Getting Started with
ITG WebMail

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Introduction

The Institute for Advanced Study’s Information Technology Group is pleased to provide to its clients the Microsoft Outlook Web Access service (from this point forward referred to as ITG WebMail). Working in conjunction with Microsoft Exchange Server, ITG WebMail provides users supported by the Information Technology Group with the ability to logon to their Institute mailbox using virtually any Web browser (i.e., Microsoft Internet Explorer, Netscape Navigator, Mozilla, Firefox, Safari, etc.) to read and/or send e-mail messages, create contacts, and schedule appointments from any Microsoft Windows, Macintosh, Linux or UNIX-based computer connected to the World Wide Web.

The purpose of this training manual is to provide you with an overview of the many capabilities of ITG WebMail including:

- Accessing the service – how to logon to your Institute mailbox via the World Wide Web.
- Working with e-mail messages – how to compose, read, reply-to and delete e-mail messages.
- Contacts – how to manage your existing contacts and add new ones.
- Various User Options – how to use the Out of Office Message feature as well as how to set other options.
Getting Help

If you experience problems using ITG WebMail, you can obtain help from several sources:

**ITG WebMail Help**

If you have a question about how to complete a task using ITG WebMail, you can receive additional instruction by clicking on the ITG WebMail Help icon located on the Toolbar. A pop-up window will appear with some additional instructions. With very few exceptions, the directions and information that appear within this training manual came directly from ITG WebMail Help.

**IAS Information Technology Group Help Desk**

The IAS Information Technology Group Help Desk can be reached Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. by telephone (extension 8044) or e-mail (helpdesk@ias.edu)
Accessing the ITG WebMail Service

In order for you to gain access to the contents of your Institute mailbox via ITG WebMail, you must first logon to the service. This procedure is described below.

How to Logon to ITG WebMail

2. Launch a web browser (i.e., Microsoft Internet Explorer, Netscape Navigator, Firefox, Safari, Mozilla, etc.).
3. Navigate to the following URL: https://mailhost.itg.ias.edu/exchange.
4. Enter your IAS username in the box next to Username.
5. Enter your IAS password in the box next to Password.
6. Click on the Logon button to initiate the logon process.

How to decide which ITG WebMail Version to use

If you switch between web browsers, you will likely notice that the ITG WebMail logon screens vary slightly amongst the different web browsers. The reason for this is because there are potentially two different versions ITG WebMail for you to choose from:

- **Premium** – this version is designed for Microsoft Internet Explorer 5.01 or later. It includes all Outlook Web Access features, including the new enhanced features for Exchange 2003. Microsoft Internet Explorer 6 is required for some features.
- **Basic** – this version is designed to work in browsers that support the HTML 3.2 and the European Computer Manufacturers Association (ECMA) script standards. It provides a subset of the features available in Outlook Web Access Premium.

![Different Logon Screen Options](image)

Microsoft Internet Explorer (above, on left) and Netscape Navigator (above, on right)

The logon options available to you depend on which web browser you are using. ITG WebMail is able to determine which web browser you are using and only presents the experiences that your browser can fully utilize. For example, if you have a web browser that is able to support all of the features available in the Premium client, then both client experiences will be presented to you on the logon screen. If your web...
browser is not able to support some of the features available in the Premium client, only the Basic client experience will be presented to you on the logon screen. A complete listing of the features in both the Premium and Basic versions of Outlook Web Access can be found in Appendix A. A summary of web browser support for Outlook Web Access can be found in Appendix B.

For added security, ITG WebMail also provides you with the opportunity to describe the environment you are working in when you are logging into the service. ITG WebMail is configured to “time-out” because of inactivity more quickly if you are using a Public or shared computer in a computer lab or public kiosk where computers are shared by many users. If you inform ITG WebMail that you are working on a Private computer, the length of inactivity time before your session will “time-out” is extended to 24 hours.

Despite the different logon screens, the logon process is the same for all web browsers.

### ITG WebMail Tip:

Only use the Private computer option if you are using ITG WebMail on your home of office computer. If you are using ITG WebMail in a public venue and forget to log off you might run the risk of someone else accessing your account if you don't use the default option for Public or shared computer.

### ITG WebMail Tip:

If you are accessing ITG WebMail using a dial-up connection to the Internet, consider using the Basic client even if your web browser is capable of supporting the Premium client features. While the Basic client does offer fewer features, it is more streamlined and generally faster to use.

For security reasons, you are required to log off of the ITG WebMail service when you complete your ITG WebMail session. Logging off will ensure that the session you established with the ITG WebMail mail server is closed. The procedure for logging off of the service is described below.

1. Click on the Log Off icon on the Outlook Toolbar.
2. A new web page will be displayed and will provide you with some additional information for terminating and/or restarting your ITG WebMail session.
Exploring the ITG WebMail Interface

The Navigation Pane

The configuration of the **Navigation Pane** depends on the web browser that you are using to access ITG WebMail.

**From Microsoft Internet Explorer**

The Navigation Pane is located next to the main window, is made up of two areas:

- An expandable folder list that provides access to your personal ITG WebMail folders and any folders you create. The folders are displayed in a hierarchy that you can expand to view the folder contents or collapse to view only the top-level folder.
- A set of buttons that provide one-click access to your **Inbox**, **Calendar**, **Contacts**, and **Tasks** folders.

A horizontal splitter bar, located between the folder list and the buttons, allows you to collapse the buttons into a button tray while using the Microsoft Internet Explorer web browser. When you click any folder or button in the **Navigation Pane**, its contents are displayed in the ITG WebMail main window.
From Netscape Navigator

The Navigation Pane consists of a set of buttons that provide one-click access to your **Inbox**, **Calendar**, **Contacts**, and **Tasks** folders.

The Toolbars

There are specific toolbar buttons associated with your ITG WebMail **Inbox**, **Calendar**, **Contacts** and **Tasks**. There are several buttons that provide more general administrative functions and are available in more than one location. They are described in the following table.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Help" /></td>
<td>Displays <strong>Help</strong> that is specific to the window you're working in.</td>
</tr>
<tr>
<td><img src="image" alt="Create" /></td>
<td>Allows you to create a new item, such as an e-mail message, a contact, or a task. This menu is always available; however, the icon displayed and options available change according to what you are doing.</td>
</tr>
<tr>
<td><img src="image" alt="Refresh" /></td>
<td>Checks the server for new messages and refreshes the browser window.</td>
</tr>
<tr>
<td><img src="image" alt="Search" /></td>
<td>Allows you to search your ITG WebMail mailbox folders. You can base your search on one or more message characteristics. This icon is only available when using a web browser that supports ITG WebMail’s <strong>Premium</strong> client features.</td>
</tr>
<tr>
<td><img src="image" alt="Organize" /></td>
<td>Allows you to organize messages and other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.</td>
</tr>
<tr>
<td><img src="image" alt="Trash" /></td>
<td>Moves the selected item to the <strong>Deleted Items</strong> folder. Hold down <strong>SHIFT</strong> when you click this button to permanently delete the selected items.</td>
</tr>
<tr>
<td><img src="image" alt="Delete" /></td>
<td>Permanently deletes all items in the <strong>Deleted Items</strong> folder. You can, however, recover deleted items for a limited time after removing them from the <strong>Deleted Items</strong> folder.</td>
</tr>
<tr>
<td><img src="image" alt="Preview" /></td>
<td>Allows you to select a <strong>Reading Pane</strong>, which provides two ways to preview messages without opening them. You can preview messages in the bottom half of the view or side-by-side with the list of messages. You can also turn off the <strong>Reading Pane</strong>. This icon is only available when using a web browser that...</td>
</tr>
</tbody>
</table>
supports ITG WebMail’s **Premium** client features.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>![icon]</td>
<td>Opens the <strong>Find Names</strong> dialog box, which allows you to search your organization's global address list or your contacts.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Allows you to logoff of ITG WebMail. This helps prevent others from using the computer to view the contents of your Institute mailbox.</td>
</tr>
</tbody>
</table>

**The Folder Bar**

The ITG WebMail folder bar, located just above the main toolbar, displays your current location in the folder hierarchy and allows you to choose how folder items are displayed. This icon is only available when using a web browser that supports ITG WebMail’s **Premium** client features.

**Scrolling through pages**

A folder often contains more items than can be displayed in a single window. To scroll through the contents of a folder, click the **Previous Page** and **Next Page** icons. If you are using a web browser that supports ITG WebMail’s **Premium** client features, you can also click the **First Page** and **Last Page** icons to jump to the beginning or end of folder contents. To go to a specific page, in the **Items** box, type a page number, and then press **ENTER**.

**Accessing ITG WebMail on a Windows XP SP2-based computer**

ITG WebMail utilizes pop-up windows for some of its functionality. However, on Windows XP computers with Service Pack 2 installed, Microsoft Internet Explorer’s **Pop-Up blocker tool** prevents some of the functionality from working properly. Examples of the features affected by the Pop-Up blocker tool include:

- New Folder action
- The Attachments dialog box
- New Message button in the Find Names dialog box
- Send Mail to Contact button on the Contact form
- Reminders
- New e-mail notifications
- The following commands on the shortcut menu for mailbox items: Open, Reply, Reply All, Forward, Create Rule and Move/Copy.

If the **Pop-Up blocker tool** is blocking these actions for taking place, you will see the **Pop-up blocked** notification icon in the **Information Bar** in the lower right corner of the Microsoft Internet Explorer window.
To allow ITG WebMail to function properly when accessing it via a computer with Windows XP Service Pack 2 installed, you should follow the steps below:

1. Launch **Microsoft Internet Explorer**.
2. On the **Tools** menu, click **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.
3. In the **Address of Web site to allow** box, type the **URL** of ITG WebMail – **https://mailhost.itg.ias.edu/exchange**.
4. Click **Add**.
5. Click **Close**.

Following the procedure outlined above will allow the **Pop-up Blocker tool** to continue to function on other web sites.

For more information about the known issues with using ITG WebMail (also known as Microsoft Outlook Web Access) on a Microsoft Windows XP Service Pack 2-based computer, read the following Microsoft knowledge base article:

http://support.microsoft.com/default.aspx?scid=kb;en-us;883575
Working with ITG WebMail folders

To display your Institute mailbox folders, click **Folders** in the **Navigation Pane**. Each item in the folder list links to that folder or to a particular ITG WebMail function. In addition to the default folders, you are also able to create your own folders to better suit your individual and organizational needs. All items in a given folder are listed in the main ITG WebMail display area.

**Default e-mail folders**

ITG WebMail provides the following default e-mail folders.

<table>
<thead>
<tr>
<th>Folder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deleted Items</td>
<td>Stores messages that you delete. After you delete a message from this folder it is permanently removed from your mailbox.</td>
</tr>
<tr>
<td>Drafts</td>
<td>Stores messages that you save. You can save messages that you want to finish composing or send at a later time.</td>
</tr>
<tr>
<td>Inbox</td>
<td>Stores e-mail messages that you received. Unread messages are displayed in bold type and read messages appear in a normal type.</td>
</tr>
<tr>
<td>Junk E-mail</td>
<td>Stores newly received e-mail messages that have been identified as junk e-mail. Check this folder regularly to ensure that you do not miss messages that you want to receive. <strong>Not same as IAS Spam Folder!</strong></td>
</tr>
<tr>
<td>Outbox</td>
<td>Stores outgoing e-mail messages until they're sent.</td>
</tr>
<tr>
<td>Sent Items</td>
<td>Stores a copy of each message that is sent.</td>
</tr>
</tbody>
</table>

**Personal folders**

In addition to your default e-mail folders, ITG WebMail provides the following folders for your personal use. You can view, modify, and create tasks; however, you can only view your **Notes** and **Journal** items.

<table>
<thead>
<tr>
<th>Folder</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journal</td>
<td>Contains your Outlook Journal items.</td>
</tr>
<tr>
<td>Notes</td>
<td>Contains your Outlook Notes.</td>
</tr>
<tr>
<td>Tasks</td>
<td>Contains your Outlook Tasks.</td>
</tr>
</tbody>
</table>

**How to create, delete and rename folders**

All e-mail messages sent to you are stored in your **Inbox** folder by default. ITG WebMail does provide you with the opportunity to create your own folders and subfolders to better suit your individual and organizational needs.

- To create a folder

  **From Microsoft Internet Explorer**

  1. Click on **Folders** in the **Navigation Pane**.
  2. Select **Folder** from the **New** menu located on the **Toolbar**.
3. In the **Create New Folder** dialog box, type a name for the new folder in the **Name** box.
4. In the **Folder contains** list, select the type of items the new folder will contain.
5. Select where you want the new folder to reside in the list of folders.

**From Netscape Navigator**

1. Click on **Folders** in the **Navigation Pane**.
2. Select **Folder** from the **New** menu located on the **Toolbar**.
3. In the **Create New Folder** dialog box, type a name for the new folder in the **Name** box.
4. In the **Folder contains** list, select the type of items the new folder will contain.
5. Click on the **Create** button.

- To delete a folder

**From Microsoft Internet Explorer**

1. Click on **Folders** in the **Navigation Pane**.
2. Locate the folder you want to delete.
3. Right-click on the folder and choose **Delete**.
4. When asked if you want to delete the current folder, click **OK**.

**From Netscape Navigator**

1. Click on **Folders** in the **Navigation Pane**.
2. Locate the folder you want to delete and place a checkmark (✓) next to the folder name.
3. Click the **Delete** icon on the **Toolbar**.

- To rename a folder

**From Microsoft Internet Explorer**

1. Click on **Folders** in the **Navigation Pane**.
2. Locate the folder you want to rename.
3. Right-click on the folder and choose **Rename**.
4. Enter the new folder name and then click **OK**.

**From Netscape Navigator**

1. Click on **Folders** in the **Navigation Pane**.
2. Locate the folder you want to rename and place a checkmark (✓) next to the folder name.
3. Click on the **Rename** icon on the **Toolbar**.
4. Enter the new folder name and then click **Rename**.
How to move or copy folders

ITG WebMail allows you to move and copy folders between other folders. This helps you create and organize your folder hierarchies.

- To move or copy a folder

**From Microsoft Internet Explorer**

1. Click on **Folders** in the **Navigation Pane**.
2. In the **Navigation Pane**, right-click the folder you want to move or copy, and then click **Move/Copy**.
3. In the **Move/Copy Item** dialog box, click the destination folder, and then click **Move** or **Copy**.

**From Netscape Navigator**

1. Click on **Folders** in the **Navigation Pane**.
2. Locate the folder you want to move and place a checkmark (✓) next to the folder name.
3. Click on either the **Move** or **Copy** icon on the **Toolbar**.
4. Place a dot (•) next to the folder name where you want to move or copy the original folder to.
5. Click **Apply**.

- To move or copy a folder to a new folder

**From Microsoft Internet Explorer**

1. In the **Navigation Pane**, right-click the folder you want to move or copy, and then click **Move/Copy**.
2. In the **Move/Copy Item** dialog box, click on **New**.
3. In the **Create New Folder** dialog box, type a name for your new destination folder in the **Name** box.
4. In the **Folder contains** list, select the appropriate item for your new folder, and then click on **OK**.
5. In the **Move/Copy Items** dialog box, select the new folder, and then click on **Move** or **Copy**.

**From Netscape Navigator**

1. Create the new folder.
2. Click on **Folders** in the **Navigation Pane**.
3. Locate the folder you want to move and place a checkmark (✓) next to the folder name.
4. Click on either the **Move** or **Copy** icon on the **Toolbar**.
5. Place a dot (•) next to the new folder that you created in step 1.
6. Click on **Apply**.
Working with messages that you receive

All e-mail messages sent to your Institute e-mail address are stored in your **Inbox** by default. The number of new messages in your **Inbox** appears in parentheses next to **Inbox**.

**How to open an e-mail message**

1. Locate the message you want to read. New e-mail messages always arrive in the **Inbox** and are displayed in **bold** type.
2. Double-click the message to open it. The e-mail message will be displayed in the read message form.

**ITG WebMail Tip:**

The following tips only work with a web browser that supports ITG WebMail’s **Premium** client features:

To mark a message you opened or read as unread, select the message, and then press **CTRL+U**.

To mark a message as read, select the message, and then press **CTRL+Q**.

You can also right-click on the message and select **Mark as Unread** or **Mark as Read** on the shortcut menu.

To add the sender or any of the recipients to your **Contacts** folder, right-click on the name and then click on **Add To Contacts**.

To add the sender of a message to your **Safe Senders List**, right-click on the sender's name or e-mail address, and then click on **Add Sender to Safe Senders List**.

To add a primary recipient and/or carbon-copy recipient to your **Safe Recipients List**, right-click on the recipient's name or e-mail alias, and then click on **Add to Safe Recipients List**

To treat all messages from a sender as junk e-mail, right-click on the sender's name or e-mail alias, and then click on **Add Sender to Blocked Senders List**.

To create a rule based on the characteristics of a message, click on **Create Rule** on the toolbar.

**How to open an e-mail attachment**

When a message contains an attachment, ITG WebMail displays a paper clip icon next to it in the folder listing. When the message is opened, the name of the attached file appears in the message heading.
information. To view an attachment, double-click the attachment file name. The attachment will open in a new browser window.

**ITG WebMail Tip:**

Attachments are a common method for spreading computer viruses. The Institute computing departments have implemented various technologies to protect our clients from such viruses. As a rule of thumb, you should not open an e-mail attachment unless you trust the content and the person who sent it to you. If you are suspicious about an e-mail attachment, please contact the Help Desk at extension 8044.

**ITG WebMail Tip:**

Before editing file attachments, you must download them to your computer. For security and privacy reasons, you are encouraged to not download and edit any file attachments when you are working on a public or shared computer that can be used by multiple users.

### How to move or copy a message

- To move or copy a message to an existing folder

  **From Microsoft Internet Explorer**

  1. Open the message you want to move or copy.
  2. On the **Toolbar**, click on **Move/Copy**.
  3. In the **Move/Copy Item** dialog box, select a destination folder and then click on **Move** or **Copy**.

  **From Netscape Navigator**

  1. Open the message you want to move or copy.
  2. Click on either the **Move** or **Copy** icon on the **Toolbar**.
  3. Place a dot (•) next to the folder name where you want to move or copy the message to.
  4. Click **Apply**.

- To move or copy a message to a new folder

  **From Microsoft Internet Explorer**

  1. Open the message you want to move or copy.
  2. On the **Toolbar**, click on **Move/Copy**.
  3. In the **Move/Copy Item** dialog box, click on **New**.
  4. In the **Create New Folder** dialog box, in the **Name** text box, type a name for your destination folder.
  5. In the **Folder contains** menu, select the appropriate item for your new folder, and then click on **OK**.
6. In the **Move/Copy Item** dialog box, select the new folder, and then click on **Move** or **Copy**.

**From Netscape Navigator**

1. Create the new folder.
2. Locate the message you want to move and place a checkmark (✓) next to it.
3. Click on either the **Move** or **Copy** icon on the **Toolbar**.
4. Place a dot (*) next to the new folder that you created in step 1.
5. Click on **Apply**.

**How to reply to, reply to all or forward a message**

- **To reply to the sender of a message**

  1. On the **Read Message** form **Toolbar**, click on **Reply** 📭. The **To** text box is already addressed to the sender of the original message. The text of the original message is copied into the message body.
  2. When you are finished composing your reply message, click on **Send** on the **Toolbar**.

- **To reply to the sender and all other recipients of a message**

  1. On the **Read Message** form **Toolbar**, click on **Reply to all** 📭. The **To** and **Cc** text boxes are already addressed to the sender, as well as every other recipient of the original message. The text of the original message is copied into the message body.
  2. When you are finished composing your reply message, click on **Send** on the **Toolbar**.

- **To forward a message**

  1. On the **Read Message** form **Toolbar**, click on **Forward** 📭.
  2. In the **To** box, type the e-mail address(es) you want to forward the message to.
  3. The text of the original message is copied into the message body. Type your reply within or above the sender's original message.
  4. When you are finished composing your reply message, click on **Send** on the **Toolbar**.

**ITG WebMail Tip:**

To add **Blind carbon copy** (Bcc) recipients, in the **Bcc** text box, type their names, or click **Bcc** to open the **Find Names** dialog box. **Bcc** recipients receive a copy of the message, but their names don't appear in the list of recipients. Each **Bcc** recipient can't see the names of other **Bcc** recipients.

**How to flag messages for follow up**

ITG WebMail allows you to use flags to remind yourself to follow up on an issue or to categorize messages in your **Inbox**. ITG WebMail provides six colors—red, blue, yellow, green, orange, and purple—that can be used to represent different things. This feature is only available when you are using a web browser that supports ITG WebMail's **Premium** client features.
• To flag a message with a particular color, right-click the flag that corresponds to the message, and then select the flag color.
• To flag a message as complete, right-click the message, and then click on Flag Complete ✔.
• To clear a flag from a message, right-click the message, and then click on Clear Flag.

How to sort messages

ITG WebMail allows you to sort and view messages in your Inbox according to different characteristics, such as subject, sender, and conversation topic ("thread").

1. Click on the Messages list on the main Toolbar, and then select one of the following:
   • Messages – This default view displays all messages as they arrive in your Inbox.
   • Unread Messages - Displays only the unread messages in your Inbox. This view is only available when you are using a web browser that supports ITG WebMail’s Premium client features.
   • Two-Line View - Displays a two-line view of all messages in your Inbox. This view is only available when you are using a web browser that supports ITG WebMail’s Premium client features.
   • By Sender - Groups and displays messages sorted by sender. To see all messages from a particular sender, click the plus sign Ο next to the message group.
   • By Subject - Groups and displays messages sorted by subject. To see all messages on a particular subject, click the plus sign Ο next to the message group.
   • By Conversation Topic - Groups and displays messages sorted by the topic of conversation. To see all messages from a particular conversation, click the plus sign Ο next to the message group.
   • Unread By Conversation Topic - Groups and displays only the unread messages by topic of conversation.
   • Sent To - Displays all messages in your Inbox sorted by the person or group to whom they were sent.

How to delete an e-mail message

• To delete an opened e-mail message, click Delete ✗ on the Toolbar.
• To delete an e-mail message or multiple e-mail messages, select the message or messages and then click Delete ✗ on the Toolbar.

ITG WebMail Tip:

All deleted messages are sent to the Deleted Items folder and will remain there until you delete them from there.
Working with messages that you send

ITG WebMail also provides you with the opportunity to send new e-mail messages to your colleagues, family or friends.

How to create, address, compose and format a new message

You create messages in the New Message form. This is the same form ITG WebMail uses for replying to and forwarding messages.

- To create a new message
  1. In the Inbox, on the toolbar, click New 🔄.

**ITG WebMail Tip:**

If you access ITG WebMail via the Microsoft Internet Explorer web browser, you can also create a new message directly from your address book. On the toolbar, click Address Book 📚, and then use the Find Names dialog box to search for the person...
or distribution list you want to send a message to. Select the person's name in the list, and then click **Add recipient to...New Message**.

- **To address a message**
  1. In the **To** and **Cc** boxes, type the names or e-mail aliases of the message recipients. Separate multiple names with semicolons (;).
  2. To add **Blind carbon copy (Bcc)** recipients, type the names or e-mail aliases of the message recipients. Separate multiple names with semicolons (;). **Bcc** recipients receive a copy of the message, but their names don't appear in the list of recipients. **Bcc** recipients can't see the names of other **Bcc** recipients.

**ITG WebMail Tip:**

You can also address a message by clicking on **To**, **Cc** or **Bcc**. This will open the **Find Names** dialog box. After you locate a person, add their name to your e-mail message by selecting the name and then clicking **To**, **Cc** or **Bcc** next to **Add recipient to**.

To delete a name from the address boxes, select the name and press **DELETE**.

- **To check names in the address boxes**

  ITG WebMail can match partial names typed into recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases *john* and *johnny*, and you type *john*, the name *john* isn't completely matched and won't be recognized. This is because both *john* and *johnny* could be matched to *john*.

  If you try to send a message to one or more recipients who can't be matched to an e-mail alias, the **Check Names** dialog box will appear. This dialog box will also appear if you click **Check Names** on the toolbar.

  - To delete the unresolved name, in the **Check Names** dialog box, select **Delete this recipient from the list**, and then click on **OK**.
  - To get more information about one of the similar names in the list under **Change to**, such as street address or phone number, select the name, and then click on **Properties**.
  - To change the unresolved name to one of the names under **Change to**, select the name, and then click on **OK**.

- **To compose a message**
  1. In the **Subject** box, type a brief subject line.
  2. In the message body, type your message.

- **To format a message**

  If you access ITG WebMail via a web browser that supports ITG WebMail’s **Premium** client features, you can use the tools on the **Formatting** toolbar to format your e-mail messages. With the following commands, you can change the appearance of text and the layout of your message.
### Getting Started with ITG WebMail

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>Lists message styles. The default is <strong>Normal</strong>.</td>
</tr>
<tr>
<td>Arial</td>
<td>Lists the font styles you can use for your text.</td>
</tr>
<tr>
<td>10</td>
<td>Lists the available font sizes.</td>
</tr>
<tr>
<td></td>
<td>Lists the available text colors.</td>
</tr>
<tr>
<td><strong>B I U</strong></td>
<td>Makes the selected text bold, italicized, or underlined.</td>
</tr>
<tr>
<td></td>
<td>Aligns the text.</td>
</tr>
<tr>
<td></td>
<td>Creates a bulleted list.</td>
</tr>
<tr>
<td></td>
<td>Creates a numbered list.</td>
</tr>
<tr>
<td></td>
<td>Increases or decreases the indent of your text.</td>
</tr>
<tr>
<td></td>
<td>Sets the text direction in individual paragraphs from left to right or from right to left. This option requires Microsoft Internet Explorer 6 or later.</td>
</tr>
</tbody>
</table>

**How to spell check a message**

If you access ITG WebMail via a web browser that supports ITG WebMail’s **Premium** client features, you can spell check the messages you compose before sending them.

1. After (or while) you compose a message, click in the body of the message.
2. On the **Toolbar**, click on **Spelling** 📖. If the spelling checker finds a word in the body of your e-mail message that isn't in the dictionary, it highlights the word and presents you with options for correcting the error.
3. In the **Spelling** dialog box, select the appropriate option.

**ITG WebMail Tip:**

The spelling checker doesn't check for spelling mistakes in the subject line of your message.
How to add and/or remove file attachments

You can attach any type of file that is accessible from your computer or through your network to an e-mail message.

• To attach a file attachment

  **From Microsoft Internet Explorer**

  1. Click on **Add Attachment** ☐ on the **Toolbar**.
  2. In the **Attachments** dialog box, type the path to the file under **Choose a file to attach**, or click on **Browse** to locate the file.
  3. Click on **Attach**. The file will appear under **Current file attachments**.
  4. Click on **Close** to return to the e-mail message you were composing.

  **From Netscape Navigator**

  1. Click on **Add Attachment** ☐ on the **Toolbar**.
  2. In the **Attachments** dialog box, type the path to the file under **Choose a file to attach**, or click on **Browse** to locate the file.
  3. Click on **Attach**. The file will appear under **Current file attachments**.
  4. Click on **Go back to message** to return to the e-mail message you were composing.

• Remove an attachment

  1. Click on **Add Attachment** ☐ on the **Toolbar**.
  2. Under on **Current file attachments**, place a check mark (✓) in the box(es) next to the file attachment(s) that you want to remove.
  3. Click on **Remove**.

How to set message importance and options

By clicking on Microsoft Internet Explorer’s Options button or Netscape Navigator’s Importance and Options drop-down lists on the Message Toolbar, you can add a number of features to your messages. The following features can be added to new messages, replies, and forwards:

• To set the message importance level, click on the appropriate choice next to Importance. Messages not designated as high or low have a normal importance by default.

• **Message Receipts** – this lets you request a delivery receipt or read receipt for your message. The method for requesting message receipts varies between the different web browsers.

  **From Microsoft Internet Explorer**

  1. Click on **Options** on the **Toolbar**.
  2. Choose the appropriate tracking option.
From Netscape Navigator

1. Choose the appropriate option from the drop-down list appearing next to **Options** on the **Toolbar**.

**How to save a message**

You can save a message you want to send or complete at a later time. This applies to new messages as well as messages you're forwarding. By default, saved messages are stored in your **Drafts** folder.

1. Open the message.
2. On the **Toolbar**, click on **Save**.

**How to send a message**

When you've finished composing your message, click on **Send** on the **Toolbar**.
Working with Contacts

**Contacts** serves as your personal e-mail address book and place to store information about the individuals and businesses you regularly communicate with. To open **Contacts**, click on **Contacts** on the **Navigation Pane**.

**How to create a new contact and distribution list**

- To create a new contact

  **From Microsoft Internet Explorer**

  1. In **Contacts**, click on **New**.
  2. In the **New Contact** window, on the **General** tab, type the information you want to include for the contact.
  3. If you have multiple addresses stored for a contact, you can designate one as the contact's mailing address. Select the address in the list, and then select the **Mailing address** check box.
  4. On the **Details** tab, you can fill in additional information about a contact.
  5. Click **Save and Close**, and then refresh your browser window to see the new contact.
From Netscape Navigator

1. In **Contacts**, click on **New**.
2. In the **New Contact** window, type the information you want to include for the contact.
3. If you have multiple addresses stored for a contact, you can designate one as the contact's mailing address. Select the address in the list, and then select the **Mailing address** check box.
4. Click **Save** and then **Close** to return to your list of contacts.

- To create a distribution list

If you regularly send e-mail messages to a group of people, you can create a distribution list to simplify addressing messages and meeting requests. After a distribution list is created, you can send a message or meeting request to multiple recipients at the same time. Distribution lists can include anyone with a valid e-mail address.

1. In **Contacts**, click on **Distribution List** from the list of options next to **New**.
2. In the **New Distribution List** window, in the **List Name** text box, type the name of your new distribution list.
3. To add a member of your organization to your distribution list, click **Find Names**. Use the **Find Names** dialog box to locate the person in your organization's global address list or your contacts, and then click **Add recipient to...Distribution List**. Repeat this step for each person you want to add.
4. Click **Save** and then **Close** to return to your list of contacts.

**ITG WebMail Tip:**

You can also type the e-mail addresses or aliases for the people you want to add in the **Add to Distribution List** text box. To add a personal contact or person outside of your organization to your distribution list, type the contact's name or the person's e-mail address in the **Add to Distribution List** text box, and then click **Add**. Repeat this step for each person you want to add.

How to open a contact or distribution list

1. In **Contacts**, double-click the contact or distribution list that you want to open.

How to sort contacts

1. In **Contacts**, select one of the following views:

   - **Address Cards** – This is the default view. It displays basic information from each contact's **General** tab.
   - **Detailed Address Cards** – This displays all information for a contact.
   - **Phone List** – Each contact's name and every phone number you have for them.
   - **By Company**  Each contact's name and their company information.
How to attach a file to a contact

You can attach files, such as a Microsoft Word document or other relevant information, to a contact. This allows you to store all information pertaining to a contact in one location.

**From Microsoft Internet Explorer**

1. Open the contact you want to attach a file to.
2. On the Toolbar, click on Add Attachment  
3. In the Attachments dialog box, under Choose a file to attach, type the path to the file, or click on Browse to locate the file. Click on Open once you locate the file you want to attach to the contact.
4. Click on Attach, and the file will appear under Current file attachments. Repeat steps 1-3 for any additional files you want to attach.
5. To return to the contact, click on Close. The files you selected will appear at the bottom of the General tab, next to Attachments.

**From Netscape Navigator**

1. Open the contact you want to attach a file to.
2. On the Toolbar, click on Add Attachment  
3. In the Attachments dialog box, under Choose a file to attach, type the path to the file, or click on Browse to locate the file. Click on Open once you locate the file you want to attach to the contact.
4. Click on Attach, and the file will appear under Current file attachments. Repeat steps 1-3 for any additional files you want to attach.
5. To return to the contact, click on Go back to message. The files you selected will appear near the bottom next to Attachments.

How to create a message from a contact

You can send an e-mail message to a contact while viewing that person's contact information.

1. Open the contact you want to send a message.
2. On the Toolbar, click Send mail to contact  
3. Type a subject in the Subject box, type your message in the message body, and then click on Send to send your message.

How to view a map for a contact's address

You can use ITG WebMail to automatically create a Microsoft MapPoint map of a contact's selected address.

1. Open the contact whose address you want to map.
2. Select the address you want to map in the list above Mailing address.
3. Make sure the Country/Region box contains the name of the country or region where the contact's address is located.
4. On the Toolbar, click on Display map for this address 📍. A new browser window will open at the MSN Maps & Directions web site, displaying a map of the contact's address.
Working with Options

There are several features in ITG WebMail that can be customized. To customize these features, click Options in the Navigation Pane.

ITG WebMail Tip:

When you change any settings for the following options, you must click Save and Close for your changes to take effect.

How to automatically reply to e-mail messages that you receive

The Out of Office Assistant generates automatic replies to e-mail messages that you receive while you are away. Each time you activate the assistant, ITG WebMail sends an automatic reply to someone the first time the sender sends you a message.

1. In the Navigation Pane, click Options.
2. To enable the Out of Office Assistant, under Out of Office Assistant, click I'm currently out of the office.
3. In the text box underneath “AutoReply only once to each sender with the following text:”, type the message you want senders to receive when they send you e-mail messages while you are out of the office.

To disable the Out of Office Assistant after you return to the office, click I'm currently in the office.

How to customize messages and message views

Use the following procedures to customize your messaging options.

- To change the number of items displayed per page in your Inbox or other folders:

  Under Messaging Options, in the list next to Number of items to display per page, select a number. The higher the number, the longer each page takes to refresh.

- To indicate what to display after you move or delete an item: [Note: This option is only available if you are using a web browser that supports ITG WebMail’s Premium client features.]

  Under Messaging Options, in the list next to After moving or deleting an item, select an action. Your options include to open the next item in the list (the default), open the previous item, or return to the window you moved or deleted the item from and select—but not open—the next item in the list.

- To enable pop-up message notifications on your computer when you receive new e-mail messages: [Note: This option is only available if you are using a web browser that supports ITG WebMail’s Premium client features.]
Under **Messaging Options**, place a check mark (✓) next to **Display a notification message when new mail arrives**.

- To be notified with a sound when new messages arrive: [Note: This option is only available if you are using a web browser that supports ITG WebMail’s **Premium** client features.]
  
  Place a check mark (✓) next to **Play a sound when new mail arrives**.

- To append a custom signature to each message you send:

  **For Microsoft Internet Explorer**
  
  1. Click on **Edit Signature**.
  2. In the **Signature** dialog box, type and format the signature you want to use, and then click on **Save and Close**.
  3. Place a check mark (✓) next to **Automatically include my signature on outgoing messages** check box.

  **For Netscape Navigator**
  
  1. Place a check mark (✓) next to **Automatically include my signature on outgoing messages** check box.
  2. Enter your custom signature in the box below.

- To set the font you use for new, replied to, and forwarded messages: [Note: This option is only available if you are using a web browser that supports ITG WebMail’s **Premium** client features.]

  1. Click on **Choose Font**.
  2. In the **Font** dialog box, select a font, style and size, and then click on **OK**.

- To mark previewed items as read or unread:

  Use the following options to determine whether items displayed in the **Reading Pane** will be marked as read or left as unread. Even if you view an item in the **Reading Pane**, you may want to leave the item marked as unread as a reminder to return to it later. [Note: These options are only available if you are using a web browser that supports ITG WebMail’s **Premium** client features.]

  - To mark items you view in the **Reading Pane** as read:

    Under **Reading Pane Options**, select the **Mark item displayed in Reading Pane as read** check box.

  - To set a delay for when the item is marked as read:

    Type a number in the **Wait [n] seconds before marking item as read** text box. The default is five seconds.
• To mark items you view in the **Reading Pane** as read after you select another item in the list:

Under **Reading Pane Options**, select the **Mark item as read when selection changes** check box. This is the default setting.

• To leave items you view in the **Reading Pane** marked as unread:

Under **Reading Pane Options**, select **Do not automatically mark items as read**.

### How to set up the spelling checker

Use the following procedures to customize your spelling options: [Note: These options are only available if you are using a web browser that supports ITG WebMail’s **Premium** client features.]

• To prevent the spelling checker from checking words in UPPERCASE letters:

  Under **Spelling Options**, select the **Ignore words in UPPERCASE** check box.

• To prevent the spelling checker from checking words that contain numbers:

  Under **Spelling Options**, select the **Ignore words with numbers** check box.

• To automatically check spelling before a message is sent:

  Under **Spelling Options**, select the **Always check spelling before sending** check box.

• To select a dictionary:

  ITG WebMail allows you to spell-check messages in several languages using language-specific dictionaries.

  Under **Spelling Options**, select a language from the drop-down list.

### How to help protect your privacy

ITG WebMail helps you control unwanted and unsolicited messages ("junk e-mail") and block links to external content that can make you the target of junk e-mail messages.

• Turn on the junk e-mail filter:

  Under **Privacy and Junk E-mail Prevention**, place a check mark (✓) in the box next to **Filter Junk E-mail**.

• Block external content in HTML e-mail messages:
The e-mail messages you receive that are formatted in HTML can include links to external content, such as pictures or sounds. When you open or preview the message, the external content is downloaded into your computer so that the message can be viewed properly. This is typically done by legitimate senders to avoid sending large messages. However, spammers also do this to verify that your e-mail address is "live." Once they know there is a real person associated with your e-mail address, you can then become the target of more spam. External content used to identify you in this way is called a Web beacon.

- To prevent ITG WebMail from downloading Web beacons:
  Under **Privacy and Junk E-mail Prevention**, select the **Block external content in HTML e-mail messages** check box.

### How to reply to read receipt requests

In addition to requesting a read receipt for e-mail messages you send, you can, as a recipient, choose whether to send a read receipt whenever one is requested of you.

- To send a read receipt automatically whenever one is requested:
  
  Select **Always send a response**.

- To never send a read receipt:
  
  Select **Do not automatically send a response**.

### How to change the color scheme

You can customize the appearance of ITG WebMail by selecting a color scheme that matches your current Windows theme or color scheme. [Note: This option is only available if you are using a web browser that supports ITG WebMail’s **Premium** client features.]

- To change the color scheme:
  1. Under **Appearance**, in the drop-down menu, select a color.
  2. Click **Save and Close**.

### How to set date and time formats

- To set the date and time formats used in your message folders and calendar items:
  
  Select your preferred format for the different styles from the options on the drop-down list.
How to customize your calendar view

- To set the day your calendar displays as the beginning of the week:
  Select the appropriate day from the Week begins on list.

- To set the times ITG WebMail will display for each business day:
  Select the appropriate times from the Day start time and Day end time lists.

- To select when ITG WebMail will begin numbering weeks for the current year:
  Select the appropriate option from the First week of year list. The week numbers are displayed in the date picker window in Calendar. If you don't want weeks to be numbered, select Do not display week numbers.

How to set reminders for calendar items and tasks

In the Default reminder list, select the amount of time before the item occurs that you would like to receive a reminder.

- To receive reminder messages before your appointments and meetings:
  Place a check mark (✓) in the box next to Enable reminders for Calendar items.
• To receive reminder messages for tasks that are coming due:

Place a check mark (✓) in the box next to **Enable reminders for Task items**.

• To also be reminded with a sound:

Place a check mark (✓) in the box next to **Play a sound when a reminder is due**.

### How to customize address book searches

You can select which address book to search first when resolving the name of a contact.

• To set your organization's address book as the first place to search:

Place a check mark (✓) in the box next to **Global Address List**.

• To set your personal contacts as the first place to search:

Place a check mark (✓) in the box next to **Contacts**.

### How to recover items you've deleted

After you delete an item from your **Deleted Items folder** it is permanently deleted. However, you can recover a deleted item if you change your mind about deleting it.

1. In the **Navigation Pane**, click **Options**.
2. **Under Recover Deleted Items**, click **View Items**.
3. In the **Recover Deleted Items** dialog box, select the item(s) you want to recover.
4. To return the selected items to your **Deleted Items folder**, click **Recover** on the toolbar, or click **Permanently Delete** to permanently destroy the items.

**ITG WebMail Tip:**

Deleted items are recoverable only for a limited time. If the item you want to recover isn't there, it's likely that the recovery time has expired for that item.
Appendix A - Outlook Web Access Improvements

The new version of Outlook Web Access in Exchange Server 2003 represents a significant upgrade from previous versions. The table below summarizes the improvements made to this version, including the version that supports them.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Outlook Web Access Premium</th>
<th>Outlook Web Access Basic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Logon/Logoff Improvements</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logon page</td>
<td>New customized form for logging on to Outlook Web Access—including cookie-based validation where the Outlook Web Access cookie is invalid after user logs out or is inactive for predefined amount time.</td>
<td>Yes, with choice of using Outlook Web Access Basic.</td>
<td>Yes, but only allows use of Outlook Web Access Basic.</td>
</tr>
<tr>
<td>Clear credentials cache on logoff</td>
<td>After logoff, all credentials in Internet Explorer 6 Service Pack 1 (SP1) credentials cache are cleared automatically.</td>
<td>Yes, in Internet Explorer 6 SP1.</td>
<td>No</td>
</tr>
<tr>
<td>Public or shared computer and Private computer logon options</td>
<td>To provide organizations with more protection, two logon page security options can be used. The private option can be set to provide a longer period before user is logged off because of inactivity.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>General User Interface Improvements</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User interface updates</td>
<td>New color scheme, reorganized toolbars.</td>
<td>Yes, plus new View menu, default user interface font, and bidirectional support.</td>
<td>Yes, but only one color scheme is available.</td>
</tr>
<tr>
<td>Item window sizing</td>
<td>During an Outlook Web Access session, item windows open at the last window size set by the user instead of always opening at 500x700 pixels.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Item window status bar</td>
<td>A status bar is now available on item windows so a user can see URL of hyperlinks in e-mail messages. To view the URL, move the pointer over the hyperlink.</td>
<td>Yes</td>
<td>No. Items do not open in a separate window, however the status bar is still available.</td>
</tr>
<tr>
<td><strong>View Improvements</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Two-line mail view</td>
<td>New view orients message list vertically instead of horizontally; works well with Reading Pane.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Reading Pane (previously called the Preview Pane in previous versions of Outlook Web Access)</td>
<td>Resizable Reading Pane now appears to right of message list by default; attachments can be opened directly from Pane. Additionally, user has option to determine if items are marked items as read when viewed in Reading Pane.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Mark as read/unread</td>
<td>Command enables users to mark unread messages as read or vice versa.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Outlook Web Access Premium</td>
<td>Outlook Web Access Basic</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Quick Flagging</td>
<td>Command enables users to assign follow-up flag to messages.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Context Menu</td>
<td>Context Menu available in mail view; special context menu also available on quick flag.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Keyboard shortcuts</td>
<td>Common actions such as new message, mark as read/unread, and reply and forward are available when focus is in message list.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Items per page</td>
<td>Users can determine how many items appear per page in E-mail, Contacts, and Tasks views.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mail icons</td>
<td>Icons display state and type of messages.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Deferred view update</td>
<td>The view is auto-refreshed only after 20 percent of messages are moved or deleted from a page, not after each deletion. This results in increased performance.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Navigation Improvements</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Navigation Pane</td>
<td>Unified user interface contains module shortcuts, full folder tree, refresh item count button, customizable width.</td>
<td>Yes</td>
<td>Shortcuts only</td>
</tr>
<tr>
<td>Search folders</td>
<td>Outlook-created search folders are displayed in folder tree. These must be created in the Outlook Online mode.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Notifications</td>
<td>New e-mail and reminder notifications are displayed in Navigation Pane.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Public folders</td>
<td>Public folders are displayed in new window.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Log Off option on toolbar</td>
<td>Log Off option is now on the view toolbar, not in the Navigation Pane.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Mail Workflow Improvements</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spelling checker</td>
<td>Spelling checker is provided for e-mail messages.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>New addressing wells</td>
<td>New integrated look; easier deletion of recipients.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Global Address List Properties sheets</td>
<td>Property sheets now display name, address, and phone information for resolved Global Address List (GAL) users.</td>
<td>Yes. Available in received items, draft items, Check Names dialog box, and Find Names dialog box.</td>
<td>Yes; only available in received items and draft items.</td>
</tr>
<tr>
<td>Add to Contacts</td>
<td>Users can add resolved recipients in received mail or drafts to main Contacts folder.</td>
<td>Yes, feature in Properties sheets or context menu on resolved names.</td>
<td>No</td>
</tr>
<tr>
<td>Send mail from Find Names</td>
<td>Users can send new messages to addresses found in the Find Names dialog box when it is opened from an e-mail view.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Open Find Names from message</td>
<td>Users can open Find Names from a message and use it to add new</td>
<td>Already available in previous versions of</td>
<td>No</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Outlook Web Access Premium</td>
<td>Outlook Web Access Basic</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>Contacts in Find Names</strong></td>
<td>Users can search main Contacts folder in Find Names.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Sorted results in Find Names and Check Names</strong></td>
<td>The results in Find Names and Check Names now are sorted in alphabetical order.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Auto signature</strong></td>
<td>Users can create a signature that is automatically included in e-mail messages.</td>
<td>Yes, HTML-based formatting; also on-demand insertion.</td>
<td>Yes, plain text formatting; no on-demand insertion.</td>
</tr>
<tr>
<td><strong>Default mail editor font</strong></td>
<td>User-customizable default font is provided for e-mail editor.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Navigate after delete</strong></td>
<td>Users can open the next or previous item after deleting an item.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Read receipts</strong></td>
<td>Users can use or ignore read-receipt requests.</td>
<td>Yes. Users can also send receipts even when the option is set to ignore requests.</td>
<td>Yes. Users are not able to send receipts when option is set to ignore requests.</td>
</tr>
<tr>
<td><strong>&quot;Web Beacon&quot; blocking</strong></td>
<td>Users can control options for blocking external content in e-mail.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Attachment blocking</strong></td>
<td>Administrator options restrict access to some or all attachments in messages.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Junk mail filtering</strong></td>
<td>Options to set up safe- and blocked-sender lists.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Sensitivity Infobar</strong></td>
<td>Sensitivity information is displayed in Infobar.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Reply/Forward InfoBar</strong></td>
<td>Reply/Forward information is displayed in InfoBar.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>No indenting replies</strong></td>
<td>The reply header and reply body are no longer indented.</td>
<td>Yes</td>
<td>Yes, Outlook Web Access Basic never indented.</td>
</tr>
<tr>
<td><strong>Reply to messages/posts in Public Folders</strong></td>
<td>When accessing public folders through a front-end server, users can reply by e-mail to messages or posts in public folders.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Encrypted/signed mail</strong></td>
<td>Sending and receiving encrypted and/or signed e-mail is supported.</td>
<td>Yes, Internet Explorer 6 on Microsoft Windows 2000 or later.</td>
<td>No</td>
</tr>
</tbody>
</table>

**Rules Improvements**

| Rules                                      | Users can create and manage server-based e-mail-handling rules. | Yes | No |

**Task Improvements**

| Personal tasks                                      | Users can create and manage personal tasks and receive reminders for these items. | Yes | Yes, but no reminders. |

**Calendar Improvements**

<p>| Reply/Forward Meeting Requests | Users can now reply to senders of Meeting Requests and/or forward Meeting Requests to other users. | Yes | Yes |
| Attendee reminder               | Attendees can set own reminder times | Yes | No |</p>
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Outlook Web Access Premium</th>
<th>Outlook Web Access Basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Calendar from a meeting request</td>
<td>Attendees can open Calendar from a meeting request.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Customized meeting cancellation notice</td>
<td>Users can now provide a response in a meeting cancellation notice.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Attendee reminder</td>
<td>Meeting attendees can set their own reminder times from meeting requests.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>View Calendar from Meeting Request</td>
<td>Meeting attendees can open their Calendar from a meeting request</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Performance Improvements**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Outlook Web Access Premium</th>
<th>Outlook Web Access Basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bytes over the wire</td>
<td>Fewer bytes sent over the wire from server to browser. Additionally, when data is sent from the server to browser during initial logon has been reorganized to speed up rendering the Inbox.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Compression support</td>
<td>Administrators can configure compression support for Outlook Web Access and provide a performance improvement of nearly 50 percent for most actions on slow network connections.</td>
<td>Yes, when accessed with Internet Explorer 6 SP1 + Q328970 or later.</td>
<td>Depends on the browser.</td>
</tr>
</tbody>
</table>
## Browser support for Outlook Web Access with Microsoft operating systems

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox 1.0</td>
<td>B</td>
<td>B</td>
<td>Not tested</td>
</tr>
<tr>
<td>Internet Explorer 5.1</td>
<td>B &amp; P</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 5.5 SP2</td>
<td>B &amp; P</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 6</td>
<td>B &amp; P</td>
<td>B &amp; P</td>
<td>None</td>
</tr>
<tr>
<td>Internet Explorer 6 SP1</td>
<td>B &amp; P</td>
<td>B &amp; P</td>
<td>B &amp; P</td>
</tr>
<tr>
<td>Mozilla 1.7.5</td>
<td>B</td>
<td>B</td>
<td>Not tested</td>
</tr>
<tr>
<td>Netscape Navigator 4.79</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Netscape Navigator 7</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
</tbody>
</table>

## Browser support for Outlook Web Access with other operating systems

<table>
<thead>
<tr>
<th>Browser</th>
<th>Apple OS 9.x</th>
<th>Apple OS 10.1 and later</th>
<th>Red Hat Linux, Sun Microsystems, Solaris, HP/UX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 5.0 and later for Apple</td>
<td>B</td>
<td>B</td>
<td>N/A</td>
</tr>
<tr>
<td>Firefox</td>
<td>N/A</td>
<td>B</td>
<td>Not tested</td>
</tr>
<tr>
<td>Mozilla</td>
<td>N/A</td>
<td>B</td>
<td>Not tested</td>
</tr>
<tr>
<td>Netscape Navigator 4.8</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Netscape Navigator 6.2</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Netscape Navigator 7</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Safari 1.2.4</td>
<td>N/A</td>
<td>B</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Key:**

- **B** – Basic version of Outlook Web Access supported
- **B & P** – Both the Basic and Premium versions of Outlook Web Access are supported
- **None** – Neither the Basic nor Premium versions of Outlook Web Access are supported