shared folder**

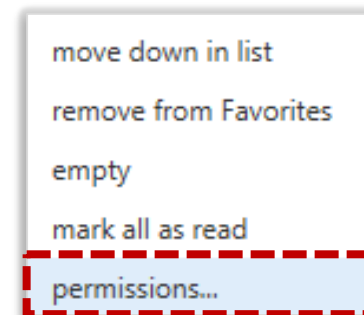


Removing permissions to your mailbox


To remove delegated permissions to your mailbox or any folders that you have shared:

1

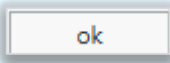
Right click on the relevant mailbox or folder name and select **permissions**



2

Select the mailbox or person you would like to remove and click the **bin icon** 

3

When you have removed the permissions, click **ok**  at the bottom of the window

Your mailbox name will still appear on the left side of the person's Mail screen until they choose to remove it however they will not be able to access it

Managing a shared mailbox

Opening shared mailboxes

A shared mailbox, sometimes referred to as a generic mailbox, is a separate mailbox to your own that is used by multiple people. For example a district nursing team may have a shared mailbox for incoming referrals that the entire team has access to so anyone on duty can read or action the email. All shared mailboxes must have a nominated owner who is accountable for the mailbox and has the ability to delegate access to others

When you open a shared mailbox, it will appear in a new tab in your internet browser, meaning you will be able to access your own mailbox at the same time

To create a shared mailbox you should contact your Local Organisation Administrator

To open a shared mailbox:

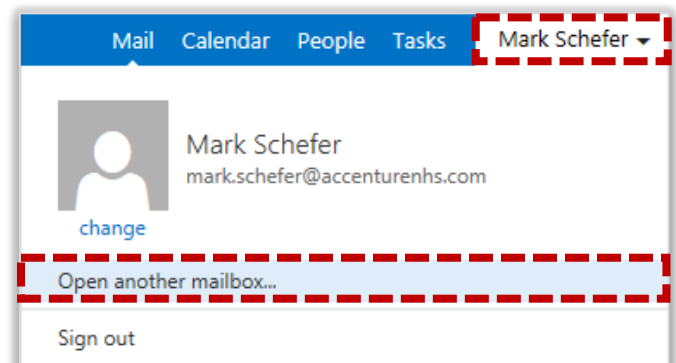
1

Click **your name** at the top right of the screen and select **Open another mailbox**

2

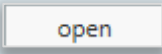
Type the **name** of the mailbox you want to view in the **search bar**

open another mailbox



You may need to search the Directory if the shared mailbox details do not automatically appear in the search window

3

Select the correct mailbox and click **open**  and the mailbox will open in another tab on your internet browser

When the mailbox opens in another tab in your internet browser, the original tab with your mailbox open will also stay open

You need to be added to the group of users for any shared mailbox or calendar before you can access and use it

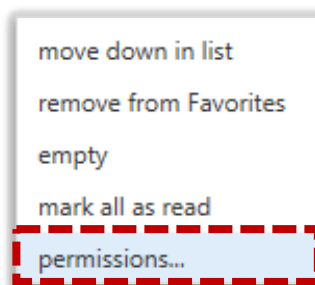
When you sign out of you own mailbox, you will automatically be signed out of any shared mailboxes as well

Removing access to a shared mailbox


You can remove someone's access to a shared mailbox that you own. To remove someone from a shared mailbox:

1

Right click on the shared mailbox and select **permissions** from the drop down list

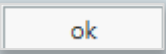


2

Click on the **name of the person** whose access you want to remove and click the **bin icon**  at the top of the window

If you think you may want to re-add this person at a later date, you can set their permission level to none

3

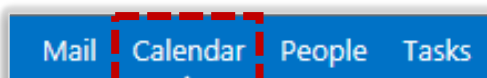
Click **ok**  at the bottom of the window and this person will no longer have access to the mailbox

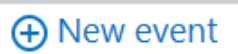
The shared mailbox name will still appear on the left side of the person's Mail screen until they choose to remove it however they will not be able to access it

Creating an appointment and administering reminders and repetitions

You can add an appointment in your calendar to keep track of your schedule. To create an appointment:

- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Click **New event**  at the top left of the screen or double click a **time slot** in the calendar at the time you would like your appointment to occur

You can also click and drag several time slots to create an appointment

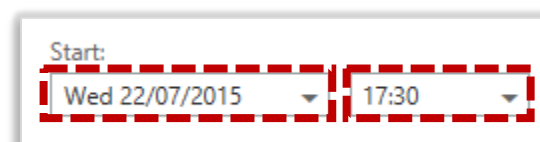
- 3 Type in the **event name** and **location** in the appropriate section at the top of the page



Event:
Location:
Attendees:

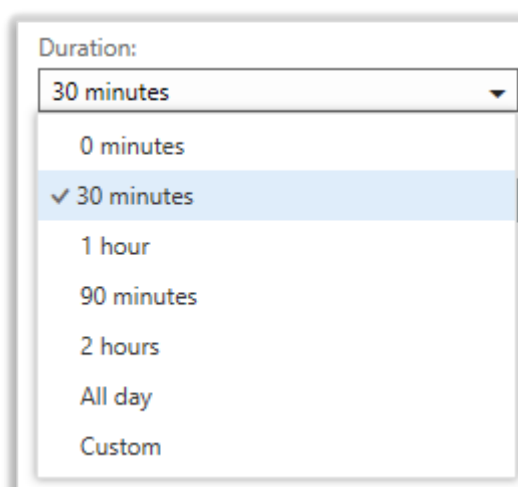
The Attendees section below Location will be used when creating meetings rather than appointments, which is covered in [Creating meetings and inviting attendees](#)

- 4 Enter a start date and time by choosing an option from the **Start** drop down lists



Start:
Wed 22/07/2015 17:30

- 5 Select an existing or custom duration for the appointment by choosing an option from the **Duration** drop down list



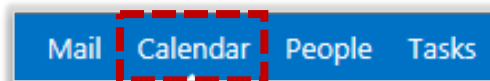
Duration:
30 minutes
0 minutes
✓ 30 minutes
1 hour
90 minutes
2 hours
All day
Custom

User generated calendar

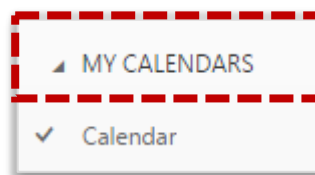
In Outlook Web App 2013, you can create additional calendars which can be shared without needing an LOA to set it up. These calendars may be useful for monitoring team schedules or for managing local room bookings

To create a user generated calendar:

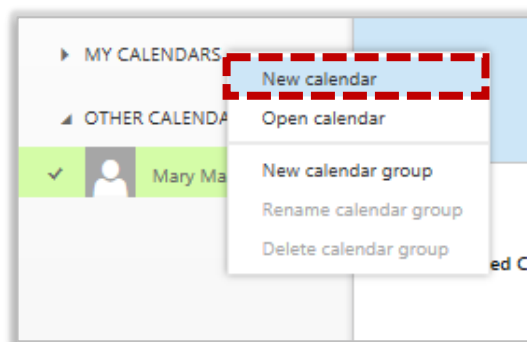
- 1 Click **Calendar** in the navigation bar at the top right of the screen



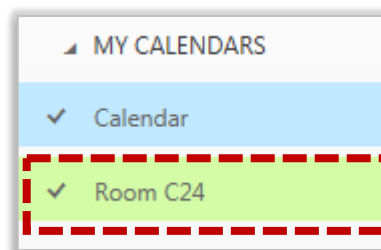
- 2 Right click on **My Calendars** on the left side of the screen



- 3 Select **New calendar** from the drop down list



- 4 Type in the name of the calendar on the left side of the screen and press **enter** on your keyboard

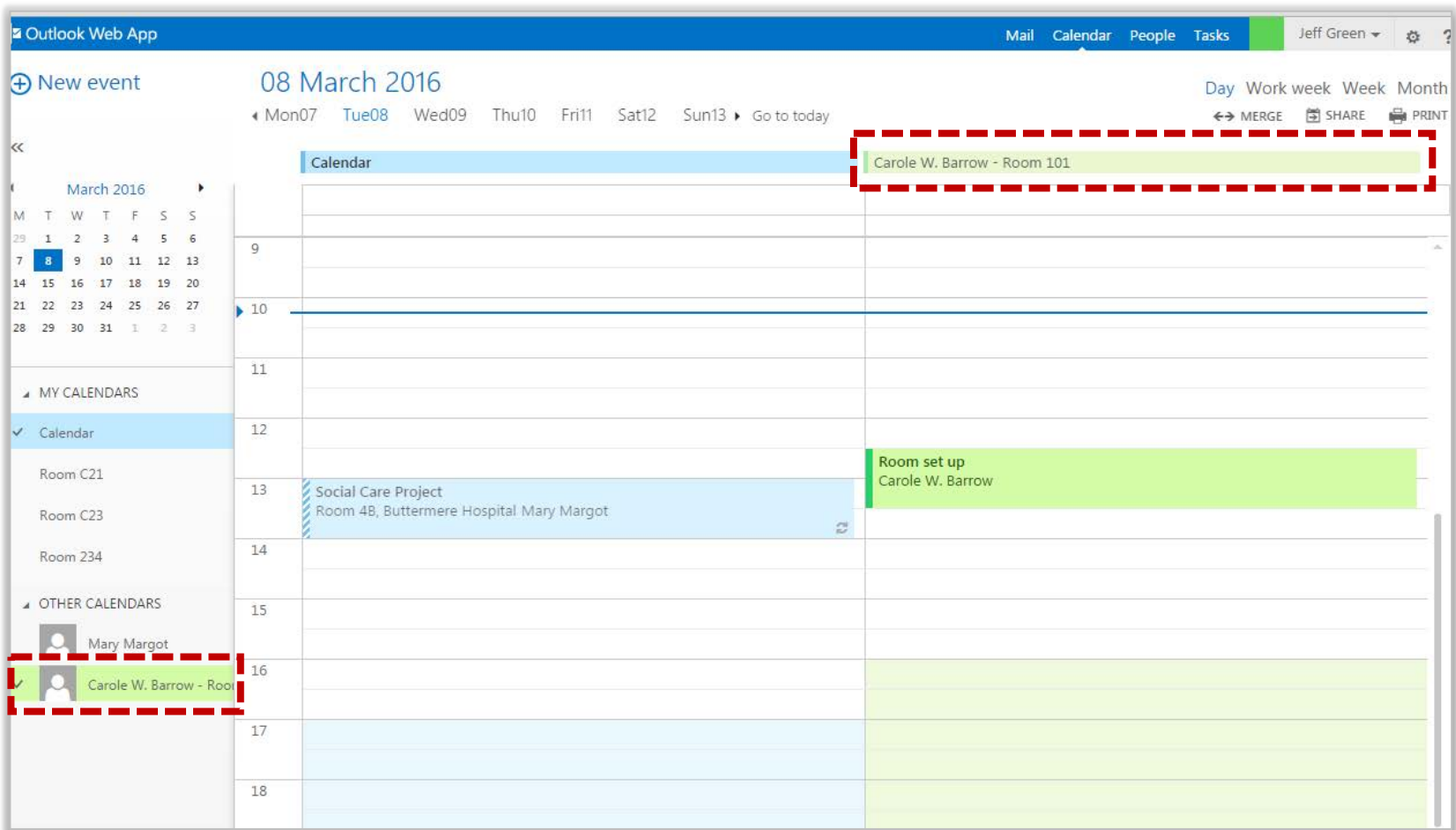


To view and edit the additional calendar you created, click the name of the new. A tick will appear and you can then add, edit and delete meetings and appointments

If someone wants to share a user generated calendar with you, this can only occur through an email invitation that you have to accept

User generated calendar

When you open a user generated calendar that someone shares with you, their name will appear next to the name of the user generated calendar (e.g. Carole W. Barrow – Room 101)



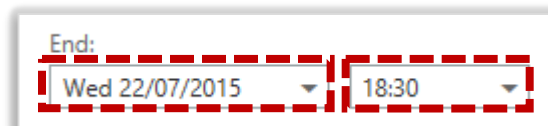
Refer to the Calendars, appointments and meetings module and the Sharing calendars and calendar permissions module for more information on using and sharing your user generated calendar

Note: The main limitation of using a user generated calendar is that you cannot set up a meeting and receive responses from this calendar. Meetings can only be used to block out time and used for shared reference

Creating an appointment and administering reminders and repetitions

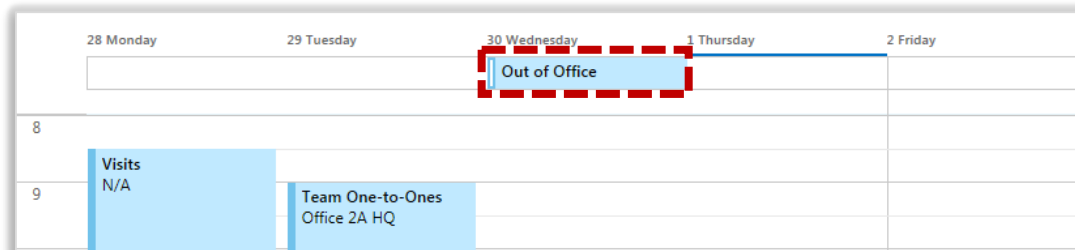
6

If you select **Custom**, choose a date and time from the **End** drop down lists that appear



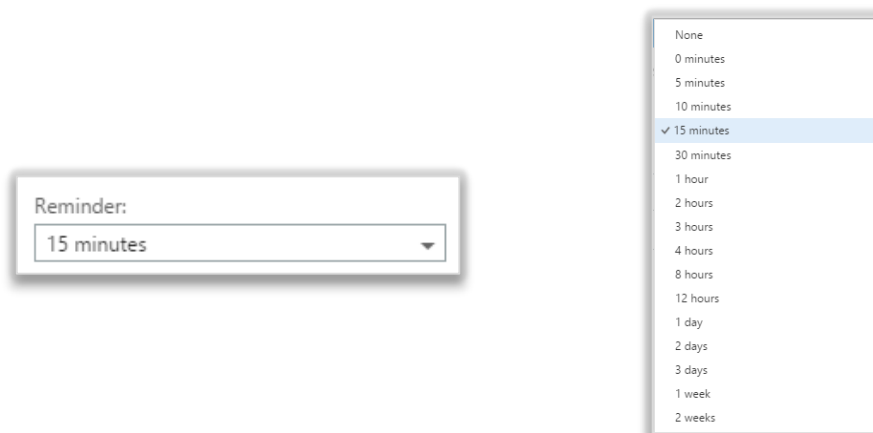
End:
Wed 22/07/2015 18:30

If you select **All day**, your appointment will appear at the top of the calendar day rather than in a specific time slot.



7

To set up a reminder for the appointment, select an option from the **Reminder** drop down list to choose how far in advance of the appointment you would like to be notified



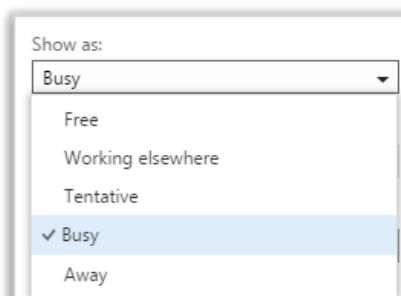
Reminder:
15 minutes

None
0 minutes
5 minutes
10 minutes
✓ 15 minutes
30 minutes
1 hour
2 hours
3 hours
4 hours
8 hours
12 hours
1 day
2 days
3 days
1 week
2 weeks

If you set up a reminder, a notification message will appear on screen ahead of the meeting. For more information on reminders, refer to the **Managing reminders** section of the **Outlook Web App Learning Series**

8

To choose how you would like the appointment to appear to colleagues viewing your calendar, select an option from the **Show as** drop down list

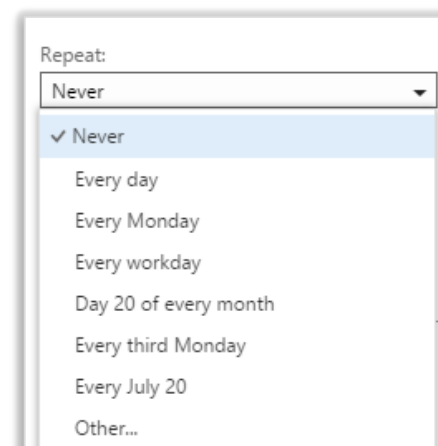


Show as:
Busy
Free
Working elsewhere
Tentative
✓ Busy
Away

If you select **Free**, this time slot will appear empty to others viewing your calendar

9

To repeat the appointment, such as every day or every work day, select an option in the **Repeat** drop down list

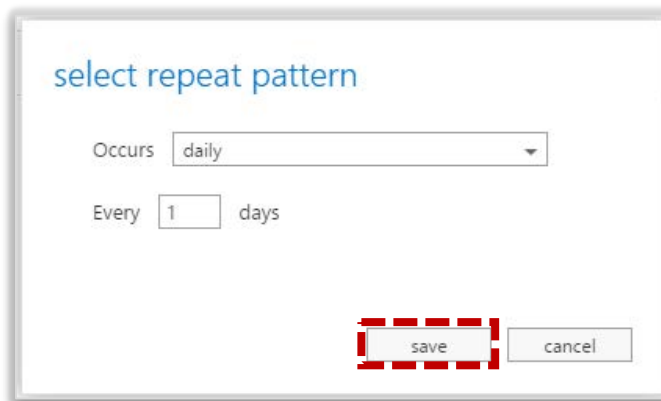
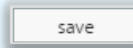


Repeat:
Never
✓ Never
Every day
Every Monday
Every workday
Day 20 of every month
Every third Monday
Every July 20
Other...

Creating an appointment and administering reminders and repetitions

10

If you want to specify a different repeat pattern, select **Other** in the **Repeat** drop down list, select an occurrence and click **save**

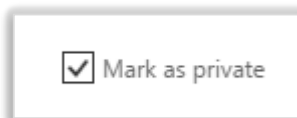


The dialog box titled "select repeat pattern" contains a dropdown menu labeled "Occurs" with "daily" selected. Below it is a text input field labeled "Every" with the number "1" and the word "days". At the bottom right, there are two buttons: "save" (highlighted with a red dashed border) and "cancel".

If you select a repeat appointment, the appointment will be shown in your calendar with an arrow symbol

11

If you don't want people who have access to your calendar to see the details of this appointment, select the **Mark as Private** box

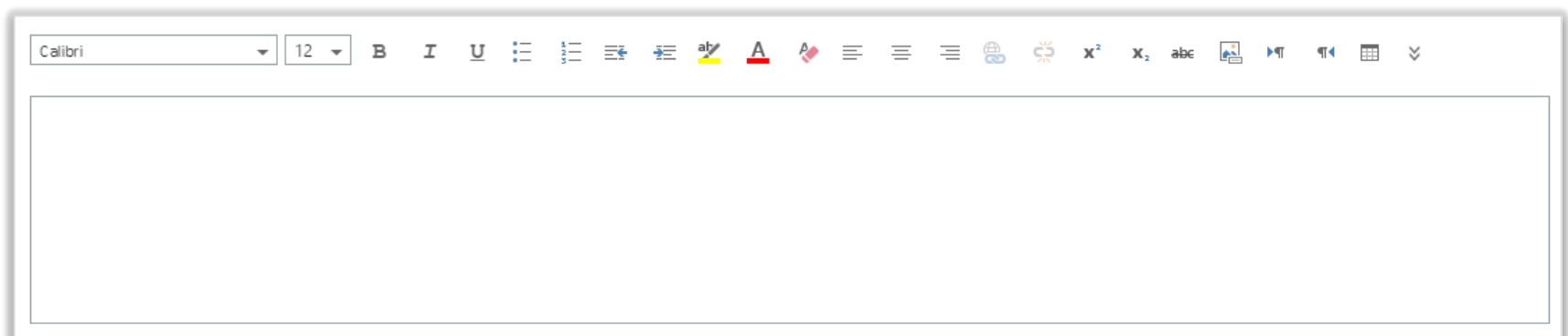


A checkbox labeled "Mark as private" with the checkbox checked.

All they will see is a time slot that is marked as busy and your own calendar will show a padlock on the appointment to indicate that it is private

12

Type in any notes about your appointment in the **text box** at the bottom of the screen



A large text box with a rich text editor toolbar at the top. The toolbar includes options for font face (Calibri), font size (12), bold (B), italic (I), underline (U), bulleted list, numbered list, decrease indent, increase indent, link, unlink, text color, background color, text alignment (left, center, right, justified), bullet point removal, and a dropdown arrow.

13

Once you have entered all of the relevant information, click **Save**



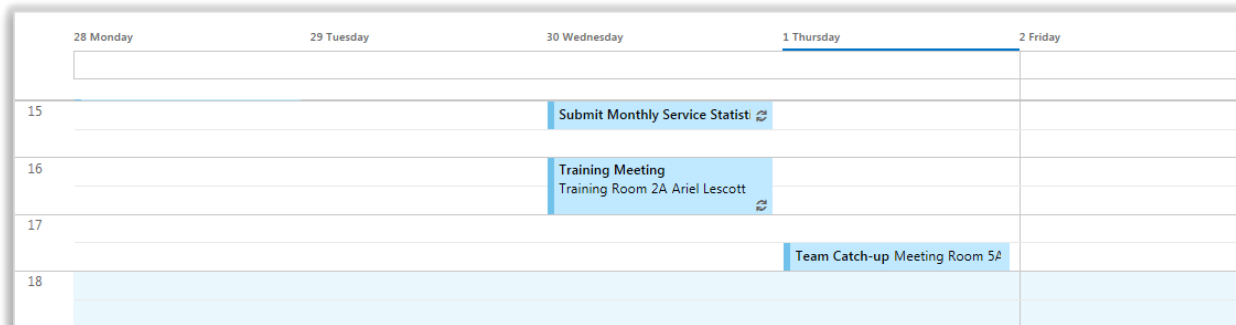
at the top of the screen

Customising your work week in Calendar


If you have chosen to view your calendar by work week, your non-working days will not appear in your calendar, which can be useful when putting in appointments

This can also be helpful for other people setting up meetings with you, as they can see when you are available using the scheduling assistant, which is covered later in this module

A work week is automatically set at 8am until 6pm, from Monday to Friday. If you would like the work week settings to accurately reflect your own working week, you can edit it



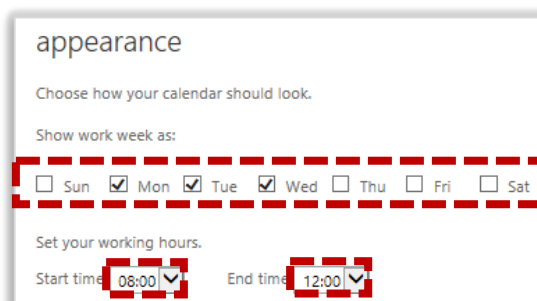
To change the days of your work week:

1 Click the **settings icon**  at the top right of the screen and select **Options**

2 Click **settings** on the left side of the screen and select **calendar** at the top of the page

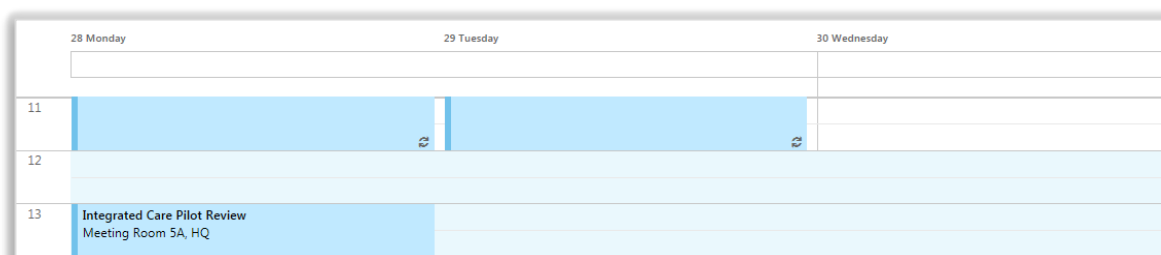
mail **calendar** regional password

3 Under **appearance**, you can select different boxes to choose the days of your work week and select working hours using the **Start time** and **End time** drop down lists



4 When you have finished, click **save**  at the bottom of the screen

When you click the **back arrow** to return to the calendar page, your updated work week view will be displayed



The blue section in the calendar view reflects your non-working hours

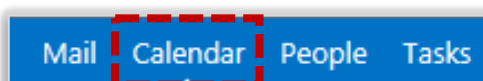
Creating meetings and inviting attendees


A meeting is an event that you have been invited to by someone or that you have invited other people to attend. Creating meeting invites allows you to keep track of who is attending

A meeting is created the same way as an appointment except that you invite other people and can also book rooms if these have been set up by your organisation

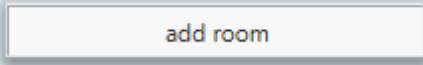
To create a meeting:

- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Click **New event**  **New event** at the top left of the screen or double click a **time slot** in the calendar at the time you would like your meeting to occur


- 3 Type in the **name and location** in the appropriate section at the top of the page

- 4 You can either **type the location** or click **add room**  to select a room from the Directory if your Local Organisation Administrator has set this up

- 5 Click the **Attendees section**, type the names of the people you want to invite and select the correct attendee from the drop down list



Handy Hint

You can also add an attendee by clicking the **plus icon**  to the right of the of the attendees section and searching in the directory



Handy Hint

Right click on the **contact name** and choose **View details** to check the details of the attendee to ensure you are sending the meeting invite to the correct recipient

Creating meetings and inviting attendees

6

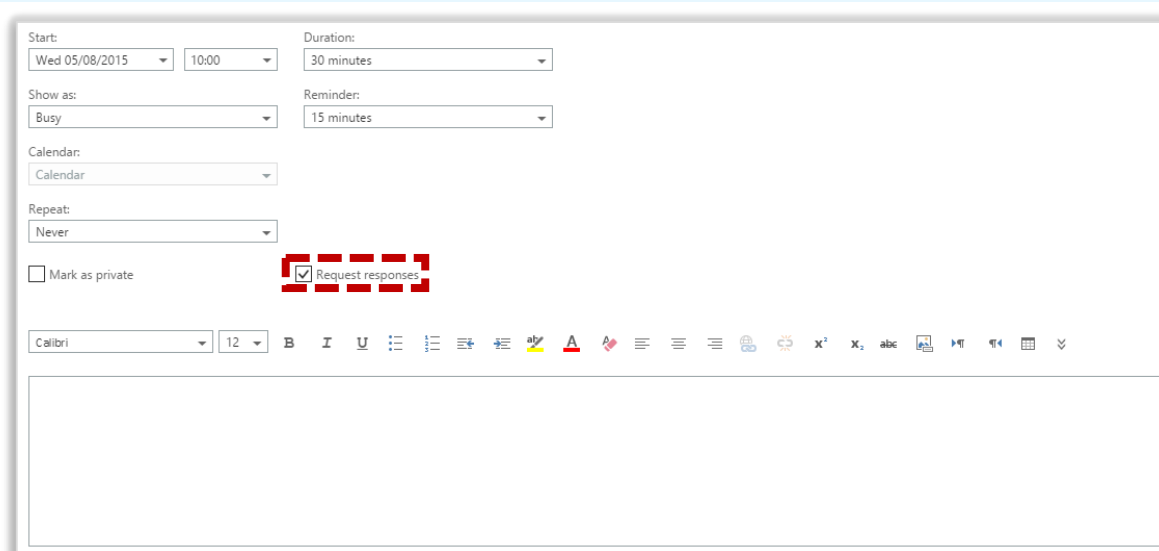
Enter the **Start time**, select the **Duration** of your meeting and set your status by selecting either **Free**, **Working elsewhere**, **Tentative**, **Busy** or **Away** from the **Show as** drop down list

7

You can add a reminder and select the repeat pattern of your meeting as you would with an appointment

8

Select the **Request responses** box so that invitees can send you a response




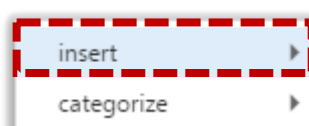
9

You can type any notes or information about your meeting in the **text box** at the bottom of the screen

To add an attachment to the meeting invite:

10

Click the **three dots**  at the top of the screen and select **insert**



You can insert an attachment or picture in the same way that you do for emails. For more information on this, refer to the **Advanced email use** module in the **Outlook Web App Learning Series**



Warning

If other people have access to your calendar, do not attach any sensitive documents as, depending on their level of access, they may be able to view these attachments

You can categorise a calendar entry by clicking the three dots and selecting **categorize**. For more information on categories, refer to the **Mailbox management** module in the **Outlook Web App Learning Series**

11

When you have finished, click **Send**  at the top left of the screen

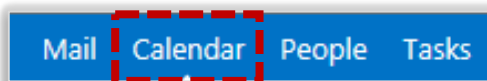
Monitoring meeting invites

After a meeting request has been sent out, you can check who is attending by looking at the event's details in your calendar and track the responses

To check who is attending:

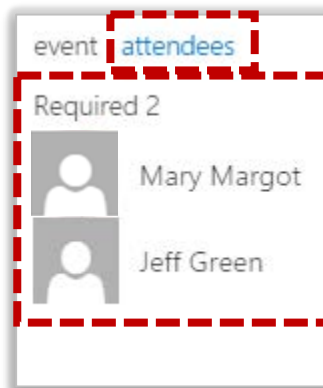
1

Click **Calendar** in the navigation bar at the top right of the screen



2

Double click on the **event in your calendar** and select **attendees**



If attendees choose to send a response to your invite, these will be sent to your inbox

Using scheduling assistant

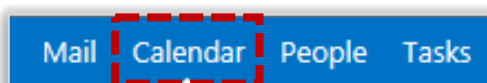
Scheduling Assistant offers extra help in coordinating multiple schedules when creating a meeting

It allows you to view when other people are busy or available in order to determine when the best time is to schedule a meeting

To use scheduling assistant:

1

Click **Calendar** in the navigation bar at the top right of the screen




2

Create a meeting and **invite attendees**

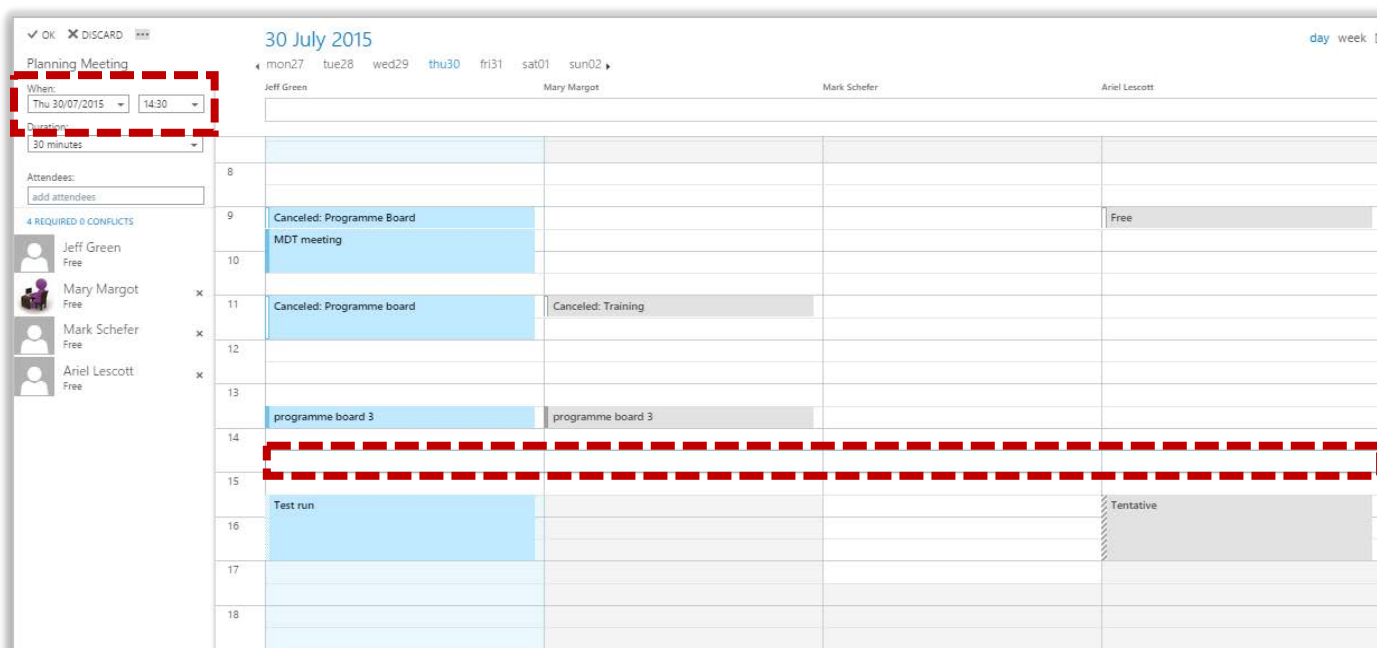
For more information on this, refer to the Creating meetings and inviting attendees section of this module

3

Click **Scheduling Assistant**  SCHEDULING ASSISTANT at the top of the meeting invitation screen to view the times when all attendees are available

In scheduling assistant you will be able to see the details of others' appointments and meetings, depending on the permission level they have set for you to view their calendar

The screen allows you to easily identify the best time to schedule a meeting by showing when each attendee is either busy or free, allowing you to see when there are conflicts



Your own meetings will appear as blue boxes in the calendar, whilst other attendees' meetings will appear as grey boxes

4

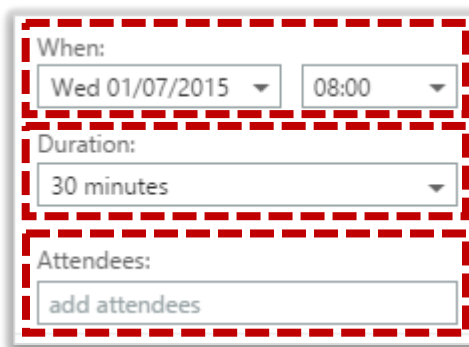
Select an option from the **When** drop down lists to set your meeting at a time when all attendees are free

5

To adjust the length of the meeting, change the duration in the **Duration** drop down list at the left of the screen

6

Type a contact's name into the **search box** to add more attendees

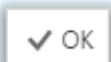


The image shows a screenshot of a scheduling assistant interface. It features three main sections: 'When', 'Duration', and 'Attendees'. The 'When' section contains two dropdown menus, one for the date (Wed 01/07/2015) and one for the time (08:00). The 'Duration' section contains a dropdown menu set to '30 minutes'. The 'Attendees' section contains a text input field with the placeholder text 'add attendees'. A red dashed border highlights these three sections.


If you add more attendees, their schedule will also appear on the scheduling assistant screen

You can make attendees optional by right clicking on their name and selecting Attendance optional

7

When you have determined the best meeting time to accommodate all attendees, click **OK**  at the top left of the page

8

When you have finished entering all other meeting details, click **Send**  at the top left of the screen

Changing and updating meetings

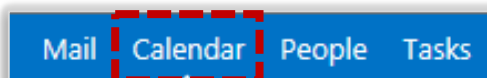
If the time or place of your meeting changes, you can only amend the meeting details if you set it up yourself

If you did not set up the meeting, the meeting owner will have to make the changes

To amend a meeting:

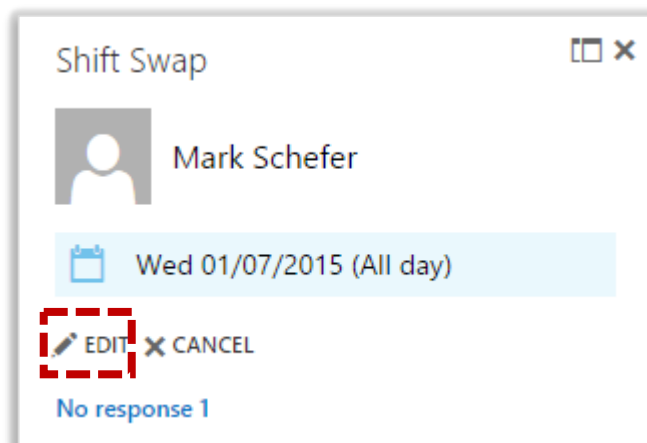
1

Click **Calendar** in the navigation bar at the top right of the screen



2

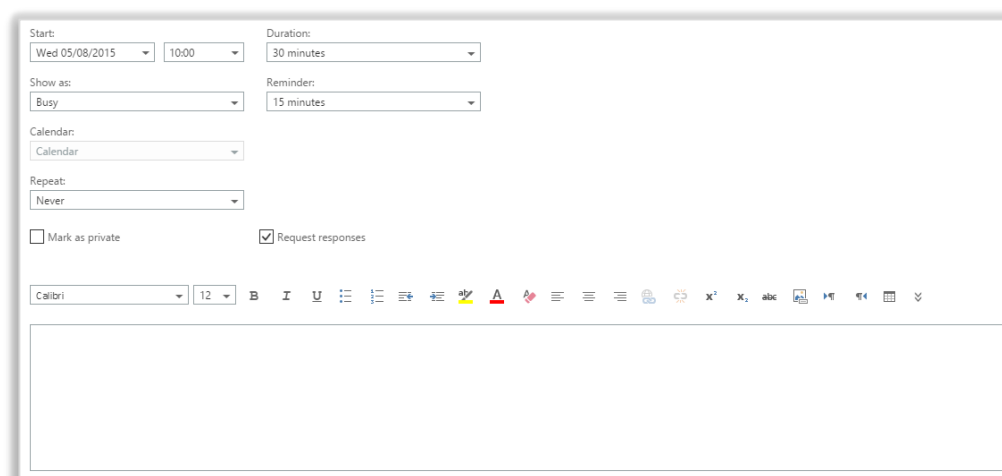
Click on the meeting and select **Edit** at the bottom of the box that appears on the screen




If you are editing a recurring meeting, you can either choose to edit the occurrence, meaning only the selected occurrence will be changed, or the series, meaning all occurrences of the meeting will be updated

3

A screen will appear with the **current meeting details**, where you can change the details in the same way that you created the meeting



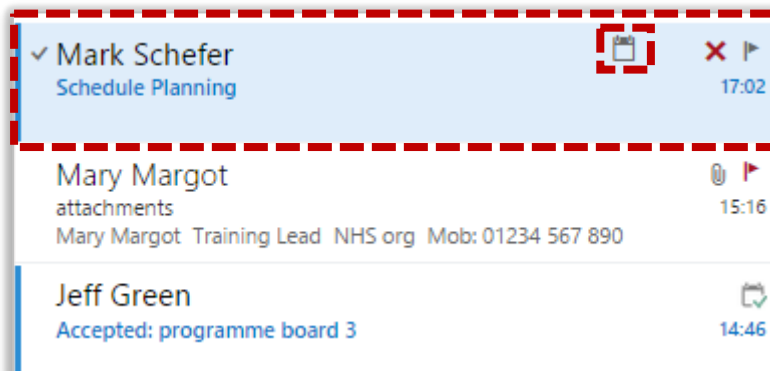
4

When you have finished, click **Send**  at the top of the screen and all attendees will receive an updated invite

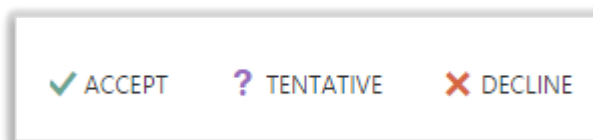
When someone invites you to a meeting, you will receive an email invitation

To accept or decline an invitation:

1 Select the invite email



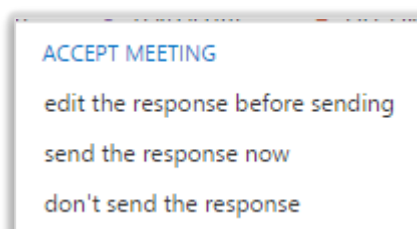
2 Either **Accept** to accept the invite, respond as **Tentative** if you are unsure if you can attend or not, or **Decline** if you cannot attend the meeting



3 If you would like to type a message to the meeting organiser in your response, select **edit the response before sending** in the drop down list

4 If you would like to simply send your response without a message, select **send the response now** from the drop down list

5 If you would not like the meeting organiser to be notified of your response, select **do not send a response** from the drop down list



If you accept or tentatively accept, the meeting will then appear in your calendar

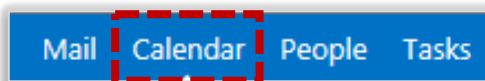
If you decline the meeting, it will not be visible in your calendar

Deleting and cancelling appointments and meetings

To cancel a meeting that you have organised:

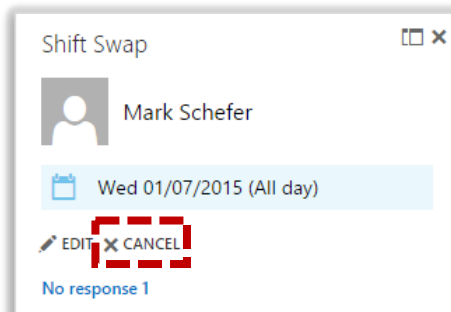
1

Click **Calendar** in the navigation bar at the top right of the screen



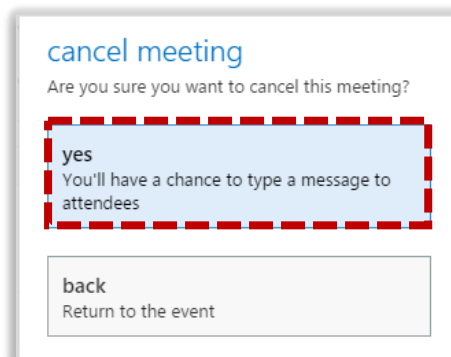
2

Click on the meeting you would like to cancel and select **Cancel** at the bottom of the box that appears on screen



3

You will be asked to **confirm the cancellation** and to **send a message to the meeting attendees** to inform them about the cancelled meeting



When cancelling a recurring meeting, you will be asked whether you want to delete one or all of the meetings in the series. If you are cancelling an appointment, a notification message will not appear on screen and the appointment will be deleted

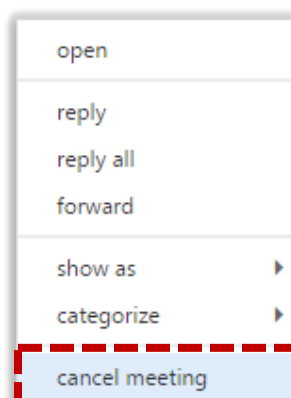
4

Type your message in the email and click **Send**  at the top of the page

The invite will then no longer appear in your calendar

5

You can also cancel a meeting by right clicking it, selecting **cancel meeting/delete appointment** from the drop down list and then following the same process

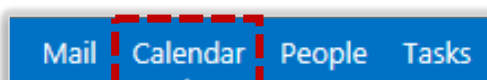


Changing your response to a meeting invite

You may need to change your response to a meeting invite, for example if you accepted a meeting invite that you can no longer attend and need to decline it or tentatively accepted and can now definitely attend

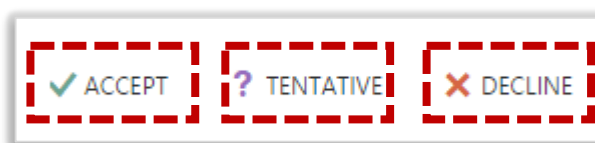
To change your response to a meeting invite:

- 1 Click **Calendar** in the navigation bar at the top right of the screen

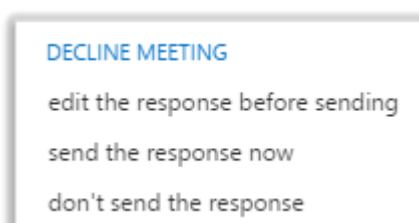


- 2 Double click the meeting and you can see your **previous responses** at the top of the page

- 3 Click either **Accept**, respond as **Tentative** or **Decline** depending on your previous response and what you would like to change it to



- 4 You can **edit your response before sending** so that you can let the organiser know why you have changed your response, **send a response with no message** or **not send a response**



If you have chosen to delete the meeting invite, the meeting will no longer appear in your calendar

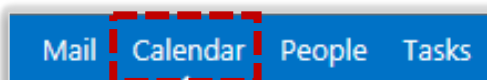
Sharing your calendar and setting permissions

Allowing access to your calendar

You can share your calendar with other users to allow them to view when you are available and to help with scheduling meetings. You can also set permission levels depending on how much information from your calendar you want other users to be able to view

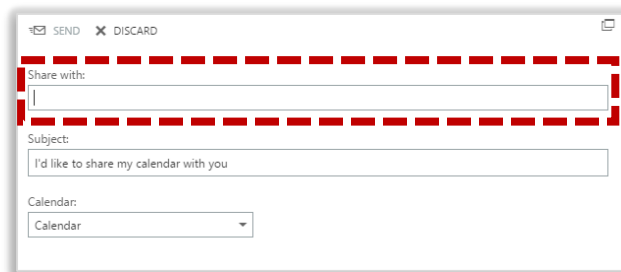
To allow another user in the Directory to access your calendar:

- 1 Click **Calendar** in the navigation bar at the top right of the screen

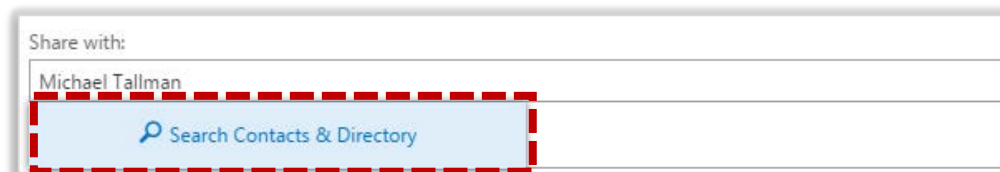


- 2 Click **Share**  at the top right of the screen

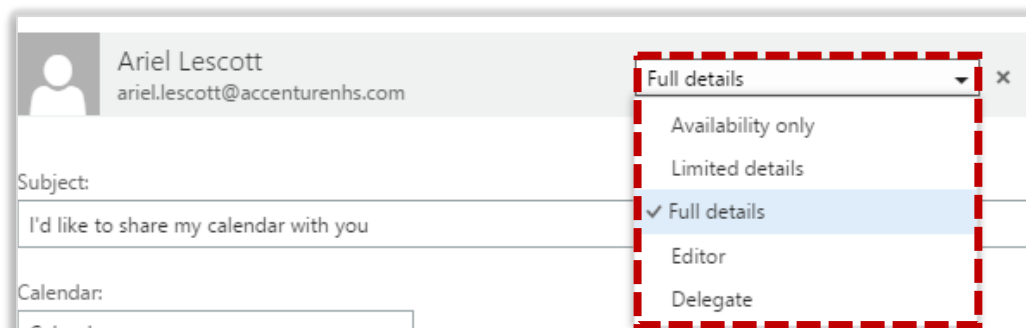
- 3 Enter the name of the person you want to share your calendar with into the **Share with search bar** and click on the **contact name**



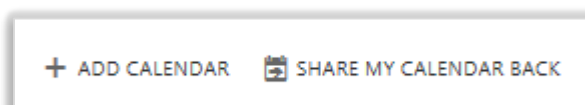
You may have to search the Directory by clicking on Search Contacts & Directory if the contact details do not appear automatically



- 4 Once the contact is identified, choose the **sharing permission level** you would like to assign to the contact from the **five options** in the drop down list. Permission levels are explained on the next page

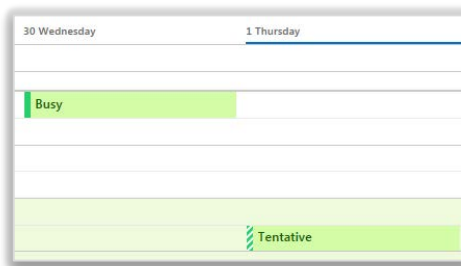


The person you share your calendar with will receive a notification email. They can choose to add your calendar to their list of other calendars and also share their calendar back with you

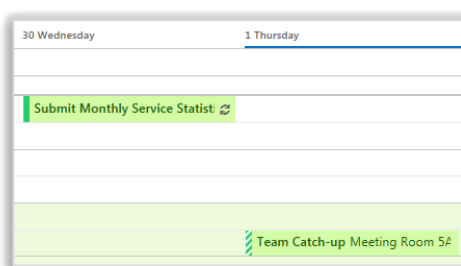


Sharing your calendar and setting permissions

Select **Availability only** if you want someone to only see the times on your calendar when you are available or busy



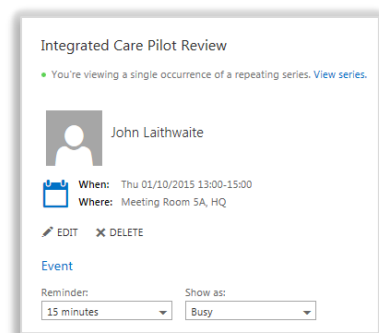
Select **Limited details** if you want someone to see the name of your meeting or appointment. They will not be able to open the calendar entry to see more details about it



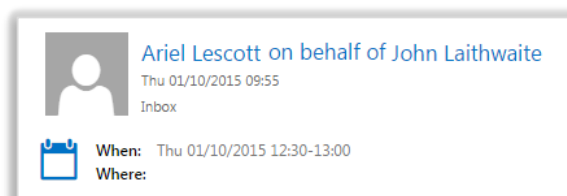
Select **Full details** if you want someone to be able to open calendar entries and see the name of the appointment and list of attendees, as well as any other information you have entered into your calendar. Be aware of any sensitive information, as this setting will include all calendar attachments



Select **Editor** if you want someone to be able to change meetings and appointments in your calendar. When they update meetings it will not be on your behalf as they will still be listed as the sender. You will receive a notification email when meetings have been changed



Select **Delegate** to enable someone to send out and respond to meeting invites on your behalf. You can also decide whether you want them to view private appointments or not. You will not be notified when meetings changes have been made

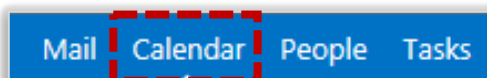


Changing permission levels and removing calendar access

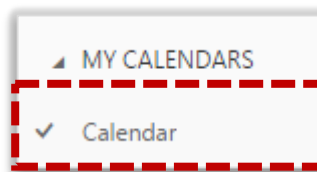
Changing permission levels for your calendar

To change someone's permission level for your calendar:

- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Right click on **Calendar** on the left side of the screen located under my calendars




- 3 Select **Permissions** from the drop down list


- 4 Find the person whose permission levels you would like to change, select the desired **permission level** from the drop down list and click **Save** when finished



Removing access to your calendar

To remove someone's access to your calendar:

- 1 From the same screen used above to change permission levels, find who you would like to remove and click the **cross**  to the right of their permission level

- 2 When you have removed the person, click **Save**  at the top of the page

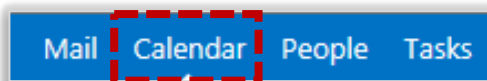
This person will no longer be able to access your calendar

Opening other users' calendars

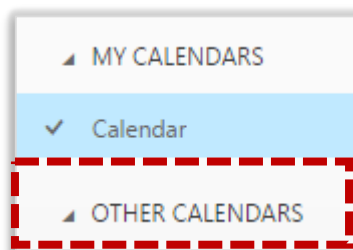
A shared calendar can be one shared by a user with several people or a shared mailbox calendar

To access shared calendars:

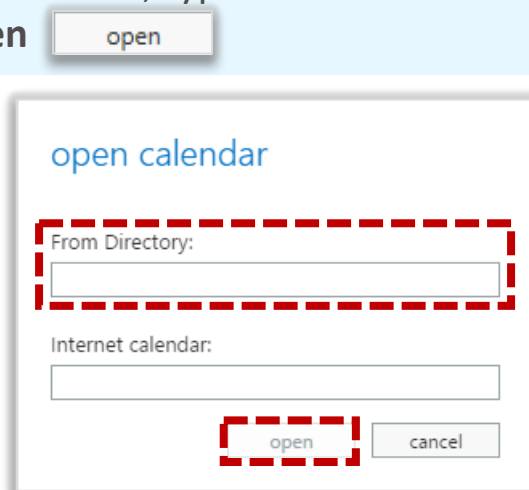
- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Right click on **Other Calendars** on the left of the screen and then select **Open calendar**



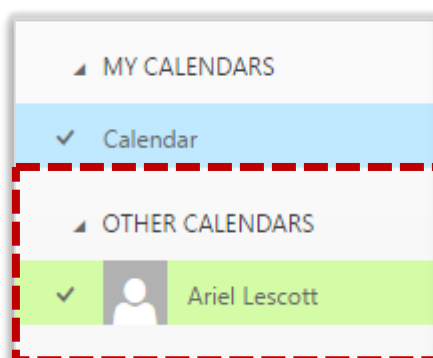
- 3 In the **From Directory search box**, type in the name of the shared calendar you are looking for, select it and click **open**



As long as the owner has given you access, the shared calendar will then display in your Calendar folder list

If you have not been given access then a message will appear informing you that you cannot access this shared calendar. Contact the person whose calendar you are trying to open if this is the case. For a shared mailbox calendar, contact your Local Organisation Administrator

Once you have successfully added a shared calendar, the name of the calendar will appear under **Other Calendars**

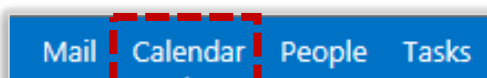


Setting up the view of a shared calendar

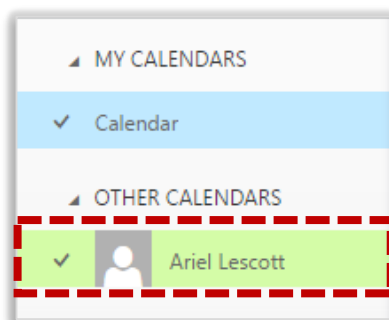
Viewing a shared calendar

To view appointments and meetings from a shared calendar in the same calendar as yours:

- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Click the **name of the calendar** under **Other Calendars**



Once the other calendar has been selected, you will be able to see meetings and appointments from the shared calendar appearing in a different colour to your calendar

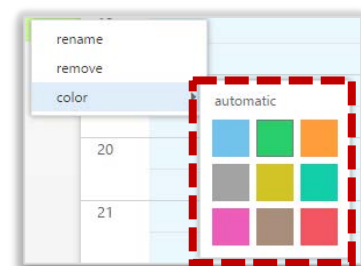
If someone has not given you full access to the details of his or her calendar then appointments and meetings will only show up as busy rather than displaying full details

If you would like to stop displaying the calendar, click on the name again and the tick will no longer appear to the left of the name under Other Calendars

Changing the colour of a shared calendar

To change the colour of a shared calendar:

- 1 Right click on the **name of the calendar**, select **Color** and choose a colour from the drop down list



Viewing calendars in merged and split views

If you would like to view your calendar and a shared calendar side by side, known as split view:

- 1 Click **day** at the top of the screen and then click **Split** located just below



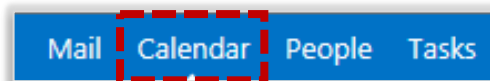
Split screen can only be viewed in day view and you can undo split calendar by clicking on Merge

User generated calendar

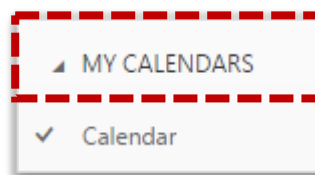
In Outlook Web App 2013, you can create additional calendars which can be shared without needing an LOA to set it up. These calendars may be useful for monitoring team schedules or for managing local room bookings

To create a user generated calendar:

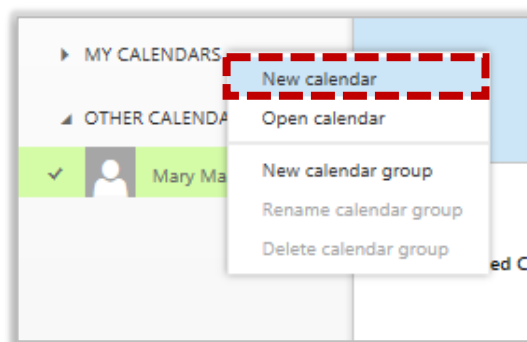
- 1 Click **Calendar** in the navigation bar at the top right of the screen



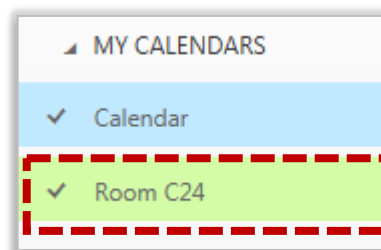
- 2 Right click on **My Calendars** on the left side of the screen



- 3 Select **New calendar** from the drop down list



- 4 Type in the name of the calendar on the left side of the screen and press **enter** on your keyboard



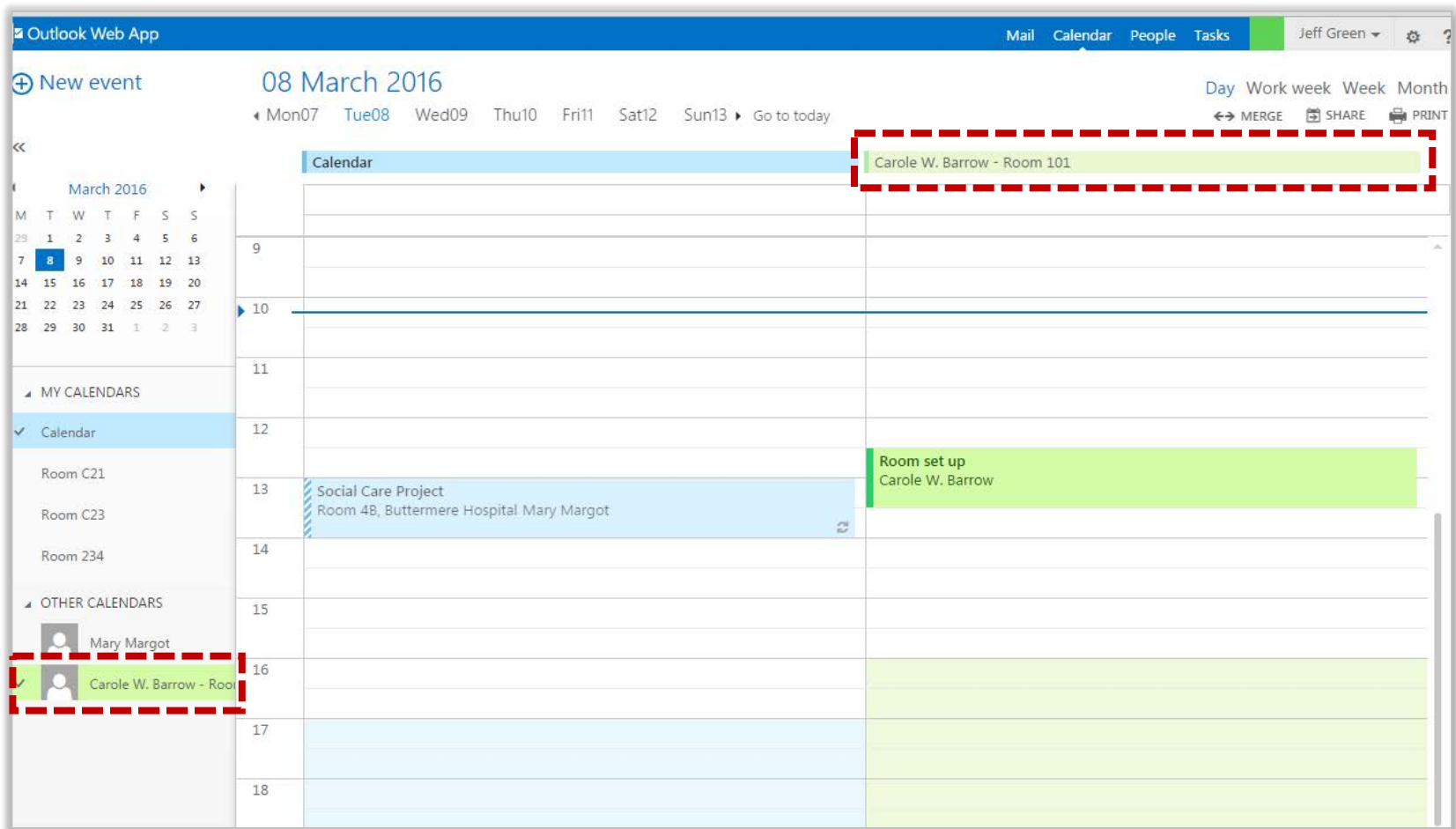
To view and edit the additional calendar you created, click the name of the new calendar. A tick will appear and you can then add, edit and delete meetings and appointments

If someone wants to share a user generated calendar with you, this can only occur through an email invitation that you have to accept

User generated calendar

Additional calendar information

When you open a user generated calendar that someone shares with you, their name will appear next to the name of the user generated calendar (e.g. Carole W. Barrow – Room 101)



Refer to the Calendars, appointments and meetings module and the Sharing calendars and calendar permissions module for more information on using and sharing your user generated calendar

Note: The main limitation of using a user generated calendar is that you cannot set up a meeting and receive responses from this calendar. Meetings can only be used to block out time and used for shared reference

Calendar groups

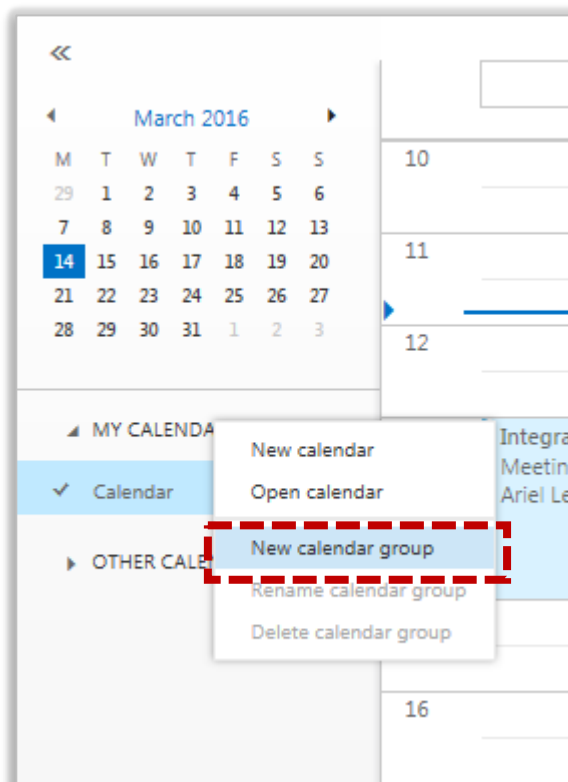
If you have a select group of calendars that you frequently view, such as those of your direct team members, you can use calendar groups to combine everyone's schedule into one view

To set up a calendar group:

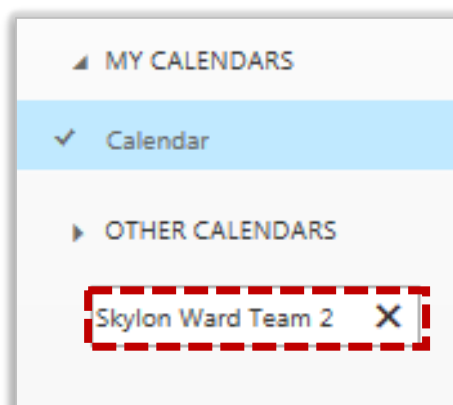
- 1 Click **Calendar** in the navigation bar at the top right of the screen



- 2 Right click on **My Calendars** on the left side of the screen and select **New calendar group** from the drop down list



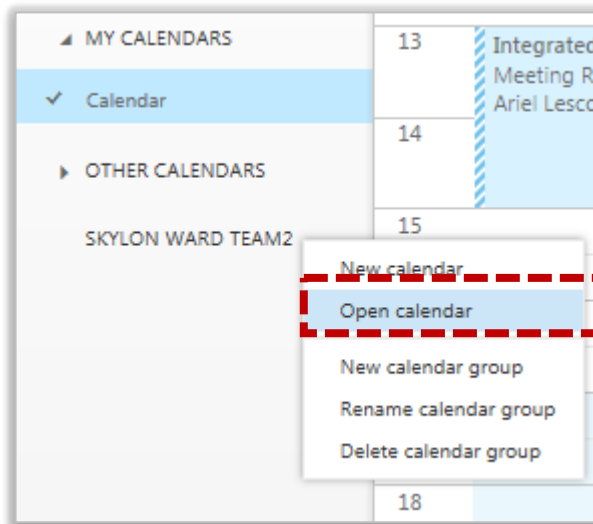
- 3 Type in the name of the calendar on the left side of the screen and press **enter** on your keyboard



To add a user's calendar into the calendar group:

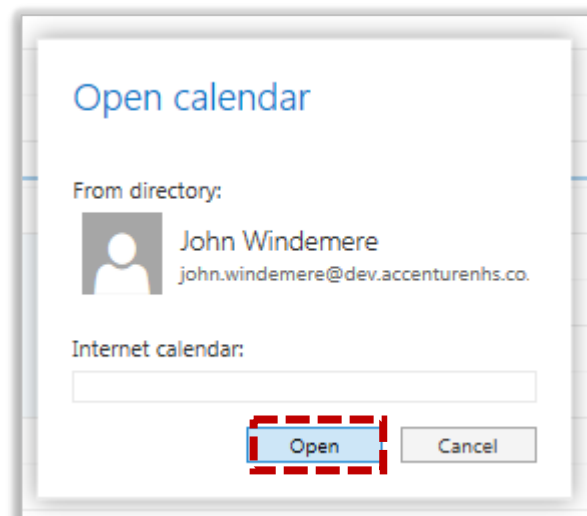
4

Right click on the new calendar group and select **Open calendar** from the drop down list

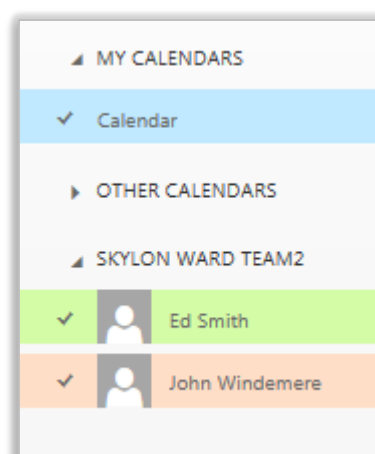


5

Search for the user's calendar under **From directory:** and click **Open**

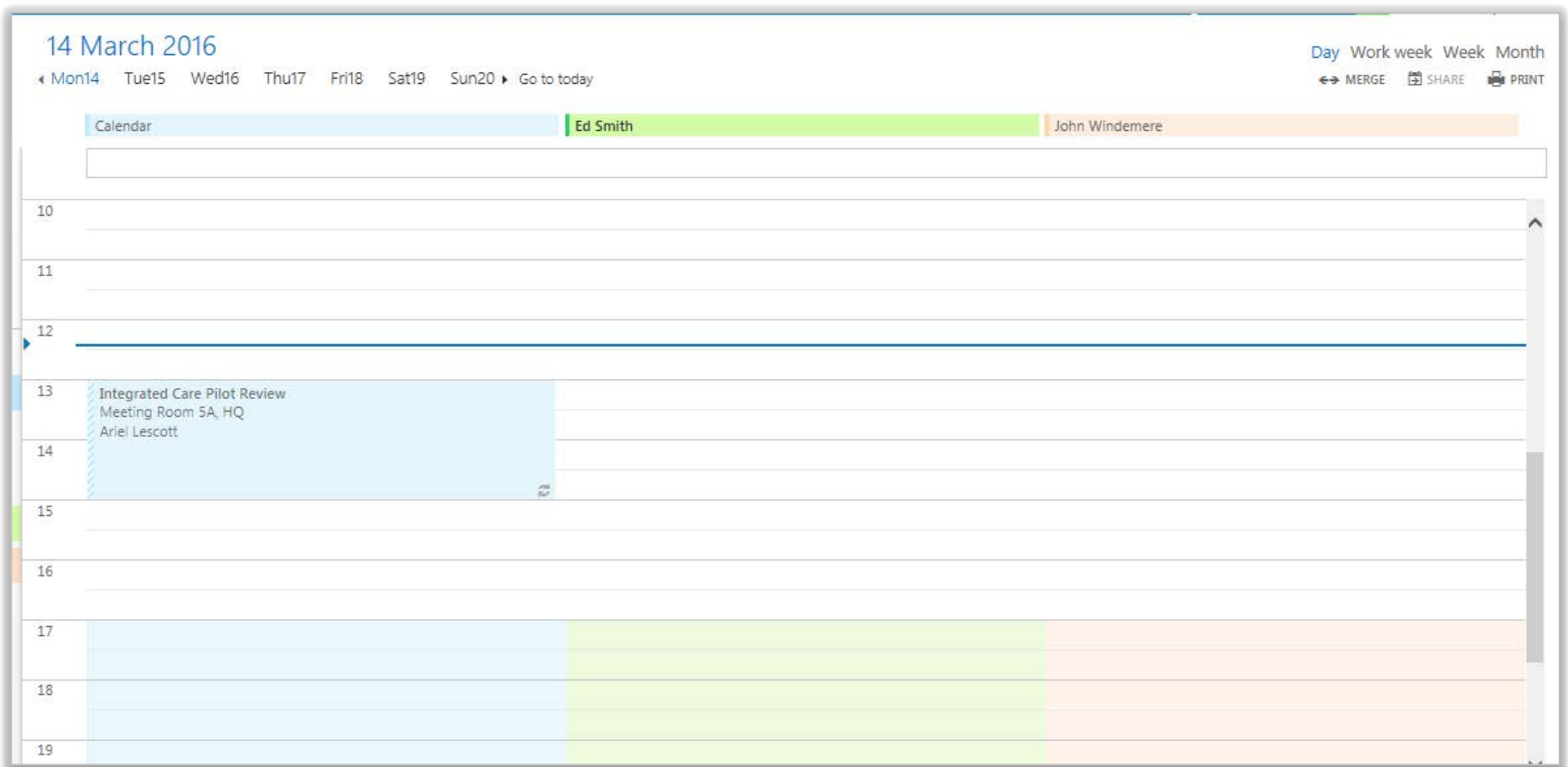


Each user in the group will show in a list under the calendar group name. Refer to [Sharing calendars and calendar permissions](#) for more information on viewing someone else's calendar and [changing the colour of a shared calendar](#)



Calendar groups

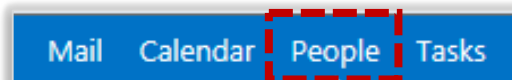
The calendar of each member of the group will be displayed in your calendar when the calendar group is selected on the left side of the screen



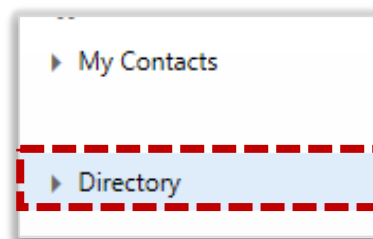
You may want to search for someone in the Directory to view their contact details or to add them to your personal contacts

To search for a contact in the Directory:

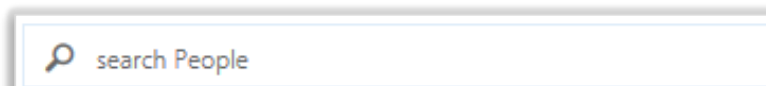
- 1 Click **People** in the navigation bar at the top right of the screen



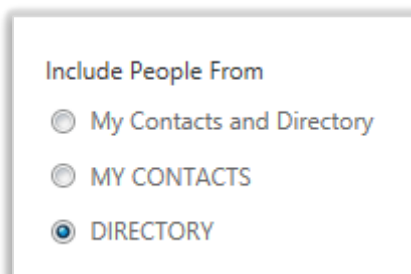
- 2 Select **Directory** on the left side of the screen



- 3 To search for a **specific contact**, type the name in the **search bar** at the top of the screen



- 4 To refine your search, click the **different options** on the left side of the screen




Once you have searched for someone you can choose to add them to your contacts so that you don't have to search for them in the Directory again. See the next section for more information on adding someone to your contacts



Warning

Ensure you are adding the correct person by checking their contact details

5

Click the **cross**  to the right of the search bar to display the Directory list again



Handy Hint

You can also schedule a meeting and send emails from the People page, as well as instant message someone from the Directory search page

If you are logged into Outlook Web App Instant Messenger you will be able to see other people's presence. Refer to Outlook Web App Instant Messenger in the Outlook Web App Learning Series for more information

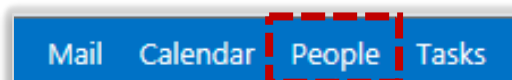
Adding someone from the Directory to your contacts

A contact refers to a saved email address within your address book. You can use the People page to create a list of personal contacts as well as adding contacts from the Directory that you use regularly so that you don't have to search the entire Directory for them

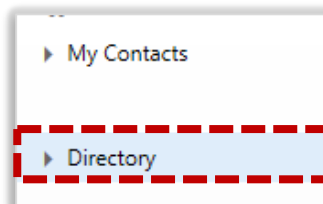
You can add contacts from the Directory to your own personal contact list, known as My Contacts, and you can also manually create a contact by entering all of their details to easily store email addresses and other contact details for people outside your organisation


To add someone from the Directory to your contacts:

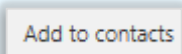
- 1 Click **People** in the navigation bar at the top right of the screen



- 2 Select **Directory** on the left side of the screen

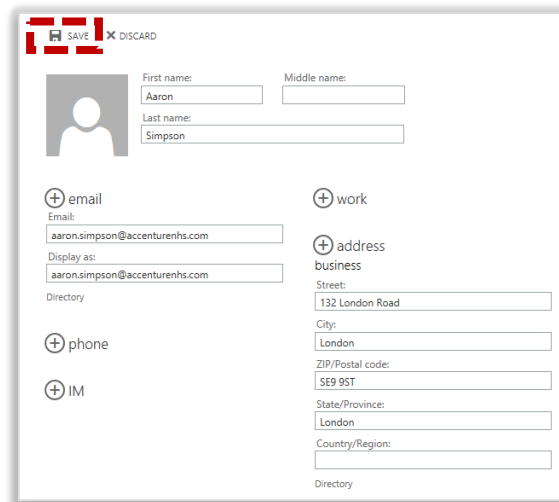


- 3 Type a name in the **search bar** at the top of the page and click the **magnifying glass icon** 

- 4 Select the **correct name**, click **Add to contacts**  on the right side of the screen and click **Add to contacts** again


- 5 Complete the **contact details** and click **Save**  at the top of the page

Adding someone from the Directory to your contacts



A screenshot of a contact editing form. At the top left, there are 'SAVE' and 'DISCARD' buttons. The form includes a profile picture placeholder, a 'First name' field with 'Aaron', a 'Middle name' field, and a 'Last name' field with 'Simpson'. Below this are sections for 'email', 'work', 'address', 'phone', and 'IM'. The 'email' section has 'aaron.simpson@accenturehs.com' in both 'Email' and 'Display as' fields. The 'address' section is set to 'business' and includes '132 London Road', 'London', 'SE9 9ST', and 'London' for the state/province. There are also 'Directory' checkboxes for each section.

6

Click the **cross**  to the right of the search bar to display the Directory list again



Handy Hint: Add contacts from the Mail page

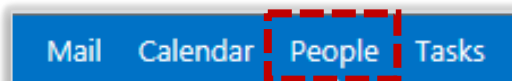
A quicker way to add contacts from your inbox is to right click on the sender's name in the email reading pane, select View details, click Add to contacts twice and then click Save

Creating a new contact

You can manually create a contact by entering all of their details to easily store email addresses and other contact details for people outside your organisation

To create a new contact:


1 Click **People** in the navigation bar at the top right of the screen




2 Select **New**  at the top left of the screen

3 In the screen that appears, select **Create contact**

4 Enter your contact's **name, surname, email address** and **display name** in the text boxes

5 To enter an **additional email address, work details, phone number, postal address, IM details or any additional notes**, click the **plus icon**  next to each section

A screenshot of the contact creation form. The 'First name' and 'Last name' fields are highlighted with red dashed boxes. Below the name fields are several sections, each with a plus icon in a circle: 'email', 'work', 'address', 'other', 'phone', 'IM', and 'notes'. The 'Email' and 'Display as' fields are also highlighted with red dashed boxes.

6 Click on **other**  to enter details around other things such as profession and location

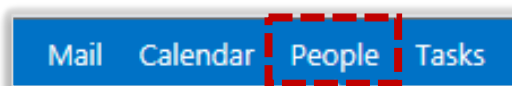
7 When you have finished, click **Save**  at the top left of the screen and the name will appear in your contact list


- web page
- school
- personal web page
- profession
- spouse/partner
- hobbies
- anniversary
- birthday
- location

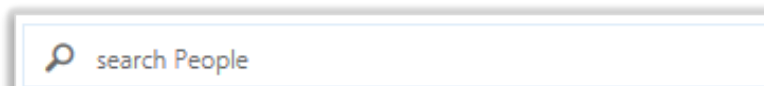
You can update details of any contacts you have added to your personal contact list (My Contacts). This includes contacts you have created and those you have added from the Directory. You cannot edit a contact in the Directory itself (only Local Operational Administrators can do this). So updating a directory contact in your personal contacts will not change the Directory entry

To edit a contact:

- 1 Click **People** in the navigation bar at the top right of the screen



- 2 Enter the name of the person whose contact details you want to update in the **search bar** at the top of the screen and click the **magnifying glass icon** 




- 3 Select the contact and click **Edit**  on the right side of the screen

- 4 You can edit **name** and **email address** by typing in the relevant text boxes

A contact edit form with a 'SAVE' button and a 'DISCARD' button at the top. The form contains several fields: 'First name' (with 'John' entered), 'Middle name', 'Last name' (with 'Smith' entered), 'Email' (with 'johnsmith@training.com' entered), and 'Display as' (with 'John Smith (johnsmith@training.com)' entered). There are also several expandable sections: '+ email', '+ work', '+ address', '+ other', '+ phone', '+ IM', and '+ notes'. The 'First name', 'Last name', and 'Email' fields are highlighted with red dashed boxes.

5

You can update or add to **work details**, **address details**, **phone numbers**, **IM details**, **notes** and **other details** by clicking the **plus icon**  next to each section

If there are multiple entries in one field, for example two email addresses and you would like to delete one of them, highlight the text and press delete on your keyboard

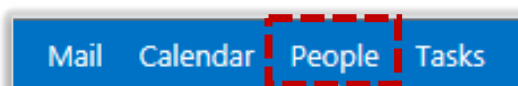
6

When you have finished updating, click **Save**  at the top of the screen

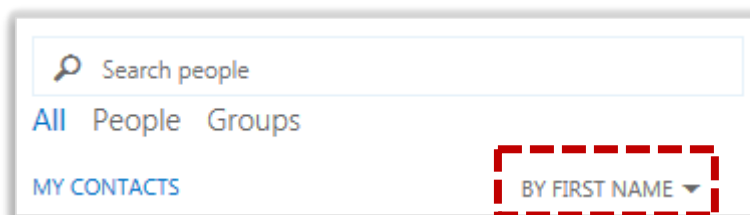
You can easily view your contacts by grouping them according to your personal preferences

To sort your contacts:

- 1 Click **People** in the navigation bar at the top right of the screen

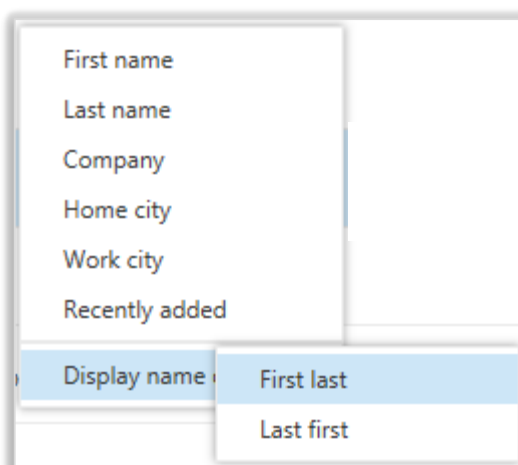


- 2 Click on **By First Name** under the contacts search bar



- 3 Select either **First name**, **Last name**, **Company**, **Home city**, **Work city** or **Recently added** to set how your emails will be sorted

- 4 Choose the order in which your contacts will be sorted by selecting from the options under **Display name order**

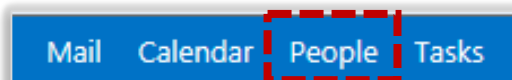



Deleting a contact

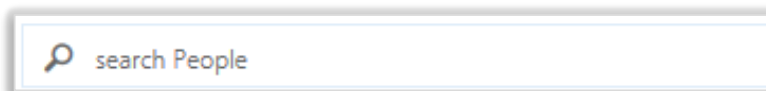
You can delete details of any contacts you have added to your personal contact list (My Contacts). This includes contacts you have created and those you have added from the Directory. You cannot delete a contact from the Directory itself (only Local Operational Administrators can do this). So deleting a directory contact in your personal contacts will not delete the Directory entry

To delete a contact :

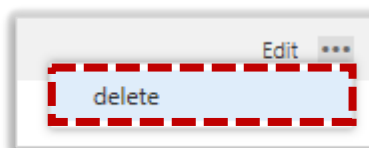
- 1 Click **People** in the navigation bar at the top right of the screen



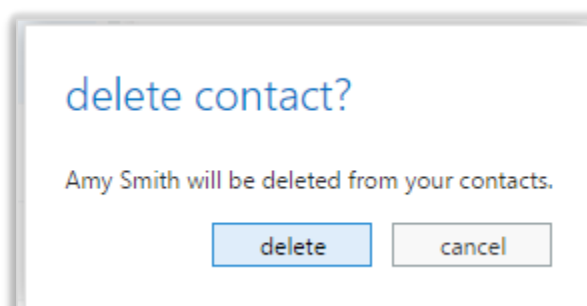
- 2 Enter the name of the contact you want to delete in the **search bar** at the top of the screen and click the **magnifying glass icon**  or find and select the name by scrolling



- 3 Select the contact, click the **three dots**  on the right side of the screen and select **delete**



- 4 **Confirm** that you would like to **delete the contact** and they will be taken out of your contact list

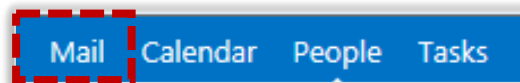


Deleting a contact

Retrieving a deleted contact

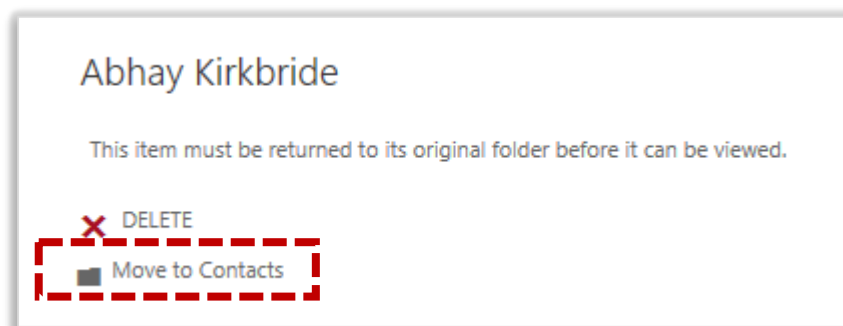
To retrieve a contact that you accidentally deleted:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click **Deleted Items** on the left side of the screen and select the contact you want to recover

- 3 Select **Move to Contacts** on the right side of the screen and the contact will be moved back in to your contact list



Creating a distribution group

You can group a number of selected contacts together, for example all of your team. This is known as a distribution group or list. Using a distribution group, you can email the entire team quickly

To create a distribution group:

- 1 Click **People** in the navigation bar at the top right of the screen

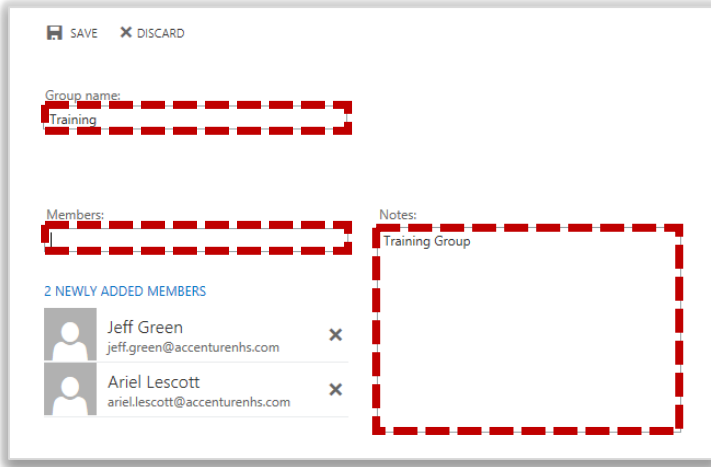


- 2 Select **New**  **New** at the top left of the screen

- 3 In the screen that appears, select **Create group**

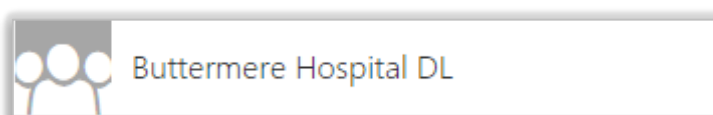
- 4 Enter your group name into the **Group name text box**

- 5 Enter each member's name into the **Members search bar** and type any notes about the group in the **Notes text box**



When you select a new member you will see his or her name appear under newly added members

- 6 When you have finished, click **Save**  **SAVE** at the top of the screen



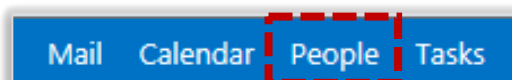
Once the group has been created, you can type the name of the group into the recipients section of an email to send an email to all members of the group. Right click the name in the To field and select **View details** to view all of the group members


You can also create static and dynamic distribution groups. For more information, refer to the **User Guide**

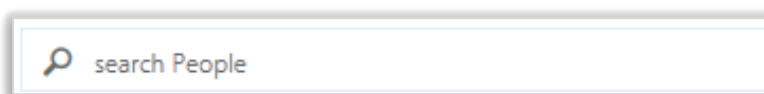
Editing a distribution group

To edit a distribution group (e.g. add or remove members from the group):

1 Click **People** in the navigation bar at the top right of the screen



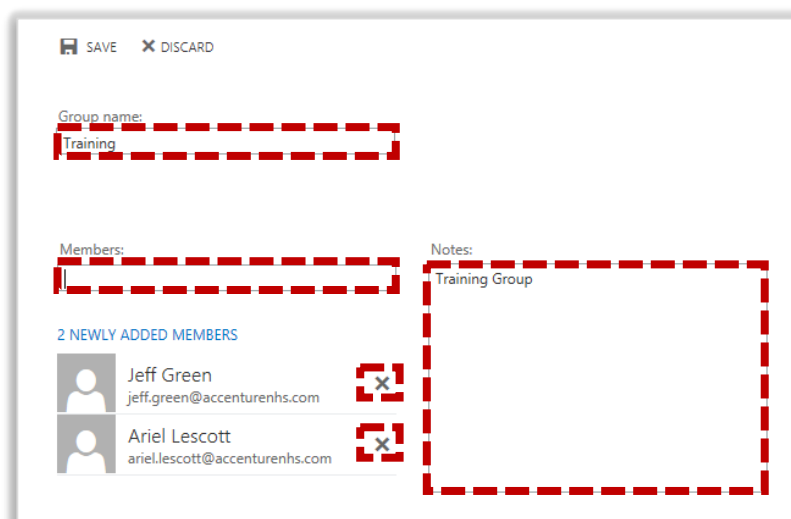
2 Enter the name of the group you want to edit in the **search bar** at the top of the screen and click the **magnifying glass icon** 



3 Select the distribution group and click **Edit**  on the right side of the screen

4 You can **add members** and **edit the title or notes** of the group in the same way you created it

5 To remove a member from the group, click the **cross**  to the right of their name



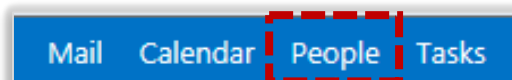
6 When you have finished updating, click **Save**  at the top of the screen


Deleting a distribution group

Deleting a distribution group

To delete a distribution group:

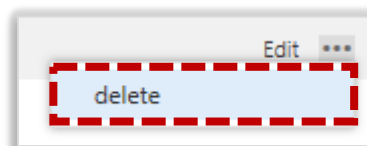
- 1 Click **People** in the navigation bar at the top right of the screen



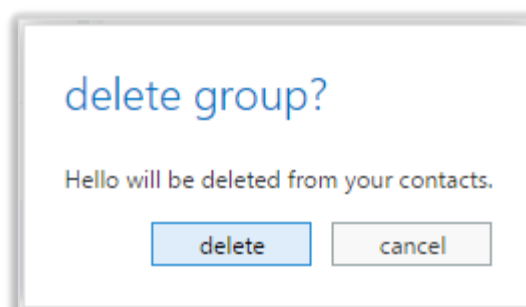
- 2 Enter the name of the group you want to delete in the **search bar** at the top of the screen and click the **magnifying glass icon** 



- 3 Select the group, click the **three dots**  on the right side of the screen and select **delete**



- 4 **Confirm** that you would like to **delete the group** and it will be taken out of your contact list



Deleting a distribution group from your personal contact list will not delete the group from the Directory. If you delete a distribution group by mistake, you can recover it by going to the Deleted Items folder on the left hand side of the screen

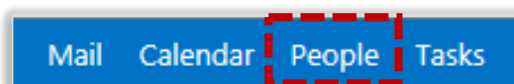
Creating contact lists using folders

Creating a contact list allows you to group your personal contacts so that they are easy to find. For example, you may want to organise a list of contacts by team or department

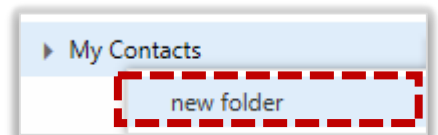
If you create a new contact list, you are effectively creating a new personal address book

To create a new contact list as a sub folder of My Contacts:


1 Click **People** in the navigation bar at the top right of the screen

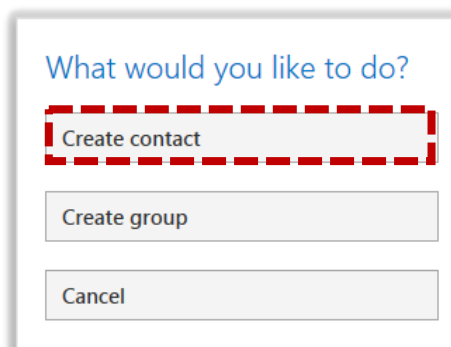



2 Right click on **My Contacts** on the left side of the screen and select **new folder**



3 Type the **name of your new contact list** in the text box and press enter on your keyboard

4 To add contacts to the new list, select the list, click **New**  at the top left of the screen and select **Create contact**



5 Fill in the details of the contact you want to add and click **Save**  at the top of the screen



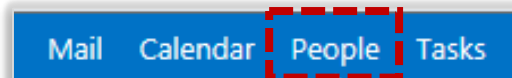
As you are effectively creating a new address book, you can only create new contacts and will not be able to add existing contacts from the Directory or from My Contacts

Editing personal contact lists

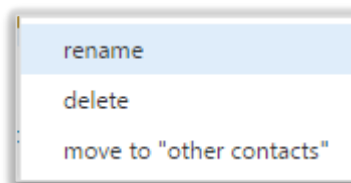
Renaming a contact list

To rename a contact list that you created:

- 1 Click **People** in the navigation bar at the top right of the screen



- 2 Right click on the contact list and select **rename** from the drop down list

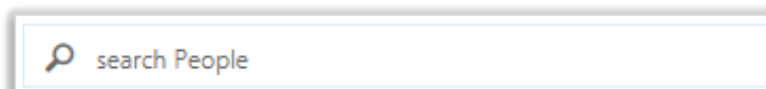


- 3 Type the **new folder name** in to the text box that appears on screen and press **enter** on your keyboard

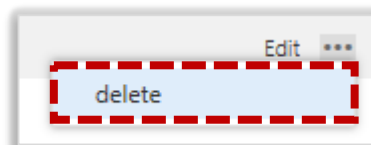
Removing contacts from a contact list

To remove people from a contact list that you created:

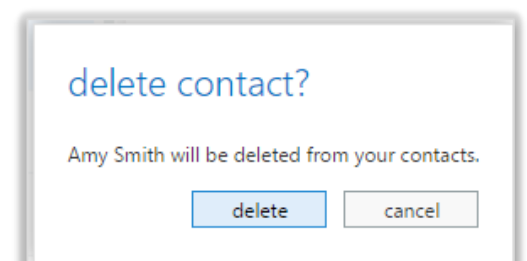
- 1 Enter the name of the contact you want to remove in the **search bar** at the top of the screen and click the **magnifying glass icon**



- 2 Select the contact, click the **three dots** on the right side of the screen and select **delete**



- 3 **Confirm** that you would like to **delete the contact** and they will be taken out of your contact list



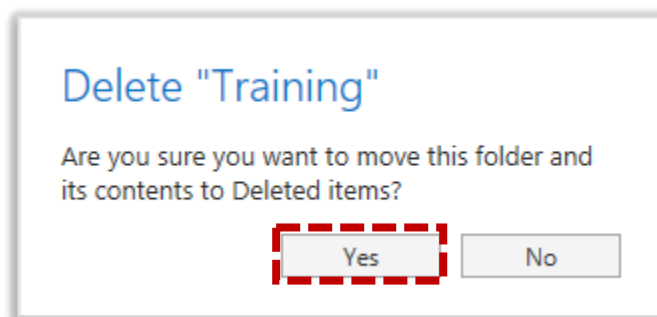
When you delete a contact from a contact list that you created, they will be removed entirely from your contacts. You can recover the contact from your Deleted Items folder, but they will not be automatically re-added to the previous contact list

Deleting a contact list

To delete a contact list:

1 Right click on the contact list and select **Delete** from the drop down list

2 To confirm, click **Yes** on the box that appears on screen



Creating a task


A task is an activity that you do not want to add to your calendar, but is something you may want to set a reminder for in order to monitor and complete it within a specified period of time

You can either create a task or set up a reminder on a received email

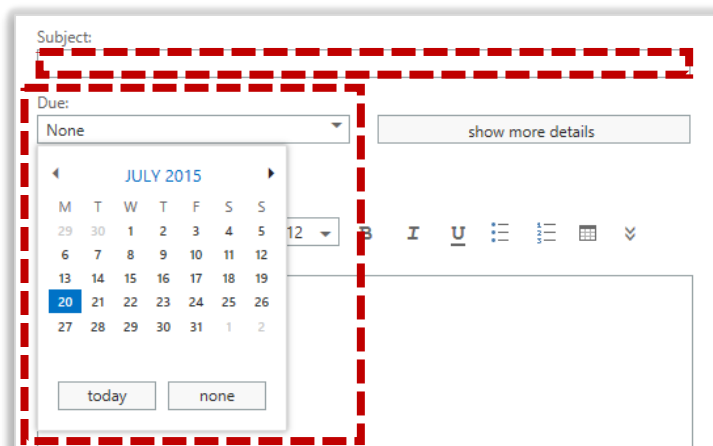
To create a task:

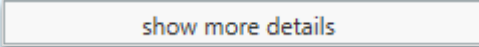
- 1 Click on **Tasks** in the navigation bar at the top right of the screen

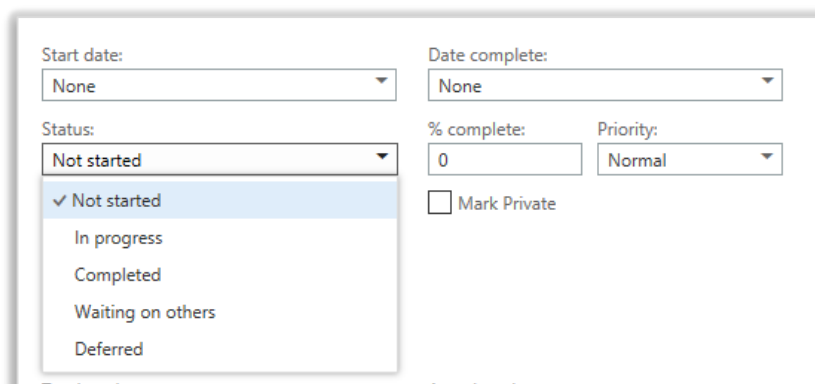


- 2 Click **New task**  at the top left of the screen

- 3 Enter the **subject** in the empty text field and select the due date by clicking on the **Due** drop down list and selecting a date from the calendar



- 4 Click **show more details**  to enter in additional details by choosing from the various options in the drop down lists



- 5 You can enter a **start and completion date** by selecting a date from the drop down lists

- 6 You can set the status of your task as either **Not started**, **In progress**, **Completed**, **Waiting on others** or **Deferred**

7 You can type a number in the **% complete** box to detail how far through the task you are

8 You can set a task's priority by choosing either **Low, Normal** or **High** from the **Priority** drop down list

9 You can mark a task as private, meaning others will not be able to see the details of the task by selecting the **Mark private** box

10 Under Total work, you can enter the **time spent on the task** (either by minutes, hours, days or weeks), **Mileage, Billing** and **Companies**

A screenshot of a form section with five input fields. The first row contains 'Total work:' with a text box containing '0' and a dropdown menu set to 'hours', followed by 'Actual work:' with a text box containing '0' and a dropdown menu set to 'hours'. The second row contains 'Mileage:' with an empty text box and 'Billing:' with an empty text box. The third row contains 'Companies:' with an empty text box.

11 Type **details** and **notes** for the task in the large **text box** towards the bottom of the screen

A screenshot of a large text box for entering details and notes. At the top, there is a rich text editor toolbar with options for font face (Calibri), font size (12), bold (B), italic (I), underline (U), bulleted list, numbered list, table, and a dropdown arrow. Below the toolbar is a large, empty rectangular text area.

12 When you have finished, click **Save**  at the top of the screen

For information on setting reminders and repetitions for a task, refer to the **Setting a task reminder** section of this module

Setting a task reminder

A reminder box appears on screen at a specified time, notifying you of a task to be completed or prompting you to do something

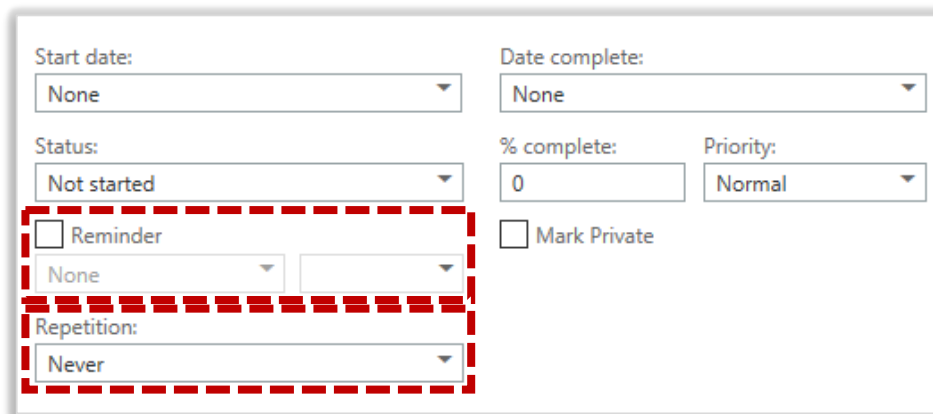
To set a reminder when creating a new task:

- 1 Click **Tasks** in the navigation bar at the top right of the screen



Mail Calendar People **Tasks**

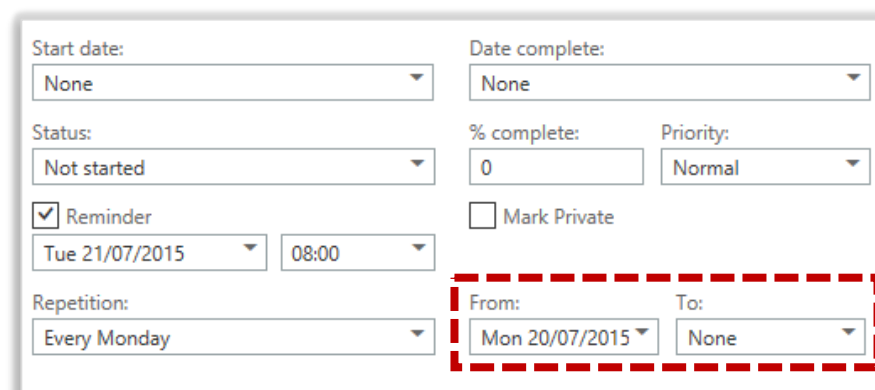
- 2 When entering details of your new task, click **Show more details** and select the **Reminder box**



Start date: None Date complete: None
Status: Not started % complete: 0 Priority: Normal
 Reminder
None
Repetition: Never
 Mark Private

- 3 Select the **date and time** of your reminder

- 4 Select the frequency of any **Repetitions** of the task and enter a date in the **From and To boxes** to set the time frame in which you want the task to be repeated



Start date: None Date complete: None
Status: Not started % complete: 0 Priority: Normal
 Reminder
Tue 21/07/2015 08:00
Repetition: Every Monday
From: Mon 20/07/2015 To: None
 Mark Private

- 5 When you have finished, click **Save**  at the top of the screen


At the specified time, a reminder will appear on screen notifying you about the task; to manage reminders refer to the **Managing Reminders** section in this module

Flags can be used to set reminders on emails in your Inbox

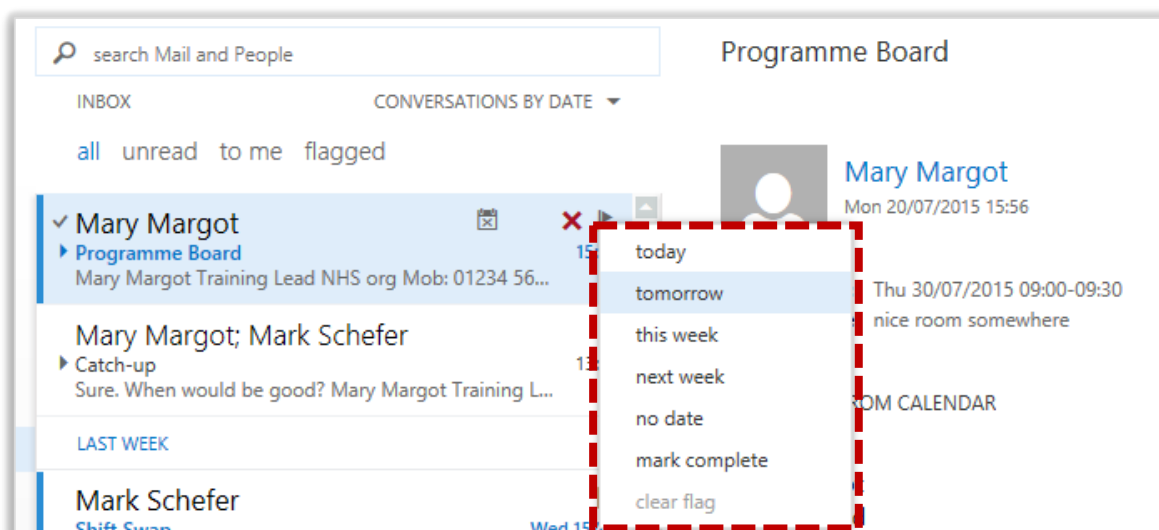
To set a reminder on an email:

1 Click **Mail** in the navigation bar at the top right of the screen



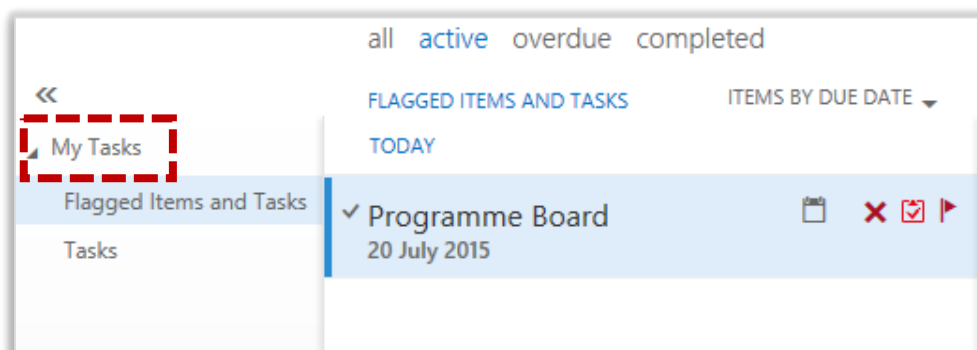
2 Identify the email you want to add to tasks and right click on the **flag icon**  to the right of the email subject

3 Select a **task completion date** from the drop down list



The email will then be added to your flagged items and tasks list located under My Tasks on the left side of the Tasks page

If you left click the flag icon, the completion date will automatically be set as Today



A reminder will appear on screen on the completion day you selected or when it is overdue

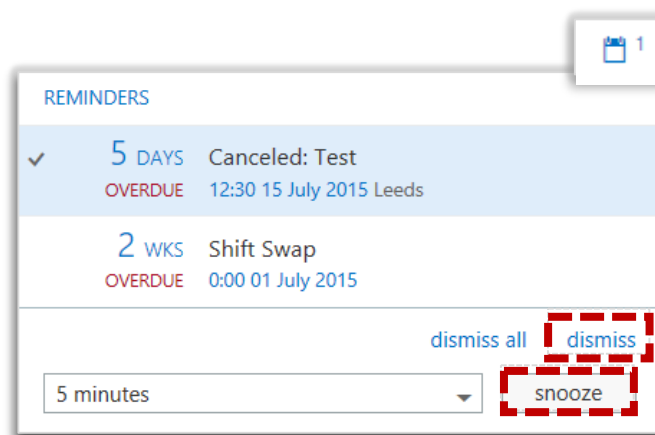
4 If you would like the due date to be later than those listed, you can edit the flagged item at a later date by right clicking on the **flag icon**

A reminder box appears at the top of the screen, notifying you about a task to complete at a time specified by you. You can either dismiss the reminder or snooze it for a specified period of time, so that it will appear on screen again at a later time

To manage a reminder that appears at the top of the screen, notifying you about a task:

1

Click **snooze** to postpone the reminder or **dismiss** to discard the reminder



2

If you select **snooze**, indicate the **amount of time you would like to pass** before you are notified about the task again, by selecting an option from the drop down list



Editing a reminder

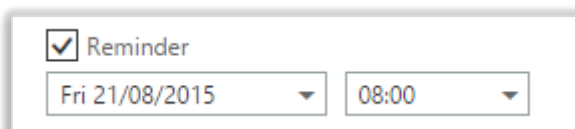
To edit a reminder:

- 1 Click on **Tasks** in the navigation bar at the top right of the screen




Mail Calendar People **Tasks**

- 2 Select the task that has the reminder you want to edit and you can choose a **new date and time** from the **Reminder** drop down lists at the right of the screen



Reminder
Fri 21/08/2015 08:00

- 3 You can also edit the repetitions of a reminder, by clicking **Edit**  at the top of the screen and choosing a new frequency from the **Repetitions** drop down list

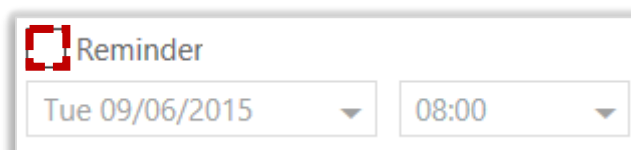
- 4 Once you have set a repetition you can edit the **start and end date** of the repetitions by choosing an option from the **From** and **To** drop down lists

- 5 When you have finished, click **Save**  at the top of the screen

Deleting a reminder

To delete a reminder:

- 1 Deselect the **Reminder box** towards the bottom of the screen



Reminder
Tue 09/06/2015 08:00

Editing tasks

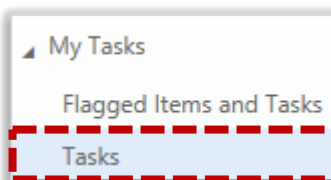
To edit a task, such as changing the due date, editing reminders or adding progress:

- 1 Click **Tasks** in the navigation bar at the top right of the screen



Mail Calendar People **Tasks**

- 2 Click **Tasks** on the left side of the screen



My Tasks
Flagged Items and Tasks
Tasks

- 3 Select the task you would like to edit

- 4 On the right side of the screen, click **Edit** 

- 5 You can edit the **due date, notes about the task** and more



Handy Hint

For a quicker way to change the due date, right click on the flag icon and select an option

- 6 To categorise a task, click the **three dots**  at the top of the page and select **categorize**

For more information on how categorisation works refer to [Categorising emails in the Outlook Web App Learning Series](#)

- 7 To edit the progress of your task, type the percentage completed in the **% complete** drop down list

- 8 When you have finished editing, click **Save**  at the top of the screen

Sorting tasks

A task can be sorted in the same way as an email, as detailed in the Outlook Web App Learning Series under Grouping and sorting emails

To sort a task:

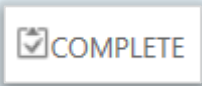
1

Choose either due date, start date, status, subject, attachments, importance or type from the **Sort By** drop down list

Marking tasks as complete

To mark a task as complete:

1

Click **Complete**  at the top right of the screen

The task will then have a line through it and a tick to the right of it



Handy Hint

You can also click the flag icon to complete a task and then click the tick to un-complete it



Handy Hint

To bulk delete or complete tasks, select the boxes to the left of each task and then click Delete or Complete in the centre of the screen


Deleting a task

Deleting a task

To delete a task:

- 1 Click **Tasks** in the navigation bar at the top right of the screen



- 2 Move the cursor over the task you want to delete and click the **red cross**  to the right of it

If you are deleting an email added to the tasks list, an on screen message will appear asking you if you are sure you want to delete the email

- 3 Select **Yes** to delete the email from the flagged item and tasks list

Warning

Deleting this item will delete the email message.
Do you want to continue?

Don't show me this message again

Yes

No



Warning

A confirmation message does not appear on screen when you are deleting a task that you created

Retrieving a deleted task

To retrieve a task that you accidentally deleted:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on the **Deleted Items** folder on the left side of the screen and **search** for the task you would like to retrieve in the search bar

- 3 Click **Move To Tasks** to move the task back to your tasks list

Training

This item must be returned to its original folder before it can be viewed.

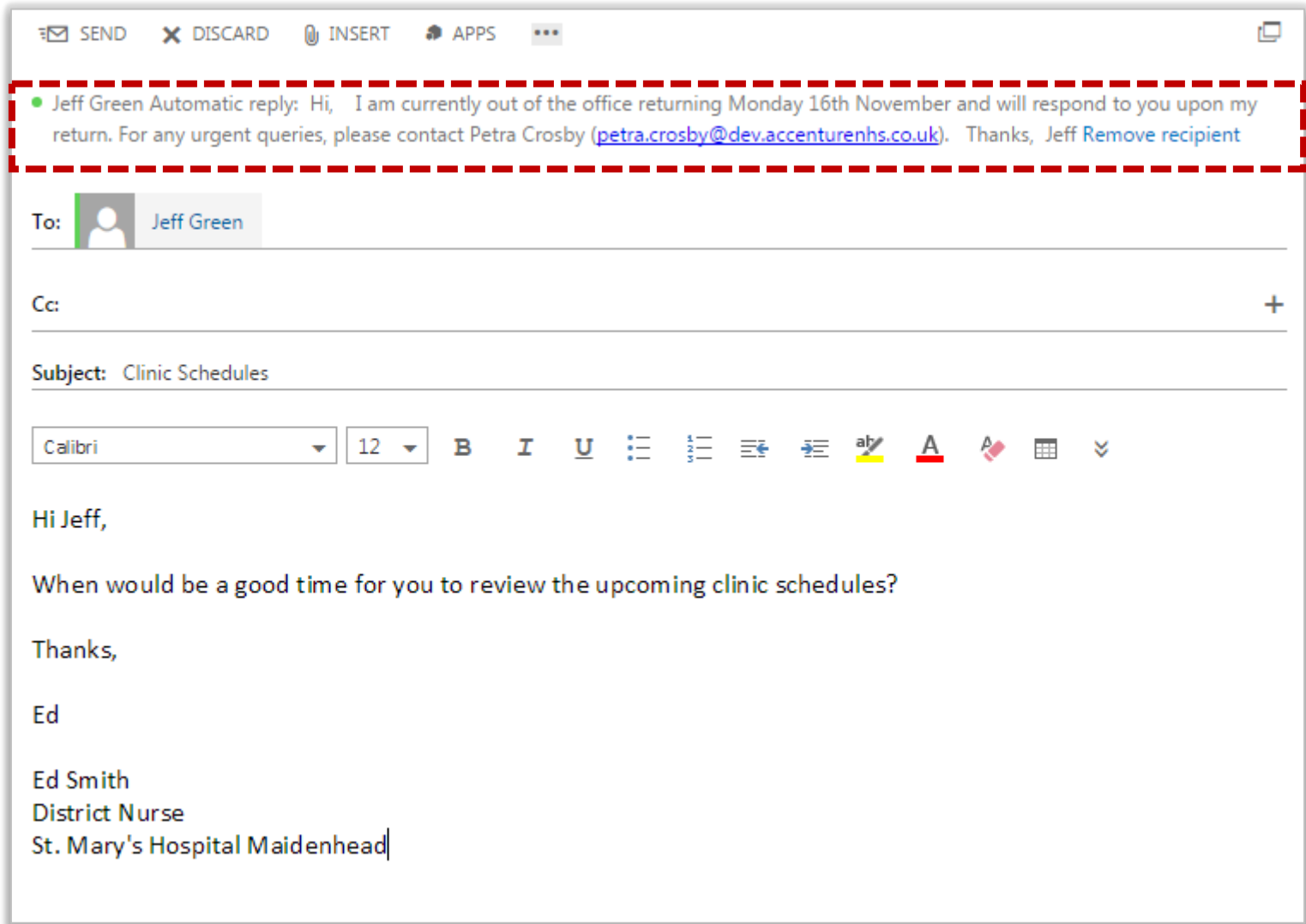
 DELETE
 MOVE TO Tasks

MailTips provide end users with warnings or real-time tips during the composition of e-mails. For instance, if the recipient has set an Automatic Reply, a warning will be displayed in the sender's email that the recipient is out of office

The following table details the available Outlook Web App MailTips:

MailTip	Functionality
Mailbox Full	Indicates the recipient's mailbox is full and provides the sender with the option to remove the recipient from the message
Automatic Replies	Indicates that the recipient has Automatic Replies turned on and shows the first 175 characters of the automatic reply
Restricted Recipient	Indicates that the sender cannot send messages to a particular recipient and provides the sender with the option to remove the recipient from the message
External Recipients	Indicates if the recipient is external to NHSmail (also indicates if a recipient within a distribution group is external to NHSmail)
Large Audience	Indicates if a sender adds a distribution group with more than 25 recipients
Moderated Recipient	Indicates if the sender is moderated and that there may be a delay in delivery
Reply-All on Bcc	Indicates that a user is replying-all to a message that they received as a Bcc copy and this fact will be revealed to everyone to which the message was sent
Invalid internal recipient (in Outlook only)	Indicates that the user has added a recipient that is either not valid or no longer exists on NHSmail
Oversize message (in Outlook only)	Indicates that the user has composed message size exceeds either recipient, sender or organizational limits.

Below is an example of where a MailTip will appear when you compose an email:



Apps in Outlook Web App analyse the content of incoming emails and automatically propose actions you might want to take

There are three new Apps that you can utilise. By default, these apps will be switched on. If these apps are not enabled, please contact your Local Organisation Administrator

My Templates

If you wish to send emails that follow a similar format, you can choose to use a pre-defined template which will quickly add in standard text to a new email and will save you from repetition. There are three pre-defined templates configured as default in Outlook Web App, however you can customise these templates to make them suitable for the emails that you send, for example to create standard appointment information

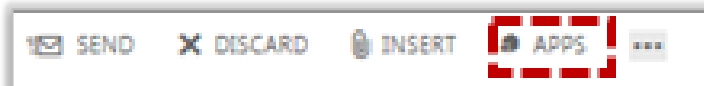
To use My Templates:

1

Click on **New mail**  in the top left of the screen

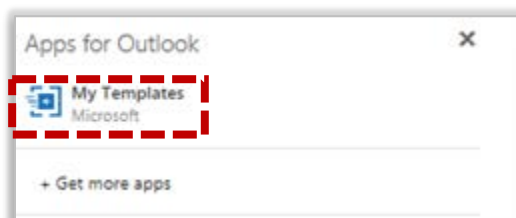
2

Click on **Apps** in the top tool bar of the new email



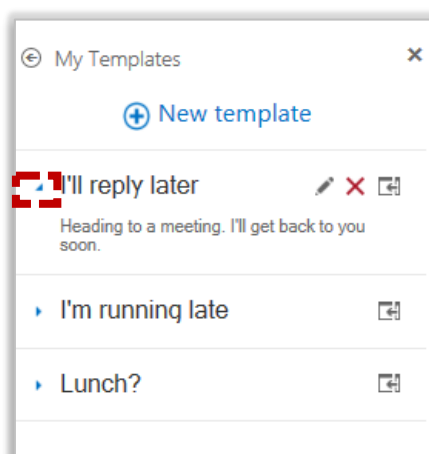
3

Click on **My Templates**



4

Click on the **arrow** to the left of the template name to expand each default template



To edit a template:

5

Click on the **pen**



To delete a template:

6

Click on the **cross**



To insert the template into an email:

7

Click on the **insert** icon



Creating customised templates

1

Click on **New template**



2

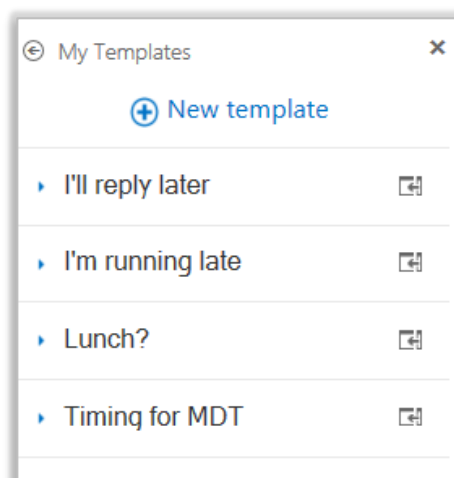
Add a template **title** and **content** for the template

Note: templates are just textual, you cannot insert images into templates



3

When complete, click **save**



Your customised template will appear in the list alongside default templates for you to select. You can edit, delete and insert the template following steps 5, 6 and 7

Suggested Meetings

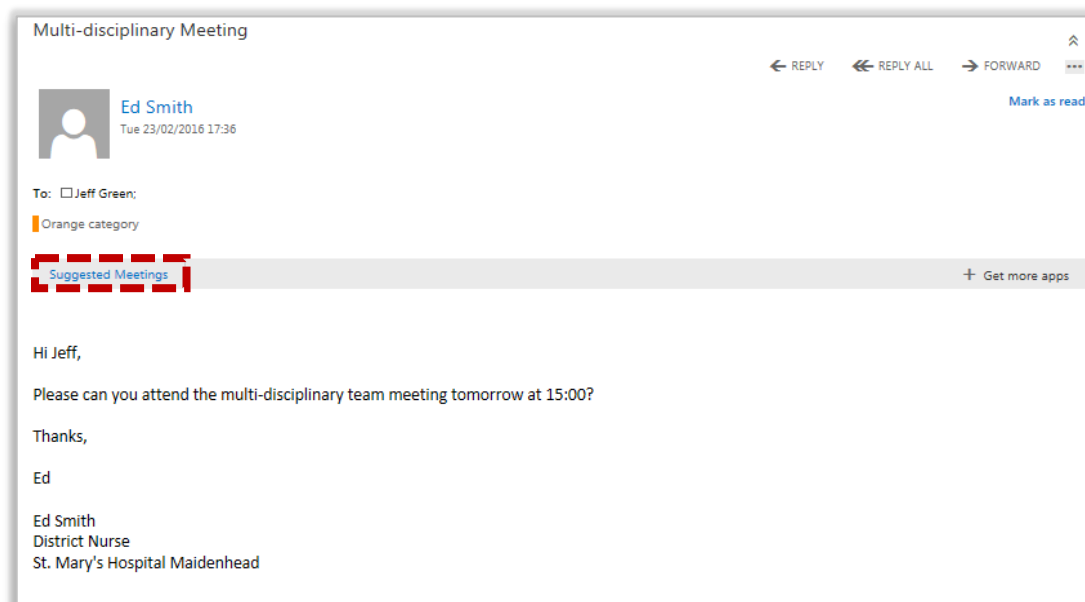
When you receive an email which contains a date/time of a future meeting, the Suggested Meeting app will scan this email content and will propose booking this meeting into your calendar at that date/time

To use the Suggested Meetings app:

- 1 Open an email which contains a meeting request

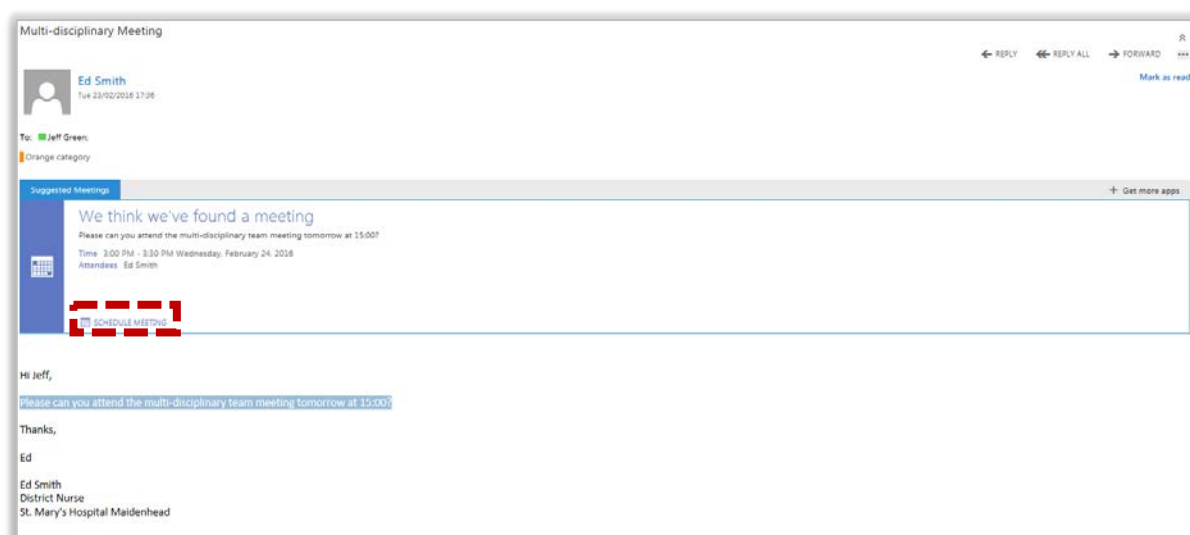
The Suggested Meetings app will scan the email content for the word meeting and propose dates/times

- 2 Click on the **Suggested Meetings** link on the tool bar



A dialog box will pop up with the text, 'We think we've found a meeting'

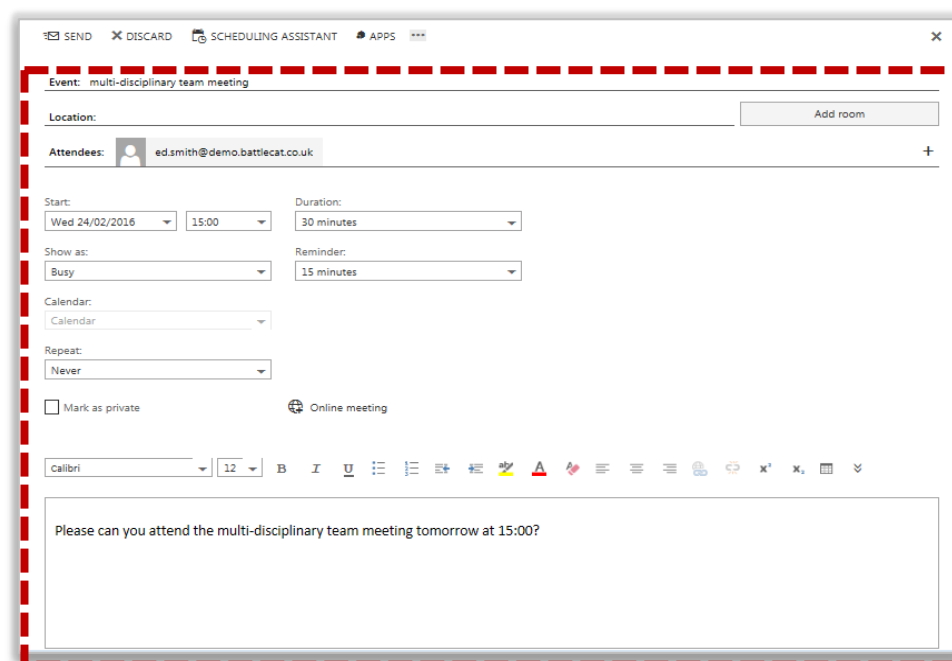
- 3 Click on **Schedule Event** to book the meeting into your diary



4 Enter the details of the meeting

Refer to the Calendars, meetings and appointments module for more information about scheduling a meeting

Note: some information will be auto-populated into the meeting invitation based on the body of the email received including a suggested time, date and the meeting attendee (the email sender)



5 Click **Send** at the top left of the screen

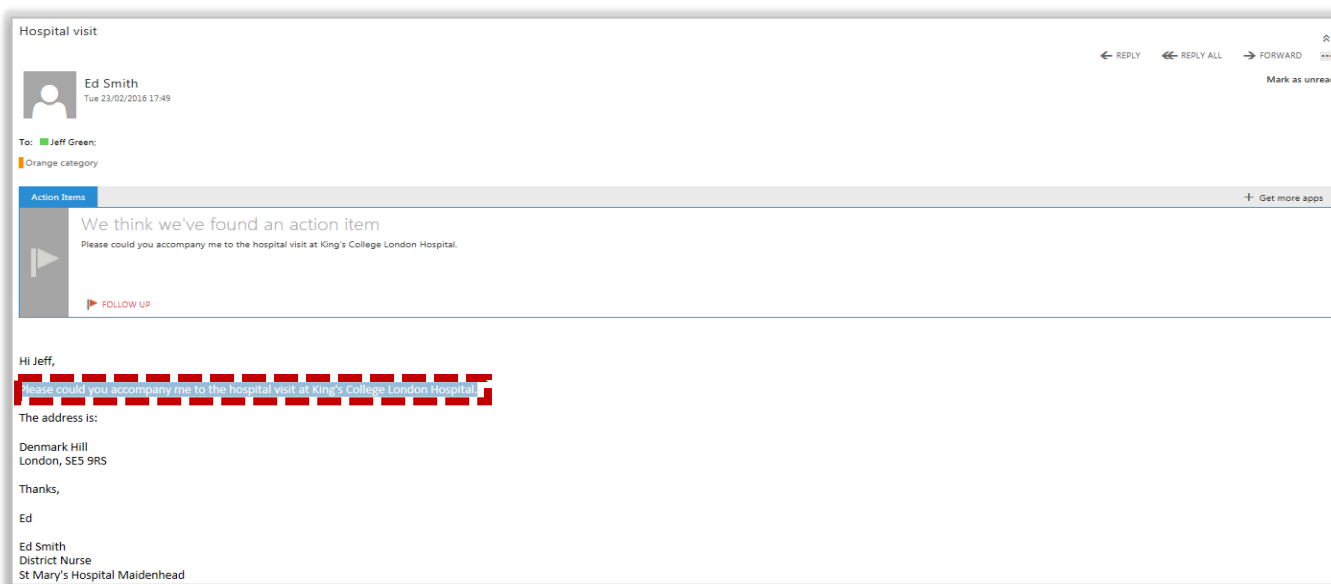
Action Items

When receiving an email containing a potential action e.g. 'Can you read Mrs Brown's Notes', this content will be scanned by the Action Items app which will in turn suggest for you to add the email as a new task to your tasks list

To use the Action Items app:

- 1 Open an email which contains an action request from a colleague

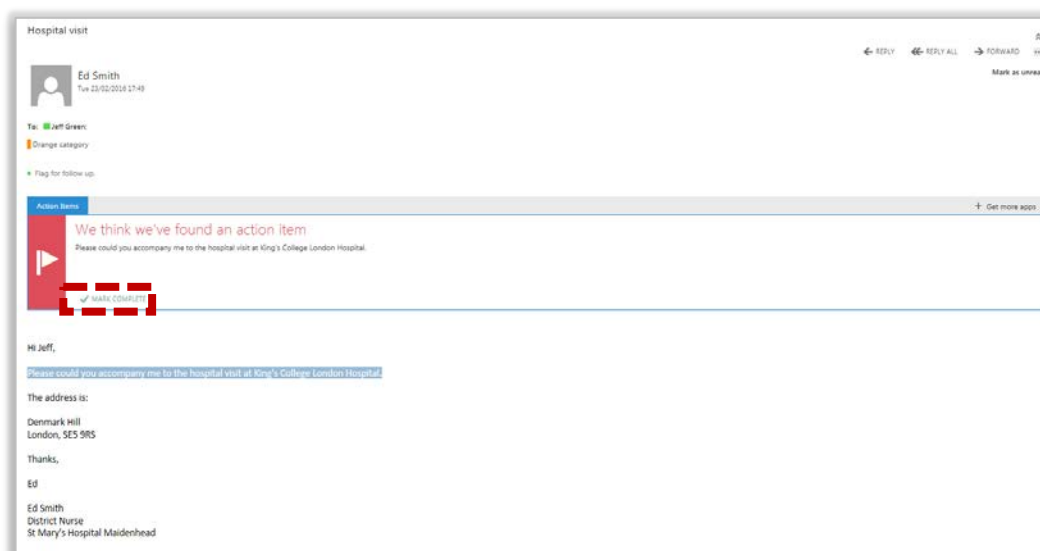
The Action Items App will highlight the section of the email that looks like an action. Some words that the app identifies as an action are 'could you' and 'let me know'



- 2 Click on **Follow Up**  to add this action to your tasks list

- 3 Click on **Mark Complete**  within the email message if the task is complete

Note: you can also mark the task as complete through the task screen. Once the email is added to your tasks list you can manage it as you would other tasks. Refer to the Managing tasks and reminders module for more information



Outlook Web App (OWA) is the email client used to access NHSmail over the internet. It is available in two versions: a standard version and a light version. The standard version of OWA offers full functionality, while the light version has fewer features and is available on older browsers that do not support the standard version of OWA. However, the light version has a simpler appearance and can be used on more recent browsers for those who need to use accessible technologies such as screen readers

This guide explains which browsers are supported by the standard and light versions and lists the feature differences between the two

Supported browsers

Web browser	OWA version supported
Internet Explorer 7	Light
Internet Explorer 8	Standard
Internet Explorer 9	Standard
Internet Explorer 10	Standard
Internet Explorer 11	Standard
Chrome (most up-to-date version)	Standard
Firefox (most up-to-date version)	Standard
Safari 5	Light
Safari 6 or later	Standard

Supported functionality

The table below provides information on where differences exist between the functionality of Outlook Web App (OWA) Standard and Light. This is designed to be an 'at a glance' guide and does not give complete guidance on the available functionality of the OWA versions

Feature	OWA Standard	OWA Light	OWA Function
Accessibility for blind/low vision users	Not available	Available	Applies to all
Advanced search	Available	Not available	Email
Apps	Available (Enabled by admin)	Not available	Email
Calendar options	Available	Limited	Calendar
Conversation view	Available	Not available	Email
Create and edit personal distribution lists	Available	Not available	Email
Create and edit mailbox rules	Available	Not available	Email
Drag-and-drop	Available	Not available	Applies to all
Delivery and read receipts	Available	Not available	Email
Favorites	Available	Not available	Contacts
Mailtips	Available	Not available	Email
Monthly calendar views	Available	Not available	Calendar
Notifications and reminders	Available	Not available	Tasks
Instant Messaging and Presence	Available	Not available	IM/P
Open a shared calendar	Available	Not available	Calendar
Play sound when message arrives	Available	Not available	Email
Reading pane	Available	Not available	Email

Feature	OWA Standard	OWA Light	OWA Functionality
Right-click menu	Available	Not available	Applies to all
S/MIME encryption	Available	Not available	Applies to all
Scheduling assistant	Available	Not available	Calendars
Share calendars	Available	Not available	Calendars
Share folders	Available	Not available	Email
Spelling checker	Available	Not available	Email
Weekly calendar views	Available	Not available	Calendars

Further browser information

For more information on the differences between Outlook Web App (OWA) Standard and Light, refer to the detailed comparison from Microsoft that can be found here:

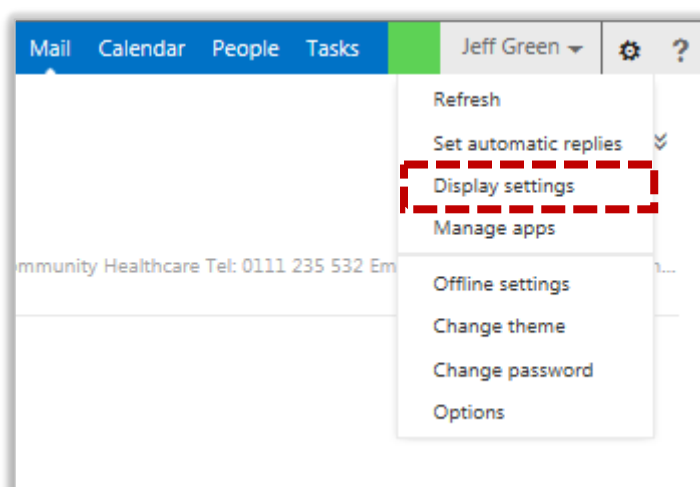
<https://support.office.com/en-ie/article/Compare-the-standard-and-light-versions-of-Outlook-Web-App-63f3e29e-f076-40f7-a373-6d0cc24550a0>

Accessing Outlook Web App Light

If you require access to Outlook Web App Light whilst using a newer browser, for example, if you need to use accessibility features, you can access Outlook Web App light by:

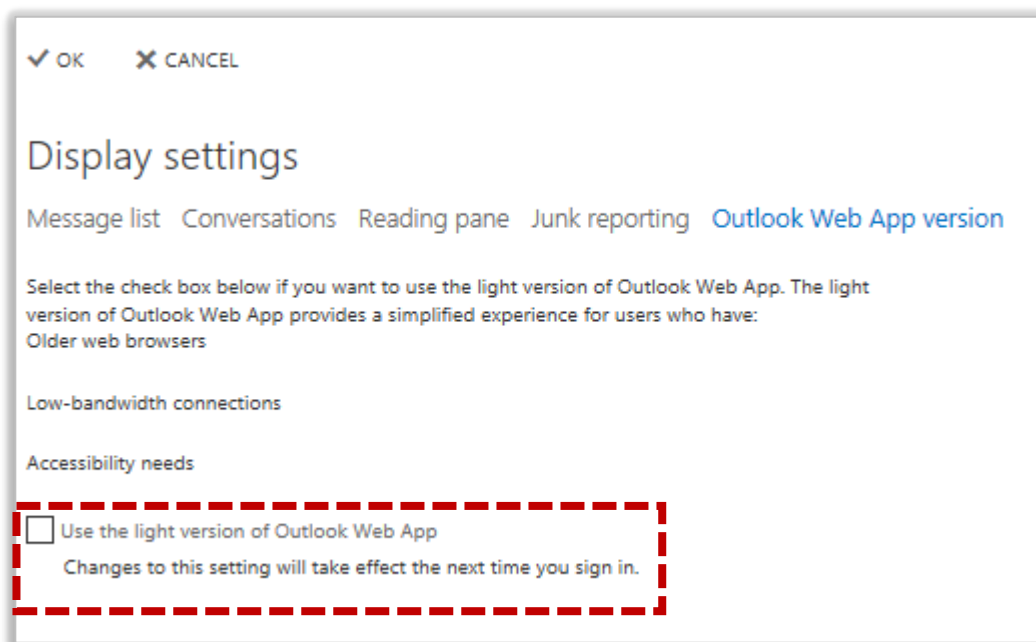
1

Click on the **Settings icon**  at the top right of the screen and select **Display Settings**



2

Check the box **Use the light version of Outlook Web App**



3

Click **OK**




You will need to log out and log back into your Outlook Web App before Outlook Web App light feature difference will take effect

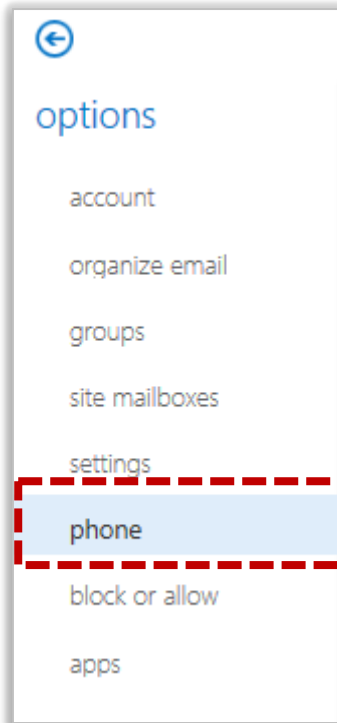
If you are using a mobile device to access your emails, it must first be synchronised with the NHSmail service before you can manage any changes in Outlook Web App. Please refer to the Mobile Configuration Guide on the Training and Guidance pages for information on synchronisation. Once synchronised, you can see what mobile devices are synced with your email account, remove a device, wipe all information from it and view your activity log

Viewing your mobile device on Outlook Web App

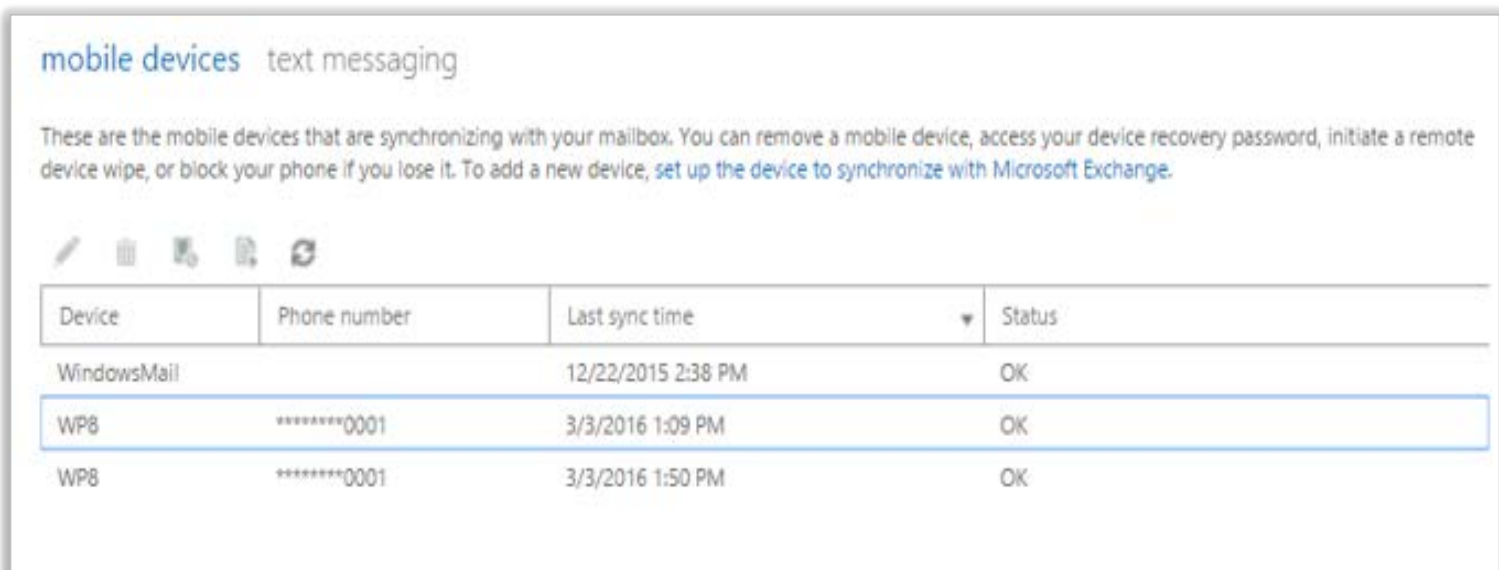
To view your mobile device:

1 Click on the **Settings icon**  at the top right of the screen and select **Options** from the drop down list

2 Select **phone** on the left side of the screen



Your mobile devices list, comprised of all the mobile devices synchronised with your account, will be displayed on the screen



The screenshot shows the 'mobile devices' page in Outlook Web App. It includes a title 'mobile devices text messaging', a descriptive paragraph, and a table of devices. The table has four columns: Device, Phone number, Last sync time, and Status. The first row is 'WindowsMail' with a last sync time of '12/22/2015 2:38 PM' and status 'OK'. The second row is 'WP8' with a phone number '*****0001', a last sync time of '3/3/2016 1:09 PM', and status 'OK'. The third row is also 'WP8' with the same phone number, a last sync time of '3/3/2016 1:50 PM', and status 'OK'.

Device	Phone number	Last sync time	Status
WindowsMail		12/22/2015 2:38 PM	OK
WP8	*****0001	3/3/2016 1:09 PM	OK
WP8	*****0001	3/3/2016 1:50 PM	OK

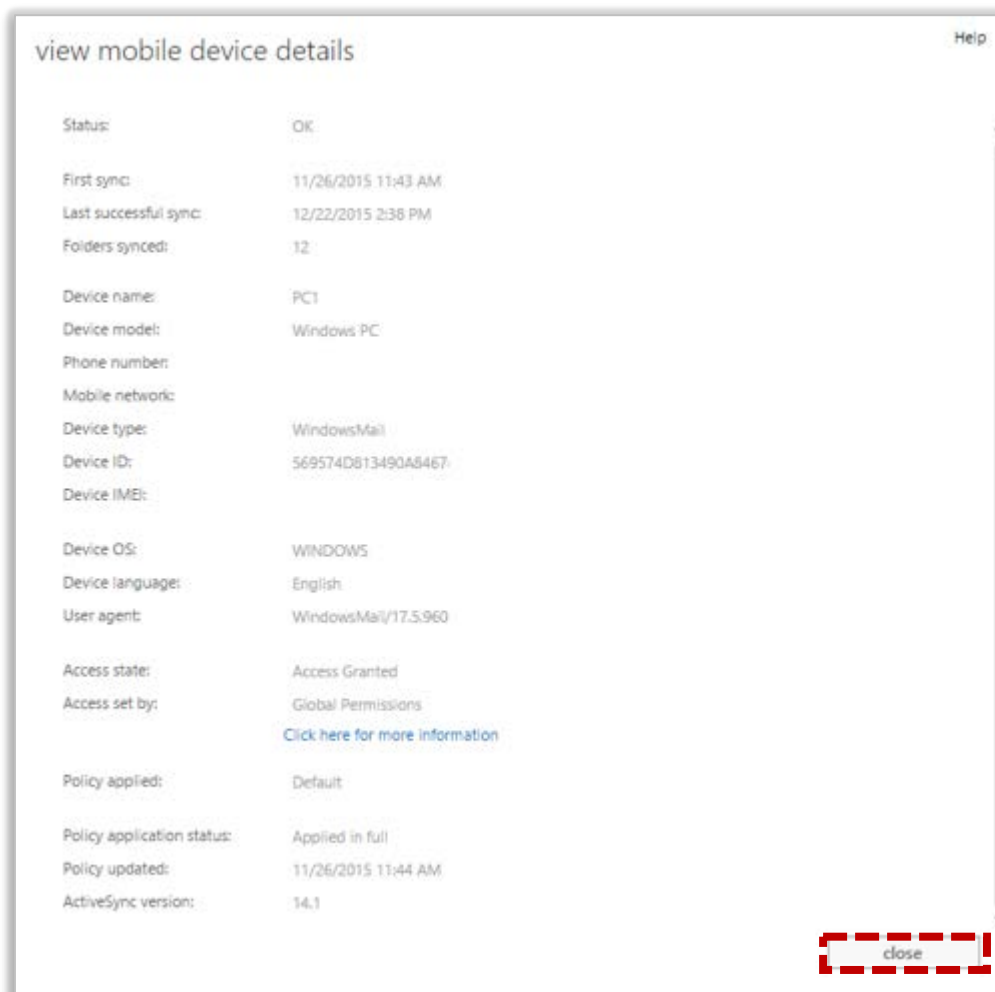
Before performing an action, click on the device you wish to manage

Viewing the details/status of your mobile device

To view more information about your mobile device, such as its name, model, type and the last time it was synchronised:

1

Click on the **pen**  above your mobile devices list to view the device details




2

Click on **close** at the bottom right of the screen when you finish reviewing your mobile device details

Removing your mobile device

If you no longer wish to use your mobile device with the NHSmail service, you will need to remove it from your mobile devices list

To remove a mobile device from your mobile devices list:

1 Click on the **bin**  above your mobile devices list

2 Select **yes** to confirm you would like to delete the mobile device




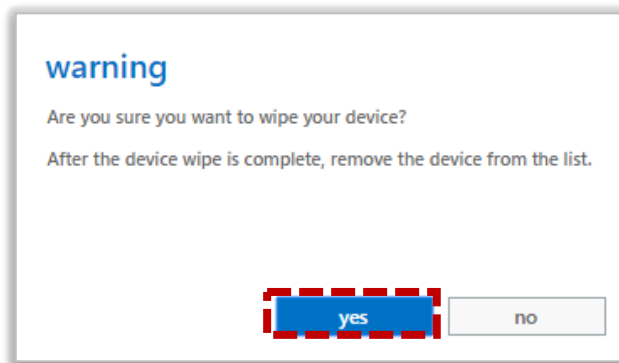
Once removed your mobile device will no longer sync with your mailbox. Ensure that you remove all previous NHSmail data from your device

Wiping your mobile device


If your device is stolen or if the device needs to be used by another user, you will need to wipe the mobile device. Once wiped your mobile device will be cleared of all data associated with the mailbox, such as emails, calendar appointments, contacts and tasks

To wipe your mobile device:

1 Click on the **block device icon**  above your mobile devices list



2 Select **yes** to confirm you would like to wipe your mobile device

 **Warning**
After completing a device wipe the device has to be removed from your mobile devices list

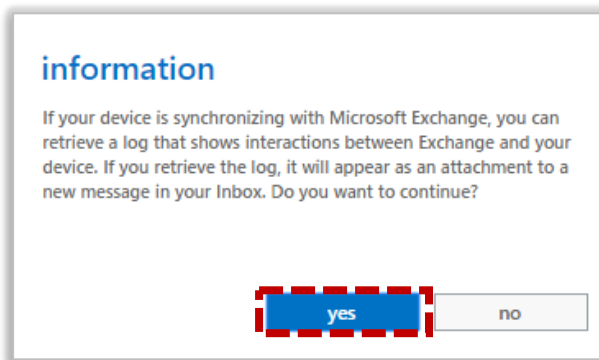
Viewing the mobile device log

Outlook Web App allows you to view a log of activity between your mobile device and your mailbox. You may wish to view this if, for example, you are experiencing issues with the synchronisation of your mobile device and your mailbox

To view the mobile device log:

1

Click on the **start logging icon**  above your mobile devices list



2

Select **yes** to confirm that you would like to retrieve the interactions log

You will receive an email in your inbox containing an attached interaction log. This will contain the technical details related to synchronization with your mobile device and mailbox

Refreshing your mobile device list

If you have added an additional device you may need to refresh before you see the device in your mobile devices list

To refresh your mobile devices list:

1

Click on the **refresh icon**  above your mobile devices list

Terminology changes in Outlook Web App 2013

You may notice that there has been some changes to names of terms in Outlook Web App 2013. Please refer to the table below for details of changes you should expect to see:

OWA 2007 (Old Terminology)	OWA 2013 (New Terminology)
Contacts	People
Out of Office	Automatic Replies
Message Tracking Options	Read Receipts
Junk Email	Block or Allow
Distribution List	Group
Recurrence	Repetition
Generic Mailbox	Shared Mailbox

Adding and deleting a photo on your profile

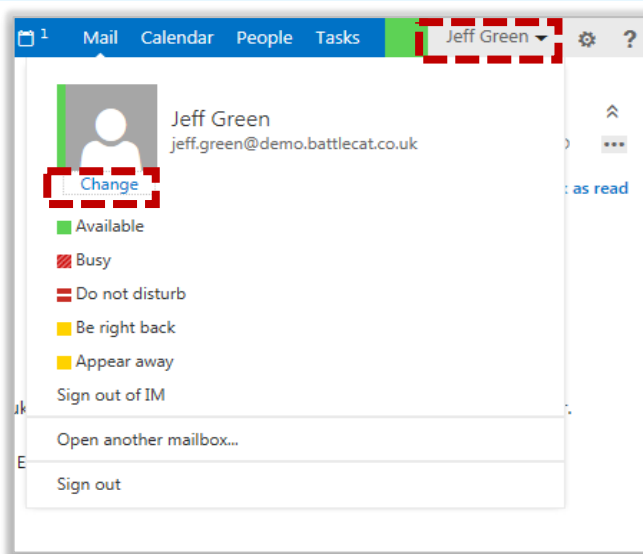
In Outlook Web App you can add a photograph to your profile so those emailing or instant messaging you can see what you look like

Adding a photo

To add or change your photo:

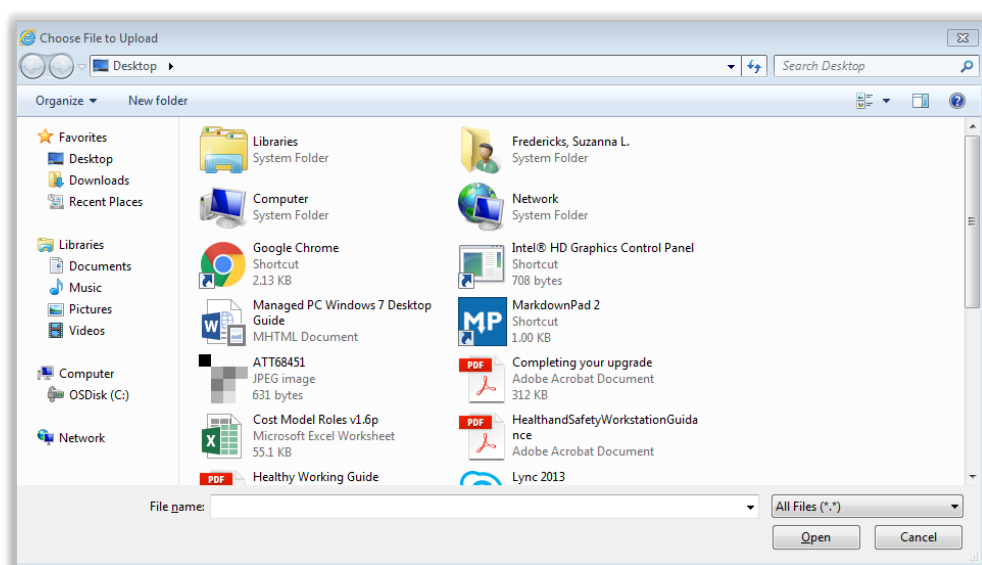
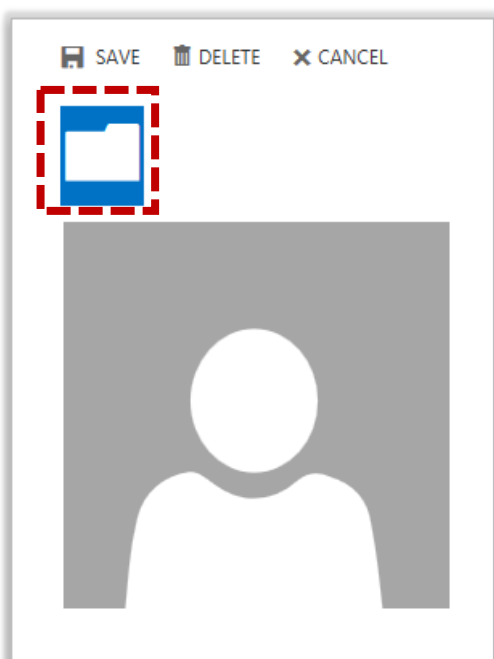
1

Click **your name** at the top right of the screen and click on **Change** located below the picture icon



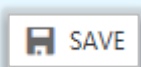
2

Click the **Choose Photo** icon, search your documents for the picture you wish to display, and then select **Open**



3

Click **Save**



Note: You will only be able to update your photo in OWA. To change your name and/or location, you must use the Portal. Please refer to the Portal Learning Series for more information

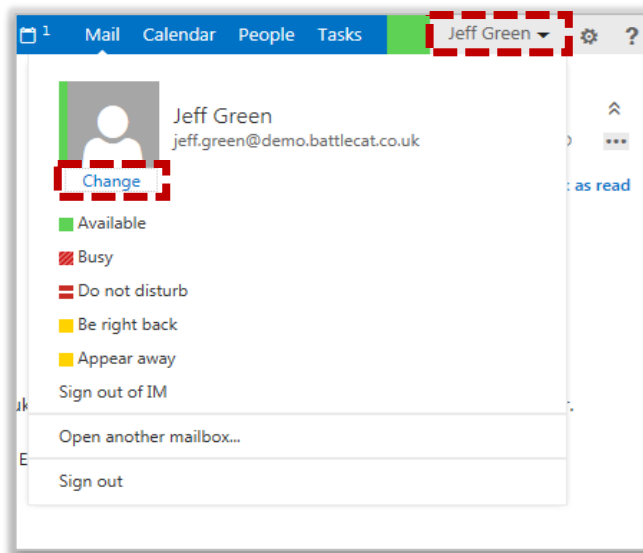
Adding and deleting a photo on your profile

Deleting a photo from your profile

To delete your photo:

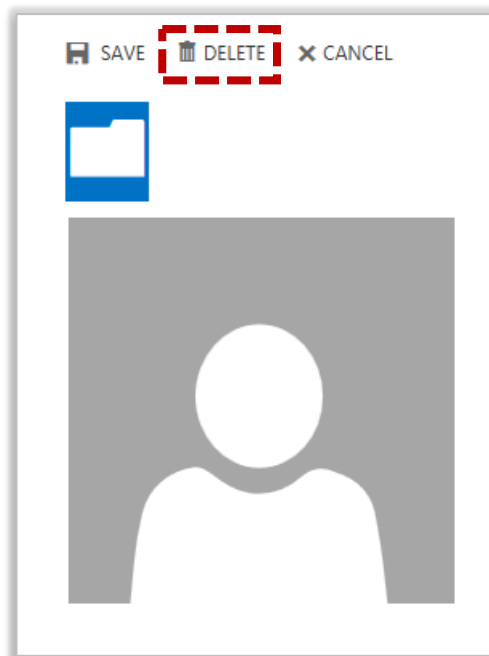
1

Click **your name** at the top right of the screen and click on **Change** located below the picture icon



2

Click the **Delete** icon 



Ensure you want to delete the photo before clicking delete as a warning message will not appear

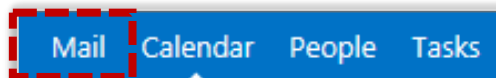
You can save time and perform actions to multiple items at once. For example you can select and then delete several emails all at once, rather than deleting them one at a time

With bulk actions you can delete, flag, or move multiple emails as well as mark them as read or unread

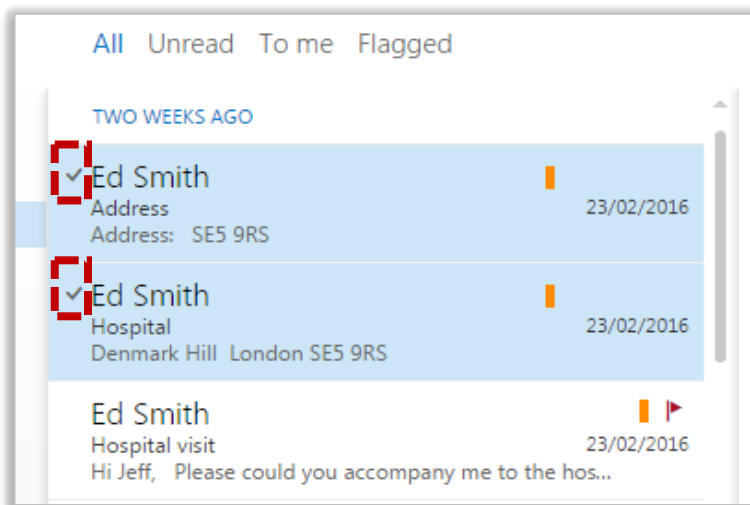
Mailbox bulk action

To perform bulk actions in your mailbox:

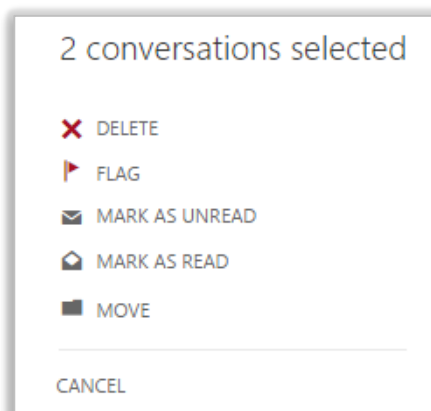
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Select the **tick boxes** to the left of the sender's name



- 3 Select the **action** you wish to perform to the selected emails on the right side of the screen



For information on deleting emails and marking emails as read or unread refer to the Sending and receiving emails module

For information on flagging emails refer to the Managing tasks and reminders module

For information on moving emails refer to the Viewing and finding emails module

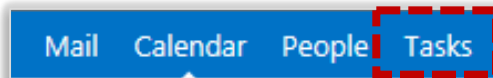
- 4 Select **Cancel** if you do not want to perform bulk email actions

Bulk actions

Tasks bulk actions

To delete or complete multiple tasks:

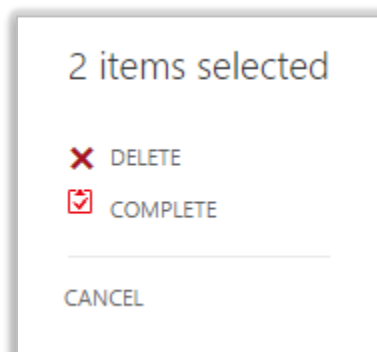
- 1 Click **Tasks** in the navigation bar at the top right of the screen



- 2 Select the **tick boxes** to the left of the task name



- 3 Select the **action** you wish to perform to the selected tasks on the right side of the screen



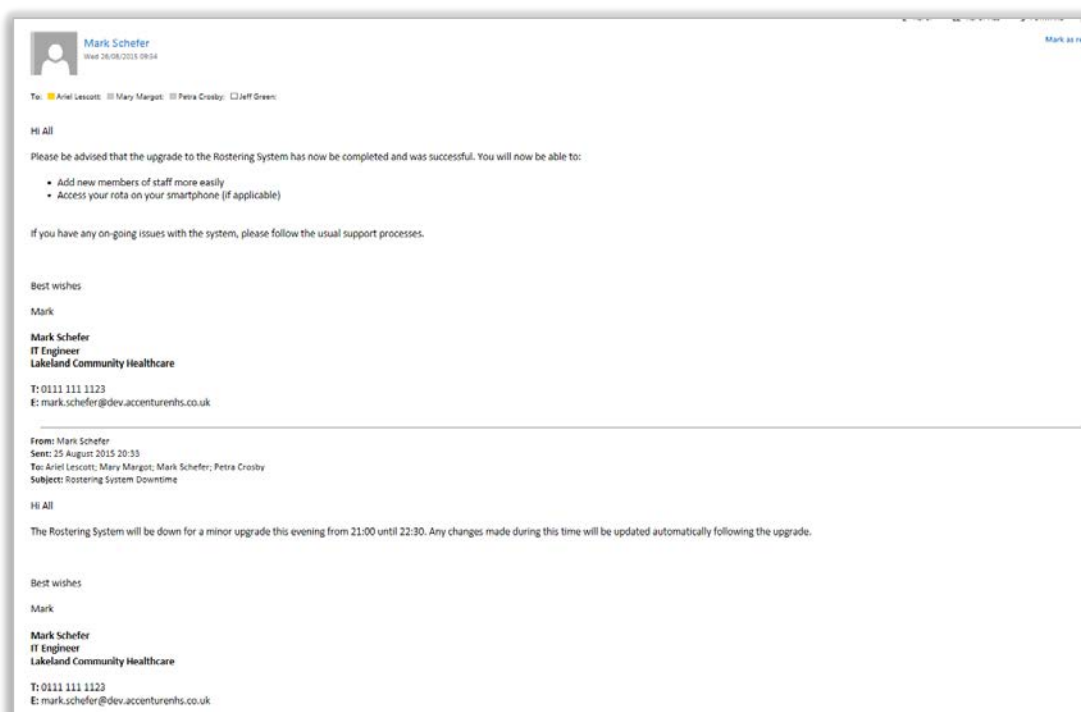
For more information on deleting and completing tasks, refer to the [Managing tasks and reminders module](#)

- 4 Select **Cancel** if you do not want to perform bulk task actions

There are a number of useful new features in Outlook Web App 2013 which will enhance your ability to use your email

Viewing emails by Conversations

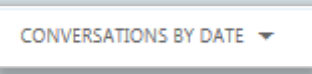
The Conversations view groups messages and their replies in a single view, or conversation. All the messages in a conversation are displayed in the reading pane, no matter what folder they are stored in. For example, if you have received an email and then replied to it, the messages will appear above one another in the reading pane



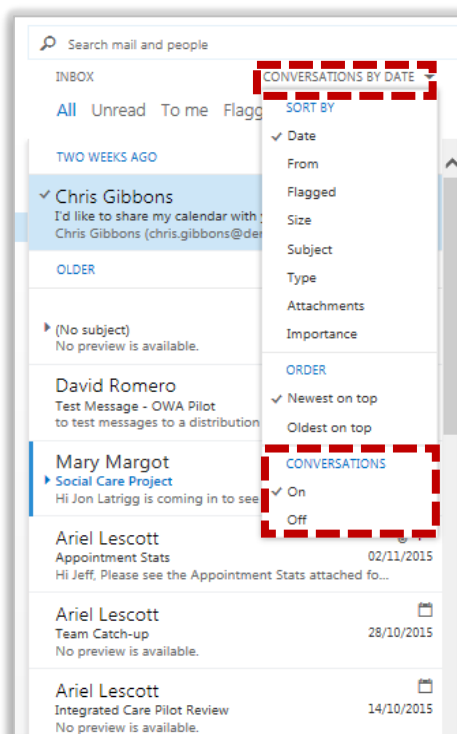
By default, conversations view will be enabled

To disable conversations view:

1

Click on **Conversations by Date**  in the top left of the viewing pane and select **Off**

By disabling conversations view,

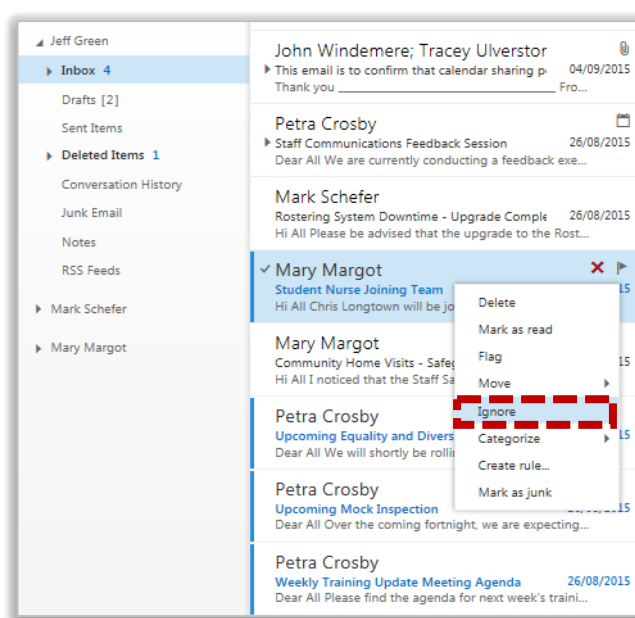


Ignore conversations

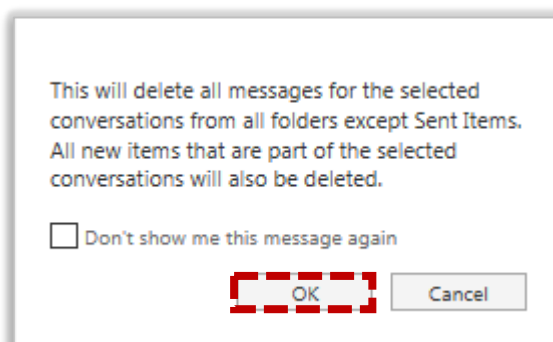
To keep on-going email threads out of your inbox you can choose to ignore conversations started by others. For example, you may wish to ignore on-going conversations following a mailing list post. Ignoring emails will remove all emails related to that conversation from your inbox and will redirect them to your Deleted Items folder

To ignore conversations:

- 1 Right click on a **email** in your inbox and select **Ignore**



- 2 Click **OK** on the pop-up box to confirm that this conversation will re-direct to your **Deleted Items folder**



For support on how to restore these message conversations, please refer to [Recovering a deleted item](#) in the user guide

Apps

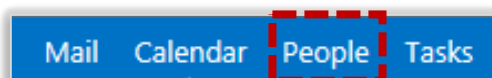
Apps are new to Outlook Web App 2013 they work by analyse the content of incoming emails and automatically propose actions you might want to take. Refer to the Apps module of the user guide for more information

Linked contacts

In Outlook Web App 2013, if you have two contact entries in your contact list for the same person, you will be able to merge all of the contact information into a single contact card to avoid duplication in your contact list

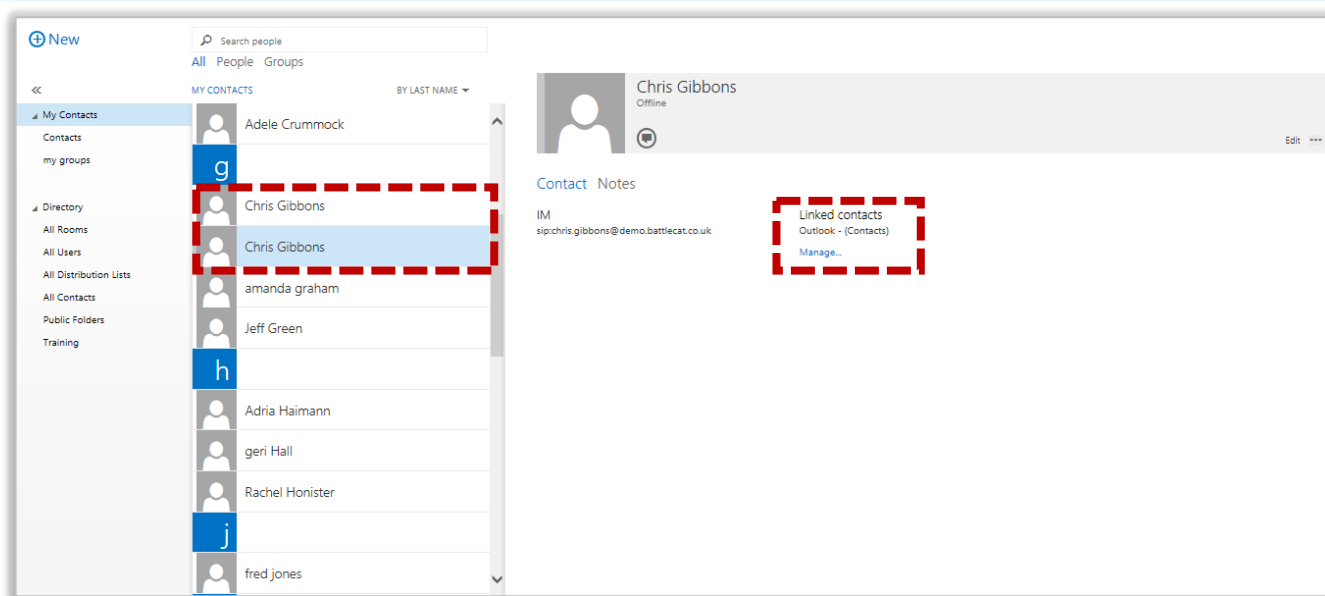
To link two contact entries:

- 1 Click **People** in the navigation bar at the top right of the screen



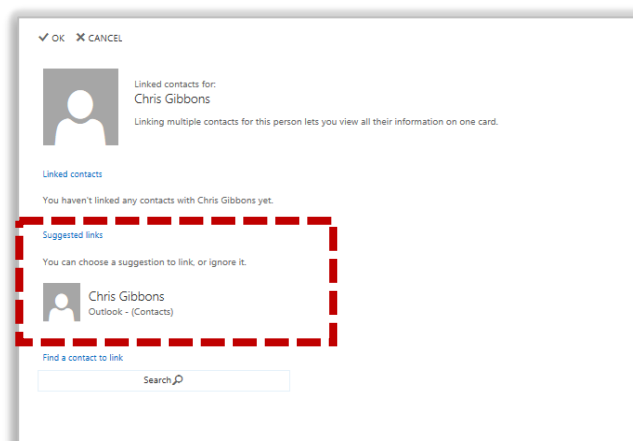
- 2 Select the **contact** you wish to manage and view the contact card on the right side of the screen

- 3 Click **Manage...** under Linked contacts on the contact card



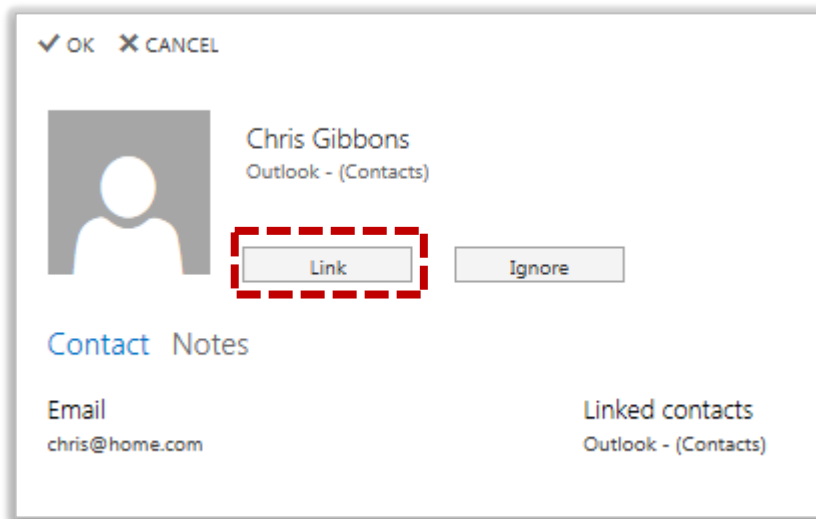
If there is a suggested linked contact, it will appear under Suggested links in a new window

- 4 Select the suggested **contact name**



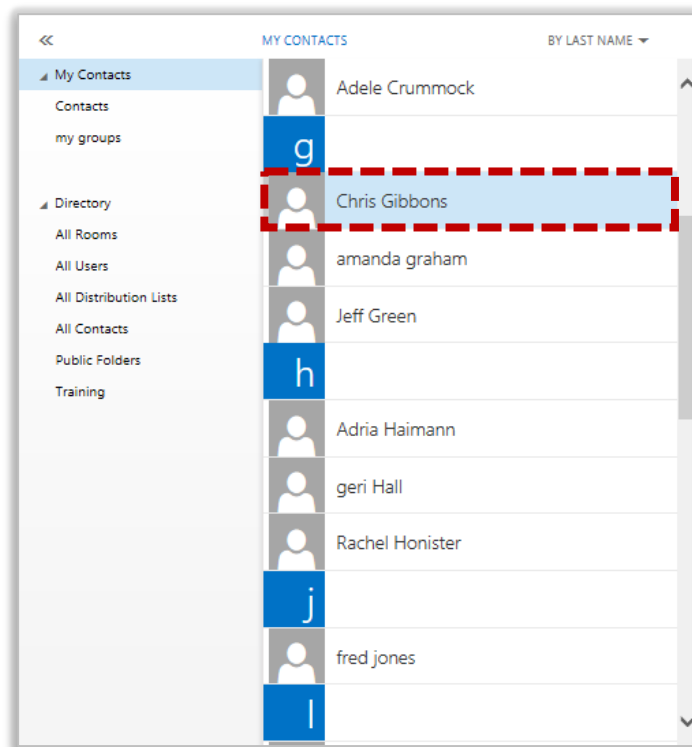
If there is no linked contact suggestion, you can search for a contact to link

5 Click **Link**



6 Click **OK** at the top right of the screen to close the window

The contact will now show as a single entry in your contact list



If you wish to ignore the suggested linked contact, click Ignore

Outlook Web App (OWA) 2013 removed functionality

You may notice that there is some functionality removed from OWA 2013 that you may have used in earlier versions of OWA. The table below details all the changes.

Removed functionality in OWA 2013
Forwarding a Task
Calendar Reading Pane
Contact and Task Permissions
Mailbox Ownership
Notes

Term/Abbreviation	Meaning
A	
ActiveSync	A mobile data synchronisation app developed by Microsoft that synchronises data with handheld devices and desktop computers.
Advanced Search	Allows users to increase their search capabilities of Mailboxes/Distribution Lists etc. by allowing a column by column search rather than searching the whole list on one word.
API	API (Application Programme Interface) is a set of routines, protocols and tools that make building software applications easier. API details how software components should interact and APIs are used when programming graphical user interface (GUI) components.
AUP	The Acceptable Use Policy (AUP) contains the terms and conditions by which users must follow when using their NHSmail account.
Auto-forward	A rule that can be created to automatically forward an incoming email from your mailbox to another secure mailbox.
B	
Bcc	Blind carbon copy (Bcc) is a way of sending an email to recipients without those in the 'To' or 'Cc' fields being able to see who has been copied in the email.
Browser	An application used for accessing and displaying web pages. Common web browsers include Internet Explorer, Safari and Firefox. Also referred to as a 'web browser'.
C	
Calendar	A folder in your NHSmail mailbox that is used for managing time-based events, such as meetings and appointments.
Cloud Computing	Is the practice of using shared computing resources which are hosted over the internet to store, manage and process data rather than storing it to a local server/personal hard-drive.
Contact	An individual record of contact details stored in your Contacts folder.
CSV	Is a Comma Separated Values (CSV) file which allows data to be saved in a table structure format. It can then be inputted to another table-orientation application (e.g. Relational database application). Excel is an example of a relational database which can read CSV files.
D	
Data Loss Prevention	Is a strategy in place to ensure that end users do not send sensitive data or critical information outside of the NHS network.

Term/Abbreviation	Meaning
Default mailbox folders	The standard folders in your NHSmail mailbox. These cannot be renamed or deleted, and include your Mail, Calendar and Contacts folders.
Delegate	A delegate is another NHSmail user who you give the permission to send messages on your behalf.
Directory	The Directory contains the professional contact details for over one million NHS staff including contact number, address, role and department.
Distribution List	A collection of contact details that can be used to send a single message to multiple recipients.
Dynamic Distribution List	A distribution list where names can be added or removed automatically, according to a criteria set out on the membership rules.
E	
Email Signature	A small amount of text added to the bottom of your outgoing email messages, containing your name, job title and contact details.
Encryption	Encryption is the conversion of electronic data into another form, which cannot be easily understood by anyone except authorised parties. The primary purpose of encryption is to protect the confidentiality of digital data stored on computer systems or transmitted via the Internet or other computer networks.
Exchange	Is a messaging and collaborative software from Microsoft that have a primary role as an electronic mail message store but it also can store calendars, task lists, contact details and other data.
F	
Filter	(1) Automatically processes messages as they arrive in your mailbox. For example, messages from a particular sender can be flagged or moved to a specific folder. Also known as a 'rule' or 'inbox rule'. (2) Used to define a search and returns only relevant search results.
Flags	Can be used to remind you to follow-up specific items in your mailbox. For example, when you 'flag' a message, a red flag icon is displayed next to the message in the messages list.
G	
Generic Mailbox	Generic mailboxes (GMs), also known as 'Shared Mailboxes' are associated with a specific organisation rather than a person i.e. an account for a GP practice reception. They must have at least one 'owner' who can edit the mailbox and assign or remove access permissions, and multiple 'members' who can access the mailbox. GMs can only be accessed via your own NHSmail account (username and password aren't needed to access a generic mailbox).
GSI	The Government Secure Intranet - the government network that can be used for secure electronic communication between government organisations. It is considered to be a 'trusted' connection.

Term/Abbreviation	Meaning
I	
IMAP	IMAP stands for Internet Message Access Protocol. It is a method of accessing your emails without the need to download them from NHSmail. This means that you can access your messages from multiple locations with different devices. You can also work offline (without connecting to the message server), and your emails will be sent / received when you connect to NHSmail. Due to the high security of NHSmail, when using IMAP over a non-N3 connection, a special security application must be used to create a secure connection through the Internet.
Inbox	A folder for mail items. It is a 'default' folder that cannot be deleted or renamed. All mail sent to a user's account is stored in this folder.
Instant Messaging	Sending a message via the internet that appears on the recipients screen as soon as it is transmitted.
ISB 1596	The secure email information standard to which NHSmail conforms.
J	
Junk	Junk email (also known as spam) involves the sending of nearly identical messages to numerous recipients.
L	
LOA	A Local Organisation Administrator (LOA) is the prime contact responsible for the administrative duties relating to your NHSmail account (e.g. unlocking your account, setting up generic mailboxes etc.). A LOA may also manage any Connectors (refer to 'Pull connector,' 'Push connector' and 'TANSync') the organisation may have in place.
Locked Account	An account becomes locked if the number of attempts to enter the correct login credentials exceed the maximum permitted. It is not possible to log in to a locked account until it is unlocked by an LOA.
M	
Mailbox	The collective term for the folders that make up your NHSmail account.
Malware	A term used to refer to various forms of intrusive or hostile computer software, such as viruses, worms and trojan horses.
Members (distribution list)	The members of a distribution list will receive a copy of any message sent to the distribution list. See above for definition of distribution list.
Mobile Device Manager	MDM allows for enterprises to manage the deployment, security, monitoring and integration of mobile devices such as smartphones, tablets and laptops in the workplace.
N	
N3	The high-speed private network for the NHS, accessible from with NHS organisations.

Term/Abbreviation	Meaning
O	
Offline Address Book	A file that can be downloaded containing the Directory details for an organisation.
Out of Office (automatic replies)	An automated response set by the user each time a message is received into their mailbox. It is likely to be used during periods of absence.
OWA Instant Messenger/Presence (IM/P)	Outlook Web App Instant Messenger allows you to send instant messages to colleagues both inside and outside of your organisation through OWA when they are using the NHSmail Service. Presence Management enables you to let your contacts know of your availability and to receive and respond to instant messages. You will be able to view the availability of your colleagues.
OWA Light	A version of OWA that has been optimised for users with slow internet connections, old browser versions or who require high contrast settings. If you are using an older version of Internet Explorer (lower than 8), you will need to use OWA Light and will only be able to access the basic functions of NHSmail.
P	
Personal Distribution List	A distribution list created by a user from their own Contacts folder. It is only accessible to other NHSmail users if they are given share permissions for the owner's Contacts folder.
Phishing	The fraudulent practice of sending emails purporting to be from reputable sources in order to trick individuals to reveal personal information, such as passwords or banking details.
PID	Personal Identifiable Data (PID) is any data that could be used on its own to identify, to contact or to locate a specific individual.
POP	POP stands for Post Office Protocol. It is a method of retrieving your emails from NHSmail. The messages are normally downloaded to your local PC and then deleted from the mail server. Using POP you can work offline (without connecting to the message server), and your emails sent / received when you connect to NHSmail. Due to the high security of NHSmail, when using POP over a non-N3 connection, a special security application must be used to create a secure connection through the Internet.
Presence Indicator	The Presence Indicator enables you to let those using Skype for Business or Outlook Web App Instant Messenger know if you are available to receive and respond to instant messages.
Portal	The NHSmail portal will provide self-service tools to users and Administrators to manage accounts. Users will be able to authenticate their accounts, reset passwords and update profile information. Administrators will have access to all of the current administration functions with the addition of advanced reporting, custom directory attributes and ability to administer accounts using programmatic interfaces. There will be a series of training and self-help materials available on the portal for both users and administrators to view as and when required.

Term/Abbreviation	Meaning
Pull Connector	Pull Connectors is the legacy system which retrieved people data directly from a local data source. It will be replaced by TANSync a new modern mechanism for bi directional synchronisation of local data sources and the NHSmail Directory. This will require local deployments of hardware and software for those that wish to continue using Pull Connectors.
Push Connector	A method for organisations to manage people data for the service by emailing a comma separated value (.csv) file to connector.data@nhs.net to upload.
.pst File	Used to store the message, calendar, contacts and other data from Microsoft Outlook. The .pst file is often stored on your computer or a local network drive. You may want to use this as a method of archiving your old emails.
Q	
Quota	Specifies the maximum size allowed for your mailbox. If you breach your quota, restrictions will be placed on your account.
R	
Rule	Automatically process messages as they arrive in your mailbox. For example, messages from a particular sender can be flagged or moved to a specific folder). Also known as 'filter' or 'inbox rule'.
S	
Sensitive Data	Will include information about an individual: race, religion, political beliefs/ medical conditions/ criminal offenses/ sex life and orientation.
Sent Items	A system folder that cannot be deleted or renamed which by default stores a copy of all mail sent from a user's account.
Skype for Business	Skype for Business (SfB) is the secure collaboration tool that enables users to send instant messages to other NHSmail users both inside and outside of your organisation.
Shared Folder	A folder which has been set up by the folder owner to be accessed by other users with the correct sharing permissions.
Shared Mailbox	Shared Mailboxes, also known as 'Generic Mailboxes (GMs)' are associated with a specific organisation rather than a person i.e. an account for a GP practice reception. They must have at least one 'owner' who can edit the mailbox and assign or remove access permissions, and multiple 'members' who can access the mailbox. Shared Mailboxes can only be accessed via your own NHSmail account (username and password aren't needed to access a shared mailbox).
Sharing Permissions	Controls the level of access that a user has for a shared folder.
SharePoint	A cloud based collaboration and document management service from Microsoft. It allows organisation to set up a centralised, password protect space for sharing documents.

Term/Abbreviation	Meaning
Spam	Irrelevant or unsolicited messages sent over the Internet, typically to large numbers of users, for the purposes of advertising, phishing, spreading malware, etc.
Spoofing	The creation of email messages with a forged sender address. A forged sender address uses a respected or reputable origin email address to conceal the fact that the email has come from elsewhere.
Static Distribution List	A distribution list where names need to be manually added or removed.
Subscribe	The term used in NHSmail for when you view a shared folder.
Subscription	A subscription to NHSmail means your organisation enrolled in the service.
T	
TANSync	The TANSync Service provides a new, standards based interface through which to publish people data. This will make updates to people data faster and enable additional capabilities such as automated account de-provisioning in future releases.
Tasks	A component of Outlook Web App (OWA) that can be used as a to-do list.
U	
Username	The part of your NHSmail email address before the @ symbol. For example, for ariel.lescott@nhs.net, the username is ariel.lescott. If connecting to NHSmail using an email programme such as Outlook, when prompted for your user name you will need to enter your full NHSmail email address. Refer to the guidance material for further information.
W	
Web Browser	An application used for accessing and displaying web pages. Common web browsers include Internet Explorer, Safari and Firefox. Often shortened to 'browser'.