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Outlook Web App

Email

How do I send an email?
Once logged into Webmail, click on “new mail” at the top left of the window to begin creating a new email.

How do I create rules to manage my email?
In Webmail, select an email for which you would like to create a rule and right-click on it. Select “create rule…”
A new window will pop-up that will guide you through the rule creation process. You may also click on “More Options…” for advance settings.

How do I forward email to my personal account?
To forward, you must first create a contact you would like to forward to. Then you can create a rule to forward your emails.

Log into Webmail, select “People” at the top right of the page
Select “new” on the top left of the page then select “create contact” when the “what would you like to do?” pop-up comes up.

Create a new contact with the email you would like to forward to and select save.

Now to forward to that contact, select the gear at the top right of the window and select “Options.”

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On the left, select “organize email” then click on the “+” select “Create a new rule for arriving message”.

A new window will pop-up. Select the appropriate options as shown.
When you select, “Redirect the message to…”, a new window will pop-up. Click on the “+” next to the contact you would like to forward to and click “OK”.

Once you are finished, select “save” and forwarding will be enabled. To test this, send yourself as email, preferably from a different email address or wait until you receive a broadcast.
How to search the Global Address List?

The Global Address List is a comprehensive directory of all faculty, staff, and students on campus. This list is continually updated and provides distribution lists for groups, departments, and even classes.

It can be searched through the web interface (OWA). Visit https://webmail.ccny.cuny.edu/ and when creating a new email, click on the plus sign on the right to search for contacts.

When creating an email through the OWA, click on the “+” or “To:”
From here you can search for a contact or click on the double arrows on the left to see the entire directory.

How to send to a Distribution List?

Distribution lists allow you to send emails to a group, department, or class. These lists are generated by OIT and are kept current. By default, you are not allowed to use these lists for security reasons. You can make a request at the IT Service Desk for permission to use the lists. Once the department has authorized the request, you will be contacted.

**Important**: Please note that distribution lists require permission to use. Contact the IT Service Desk at x7878 to make a request.
While creating a new email, add a contact to bring up the Contacts search feature. Search for the specific group or class that you need to email.
How do I archive my emails manually?

On the left pane, see “In-Place Archive” for the location of archived emails. The folder structure will be copied over making it easy to find your emails.

To manually archive your emails:

Select and right-click on an email, hover over “move” then select “more…”
Choose the appropriate folder under “In-Place Archive” and select “move”.

Calendaring
How do I create an appointment?

At the top right of the window select Calendar. This will bring you to the calendar. Right-click on the day you wish to create an appointment and select “new” or select “new event” at the top right of the window.

Once you have filled in the appropriate information, click save. You can also select a room or use the Scheduling Assistant to expedite a meeting involving several members. You must have permission from your department to use the provided rooms list, however, you can manually enter in the Location.

How do I share my calendar?
On the left pane, right-click on the calendar you wish to share and select “share calendar”.

You will then be able to find a contact with whom to share your calendar.

**How do I set permissions for users that share my calendar?**

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In Calendar view use the same menu you used for ‘Share’ and select ‘Permissions’.

Find the user you shared the calendar with and from the drop menu set ‘Permissions’ for that user.
From the ‘Permissions’ view you can select a user and change permissions.

**Outlook 2013**

**Email**

**How do I setup my email?**

**A. Setting up Outlook: First time**

If you open Outlook for the first time, the following window will prompt you to setup your email.
Please enter in your information as shown below

It will take several minutes to setup your account.
Please click on Finish

The following window will ask you to enter in your password after you reopen Outlook, however, you need to change the username. Click on “Use another account”
Please enter your information as shown below. If the Domain is not set to ITCS, be sure to enter your username as “ITCS\username”
B. Setting up Outlook: Existing Accounts

Please click on File at the top left

Under Info, click on “Account Settings” then “Account Settings…”
Under E-mail, click on “New…”

Please enter in your information as shown below
It will take several minutes to setup your email

Click Finish and Outlook will prompt you to close and reopen the application
If prompted, please see below:

The following window will ask you to enter in your password after you reopen Outlook, however, you need to change the username. Click on “User another account”

Please enter your information as shown below. If the Domain is not set to ITCS, be sure to enter your username as “ITCS\username”
How do I send an email?

Select “New Email” at the top left of the window.

You can edit and send emails from this new window. Be sure to use the Global Address List by click on “To…”

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How do I create rules to manage my email?

Right-click on the email for which you wish to create a rule.

From this window, you may set the rule conditions. Please select “Advanced Options” for more conditions.
Contacts and Addresses

How to search the Global Address List?

When creating an email in Outlook, click on the “To…” button

Be sure the “Name only” option is selected

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How to send to a Distribution List?

Distribution lists allow you to send emails to a group, department, or class. These lists are automatically generated by IT and are kept updated daily from semester to semester through CUNYfirst data.

**Important:** Please note that distribution lists require permission to use. Contact the IT Service Desk at x7878 to make a request.

Please see, “How to search for a contact?” You can search for distribution lists in the same manner.
Calendaring

How do I create an appointment?

At the bottom of the Outlook window, select “Calendar”. Right-click on the date for which you would like to create an appointment or select “New Appointment” at the top right of the window.
How do I share my calendar?

On the menu bar at the top of the window, select “Share Calendar”

From this area, be sure to select a contact to use your calendar with by selecting “To…” to add a contact.
Apple Mail

Instructions to add your Exchange account to Apple Mail:

1. Open Mail and select Mail—>Accounts from the menu bar.

2. In the accounts window select Exchange
3. Input your name, email address, and password. The configuration will be completed automatically.
Mobile Devices

Android

How do I setup Exchange on my phone?

1A. Android: Automatic Setup

Bring down the menu screen and select Settings from the top right of the screen. Once at settings, scroll down and select “Add account” under Accounts.
At the “Add account” menu, select Microsoft Exchange ActiveSync. Enter in your email address and password and select “Next”.
Change the email sync settings to your preferences, scroll down, and select “Next”. On the next screen, you may change the name of your account on your Android device.
1B. Android: Manual Setup

Bring down the menu screen and select Settings from the top right of the screen. Once at settings, scroll down and select “Add account” under Accounts.
At the “Add account” menu, select Microsoft Exchange ActiveSync. Enter in your email address and password and select “Manual Setup”.

Configure Exchange account in a few steps.

username@ccny.cuny.edu

Show password

Manual setup

Next

Done
Enter in the settings as shown below and select “Next”. On the next screen, change the email sync settings to your preferences, scroll down, and select “Next”.

Email address
username@ccny.cuny.edu

Domain\username
\username

Password
\********

Exchange server
webmail.ccny.cuny.edu

Use secure connection (SSL)

Use client certificate

Client certificate

Period to sync Email
3 days

Sync schedule
Push

Peak schedule
Push

Emails retrieval size
50 KB

Period to sync Calendar
2 weeks

Notify me when email arrives

Sync Email
On this screen, you may change the name of your account on your Android device. Select “Next” to complete the setup.
iPhone

Navigate to the settings screen and select “Mail, Contacts, Calendars”. On the next screen select “Add Account”.

ACCOUNTS
- iCloud
  Contacts, Calendars, Safari and 6 more...
- Citymail
  Mail, Contacts, Calendars and 2 more...
- Gmail
  Mail, Contacts, Calendars, Notes

Add Account

ACCOUNTS

Fetch New Data
- Push

MAIL

Preview
- 2 Lines
Select “Exchange” to setup your Microsoft Exchange email and on the next screen enter in your information.

Email: username@ccny.cuny.edu

Password: ********

Description: Exchange