End User Guide

A compilation of general queries surrounding the client configuration and everyday use of the Exchange 2010 platform
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1 Desktop Software Configuration

1.1 Configuring Outlook 2010

The first time you run the Outlook 2010 client on your machine you will see the Startup Wizard.

Simply click **Next** to begin.

At the next screen, choose **Yes** and hit **Next**.

1.1.1 Existing Outlook Install

If you already have an email account set up, this must either be removed or no longer used as the information already present will not be configured to connect to the new service. Before continuing with this guide ensure that all mail is present in the Outlook Web Access client along with any contacts and calendar events.

Once the data has been validated, you can enter Control Panel from the start menu and click the **Mail** icon. From here click **Show Profiles** and then highlight the previous profile, clicking **Remove** to complete the process. If you do not wish to remove the old data you can select the **Prompt for a profile to be used** option.

When you are ready to continue click the **Add..** button and name the profile Exchange 2010 before clicking **Ok** to continue.
1.1.2 Add New Exchange (MAPI) Account

We would recommend having an auto discover record for your domain which will make setup easier for end users.

1.1.2.1 Setup using Autodiscover

1. Enter your username and password as in the example below and click Next.

2. You will be prompted to allow the auto discover record. Tick “Don’t ask me about this website again” and Allow and Next.
Once configuration is successful click **Finish**

You have successfully configured Outlook 2010 with your HMC account. The profile will then be loaded.

### 1.1.2.2 Setup Manually

From the wizard, highlight the manual option and click **Next**

Highlight the exchange option and click **Next**

Enter the information for the server and user name as below. The server will always be **casarray.ms01.saas** while the user name will be the primary username which the user logs into OWA with.
Click More Settings... to continue

Under the Connection tab, tick Connect to Microsoft Exchange using HTTP then click Exchange Proxy Settings...

Enter the exchange OWA URL and select Basic authentication
1.1.3 Add New POP or IMAP Account

Please note that the following instructions are provided for basic setups only and should not be used where exchange MAPI functionality is available. For general use please follow the instructions to Add New MAPI Account above.

1. Choose “Manually configure server settings..” and hit Next

2. Choose Internet E-mail and click Next
3. Add in your user details as in the example below.

- Select POP or IMAP on the Account Type field.
- Under Logon Information ensure the Username is the full email address.
- Ensure you enter the server address
Hit *More Settings* and the *Outgoing Server* tab and ensure it is set as below.

![Internet E-mail Settings](image1.png)

Click the *Advanced* tab and ensure it is set as below. Click OK.

![Internet E-mail Settings](image2.png)

4. Click **Next** and the wizard will test the account settings.
5. Click **Close** and **Finish**
You have successfully configured Outlook 2010 with your HMC account. The profile will then be loaded.
1.2 Configuring Outlook 2007

The first time you run the Outlook 2007 client on your machine you will see the Startup Wizard. Simply click Next to begin.

At the next screen, choose Yes and hit Next.

![Account Configuration](image)

1.2.1 Existing Outlook Install

If you already have an email account set up, this must either be removed or no longer used as the information already present will not be configured to connect to the new service. Before continuing with this guide ensure that all mail is present in the Outlook Web Access client along with any contacts and calendar events.

Once the data has been validated, you can enter Control Panel from the start menu and click the Mail icon. From here click Show Profiles and then highlight the previous profile, clicking Remove to complete the process. If you do not wish to remove the old data you can select the Prompt for a profile to be used option.

When you are ready to continue click the Add.. button and name the profile Exchange 2010 before clicking Ok to continue.
1.2.2  Add New Exchange (MAPI) Account

We would recommend having an auto discover record for your domain which will make setup easier for end users.

1.2.2.1  Setup using Autodiscover

1. Enter your username and password as in the example below and click Next.

2. You will be prompted to allow the auto discover record. Tick “Don’t ask me about this website again” and Allow and Next.
3. Once configuration is successful click Finish.

You have successfully configured Outlook 2007 with your HMC account. The profile will then be loaded.

1.2.2.2 Setup Manually

From the wizard, highlight the manual option and click Next.
Highlight the exchange option and click **Next**

Enter the information for the server and user name as below. The server will always be **casarray.ms01.saas** while the user name will be the primary username which the user logs into OWA with.

Click **More Settings...** to continue

Under the **Connection** tab, tick **Connect to Microsoft Exchange using HTTP** then click **Exchange Proxy Settings...**

Enter the exchange OWA URL and select **Basic authentication**
Click **OK**, **Next**, **Finish** and **OK** to complete the profile

### 1.2.3 Add New POP or IMAP Account

1. Choose “Manually configure server settings..” and hit **Next**

2. Choose Internet E-mail and click **Next**
3. Add in your user details as in the example below.
   - Select POP or IMAP on the Account Type field.
   - Under Logon Information ensure the Username is the full email address.
   - Ensure you enter the server address.
4. Hit *More Settings* and the *Outgoing Server* tab and ensure it is set as below.

5. Click the *Advanced* tab and ensure it is set as below. Click OK.

6. Click Next and the wizard will test the account settings.
7. Click **Close** and **Finish**

You have successfully configured Outlook 2010 with your HMC account. The profile will then be loaded.

### 1.3 Outlook 2011 for Mac

*Please note that instructions below refer to creating a new account for a new installation of Outlook 2011. If you intend to keep additional accounts, review the notes at the end of each section.*

Firstly, open up Outlook2011 and on the top bar go to **Tools**, then **Accounts** and select **E-mail Account**

#### 1.3.1 For basic POP/IMAP users

1. Select **POP or IMAP Account** from the new mail account wizard
2. Firstly enter your email address, password and your username (also the full email address)
3. Now enter your account type (either POP3 or IMAP), your incoming server and select ‘use SSL’.
4. Next enter the outgoing server (smtp.maildefender.net)
5. Select add account
6. Select the account that you have just added and under Outgoing server, select more options and they type in your MailDefender contract ID (generally your full domain) & password and leave the unqualified domain section blank

For additional mailboxes, you must click the + in the bottom-left of the **Tools > Accounts** screen and select **E-mail**. Beyond this carry on from item number 2, deselecting **Configure Automatically** once you enter your e-mail address and password
1.3.2 For regular exchange users – new install

1. Select Exchange Account from the new mail account wizard
2. Under personal information type your name and full email address
3. Under Authentication type the Account ID (full email address) and your account password. The domain field can be left blank,
4. Type the exchange server name
5. Click OK

1.3.3 For regular exchange users – existing accounts

1. From the Accounts screen, click the + in the bottom-left and select Exchange
2. Type your full email address
3. Under Authentication type the Account ID (full email address) and your account password.
4. Deselect Configure Automatically and type the exchange server name in the box marked Server
5. Click Add Account
2 Mobile Device Configuration

2.1 Blackberry (BIS)

Set Up POP or IMAP E-Mail on a BlackBerry Curve

1. From the BlackBerry home screen, click BlackBerry Setup > Set up Internet E-mail > Add An Email Account.
2. Type your e-mail address and password, and then click Next.
3. If your BlackBerry device can't determine the appropriate server settings, click I will provide the settings to add this email account.
4. Scroll down and then click Next.
5. Select Internet Service Provider Email (POP/IMAP), and then click Next.
6. Type your user name (for example, tony@contoso.com).
7. Scroll down and type the name of your e-mail server.
8. Enter the name of the outgoing server (smtp.maildefender.net)
9. Click OK to complete the setup.

2.2 Exchange ActiveSync (Windows Mobile, iPhone, Android)

If you have a Windows Mobile phone or a mobile phone that supports Exchange ActiveSync, you can use your mobile phone to access your mailbox. You can access your e-mail messages, appointments and meetings, contacts, tasks, and voice mail messages on your mobile phone.

You can set up a Windows Mobile phone to access your mailbox. You can only synchronize your mobile phone with one mailbox. You can also set up your mailbox to receive voice mail messages from your mobile phone.

How do I set up Exchange ActiveSync on a Windows Mobile 6.0 phone?

1. On the mobile phone, from the home screen, click Start, and then click ActiveSync.
2. Click Menu, and then click Configure Server.
3. Enter the server address.
4. Select the This server requires an encrypted (SSL) connection check box.
5. Click Next.
6. Enter your user name, password, and domain. The user name should include your name, the at (@) symbol, and your domain name, for example, tony@contoso.com.
7. Select the Save password check box.
8. Click Next.
9. Select the check box next to each kind of information you want to synchronize with the server, and then click Finish.

How do I set up Exchange ActiveSync on a Windows Mobile 5.0 phone?

1. On the mobile phone, from the home screen, click Start, and then click ActiveSync.
2. Click Menu, and then click Configure Server.
3. Enter the server address.
4. Select the This server requires an encrypted (SSL) connection check box.
5. Click Next.
6. Enter your user name, password, and domain. The user name should include your name, the at (@) symbol, and your domain name, for example, tony@contoso.com.
7. Select the **Save password** check box.
8. Click **Next**.
9. Select the check box next to each kind of information you want to synchronize with the server, and then click **Finish**.

**How do I set up Exchange ActiveSync on an Apple iPhone?**

1. If this is the first e-mail account on your iPhone, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Microsoft Exchange**.
3. Tap in the **E-mail** box and enter your full e-mail address (for example, tony@contoso.com).
4. Tap in the **Username** box and enter your full e-mail address again.
5. Tap in the **Password** box and enter your password.
6. Optionally, tap in the **Description** box and enter a short description for the account.
7. Tap **Next** on the upper right corner of the screen.
8. Tap in the **Server** box and enter your server name and then tap **Next**.
9. Tap **Next**.
10. Choose the type of information you want to synchronize. By default, Mail, Calendar, and Contacts are all turned on. To turn off synchronization for a type of information, tap and slide the switch to **OFF**.
11. Tap **Save**.
12. If you’re prompted to create a new passcode, tap **Continue** and enter a numeric passcode. You’ll need to enter the passcode twice.

**Caution:**

If you tap **Close**, you’ll need to configure your passcode in the iPhone **Settings** application before you can view your information on your iPhone.

**What else do I need to know?**

- When you configure your Windows Mobile phone to synchronize with your mailbox, an Exchange ActiveSync mailbox policy will be applied to your phone. This policy lets you perform a remote device wipe on your mobile phone.
- You can only have one Exchange ActiveSync account configured on your Windows Mobile phone. If you want to change the Exchange ActiveSync account on your mobile phone, you’ll need to remove the existing account and then add the new account.

**2.3 iPhone & iPad configuration for basic mailboxes over POP/IMAP**

1. If this is the first e-mail account on your iPhone, tap **Mail**. Otherwise, tap **Settings, Mail, Contacts, Calendars** and finally **Add Account**.
2. Tap **Other**.
3. Select either **POP** or **IMAP**.
4. Type in your name, full email address and Description is optional.
5. Under incoming mail server, type the server address in the host name field, your full email address in username field and your account password.
6. Under outgoing mail server, type the outgoing server name (smtp.maildefender.net) into the host name field, along with the MailDefender username (your domain name) and password.

7. Click next and then click save.

3 Generic Configuration Information

If you are using another mail client, such as Outlook Express, Windows Mail, Mac Mail, Entourage, or any other software you can attempt setup by using the following configuration settings. These can also be applied to any mobile device which supports POP/IMAP and SMTP setup.

These settings are provided for general use and specific requirements relating to email client functionality cannot be covered. If problems are encountered and the client is not compatible then support will not be able to advise on a resolution.

3.1 Exchange (MAPI) settings

Username: Email address
Password: Email password

3.2 POP3 settings

Incoming:
Username: Email address
Host name: provided by service provider
Port: 995
Security: SSL/TLS
Authentication: Normal Password

Outgoing:
Server: smtp.maildefender.net
Username: maildefender contract ID (generally your domain name)
Password: maildefender password

3.3 IMAP settings

Username: Email address
Host name: provided by service provider
Port: 993
Security: SSL/TLS
Authentication: Normal Password

Outgoing:
Server: smtp.maildefender.net
Username: maildefender contract ID (generally your domain name)
Password: maildefender password
4 General Queries

4.1 What is the maximum permitted size of an email (including attachments)?

Outlook does not impose any direct size limit on attachments. However, most e-mail server administrators and Internet service providers (ISPs) do set limits on the overall message size, which is the sum of all attachments plus the content of the message itself. With the Exchange 2010 platform, this is defined as a 25MB maximum total message size, including the size of the message and all attachments (including embedded pictures).

4.2 How do I configure a scanner or multi-functional device to scan to email?

To configure a scanner or multi-functional device to scan to email you must have already met the following two prerequisites:

1. The scanner or multi-functional device must have the ability to scan to email (that is connected to a SMTP server and submit an email directly). If you are not sure your device has this function then you must check with the vendor or manufacturer.

2. You must make available the username and password of a user on our platform from which these emails can be sent. You could use the credentials for an existing user or you could create a new user. Client's generally create an account of the username format scanner@mydomain.com from which to send

To configure the device enter the following details into email or SMTP section of the device's configuration:

- Username: Email address of the account on our platform
- Password: Password for the account
- SMTP Server: smtp.hostedexchange.com
- Port (if required): 25
- SSL Authentication: Yes

Note: If your ISP blocks port 25 then use port 8025 and turn SSL authentication off.

For more details information of where these settings must be inputted, please refer to your device vendor or manufacturer.

4.3 Will SharePoint be affected?

No, only your email service is currently being migrated. Nothing relating to SharePoint will be affected. Users will keep using the same website address, logins and data from the existing Hosted platform.
4.4 Will Public Folders be affected?

While the data from public folders can be migrated the configuration and functionality of Exchange 2010 works in a very different way. If you use public folders please let us know and we will make arrangements to replicate this data where possible.

4.5 What is the web address for the new webmail portal?

The web address to access your email inbox via the web will be given to you by your service provider.

5 Outlook Web Access

5.1 How do I access another user’s folder (inbox, contacts, calendar or other)?

You can access another user’s Inbox using the OWA 2010 screen. Please note that the user you are trying to add needs to have already granted you delegate access. Permissions granted within Outlook itself will only allow the inbox and not subfolders to be opened.

1. Right-click on your mailbox as below

![Right-click on Mailbox](image)

2. Enter the alias, username, or e-mail address of the user you would like to open the Inbox of.

![Enter Address](image)
3. When clicking **OK**, you will now have access to the Inbox (but not subfolders) of the specified user.

![Image showing OWA interface]

To access all sections of another user’s inbox, you can follow the steps below. Please note that the permissions will have to be applied via PowerShell so this must be raised through your IT admin.

1. Login to OWA using your own email address and password. Click on your name in the upper right corner of the window.

![Image showing OWA interface]

2. Type the user name or display name of the user whose mailbox you wish to connect to.

![Image showing OWA interface]

3. Once you have clicked open you will be able to view the mailbox as if you had logged in with the credentials. You will have all view rights over all sections of the mailbox in both Outlook and OWA. Please note that if sending permission is also required that this must also be requested.
5.2 How do I compose a new email in Outlook web access?

You can create a new message by simply clicking the **New** button along the top bar.

5.3 How do I delete an email in Outlook web access?

You can delete an individual message from your e-mail folders, or you can delete several messages at a time. To delete an open message, on the **Read Message** form toolbar, click **Delete**.

To delete a message or multiple messages from a folder in the main Outlook Web Access window, first select the messages. To select consecutive messages, click on the first messages in the series and then the last one (while holding down the **Shift** key for the latter).

To select non-consecutive messages, hold down the **Ctrl** key as you click on each message you want to delete. With the messages selected, on the main Outlook Web Access toolbar, click **Delete**.

All deleted messages are sent to the **Deleted Items** folder. They are not permanently removed until they are deleted from the **Deleted Items** folder.

5.4 How do I reply to an email in Outlook web access?

To respond to a message you have read, in the **Read Message** form toolbar, click the **Reply** or **Reply to all** buttons.

When you click Reply, the **To** field is preaddressed to the sender of the original message. When you click Reply to all, the **To** and **Cc** fields are pre-addressed to the sender as well as every other recipient of the original message.

5.5 How do I forward an email in Outlook web access?

In the Read Message form toolbar, click the **Forward** button.
When you click **Forward** you have to fill in all address fields, just as you do when addressing a new message. The text of the original message is copied in the message body. You can type your response within or above the sender’s original message.

5.6 **How do I attach a file to an email in Outlook web access?**

To attach an item, simply click the attach icon 🔄 and choose which file you would like to add. You can attach entire emails including headers (for support diagnostics) by right clicking the email and selecting **Forward As Attachment**.

5.7 **How do I create a contact in Outlook web access?**

1. In the menu bar, click **Contacts**, then in Contacts, on the toolbar, click **New**.
2. In the new contact window, type the information you want to include for the contact.

**Profile** includes the contact’s name and job information.

Use **File As** to select how you want the contact to be displayed in the Contacts folder. The **Contact** section includes the contact information for the contact. This includes telephone numbers and e-mail addresses.

In some boxes, you can use the drop-down lists to record multiple entries. For example, the E-mail list lets you store up to three different e-mail addresses for a contact (E-mail, E-mail 2, and E-mail 3).

You can also store multiple telephone numbers in addition to the business, home, and mobile telephone numbers.

Use the **Addresses** section to store the business, home, and other physical addresses for a contact. You can also designate which address to use as the default mailing address by clicking Mailing Address and selecting the address that you want from the list.

The **Details** section is where you can add attachments, for example, a Word document or notes about the contact.
5.8 How do I change my password in Outlook web access?

To change your password, please contact IT Support.

5.9 How do I empty my deleted items folder in Outlook web access?

Locate the Deleted Items icon in the folder list on the left, then right-click the icon and select empty deleted Items.

OWA will prompt you, "Are you sure that you want to permanently delete all the items and subfolders in the Deleted Items Folder?" Click OK.

5.10 How do I recover a deleted item in Outlook web access?

Right click on the Deleted items folder and choose Recover Deleted Items. Choose the email message you want to recover and click the Recover button. Choose the folder you would like to recover the item to and click the Recover button.

5.11 How do I add a signature to my outgoing emails in Outlook web access?

1. From the OWA screen, click Options in the top-right corner and select See all options from the drop-down list.
2. Click on “Settings” on the left pane.
3. Create an “Email Signature” using the font formats.
4. Check on “Automatically include my signature on messages I send”.
5. Click on “Options” on right hand corner.
6. Click on “Save” at the bottom right to save the rule.

5.12 What is the navigation pane in Outlook Web Access?

The Navigation Pane is the left side of OWA. It contains and organises all the mail folders while providing easy access to Calendars, Contacts, and Tasks.

5.13 How do I turn on Out of office in Outlook web access?

In OWA the Out Of Office Assistant option allows you to collect messages in your inbox while you are out of the office and replies automatically to incoming messages.

The Out of Office Assistant can notify people who send you mail that you are out of the office and cannot reply immediately. The auto-reply feature will notify each sender only once, even if you receive multiple messages from that person, and can be configured to be active only while you're away from your office.

To enable the Out of Office Assistant:
1. In the upper right corner of the OWA window, click **Options** on the right, then select **send automatic replies**.

2. To set a time frame for the Out of Office auto-replies to begin and end, check **Send replies only during this time period**. Next to "Start time:" use the menu to select the month and day, and then the time you want the Out of Office Assistant to start sending the auto-replies.

3. Repeat for the "End time:"

4. To send a different message to users outside your organization, check **send automatic reply messages to external senders**. Then, choose from the two options available: Send replies only to senders in my Contacts list then send replies to anyone outside my organization

### 5.14 How do I search for emails in Outlook web access?

The search box is located in the centre pane directly above all your emails. Simply type the search criteria where the text reads “**Search Inbox**”.

### 5.15 How do I create a calendar entry and invite people?

An appointment is an event you add to your individual calendar. Appointments can be a one-time event, or scheduled to repeat on a regular basis. For example, you might add your weekly team meetings to your personal calendar.

To add a new entry:

1. On the folder list, click **Calendar**. The Calendar folder contents will display.

2. On the toolbar, click the **New** tool. An Untitled Appointment window will open.
   - In the **Subject** field, type the appointment name. The subject will eventually display on the calendar.
   - In the **Location** field, type the optional location. If filled in, the location will also display on the calendar.

3. Select a **Start date and time** by clicking the down-arrow and then clicking. Select an **End time** if necessary. If the event is all day, you can click the All-day event check box. You can select a **Repeat** pattern, such as weekly or monthly, by clicking the Repeat button on the toolbar. You can adjust the reminder time or turn off the reminder.

4. On the toolbar, click **Save and Close**. The appointment will be added to the calendar.

To invite people:

1. On the folder list, click **Calendar**. The Calendar folder contents will display.

2. On the toolbar, click the **New** tool down-arrow and select **Meeting Request**. An Untitled Meeting window will open.
3. Fill in the Subject, Location, Start date and time, and other options. To invite guests, either type in the To or Optional attendees text fields (type the email addresses, separating addresses by a semicolon) or use the address book / contacts icon to select the attendees.

4. To check attendees schedule's to determine if they are free to attend your meeting click the Scheduling Assistant tab. Availability will be displayed on horizontal bars on a grid. The date and start and end times for the meeting can be adjusted on the toolbar. If everyone is available, click back to the Appointment tab.

5. On the toolbar, click Send. An email invitation will be sent to all attendees and the meeting will display in their calendars.

Invitees will see the meeting reflected on their calendars as tentative. They may accept or decline the invitation from within the email message. Declined meetings disappear from the invitee’s calendar.

5.16 How do I book a room?

From a new meeting window (see How do I create a calendar entry and invite people above)

1. On the Appointment tab, enter the meeting room name under Resources.

2. Click Resources to open the Address Finder, and then click All Rooms to limit the finder to meeting rooms.

3. Click Scheduling Assistant and use Select Rooms to enter or find a meeting room.

4. Click next to Select Rooms to open a menu that lets you Add all recent rooms or click More to search the Address Finder for rooms.

5. If you select more than one room in the Scheduling Assistant, click only the check box next to the room you want to schedule before you send the meeting request.

5.17 How do I share my calendar?

1. In the Outlook Web App, click Calendar in the Navigation Pane.

2. Click Share in the Calendar toolbar.

3. Click Share This Calendar and the name of the calendar that you want to share.

4. Enter the names of the people you want to share your calendar with on the To line, the way you would address a message.

5. Under Share, click one of the following buttons to set how much information you want to share:

Free/busy information: Shares only free/busy information.

Free/busy information including subject and location: Shares free/busy information, as well as the subject and location of calendar items.
**All information:** Lets the recipient see your free/busy information, subject, location, and other calendar details.

If you want to automatically request permission to view the recipient's Calendar folder, select **I want to request permission to view the recipient's Calendar folder**.

Add any information you want to the body of the request, as you would with any other message.

Click **Send** to send your request.

### 5.18 How do I look at someone else’s calendar?

Before you begin, you must have the person open their calendar and choose the **Share This Calendar** option and share their calendar with you. You will receive an invitation to view their calendar. Further information on this topic can be found in *How do I share my calendar* above.

Open the calendar invitation in your Inbox and click the **Open this calendar** button. The calendar will open. The next time you wish to view the calendar, open your calendar and then select the person's calendar under **People's Calendars**.

If you previously opened the person's calendar via another e-mail client like Outlook, the person's calendar should already be listed under **People's Calendars** and you can just click their name to open their calendar. They should not need to share it with you.
6 Outlook 2011

6.1 How do I add and manage contact groups/folders?

1. At the bottom of the navigation pane, click Contacts.
2. On the Home tab, click Contact Group.

Note: If Contact Group is not available then please carry out the following steps:

To create a contact group, you must set your preferences to show the On My Computer folders.

1. On the Outlook menu, click Preferences.
2. Under Personal Settings, click General.
4. Enter a name for the contact group.
5. Add a person from your contacts, or add a person with whom you’ve recently exchanged e-mail Click Add, type the first few letters of the person or group’s name, and then click the appropriate entry on the pop-up menu.
6. Add a person who is not in your contacts or with whom you haven’t recently exchanged e-mail Click Add, and then type the person’s e-mail address.
7. To prevent message recipients from seeing the addresses of other group members select the Use Bcc to hide member information check box.
8. Remove a member Click the member, and then click Remove.

6.2 How to I grant another user permission to access one of my folders?

1. Right click the folder in the navigation pane and click Sharing Permissions.
2. Click Add User and select the user you wish to grant access to
3. Select the level of access with the Permission Level drop-down box or manually select the options below it

The most common selections are reviewer (read only access), editor (can also create, edit and delete items), and owner (can also create, edit and delete folders). For technical definitions please review the AccessRights parameter in the following help document: http://technet.microsoft.com/en-us/library/dd298062.aspx
6.3 How to I open another user’s mailbox/folder on which I have been granted permission?

1. From the Outlook window click on File, then on Open and then on Other User’s Folder.

2. Enter the email address of the user that granted you access to his folder, choose the folder type and then click on OK.

3. You will most likely be prompted to allow autodiscover.sherweb2010.com to get new settings for your account, click on Allow. You can now access the folder of the other user.

6.4 How can I obtain the message headers for an email?

1. Right Click the email you wish to view in the item list.
2. Select View Source
6.5 How do I flag an email?

From the main Outlook page, select the email that you would like to flag and carry out either of the followings steps.

1. Selecting the tiny flag next to the email subject.
2. Click on the **Home** tab, and then click **Follow Up**. If you would also like to set a date in which you follow the email up on you can select the little down arrow just to the side of the red flag.

6.6 How do I create a task?

1. At the bottom of the navigation pane, click the Tasks icon.
2. On the **Home** tab, click **Task**.
3. First enter a title for the task, if you want, more detail can be entered in the task body.
4. Finally, you can then set a Due Date, Start Date and a pop-up Reminder if you wish.

6.7 How do I open / import a PST file?

1. From the main screen if you click on the tab **Tools**, then click **Import**.
2. You will receive a pop up asking you what you would like to import. Please select **Outlook Data File (.pst or .olm)**.
3. Click the arrow at the bottom, you will then be asked on which file you would like to import either a .pst or .olm for this select .pst.
4. Once you have selected the type as a pst file, click the arrow again and you will then have to navigate to where the pst file is saved, for example “Users/2011.pst”
5. The imported items will now appear in the navigation pane under **On My Computer**

6.8 How do I export a PST file?

1. From the main screen if you click on the tab **Tools**, then click **Export**.
2. You will receive a pop up asking you what you would like to export. Please select **Outlook for Mac Data File (.olm)** and what it is you would like to export.
3. Next click on the arrow at the bottom and you chooses whether you would like to **delete the items** or **not to delete the items**.
4. Click the arrow again then you can choose a file name. It is advised that the file name include the user account date so it can easily be found and identified at a later date. You can also choose where you would like to save this file, for example on the local machine, a USB pen drive or a network location.

6.9 How do I restore my identity or database from a PST

1. Click the **Time Machine** icon in the Dock or open it from the Applications folder.
2. Use the arrows and the timeline along the right edge of your screen to browse through the Time Machine backups. When you find the Main Identity file, select it, and then click Restore. Select to save on the Desktop.

3. Rename the Main Identity on Desktop to "Restored Main Identity".

4. Drag "Restored Main Identity" to the Office 2011 Identities folder. This is generally found at ~/Documents/Microsoft User Data/Office 2011 Identities/

5. Click Switch Identity and select the "Restored Main Identity" file.

Note: You can export data from the newer Identity as an .olm file to merge with the older data.

Click File then Export but select the default action to export as .olm file. You might only want to select specific items which you want to add back to your Main Identity.

6.10 How do I create a calendar entry and invite people?

1. At the bottom of the navigation pane, click Calendar.

2. On the Home tab, click Appointment.

You can also double-click a time period in the day, week, or month view. The date and time of your selection are automatically entered in a new appointment window. Then, to convert the appointment to a meeting, on the Appointment tab, click Invite.

6.11 How do I book a room?

1. At the bottom of the navigation pane, click Calendar.

2. On the Home tab, click Meeting.

You can also double-click a time period in the day, week, or month view. The date and time of your selection are automatically entered in a new appointment window. Then, to convert the appointment to a meeting, on the Appointment tab, click Invite.

3. To send the invitation from an account that isn't your default account, click an account on the From pop-up menu.

4. In the To box, enter the names of any users or resources (equipment, rooms, etc) to include in the meeting.

To search for additional contacts, on the right of the To box, click the address book icon.

5. In the Location box, type a description or location.
You can also book room by doing the following:

1. To choose from a list of recently used rooms, click 🔄 on the right side of the Location box.
2. If you have a Microsoft Exchange account, to search for rooms in your organization’s directory, on the right side of the Location box, click 📚.
6. When you complete your invitation, on the Meeting tab, click Send.

6.12 How do I share my calendar?

1. From the Outlook window, click on Calendar on the left side. Then from the Home tab, click on the Permissions button.
2. Click the “Add User” button. And type in the name you want to find and search for it. Select the name of the person with which you would like to share your calendar. Finally, click OK.
3. Select the Permission Level you would like to grant that person. The most common permission level is Reviewer, which allows others to see events on your calendar but prevents them from editing or removing events from your calendar. Click OK.

The most common selections are reviewer (read only access), editor (can also create, edit and delete items), and owner (can also create, edit and delete folders). For technical definitions please review the AccessRights parameter in the following help document: [http://technet.microsoft.com/en-us/library/dd298062.aspx](http://technet.microsoft.com/en-us/library/dd298062.aspx)

6.13 How do I look at someone else’s calendar?

1. From Outlook, click on File, then on Open and then on Other User’s Folder.
2. Enter the email address of the user that granted you access to his folder, choose the folder type *(Calendar)* and then click on **OK**.

3. If you do not have permission to that user's Exchange calendar, a **message window** will be displayed.

4. If you do have permission, the connection will be made and after a short period of time that person's calendar will appear as a folder in the View list on the left side under **Shared Calendars**.