

Overview

- Outlook Web Access is the email service provided for students at Newcastle University. This document is a simple guide which highlights the more important aspects.
- This guide describes **OWA 2007**: the version used by students who entered the University in September 2007 (students registered earlier use the previous version, OWA 2003).
- The guide is based on using OWA 2007 from a PC running **Windows XP** – the type of PC found in all University computer rooms.

OWA can be used from any other type of computer, but the interface may be different, with fewer facilities: what is known as the “Light” version – see page 4.

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Dealing with SPAM

“Spam” – that is, junk email – is a problem for everyone on the Internet.

ISS deletes 80% of incoming spam before delivery. You can adjust the action taken for your account by going to:

<http://www.ncl.ac.uk/iss/support/security/spam/>

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What is OWA?

- **Outlook Web Access (OWA)** is a version of Microsoft Outlook Exchange (see below). OWA is used only via web browser programs (e.g. Internet Explorer, Safari, Firefox, etc.).
- OWA works like well-known commercial email services (Hotmail, Yahoo, etc.): you can use it from anywhere where you can find a computer that is connected to the Internet.
- Microsoft **Outlook Exchange** is the system used at Newcastle University to provide email and related services for both staff and students. Staff and postgraduate research (PhD) students have “full” Outlook (including shared diaries, folders, calendaring etc.); all other users have OWA, which is a cut-down version of full Outlook.

“Exchange” is used to refer to the service itself;

“Outlook” and “OWA” refer to the interface, i.e. the program used to access the service.

Why use this service?

You need to use OWA because it is your University email service “@newcastle.ac.uk”

This email address is the only one that the University will use for official email. The reasons are:

- security
- reliability
- traceability
- Address look-up: that is, you can easily find a person’s ncl.ac.uk email address in the University directories (*Appendix A*).
- Authentication: your University email identifies you as a member of the University.

What about other email services?

If you already use another email service (Hotmail, Gmail, Yahoo etc.), you may of course use that as well when using University computers.

However you *must* use the OWA service “@newcastle.ac.uk” for your University business. (University Schools are required to accept no other email address for communication with students.)

Conversely, you may use your University OWA account for all your personal affairs, subject to the University’s *Rules of Use for Computing Facilities*.

Which web browser should I use?

OWA works well from *any* web browser on *any* type of computer system. However: it’s a Microsoft product and so it works best when using **Internet Explorer** on **Windows**, because the software takes advantage of other resources available in that system.

Most non-Microsoft web browsers will only offer you “OWA Light” (see page 4): this is not a problem for using basic email.

This document is based on using OWA from **Internet Explorer version 7**, on the University’s standard computer system, i.e. a **PC running Microsoft Windows XP**: this is what you find in the all the PC clusters on campus.

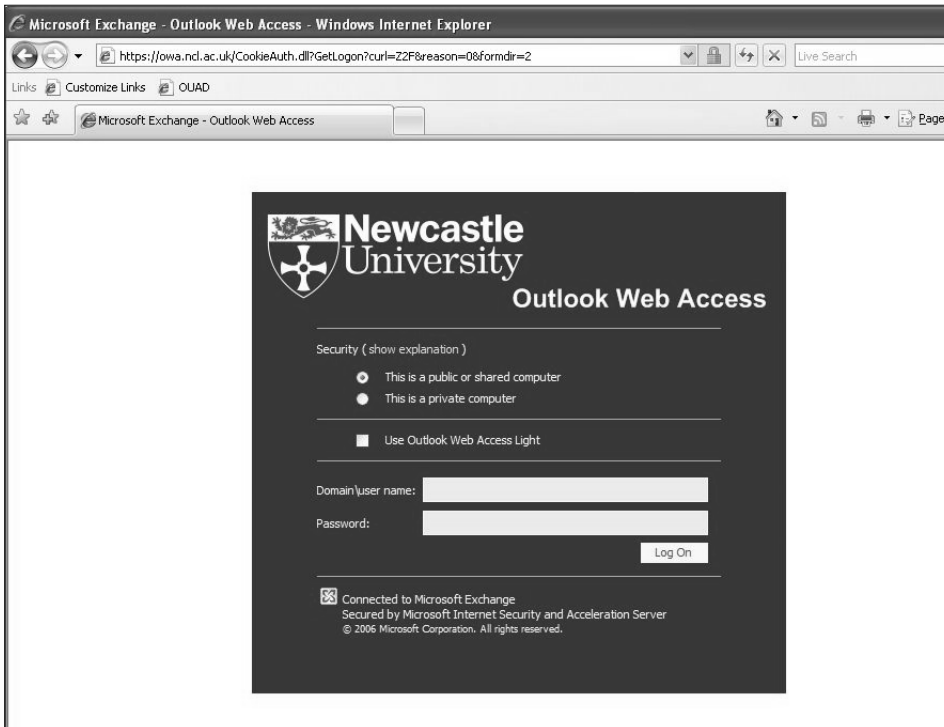
Help using OWA and email

This document highlights essential information. For more details, OWA’s own built-in help is *really excellent*.

If you have other questions about using OWA or email, *please contact the ISS Helpdesk*: send an email to Helpline@ncl.ac.uk or telephone University extension 5999.

Connecting to OWA

To connect, go to <https://owa.ncl.ac.uk/>



(See overleaf for details about logging on.)

Note: First login


The *very first* time that you login to OWA you will see a screen asking for your preferred language, time-zone, and whether you require the “blind and low vision experience”.

Most people will simply use the defaults; these can be changed later via the Options menu.

Make a shortcut

Make a shortcut on your Desktop for future use: this saves you having to type the URL in future. In the top part of the window ...



...*click-and-hold* the icon part “” of the web address and *drag* the icon on to your “desktop” (the blank, blue part of your screen).

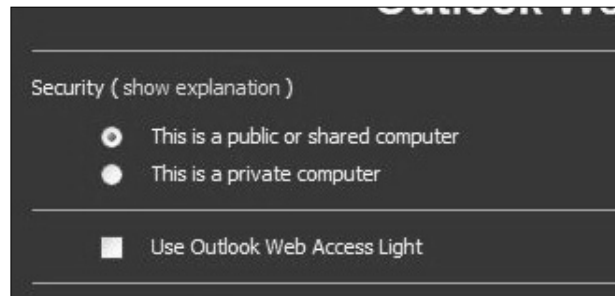
This will put a shortcut on your screen (Desktop) which looks like this:



... and in future you can just double-click this shortcut to get straight to the OWA page.

What are the logon options?

There are options at the logon stage:



Click “show explanation”: OWA is *very* good at providing help.
Also click the “OWA Light” box, which will explain exactly what this means.

Logon, password

OWA asks for your “Domain\user name” and your password:

- Your Windows “domain” is actually “campus\” but in fact you can omit this. Your “user name” is your normal Login Name.
- Password is your normal ISS password. *Type your password in the correct case!* (For example if your password is Tlwbvh2c then tlwbvh2c is not correct.)

If the login is rejected then (as usual) check your typing carefully.

Advance Warning 1: Over-quota = no mail!

If you exceed your mailstore quota, *new mail will not be delivered.*

See *Managing your mailstore* on page 11.

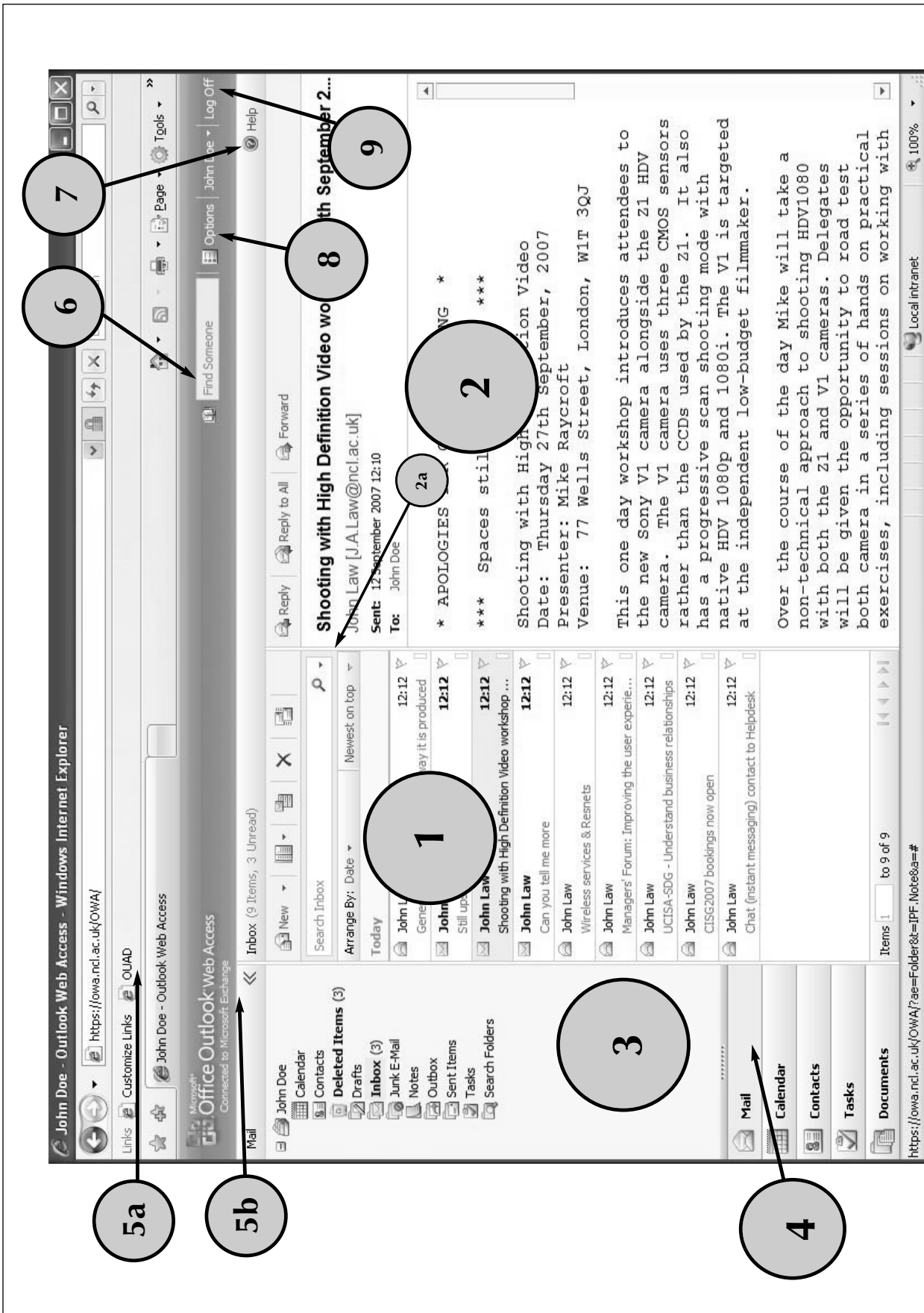
Advance Warning 2: time-outs – losing a message you’re writing

OWA operates a time-out for inactivity.

On public computers (such as in ISS Clusters) this is 15 minutes. If you are diverted from your email and take no action for this period, *you will be disconnected from OWA and any message that was being composed will be lost*, unless you used **Save draft** (see page 8).



On your own computer, you’d use the **private** computer option, when the time-out is six hours. You can select “Private” when using an ISS Cluster PC, which brings advantages; however be careful not to leave the PC unattended.

The opening screen (see page 6 for key)



See page 6 for key

Key to the opening screen (previous page)

It's best to work with a large web browser window – click  in the top right-hand box .


Your OWA logon screen will look *something like* page 5.

1. Inbox

This is where your messages are delivered.

(Because this Inbox was generated for illustration, all the messages come from the same person!)

2. The Reading Pane

Use  in the Tool Bar. If you turn this OFF then the screen is much clearer; on the other hand you may prefer to use the Reading Pane so that you don't need to open some messages.

2a. Click *and drag* on the line which divides the index from the Reading Pane to change the size.

3. List of Exchange Folders

The list is headed by your Exchange “Display name” (in this case John Doe) followed by the various Exchange functions, some of which are email folders.

Please note that your Exchange Display Name is not the same as your email address (explained later).

You can create other mail folders if you wish by *right-clicking* the Inbox folder on the left and selecting Create New Folder.

4. Button Bar for Exchange services

One-click access to the main Exchange functions. Click the bar of dots to reduce these to buttons only.

5. Tool bars

Don't confuse these two! **5a** is the Tool Bar for Internet Explorer. **5b** is the Tool Bar for OWA.

6. Find Someone

This gives access to the **Global Address List**, described in more detail on page 8. In short, it's the list of (almost) everyone at the University. Type a name (surname is best) in the white box and press the Return key (use **Properties** to decide which is the person you need from the results). Or click the little book to the left of the box to open the whole GAL.

7. Help **Help – highly recommended**

OWA's Help is *excellent*: you will become an OWA expert by reading it all (and there isn't much).

8. Options

Have a look through these after you have become used to using OWA: some of the Options are *very* useful indeed. However don't change the defaults until you understand what they're going to do.

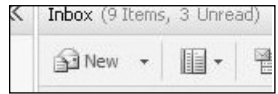
9. Log Off **Log Off button**

If you just close OWA (or Internet Explorer), it will eventually notice that you have gone, and will log you off. However to protect your personal affairs, it is much better to log off properly using this button.

Note that this logs you off OWA: logging off the PC is a different operation (from the **Start** menu).

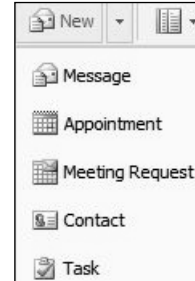
Sending a message

Click the “New” icon:

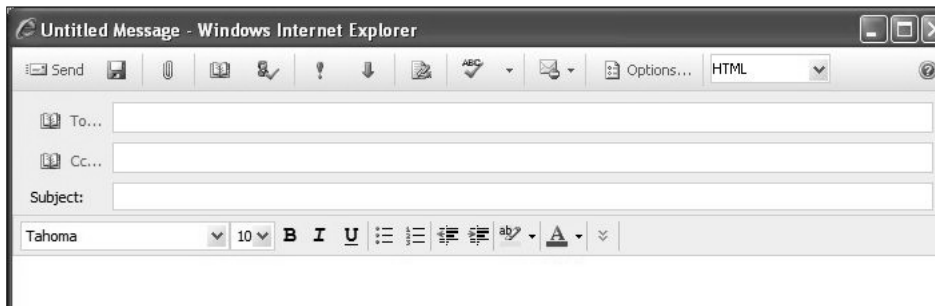


New will give you an appropriate new action, depending on what you are doing: if you are looking at email, it gives you a new message template.

Clicking the arrow “▼”, on the right of the word **New** produces the choice of actions.



The new message template looks like this:



*Advice on the different sections follows
see page 9 for more details about this Tool Bar*



See the next page for advice on using these fields properly

Subject:

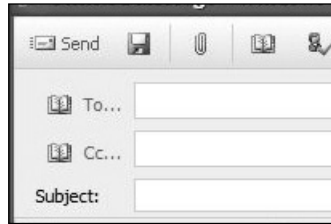
A short, clear description of your purpose. For example: “Question about Excel formula” not “Question!” or “Can anyone answer this?”.

Attachments: See the section on page 10.

Message content:


- OWA allows you to select fonts, **bold**, *italic*, colours, and different types of formatting. In OWA 2007 this is called **HTML** (in older versions it is also called **Rich Text** format). If a formatted message goes to a user outside Exchange, all formatting is changed to plain text only.
Note that a plain text message takes about *one third* of the storage of the same text typed in “HTML”! It pays to use plain text: you can make it the default by using OWA’s **Options** (item 8 on page 6). HTML = bad; plain text = good!
- Remember that you can **Copy** and **Paste** text from another application. You could compose a long or complicated message in Word or Notepad, then select the text (**Ctrl/A**), copy it (**Ctrl/C**), and paste it (**Ctrl/V**) when you’re ready to send it.
- If you need to send a picture you cannot copy and paste it – you send it as an **attachment**: see page 10.

Sending to the right recipients



- To...** The address(es) of the principal recipient(s).
Separate the addresses with a semicolon ' ; '.
- Cc...** The address(es) of anyone to whom you wish to send a “carbon copy” of the message (for *information* rather than *action*).
Separate the addresses with a semicolon ' ; '.
- Bcc..** You can also send “Blind carbon copies” if you wish to: see New Message **O**ptions on page 9.

(1) Typing an address

Click in the white box  and then type the email address(es) you need, separated by semi-colons (“;”), for example:


Terry.Collier@ncl.ac.uk; R.A.S.Ferris@ncl.ac.uk; Thelma.Chambers@dur.ac.uk

Of course, you need to know the correct address of your recipient: see *Appendix A*.

(2) Using the “To...” box – the Global Address List



If you click the buttons  or  Exchange presents you with the entire **Global Address List**, i.e. almost everyone in the University (over 20,00 names). To use this:

1. Find the person you want by typing the name into the **Search** box. Use the surname: for example if you are looking for **John Doe** type “doe”; you can use initials to reduce the number of ‘hits’, e.g. “j doe”

Then click the .

2. Exchange will display a list of names which fit what you typed.
3. If you are not sure which is the correct name, click each one (OWA highlights it in yellow) and choose the correct person by checking the **Information**, which shows the School, or degree programme:

Information	Department	G101 MMath Hons Mathematics
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4. Double-click the name you want, or click the  or  buttons at the bottom of the window. **NOTE** that Exchange uses its “**Display Name**”, not the Internet email address (see **Appendix B**).

(3) Auto-fill

When you have typed in an address *once*, OWA remembers it and suggests it next time you start to type it: if it is the correct address, just click on it. Not surprisingly, this is by far the most popular way to insert email addresses, but ...

DO check every auto-filled address! It is common (*and sometimes embarrassing*) to send a message to the wrong person because OWA auto-filled the wrong address for you.

The New Message Tool Bar



OWA itself gives help on understanding the functions (move the mouse pointer over each).

Extra comments:



Save the message in your **Drafts** folder – see page 10.



Insert your email **signature**. Signature is one of the main OWA **Options**.



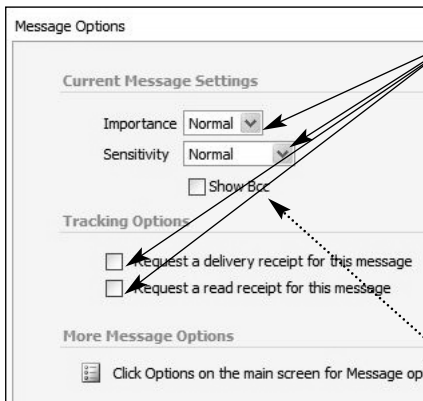
Checks the spelling of the message text only (not **Subject** or any other field).



Add an **attachment**, i.e. a file (a picture, an essay, etc.). Be careful when using attachments – see page 10.



Specify the “importance” of your message so that it is given a priority flag in your recipient’s mailbox. There is **no point** in using these flags! People always read email as it arrives.
(And this is nothing to do with “First Class Post”: it does **not** speed up mail delivery!)



Do not use these options!

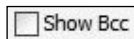
In the context of the Internet and of the University, they are of **little relevance or meaning** (they are of more use in the closed environment of a commercial company).

(You might use “read receipt” if you have handed in an essay via email.)

You might use this option – see **BCC** below.

Furthermore, confirmation messages **increase traffic** on the Internet for **no gain**, and recipients of confirmation requests are usually **annoyed** by receiving them.

You can always be certain that a message has been delivered unless you receive an error message (see *No reply?*, next page).



Clicking this box adds the **BCC** field to a new message window.

“**Blind carbon copy**”: no other recipients see **BCC**: recipients. (You might use this, for example, to send a copy to yourself at another of your email addresses.)



Message Classification: this is not implemented in the University Exchange system, and therefore this button is meaningless.





Put very simply **HTML** means “fancy text”, and **Plain text** means what it says. Plain text is to be preferred: it’s *quicker, simpler, and* a plain text message takes about *one third of the storage* occupied by an HTML message.

In addition, HTML messages cause problems for other people who do not use Outlook Exchange.

Draft messages

A break in your connection while you are composing a message will lose the message.


So if you are composing a *long or important* message, click the **Save Message** icon .

When you save a message, it goes into the special folder called **Drafts**: you can close the message and/or log off OWA. Later you can continue composing the message by opening the **Drafts** folder. Note that draft messages are stored as last saved with , not as they were when a break in connection occurred.

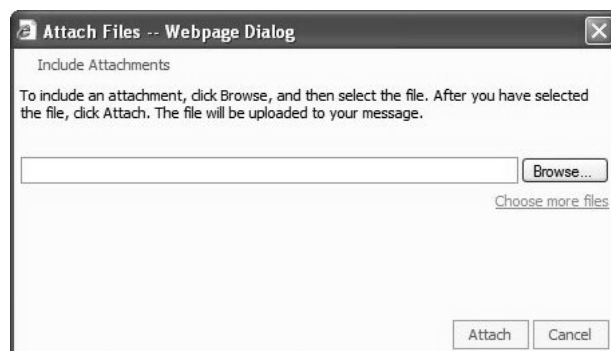
No reply?

- If a message is not delivered you will get an error message from a part of the email system. If you get no error, **you can assume that it has been delivered.**
- If you receive no reply to your message, the usual cause is that the recipient has not yet seen it. Or, they may have chosen not to reply just yet (although this is poor “email etiquette”: you should always at least acknowledge that you have received a message).
- Or perhaps the person is now using a different email account: for example, the mail address at **Hotmail** may have been abandoned for one at **Virgin.net**.
- Another reason may be that *you sent it to the wrong person*: see *Appendix A*.

Sending an attachment

To send a file with your message, click the .

This window opens:



Click **Browse** to look through your files. When you see the file you want, double-click it.

You can attach as many files as you wish (click **Choose more files**), but they may not total more than 20MB maximum. If you try to send too much, the message will fail.

Note that sent attachments stay in your **Sent Items** folder after you have sent them. See *Managing your mailbox*, page 11.

Receiving attachments

When you receive attachments, be careful to **Save** them in the correct place (i.e. your network drive, Drive H, "My documents"). Do **not** Save to the Desktop (see blue sheet pc3 *Managing your Profile*).

Attachments take up mailstore: **if you exceed your quota, delivery of new mail will cease.** See *Managing your mailstore*, below.

Viruses

Email is the most common way for viruses to spread. ISS makes every effort to prevent viruses entering the University via our own mail systems.

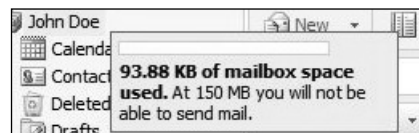
If you are sent an attachment by someone you know, you should always **Save** the attachment as a file and then **scan the file for viruses** (*right-click* the file icon), before attempting to open it.

If you are ever sent an attachment by someone that you do not know, **DELETE** the message and its attachment **WITHOUT OPENING IT**.

Read this web page – it's *the most useful piece of information* that we publish about the hazards of email: <http://www.ncl.ac.uk/iss/support/security/email/>

Managing your mailstore

You have a maximum of 200 megabytes (MB) of mailstore allocated on the Exchange server. The system warns you when you start to exceed your limits, see below, but you can check any time simply by placing the mouse cursor over your Display Name in the left hand column:



Where does it all go?

It is **ATTACHMENTS**, not ordinary messages, which consume mailstore: delete messages with attachments as soon as you can.

Exchange provides three limits, up to your maximum of 200MB. They are:

- 120MB – first limit exceeded: a warning is given;
- 150MB – second limit exceeded: no further messages may be sent;
- 200MB – absolute limit: no further messages may be received. **Thus email is stopped.**

Mailstore is taken up by **all** the messages that you keep:

- **received** messages (Inbox and any folders you create yourself);
- **sent** messages (Sent Items) (including any attachments);
- **deleted** messages (Deleted Items) (including any attachments).

Messages that you send are kept!

The folder **Sent Items** is part of your mailstore allocation: delete messages regularly from this if you no longer need them. In particular ...


Delete sent messages with attachments

If you send an attachment, that file is also kept in your **Sent Items** folder, taking up space.

For example: you might email an essay which you needed to submit by a certain time. Your essay document is already safe in your ISS filestore (Drive H, My Documents), so you can delete the copy which is attached to the message in your **Sent Items** folder. (If there is a future dispute about when you sent the message (i.e. submitted the essay), then as in any case of academic requirement, ISS can trace the times of dispatch and receipt.)

Deleted items are kept!

If you do not need to keep a message, *delete it*.

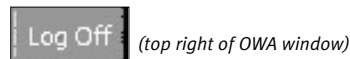
Use the **Delete** key on the keyboard or use the  icon. This puts messages into your folder called **Deleted Items**.

But please note! ... messages in the **Deleted Items** folder are kept *until you empty the folder* – this is a precaution against accidental deletion.

Deleted Items is part of your mailstore allocation: empty it regularly: open that folder, check the contents, then *right*-click on the folder name and select **Empty Folder**.

One of the **OWA Options** allows you to **Empty Deleted Items on Exit** – i.e. empty it every time you log off. This is really useful, but you need to think carefully (or check the contents of the **Deleted** folder) before you log off.

Do not forget to log off!



Logging off is especially important when using OWA from locations such as Internet cafés. If you are using OWA on campus, remember to logout *also* from the PC.

If you do not logout properly, your files and your personal affairs are at risk.

Appendix A: CAMA - the University Directory

The University Directory has the details of all staff and students: it's known as the CAMA Directory (Computer Accounts Management Application).

Find the Directory by clicking **Contacts** at the top of most University web pages, or go direct to

<https://cama.ncl.ac.uk/>

Cama's search window:

Type in the **surname** of the person whose details you want to find. You can add initial(s) at the front, for example "t johnson"

The **less** you type in, the **more results** you will receive (which in this case is a good thing).

You can specify your search for **staff**, or for **students**, or **both**.

CAMA already knows who you are, unless you're using the system from off-campus.

From off-campus you would have to logon, using your normal ISS login and password.

What's the difference between CAMA and the Global Address List?

The Global Address List is built by data from CAMA (which itself is built by other databases). The GAL is perfectly adequate for most purposes, for Outlook Exchange users.

CAMA has more data about people; also you can use it to find out much more detail about your own Login account (e.g. the servers you use, etc.).

Not all staff are in CAMA (because some staff are not University employees – they may be employed by NHS for example). On the other hand, **not all staff or students** are in the GAL (we still have a couple of thousand staff and students who do not use Exchange: if they don't use Exchange, they're not in the GAL.)

In a year or two, both the GAL and CAMA will have all members of the University, but at present CAMA is **a little** more comprehensive than the GAL.

When you send a message ... Do you have the right person?

There are usually several "hits" for names in the University's directories: there are about 18,000 students and about 4,000 staff.

For example: you may know a person called Tim Johnson, but is his email address **Tim.Johnson**, or **T.J.Johnson**, or **Timothy.Johnstone**, or **A.T.Johnson**, **A.T.Jonson**, **Tim.Johns-Tonne** ...?

You can usually tell which is the *correct* person from the other details provided (School, etc.), but sometimes you may have to check (verbally) with a person that you have their correct email address.

Copying an address into OWA

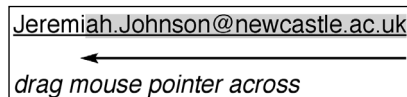
You need to have the web browser open *both* at Cama *and* at OWA. To do this click open a new tab by clicking the blank tab in IE7's tool bar:



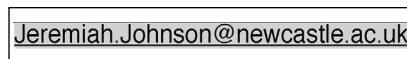
- CAMA presents email addresses as “mailto:” weblinks. On an ordinary computer system, if you click on a mailto: link then your mail program will open with a new message template. However ...

Mailto: links do not work on ISS Cluster PCs! This is a real nuisance! (There are technical reasons which need not be explained here.)

- To copy an address into the To: field of an OWA message, or into your own OWA Address Book (Contacts):



- Place the mouse pointer just after the right-hand end of the address, *click-and-drag* across it to the start.



- Having selected the whole address, release the mouse button, and *Copy* it to the clipboard (shortcut: hold down the Ctrl key and press the letter C – Ctrl/C).



- Move across to your OWA window, and *Paste* (Ctrl/V) the address into the To: field.
- Separate multiple addresses with a semi-colon “;”.

@newcastle.ac.uk or @ncl.ac.uk?

The Internet site address for Newcastle University can be either ncl.ac.uk or newcastle.ac.uk.

The mail system signs all email messages with the longer newcastle.ac.uk .

In most circumstances, you can use *either* “ncl.ac.uk” *or* “newcastle.ac.uk”.

However if you are going to subscribe to a service which will use your email address for **authentication**, you should type in the long form, “@newcastle.ac.uk”.

Appendix B: Email addresses in Outlook Exchange

1. Exchange (OWA) users have two registered identities:
 - a local “**Display Name**” used only within the University’s Exchange service, for example “**Bob Ferris**”,
 - and also an **Internet email address**, for example “**R.A.S.Ferris@ncl.ac.uk**”

When using Exchange (Outlook, OWA), you can use either the Display Name or the Internet email address.

However when exchanging email addresses with someone else, *always* use the Internet address “@ncl.ac.uk”: Display Names are only valid within the University’s Exchange service.

2. It’s possible that (in some circumstances) you may sometimes see an address of the form “nrasf@cpx.ncl.ac.uk”. This is an internal Exchange address: **do not** use this, use the Internet email address.
3. You can build your own Address Book (**Contacts**) in OWA, so that you have your frequently used Internet addresses easily at hand.
You can then tell Exchange to look at your Contacts *before* it looks at the GAL (**Options – General Settings**).
4. Auto-fill (described on page 8) is always the easiest way to complete the **TO:** field in a message, but make sure that the correct address has been auto-filled!

Appendix C: Other features of interest

Like all large IT applications, OWA is full of features, some more useful than others. This guide has attempted to highlight the features which are important for effective use of email.

You can spend a great deal of time finding out about all the other features, such as using the Calendar, arranging meetings, creating task lists, and so on: you need to decide if these are effective uses of your time. Always remember to ask yourself: are you using IT, or is IT using you?

A few of the features you may come across are as follows.

Change password

This appears in the **Options** menu. Be warned that this changes the password for your ISS Login Name, i.e. the one you use to login to PCs, and to many other University services.

This *instantly* logs you out of OWA when you **Save!** Be sure to remember your new password. If you forget it, the only recourse is to visit an ISS **Cluster Room Help Desk** 0900-1700 Monday to Friday, or to visit **ISS Registration**, ISS Reception, Claremont Tower (phone 8179).

Out of Office Assistant

This appears in the **Options** menu. It can be very useful, although more so for staff, who are expected to be in the office 9-5 every day.

Note that you can decide who gets OoO messages. It might be best to restrict it to people within the University: one of the basic rules of spam control is “*never reply to a spam message*”. If you have OoO set to reply to everyone, you’ll be replying to spam if you receive it (thus increasing your chances of receiving more). This is a judgement that you need to make.

Restrict your OoO message to a simple, sober statement of fact, perhaps with a helpful addition, such as “*I’m away from the University and return on 23rd May. [If your email concerns the Kielder Dam Project please contact my colleague xxxx.]*”

Consider all the people (Head of School?) who send you mail, and consider that each of them will receive your OoO message.

Being helpful, OWA will remind you that you have OoO set on, each time you login.

Build your own Contacts folder

Contacts can be very useful, in particular for assembling lists of people outside the University (whose details you cannot easily look up).

If you decide to build a list, use **Options (General Settings)** to tell Outlook to look in your Contacts before it looks in the Global Address List to resolve names: this means if you type “Dave”, you’ll see your own ‘Dave’ before the other 2,347 Daves in the GAL.

Using mobile devices

“Smart” mobile phones, Personal Digital Assistants, etc. – these can be made to interface with OWA and Exchange, and the more adventurous are already doing this. Unfortunately ISS is not yet able to provide advisory resources for these services, and so users with this kind of equipment are unsupported at present.