The following instructions have been created for Outlook Web App (OWA) users who will access their e-mail via the web. If you are using either a Mac and Outlook 2011 or a PC and Outlook 2010, please visit office365.gmu.edu and click on the TRAINING & WORKSHOPS page to obtain specific e-mail guide instructions for those platforms.

I. PERSONALIZING YOUR OUTLOOK

TURNING ON/OFF THE READING PANE

In the OWA, a preview of your e-mail message is displayed on the right side of your message list by default. To move or remove this reading pane, follow these steps.

1. Log into Office 365 by going to office365.gmu.edu.
2. Click on the SETTINGS gear at the top right of your window, then select DISPLAY SETTINGS from the drop down list.
3. Select READING PANE from the options across the top of the window.
4. Select either SHOW READING PANE AT BOTTOM (to have the reading pane display at the bottom of your messages list) or HIDE READING PANE to remove the reading pane altogether. Click OK.
5. Click the OUTLOOK button at the top right of your screen to return to your e-mail window.

TURNING ON/OFF CONVERSATION VIEW

There are many ways to organize how you see the list of your e-mail messages, but the default in OWA is to organize them by conversation. If you wish to arrange them in a different manner, please follow the instructions below.

1. Below the search box in OWA, you will see a drop-down arrow next to the method that is currently being used to arrange the messages in your inbox. Click on this arrow.
2. To turn off conversations, select OFF under CONVERSATIONS in the drop-down list.
3. You can also SORT your messages in this location as well as choose the ORDER for their appearance in your inbox.
ADDING A SIGNATURE LINE TO YOUR MESSAGES

With the OWA, you can create an e-mail signature to be added to the bottom of your e-mail message.

1. Click on the **SETTINGS** gear at the top right of your window, then select **OPTIONS** from the drop down list.
2. Select **SETTINGS** from the left menu bar. The **MAIL** screen settings page will display.
3. Type in your desired signature line information in the **EMAIL SIGNATURE AREA**. You can format the message and insert a hyperlink by using the icons shown at the top of the signature block area.
4. If you would like to have your e-mail signature included on every message you send, be sure to select **AUTOMATICALLY INCLUDE MY SIGNATURE ON MESSAGES I SEND**.
5. Click the **SAVE** button at the bottom on the page.
6. Click on the **OUTLOOK** button at the top right of your screen to return to your e-mail window.

CREATING AN OUT OF OFFICE MESSAGE

When you will be out of the office, it is good practice to set up an out of office message. In the OWA, this is called **AUTOMATIC REPLIES**.

1. Click on the **SETTINGS** gear at the top right of your window, then select **OPTIONS** from the drop down list.
2. Select **ORGANIZE EMAIL** from the left menu bar. The inbox rules page will be displayed.
3. Select **AUTOMATIC REPLIES** from the menu across the top right of your screen.
4. Click **SEND AUTOMATIC REPLIES**, then select the dates/times that you will be out of the office. Next, compose the message you would like to have sent out as a response to any e-mail that is sent to you from within Mason while you are away.
5. To send an automatic reply to someone outside of Mason, you will need to type in a message in the second text box as well.
6. Click **SAVE**.
7. Click on the **OUTLOOK** button at the top right of your screen to return to your e-mail window.
II. ORGANIZING YOUR E-MAIL

CREATING A FOLDER

The OWA has several default folders preloaded for your e-mail: Inbox, Drafts, Sent Items, Deleted Items, Junk Email, RSS Feeds, and Trash. To create additional folders, follow these steps.

1. With your mouse, right-click on the **INBOX FOLDER** from your list of folders (listed below your name on the left-side of your screen).
2. From the drop-down list, select **CREATE NEW FOLDER**.
3. In the blank text box that appears, type in the name of your new folder. Press **ENTER**.

EMPTYING YOUR DELETED ITEMS FOLDER

When you delete items from your inbox, they are moved to the Deleted Items folder for 30 days before being permanently deleted. To permanently remove them from your e-mail right away, please follow these steps.

1. Right-click on the **DELETED ITEMS** folder, then select **EMPTY** from the drop-down list.
2. You will see a pop-up window asking **ARE YOU SURE YOU WANT TO PERMANENTLY DELETE ALL THE ITEMS AND SUBFOLDERS IN DELETED ITEMS?** Click **OK**.

III. ADDITIONAL FEATURES

USING THE SEARCH TOOL

1. At the top of your list of messages, you will see a **SEARCH AREA**. Type your search terms into this search area, then click the **ENTER** key.
2. Your search results will show up in the main e-mail list area. Additionally, a list of limiting features will also be displayed to narrow your search.
3. To close your search after you have finished and to return to your full mailbox, be sure to click on the **X** located on the right side of the **SEARCH AREA**.
JUNK MAIL/SPAM BLOCKING

Though the default settings on Office 365 for junk and spam are set to low, which filters only the most obvious junk/spam messages, sometimes messages get through to your inbox that don’t belong, and sometimes messages that aren’t junk as classified as such. Therefore, we have put together the following instructions.

HOW TO MARK A MESSAGE AS JUNK/BLOCK MESSAGES

1. Select the junk message from inside your inbox. Right-click on this message.
2. From the drop-down list, select **MARK AS JUNK**.
3. The message will be automatically moved to your **JUNK EMAIL** folder and future messages from this sender will be automatically sent to your junk e-mail folder.

HOW TO REVIEW YOUR BLOCKED SENDERS LIST/UNBLOCK SENDERS

We recommend that you periodically review your blocked senders list, to ensure that you have not accidentally blocked messages from an important contact.

1. Click on the **SETTINGS** gear at the top right of your window, then select **OPTIONS** from the drop down list.
2. Select **BLOCK OR ALLOW** from the left menu bar.
3. Scroll down to the **BLOCKED SENDERS** area. If you see an e-mail address listed that should not be blocked, click one time on that name, then click on the **–** button above the list.
4. Click **SAVE** and then click on the **OUTLOOK** button at the top right of your screen to return to your e-mail window.

HOW TO MOVE A MESSAGE FROM JUNK INTO YOUR INBOX

It is recommended that you review the contents of your junk e-mail periodically to ensure that important messages weren’t mistakenly categorized as junk. If you find a message in your junk e-mail folder that is not junk, follow these steps.

1. From your **JUNK E-MAIL** folder, select the message you wish to un-junk.
2. Right-click on the message, then select **MARK AS NOT JUNK** from the drop-down list. The message will then be moved from your junk folder into your inbox.