How to:

Use Outlook Web App (OWA)

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Southern State Community College White Paper
How to: Use Outlook Web App (OWA)

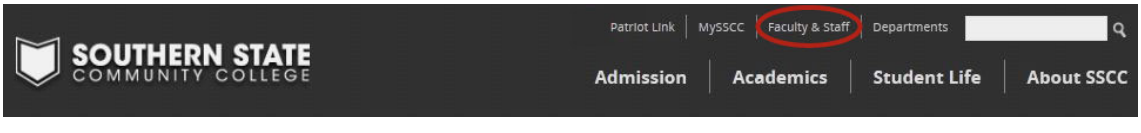
This white paper will outline the steps needed to perform basic tasks inside of Outlook Web App.

Step (1) Accessing Outlook Web App

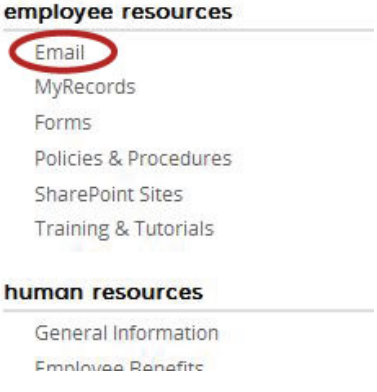
To access Outlook Web App, you will have to find the Internet Explorer icon and double-click it. The icon looks like this:

Once Internet Explorer opens, navigate to the Southern State Community College homepage by typing http://www.sscc.edu/ in the Address Bar located at the top of the browser.

On the SSCC Homepage navigation bar, located at the top of the screen, click on **Faculty & Staff** which is the third tab from the left.



The Faculty & Staff page should now be loaded. Click on **Email** in the navigation area to the left of the screen.



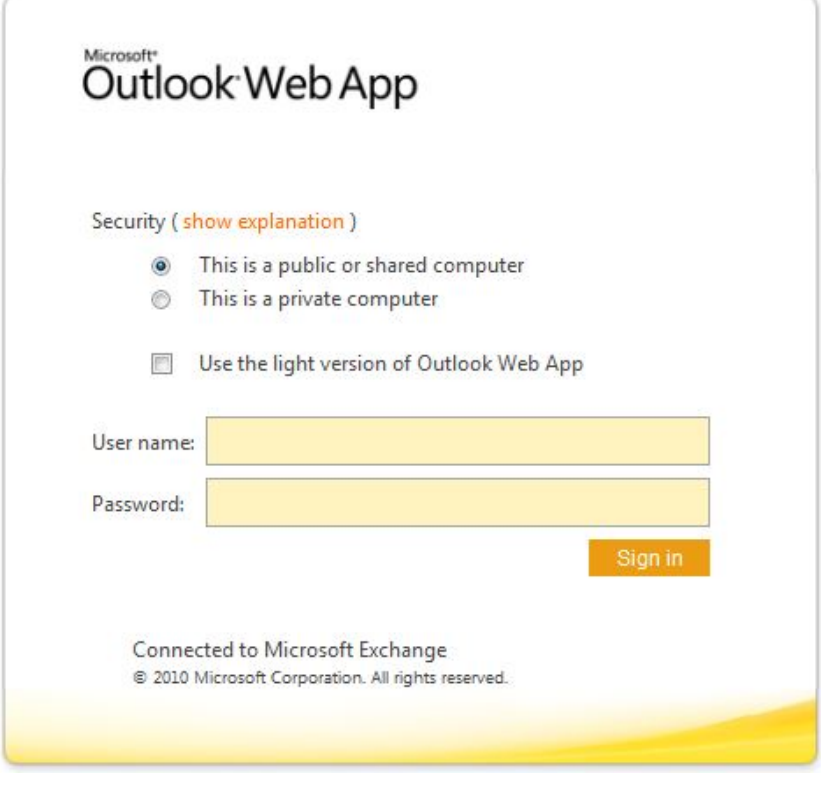
Step (2) Logging In

After you access SSCC Email the login area will appear. You will need to enter your Southern State User name in the **User name** text box, first letter of your first name and full last name (i.e. John Smith would be jsmith), followed by your password in the **Password** text box.

*(Note: You have the choice between two access security levels – **Public or Shared computer** and **Private Computer**. The **Private Computer** option gives you a longer period of inactivity before logging you off. (Stays logged on as you for the next 24 hours. So be sure that only you use the computer before selecting private or else someone will have access to your email.) **Public or Shared Computer** logs you off after 15 minutes of inactivity. This is a security feature to prevent unauthorized use if you have forgotten to logoff.*

*You should select the **Private Computer** option only if the PC belongs to you.)*

Click Sign in to continue the process.

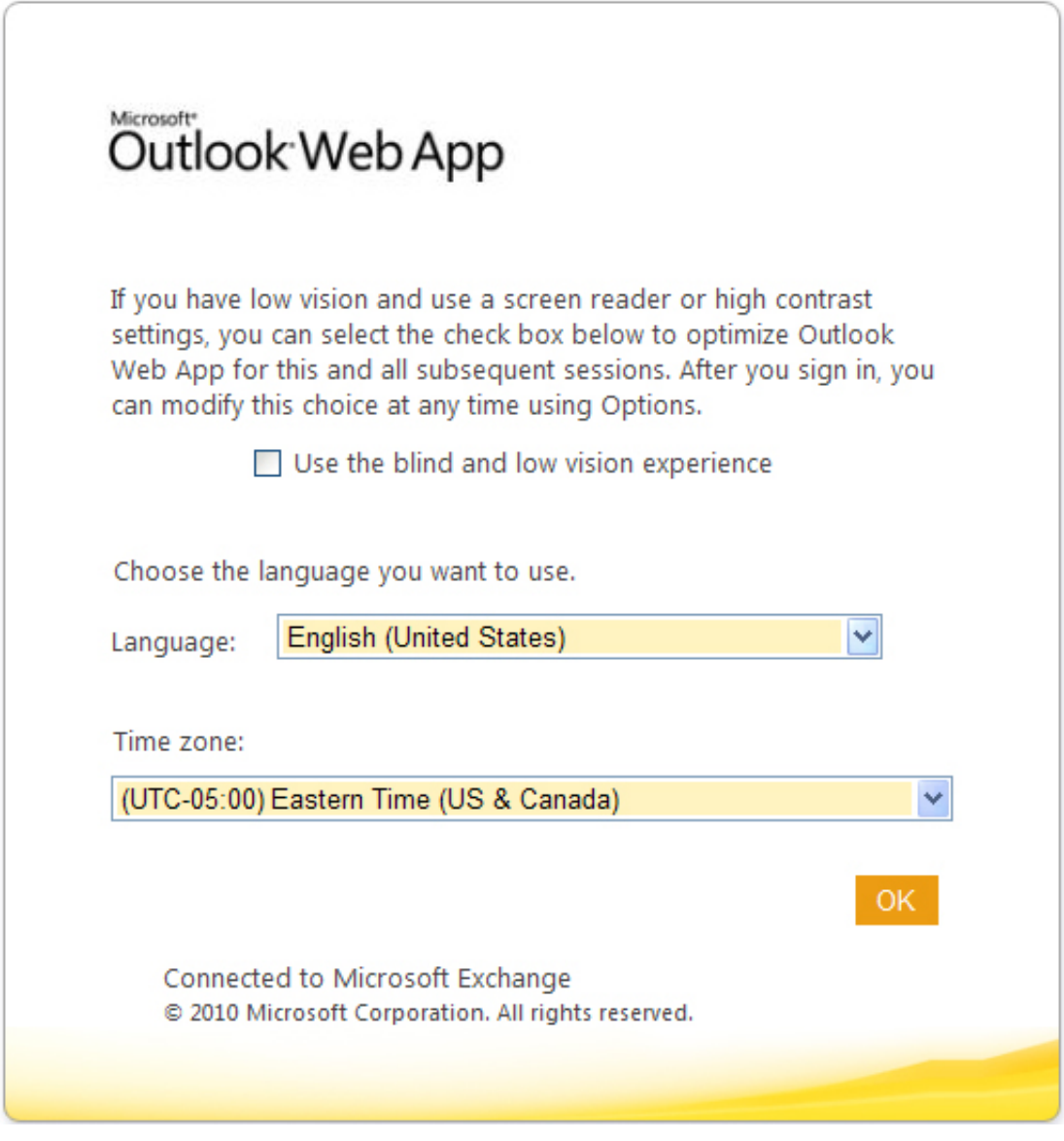


Once the **Sign in** button is pushed, you will be directed to your OWA page.

Step (2) Logging In (cont)

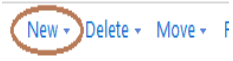
Note: When you log on for the first time on Outlook Web App (OWA), you will be prompted with the screen shown below. It is OK to leave options default and click OK. However, if you select the checkbox for 'Use the blind & low vision experience', this will enable the light version of OWA that provides fewer features and is faster for some operations. You may want to use the light version if you are on a slow connect or using a computer with unusually strict browser security settings. The light version can be used with almost any browser and has the same features across all browsers. You can read & send messages, organize contacts and schedule appointments and meetings.

Browsers are limited to the light version of OWA include Safari on Windows, Internet Explorer 6 and earlier and any browser not on Windows XP, Vista, 7 or Mac OS X.

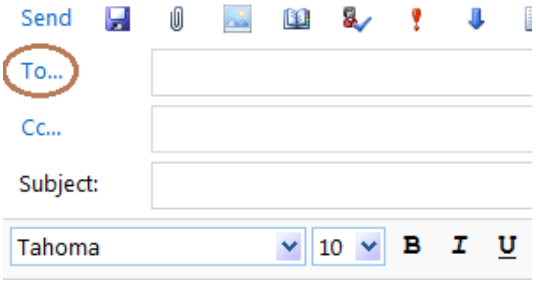


Step (3) Composing & Sending New Messages

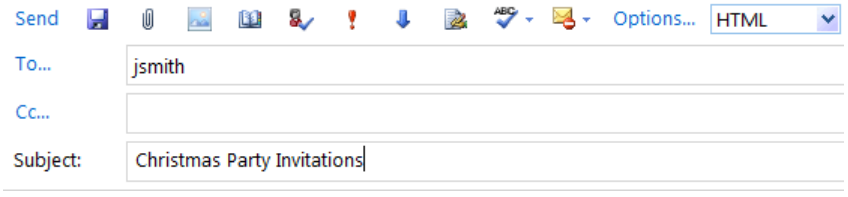
To send a new message, click on the **New** icon (very top, first from left). In the New Message window, type in the recipients address in the **To:** line.



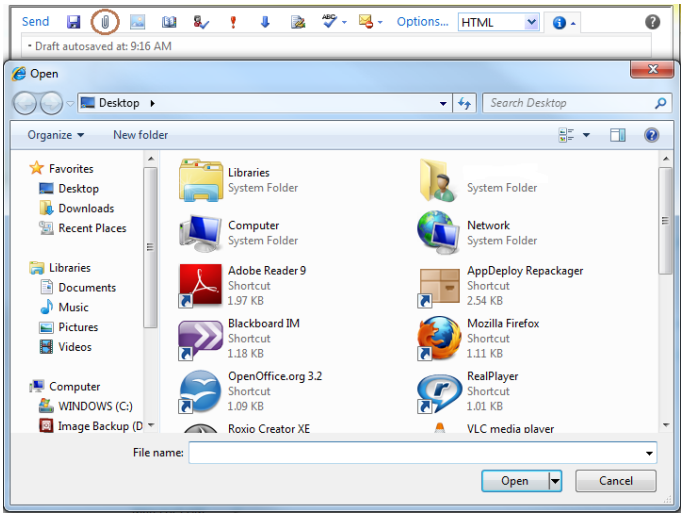
(Note: If you are sending mail to a SSCC user, you do not need to type his/her entire email address. Only the username is needed (i.e. jsmith) & clicking on the person with a checkmark icon. This will verify the person's email address for you. For users who are not from the SSCC mail system, you will have to type their full email address (i.e. rperot@msn.com). Also, you can send messages to yourself using your e-mail address or even send messages to multiple users at once by separating their address by semicolons (;).) Or you can use the Global Address List (GAL) to look up a SSCC staff/faculty email address by clicking on the "To…"



Give a short but descriptive topic in the **Subject:** line. If you want to add a file attachment, click on the **paper clip icon** to the right of the send icon. Otherwise click on the **Send** icon when you finish typing your message.



To send a file attachment, click on the **paper clip icon** in the New Message window. From there you can navigate to the file that you want to attach, click on the file and choose Open at the bottom right of the window.



***Maximum attachment size is 30mb**

Step (4) Checking New Messages

OWA works a bit different than Outlook 2010 / 2007. For the Web App version, it does not automatically check for new mail. You will have to click on the **Check for New Messages** icon located at the top of the page, eight icons from the left, to receive new mail. Unread messages appear in **bold** type.

(Note: It works very much like Reload in Netscape or Refresh in Internet Explorer.)

New emails are placed in your *Inbox* by default and that is what you see every time you start up Outlook Web Access. You can also click on the *Inbox* icon on the Outlook Bar on the left of the window to go to your *Inbox*.

Step (5) Deleting Mail Messages

As your mailbox size has a limit (550MB), you should constantly delete unwanted messages in your *Inbox* and *Sent Items*. To delete these messages, you can simply right-click on the message and choose delete (or left-click, hold, and drag-and-drop the message into the **Deleted Items** folder). To delete multiple messages at a time, hold down the <Ctrl> or <Shift> key.

Even though you have deleted the unwanted messages from your inbox, they have only been moved to the Deleted Items folder. To completely remove them from your e-mail account, right-click the **Deleted Items** folder and select **Empty Deleted Items**. (If you can't find the *Deleted Items* folder, click the *Show/Hide Folder* button on the top-left.)

Step (6) Opening File Attachments

Open the message that has the file attachment. Point the cursor over the attachment line in the message and then left-click on it. You will then be given the option to open or save the attachment, choose whichever option is best suited for you.

(Note: If you delete any message that contains a file attachment, the attachment will be deleted as soon as the message is deleted.)

Step (7) Logging Off OWA and Finishing Up

Once you are done with OWA, click the **sign out** icon form the right-hand side of the window. This will take you back to the login screen.

You're Finished!