This user guide covers most commonly used features and step-by-step instructions. Whether you are using a Mac or a PC with Internet Explorer, Safari, FireFox, or Google Chrome, you will now experience a consistent user interface and lots of new and improved functionality.

### Contents

Browser Compatibility .................................................................................................................................. 2

New and Improved Features ........................................................................................................................... 2

- New User Interface .................................................................................................................................. 2
- Select a Theme .............................................................................................................................................. 2
- Open another Mailbox .................................................................................................................................. 3
- Turn off Conversations for All E-Mails ........................................................................................................ 3
- Ignore Conversations for One E-Mail ......................................................................................................... 3
- Setup Automatic Replies (Out of Office Assistant) .................................................................................... 3
- Remove Recipients with Automatic Reply .............................................................................................. 4
- Use Filters to Find Messages ..................................................................................................................... 4
- Assign Categories ........................................................................................................................................... 4
- Add Flags ...................................................................................................................................................... 4
- Recover Deleted Items ............................................................................................................................... 5
- Recover Permanently Deleted Items .......................................................................................................... 5
- Use Delivery Report for E-Mails Meeting Search Criteria ......................................................................... 5
- Open Delivery Report for One E-Mail ....................................................................................................... 6
- Create a Distribution List (Group) ............................................................................................................. 6
- Forward Message as Attachments ............................................................................................................... 6
- View Calendars Side-by-Side .................................................................................................................... 6
- Print Calendar .............................................................................................................................................. 7

Help .................................................................................................................................................................. 8
Browser Compatibility

You get the same great Outlook Web App (OWA) experience within Internet Explorer 7 and later, Firefox 3 and later, Safari 3 and later, and Chrome 1 and later.

New and Improved Features

New User Interface

Select a Theme

Choose from 27 built-in themes and one LMU custom theme to personalize the look and feel.

- Click Options > Select a Theme > Click the > arrow for more options > Click on a theme
Open another Mailbox

Only one mailbox can be opened at one time.

- Click the down-triangle next to your name > Type the name of the mailbox you have permission to view > Click Open

Turn off Conversations for All E-Mails

By default, messages are displayed in threads so that all the messages on a particular topic are grouped together. If you don’t like it, you can turn it off.

- Click the down-arrow next to “Conversations by Date” > Uncheck Conversations box; or
- Click View on the toolbar > Uncheck “Use Conversations” box

Ignore Conversations for One E-Mail

You can keep unwanted conversations out of your Inbox by using the Ignore Conversation feature. Ignore Conversation removes all messages related to the conversation that you select, and moves future messages in the conversation directly to your Deleted Items folder.

- Highlight the message > Click Actions from the toolbar > Select Ignore Conversations

CAUTION: If you ignore an e-mail by mistake, you can find it in the Deleted Mail folder, right-click the e-mail and select “Cancel Ignore Conversation”. The e-mail will be moved to the Inbox.

Setup Automatic Replies (Out of Office Assistant)

Use automatic replies whenever you’re unable to respond to e-mail for an extended time. After automatic replies are turned on, they’ll be sent once to each sender.

- Options > Select Set Automatic Replies > Click “Send automatic replies” radio button > Modify the message > Click Save button

NOTE: Click “My Mail” to exit Automatic Replies window.
Remove Recipients with Automatic Reply

Prior to sending a message, a message alert will inform you about the intended recipient. If you do not want the recipient to receive the message, click “Remove Recipient” link.

Use Filters to Find Messages

Filters are now easier to apply from a convenient drop-down menu with common options.

- Click Filter on the toolbar > Select an option from the drop-down list > Click Apply

**NOTE:** For more advanced search, click the chevron icon to open Advanced Search.

Assign Categories

Categories help you organize items in your mailbox. Each category is assigned a color and a name. You can apply more than one category to anything in your mailbox: a message, a calendar item, a contact, or a task.

- Right-click over the Categories icon > Select a category

Add Flags

You can quickly flag a message to organize your messages or remind yourself to follow up on the message.

- Right-click over the flag icon > Select an option
► Recover Deleted Items

- In Deleted Item folder, select the item > Select Move from the toolbar > Select the folder you want to move the item to; or
- Right-click on the item > Select “Move to Folder” > Select the folder; or
- Open the item > Click Action on the toolbar > Select “Move to Folder”

► Recover Permanently Deleted Items

- On the left navigation pane, right-click Deleted Items folder > Select Recover Deleted Item > In the new window, highlight items you want to recover > Click “Recover Deleted Item” icon > Select the folder > Click Recover button.

► Use Delivery Report for E-Mails Meeting Search Criteria

The delivery report shows you on what date and at what time the message was submitted and when it was successfully delivered.

- Click Option > Click “See All Options...” > Select “Organize E-Mail” on the left pane > Click the “Delivery Reports” icon > Check the radio button for messages that you sent or received > Type keyword in Subject line > click Search > Click “Details” to view delivery information in a pop-up window. Click “Clear” to start a new search.
Open Delivery Report for One E-Mail

- Select the message > In Reading Pane, click the “Action” button > Select “Open Delivery Report”

Create a Distribution List (Group)

Create a private list for sending e-mail to multiple people without entering each address separately.

- From Contacts, click New from toolbar > select the “Group” button > Type a name for the group > click Members to select from the Global Address List > Double-click the names you want to add > Click OK > Click Save and Close

Forward Message as Attachments

You can forward e-mails exactly as they were sent or received. This is particularly useful when forwarding email for technical reasons, for example any spam that has been received.

- Right-click the message that you want to send as an attachment; or in the Reading Pane, click Actions > Click Forward as Attachment

View Calendars Side-by-Side

If you have permission to view other user’s calendar, you will see appointments detail. If you do not have permission, you only see their busy/not busy blocks.

- From Calendar, place a checkmark next to the name on the left navigation pane
Print Calendar

- From Calendar, click the printer icon on the toolbar > Choose a Print View (Standard, Agenda View – Horizontal, or Agenda View – Vertical) > Type From and To > Click the Print button.
Help

An Exchange 2010 Web site has been created to provide answers and documentations. Please go to http://lmu.edu/emailupgrade.

Instructor-lead workshops are available as well. For schedule and registration, go to http://its.lmu.edu/training and click the “Fall 2012 Technology Skills Workshops” link.

Any other questions, please contact ITS Help Desk at helpdesk@lmu.edu or 310.338.7777.