

Using Outlook Web Access 2003: Basic Introductory Handout (Student)

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Microsoft Outlook Web Access: Basic

Microsoft Outlook Web Access or **OWA** provides browser-based access to personal e-mail, contacts, and calendar. It is a web version of the **Microsoft Outlook** program. This web application can run from an Internet browser on almost any computer. Not only can users of this service share information with other Internet users anywhere, at any time, but they can also organize information and optimize communication tasks related to the daily work.

This handout is an introduction guide to using Outlook Web Access: Basic that includes the most frequently used functions. For a complete range of features that OWA offers, please refer to the [Premium](#) version. Steps-by-step instructions described in this handout are based on Internet Explorer 6.0 browser on a Windows XP computer. Start from the beginning for a general overview or choose topics of interest from the Contents page.

Accessing OWA

When logging in, use the user ID and password associated with the Cal State L.A. e-mail account.

NOTE: All student e-mail accounts that use OWA have a size limitation of 100 megabytes. When an account grows to 80 megabytes, a warning message will be sent to the account user. The user will still be able send and receive e-mail. When the account grows to 100 megabytes, another message will be sent to the account user. At this point, the user will still be able to receive e-mail, but will not be able to send messages until the account size had been reduced below the 100 megabyte ceiling.

To log on to OWA:

1. Launch **Internet Explorer** browser.

NOTE: Outlook Web Access 2003 Basic version will function with other Internet browsers such as **Netscape** or **Firefox**, but the appearance may be significantly different from the figures and descriptions provided in this handout. Premium version of OWA will not necessarily be available in non-Internet Explorer (IE) 6.0 browsers, in which case Basic would be the only option.

2. Enter the following web address in the browser **Address** field:
<https://mymail.calstatela.edu> (see Figure 1).

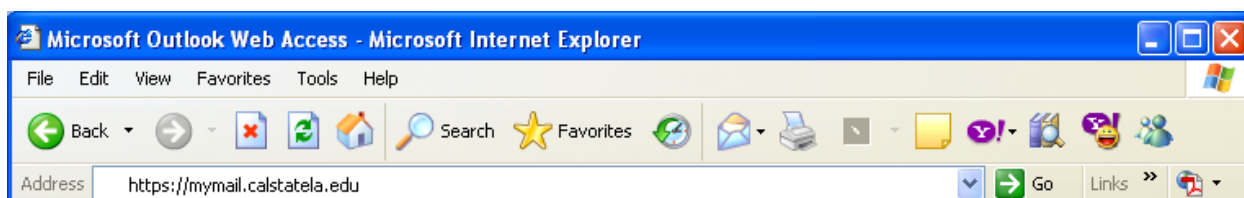


Figure 1 - Internet Explorer Toolbar

3. Click the **Go** button  or press the **[Enter]** key. The OWA login page will display (see Figure 2).



Figure 2 - Log on Window

4. In the appropriate text boxes, enter the NIS *User Name*, and *Password*.
5. In the *Client* section, select the *Basic* option button.
6. In the *Security* section, select *Public or shared computer* when using a public computer to access OWA, or *Private computer* only if using a personal computer.

NOTE: For security reasons, the system will automatically log out of the account after **20 minutes** of inactivity when the user logs on using the *Public or shared computer* option or after **2 hours** of inactivity when the user logs on using the *Private computer* option.

7. Click **Log On** button to login to the system.

The Outlook Web Access Interface

The OWA-related interface consists of the **Menu bar**, **Standard toolbar**, **Address bar**, **OWA toolbar**, **Folder bar Navigation Pane**, and **View Pane** (see Figure 3). Refer to Table 1 for a brief description of each item.

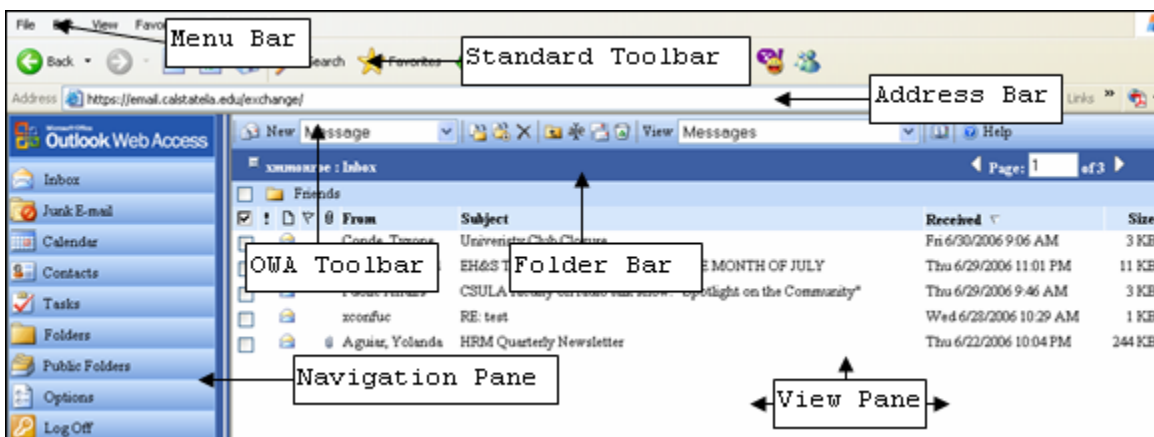


Figure 3 - The Outlook Interface










Table 1 – OWA-Related Menus and Toolbars

Item	Description
Menu Bar	Contains all the Internet Explorer tools and commands.
Standard Toolbar	Contains Internet Explorer shortcuts for standard tools and commands.
Address Bar	Displays current location's web address.
OWA Toolbar	Contains shortcuts for standard OWA actions and tools. (This toolbar changes depending on the current view.)
Folder Bar	Displays the current folder and page navigation buttons.
Navigation Pane	Contains shortcuts to OWA folders and locations.
View Pane	Displays the content of the selected OWA feature.

USING THE NAVIGATION PANE

Navigation Pane provides shortcuts to access OWA's main features and folders.





Table 2 – Navigation Pane Icons






Icon	Description
	Inbox allows the user to read, compose, receive, and send e-mail.
	Junk E-mail contains unsolicited e-mail received by the account.
	Calendar is used as an appointment scheduler and planner.
	Contacts is an address book with the list of names, e-mail addresses, phone numbers, and other personal information.
	Tasks contains tasks and projects, which the user can create, sort, prioritize, and track.
	Public Folders contains information that can be published/viewed by anyone using the same Microsoft Exchange Server.
	Folders contains a list of all folders that exist for organizational purposes.
	Options has customization features and user preference alternatives.
	Log Off disconnects the user from Microsoft Exchange Server and the corresponding account.

THE OUTLOOK WEB ACCESS TOOLBAR

The Outlook Web Access (**OWA**) toolbar provides shortcuts to feature commands. Buttons on the **OWA** toolbar are dependent on the active OWA feature. For example, when the **Inbox** feature is in use, the toolbar will include buttons related to sending and receiving messages. When the **Calendar** feature is in use, the toolbar will display buttons specific to scheduling. For an explanation of the most used icons in the **OWA** toolbar see Table 3.

Table 3 – Common OWA Toolbar Icons

Icon	Name	Description
	New Message	Creates a new entry such as e-mail message, contact, or task, depending on where it is used.
	Navigate Up One Folder	Moves up one level in the folder hierarchy.
	Check for New Messages	Checks for new messages.
	Move	Moves messages and folders.

Icon	Name	Description
	Copy	Copies messages and folders.
	Rename	Renames folders.
	Delete	Moves items to the Deleted Items folder.
	Empty Deleted Items	Empties Deleted Items folder.
	Address Book	Allows searching the organization's and user's personal address book.

Using Outlook E-mail Features

E-mail is a fast way to send and receive messages and electronic documents. OWA can be used as a “universal inbox” for all e-mail needs. It simplifies e-mail message addressing, creating, sending, receiving, and reading functions.

CHANGING THE DISPLAY SETTINGS OF THE INBOX VIEW PANE

The display settings of the **Inbox View Pane** can be configured to display a specific number of messages. Additionally, the messages can be sorted according to the preferences of the user.



To display a specific number of messages in the Inbox View Pane:

1. Click the **Options** button in the **Navigation Pane**. OWA configuration options will be displayed in the **Options View Pane**.
2. Click the *Number of items to display per page*: drop-down arrow in the *Messaging Options* section.
3. Select the number of messages that will be displayed per page.
4. Click the **Save and Close** button on the toolbar to save the display setting.





Navigating Through Message Pages in the Inbox View Pane

If the number of messages in the user *Inbox* folder is greater than the number of messages that are displayed on each page of messages, the user will need to navigate through multiple pages of messages to view all of the messages.

To navigate through message pages:

- Click the **Next Page** button  on the **Folder Bar** to move to the next page of messages.
- Click the **Previous Page** button  on the **Folder Bar** to move to the previous page of messages.

Sorting Messages in the Inbox View Pane

Messages can be sorted in ascending or descending order by clicking the column different headings in the **Inbox View Pane**. Sorting options include by **Importance** , **Message Type** , **Flag Status** , **Attachments** , (the message sender) **From** **From**, **Subject** **Subject**, date/time **Received** **Received**, and message **Size** **Size**.


READING A MESSAGE

By default the **Inbox** window will automatically appear on the **View Pane**, when OWA launches. All unread messages will appear in bold, and all messages that have been read will be

in plain text. Clicking the **Check for New Messages** button  on the **OWA** toolbar will refresh the **View Pane** with any new messages.

To read a message:

1. On the **View Pane**, select the message to read. The window redraws and the message will appear on the **View Pane**.
2. Click the **Close** button on the **OWA** toolbar to close the message.

NOTE: To see the number of unread messages a folder such as **Inbox** has, click the **Folders**  button in the **Navigation Pane**. The number will appear next to the folder name on the list.

Viewing an Attachment

File(s) attached to a message will display as link(s) under the subject of the message (see Figure 4). Clicking the link will open the attachment in a new browser window. If the browser cannot read such a file, save the file to a local drive and then try to open it from there.

NOTE: OWA will display a yellow alert stating “*Attachments can contain viruses...*” whenever a message has an attachment. Viruses are often spread through attachments that look like legitimate files.

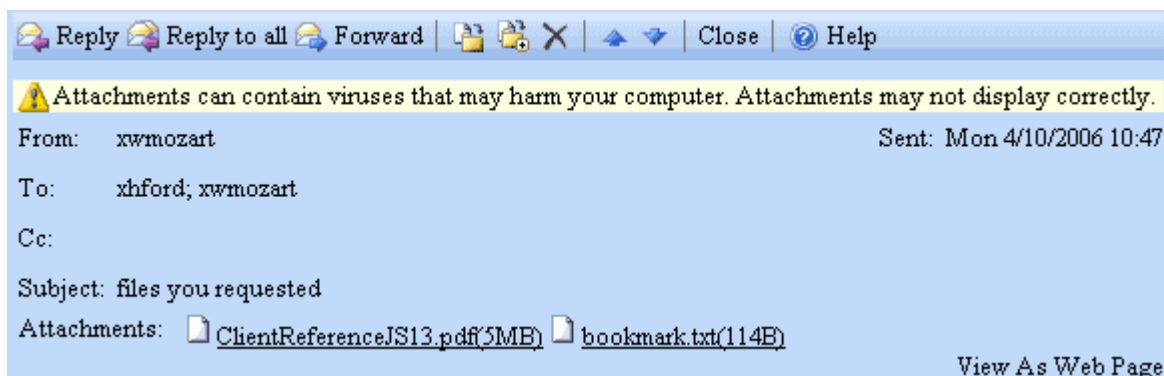


Figure 4 - Header with Attachments

To save an attachment to the local drive:

1. Right-click the attachment. A pop-up menu will open.
2. Select the **Save Target As...** option. The *File Download* window will open.
3. Specify a storage location for the attachment and then click the **Save** button to save it.

NOTE: OWA blocks reception of certain risky files completely. In such rare cases a warning will appear notifying of the action (see Figure 5).

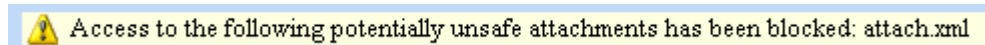



Figure 5 - Blocked Attachment Warning

Printing a Message

Printing of OWA content is done through the browser's *Print* function, just like any other webpage.

To print a message with default printing options:

1. Open the message to print.
2. Click the **Print** button  on the Internet Explorer **Standard** toolbar. The message will print to the default printer with default printing options.


To print a message with user defined printing options:

1. Open the message to print.
2. Click the **File** menu on the Internet Explorer **Menu Bar** and then select the **Print** command or use keyboard shortcut [**Ctrl+P**]. The *Print* dialog box will open.
3. Select the necessary print options.
4. Click the **Print** button to print the message.


Deleting a Message

Messages in OWA can be deleted at any time. There are two ways to delete a message: through the message list in the **View** pane or through the message itself.

To delete messages from the list in the **View Pane**:



1. Select the messages to be deleted by clicking the check boxes to the left of the messages.
2. Click the **Delete** button  on the **OWA** toolbar.

To delete a single message:

1. Open the message to be deleted.
2. Click the **Delete** button  on the **OWA** toolbar.

NOTE: The deleted messages are moved to *Deleted Items* folder. From there, deleted messages can be restored or deleted permanently. Please refer to the **Emptying Deleted Items** section for more details.

CREATING AND SENDING A MESSAGE

The process for creating and sending e-mail messages is similar to the **Microsoft Outlook Client**. The **Compose Message** window contains **OWA** toolbar, *e-mail address* text fields, *Subject* text field, and *Message body* text box (see Figure 6). There is also an e-mail verification option that can be used when entering a recipient's address. This is activated by entering recipients' names in the e-mail address text fields and clicking the **Check Names** button  to search the Global Address Book and personal contacts for matches. The *Subject* text field contains the subject of the message. Sending a message is executed by clicking the **Send** button  on the **OWA** toolbar.

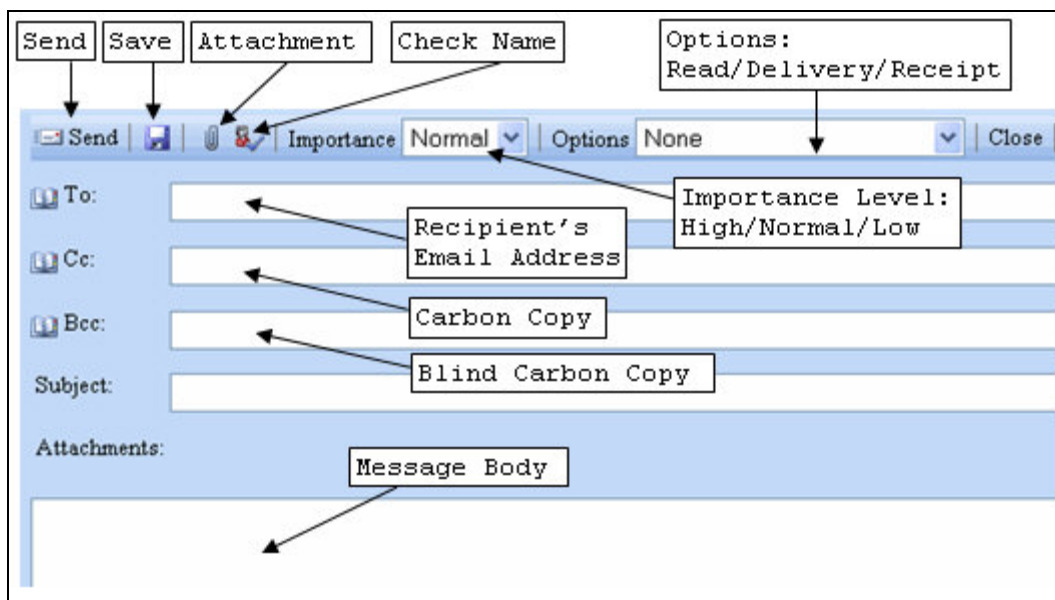




Figure 6 - Compose Message Window


To create and send a message:

1. Select **Inbox**  from the **Navigation Pane**,
2. Click the **New** button  on the **OWA** toolbar. The **View Pane** redraws to display the e-mail **Compose Message** window.
3. Enter a recipient e-mail address in the **To:** text box.

NOTE: If there is more than one recipient, enter the recipient e-mail addresses in the respective boxes separated by semicolons. The addressee in the **To:** box is the primary message recipient, and is always required. The **Cc:** (carbon copy) box is for specifying secondary message recipient(s). The message recipient(s) in the **Bcc:** (blind carbon copy) text box will not be displayed to the primary and secondary recipients.

4. Enter a subject for the message in the **Subject:** text box.
5. Set the level of importance of the message from the **Importance** drop-down list.


NOTE: The default importance level is **Normal**. Other options are **High** and **Low**.

6. Choose a receipt request option from the **Options** drop-down list.
7. Type the body of the message in the **Message body** text box.
8. Click the **Send** button  to send the message. The window redraws to display the **Inbox**.

Address Search

This option helps the user to find a recipient from the **Address Book** and enter it in the appropriate field ready for e-mailing. Address Book contains contact information for all users of OWA in the organization. Personal contacts can also be added for individual use.

To insert a contact:

1. Compose a message as described in the *Creating and Sending a Message* section.
2. Click the **Address Book** button  next to the **To:** label. The **Find Names** dialog box will open (see Figure 7).



<input checked="" type="checkbox"/>	Name	Phone	Office	Title	Company	Alias
<input checked="" type="checkbox"/>	SSTP					sstp

Figure 7 - Address Search


3. Enter the relevant information in the text boxes.

4. Click the **Find** button to begin search. Any match will display below.
5. Select the check box next to the contact and then click either **To**, **Cc**, or **Bcc** button to add the selected contact to the desired field for messaging.
6. Click the **Close** button to return to the **Compose Message** window.

Adding Attachments to Messages

There are times when the user has to send a file attachment along with a message. There is no restriction to the type of file that can be attached to an outgoing message, however, an OWA recipient will not be able to see and open some restricted formats.


To attach a file to a message:

1. Compose a message as described in the *Creating and Sending a Message* section.
2. In the **Compose Message** window, click the **Add Attachments** button . The **Attachment** window will appear in the **View Pane**.
3. Click the **Browse** button to locate the file.

NOTE: There is an attachment size limitation of 10 Mb per email. Split up the attachments in several emails if the limitation is exceeded.

4. Click the **Attach** button to add it to the list. The file name will appear in the *Current file attachments:* section once it is loaded into the system.
5. Repeat steps 3 and 4 to attach additional files.

NOTE: If a wrong file is located, it can be removed by selecting the check box to the left of the file name and then clicking the **Remove** button.

6. Click **Go Back to Message** to return to the message after all files are attached, or click the **Send** button  to send the message directly.

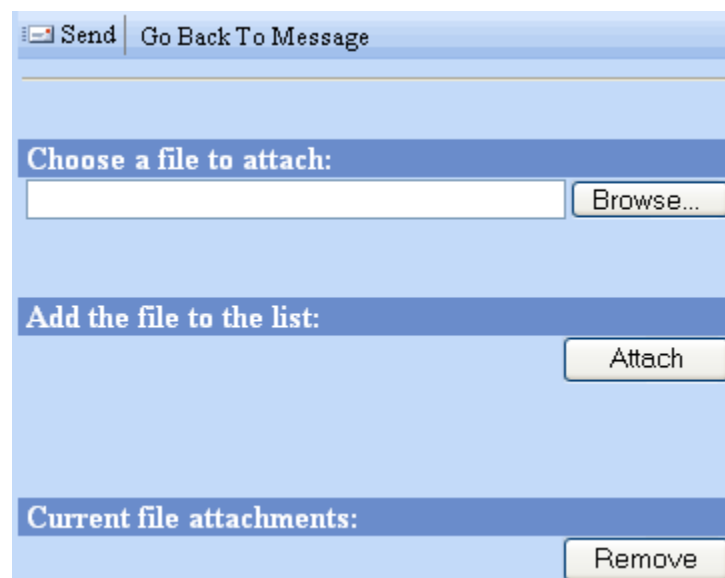










Figure 8 – Attachment Window

REPLYING TO A MESSAGE

When replying to a message, there are two available options. By clicking the **Reply** button , the **Compose Message** window will open with the original sender's name automatically in the **To:** text box. Clicking the **Reply to All** button  will send the message to all the original

recipients of the message, as well as to the original sender. Table 4 explains the function of each button in the message viewer window:



Table 4 - Message Viewer Buttons

Icon	Functionality
	Reply to sender.
	Reply to all.
	Forward message to other people.
	Move/Copy a selected message to another folder.
	Delete a selected message.
	Move to previous/next message.

FORWARDING A MESSAGE

Forward function is a useful feature when it is necessary to pass on received messages to other people.


To forward a message:

1. Open the message to forward.
2. Click the **Forward** button  on the **OWA** toolbar. The **Compose Message** window opens.
3. Enter recipient names in the **To:**, **Cc:**, and/or **Bcc:** text boxes.
4. Enter a new subject in the **Subject** box and/or additional text in the **Message body** text box (optional).
5. Click the **Send**  button. **Inbox** window will be displayed in the **View** pane.

NAME CHECKING

Occasionally a recipient's name or e-mail address may not come to mind. OWA automatically checks the names of the recipients typed in the **To:**, **Cc:**, and **Bcc:** text boxes against the names in the address book. If an exact match is found, the name is underlined. If multiple matches are found, a red wavy line appears under the name.

To verify the names of the recipients in the e-mail address text boxes:

1. In the **To:**, **Cc:**, and **Bcc:** text boxes type the desired address(es).
2. Click the **Check Names** button . All names present in the three fields will move to the top of the corresponding fields. Names that cannot be resolved to an existing entry in the address book will show in red and a yellow warning will appear above (see Figure 9).
3. Click the incorrect contact to display the *E-Mail Properties* dialog box.
4. Correct the incorrect name(s) and optionally change the send mode in-between **To:**, **Cc:**, and **Bcc:** fields. The name can also be removed completely from the list.
5. Click the **Apply** button to go back to the compose window.

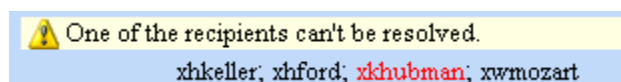


Figure 9 – One of the Addresses on the List is Incorrect

Managing Folders

Managing folders is an essential part of organizing messages in the inbox. Users may find themselves swamped with hundreds of e-mail messages per day. In such cases it is often useful to create subfolders and distribute messages to them according to topic. This adds organization to the account and makes it easier to navigate through the messages.

To create a folder:

1. On the **Navigation Pane** select the folder under which the new folder will be created.
2. On the **Message** drop-down list from the **OWA** toolbar select the **Folder** option. The **Create a new folder** window will appear (see Figure 10).
3. Type the name of the folder and select the type of items that the folder will contain.
4. Click the **Create** button. The newly created folder will display at the top of the default folder under which it was created.

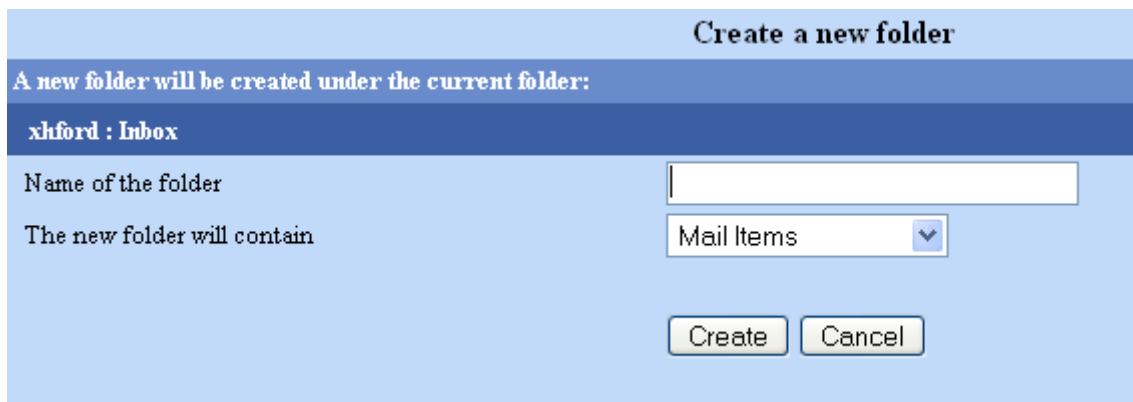


Figure 10 - Create New Folder Dialog Box

SHOWING A SUBFOLDER

A subfolder will be listed under the parent folder along with the files of the later. To show/hide folders from the **View Pane**, click **Expand**  or **Collapse**  button located just under the **OWA** toolbar (see Figure 11).







Figure 11 - Location of Expand Button

MOVING AND COPYING

Moving and copying messages from the **Inbox** to other folders is another important aspect of managing messages.

To move or copy a message:

1. Open a message from **Inbox**.
2. Select either the **Move** button  or the **Copy** button  on the **OWA** toolbar. The corresponding **Folder Picker** window will appear in the **View** pane.
3. Choose a destination folder from the folder list by selecting the option button to the left of the folder name and clicking the **Apply** button (see Figure 12).

NOTE: The **Move** button  moves the selected message to a new folder and deletes it from the original location. The **Copy** button  duplicates the selected message and places one of the copies in the target folder.

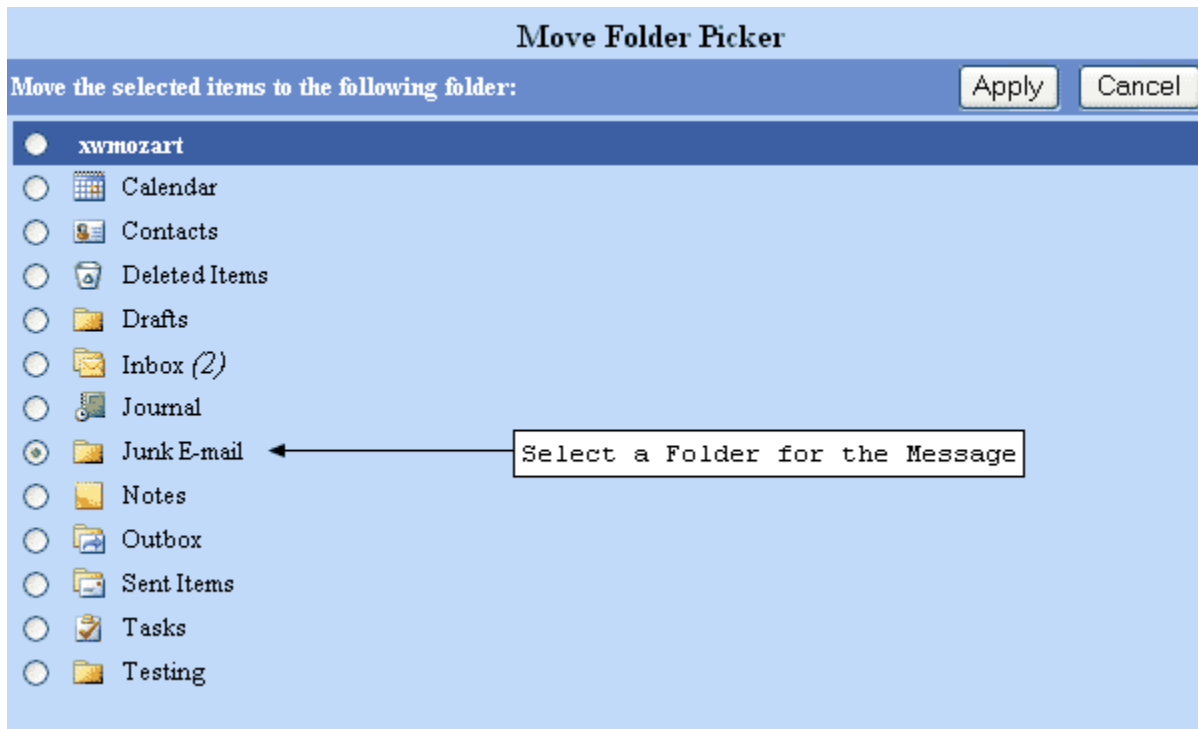



Figure 12 - Opening a Targeted Folder


DELETING FOLDERS

Unnecessary folders take up storage space and are confusing. Deleting unnecessary folders helps the e-mail system run smoother and more efficiently. The default folders such as *Inbox*, *Calendar*, and *Drafts* cannot be deleted.



To delete a folder:

1. Select the folder to delete by clicking the check box next to the folder name in the **View Pane**.
2. Click the **Delete** button . The folder is deleted. The **View Pane** redraws.

Emptying Deleted Items

The *Deleted Items* folder collects deleted messages and provides the user another opportunity to confirm deletions before becoming permanent. Items in this folder can be either permanently deleted or restored back to a regular folder. Clicking the **Empty Deleted** items button  deletes permanently everything in the *Deleted Items* folder. A single message can also be selected for restoration or permanent deletion from the *Deleted Items* folder.

To empty the *Deleted Items* folder:

1. Select **Inbox**  from the **Navigation Pane**.
2. Click the **Empty Deleted** items folder button  on the **OWA** toolbar. A confirmation dialog box will appear (see Figure 13).
3. Click the **OK** button to confirm deletion or the **Cancel** button to cancel the action.

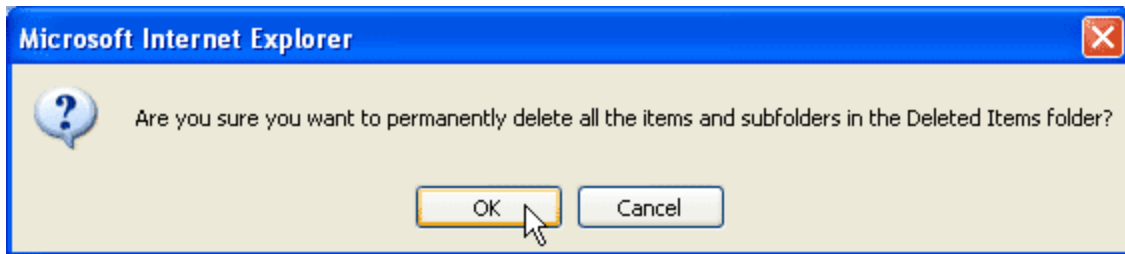






Figure 13 – Permanent Deletion Confirmation

To permanently delete a message:

1. Select **Folders**  from the **Navigation Pane**.
2. Open the *Deleted Items* folder.
3. Select the message to be deleted by clicking the check box next to the message.
4. Click the **Delete** button  on the toolbar to permanently delete the message.

To restore a deleted message:

1. In the *Deleted Items* folder click the check box next to the message to restore.
2. Click either the **Move** button  or the **Copy** button  on the **OWA** toolbar. The **View Pane** will redraw.
3. Choose a destination folder from the folder list. Select the option button to the left of the folder name and click the **Apply** button (see Figure 12).

Using Contacts

Contacts feature in OWA is an address book that stores personal information about individuals. It can include information such as phone numbers, physical addresses, e-mail addresses, job titles, web pages, and notes. **Contacts** can also be used to initiate messages, meeting requests, or view the map of a contact's business or home address.

To add an entry to **Contacts**:





1. Select **Contacts**  from the **Navigation Pane**. The **Contacts** window will display in **View Pane**.
2. Click the **New** button  on the **OWA** toolbar. The *Contact* dialog box will open (see Figure 14).
3. Type in the necessary information.
4. Determine how the contact will be displayed by selecting *File As*: drop-down arrow.
5. Click the **Save** button  to save the information and then **Close** button to return to **Contacts** window.

Figure 14 - New Contact Form

NOTE: Personal address book should not be confused with the Global Address Book, which is a list of contact information of all users of OWA on campus and is available to the same people by default.

To delete a personal entry from **Contacts**:


1. Select the check box next to the contact name.
2. Click the **Delete** button .

DISTRIBUTION LIST

Distribution list is simply a group of e-mail addresses put together with the intent to simplify message addressing in cases of regular large group e-mails. To message to all members of the group, enter the name of the list in one of the address entry fields.

To create a distribution list:

1. In **Inbox** view, click the **Message** drop-down menu and select **Distribution List** item. **Add to Distribution List** window will display on **View Pane**.
2. On the **List Name:** text box enter a name for the list.
3. Use the **Find Names** button to find all contacts or just enter them one by one into the text box below it.

- Click the **Add** button after each entry; if the entry is successful it will show up on the list below the entry field (see Figure 15). However, if the system finds more than one match, **E-mail Properties** window will display with a list of matching names. Select the one to add to the list and click the **Apply** button.
- Click the **Save** button  to save the information and then the **Close** button to return to the previous view.

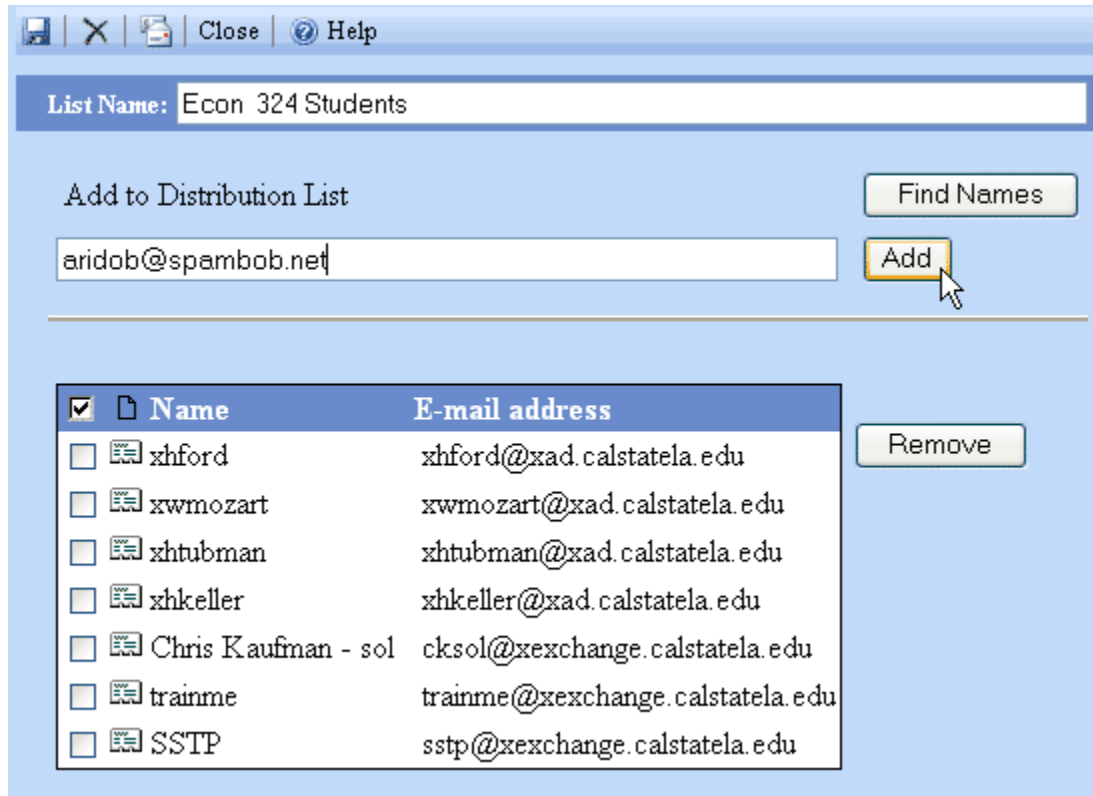




Figure 15 - A Distribution List

To modify a distribution list:

- Select **Contacts**  from the **Navigation Pane**. All contacts and distribution lists will display on the **View Pane** (see Figure 16).
- Click the distribution list being modified. The **View Pane** will redraw.
- To rename the distribution list, type the new name on the **List Name:** text box.
- To add more contacts to the distribution list, follow steps 2 to 4 from the previous step-by-step section.
- To remove contact(s) from the distribution list, click the check box next to the contacts and then click the **Remove** button. Click the **OK** button when a confirmation dialog box displays.
- When done modifying the list, click the **Save** button  and then the **Close** button.

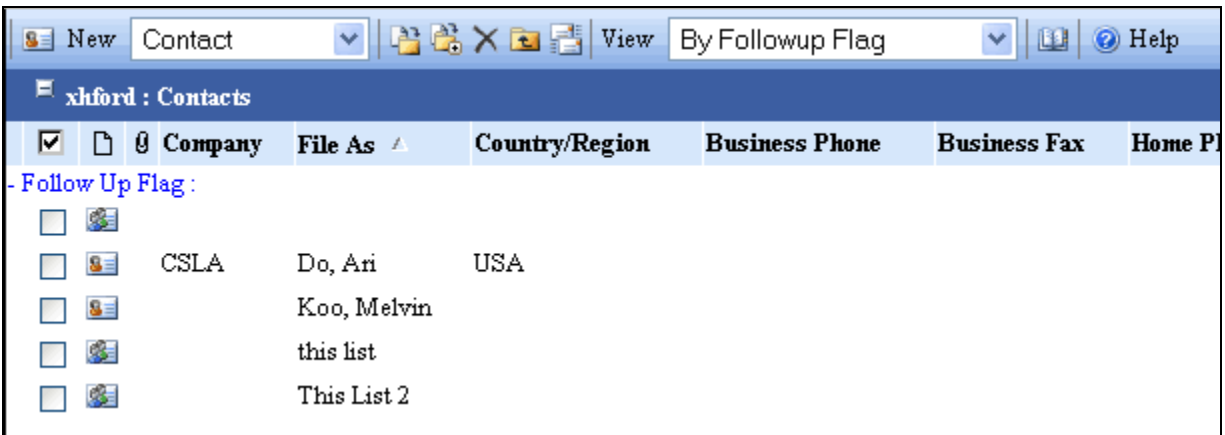
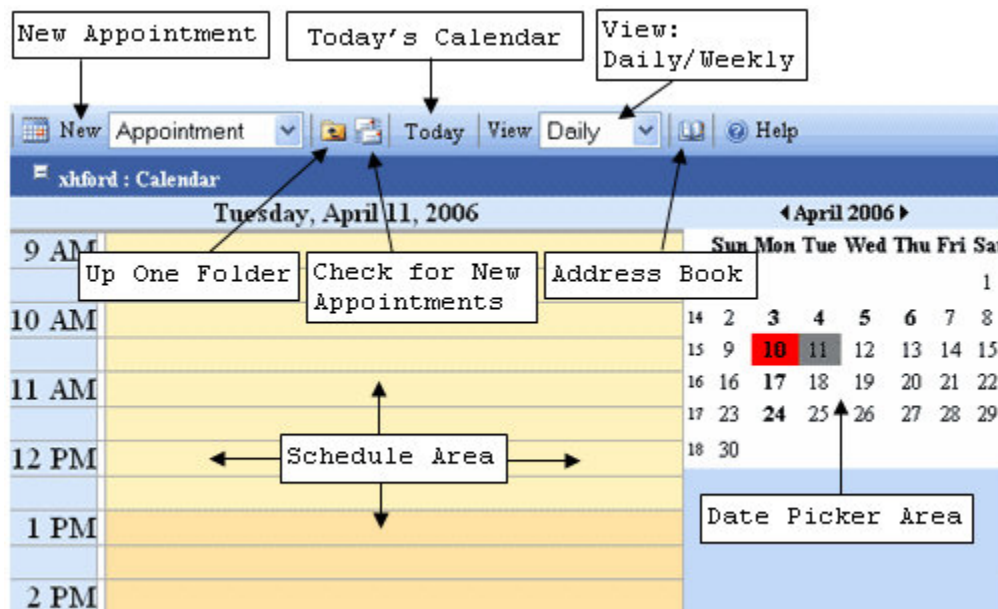


Figure 16 – List of Contacts

Calendar

Calendar helps a user create and keep track of appointments, meeting requests, and events. Each of these items can be set to recurring (i.e., repeating over time). When setting a joint activity other users can refer to a colleague's calendar to have a better chance of not interfering with that person's already made plans.

To display the **Calendar** view, click the **Calendar** button  in the **Navigation Pane**. **View** pane will redraw (see Figure 17).



WORKING WITH CALENDAR

The user can also consult a personal schedule regularly as a reminder of what has to be done next or whether to agree on the suggested schedules for meetings and project due dates.

The **Calendar** view is divided in two sections:



- **Schedule Area** displays titles of either daily or weekly schedules.
- **Picker Area** allows selection of a specific day for display in the **Schedule Area**.

NOTE: In **Calendar** view, the user can switch between **Daily** and **Weekly** view by clicking the **Daily** drop-down arrow. To view or modify an individual item, click its title in the **Schedule Area** to display more detailed information about the entry.

Interpreting Symbols

OWA uses symbols to denote the attributes of a calendar entry. These symbols are depicted in the table below.



Table 5 - Icons in Calendar View

Icon	Description
	Recurring item
	Meeting Request

CREATING A NEW APPOINTMENT

Calendar allows creation of appointments not only as reminders or to keep track of personal busy/free time, but also to coordinate meetings and schedule resources for activities that involve coworkers.

To create a new appointment:

1. In **Calendar** view, choose the date of the new appointment by selecting it in the **Picker Area**.
2. Click the **New** button . The *New Appointment* dialog box will open (see Figure 18).
3. Type the e-mail addresses of the people invited to the meeting, or search for contacts by clicking the **Address Book** button  next to the **Required**, **Optional** or **Resources** text boxes.



The image shows a screenshot of the 'New Appointment Form' in Outlook. At the top, there are three buttons: 'Check Names', 'Recurrence', and 'Importance'. Below these is a toolbar with icons for 'Send', 'Add Attachment', 'Availability', and 'Importance'. The 'Importance' dropdown menu is set to 'Normal'. The form has several input fields: 'Required:', 'Optional:', 'Resources:', 'Subject:', and 'Location:'. Below these fields, there is a section for 'Attachments' with a checked 'Request Responses' checkbox. At the bottom, there are time selection fields for 'Start time' (April 10, 2006, 12:00) and 'End time' (April 10, 2006, 12:30), along with a 'Reminder' field set to '15 minutes' and 'Show time as' set to 'Busy'. A 'Request Responses' checkbox is checked.


Figure 18 - New Appointment Form

NOTE: *Required* is the only field that mandates at least one contact. This contact could very well be the user itself when using the calendar for personal reference. *Optional* may include people that are not crucial to the meeting but could attend. And *Resources* includes support staff such as those that handles equipment and room scheduling.

4. Type the location name in the appropriate fields.
5. Set up the time for the meeting.
6. Click the **Availability** button to check the availability of any possible attendees.

NOTE: **Availability** button allows the appointment setter to check whether or not the targeted attendee is available at the time intended and when can the contacts' schedule fit with that of the scheduler.

7. Change the importance level as needed.
8. Click either the **Send** button  to send the meeting schedule immediately or the **Save** button  to work on it later.

NOTE: For items that deserve attention during the whole day, the user may create an all day event by checking the *All day event* check box. Recurring items  could repeat daily, weekly, bi-weekly, and monthly within a specified period.

RESPONDING TO AN APPOINTMENT







Potential attendees of an appointment will receive an e-mail invitation when the appointment is sent. The attendees can respond to the appointment by clicking the **Accept** , **Tentative** , or **Decline**  button. See Table 6 below for an overview of each option.

Table 6 - Response to an appointment


Button	Description
	Accept confirms the appointment and adds it to the personal calendar.
	Tentative acknowledges the appointment but attendance is not certain.
	Decline rejects the appointment.

RESCHEDULING/CANCELING A MEETING



If the information about an appointment has changed since it was created, the creator of that appointment can modify or cancel it. The planner should first check the availability of attendees and then adjust the schedule to accommodate them.

NOTE: It is not possible to modify an appointment created by someone else.

To modify an existing appointment:

1. Select the appointment or the event. A new window will open displaying details for the selected appointment or event.
2. Make the changes in the appropriate fields.
3. Click the **Send** button . The appointment will update in the scheduler's calendar.
4. All recipients will get a new invitation message and respective calendars will be updated once their response messages are sent.

To cancel an appointment:

1. In **Calendar** view, select the meeting to cancel.
2. Click the **Delete** button  on the toolbar. A confirmation dialog box will open.
3. Click the **Yes** button to confirm. A meeting cancellation message will be sent to all contacts pertinent to the meeting (see Figure 19)
4. Click the **Send** button  on the toolbar to e-mail the cancellation message. The meeting appointment is removed from the sender's calendar.
5. The recipients will get the cancellation message, at which time clicking the **Remove From Calendar** button in the message will remove the appointment from the calendars.

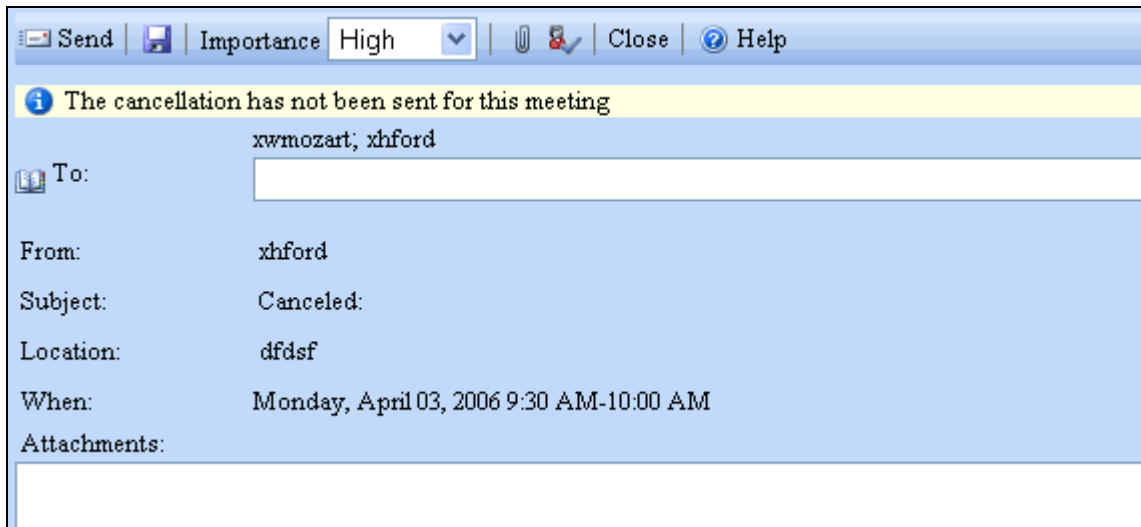


Figure 19 - Cancellation Message

Logging Off

Logging off helps prevent access to the account by someone else. Even if the user will continue using the computer to visit other web sites, it is recommended to first log off from OWA.

To log out:

- Click the **Log Off** button  in the **Navigation Pane**.

Or

- Close all web browser windows.

Information Security Tips

For more on Information Security, visit:

- User Guidelines for E-mail Communications:
http://www.calstatela.edu/its/policies/ITS-1000-G_EmailCommunications.pdf
- Information Security Tips: <http://www.calstatela.edu/its/itsecurity/tips>