



# **Email User Manual**

[Outlook Web App 2013]

**Central Information Systems Division**

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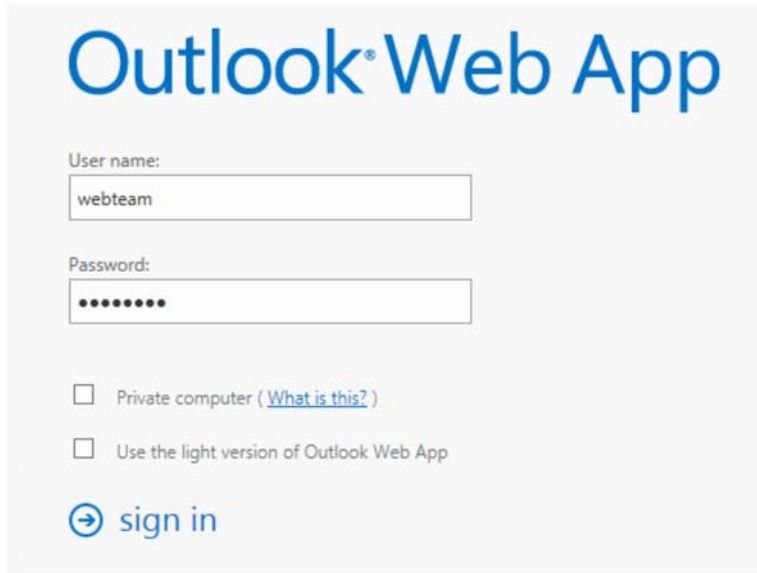
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# 1. To Login

Go to <https://mail.govmu.org>

Enter your username: username and password




Outlook® Web App

User name:  
webteam

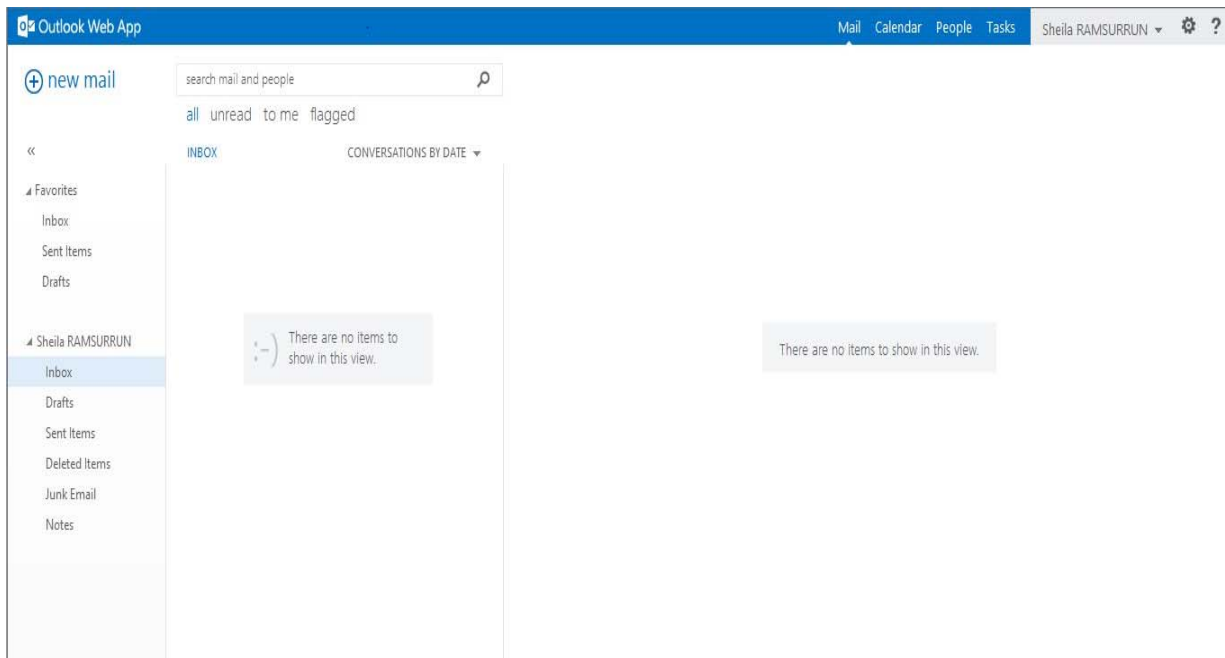
Password:  
●●●●●●

Private computer ( [What is this?](#) )

Use the light version of Outlook Web App

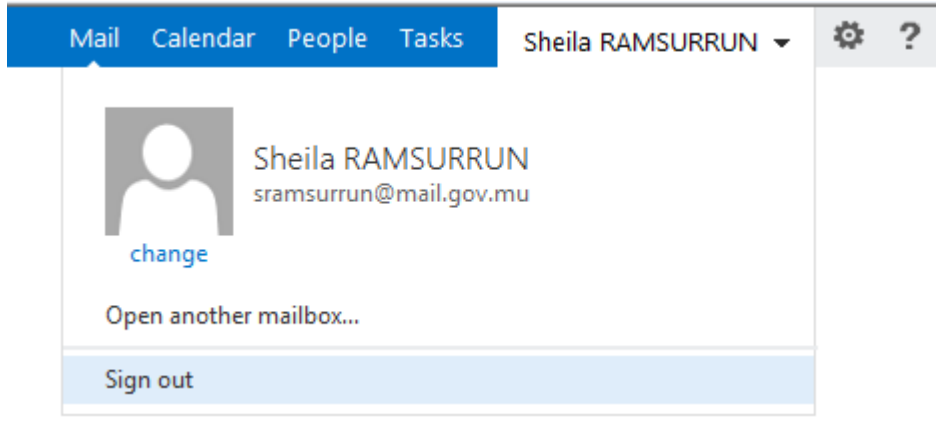
 sign in

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

### change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name:	<input type="text" value="GOM\mjauhangeer"/>
Current password:	<input type="password" value="....."/>
New password:	<input type="password" value="....."/>
Confirm new password:	<input type="password" value="....."/> 

Retype the password to verify that you typed it correctly.

4. Click on the "save" button.

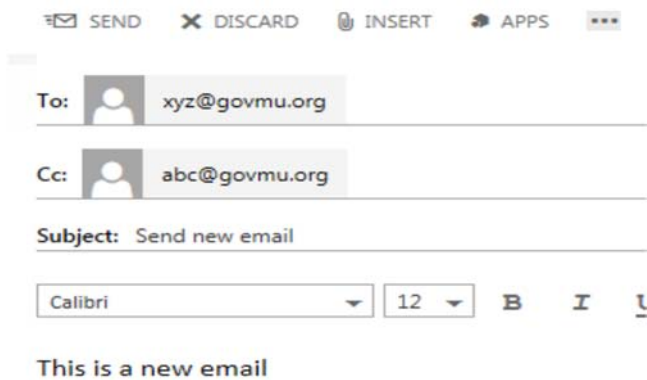
## 4. Email Messaging

### 4.1 Create a New Mail

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

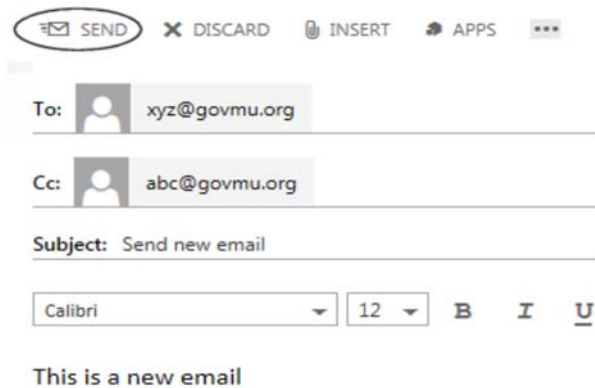


Type the recipient details and subject




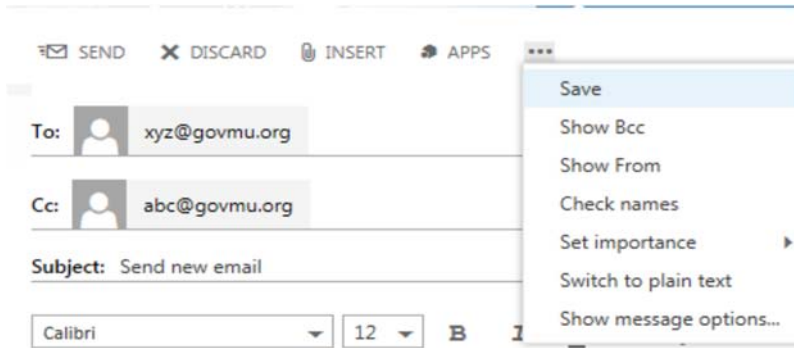
Type your message in the body

Click on send to send the message



## 4.2 To Save Mail as Draft

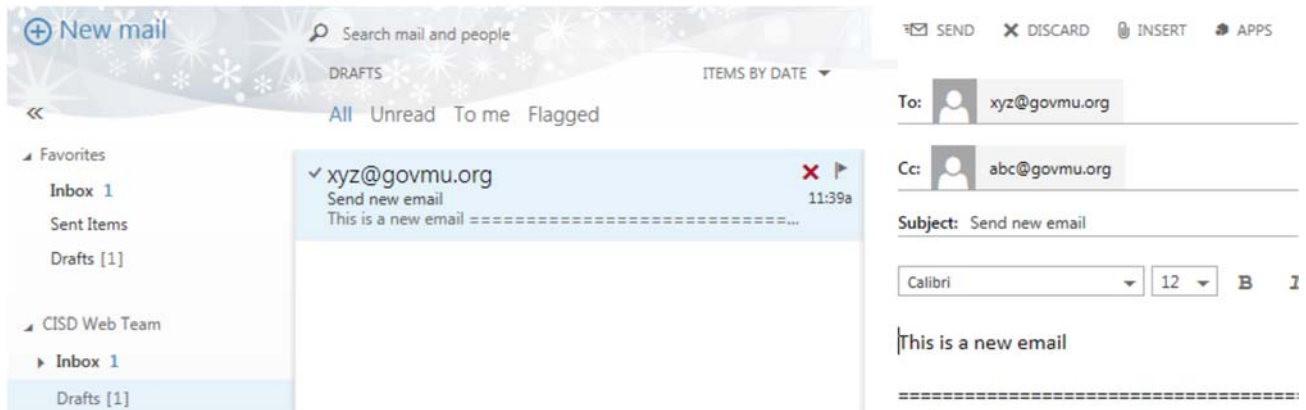
Click on  and then click on Save



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

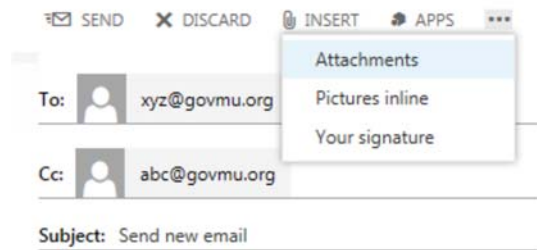
Click on Continue editing to continue writing





## 4.4 To Add Attachment


Click on  INSERT and select attachment from the drop down

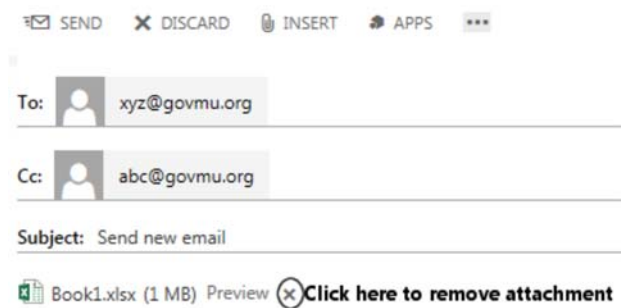


Browse the file and click open

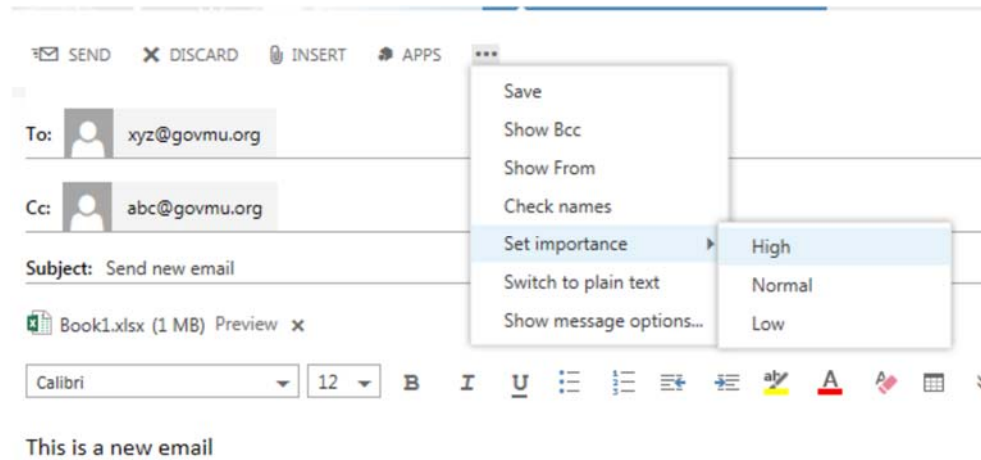


The file is attached

Click on the  to remove attachment

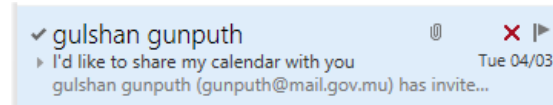


## 4.5 Set Importance : High , Normal, Low

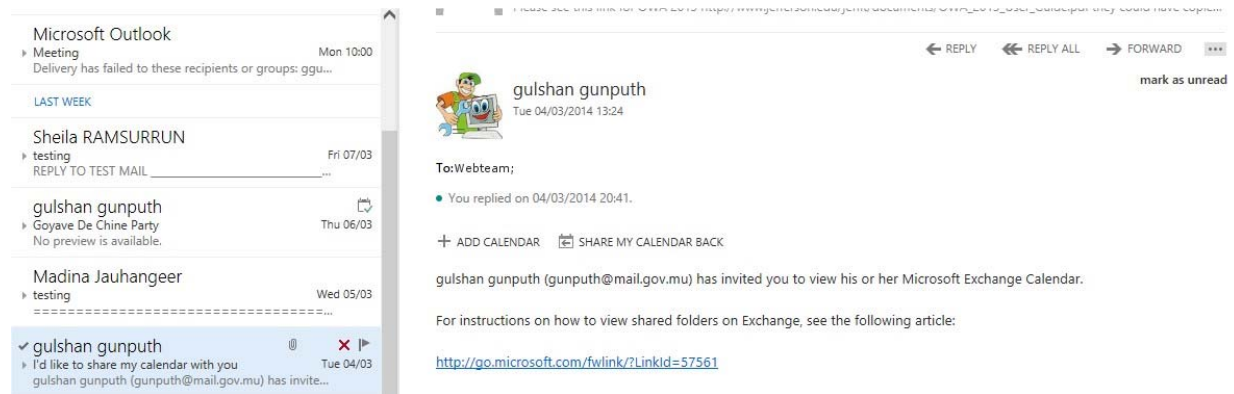


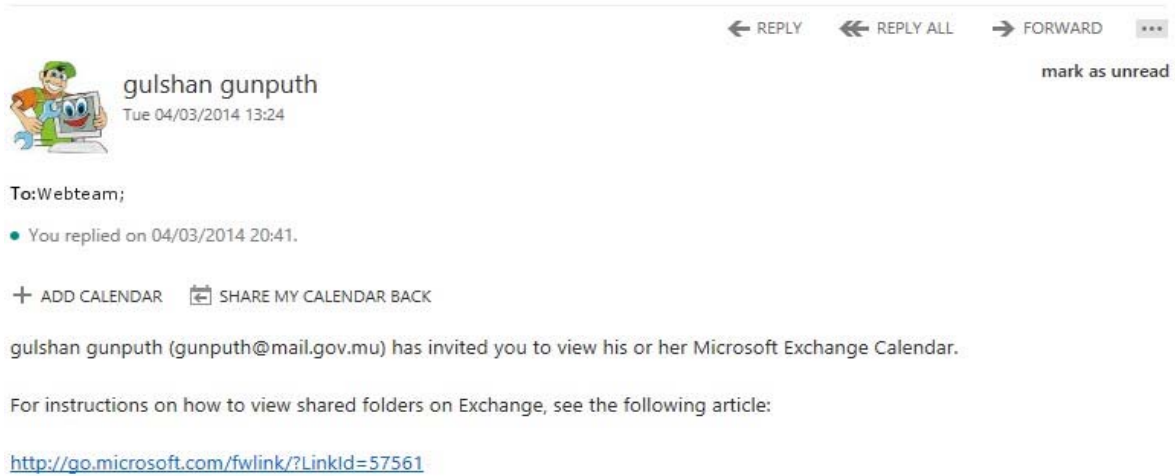
## 4.6 To Reply, Reply All and Forward

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

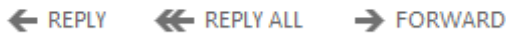


The message will be displayed on the right hand side.

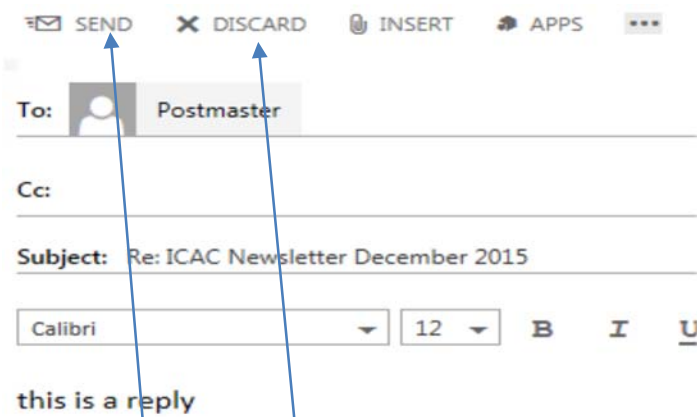




Click **REPLY**, **REPLY ALL** or **FORWARD**.

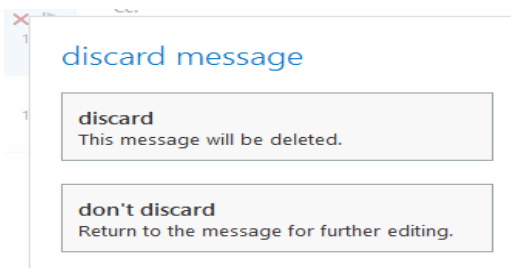


Type your reply



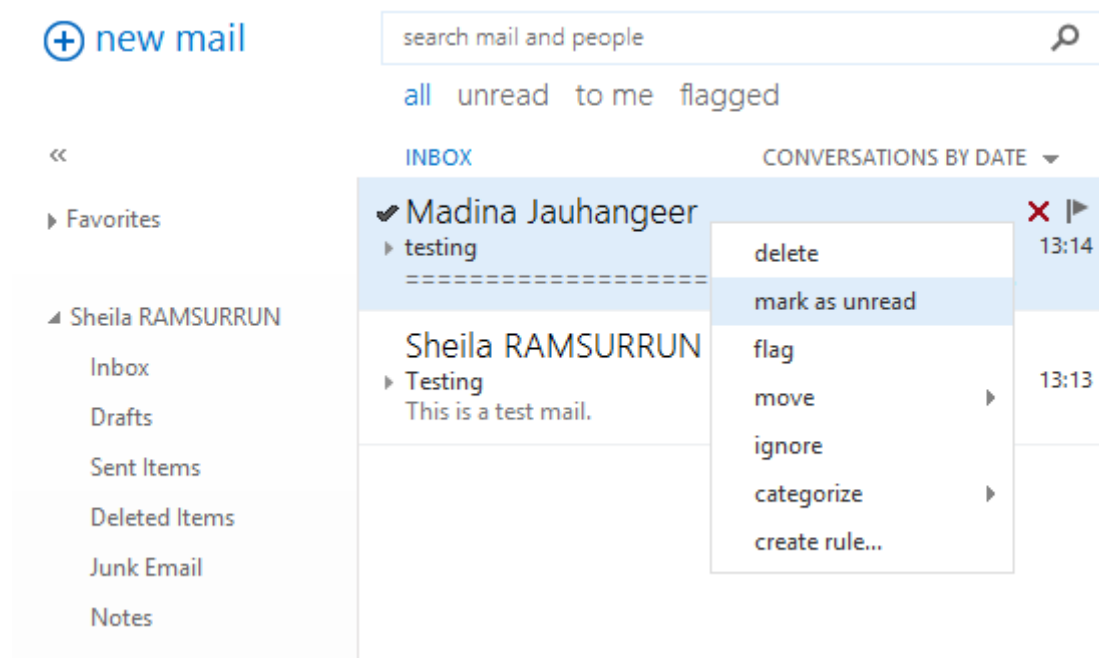
Click on Send or DISCARD THE REPLY

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



## 4.7 Mark a Mail as Unread

Right Click on the message and click on Mark as Unread

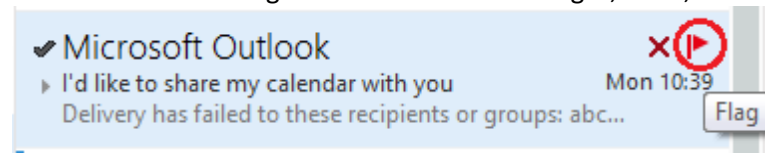


## 4.8 Flags and Reminders

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".

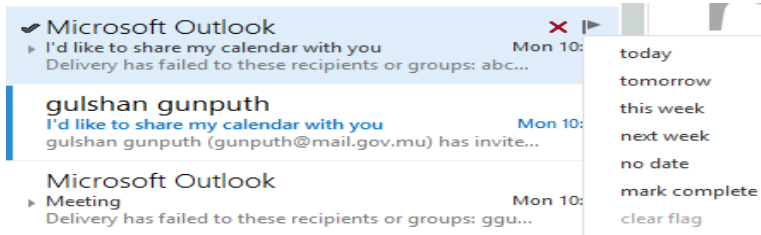


Flagged items are added to your **Tasks** folder.

### 4.8.2 Knowing More about Flags

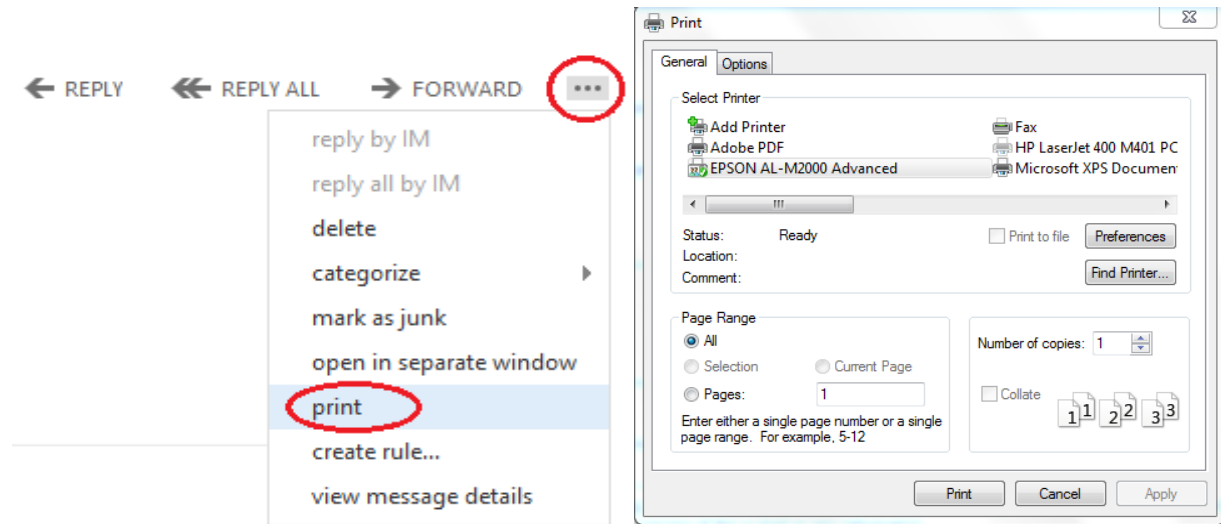
Right-clicking "Flag" also lets you change or remove a flag and set a date reminder for the flag.

- Right-click “Flag”, to select one of five preconfigured reminder flags.



## 4.9 Printing an Email

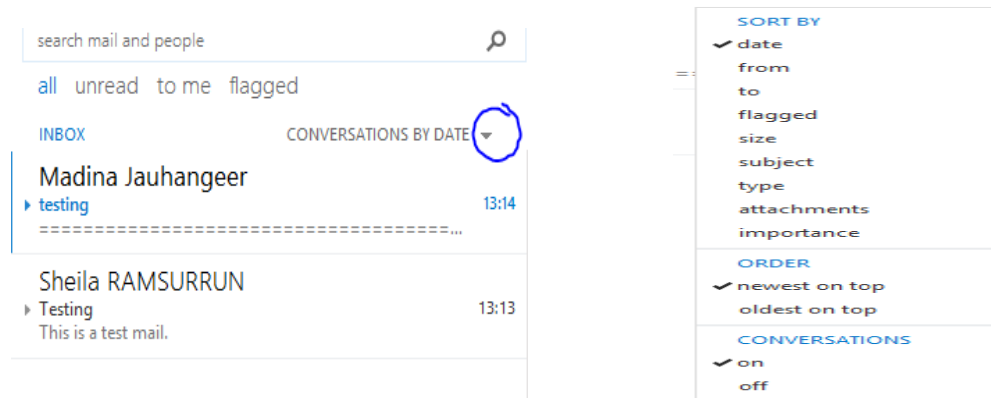
To print an email, double-click the email so it opens in its own window. Click the printer icon at the top of the opened window and select the printer you wish to print to.




## 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

all unread to me flagged



Include messages from:

- Entire mailbox
- Current folder (Inbox)
- Current folder and subfolders

Show these messages:

- All
- Older than a week
- Older than a month
- Older than a year

INBOX CONVERSATIONS BY DATE ▾

✓ Sheila RAMSURRUN  


▶ testing 13:25  
REPLY TO TEST MAIL \_\_\_\_\_...

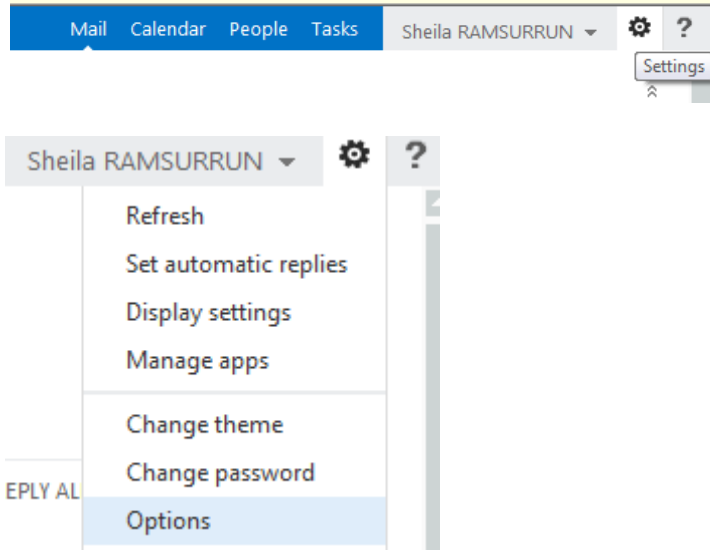
Sheila RAMSURRUN

▶ Testing 13:13  
This is a test mail.

⌵ Get more results

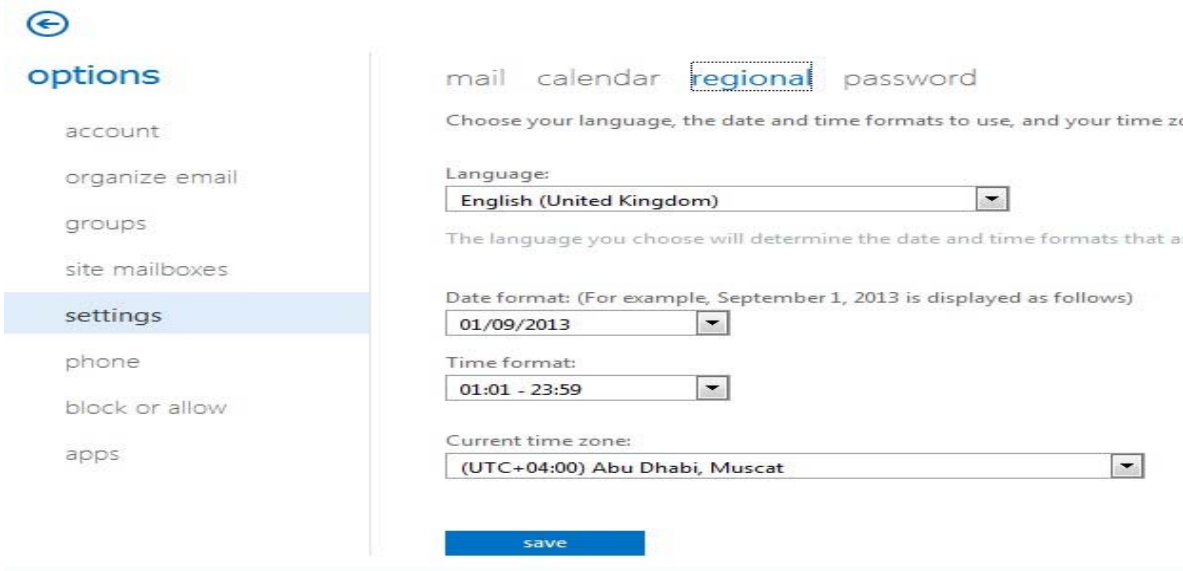
# 5. Option


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

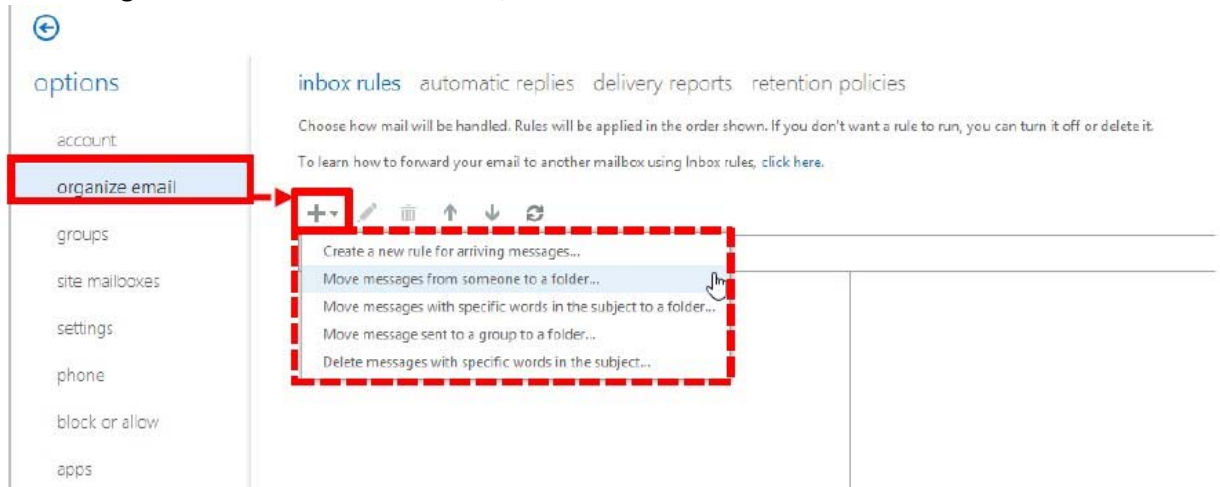


Click on save  to save your changes

## 5.2 Organise Mail

### 5.2.1 Inbox Rules

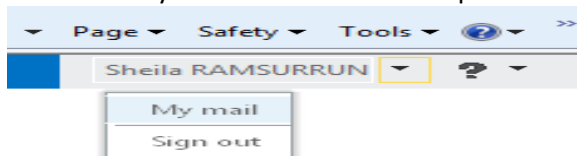
Click on **organize email**. Under **inbox rules**, click arrow.



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

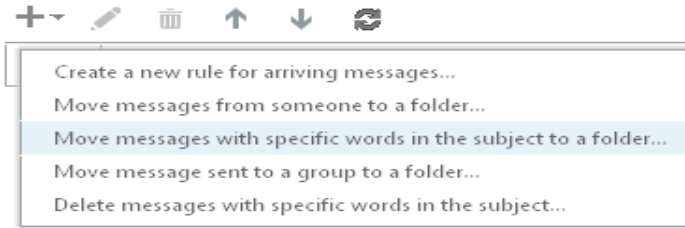
To return to your mail click on the drop down next to your name and then click on My mail



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.

new inbox rule

Help

Apply this rule...

Name:

\*When the message arrives, and:  
 \*Enter words...

Do the following:  
 \*Select one...

[More options...](#)

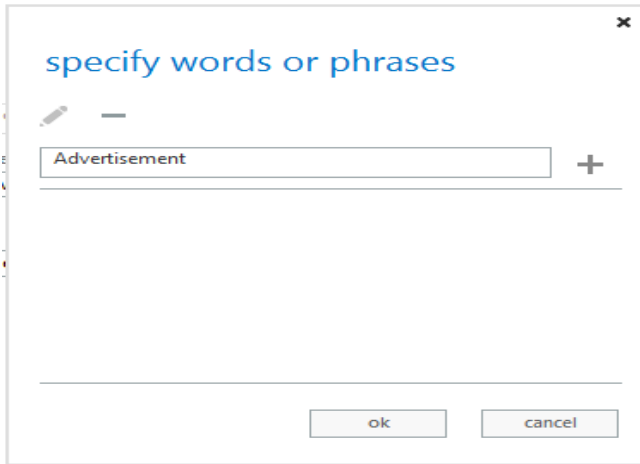
---

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

Apply this rule...

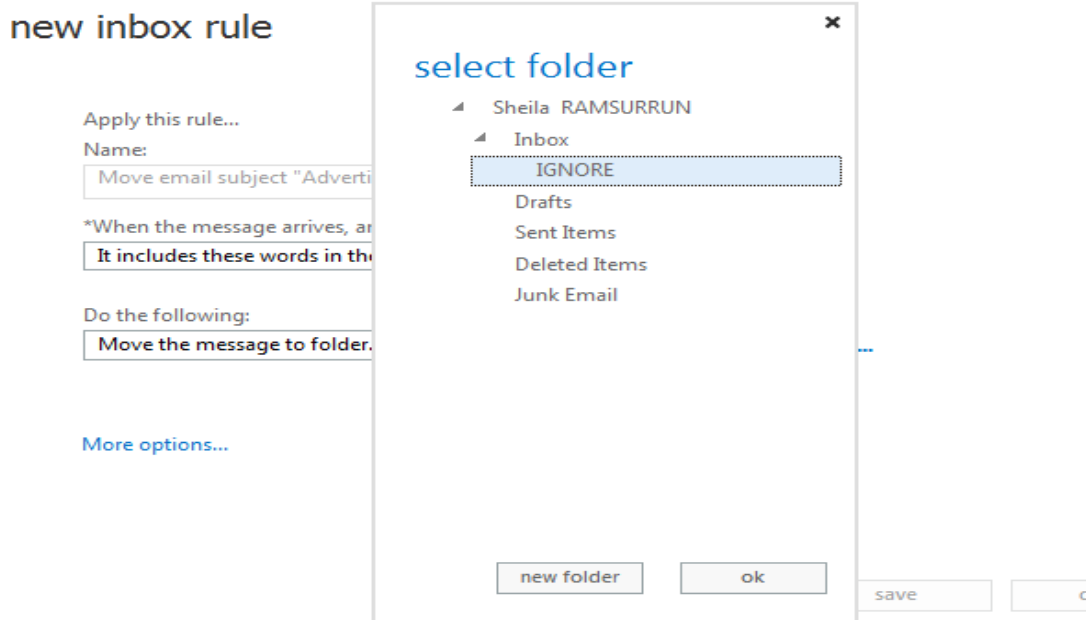
Name:

4. Click on [\\*Enter words...](#) and type in the word “advertisement” in the window which pops up.



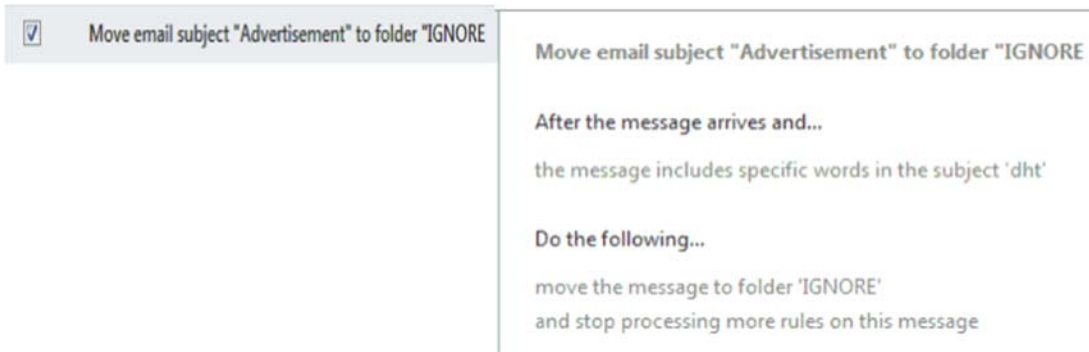
Click on **+** , then on “ok”.

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).

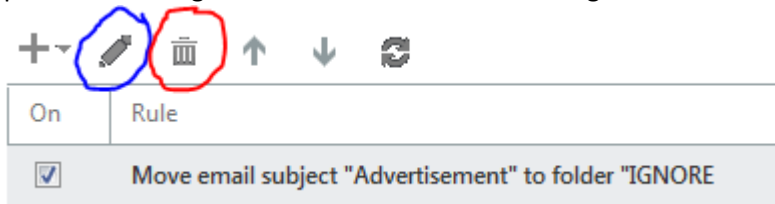


Click on “ok” then click on “save”.

6. The rule is then added to the list. Click it to view the detail shown at the right pane.



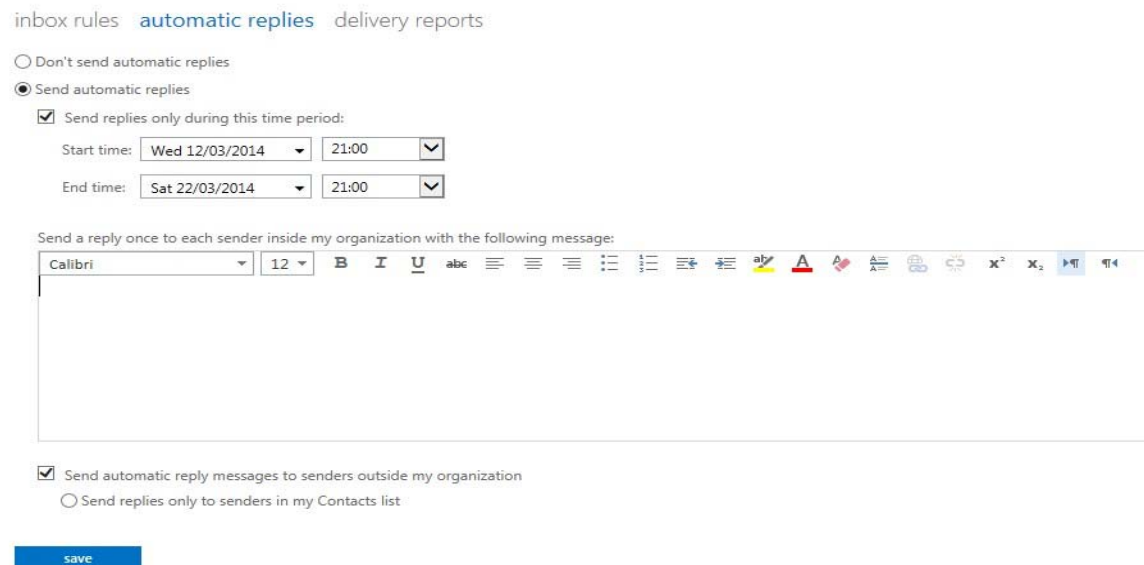
7. A rule can be edited or deleted. Select the rule by checking the check box. Click on the pencil for editing and on the bin icon for deleting.



## 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.



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:

End time:

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:

End time:

Send a reply once to each sender inside my organization with the following message:

Calibri 12 B I U abc [list icons] [text icons] [color icons] [font icons] x<sup>2</sup> x<sub>2</sub> [undo] [redo]

Dear all,

Please note that I am on vacation leave. Will get back later.

Regards

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

Send a reply once to each sender outside my organization with the following message:

Calibri 12 B I U abc [list icons] [text icons] [color icons] [font icons] x<sup>2</sup> x<sub>2</sub> [undo] [redo]

Dear all,

Please note that I am on vacation leave. Will get back later.

If urgent, please contact CISD helpdesk on 2112480

Regards

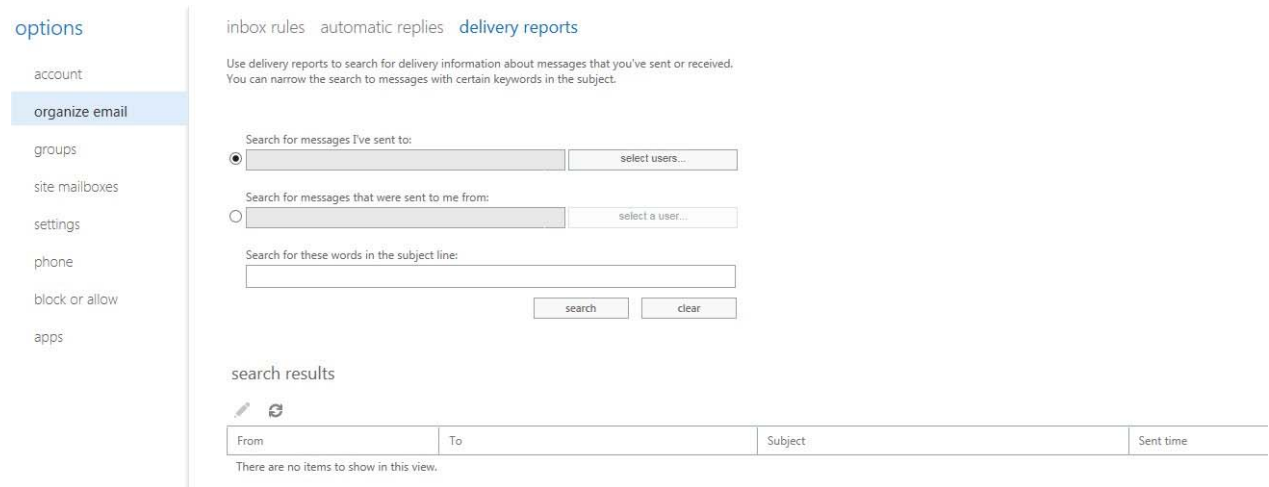
6. Click on Save  to save the automatic reply

## 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

✓ OK ✗ CANCEL

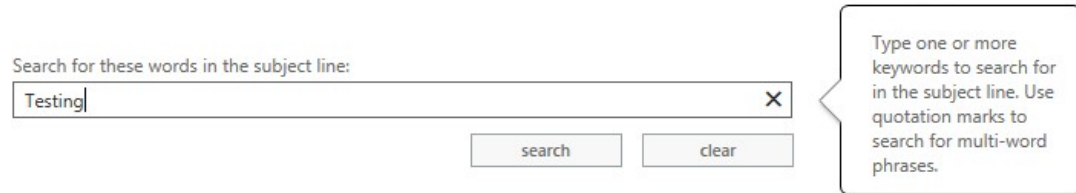
To gulshan gunpath;

Click on OK

Select the second option to search senders messages



You may also type a specific word eg testing




Click on search

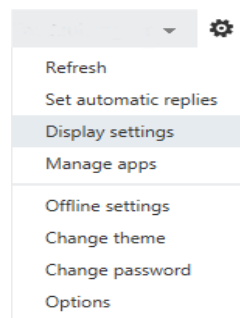
The results will be displayed in the search result segment

search results

From	To	Subject	Sent time
Madina Jauhangeer	gulshan gunpath	Goyave De Chine Party	06/03/2014 13:27
Madina Jauhangeer	gulshan gunpath	Canceled: Goyave De Chine Party	06/03/2014 13:27
Madina Jauhangeer	gulshan gunpath	Goyave De Chine Party	06/03/2014 13:18

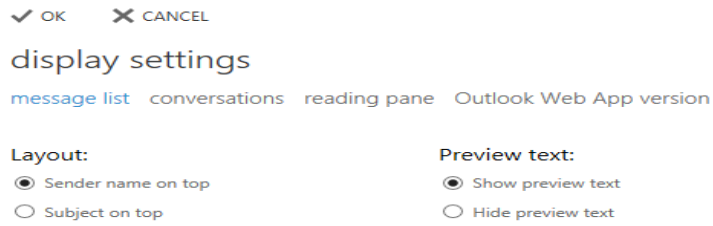
### 5.3.2 Display Settings

Go to settings  and select Display setting



The Display setting window will open

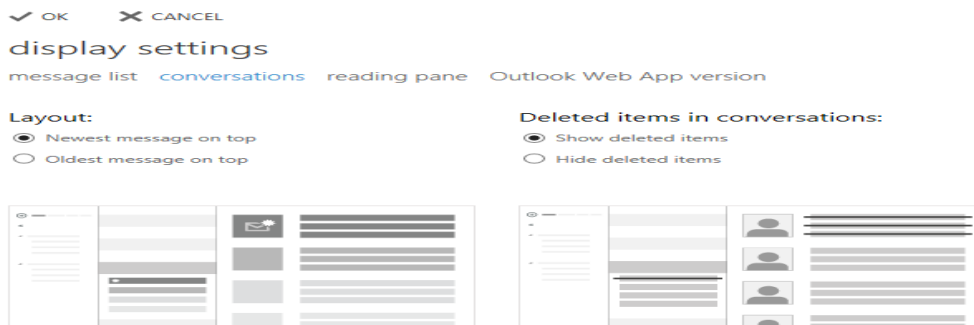
Message list



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

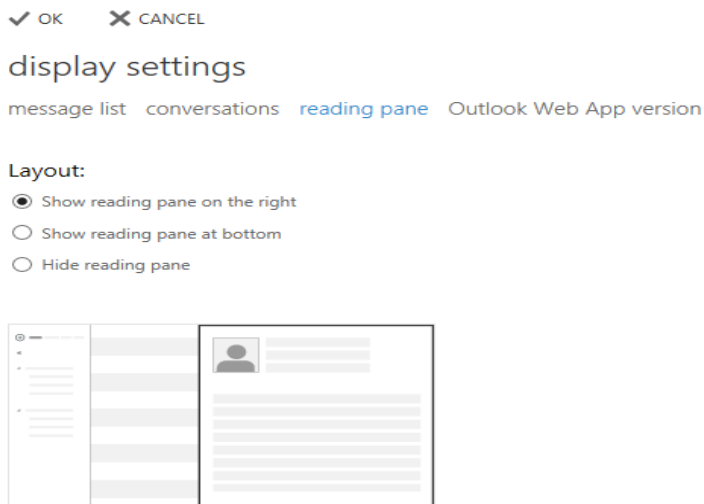
### 5.3.3 Conversations

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

✓ OK    ✕ CANCEL

#### display settings

message list   conversations   reading pane   [Outlook Web App version](#)

Select the check box below if you want to use the light version of Outlook Web App. The light version of Outlook Web App provides a simplified experience for users who have:

- Older web browsers
- Low bandwidth connections
- Accessibility needs

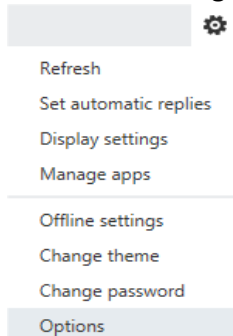
Use the light version of Outlook Web App  
Changes to this setting will take effect the next time you sign in.

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

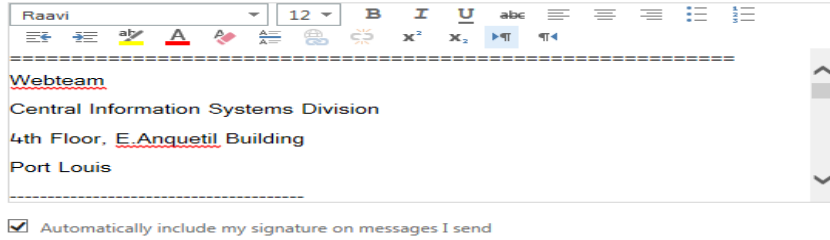




Under the **email signature**, enter your email signature. Your signature can be in HTML format, containing multiple lines and hyperlinks.

[mail](#) [calendar](#) [regional](#) [password](#)

### email signature



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

### message format

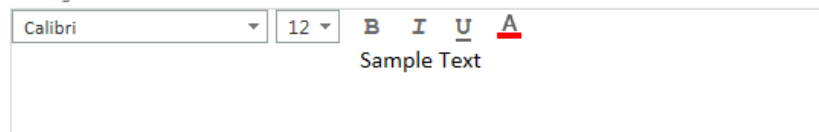
Always show Bcc

Always show From

Warning: Messages you compose won't be sent using S/MIME when this option is selected.

Compose messages in this format: HTML

Message font:



### 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

message options

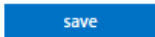
After moving or deleting an item:

Open the previous item
Open the next item
Return to the view

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

- Play a sound when new items arrive
- Display a notification when a new email message arrives
- Display a notification when a new voice message arrives
- Display a notification when a new fax arrives
- Empty the Deleted Items folder when I sign out
- Warn me when I send a message that may be missing an attachment

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.

read receipts

Choose how to respond to requests for read receipts.

- Ask me before sending a response
- Always send a response
- Never send a response

#### Reading pane

You can choose your own option when writing email messages:

If you want to have a new window or a reading pane

reading pane

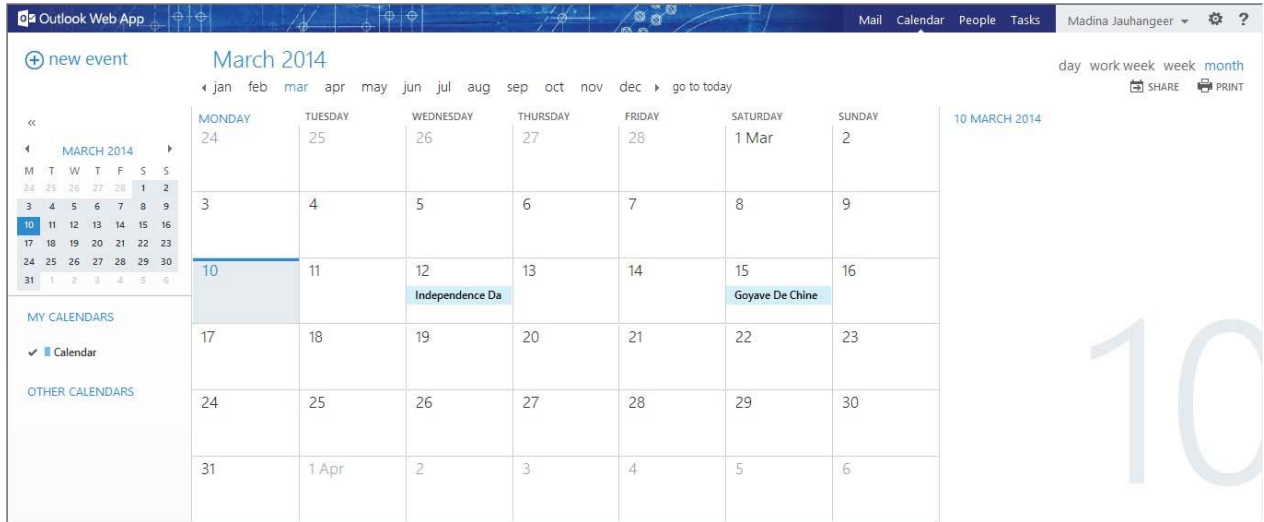
When writing email messages:

- Type in the reading pane
- Type in a new window

Choose when items should be marked as read.

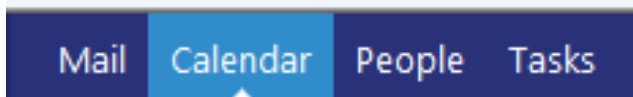
- Mark the item displayed in the reading pane as read  
Wait  seconds before marking the item as read
- Mark the item as read when the selection changes
- Don't automatically mark items as read

## 6. Calendar



### 6.1 Add New Event

1. Click on “Calendar”



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



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



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

SAVE DISCARD SCHEDULING ASSISTANT

Event: Meeting **1. Enter name and location of event**

Location: Conference Room add room

Attendees: xyz@mail.gov.mu **2. Enter email address of recipients**

**3. Enter date, time and duration of event**

Start: Thu 13/03/2014 09:30 Duration: 1 hour

Show as: Busy **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.**

Reminder: 15 minutes **6. Select this to set reminder. This also reminds all participants if they have reminders enabled on their calendars.**

Calendar: Calendar

Repeat: Never **5. Click this, if your event occurs regularly. You could set your preference as shown below.**

Mark as private

Repeat: Every Thursday From: Thu 13/03/2014 To: Thu 03/04/2014

4. Add a message in the message text area.

Calibri 12 B I U

Hello All,

The meeting is scheduled for Thursday 13th March 2014.

Regards,  
XXXX

5. Click on "Save" .

SAVE DISCARD SCHEDULING ASSISTANT

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**.

Independence Day ✕

• This event occurs in the past.

← REPLY   ↶ REPLY ALL   → FORWARD   ⋮


**gulshan gunpath**  
 Tue 04/03/2014 13:15


**When:** Wed 12/03/2014 (All Day)  
**Where:**

ACCEPT   
  ? TENTATIVE   
  ✕ DECLINE

event attendees

Reminder:  Show as:   Mark as private

Celebrations

The event will then be added to the recipient's calendar with a reminder.

March 2014 day work week week month

← jan feb mar apr may jun jul aug sep oct nov dec → go to today SHARE PRINT

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
24	25	26	27	28	1 Mar	2
3	4	5	6	7	8	9
10	11	12 Independence Da	13 9:30 Meeting +1	14	15 Goyave De Chine	16
17	18	19	20 9:30 Meeting	21	22	23
24	25	26	27 9:30 Meeting	28	29	30
31	1 Apr	2	3 9:30 Meeting	4	5	6

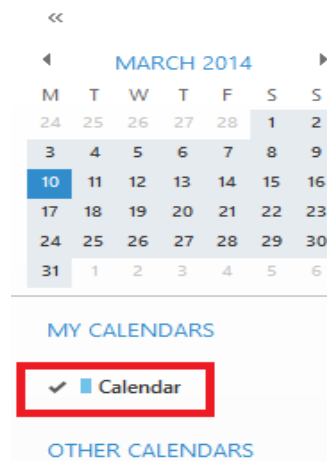
13 MARCH 2014

9:30 Meeting  
1 hour Conference Room

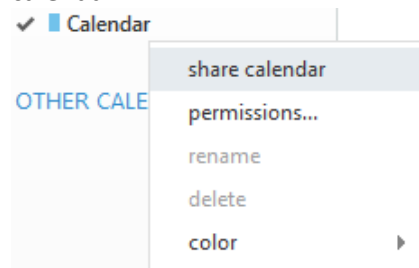
13

## 6.2 To Share Calendar

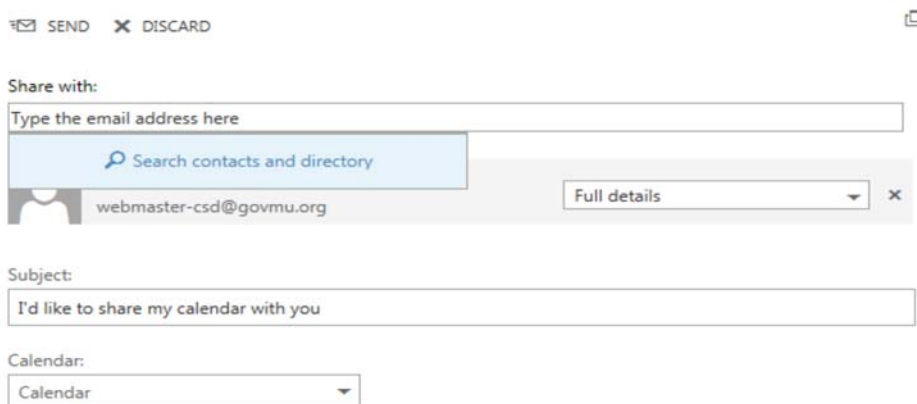
1. Click **Calendar** view
2. From the left hand side panel, select a calendar which you want to share, if there is more than one calendar.



3. Click **“SHARE”** on the top right hand side:  **SHARE** 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.



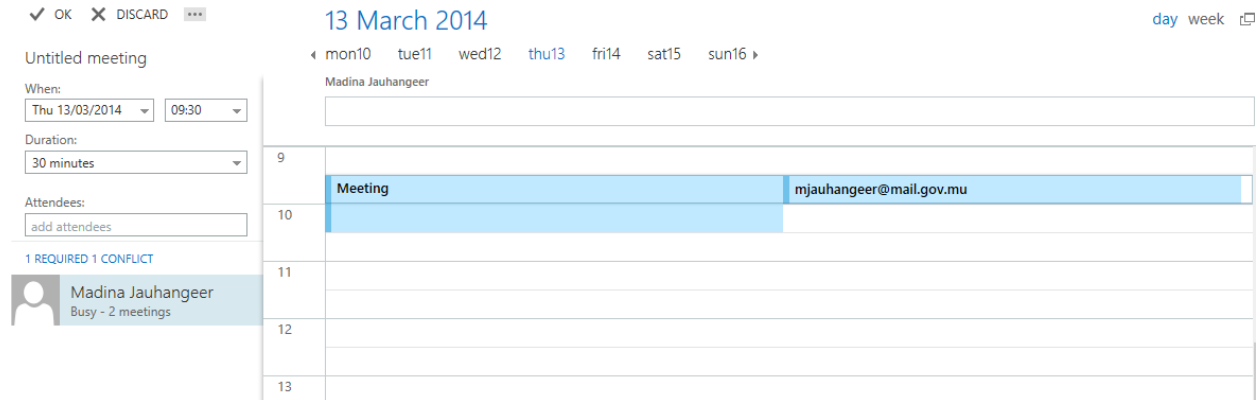
5. Click on Send on the top left corner.

### 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



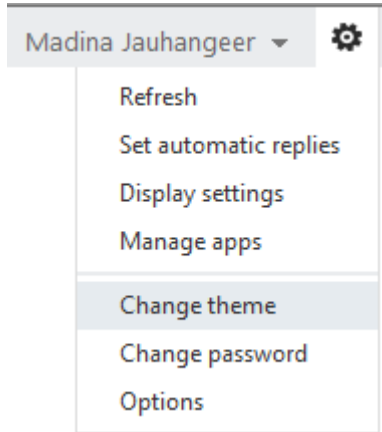
3. The availability of each attendee is displayed on the date and time of your event. To change the date and time, you could click on the grid directly.



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”.



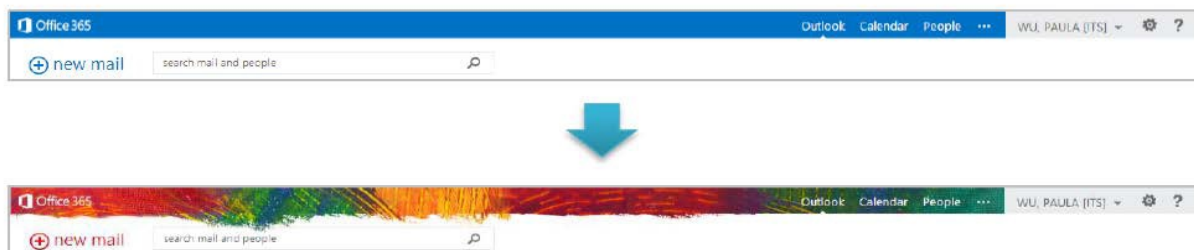
2. Select a theme, and then click on OK.

✓ OK    ✕ CANCEL

change theme



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






# 8. Contacts

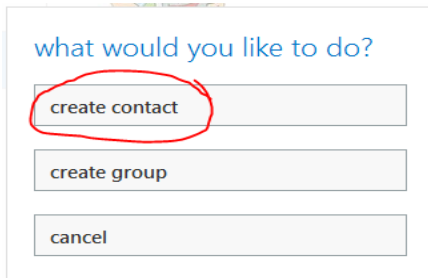
## 8.1 Creating a New Contact

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

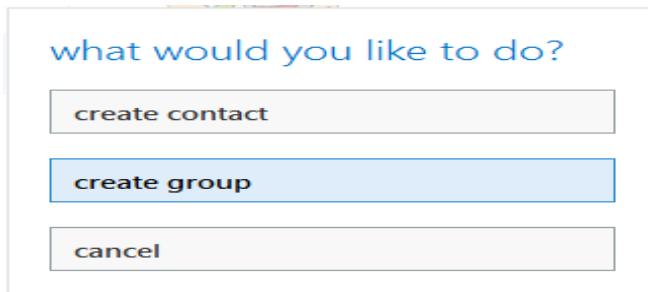
1. Click on the contact.
2. When details of the contact appears, click on the edit icon (  ) found on the top right hand side.
3. You can then start editing your contact.
4. Click on "SAVE".

## 8.3 Creating a Group

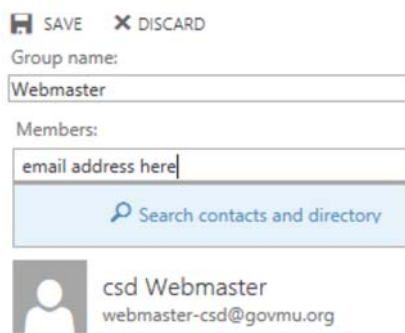
1. Click on "People".



2. On the top left hand side click on  new.
3. Select "create group".

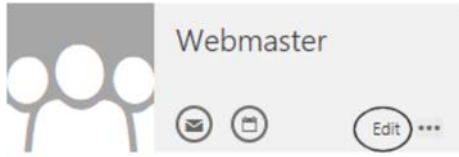



4. Fill in the pop-up window as follows:

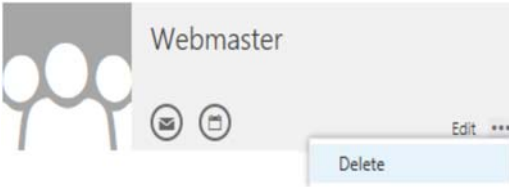


5. Click on Save. Your group is now saved.

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.



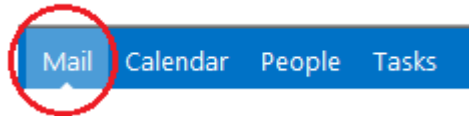
Or select the group in the list and press the delete key.

# 9. Folders

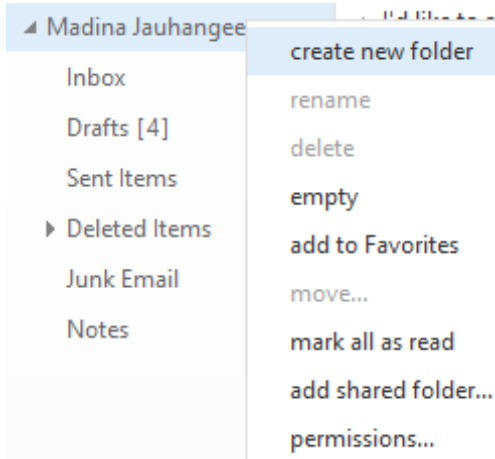
By default, messages that are sent to you are stored in your Inbox. But you can organize your messages into a hierarchical folder system and continue to adjust it as your needs change.

## 9.1 Create a New Mail Folder

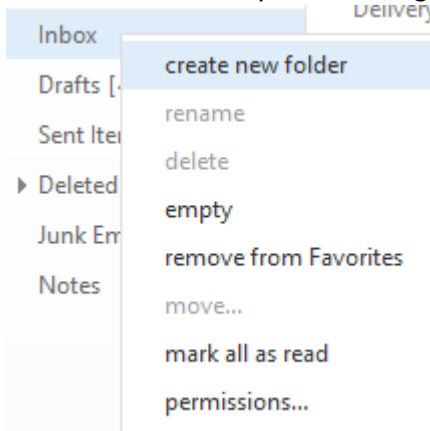
1. In the Navigation Pane, click **Mail** to view the list of all folders in your Inbox.



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**.



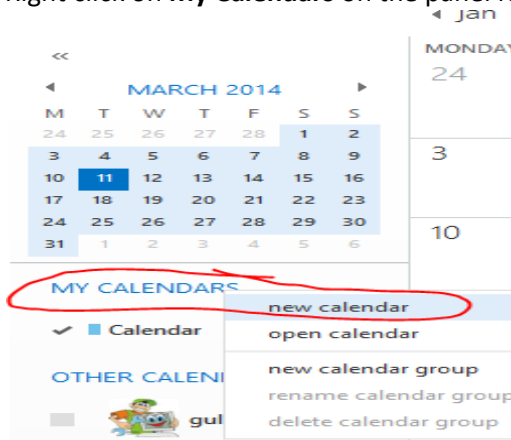
3. Click **Create New Folder**.
4. Type a name for your new folder.
5. Press ENTER to save your changes.

## 9.2 Create a New Calendar Folder

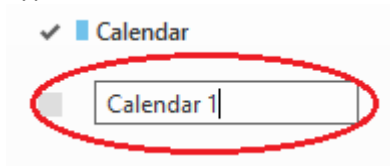
1. In the Navigation Pane, click **Calendar**.



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.



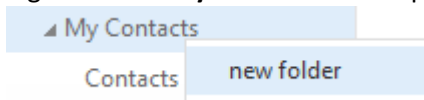
4. Press ENTER to save your changes.

## 9.3 Create a New Contacts Folder

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



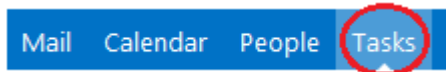
2. Right click on **My Contacts** on the panel found on the left hand side. Then click on **new folder**.



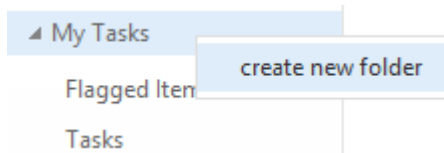
3. Type a name for the new contacts folder.
4. Press ENTER to save your changes.

## 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**.



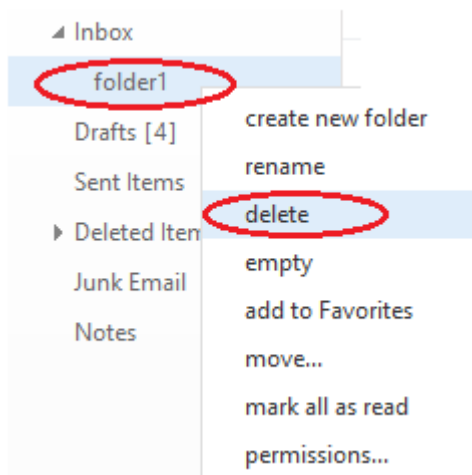
3. Type a name for the new tasks folder.
4. Press ENTER to save your changes.

## 9.5 Delete a Folder

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



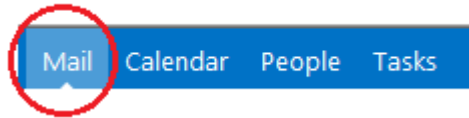
2. Right-click the folder you want to delete.



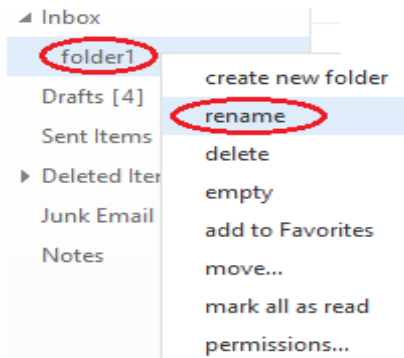
3. Click **delete** in the menu.

## 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**.



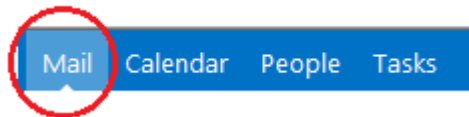
3. Type the new folder name, and then press ENTER.

## 9.7 Move a Folder

You can move or copy folders two different ways.

### 9.7.1 By dragging

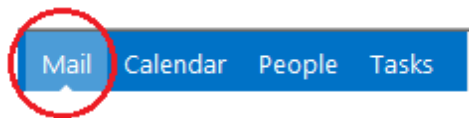
1. In the Navigation Pane, click **Mail** to view the list of all folders in your mailbox.



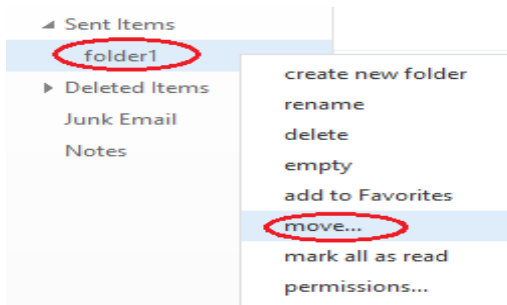
2. To move a folder, click and drag it to the location you want to move it to.

### 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.

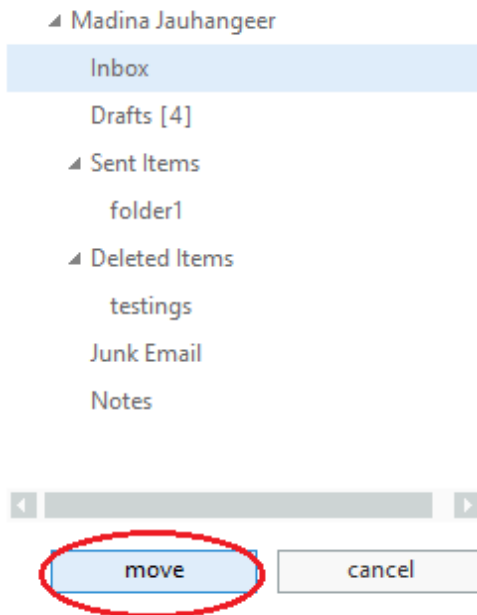


2. Right-click the folder you want to move or copy, and then click **Move Folder** in the menu. A new window will appear that shows the folders you can move to.



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

## Move folder



## 10 Restore Email

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

