

PROCESS HOW-TO'S

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New Functionality in CCAC's Web Access to Outlook Email

You can access the Web version of Outlook in one of two ways:

1. Go to CCAC's homepage. Click on Staff and Faculty and then click on Microsoft Outlook Access.
2. Go directly to this URL: <http://email.ccac.edu/>

[Most of the Outlook Web Access enhancements are only available using the browser, Internet Explorer version 5.0 or later.](#)

Table 1 lists the new features provided in Outlook Web Access and the web browsers (Netscape, Internet Explorer, etc.) on which these features are available. **Each feature is described in detail, following the table.**

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Table 1: Outlook Web Access improvements

Feature	Netscape Navigator, Internet Explorer 4.0 or earlier	Internet Explorer 5.0 or later
Contact Distribution Lists	Yes – but no search in GAL	Yes
Search For E-Mail Messages	No	Yes
Log Off Page and Warning	Yes	Yes
New Mail Notification	No	Yes – Additional system tray support for Internet Explorer 5.5+
Calendar Reminders	No	Yes
New Calendar Controls	No	Yes
Improved Calendar Printing	No	Yes – If using Internet Explorer 5.5, SP2 must be installed
New Tree Control	No	Yes
Type-down Search	No	Yes
Enhanced Keyboard Navigation	No	Yes
Indent Messages when By Conversation Topic is selected in the View list box	No	Yes
New “Options” Controls	Yes	Yes

Contact Distribution Lists

This new feature allows you to create personal distribution lists in your Outlook Web Access **Contacts** folder. Note, that you will still be able to view your existing contacts folder and its contents. After you create a distribution list, you can add other contacts by entering the contact’s email address or by selecting the existing contact card entry. If you are using Internet Explorer 5.0 or later, you can also search and select contacts from the global address list (GAL).

After the Contact Distribution List is created, you can reference the distribution list name when composing new mail messages. Additionally, there is full interoperability between Contact Distribution Lists in Outlook Web Access and Microsoft Outlook. So now, all of your contacts that are visible in the full featured Outlook on your computer will also be available on Outlook Web Access.

New Distribution List menu option:



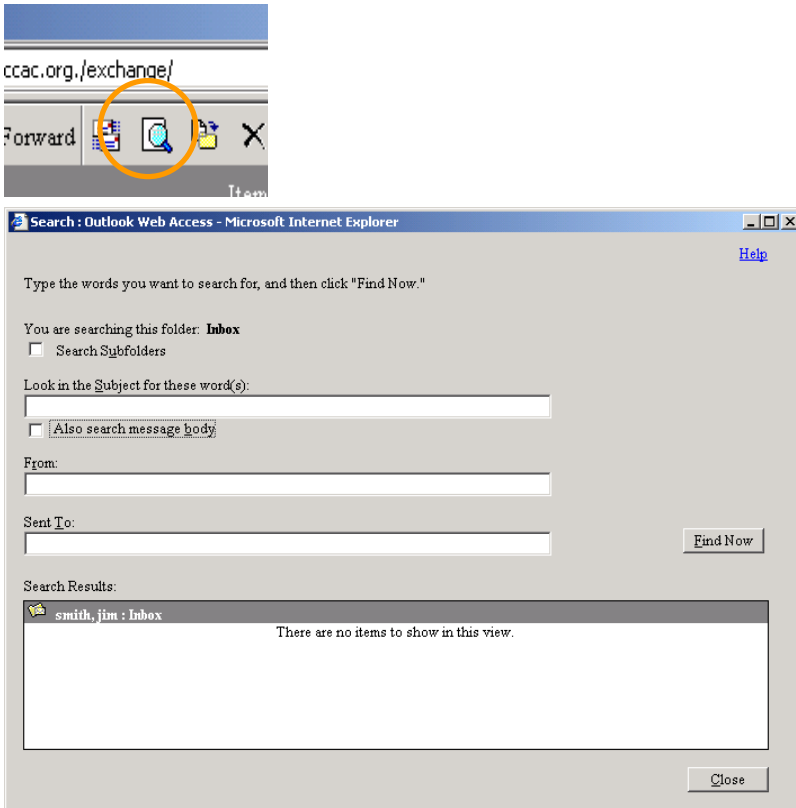
For further documentation and help, see the ITS web site at www.ccac.edu/its.

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Search For E-Mail Messages

A new **Search** icon for Outlook Web Access users is another feature that is a part of the enhancement. The Search feature allows you to search for messages in your Mailbox folders. Searches can be based on the **From, To, CC, Subject** and **Message Body** fields. Searches can also be performed on the Calendar and Contacts folders however; the Search feature is mainly designed for searching through standard e-mail folders, either a single folder or whole folder sub trees, such as the Inbox.

Search for messages icon and window:

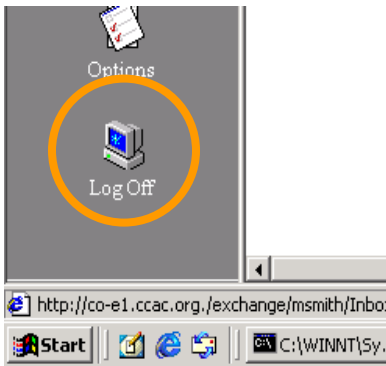


Log Off Page & Warning

A new **Log Off** icon will now appear on the main Outlook bar. Clicking the **Log Off** icon will give you instructions about how to completely log out of your mailbox. The Log Off page and Warning features are mainly designed for a single computer with multiple Outlook Web Access users. Note: **The only way to completely destroy your credentials is to close all browser windows.**

Log Off icon:

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Log Off page:



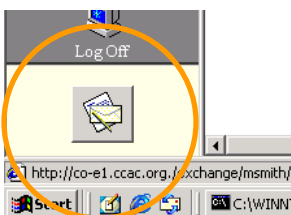
New Mail Notification

If you use Internet Explorer 5.0 or later, you'll receive notifications when new mail arrives in your Inbox. If you use Internet Explorer 5.0, the notification appears in the form of an icon on the navigator bar. If you use Internet Explorer 5.5 or later, the notification appears in the system tray in addition to on the navigation bar. The browser window does not automatically refresh — you must click the notification to refresh the window.

Example of Notification when it first arrives:



Example of Notification before new message is viewed:



For further documentation and help, see the ITS web site at www.ccac.edu/its.

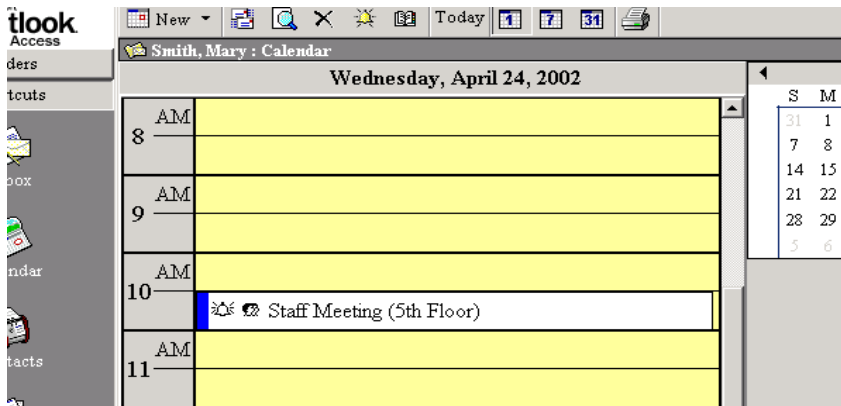
Last updated on June 27, 2002

Calendar Reminders

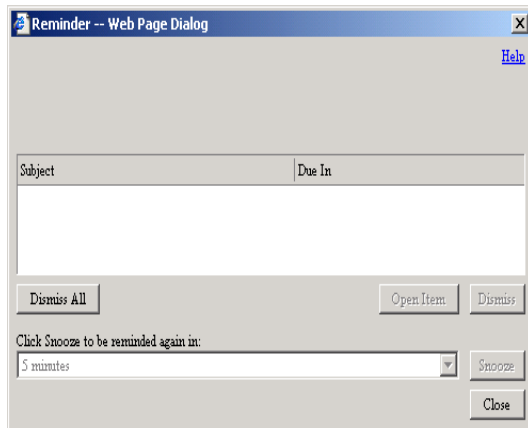
The new Calendar Reminder feature enables you to set alarms on calendar appointments as a reminder. There is complete interoperability between the meeting reminders in Outlook Web Access and the full version of Outlook. Therefore, if you dismiss a reminder in Outlook Web Access, you are not reminded again in the full version of Outlook.

You can use the **Options** button in your mailbox to set various reminder options.

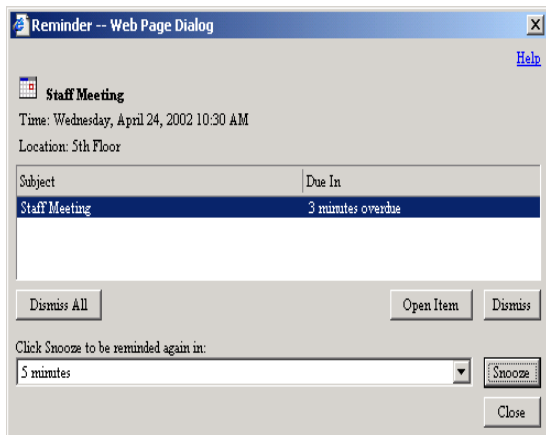
Example of a Reminder:



View Reminders Window:



Reminder Pop-Up Window:



For further documentation and help, see the ITS web site at www.ccac.edu/its.

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New Calendar Controls

Outlook Web Access enhancements include the following improvements to the calendar interface:

- Improved performance — browser reads free/busy bitmap instead of searching through all the appointments in the month.
- Multi-day view (shift-click days).
- Double-click in the details pane to create a new item.
- Drag-and-drop in the details pane.

Improved Calendar Printing

Outlook Web Access Enhancement introduces calendar printing. To experience the best results with calendar printing, in Internet Explorer, in **Internet Options**, on the **Advanced** tab, select the **print background colors and images** check box.

Note If you use Internet Explorer 5.5, you must upgrade to at least Internet Explorer 5.5 SP2. If you do not upgrade, any attempt to print the calendar will result in an error message.

New Tree Control

In the Outlook Web Access Enhancement, the folder tree control is redesigned. Folder expansion is now an asynchronous process, allowing you to expand folders more quickly, as well as perform other actions in Outlook Web Access during the expansion. Furthermore, there is a new icon set on the folder control to provide a more pleasurable experience.

Another new feature of the tree control is to show the unread message count, similar to the full version of Microsoft Outlook. Unread message counts appear for folders in Mailbox as well as in Public Folders. However, the unread message count is not designed to dynamically increase or decrease when changes occur in the folder. To forcibly update the counter, you must perform an action in the folder. Alternatively, you can right-click the folder, and then click **Update Folder**.

Type-Down Search

If a folder is sorted by **Subject** or **From** fields, you can highlight a single message and type the first few characters of text to automatically move to the correct point in the folder.

Enhanced Keyboard Navigation Support

The Outlook Web Access Enhancement includes enhanced keyboard support. Keyboard shortcut keys such as <HOME>, <END>, <PAGE UP>, and <PAGE DOWN> now work in Outlook Web Access. Additionally, Outlook Web Access provides **First Page** and **Last Page** buttons that allow you to quickly move between pages.

Indent Messages when By Conversation Topic is selected in the View List Box

Prior to the Outlook Web Access enhancements, folders that used **View By Conversation Topic** did not display all of the indents denoting the message thread. This issue has been resolved in the Outlook Web Access enhancements (Exchange 2000 SP2).

New "Options" Controls

The following new options are enabled by default:

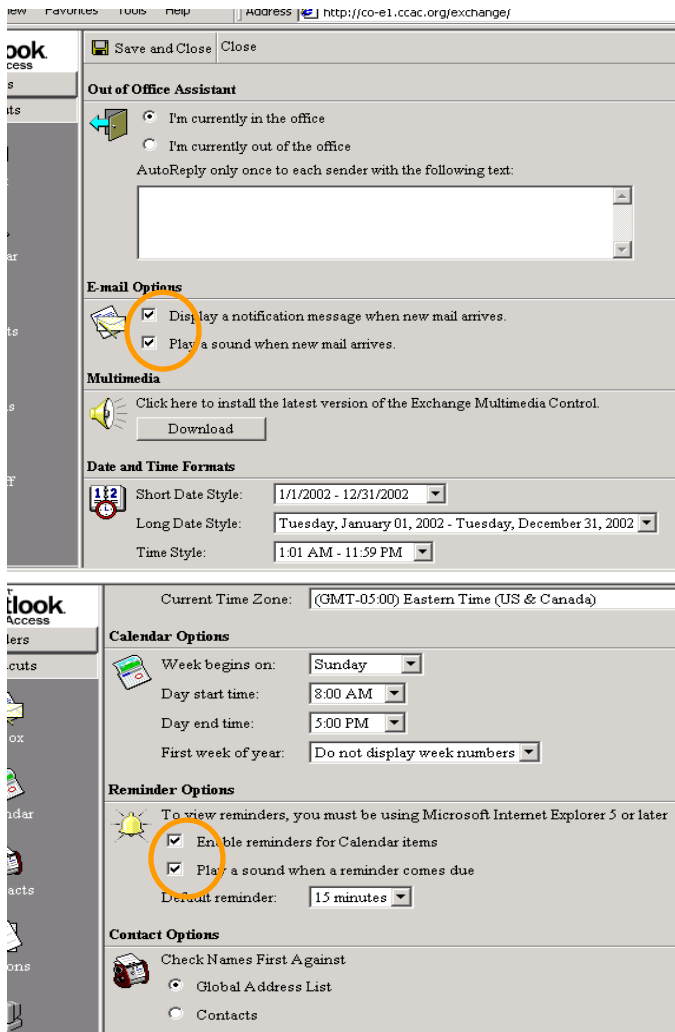
- "Display a notification message when new mail arrives" is checked.

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- “Play a sound when new mail arrives” is checked.
- “Enable reminders for calendar items” is checked.
- “Play a sound when a reminder comes due” is checked.

Outlook Web Access options can be viewed by clicking the “Options” icon under the “Shortcuts” pane.



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