Email User Manual
[Outlook Web App 2013]

Central Information Systems Division
Table of Contents

1. To Login ............................................................................................................................... 4
2. To Logout .............................................................................................................................. 5
3. Change Password .................................................................................................................. 5
4. Email Messaging .................................................................................................................. 6
   4.1 Create a New Mail ........................................................................................................... 6
   4.2 To Save Mail as Draft .................................................................................................... 7
   4.3 To Continue Writing a Mail Previously Saved as Draft .............................................. 7
   4.4 To Add Attachment ....................................................................................................... 8
   4.5 Set Importance: High, Normal, Low ............................................................................ 9
   4.6 To Reply, Reply All and Forward ................................................................................ 9
   4.7 Mark a Mail as Unread ............................................................................................... 11
   4.8 Flags and Reminders .................................................................................................... 11
      4.8.1 Flag an Item ............................................................................................................ 11
      4.8.2 Knowing More about Flags ................................................................................ 11
   4.9 Printing an Email ........................................................................................................... 12
   4.10 Viewing and Searching Messages ............................................................................. 12
      4.10.1 Sorting Email by Message Type ....................................................................... 12
      4.10.2 Searching ............................................................................................................ 13
4. Option ................................................................................................................................. 14
   5.1 Date and Time Settings ................................................................................................. 14
   5.2 Organise Mail ................................................................................................................. 15
      5.2.1 Inbox Rules .......................................................................................................... 15
      5.2.2 Automatic Replies .............................................................................................. 18
5.3 Settings........................................................................................................................................ 21
  5.3.1 Delivery Report .................................................................................................................. 21
  5.3.2 Display Settings ............................................................................................................... 22
  5.3.3 Conversations ................................................................................................................. 23
  5.3.4 Change OWA version ....................................................................................................... 24
  5.3.5 Email Signature ............................................................................................................... 24
  5.3.6 Message Format ............................................................................................................... 25
  5.3.7 Message Option ............................................................................................................... 26
  5.3.8 Read Receipts .................................................................................................................. 26
6. Calendar .............................................................................................................................................. 28
  6.1 Add New Event ....................................................................................................................... 28
  6.2 To Share Calendar .................................................................................................................. 32
7. Theme ................................................................................................................................................ 34
8. Contacts .............................................................................................................................................. 35
  8.1 Creating a New Contact ......................................................................................................... 35
  8.2 Edit a Contact ....................................................................................................................... 36
  8.3 Creating a Group ..................................................................................................................... 36
9. Folders ................................................................................................................................................ 38
  9.1 Create a New Mail Folder ....................................................................................................... 38
  9.2 Create a New Calendar Folder ............................................................................................... 39
  9.3 Create a New Contacts Folder .............................................................................................. 39
  9.4 Create a New Tasks Folder ..................................................................................................... 40
  9.5 Delete a Folder ....................................................................................................................... 40
  9.6 Rename a Folder .................................................................................................................... 41
  9.7 Move a Folder ......................................................................................................................... 41
9.7.1 By dragging.......................................................................................................................... 41

9.7.2 By using the right-click menu.............................................................................................. 41

10. Restore deleted item................................................................................................................... 42
1. To Login

Go to https://mail.govmu.org

Enter your username: username and password

Your mailbox will be shown
2. To Logout

On the top right hand corner click on your name and select Sign out from the drop down.

3. Change Password

1. On the top right hand corner click on settings - Change password

2. Type your current password

3. Type your new password and confirm the new password

4. Click on the “save” button.
4. Email Messaging

4.1 Create a New Mail

Click on new mail found on the top left hand corner.

Type the recipient details and subject

Type your message in the body

Click on send to send the message
4.2 To Save Mail as Draft

Click on \(***\) and then click on Save

This is a new email

4.3 To Continue Writing a Mail Previously Saved as Draft

Click on the “Drafts” folder found on the panel on the right hand side and click on the mail to open it.

Click on Continue editing to continue writing
4.4 To Add Attachment

Click on and select attachment from the drop down

Browse the file and click open

The file is attached

Click on the to remove attachment
4.5 Set Importance: High, Normal, Low

This is a new email

4.6 To Reply, Reply All and Forward

Select an email from Inbox and click it so that the check box is ticked.

The message will be displayed on the right hand side.
To: Webteam

You replied on 04/03/2014 20:41.

gulshan gunputh (gunputh@exist.gov.mw) has invited you to view his or her Microsoft Exchange Calendar.

For instructions on how to view shared folders on Exchange, see the following article:

http://go.microsoft.com/fwlink/?linkId=57561

Click **REPLY, REPLY ALL or FORWARD**.

Type your reply

Click on **Send or DISCARD THE REPLY**

If “discard” is clicked then a confirmation message is displayed

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**discard message**

- **discard**: This message will be deleted.

- **don’t discard**: Return to the message for further editing.
4.7 Mark a Mail as Unread
Right Click on the message and click on Mark as Unread

4.8 Flags and Reminders
You can use flags to remind yourself to follow up on specific items in your mailbox.

4.8.1 Flag an Item
To add the default flag in the list view of messages, tasks, or contacts, click “Flag”.

Flagged items are added to your Tasks folder.

4.8.2 Knowing More about Flags
Right-clicking “Flag” also lets you change or remove a flag and set a date reminder for the flag.
• Right-click “Flag”, to select one of five preconfigured reminder flags.

4.9 Printing an Email

To print an email, double-click the email so it is opens in its own window. Click the printer icon at the top of the opened window and select the printer you wish to print to.

4.10 Viewing and Searching Messages

4.10.1 Sorting Email by Message Type

Click on the dropdown to change your sorting and grouping preference.
4.10.2 Searching

Enter the word (e.g. test) and click 🌐.

The email containing the word “test” is displayed.
5. Option

Click Settings on the top right corner. Then click on Options

5.1 Date and Time Settings

Click on Settings on the panel on the left hand side and then click on regional to change date and time format

Click on save to save your changes
5.2 Organise Mail

5.2.1 Inbox Rules

Click on organize email. Under inbox rules, click arrow.

You could click some preset rule as listed shown as follows to manage your email:

a. Create a new rule for arriving messages
b. Move messages from someone to a folder
c. Move messages with specific words in the subject to a folder
d. Move messages sent to a group to a folder
e. Delete messages with specific words in the subject

To return to your mail click on the drop down next to your name and then click on My mail

In this guide, we will show you how to create a rule that automatically move an email message with a word Advertisement in the subject line to a folder called IGNORE.

1. Click “Move messages with specific words in the subject to a folder” under “Inbox Rules”.

2. A new inbox rule window will be popped up then.

3. Enter a name for the rule from the new inbox rule window e.g. Move email subject "Advertisement" to folder "IGNORE"

4. Click on *Enter words* and type in the word “advertisement” in the window which pops up.
Click on +, then on “ok”.

5. Click on “Select one...”. Then Click on Inbox > new folder > and then type in the name of the new folder. (In this case: IGNORE).

Click on “ok” then click on “save”.

6. The rule is then added to the list. Click it to view the detail shown at the right pane.
7. A rule can be edited or deleted. Select the rule by checking the check box. Click on the pencil for editing and on the bin icon for deleting.

5.2.2 Automatic Replies

Your email account could reply an email automatically to sender when an email sent to you within a preset time period.

1. Click on Organise email and then on “set automatic replies”. The Automatic Replies section will be shown then.
Email User Manual

2. Click on 🗣️ Send automatic replies

3. Check “Send replies only during this time period” and select time period.
   - Send replies only during this time period:
     - Start time: Wed 25/12/2013
     - End time: Wed 01/01/2014

4. Enter the message you would like to send to each sender *inside your organization*
   - Send automatic replies:
     - Send replies only during this time period:
       - Start time: Sun 08/06/2014
       - End time: Mon 10/06/2014

5. Select the “Send automatic reply messages to senders outside my organization” this will enable to selection for senders only in your contact list or to all senders
   - 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 on Save to save the automatic reply
5.3 Settings

5.3.1 Delivery Report
Use delivery reports to search for delivery information about messages that you've sent or received. You can narrow the search to messages with certain keywords in the subject.

Go to Organise email – delivery reports

Click on select users

You will have a list of all email users you send mail in your contact list

Click on the PLUS sign to activate the ok option

Click on OK

Select the second option to search senders messages
You may also type a specific word eg testing

Click on search

The results will be displayed in the search result segment

5.3.2 Display Settings

Go to settings and select Display setting

The Display setting window will open

Message list
In the message list you can customise your layout and click on Ok to activate the setting

5.3.3 Conversations

Click on conversation and customise and click on OK

Reading pane

Click on reading pane and customise how you want your message to be displayed

Click on OK
5.3.4 Change OWA version

Click on OWA version and check the use the light version of OWA

Click on OK

NOTE: TO ACTIVATE THE SETTINGS YOU NEED TO SIGN OUT AND CLOSE YOUR BROWSER.

5.3.5 Email Signature

1. Click Settings at the top right corner and then Options

Click settings on the left panel and then mail on the right top panel
Under the **email signature**, enter your email signature. Your signature can be in HTML format, containing multiple lines and hyperlinks.

By default, your signature will only be applied when composing email. To add your signature when replying or forwarding, you could check “**Automatically include my signature on messages I send**”.

### 5.3.6 Message Format

In the message format, you may select “Always show BCC or always show From”
5.3.7 Message Option

You have numerous message options which you can select

After deleting or moving an item you may select how you want to move forward

You may also select a sound when a new mail has come in

Click on save to save your changes

5.3.8 Read Receipts

This option helps you to choose how to respond to requests for read receipts.

Reading pane

You can choose your own option when writing email messages:

If you want to have a new window or a reading pane
6. Calendar

6.1 Add New Event

1. Click on “Calendar”

   ![Calendar View]

   On the top right hand side, click day / work week / week / month to change calendar view.

   day work week week month

2. Click on “+ event” found on the top left hand side

   ![New Event Button]

   new event
3. Fill in the event interface which will be shown.

4. In the Show as list, select how your and your recipients’ schedule to appear for the duration of the meeting such as Busy and Free.

5. Click this, if your event occurs regularly. You could set your preference as shown below.

4. Add a message in the message text area.

Hello All,

The meeting is scheduled for Thursday 13th March 2014.

Regards,

XXXX

5. Click on “Save”.

The event is then sent to attendee(s), and added to your schedule.
6. **At Recipient’s side:**

The email of the meeting request at recipient’s side is shown as follow. Recipient could choose from the option **ACCEPT**, **TENTATIVE** or **DECLINE**.

The event will then be added to the recipient’s calendar with a reminder.
6.2 To Share Calendar

1. Click Calendar view
2. From the left hand side panel, select a calendar which you want to share, if there is more than one calendar.

3. Click “SHARE” on the top right hand side: or right click on the calendar and select share calendar

4. Under Share with, enter the name or email address of the people you want to share your calendar.

5. Click on Send on the top left corner.
6.3 **Scheduling Assistant:** To check the availability of other staffs when organising an event

1. Click SCHEDULING ASSISTANT when creating a new event.

2. Information will be displayed

3. The availability of each attendee is displayed on the date and time of your event. To change the date and time, you could click on the grid directly.

4. After verifying availability, click the **OK** at the left top corner to continue editing your event continuously.
7. Theme

1. Click on “Settings” and then on “Change theme”.

2. Select a theme, and then click on OK.

For example, we could change the default blue theme to another one.
8. Contacts

8.1 Creating a New Contact

1. Click on “People”.

2. On the top left hand side click on + new.

3. Select “create contact”.

4. Fill in the pop-up which appears as follows:

5. Click on “SAVE”. Your contact is now saved.
8.2 Edit a Contact
1. Click on the contact.

2. When details of the contact appears, click on the edit icon (📝) found on the top right hand side.

3. You can then start editing your contact.

4. Click on “SAVE”.

8.3 Creating a Group
1. Click on “People”.

2. On the top left hand side click on 📌 new.

3. Select “create group”.

4. Fill in the pop-up window as follows:

5. Click on Save. Your group is now saved.
6. The group will be listed under “My Contacts”. To add or remove entries in the future, select the group in the list and then select “Edit”.

7. To delete the group entirely from the list select the “...” to the right of and the delete option will appear.

Or select the group in the list and press the delete key.
9. Folders

By default, messages that are sent to you are stored in your Inbox. But you can organize your messages into a hierarchical folder system and continue to adjust it as your needs change.

9.1 Create a New Mail Folder

1. In the Navigation Pane, click Mail to view the list of all folders in your Inbox.

2. To create a new folder at the same level as your Inbox, right-click your name at the top of the folder list.

Subfolder: Right-click the folder in which you want to create a new folder. For example, to create a subfolder in your Inbox, right-click Inbox.

3. Click Create New Folder.
4. Type a name for your new folder.
5. Press ENTER to save your changes.
9.2 Create a New Calendar Folder

1. In the Navigation Pane, click Calendar.

2. Right click on My Calendars on the panel found on the left hand side. Click on new calendar.

3. Type a name for the new calendar.

4. Press ENTER to save your changes.

9.3 Create a New Contacts Folder

1. In the Navigation Pane, click People.

2. Right click on My Contacts on the panel found on the left hand side. Then click on new folder.

3. Type a name for the new contacts folder.

4. Press ENTER to save your changes.
9.4 Create a New Tasks Folder

1. In the Navigation Pane, click **Tasks**.

2. Right click on **My Tasks** on the panel found on the left hand side. Then click on **create new folder**.

3. Type a name for the new tasks folder.

4. Press ENTER to save your changes.

9.5 Delete a Folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.

2. Right-click the folder you want to delete.

3. Click **delete** in the menu.
9.6 Rename a Folder

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.

2. Right-click the folder you want to rename, and then click **rename**.

3. Type the new folder name, and then press ENTER.

9.7 Move a Folder

You can move or copy folders two different ways.

9.7.1 By dragging

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.

2. To move a folder, click and drag it to the location you want to move it to.

9.7.2 By using the right-click menu

1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.
2. Right-click the folder you want to move or copy, and then click **Move Folder** in the menu. A new window will appear that shows the folders you can move to.

![Image of folder hierarchy]

3. Select the folder you want to move to, and then click **Move**.

**Move folder**

![Image of folder menu with move option highlighted]

10 Restore Email

To recover deleted email – right click on Deleted items and select **Recover deleted item**