# Microsoft Office 365 Outlook Web App (OWA)

## Winter 2015, Version 2.0

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For video tutorials, visit [http://www.youtube.com/mycsula](http://www.youtube.com/mycsula).
Accessing OWA on Mobile Devices
Introduction
Microsoft Office 365 Outlook Web App (OWA) is a web-based email system for Cal State L.A. students, faculty, and staff. It allows users to access their email, calendar, and contacts from any computer with an Internet connection. This handout provides an overview of the Office 365 OWA user interface and covers how to perform basic tasks such as sending and receiving messages, managing folders, creating appointments and meetings, creating contacts and contact groups, customizing OWA settings, and accessing online help.

Logging In
You can log into Office 365 OWA using your myCSULA Identity account.

To log into Office 365 OWA:
1. Launch a web browser, log into the myCSULA Portal (http://mycsula.calstatela.edu) with your myCSULA Identity account, and then click the email icon on the QuickLaunch menu to launch Office 365 OWA (see Figure 1 and Figure 2).

   NOTE: Alternatively, you can launch a web browser and log into Office 365 OWA (http://mymail.calstatela.edu) with your myCSULA Identity account.

Navigation Bar
The Navigation bar is located at the top of the Office 365 OWA interface and provides access to the main components of OWA (see Figure 3). Click Outlook for your email, Calendar for your appointments, and People for your contacts. Notification icons will appear to the left of these links when there is a new message or a calendar reminder. On the right side of the Navigation bar, click the Settings icon to access and customize your OWA settings, or click the Help icon to access online help.
Mail

Office 365 OWA provides all the tools you need to send, respond to, organize, filter, sort, and otherwise manage email messages. When you log into OWA, the Outlook view displays by default. If you switch to another view, you can switch back to the Outlook view by clicking Outlook on the Navigation bar. The Outlook view consists of the Folder pane, the Content pane, the Reading pane, and the Search box (see Figure 4 and Table 1 for a brief description of each element).

![Figure 4 – Outlook View](image)

**Table 1 – Outlook View Elements**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder pane</td>
<td>Displays the folders in your mailbox and Favorites. You can expand or collapse folders by clicking the triangle icons next to the folder names.</td>
</tr>
<tr>
<td>Content pane</td>
<td>Displays a list of all the messages in the current folder. Right-clicking a message in the pane displays a menu of actions you can take such as marking a message as unread or moving it to another folder.</td>
</tr>
<tr>
<td>Reading pane</td>
<td>Used to read and compose messages.</td>
</tr>
<tr>
<td>Search box</td>
<td>Used to search for messages or people.</td>
</tr>
</tbody>
</table>

**Creating New Messages**

Office 365 OWA allows you to create and send email messages to one or more recipients. Every message must have at least one recipient. Addressing an email message is as simple as entering the intended recipient’s email address on the To, Cc (carbon copy), or Bcc (blind carbon copy) lines of the Message form (see Figure 5).

**NOTE:** The Bcc line is not displayed by default; you can display it by clicking the ellipsis icon at the top of the Message form, and then clicking Show Bcc on the menu.
To create a new message:

1. In the **Outlook** view, click **New** in the upper-left corner of the page. A blank **Message** form displays in the **Reading** pane (see Figure 5).

   **NOTE:** You can open the **Message** form in a separate window by clicking the pop out icon in the upper-right corner of the form.

   ![Figure 5 – Message Form](image)

2. On the **To** line, type the email address of each recipient, and then press the **Enter** key.

   **NOTE:** You can also add a recipient by typing the person’s name on the **To** line. OWA will search for matches as you type (see Figure 6). If a match is found, click to add the person to the field. If no match is found or the matches returned are not correct, you can search for that person in your **Contacts** folder and in the **Global Address List**.

   ![Figure 6 – Adding Recipients](image)

3. Repeat step 2 to add recipients on the **Cc** line.
4. On the **Subject** line, type the subject of your message.
5. Type your message in the space below the toolbar.
6. To change the importance level of the message, click the ellipsis icon, point to **Set importance** on the menu, and then click the desired level.

   **NOTE:** By default, new messages have their importance level set to **Normal**.
7. To request a read receipt, click the ellipsis icon, click Show message options on the menu, select the Request a read receipt check box in the Message options dialog box, and then click the OK button (see Figure 7).

8. To add an attachment, click INSERT at the top of the Message form, click Attachments or OneDrive files on the menu, locate and select the file that you want to attach from your Computer or OneDrive, and then click Send as attachment in the pane that appears. The attachment appears below the Subject line (see Figure 8).

   NOTE: You can remove the attachment by clicking the delete icon to the right of the file name.

9. To send the message, click SEND at the top of the Message form.

   NOTE: If you want to send the message at a later time, you can save it in the Drafts folder by clicking the ellipsis icon, and then clicking Save on the menu.

Reading Messages
All new messages are automatically delivered to your Inbox folder. The number of unread messages in a folder appears next to the folder name in the Folder pane (see Figure 9). Also, a blue bar appears to the left of unread messages in the Content pane (see Figure 10).

The message list in the Content pane displays the header of each message (see Figure 10). The message header provides basic information about a message such as the sender’s name or email address, the subject of the message, and the date or time the message was received. Icons displayed in the message header provide additional information about a message.
• A left arrow icon \( \leftarrow \) indicates that the message has been replied to.
• A right arrow icon \( \rightarrow \) indicates that the message has been forwarded.
• A paper clip icon \( \circ \) indicates that the message includes one or more attachments.
• A flag icon \( \uparrow \) indicates that the message has been flagged for follow up.

To read a message:

1. In the Content pane, select the message that you want to read. The message is displayed in the Reading pane (see Figure 11).
   
   **NOTE:** You can open the message in a separate window by double-clicking it in the Content pane.

![Figure 11 – Message Displayed in the Reading Pane](image)

2. If the message includes an attachment, do one of the following:
   • To open the attachment, click the down arrow \( \downarrow \) on the attachment, click Download, and then click the Open button on the Notification bar at the bottom of the window (see Figure 12). The file opens in the appropriate application.
   • To save the attachment, click the down arrow \( \downarrow \) on the attachment, click Download, and then click the Save button on the Notification bar. The file is saved in the Downloads folder.
   • To preview the attachment, click the icon for the attachment. The file is displayed in the web browser window.

   **NOTE:** It is not recommended to open or save an attachment unless you trust the content and the person who sent it to you. Attachments are a common method for spreading computer viruses.
Replying to Messages
When replying to a message, you can reply only to the person who sent the message or you can reply to the sender of the message and all other recipients. When you reply to a message, the subject is automatically copied from the original message and the Re: prefix is added to indicate that the message is a reply. Also, the text of the original message is automatically copied into the new message.

To reply to the sender:
1. In the Content pane, select the message that you want to reply to.
2. In the Reading pane, click \( \Leftarrow \) REPLY. A Message form addressed to the sender displays in the Reading pane.
3. Type your response in the space above the original message.
4. Click SEND at the top of the Message form.

To reply to the sender and all other recipients:
1. In the Content pane, select the message that you want to reply to.
2. In the Reading pane, click \( \Leftarrow \) REPLY ALL. A Message form addressed to the sender and all other recipients displays in the Reading pane.
3. Type your response in the space above the original message.
4. Click SEND at the top of the Message form.

Forwarding Messages
When you receive a message, you can forward it to one or more recipients. When you forward a message, the subject is automatically copied from the original message and the Fw: prefix is added to indicate that the message is a forward. Also, the text of the original message is automatically copied into the new message.

To forward a message:
1. In the Content pane, select the message that you want to forward.
2. In the Reading pane, click \( \Rightarrow \) FORWARD. A Message form displays in the Reading pane.
3. On the To line, type the email address of the person you want to forward the message to.
4. Type your response in the space above the original message.
5. Click SEND at the top of the Message form.

Flagging Messages
You can flag a message to remind yourself to follow up on it later. OWA includes five preconfigured flags (Today, Tomorrow, This week, Next week, and No date). When a message is flagged, a flag icon appears to the right of the message in the Content pane (see Figure 13). When you no longer need the flag, you can either mark the message complete or clear the flag.

NOTE: Any message that you flag will appear in the Tasks folder.

Figure 13 – Flagged Message
To flag a message:
1. In the Content pane, point to the message that you want to flag, and then click the flag icon.

**NOTE:** When you flag a message, **Today** is automatically assigned as the follow-up date. You can set a different follow-up date by right-clicking the flag icon and selecting the desired option from the menu (see Figure 14).

To mark a flagged message as complete:
1. Click the flag icon. The flag icon changes to a check mark icon.

To remove a flag from a message:
1. Right-click the flag icon, and then click **Clear flag** on the menu (see Figure 14).

**Printing Messages**
You can print a copy of a message using the web browser’s Print function.

To print a message:
1. In the **Content** pane, select the message that you want to print.
2. In the **Reading** pane, click the ellipsis icon, and then click **Print** on the menu (see Figure 15). A printer-friendly version of the message opens in a new window and the **Print** dialog box opens.
3. Select the desired print options, and then click the **Print** button.

**Deleting Messages**
Over time, your mailbox can fill with hundreds of messages. You should delete messages that you no longer need. When you delete a message, it is moved to the **Deleted Items** folder.

To delete a message:
1. In the **Content** pane, point to the message that you want to delete, and then click the delete icon.

**NOTE:** If you want to restore a deleted message, move the message from the **Deleted Items** folder to the desired folder.
Filtering Messages
By default, all messages in the current folder are displayed in the Content pane. You can use the filters at the top of the pane to show only messages that are unread, messages that have your name on the To or Cc line, or messages that are flagged.

To filter messages:
1. Click the desired filter at the top of the Content pane (see Figure 16). Only those messages that meet the selected criteria are displayed in the Content pane.

Sorting Messages
By default, messages in the Content pane are grouped by conversation and are sorted by the date received, with the newest message at the top. You can change how messages are sorted by using the sort control at the top of the Content pane.

To change how messages are sorted:
1. Click the sort control at the top of the Content pane, and then click the field by which you want to sort the messages (see Figure 17).

Moving Messages
You can organize your messages by moving them from your Inbox folder to other folders.

To move a message:
1. In the Content pane, right-click the message that you want to move, point to Move on the menu, and then click the desired folder (see Figure 18).

NOTE: You can also move a message by dragging it to a different folder.
### Managing Folders

By default, messages that are sent to you are stored in your Inbox folder. You can create subfolders and distribute your messages to different folders to keep your mailbox organized.

The Folder pane displays the default folders in OWA as well as any folders that you create (see Figure 19). Below is a description of each default folder:

- **Inbox:** By default, all incoming messages are delivered to this folder.
- **Drafts:** Copies of in-progress messages are automatically stored in this folder.
- **Sent Items:** By default, a copy of every message you send is stored in this folder.
- **Deleted Items:** By default, every item that you delete from your mailbox is moved to this folder.
- **Junk Email:** Incoming messages that are identified as spam are automatically moved to this folder.
- **Notes:** This is a read-only folder. You must use Outlook to create or edit items in this folder.

Right-clicking a folder in the Folder pane displays a menu of actions you can take (see Figure 20). These actions include creating, renaming, deleting, emptying, or moving a folder; adding a folder to your Favorites; and marking every item in a folder as read.

**NOTE:** The default folders cannot be renamed, deleted, or moved. When you right-click a default folder, those options appear dimmed on the menu.

![Figure 19 – Folder Pane](image)

![Figure 20 – Folder Menu](image)

### Creating Folders

You can create additional folders to organize your messages. For example, you can create a folder for a specific project or for all messages sent by a particular person.

To create a new folder:

1. In the **Folder** pane, right-click the folder in which you want to create the new folder (e.g., **Inbox**), and then click **Create new folder** on the menu (see Figure 20).
2. Type a name for the new folder in the box that appears, and then press the **Enter** key (see Figure 21).
Renaming Folders
You can rename any folder that you create.

To rename a folder:
1. In the Folder pane, right-click the folder that you want to rename, and then click Rename on the menu (see Figure 20).
2. Type a new name for the folder, and then press the Enter key.

Deleting Folders
You can delete any folder that you create. When you delete a folder, it is moved to the Deleted Items folder.

To delete a folder:
1. In the Folder pane, right-click the folder you want to delete, and then click Delete on the menu (see Figure 20).
2. The Delete folder dialog box opens asking you to confirm. Click the OK button (see Figure 22).

Emptying the Deleted Items Folder
By default, every item that you delete from your mailbox is moved to the Deleted Items folder. The item is not permanently deleted until you empty the Deleted Items folder or delete the item individually from the Deleted Items folder.
To empty the Deleted Items folder:
1. In the Folder pane, right-click the Deleted Items folder, and then click Empty folder on the menu (see Figure 20).
2. The Empty folder dialog box opens asking you to confirm. Click the OK button (see Figure 23).

![Empty Folder Dialog Box](image)

**Figure 23 – Empty Folder Dialog Box**

**Turning on Automatic Replies**
You can use the Automatic replies feature of OWA to notify people who send you messages that you are not available to respond. You can create different messages to send to people inside Cal State L.A. and people outside Cal State L.A. After automatic replies are turned on, they will be sent once to each sender.

To turn on automatic replies:
1. Click Settings on the right side of the Navigation bar, and then click Automatic replies on the menu (see Figure 24).

![Settings Menu](image)

2. On the Automatic replies page, select the Send automatic replies option (see Figure 25).
3. Type your message in the box labeled Send a reply once to each sender inside my organization with the following message.
4. Select or deselect other options as desired, and then click SAVE at the top of the page.
Calendar

The Calendar view allows you to create and track appointments and meetings. You can view your calendar in four different ways by clicking Day, Work week, Week, or Month in the upper-right corner of the page; month view is the default view (see Figure 26). The small calendar in the left pane can be used to navigate from one date to another; the darker shading marks the current date. The area above the main calendar can be used to navigate from one month to another; click any of the months to jump to that month.

Figure 26 – Calendar in Month View
Creating Appointments

An appointment is a block of time you mark on your calendar for a specific activity. Appointments can be a single occurrence or can be scheduled to repeat. Appointments appear only on your calendar.

To create an appointment:

1. Click Calendar on the Navigation bar to switch to the Calendar view.
2. Click New in the upper-left corner of the page. A blank Calendar Item form displays (see Figure 27).
3. On the Event line, type a short description of the event.
4. On the Location line, type the location of the event.
5. Under Start, select the starting date and time.
6. Under Duration, select the duration of the event.
7. Under Show as, select how you want the time to appear on your calendar.
8. Under Reminder, select when you want to be reminded.
9. If you want this event to repeat, select a repeating pattern under Repeat.
10. In the Notes box, type any additional information.
11. Click SAVE at the top of the form.

![Figure 27 – Calendar Item Form](image)

Editing or Deleting Appointments

If the information about an appointment has changed since it was created, you can edit the appointment. You can also delete an appointment and remove it from your calendar.
To edit an appointment:
1. Click the event on your calendar to display a quick view of that event, and then click EDIT (see Figure 28). The Calendar Item form displays.
   
   NOTE: If you are editing a repeating event, when you are prompted, select Edit occurrence to have your changes affect only that occurrence or Edit series to edit every event in the series.

2. Make the desired changes.
3. Click SAVE at the top of the form.

![Figure 28 – Quick View of Selected Event](image)

To delete an appointment:
1. Click the event on your calendar to display a quick view of that event, and then click DELETE (see Figure 28).

   NOTE: If you are deleting a repeating event, when you are prompted, select Delete occurrence to delete only that occurrence or Delete series to delete every event in the series.

2. The Delete event dialog box opens asking you to confirm. Click the Delete button (see Figure 29).

![Figure 29 – Delete Event Dialog Box](image)

Creating Meetings
A meeting is an appointment to which you invite other people. Responses to your meeting invitation appear in your Inbox folder. Like appointments, meetings can be a single occurrence or can be scheduled to repeat. You create a meeting the same way you do an appointment, but you invite attendees.
To create a meeting:
1. Click **New** in the upper-left corner of the Calendar view. A blank Calendar Item form displays (see Figure 27).
2. On the **Event** line, type a short description of the meeting.
3. On the **Location** line, type the location of the meeting.
4. On the **Attendees** line, type the email address of each person you want to invite to the meeting, and then press the **Enter** key.

   **NOTE:** You can also add an attendee by typing the person’s name on the **Attendees** line. OWA will search for matches as you type (see Figure 30). If a match is found, click to add the person to the field. If no match is found or the matches returned are not correct, you can search for that person in your **Contacts** folder and in the **Global Address List**.

   ![Figure 30 – Adding Attendees](image)

5. Each person you add will automatically be added as **required**. To change that status, right-click the name, and then click **Attendance optional** on the menu.

   **NOTE:** After you add all the attendees, you can use the **SCHEDULING ASSISTANT** to check their availability.

6. Under **Start**, select the starting date and time.
7. Under **Duration**, select the duration of the meeting.
8. Under **Show as**, select how you want the time to appear on your calendar.
9. Under **Reminder**, select when you want to be reminded.
10. If you want this meeting to repeat, select a repeating pattern under **Repeat**.
11. In the **Notes** box, type any additional information.
12. Click **SEND** at the top of the form. A meeting invitation is sent to each attendee and the meeting is added to your calendar. Each person who receives your meeting invitation can accept, tentatively accept, or decline your invitation.

**Rescheduling or Canceling Meetings**
You can reschedule or cancel a meeting you previously scheduled.

To reschedule a meeting:
1. Click the meeting on your calendar to display a quick view of that meeting, and then click **EDIT** (see Figure 31).
2. On the Calendar Item form, under **Start**, change the starting date or time.
3. Make any other changes as desired.
4. Click **SEND** at the top of the form to send an update to all attendees.
To cancel a meeting:
1. Click the meeting on your calendar to display a quick view of that meeting, and then click CANCEL (see Figure 31).
2. The Cancel meeting dialog box opens asking you to confirm. Click the Yes button (see Figure 32). A Message window opens.
3. Click SEND at the top of the window to send the cancellation notice to all attendees.

   NOTE: If you want to include a message with the cancellation notice (e.g., the reason you are cancelling the meeting), type your message in the space below the toolbar before you send it.

**Responding to Meeting Invitations**
Other people may invite you to meetings. Meeting invitations appear in your Inbox folder. You can respond to a meeting invitation by accepting, tentatively accepting, or declining the invitation. You can also propose a new meeting time. When you accept or tentatively accept a meeting invitation, it gets added to your calendar.

To respond to a meeting invitation:
1. Click Outlook on the Navigation bar to switch to the Outlook view.
2. In the **Content** pane, select the meeting invitation that you want to respond to.

3. In the **Reading** pane, click **ACCEPT**, **TENTATIVE**, or **DECLINE**, and then select the desired option from the menu that appears (see Figure 33).

   **NOTE:** If you select the **Edit the response before sending** option, a **Message** form addressed to the sender of the meeting invitation displays in the **Reading** pane. Type your response, and then click **SEND** at the top of the form.

   **NOTE:** If you want to propose a new meeting time, click **PROPOSE NEW TIME**, select the desired option from the menu that appears, enter a new date and time in the corresponding fields, and then click **OK** at the top of the page. A **Message** form addressed to the sender of the meeting invitation displays in the **Reading** pane. Type your response, and then click **SEND** at the top of the form.

![Figure 33 – Meeting Invitation](image)

### People

The **People** view provides access to all your personal contacts and contact groups as well as the Global Address List. The People view consists of the Folder pane, the Content pane, the Reading pane, and the Search box (see Table 2 and Figure 34 for a brief description of each element).

**Table 2 – People View Elements**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder pane</td>
<td>Displays contact folders. You can expand or collapse folders by clicking the triangle icons next to the folder names. The <strong>Connect to social networks</strong> link below the folder list allows you to add people to your contact list by setting up a connection with a supported networking or social media service such as <strong>LinkedIn</strong> or <strong>Facebook</strong>.</td>
</tr>
<tr>
<td>Content pane</td>
<td>Displays a list of all the contacts in the current folder.</td>
</tr>
<tr>
<td>Reading pane</td>
<td>Displays the contact card for the selected person or group.</td>
</tr>
<tr>
<td>Search box</td>
<td>Used to search for people.</td>
</tr>
</tbody>
</table>
When a message is displayed in the Reading pane of the Outlook view, you can click any name in the To or Cc fields to view the person’s contact card (see Figure 35). This same information appears in the Reading pane of the People view. The contact card includes icons that you can use to do the following:

- Click the email icon 💌 to send a message to the person.
- Click the calendar icon ⌚️ to send a meeting invitation to the person.
- Click Add to contacts to add the person to your Contacts folder.
Creating New Contacts
You can create contacts to store information about the people you regularly communicate with, including their name, email address, street address, and phone number.

To create a new contact:
1. Click People on the Navigation bar to switch to the People view.
2. In the Folder pane, click the Contacts folder.
3. Click New in the upper-left corner of the page, and then click Create contact in the dialog box that opens. A blank Contact form displays (see Figure 36).
4. Type a name for the contact.
5. Fill in any other information that you want to include for the contact.
   NOTE: Click the plus icon next to the desired field to expand it or to see more options for that field.
6. Click SAVE at the top of the form.

![Contact Form](image)

Figure 36 – Contact Form

Editing Contacts
If the information about a contact has changed since it was created, you can edit the contact.

To edit a contact:
1. In the Content pane, select the contact that you want to edit. The contact card for the selected person is displayed in the Reading pane (see Figure 37).
2. Click **Edit** at the top of the pane. The **Contact** form displays.
3. Make the desired changes.
4. Click **SAVE** at the top of the form.

![Contact Card](image)

**Figure 37 – Contact Card**

**Deleting Contacts**
When you delete a contact, it is moved to the Deleted Items folder.

To delete a contact:
1. In the **Content** pane, select the contact that you want to delete. The contact card for the selected person is displayed in the **Reading** pane.
2. Click the ellipsis icon at the top of the pane, and then click **Delete** on the menu.
3. The **Delete contact** dialog box opens asking you to confirm. Click the **Delete** button (see Figure 38).

![Delete Contact Dialog Box](image)

**Figure 38 – Delete Contact Dialog Box**
Creating and Editing Contact Groups

Contact groups allow you to send messages and meeting invitations to multiple contacts without having to enter each contact separately. Any contact with a valid email address can be included in a group. Additionally, contacts can be added or deleted from an existing group as needed.

To create a contact group:

1. Click ☀️ New in the upper-left corner of the People view, and then click Create group in the dialog box that opens. A blank Group form displays in the Reading pane (see Figure 39).

2. In the Group name box, type a name for the group.

3. In the Members box, type the email address of each person you want to add to the group, and then press the Enter key.

   NOTE: You can also add a member by typing the person’s name in the Members box. OWA will search for matches as you type (see Figure 40). If a match is found, click to add the person to the group. If no match is found or the matches returned are not correct, you can search for that person in your Contacts folder and in the Global Address List.

4. Click SAVE at the top of the form.
To delete a member from a contact group:
1. In the **Content** pane, select the contact group that you want to edit. The contact card for the selected group is displayed in the **Reading** pane.
2. Click **Edit** at the top of the pane. The **Group** form displays.
3. Click the delete icon \(\times\) next to the member that you want to delete (see Figure 41).
4. Click **SAVE** at the top of the form.

![Figure 41 – Group Members](image)

### Logging Out

Logging out helps prevent someone else from accessing your mailbox. When you are done using Office 365 OWA, you should log out and close the web browser window.

To log out of Office 365 OWA:
1. Click your **Profile** icon \(\text{\(\uparrow\)}\) on the right side of the **Navigation** bar, and then click **Sign out** on the menu (see Figure 42).
2. Close the web browser window.

![Figure 42 – Navigation Bar](image)

### Accessing OWA on Mobile Devices

You can use mobile devices such as phones and tablets to access Office 365 OWA. Setup instructions for various mobile devices are available on the [Set up a mobile device to synchronize with your account](#) page.