Webmail @ CCNY
Reference Guide

The City College of New York

Exploring Outlook Web App 2013

Visit the OWA: https://webmail.ccny.cuny.edu/

The Outlook Web App (OWA) allows you to access your emails in a full -featured web interface similar to Outlook. You can manage your emails, calendars, contacts, and tasks at the office , at home, or on the go while having access to the features you need. See before for more information.

Message List - Shows all emails in your Inbox. Each item includes the sender, subject, and preview. The message list have be resized as necessary.

Search - Find any email or contact by typing in keywords.

Navigation Pane - Used to navigate to any folder in your mailbox including those manually created.

New Mail - For creating a new email, select "new email" at the top left.

Archiving - Emails older than 1 year are automatically archived. This prevents your mailbox from going over the 2GB quota. Archives are accessible through the OWA and Outlook.
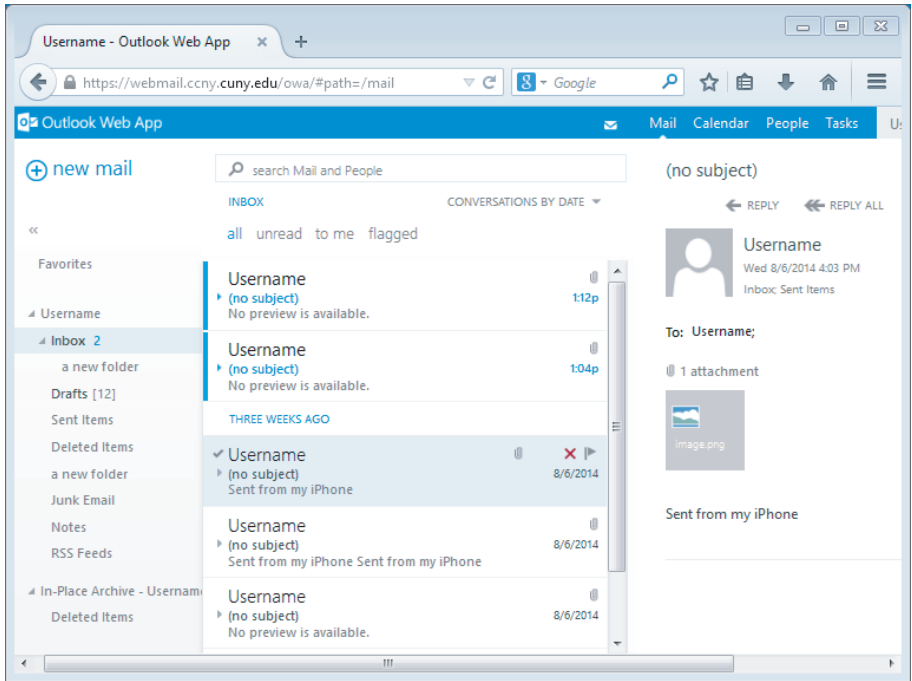
Navigation Buttons

Mail is where emails are sent and received.

Calendar allows you to view your calendar, create appointments, and share your calendar.

People allows you to search the Global Address List for any contact or group including whole departments and classes.

Tasks allows you to create tasks that serve as reminders for things that need to get done.

Reading Pane - Clicking on an email once will open it in the reading pane. The reading pane offers full functionality for editing your email. You can pop out the email for ease of reading by double-clicking on the email.

Quick Tips

- Unchecking "Private Computer" at the login page will keep you logged in for 8 hours
- Create folders to organize your emails
- Use the search feature to find emails and contacts without the need to scroll down
- Deleted Items folder is purged every 30 days
- Share calendars and schedule appointments with coworkers for convenient collaboration
- Use the provided distribution lists to contacts groups, departments, and even classes
- Quickly search for names by typing in the recipient box and clicking the search button when sending an email

Message Window

- When composing an email, you may format text using the provided formatting tools. You may also attach files to your emails using the Insert button. If you choose "picture" when inserting a picture it will insert directly into your message body.

You may choose a recipent from the comprehensive directory provided by click on "To:". The directory is updated every semester with the latest faculty, staff, students, and distribution groups including whole classrooms and departments.
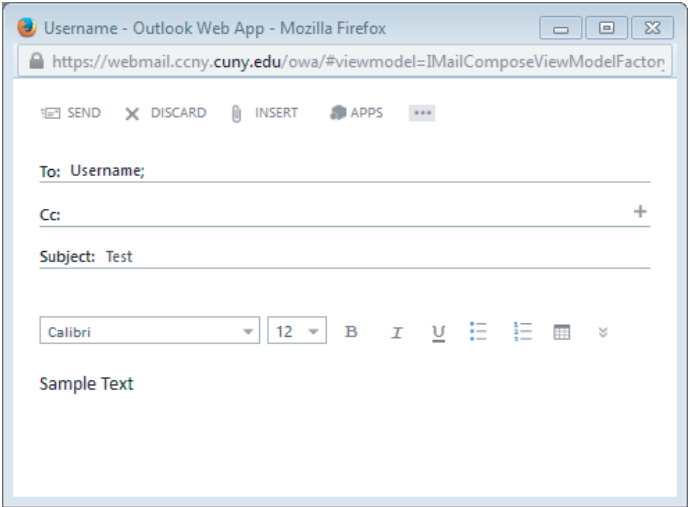
For more Information and Help:

Webmail FAQs & Tutorials -   Http://support.ccny.cuny.edu/webmail/

Password Reset -   Https://reset.ccny.cuny.edu/

CETL Training Classes for Webmail -   Http://cetl.ccny.cuny.edu/

Read and Organize Emails

Getting Started

1. Launch your web browser
2. Type URL: **https://webmail.ccny.cuny.edu**
3. If in a secure location, uncheck Private computer, which will keep you logged in for 8 hours. Leaving it checked will log you off after 30 minutes of inactivity
4. Enter in your credentials

Reading your email

1. Once logged in, view your email on the center column or Message List by clicking on it
2. Doubling clicking on an email will open it in a new window

Sorting your email

1. Use the "all", "unread", "to me", and "flagged" sorting options to adjust what emails are displayed
2. Select CONVERSATIONS BY DATE ▼ to sort your mail by date, size, importance, etc.

Organizing your email: Folders

1. On the Navigation Pane, right-click on Inbox and select "create new folder"
2. Fill in an appropriate name
3. Right-click on an email, select "move" then select "more..."
4. Choose the desired folder then click "move"

Selecting multiple emails

1. While viewing the Message List under "Mail", hold the Ctrl key on the keyboard then select multiple emails. These emails can be moved to a folder all at once
2. You can also select large blocks of emails by first selecting the of the beginning of the block
3. Then while holding Shift on the keyboard, click on the last email in the block

Organizing your email: Rules

1. You can create rules to automatically deal with certain types of messages by first scrolling to the email in the Message List
2. Right-click on the email and select "create rule..."
3. Give the Rule a name and choose the desired response for the email that can include moving it to a folder, deleting it, etc
4. Besure to check out "More options..." for advanced options

Accessing your archives

1. Under "Mail", you will see "In-Place Archive" on the bottom left of the window in the Navigation Pane. Click on it
2. Your archives are stored here and emails older than 1 year are automatically archived
3. The folder structure of emails is maintained meaning an email in a folder that becomes archived will be placed in a copy of the folder in your archive

---

Send Emails and Calendar

Sending an email

1. Select ⊕ new mail at the top left of the window.
2. A blank email will appear on the right. You may select □ button to open the email in a new window

Select a contact/distribution group

1. While in the new email window, click on **To:** button
2. Type in the name of the contact or group you wish to email and press Return
3. Click on the ✚ next to each contact to add them to your list of recipients
4. Adding a distribution group requires permission from your office
5. Click on ✔ OK

Create a contact

1. Select "People" at the top right of the window
2. Select ⊕ new on the top left
3. Click on "create contact"
4. Fill in the necessary information and click save

Format your email

1. Use the formatting tool bar to edit your email
2. See **B** for bold, *I* for italics, and U̲ for underline.
3. Click on the ••• for more formatting options

Insert an attachment or picture

1. Open a new email
2. Select ⊕ INSERT button and select the desired option
3. Browse for the file and click Open

Create an appointment

1. Click on Calendar at the top right of the window
2. Right-click on a date and select "new"
3. Enter in the event name, location, and attendees
4. You may add a room from the room directory provided you have permission for the room
5. Be sure to use the ▣ SCHEDULING ASSISTANT to coordinate meetings

Responding to meeting requests

1. Once a meeting request has been received, you have three options:

✔ ACCEPT - to agree to a meeting

? TENTATIVE - to state a possibility of attending

✘ DECLINE - to decline a meeting

Share your calendar

1. While under Calendar view, right-click on the calendar you wish to share and choose "share calendar"
2. Type in the name of the contact you wish to share with and send

---

Manage your settings

Changing your password

1. At the top right of the window, click on ⚙ and select "Change password"

Changing your theme

1. At the top right of the window, click on ⚙ and select "Change theme"
2. Choose the theme of your choice and click on "OK" at the top

Set automatic replies

1. At the top right of the window, click on ⚙ and select "Set automatic replies"
2. Check "Send automatic replies"
3. Fill in the necessary information and click on "Save"

Edit email signature

1. At the top right of the window, click on ⚙ and select "Options"
2. Click on settings on the left of the window
3. Under email signature, edit your email signature
4. Besure to include your name, functional title, department, room, and phone
5. Optionally, you can check "Automatically include my signature on messages I send"

Edit personal information

1. At the top right of the window, click on ⚙ and select "Options"
2. Click on "Edit information" at the bottom of the window
3. You can upload an avatar, edit your name, contact information, locations, etc

Text message notifications

1. At the top right of the window, click on ⚙ and select "Options"
2. On the left click on "settings" then "calender" at the top center of the window
3. Scroll down and select "set up notification"

Edit message formatting

1. When sending emails, you may prefer that the font, font size, etc automatically be set everytime. At the top right of the window, click on ⚙ and select "Options"
2. On the left, click on "settings"
3. Scroll down to "message format"
4. Select the desired font and font size
5. Click on "save at the bottom"