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Microsoft Outlook Web App (OWA) For Exchange 2013 Quick Reference Guide (Cheat Sheet Of Instructions, Tips & Shortcuts - Laminated Card)

Outlook® Web App for Exchange 2013

Mail

Displaying the Inbox

- Click **Inbox** in the left-hand pane.
- Click **Refresh**.

Creating and Sending a Message

- Click **New** to create a new message.
- In the TO or CC boxes, type the names or email addresses of the people you are sending. Separating multiple names with a semi-colon (;). To select a name suggested from your address book, press **Enter** for the first match or **Ctrl** to select another match.
- To select names from your address book contacts:
 - Click **To** or **CC**.
 - Select a name from the list. To type in the word for **cc**, then select a name.
 - Click **cc** to insert the recipient.
 - Repeat **Step 2** and **3** as needed. **Ctrl** OK.
- Type the SUBJECT and the body of the message.
- Click **Send**.

Attaching a File to a Message

- Click **Attach**.
- Choose **Attach File** or **Attach**.
- Locate and select the file you want to attach.

Showing BCC

In the message window, click **Show BCC**.

Sending a Message with High or Low Importance

In the message window, click **Set Importance** and choose **High** or **Low**.

Requesting Action or Delivery Receipts

- In the message window, click **Request Action** or **Show Message Origin**.
- Select **Request a Delivery Receipt** or **Request a Read Receipt**.

Checking Spelling

Mispelled words are underlined with red squiggles. To correct, or for language and dictionary options, right-click the misspelled word.

Showing/Hiding the Reading Pane

Use the Reading Pane to read messages and conversations without opening them.

- Click **View** and choose **Display Settings**.
- If necessary, click **Reading Pane**.
- Set the **Layout**.
- Click **OK**.

Grouping Messages by Conversation

Arrange messages by conversation to group messages that are related to a previous email.

- To turn on/off grouping by conversation, click the **View** at the top right of the message list (or **VIEW BY CONVERSATION** in the **CONVERSATIONS** section) and choose **ON** or **OFF**.
- To list all messages in a conversation, choose **Conversation** (or **CONV**) to select the conversation and view in the Reading Pane.

Ignoring a Conversation

To automatically hide existing and future messages that are part of the same conversation:

- Right-click a conversation in email and select **Ignore Conversation**.
- Click **OK**.

Note: Does not delete messages from your inbox.

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Reading Messages

Select a message or conversation to view in the Reading Pane. To:

- Expand or collapse a message to open it.
- Click **Expand**.

Opening/Saving Attachments

- Click on the attachment.
- If prompted, click **Save** to save the attachment or:

- To open a file, click **Open**.
- To save a file, click **Save**.

Replying to a Message

- Open/Select the message.
- To reply to the sender only, click **Reply** or to reply to all addresses, click **Reply All**.
- Complete the message then click **Send**.

Forwarding a Message

- Open/Select the message.
- Click **Forward**.
- Complete the email then click **Send**.

Saving a Draft

If you are not ready to send a message, use a **Draft**.

- With the message in progress, click **Save** and choose **Save**. The message is automatically placed in a folder called **DRAFTS**.

When you are ready to complete and send the message:

- Click on the **DRAFTS** folder in the folder list.
- Select the message then click **Send**.
- Finish the message, and click **Send**.

Creating a Folder

- Click **Mailbox**, **Calendar**, **People** or **Tasks**.
- In the navigation pane on the left (Right-Click) the desired folder, or **Mail**, **Calendar**, **Tasks** or **Contacts**, then click **New Folder** or **Calendar**.
- Type a name for the new folder. Press **Enter**.
- Select the message.

Moving or Copying Messages

- Select the message.
- To move, drag the folder.
- To copy, **Ctrl**-drag to a folder. If a folder is not visible, expand it to give you the option to expand.

Creating an E-Mail Signature

- From any Outlook folder, click **File** and select **Options**.
- Click **Settings**.
- If necessary, click **Mail**.
- Under **MAIL SIGNATURE**, type and format your email signature as desired.
- To have more than one signature, click **Advanced** and click **Include My Signature** or **Include My Signature**.
- Click **Save** then **OK**.
- To manually insert your signature when composing a message, click **Insert** then **Signature**.

Opening Another User's Mailbox

- Click your name on the top right, then select **Open Another Mailbox**.
- Type in the name of the other user. Click **Open**. If you have permission, the other user's mailbox will open.

Turning on Automatic Replies

When you are out of the office, you can:

- Click **File** then select **Settings** then **Automatic Replies**.
- Select **SEND AUTOMATIC REPLY**.
- To customize the messages, select **EDIT MY REPLY**. **EDITING THIS MESSAGE**, then set times.
- Type the message to send while you are away.
- Choose how to deal with auto replies to SENDERS OUTSIDE MY ORGANIZATION, and provide a different message if desired.
- When finished, click **OK** then **OK**.

Turning off the Automatic Replies

If an auto-replies notice, you will be prompted to turn off automatic replies when you log in. Otherwise:

- Click **File** then select **Settings** then **Automatic Replies**.
- Select **TURN OFF AUTOMATIC REPLY**.
- Click **OK** then **OK**.

Searching for Mail

- In the folder list, select the folder you want to search through (e.g., **MAIL**, **SENT ITEMS**).
- In the folder list, click **Advanced Search** above the list of items. Alternatively, search for:

- Structure of the organization or to get search for the recipient, press **Ctrl** or **Shift**.
- Select **Structure** to operate on the items.
- When done, click **OK**.

Chat

Starting a Chat

To start an instant message conversation, click a person's name in the People list or (hover over a person's name to see **STATUS** section) or email, then click **Chat**. If you receive a chat message, an **INCOMING** notification will appear. Click **ACCEPT**.

Changing Your Chat Status

Click your name on the top right, select your status.

Signing Out of Instant Messaging

Click your name on the top right, choose **Sign Out** or **Off**.

Mail	
New message	Ctrl N
Deleted	Del
Reply	Ctrl R
Reply to all	Ctrl Shift R
Forward	Ctrl Shift F
Save Draft	Ctrl S
Send	Ctrl Enter

For Any Outlook Item

View Item	Ctrl V
Delete Item	Del
Send Feedback	Ctrl Shift F

Relating Multiple Items (Mail & Tasks)

Conversation Item	Click on the list item and Shift (Mail) or the list item and Ctrl (Tasks)
Non-conversation Item	Click on the list item and Ctrl (Mail) or Shift (Tasks)

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Synopsis

Note: This guide was updated in September 2015 and reissued under ISBN 978-1-939791-89-4. Please search that ISBN to get the latest version of this guide. Laminated quick reference card showing step-by-step instructions and shortcuts for how to use Microsoft Outlook Web App for Exchange 2013. This guide is suitable as a training handout, or simply an easy to use reference guide, for any type of user. The following topics are covered: Mail: Displaying the Inbox Creating and Sending a Message Attaching a File to a Message Showing BCC Sending a Message with High or Low Importance Requesting a Read or Delivery Receipts Checking Spelling Show/Hide the Reading Pane Grouping Messages by Conversation Ignoring a Conversation Reading Messages Opening/Saving Attachments Replying to a Message Forwarding a Message Saving a Draft Creating a Folder Moving or Copying Messages Opening Another User's Mailbox Creating an E-Mail Signature Opening Another User's Mailbox Turning on/off Automatic Replies when Out of the Office. Chat: Starting a Chat Changing Your Chat Status Signing Out of Instant Messaging. People: Displaying People Creating and Editing Contacts Finding a Contact Linking/Unlinking Contacts Creating a Distribution List Sending a Mail Message or Meeting Request to a Contact. Tasks: Displaying Tasks Changing Tasks Viewed Creating a Task Marking a Task or Flagged Item Complete. Calendar: Displaying the Calendar Viewing the Calendar Creating & Editing Appointments Scheduling Meetings Responding to Meeting Requests Making an Appointment Repeat. Common Procedures: Using Flags Sorting Tasks/Contacts/Email Deleting an Item Undeleting an Item Using Categories Logging Off. Also includes a list of keyboard shortcuts.

Book Information

Pamphlet: 2 pages

Publisher: Beezix Inc. (September 23, 2013)

Language: English

ISBN-10: 1939791111

ISBN-13: 978-1939791115

Product Dimensions: 11 x 8.5 inches

Shipping Weight: 0.3 ounces

Average Customer Review: 5.0 out of 5 stars [See all reviews](#) (1 customer review)

Best Sellers Rank: #2,116,848 in Books (See Top 100 in Books) #95 in [Books > Computers & Technology > Software > Microsoft > Microsoft Outlook](#) #191 in [Books > Computers & Technology > Software > E-mail](#) #455046 in [Books > Reference](#)

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