

Guidelines for using e-mail account through OWA

Logon to Outlook Web Access (OWA), UNITEN User E-mail.

UNITEN User E-mail account is accessible through out the world. It is also known as OWA (Outlook Web Access). It can be accessed using Internet Explorer 5.x and above, Netscape Navigator, Opera and other internet browsers.

Guidelines to Log on to OWA.

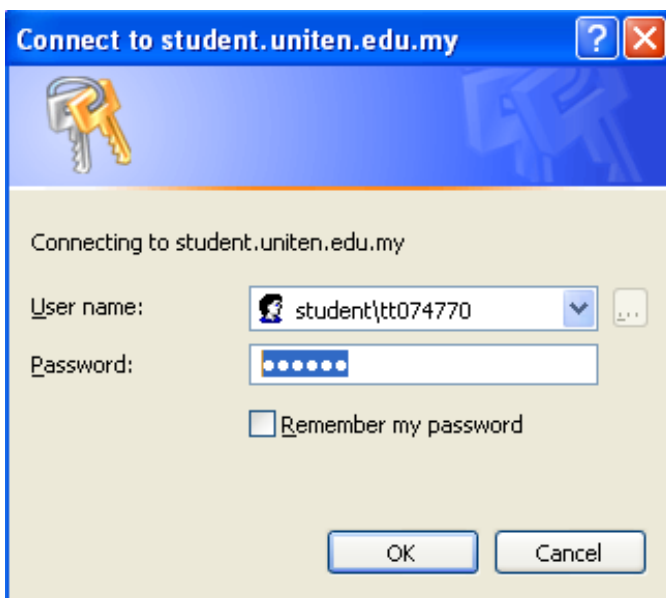
OWA URL address for students is <http://student.uniten.edu.my/exchange>

OWA URL address for staffs is <http://uniten.edu.my/exchange>

Note: Alias and username for each student are according to your student ID.

Alias and username for each staff are according to your user account.

- 1) Logon to Internet Explorer or Netscape Navigator and type as above (refer to URL for your own campus).
- 2) Right after you have typed the URL address, a dialog box (example) as you can see below, will appear to be filled by you. (in this case, <Http://student.uniten.edu.my/exchange> will be used).



For Student:

Username: student\tt074770

Password: (your Windows logon password)

For Staff:

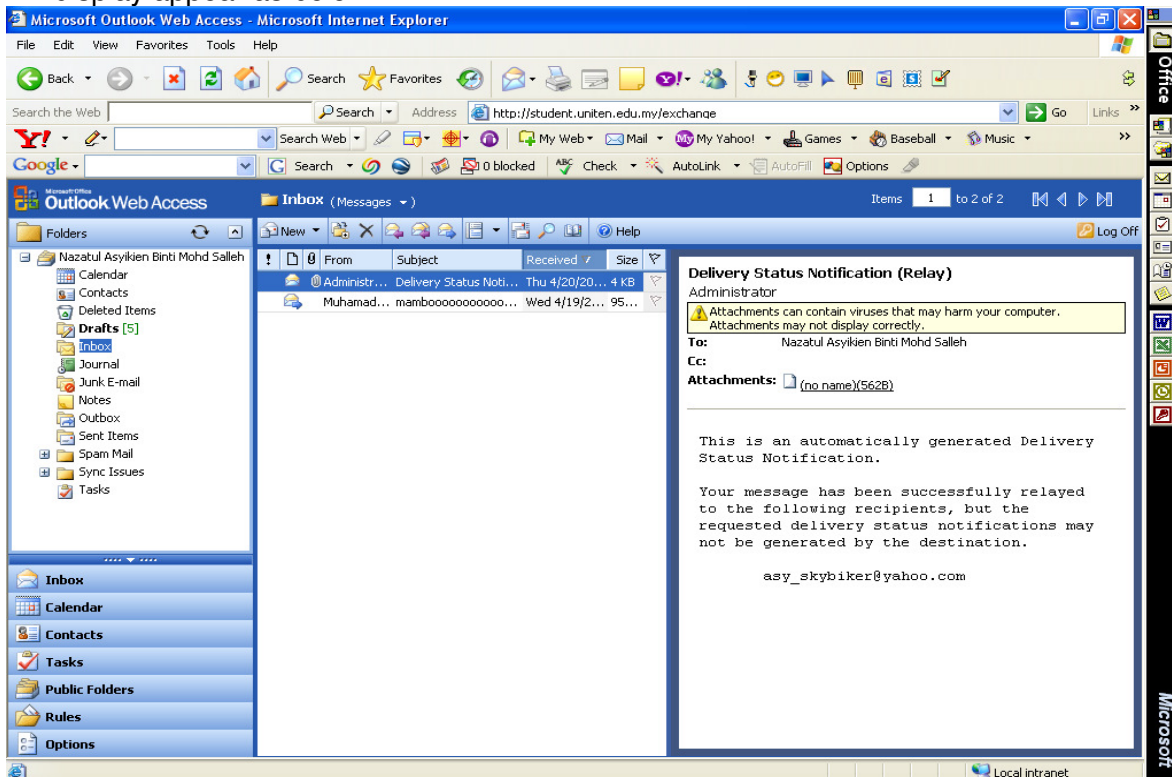
Username: staff\user account"

Password: (your Windows logon password)

Click **OK** to proceed.

Note – Password is case sensitive

3) After you filled in your username and password, an Outlook Web Access (OWA) display appear as below:



Standard Inbox Buttons - Functions



Compose New Mail Message - To E-mail specific recipients



Move/Copy an item into a Folder



Delete Marked / Highlighted Items



Reply



Reply to all



Forward the e-mail



To select how **to show/hide your reading pane**



Check for New Mail - Refresh in-box, to check new message that comes in



Search for folder or file in the OWA



Find name in the address book (global list / contact list)

Sending new mail message

- 1) Click on the 'compose new mail message' button on the toolbar.
- 2) A display box will appear as below.

The screenshot shows the 'Compose New Message' dialog box in Microsoft Internet Explorer. The dialog has a title bar 'Untitled -- Message - Microsoft Internet Explorer' and a menu bar with 'Send', 'Options...', and 'Help'. Below the menu bar are several input fields: 'To...', 'Cc...', 'Bcc...', 'Subject:', and 'Attachments:'. Below these fields is a rich text editor with a toolbar containing options for font face (Normal, Arial), size (10), and various text formatting options (bold, italic, underline, bulleted list, numbered list, indent, outdent, link, unlink, insert image, insert table, insert template, undo, redo). A large text area for the message body is at the bottom.

Attachment: Click it to attach files onto the e-

'To' box: Type in the e-mail address of the person you are sending it to for example: EE074123@student.uniten.edu.my











Cc Box: Enter the e-mail address of the person you wish to send a courtesy copy to

Message Body: Type your message text in here as normal.

Subject: Type in a brief subject line in the box to provide a summary of your message when it arrives

Standard New Message Toolbar:



	Send Mail Message Now
	Save Mail Message to file – message is saved to in-box for later use
	Print the message
	Insert signature into you message (but you must create the signature first before inserting it)
	Checking for any spelling error
	Attach files to message
	Check Names – Outlook will verify the information in the To Box: and report back offering you close matches if necessary
	Importance of Message is High
	Importance of Message is Low
	Options for message setting (importance & sensitivity) and tracking (request delivery report & request a read receipt for the message)

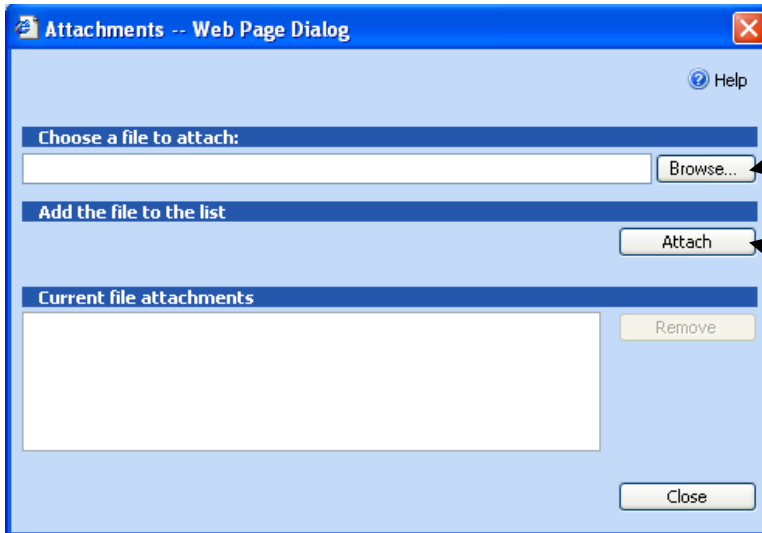
- 1) Type the recipient's e-mail address in **to** box, type title and fill it in to **Message Body** and click on **Send** button to send the message.

Note : Message that is intended for multiple recipients, a semicolon (;) must be inserted between the addresses into the **To** field,

E.g.:
ee074123@student.uniten.edu.my ; nazatul@uniten.edu.my;

Sending an e-mail with attachment file

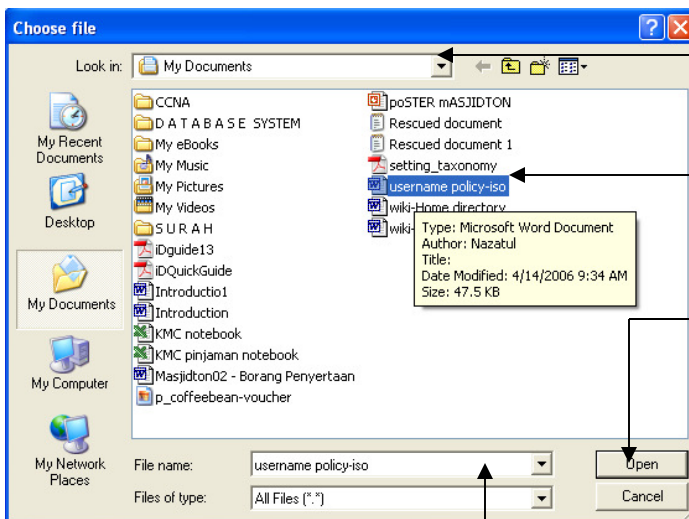
- 1) Click **Compose New Mail Message** button on the toolbar.
- 2) Click on the **Attachment Tab**. An attachment form will appear as in the display box below.



Browse button:
Click here to browse to where the file that you wish to attach is stored.

Attachment Tab:
Click here to show the attachment form.

- 3) For the desired attachment file, click on the Browse button. A display box will appear as below.




Look In:
Select the location of the file you want

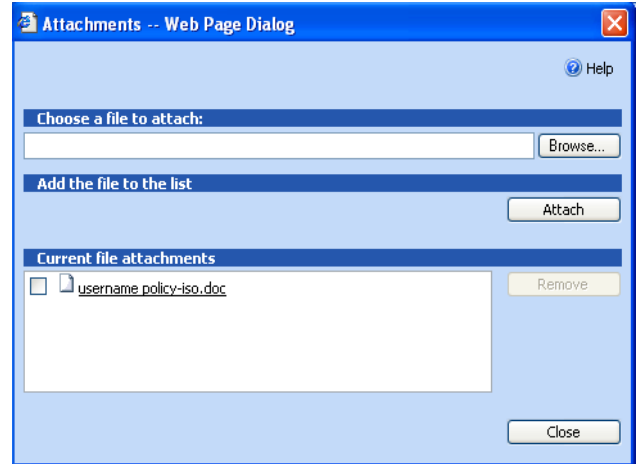
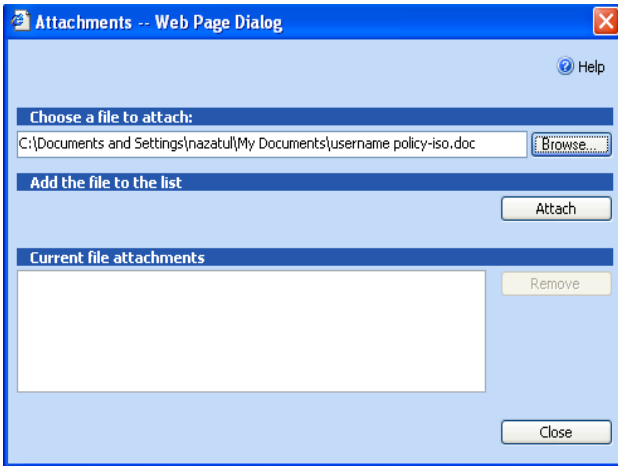
Highlight Attachment:
Highlight the file that you wish to attach.

Open button:
Click on this button once you have chosen your file.

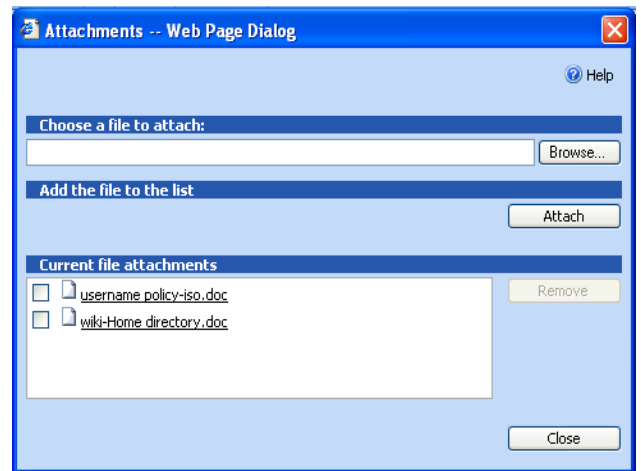
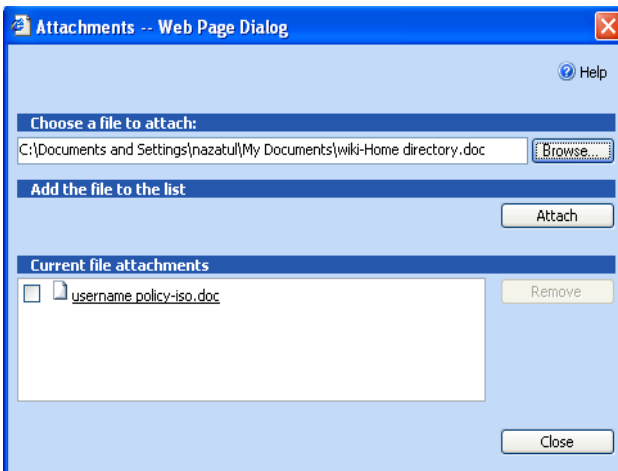
Files of Type:
If you cannot see your file, select All files (*.*) from this pull down menu.

- 4) Click on the desired file and then click **Open** button.

- 5) The attachment file will appear in the white box with its full file path. Click on **Attach** tab. 




If you wish to attach more than one file, click **Browse**, and then click **Attach**. Then click **Close**.

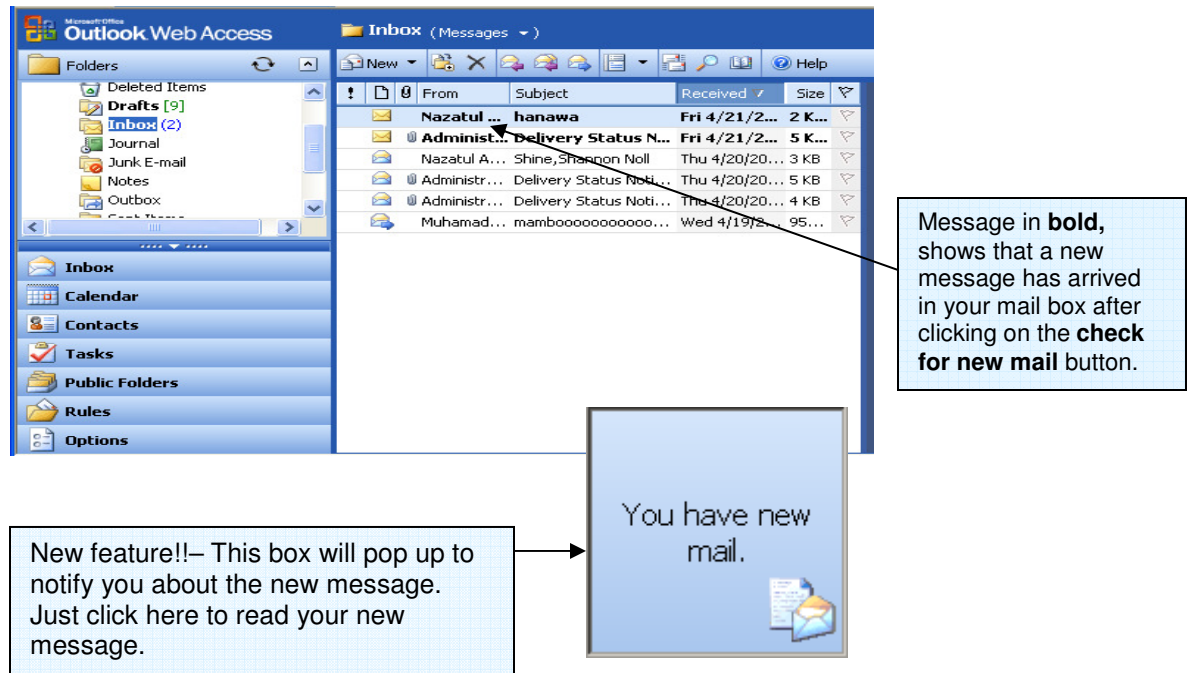


- 6) When all files are successfully attached, and after the message as well as the recipient's e-mail address is filled in the respective areas, click **Send** button



Checking for new e-mail message in your inbox.

Click on **Check for new mail**  button to check if there are any new messages in your mailbox. This button will refresh your mailbox. If there is a new message, the e-mail will appear in **bold**. Please refer as below.



Message in **bold**, shows that a new message has arrived in your mail box after clicking on the **check for new mail** button.


New feature!!- This box will pop up to notify you about the new message. Just click here to read your new message.

You have new mail.

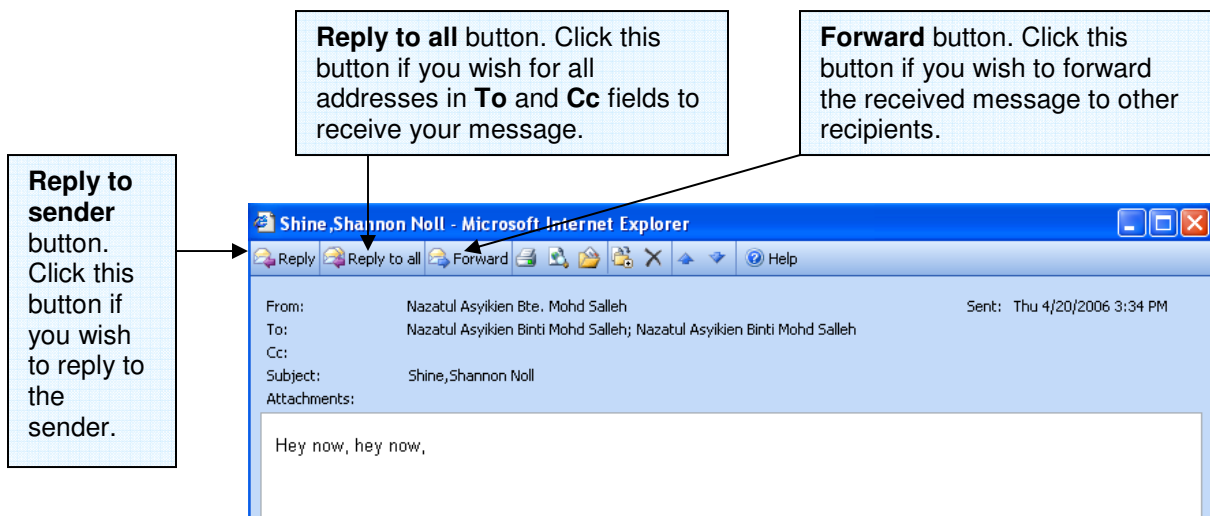
Reading / Opening the message.

Click on the **underlined** sender that you wish to open in the **From** field.

- i. **Reply** the received message.

There are 2 kinds of Reply button which are **Reply to sender**  and

Reply to all . Please refer to the figure below.



Reply to all button. Click this button if you wish for all addresses in **To** and **Cc** fields to receive your message.

Forward button. Click this button if you wish to forward the received message to other recipients.

Reply to sender button. Click this button if you wish to reply to the sender.

Shine,Shannon Noll - Microsoft Internet Explorer

From: Nazatul Asyikien Bte. Mohd Salleh Sent: Thu 4/20/2006 3:34 PM


To: Nazatul Asyikien Binti Mohd Salleh; Nazatul Asyikien Binti Mohd Salleh

Cc:


Subject: Shine,Shannon Noll

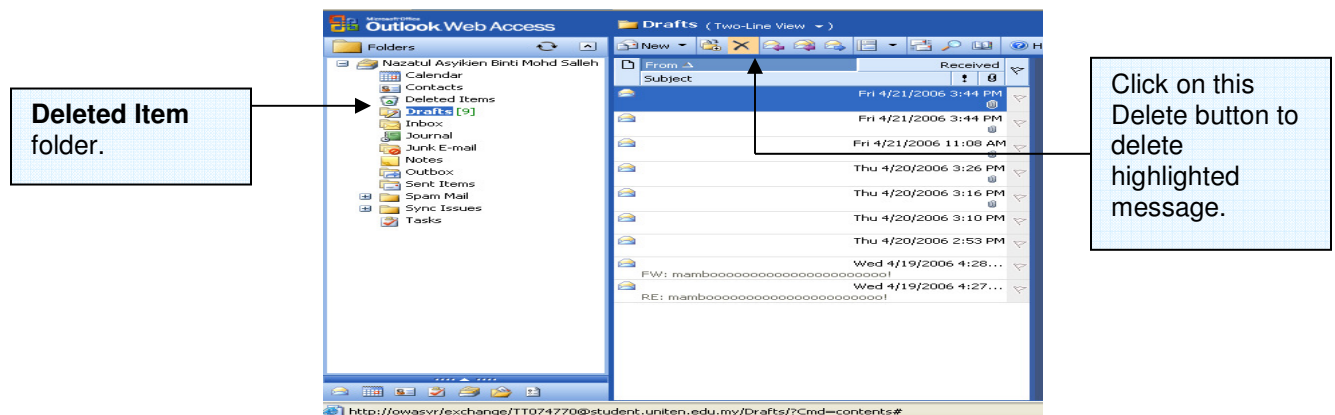
Attachments:

Hey now, hey now,

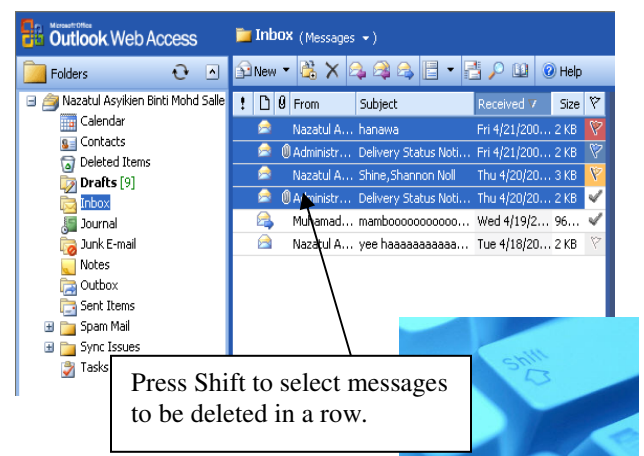
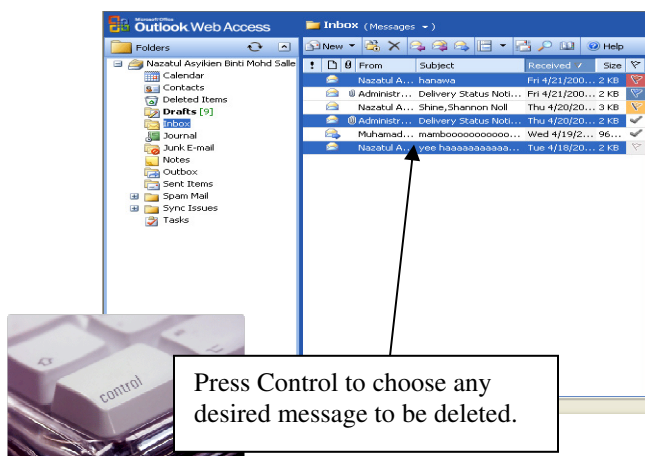
- ii. **Forward**  the received message (refer to above figure). **Forward** is used when you wish to forward the e-mail to others.
- Erasing your e-mails.**

1. There are 4 ways to erase a particular message.

- Highlight the message and click the **Delete**  button on the toolbar,
- or press **Delete** on your keyboard,
- or drag the highlight message to Deleted Item folder,
- or right click on the highlight message, then click **Delete**.





2. To delete **several messages** at once, press **Control** on your keyboard, while clicking on the intended messages to delete, or press **Shift** and drag the cursor to highlight the messages, then delete them using any of the 4 ways above.




Notes:

- The message that you erase just now, will be sent to Deleted Item folder of your mailbox.

- Those items are not deleted permanently, and you can retrieve the deleted items back, by clicking on  button. The retrieval process can only be done within 2 weeks, then it will be deleted permanently.
- To delete the messages permanently, click on **Empty deleted items folder**  button on the toolbar.



Print out the received messages.

To print out the messages, open the message, click on the menu **File**, click **Print** , choose your printer type, then click **OK**.

Outlook Webs Access Facilities.

a) Contacts – Personal Address Book

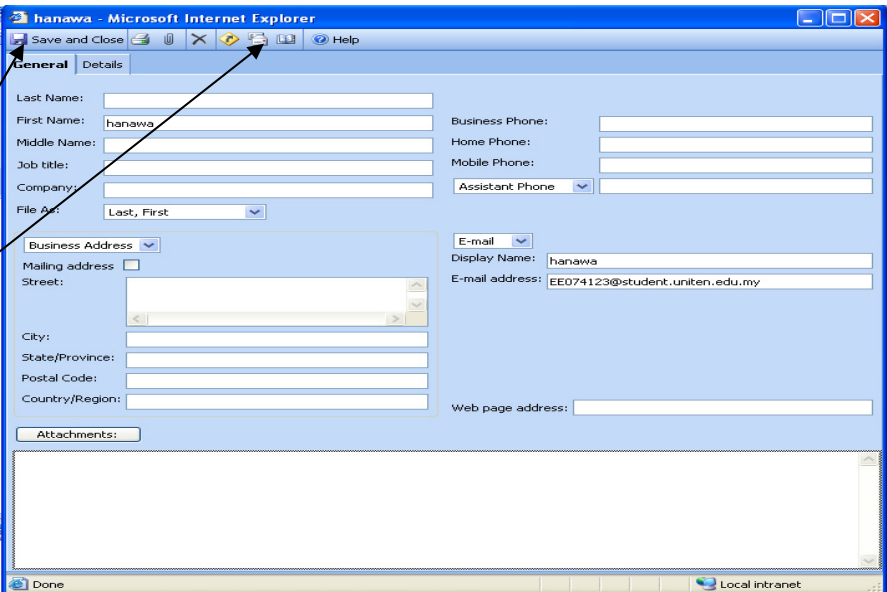
This facility is provided to ease the user so that they won't need to memorize all the e-mail addresses, WebPages, or phone numbers. However, you have to insert those data first before this facility can be used.

- Click Contacts  icon on **Outlook Bar**.
- Click on **Compose New Contact**.
- A display box as below will appear.
- Then click **Save and Close**  .

Save and close button:
Click this button after entering the data.

New Message for Contact button:
Click this button to send a new message to this contact.

General details
-Names
-E-mail Address
-Phone No.
Et cetera.




- The figure below shows some e-mail addresses that are kept inside the **Contacts** folder.



- You can also compose and send a new message using **Contacts**.

b) Find Names

This facility is provided to help the users find other user's data in an e-mail system organization. Click **Find names**  on the outlook bar.


The screenshot shows the 'Find Names -- Web Page Dialog' window. It has a search form with the following fields: 'Find names in:' (set to 'Global Address List'), 'Display name' (set to 'nazatul'), 'Last name:', 'First name:', 'Title:', 'Alias:', 'Company:', 'Department:', 'Office:', and 'City:'. Below the form is a 'Find' button. At the bottom of the dialog is a table of search results:

Name	Phone	Alias	Office	Job title	Company
Nazatul Asyikien Bte. Mohd Salleh	1658	Nazatul	Pentadbiran		Universiti

Annotations with arrows point to the following elements:

- 'Find names in:' dropdown: Select which place you want to find out, either in the global list or your contact list.
- 'Display name' text box: Insert the name of other users that you wish to find out.
- 'Find' button: Then click this Find button
- Name in the results table: Click on the name inside this result panel to view this user's details.

Logging Off the Outlook Web Access.

To log off, click  **Log Off** at the top right of your **OWA outlook bar**. It is important to log-off from your e-mail system after finished using your OWA. Otherwise, other users are able to use your email account for purposes that might violate your privacy and your good name.

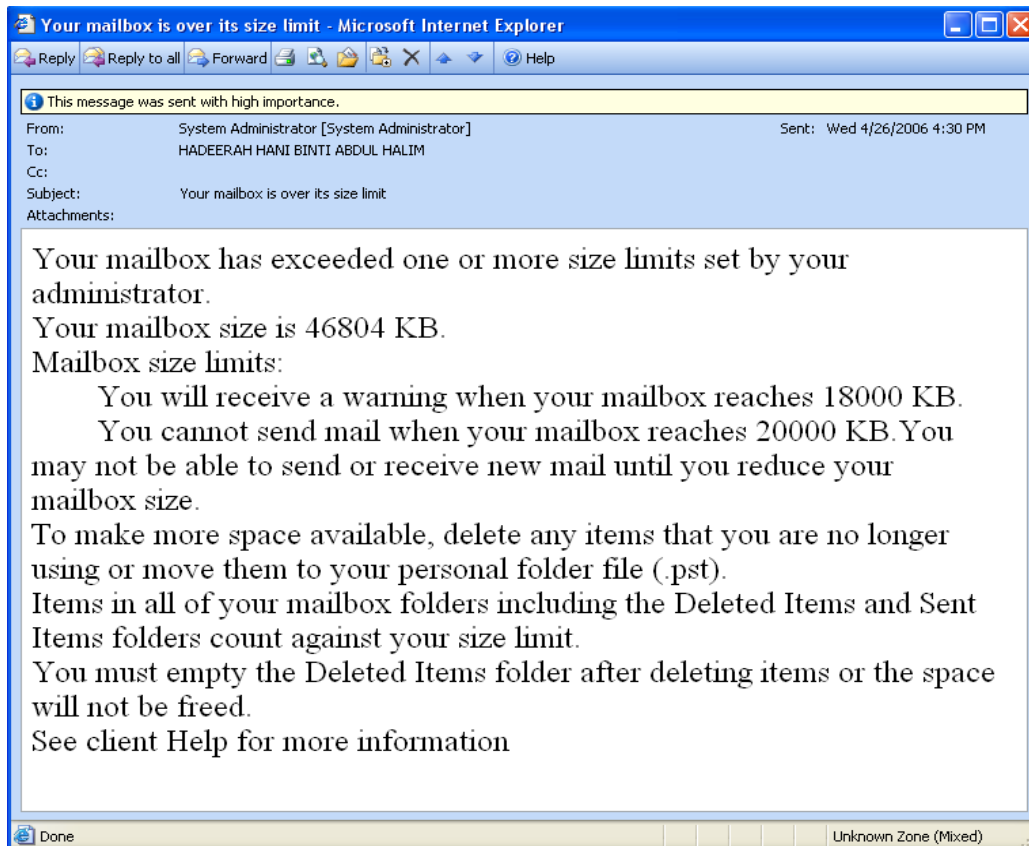
Problems and Repairs.

Mailbox oversize limits

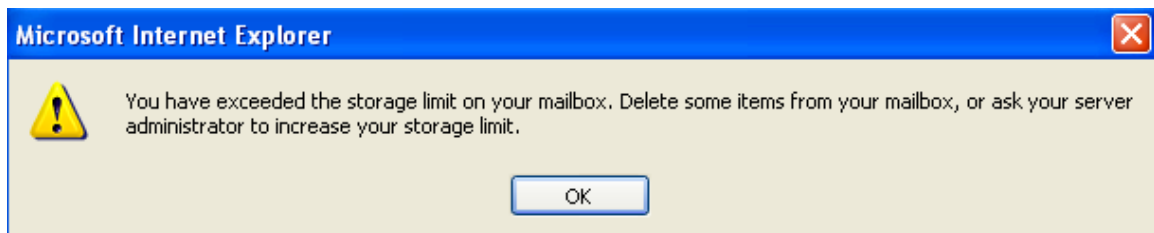
You have already been notified that every student is given 20MB of mailbox storage quota. The **System Administrator** will prompt you a message when your storage becomes 18MB which is reaching the 20MB limit.

The rules state that:

1. The System Administrator will send you a reminder message when your mailbox reaches of 18MB.
2. The System Administrator will send you a warning message when your mailbox exceeds 20MB as in the figure below:



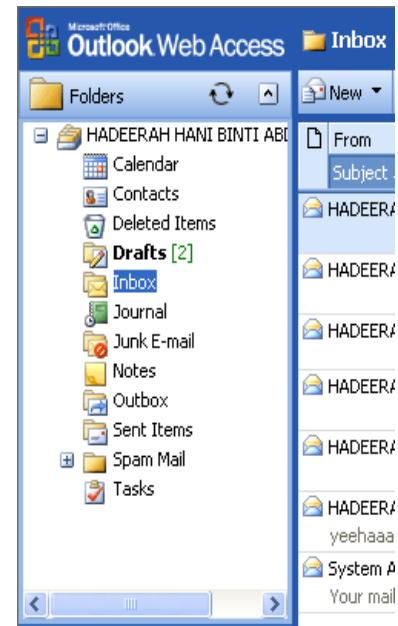
3. You are not allowed to send out any more e-mails after you have exceeded the limit and you will be notified by this prompt:



Solving the over limit mailbox problem.

1. Every mailbox contains folders which are **Inbox**, **Contacts**, **Sent items**, **Deleted items**, and more (see figure). To see through the folder, click on once.
2. Most of the oversize limit problem occurs when there are few messages in **Inbox**, **Sent Items**, and **Deleted Items** folders (Users tend to delete the messages but not permanently erase).
3. Delete e-mail messages in **Inbox** and **Sent Items** folders especially messages that contain “attachment”. After you have managed to erase those messages, please make sure to click on **Empty Deleted Items** button.

Note – It is reminded that **Empty Deleted Items** will be erased permanently. Those erased messages cannot be retrieved/recovered back. Hence, please ensure which message can be deleted.



The importance of message from KMC

For Students, every time you log-on to Work station (computer lab), there will be a message (notepad) pop up which notify the students of announcements from time to time. You are advised to read the message in order to use the terminal easily.

If you have any trouble regarding your e-mail, user account, or password, you may email to OnlineHelpdesk@uniten.edu.my or inform the KMC Helpdesk via extension 1669 or consult the staff/technician on duty at KMC.

Thank You
Administrator
Universiti Tenaga Nasional (UNITEN)