Outlook
Web Access
Exchange Server 2007

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Participant Guide
# Outlook Web Access on Exchange Server 2007

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Outlook Web Access on Exchange Server 2007

A. Log On
Outlook Web Access (OWA) users can access your UK Outlook Exchange e-mail on the Internet. Open Internet Explorer and go to the following address: https://exchange.uky.edu Or go to www.uky.edu and click on the Exchange link in the bottom left hand corner of the page.

1. The following screen will open:
2. Click the Check Mail link, OR click the Microsoft Outlook Web Access link.

4. In the Domain\user name box type mc\ and your Outlook User Name (as illustrated). Note: Your exchange User name is the front part of your Exchange e-mail address; (for example: ukcmc25@email.uky.edu has the User Name of ukcmc25).
5. Press the Tab key, OR click in the Password box and type your Outlook password; click the Log On button.
6. Outlook will open at your Inbox.

Note: The first time you log on to OWA, you will be prompted to select a language and a time zone. Click OK after making your selections.

Tip: Users of web browsers other than Internet Explorer 6 or later will be required to use the "Outlook Web Access Light" web client which has fewer features and sometimes may be faster.

Important Note: Your domain is either ad or mc, and it is typed followed with a back slash (\) in front of the user name when logging into OWA. Example: mc\ukcmc25. The domain and user name are not case sensitive. The password is case sensitive.
B. Log Off
When ready to logoff OWA, on the Outlook Web Access toolbar, click the Log Off button.

![Log Off button](image)

After logging off, you will return an Office Outlook Web Access screen. Click the Close Window button to close the browser.

C. The Navigation Pane
This contains a Folder List in the top portion showing shortcuts to all folders within your email account.

A Button Bar is found in the lower portion of the pane with shortcuts to listed folders within your Outlook e-mail account, including access to your Calendar, Contacts, etc.

You may choose to hide the entire Navigation Pane by clicking on the "" icon above the folder List; to only close the Button Bar click on the line above the Button Bar.

D. The Reading and View Panes
The View Pane shows the contents of the selected folder in the Navigation Pane.

The Reading Pane allows you to view/read your e-mail messages without double clicking on it to open.

You may change the location of the Reading Pane or hide it altogether.

To change the location of the Reading Pane, click the arrow on the Show/Hide Reading Pane button on the toolbar. The Reading pane may be placed to the Right or at the Bottom of the Inbox, or may be hidden altogether by selecting the Off option.
E. Creating a Signature
A signature is used to append information at the bottom of your messages. Based on Hospital policy, it is recommended you choose to automatically include the signature on all out-going messages. A signature contains such information as you decide. Suggested items include your name, work location, work phone, etc. Note: The following approved confidentiality statement should be included in your signature to meet HIPAA requirements:

The contents of this e-mail message and any attachments are confidential and are intended solely for addressee. The information may also be legally privileged. This transmission is sent in trust, for the sole purpose of delivery to the intended recipient. If you have received this transmission in error, any use, reproduction or dissemination of this transmission is strictly prohibited. If you are not the intended recipient, please immediately notify the sender by reply e-mail or phone and delete this message and its attachments, if any.

If you would like to copy/paste this statement, it is available at the following website:
http://www.mc.uky.edu/learningcenter/Manuals/Statement-of-confidentiality.htm

Inserting a Signature on all messages

1. On the toolbar, click the Options button.
2. It opens to the Message Options area, click in the Email Signature box.
3. Type and format the information you want included in the signature. Be sure to include the confidentiality statement in this section.
4. Click the check box beside Automatically include my signature on outgoing messages.
5. Click the Save button on the toolbar when finished to save the changes.

Once the signature is created and saved, it will display at the bottom of the message when you start a new message.
F. Sending a new Message

Once logged into OWA, it opens to your **Inbox**. Above it you will see the toolbar which contains various buttons that are shortcuts to commonly used actions within Outlook, thus making it quicker for users. By resting the mouse indicator on each button, you will see a description of its function. The toolbar’s appearance will vary depending on the folder you are viewing.

Also, by clicking on the drop-down arrow beside “**New**” you will see a list of other new actions you may start including message, appointment, meeting request, etc.

**To send a message**

1. Click the **Inbox** shortcut from the Navigation Pane;
2. On the toolbar click the **New button**;
3. In the “**To**” box, type the last name of the UK person to receive the message. To send to more than one person, **type a semicolon** (;) after each last name.
4. Click on the **Check Names** button on the toolbar;
5. This will open a dialogue box where you can click on the name of the desired person; repeat this process until all recipient names have been selected.
6. Type a subject in the “**Subject**” box;
7. Type your message in the message box area.
8. To mail the message, click the **Send** button found on the message toolbar.

![Tip:](image)

When typing in the person’s name in the **To** box, type in the person’s last name, then a comma, press the space bar, then type the person’s first initial or a few characters of their first name; then click the **Check Names** button. For example, if you type, **Smith, N** it will bring up all the **Smiths** whose first name starts with **N** in the dialogue box and thus make it easier to locate your person.

**Note:** Before sending the message, spell check is activated by clicking the **Check Spelling** button on the message toolbar or by pressing the **F7 key**. Spell check will identify misspelled words with a red underline. To correct it, right click the red underline and left click the correct spelling. You may want to activate the automatic spell check of any message before sending it. This can be done under the **Options** button and select **Spelling, Always check before sending**.

If you are unable to complete the message and want to save it as a draft letter to finish later, click the **Save** button on the message toolbar and close the message. The message will be saved in the **Drafts** folder and may be completed at another time.
To send a message with an attached file
1. Open and prepare a new message as indicated previously or open an existing message in which you want to insert a file.
2. From the toolbar click on the Attach File button,
3. This opens an Attachments dialogue box; click on the Browse button to start locating the file; use the Look in box drop-down arrow to navigate to the folder where the file is located.
4. Left click on the desired file to highlight it; and then left click the Open button;
5. The file name will now appear in the Browse area of the dialogue box.
6. Click the Attach button;
7. You will see the file name indicated beside the Attach button in the envelope area of the message.
8. Click Send to mail it.

Tip: OWA automatically saves a copy of each sent message in the Sent Items folder. The Sent Items folder can be seen in the Folder List on the Navigation Pane. You will need to delete unwanted e-mails from this folder in an effort to manage your space allocation on the server (250 MB). Deleted items go to the Deleted Items folder.

G. Desktop Alerts
When you receive a new message, a Desktop Alert will appear on your desktop (unless you have a pop-up blocker enabled). Click once on the alert to go to your Inbox. If you want to turn off this option:
1. Click the Options button on the toolbar.
2. Under the Message Options area, clear the box beside Display a notification when new email items arrive.
3. Click Save. The change takes effect the next time you logon OWA.

H. Reading a Message
A message may be read without opening it by displaying the Reading Pane as previously discussed. To open a message:
1. Click on the Inbox shortcut on the Navigation Pane.
2. In the View Pane, double click on the message you want to read. New or unread messages will appear in bolded print.
3. Once the letter is opened, you have various options on the toolbar including Reply, Forward, Print, Delete, etc. Click on the appropriate button for the preferred action.
4. To close the message, click the X in the upper right hand corner.

I. Messages with Attachments
E-mails with a paperclip symbol next to it in the View Panel have a file attached to it. File attachments may be opened and saved if necessary. To open and/or save a file attachment:
1. In the Reading Pane or if the message is opened, double click on the name of the attachment and click Open. (OR a second option is to right click the name of the attachment and click Open on the drop-down menu.)
2. OR if you want to save an attachment without opening it, double click on the name of the attachment and click Save. (OR a second option is to right click the name of the attachment and click Save Target As on the drop-down menu.)
3. Select the location where the file is to be saved and click the Save button.
Note: OWA will not allow you to open certain files that may contain viruses. It may require you to save such files before you can open them. If the content or sender of the attachment is not known or trusted by you, do not open it because of potential viruses.
J.Deleting Messages
Messages no longer needed should be deleted to conserve space for your account on the Exchange Server.
To delete a message:
   1. With the message selected in the View Pane, click the Delete button on the toolbar or simply press the Delete key.
   2. OR with the message already opened click the Delete button on the toolbar.

Note: All deleted items are placed in the Deleted Items folder and remain there until you delete them.

Tip: To permanently delete an item from the Inbox, select the item to be deleted, hold down the Shift key and press the Delete key at the same time. Click OK when questioned about permanently deleting the selected items. This can be a nice time saver since you will not need to delete that item again from the Deleted Items folder.

K. Printing a Message
   1. Open the message to be printed.
   2. Click the Printable View button on the toolbar.
   3. Select the print options and click the Print button.

L. Deleted Items Folder and Space Management
The Deleted Items folder is accessed from the Folder List in the Navigation Pane. This folder should be emptied regularly to manage space allotments given to your e-mail account on the Exchange server. Each account is allotted 250 MB of space on the server. To delete items in the Deleted Items folder:

   1. Click the Deleted Items shortcut in the Folder List on the Navigation Pane.
   2. In the View Pane, click the item to be deleted; this will highlight the item.
   3. Click on the Delete button on the toolbar or press the Delete key on the keyboard to delete the item.
   4. Click OK to permanently delete the item.

Tip: To delete all items in the folder, right click the Deleted Items folder in the Navigation Pane and click Empty Deleted Items; click OK to permanently delete all items. Under Options, you can set the Empty Deleted Items folder on Logoff to clean out this folder every time you logoff.

To check your mailbox space allotment and usage:
   1. In the Navigation Pane, click Mail.
   2. Use the mouse to point to your name at the top of the mail folder list.
   3. A window appears showing the size of your mailbox and how much space is utilized.
M. Creating a Folder
You may want to create additional folders for organizational purposes or to save all e-mails from a particular person, etc. To create a new mail folder:

1. In the Navigation Pane, click Mail to view the list of all folders in your Inbox.
2. Right click the folder in which you want to create a new folder; for example right-click Inbox to create a subfolder in your Inbox.
3. Click Create New Folder.
4. Type a name for the new folder.
5. Press Enter to save the new folder.

Note: To see the new folder in the Folder list, you may have to refresh your browser.

To move a message to another folder
1. Click on the message to be moved to select it.
2. Continue to hold down the mouse button and drag the message to the destination folder and drop it on that folder by releasing the mouse button.

N. Contacts
You can utilize the Global Address List (GAL) or create a personal list by using Contacts. The Global Address List is extracted from the “WHOIS” or “ph” database maintained by the Campus Computing Center. WHOIS contains all UK students, faculty, and staff. The Global Address List contains only UK people who have an e-mail address.

The Contacts folder is used to store information about people with whom you communicate regularly. Such information as name, address, phone, fax and e-mail address may be easily referenced. Contacts may be accessed from either the Folder List or the Button Bar on the Navigation Pane.

To create a new contact:

1. In the Navigation Pane, click Contacts.
2. Click the New button.
3. An Untitled Contact window opens; type the name of the new contact; use the Tab key to move from one box to another to enter other information.
4. In some boxes you can use the drop-down lists to record multiple entries.
5. When finished entering information, click the Save and Close button on the toolbar to save the new contact.
O. Calendaring
Outlook Web Access calendar allows you to set up a schedule for appointments, meetings and events, tasks, or any other time allocation. Your calendar may be accessed by clicking on the Calendar shortcut in the Navigation Pane.

To view your Calendar
The default view shows the daily calendar on the right hand side, and the Date Navigator on the left top corner. The toolbar has buttons which may be used to quickly change the view. Click a date in the Date Navigator you want to view.

Click the Go to Today in the calendar button to view today’s schedule.

Click the Day View button to view the daily schedule of the date selected in the Date Navigator.

Click the Work Week View button to view the schedule for the week selected in the Date Navigator.

Click the Week View button to view the schedule for the 7 day week selected in the Date Navigator.

Using the Date Navigator
The Date Navigator shows a monthly calendar with which to work. The date you have selected is highlighted in gold; the current day has a red square around the number.

The left and the right arrow keys at the top of the navigator allow you to move forward or back one month at a time.

Note: You can highlight several non-consecutive days by holding down the Ctrl key as you click on different days in the Date Navigator.
Scheduling an Appointment
An appointment is a commitment that only you are required to attend. The Untitled Appointment dialogue box which opens when you start a new appointment defaults to the appointment information screen. The new appointment box also has a tab labeled Scheduling Assistant that allows you to coordinate and schedule meetings with others.

To schedule a new appointment:
1. Click on Calendar in the Navigation Pane;
2. Click on the New Appointment button;
3. The Untitled Appointment dialog box will open;
4. Enter a subject in the Subject box;
5. Type a location in the Location box;
6. Select the Start and End dates and times in the appropriate boxes as indicated (type or use the drop-down arrows to change dates/times);
7. Choose other options such as Reminder, Show Time as, and typing any notes that are pertinent to the appointment. Make the appointment private by clicking the Private check box.
8. When finished, click the Save and Close button on the toolbar.

Tip: You can also start a new appointment by double clicking on a time slot on a daily view or double click the date bar of a specific day in the Work Week or Week view.

Reminders allow you to set a reminder message on an appointment or meeting. You determine how long before an appointment or meeting the message will appear. By default, the Reminder box is set to notify you 15 minutes before the designated start time for a scheduled appointment. Use the drop-down arrow to change this time frame. To turn off the reminder, clear the check in the Reminder box. As long as you are logged on Outlook, the reminder will open at their scheduled times. Scheduled reminders set to open when you are not logged onto Outlook, will open the next time you logon.

An All day event encompasses a whole day and does not have a start or end time. Examples of an event would be conferences, holidays, vacations, and on-call. If the All day event box is checked, then no time frames will show. Upon saving an all day event, it will display at the top of the day it is scheduled.
Deleting Appointments
Double click on the appointment to open it; on the toolbar click the Delete button to delete the appointment from your calendar.

Schedule a Recurring Appointment
To schedule a recurring appointment, open an existing or start a new appointment as instructed earlier.

1. From the tool bar, click on the Recurrence button.
2. This opens a Recurrence page dialog box;
3. Set the Start and End times for the appointment.
4. In the Recurrence pattern area, select the recurrence pattern by clicking the appropriate radio dial. The recurrence pattern can be Daily, Weekly, Monthly, or Yearly.
5. In the Range of recurrence area, click the appropriate radio dial to set the End date. It is recommended to end the appointment after so many occurrences or end it by a specific date.
6. Click OK to display the Appointment Scheduling Dialog box.
7. Complete the appointment Subject, Location, etc.
8. Click the Save and Close button to save the appointment.

Tip: Avoid using No end date for the range of recurrence, as this will put the appointment on your calendar for an indefinite time.
Scheduling a Meeting

Outlook Web Access allows you to plan and schedule meetings with others by sending meeting requests. **Meeting Requests** are appointments to which other people are invited. When you schedule a meeting, you are the organizer of the meeting. To schedule a meeting with other people:

1. Start a **New Appointment** as instructed earlier;
2. Click the **Invite Attendees** button on the toolbar.
3. In the “**Required**” box, type the last name of the UK person you want to invite. To invite to more than one person, **type a semicolon** (;) after each last name.
4. Click on the **Check Names** button on the toolbar;
5. This will open a dialogue box where you can click on the name of the desired person; repeat this process until all required recipient names have been selected.
6. In the “**Optional**” box, repeat steps 3 thru 5 for any optional invitees you want to know about or attend the meeting at their option.
7. In the “**Resources**” box, type [ and click on the **Check Names** button on the toolbar. This will open a dialogue box where you can click on the resource needed. **Note:** Resources include conference rooms that may be scheduled.
8. Enter appropriate information in the **Subject**, **Location**, **Start** and **End** times, etc.

9. **Optional:** To see available times, click on the **Scheduling Assistant** tab. This will allow you to view available times on the invitees’ calendars.
10. Click the **Send** button to send the meeting request. Once the meeting request is sent, the meeting is posted on your calendar.

**Note:** The left side of the **Scheduling Assistant** dialog box shows all the attendees and the right side of the box show the attendees’ busy times with a blue bar across busy time frames. Tentative and out of office times are also color-coded.
Replying to a Meeting Request
When a meeting request is sent, a response from attendees is also requested. In the meeting request you have the option of accepting, tentatively accepting, or declining the request. To reply to a meeting request:

1. Click the **Inbox** shortcut in the **Navigation Pane**;
2. Double click the meeting request to open it;
3. Click one of the following buttons on the toolbar:

   - **Accept** to add the meeting to your calendar.
   - **Tentative** to add the meeting to your calendar on a tentative basis.
   - **Decline** to decline the meeting request. It will not be added to your calendar.

4. After clicking the response option, a drop-down dialogue box opens with choices of **Edit the Response before sending**, **Send the Response now**, or **Do not Send a Response**. It is highly recommended to send the response or edit the response before sending to type additional comments. This will promote effective communication between staff.

5. An untitled response opens which is addressed to the organizer of the meeting will open indicating your response in the **Subject** box. You may type **additional comments** in the message area below.

6. Click the **Send** button to send your response to the meeting organizer.

Once you respond to the meeting invitation, it will be deleted from your Inbox.

Canceling a Meeting
The organizer of a meeting has to cancel the meeting to remove it from his/her calendar. To cancel a meeting:

1. In your calendar, double click on the meeting you want to cancel.
2. Click the **Cancel Meeting** button on the toolbar.
3. The cancellation message opens.
4. Click the **Send** button on the toolbar to mail the cancellation notice to the attendees.
P. Changing your password

Open Internet Explorer and go to the exchange website: http://exchange.uky.edu

1. Click on one of the Change Password links;

2. This will open an Internet Service Manager window;
3. In the Domain box, type AD or MC if not there;
4. In the Account box, type your e-mail id; i.e. ukcmc24.

   **Note:** Your domain is either AD or MC (not case sensitive). The Account name is the same as your Exchange User Name which is the front part of your Exchange e-mail address; (for example, ukcmc24@email.uky.edu has the Account name of ukcmc24).

5. In the Old password box, type your old password;
6. In the New password box, type the new password;
7. In the Confirm new password box, retype the new password;
8. Click OK.

Passwords should be at least 8 characters in length and contain a mixture of characters. They cannot be the same as your user name or the reverse of it.

Passwords must contain characters from at least 3 of 4 groups. The four groups are:

1. **Uppercase letters** (A-Z)
2. **Lowercase letters** (a-z)
3. **Numbers** (0-9)
4. These special characters: ! @ # $ %
   - Passwords should not be dictionary words
   - Passwords should not be part of your name or username

You cannot re-use any of the 8 previous passwords. Passwords must be changed every 90 days.

If you have password problems, contact the ITS Help Desk at 323-8586. Once they reset the password, it will take 15 minutes for it to take effect.
Q. On-line Help

The Help screens in Outlook Web Access on the Exchange server can be useful. When you need to use it, click on the Help button on the toolbar.

It will open a Microsoft Web Access Help window and you can select a topic for further help.

R. Patient Confidentiality & E-mail Usage Reminders

Patient Confidentiality reminders:

Note: Please remember you have signed a Patient Confidentiality agreement and you must keep all patient information confidential. Be sure to dispose of unneeded, printed patient information into a confidential destroy box/basket.

“*The communication of patient health information via e-mail is prohibited outside the University network.*” (Hospital Policy 01-16)

E-mail usage reminders:

Inappropriate use of E-mail: “Advertising and/or solicitation of non-University-sanctioned activities is also prohibited. Other inappropriate uses of e-mail include chain letters, disseminating or printing copyrighted materials (including software and articles), abusive or objectionable language in either public or private messages, use of e-mail for illegal activities, and any other activity that could cause congestion and/or disruption of networks & systems.” (Hospital Policy 01-16).