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JKDM

Outlook Web Access Guide

User Guide

VERSION – 1.0

This guide is prepared for the purpose of introducing OWA and its features. It will explain in detail how to use OWA.

TABLE OF CONTENTS

<u>1</u>	<u>INTRODUCTION</u>	<u>3</u>
1.1	DOCUMENT SUMMARY	3
1.2	OBJECTIVES	3
1.3	INTENDED AUDIENCE	3
<u>2</u>	<u>GETTING STARTED</u>	<u>4</u>
2.1	INTRODUCTION TO OUTLOOK WEB ACCESS (OWA)	4
2.2	OUTLOOK WEB ACCESS – SECURITY CONSIDERATIONS	4
2.3	HOW TO LOGIN OUTLOOK WEB ACCESS (OWA)	5
2.4	INTRODUCTION TO YOUR INBOX	7
2.5	CREATING NEW EMAIL/MESSAGE	7
2.5.1	Addressing the Message by Typing In the Name	8
2.5.2	Addressing the Message Using the Address Book	9
2.5.3	FORMATTING THE MESSAGE	9
2.5.4	ATTACHING A FILE TO THE MESSAGE	10
2.5.5	SAVING A MESSAGE	10
2.6	WORKING WITH FOLDERS	11
2.6.1	CREATING A NEW FOLDER.....	11
2.6.2	DELETING A FOLDER.....	11
<u>3</u>	<u>CONTACTS</u>	<u>12</u>
3.1	ADDING A CONTACT	12
3.2	VIEWING YOUR CONTACTS	13
3.3	SORTING YOUR CONTACTS	13
3.4	EMAIL ACCOUNT MANAGEMENT	13
3.5	EMPTYING YOUR DELETED ITEMS FOLDER	13
<u>4</u>	<u>RESET PASSWORD.....</u>	<u>15</u>
<u>5</u>	<u>SCHEDULE A MEETING.....</u>	<u>16</u>

1 INTRODUCTION

1.1 DOCUMENT SUMMARY

This document provides comprehensive understanding of Outlook Web Access (OWA). This guide is prepared with end user prospective. It will provide guidance for email users who wants to use OWA for accessing Email, Calendar, and Meeting Notifications etc.

1.2 OBJECTIVES

The objectives of this documentation are:

1. To brief Outlook Web Access (OWA) features and capabilities.
2. To brief how to use OWA.

1.3 INTENDED AUDIENCE

This document is intended for the all the email users who have their email accounts in JKDM Microsoft Exchange 2010.

2 GETTING STARTED

2.1 INTRODUCTION TO OUTLOOK WEB ACCESS (OWA)

You can access your email account from any location that has Internet access, without additional software or configurations. OWA allows you to access all your contacts, your calendar, and it has a comprehensive Help section. Some other features:

- Customize how you view your messages within OWA, mark items as read or unread, and flag messages
- Search for messages
- Use the auto signature, global directory and personal contacts
- Use calendars and open shared calendars
- Set up rules (filters) within OWA

2.2 OUTLOOK WEB ACCESS – SECURITY CONSIDERATIONS

The following are steps to protect your information when you are using public access computers such as those in Internet cafés or public libraries.

- Logging on - never select the option that allows you to save your password for later use.
- Sending Attachments - If you need to send an attachment, make sure that the computer is running virus protection software. If it isn't, don't send the attachment from that computer.
- Opening Attachments - Save any attachments to a folder or a location you can easily find, such as the desktop. When you're finished with the attachment, close the program you used to view it, then delete the attachment and empty the recycle bin.
- Always Logging Off when finished - Click the OWA Sign Off button in the upper right hand corner to log off.

Remove your browsing history and personal data:

- Microsoft Internet Explorer: from the menu, choose Tools / Options. In the Temporary Internet files section, click Delete Files.

- Firefox: from the menu, choose Tools / Clear Private Data. Click to check all boxes, then click Clear Private Data Now
- Close down the browser and if practical, shut down the computer.

2.3 HOW TO LOGIN OUTLOOK WEB ACCESS (OWA)

Web Address for Accessing OWA:

All the following address are valid for opening OWA page.

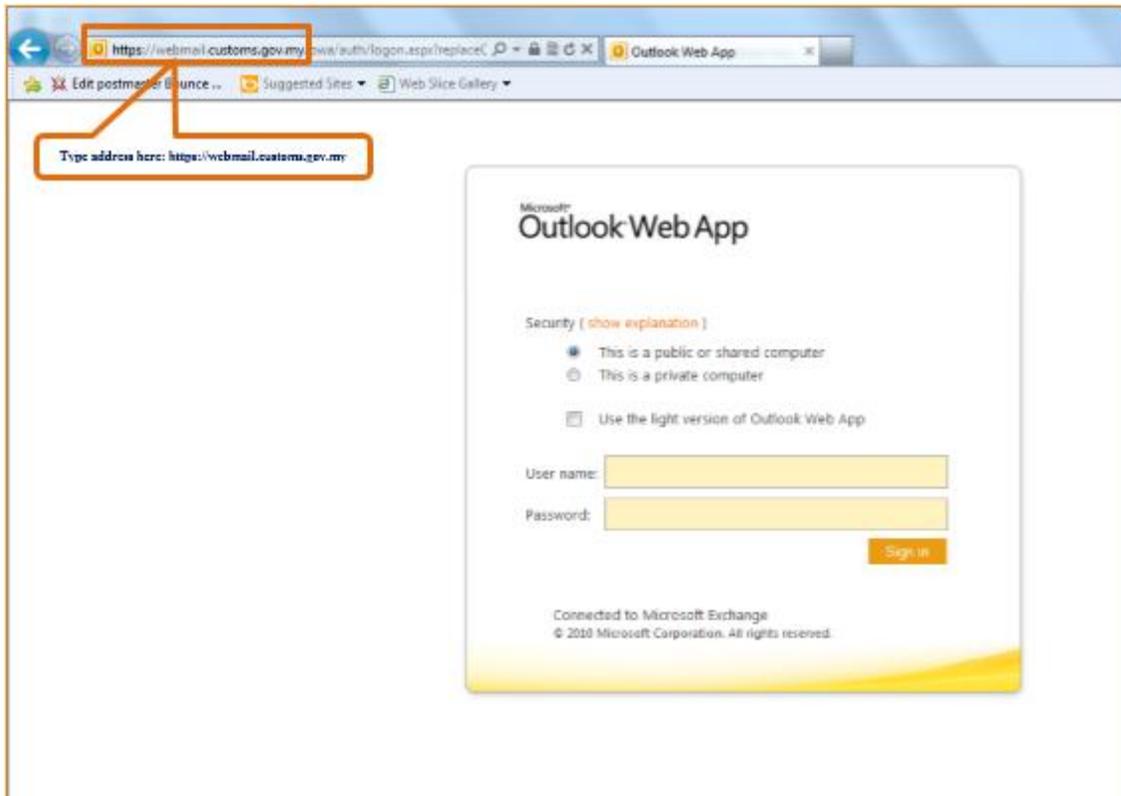
<https://webmail.customs.gov.my>

<https://webmail.customs.gov.my/owa>

<https://webmail.customs.gov.my/exchange>

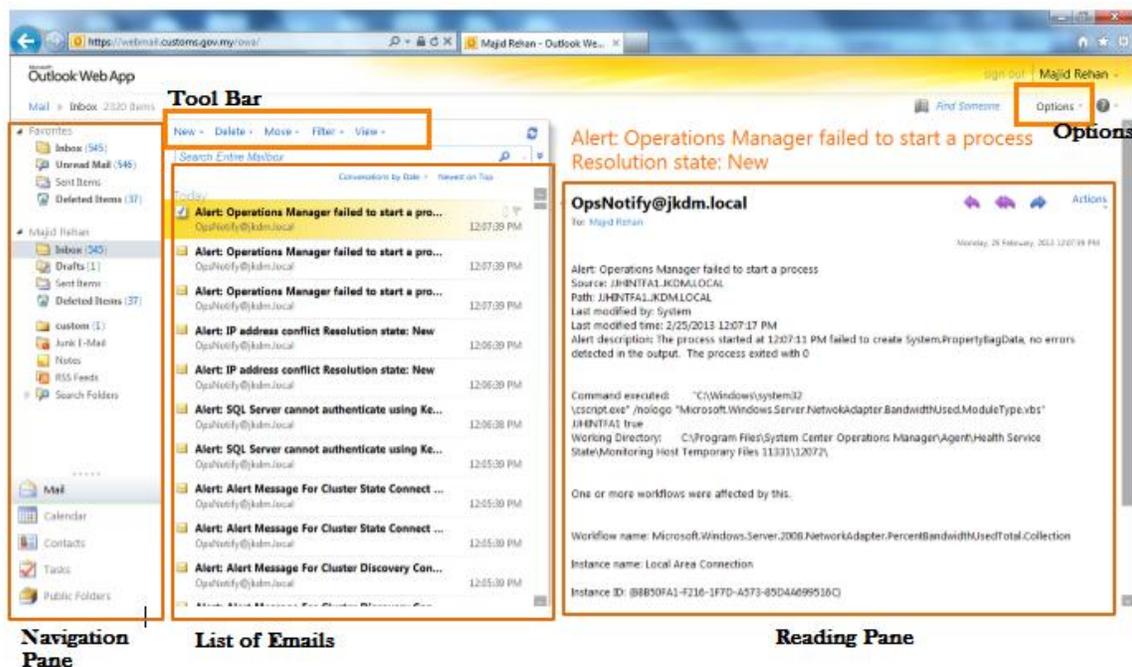
Use Microsoft Internet Explorer browser for full functionality. To start:

- Launch the Internet Explorer program:
- In the address bar, type one of the address given above , then press <Enter>
- The Outlook Web Access window appears.
- If using a public or shared computer, under Security, click the Public or shared computer radio button. This will set OWA to 'timeout' after a short period of inactivity.
- In the User Name box, enter: username
- Example: kastamuser
- If you are using Outlook Web Client Light Click the Box.
- In the password box, enter your password then click the Sign On button



2.4 INTRODUCTION TO YOUR INBOX

After entering user name and password you will be forwarded to Inbox page, from this page you can see the emails, reply delete and do multiple actions.



Tool Bar: Tool bar is used to create New Email, Delete Email, Move Email from one folder to another folder, Reply and Forward emails.

Options: Option page will take you to the configuration options by which you can do reset password, Auto reply, Filter rules etc.

Navigation Pane: In navigation pane you can see multiple folders like Inbox, Drafts, Sent Items etc. Navigation pane you can select the folder to move around different folders.

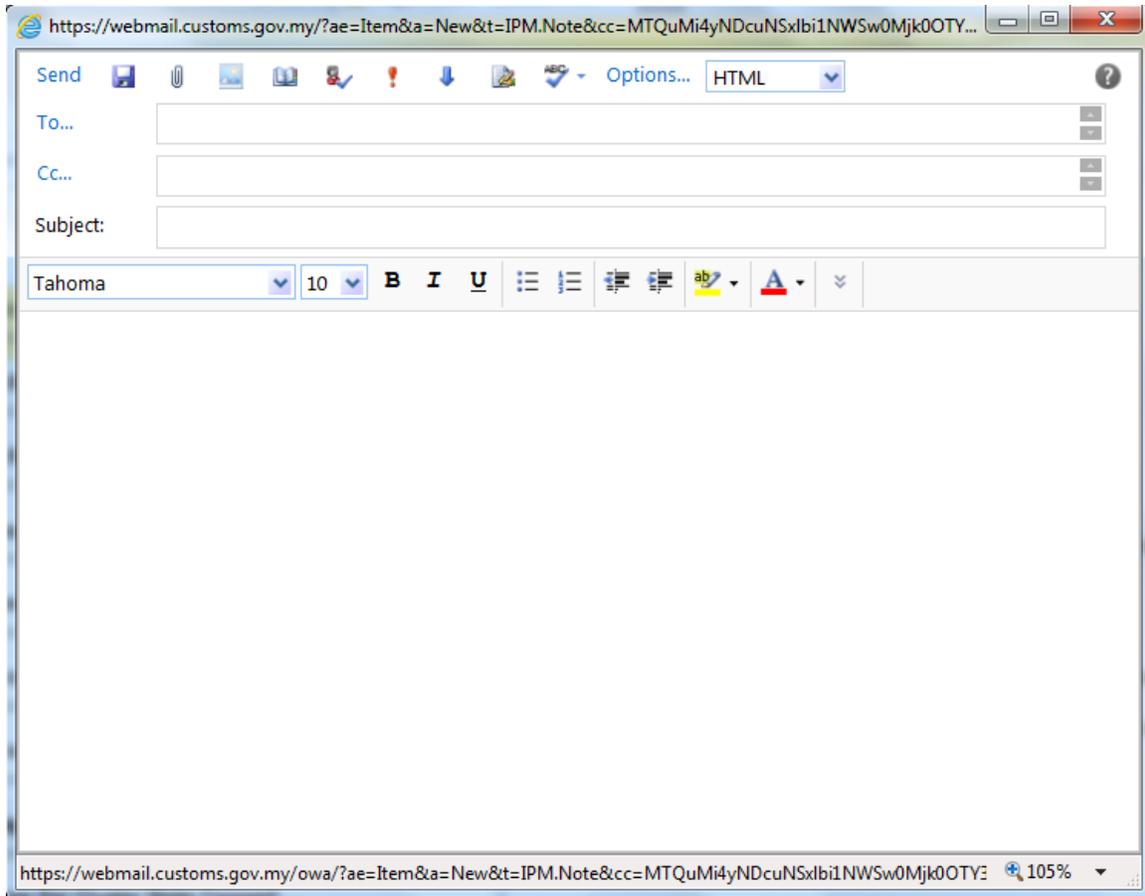
List of Emails: This is also known as middle pane which list the emails which you receive. You can arrange these emails with multiple options here.

Reading Pane: By selecting the email from List of emails you can read the email in Reading Pane section.

2.5 CREATING NEW EMAIL/MESSAGE

To create a new message:

Click the New button on the Inbox toolbar, the following dialogue box will appear:



2.5.1 Addressing the Message by Typing In the Name

- Type the name in the To..., Cc... or Bcc... sections of the new message.
- Click on the Check Names button or press <ctrl> + K
- Outlook will check that the name is a valid name from the Global Address List and your contacts.
- If the name is valid, it will appear underlined.
- If the name is invalid, then a dialog box will appear saying that it is not recognized. A red dotted line will then appear under the name.
- If there is more than one person with that name in the address book, then a dialog box will appear asking you to select the correct recipient from a list. Once you have selected the recipient click OK.

2.5.2 Addressing the Message Using the Address Book

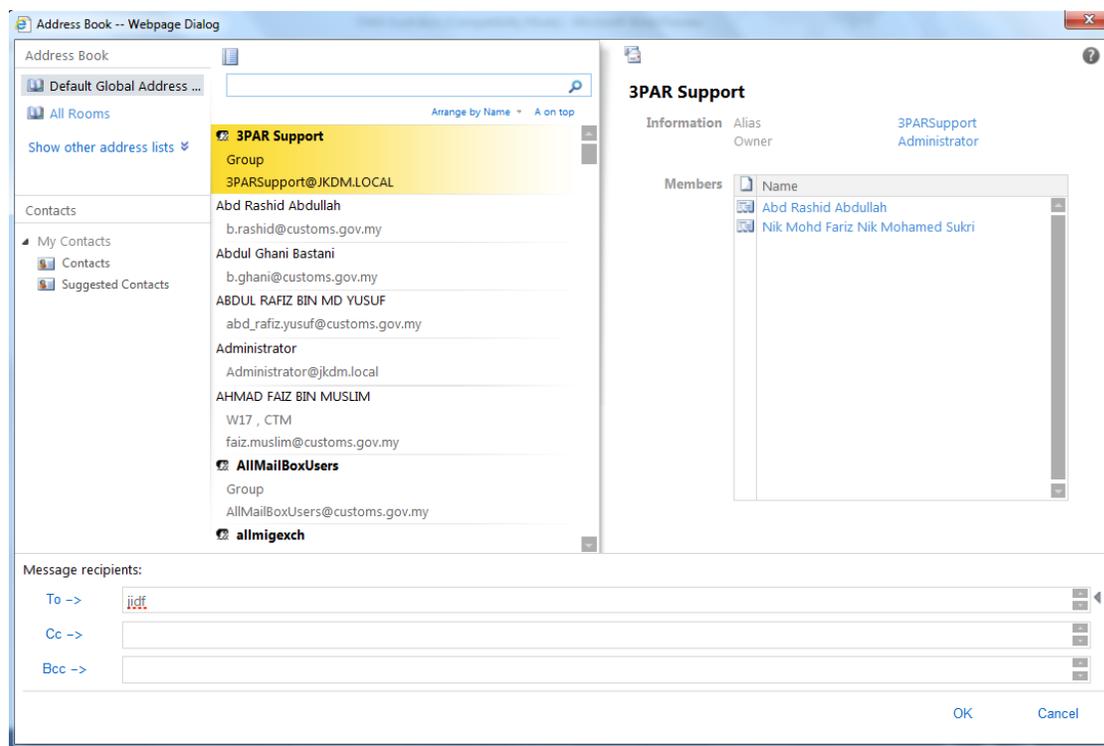
There are two separate address lists contained within your address book:

Contacts: A list of your personal Contacts.

Global Address List (GAL): A directory containing all email addresses. You can apply filters for specific views.

To access your contacts or the Address Book:

- Open a new message. Click the To, Cc or Bcc buttons.
- You can use search field to search the required address/recipient.
- If you want to fill the TO field then after selecting the address press TO or Cc or BCC

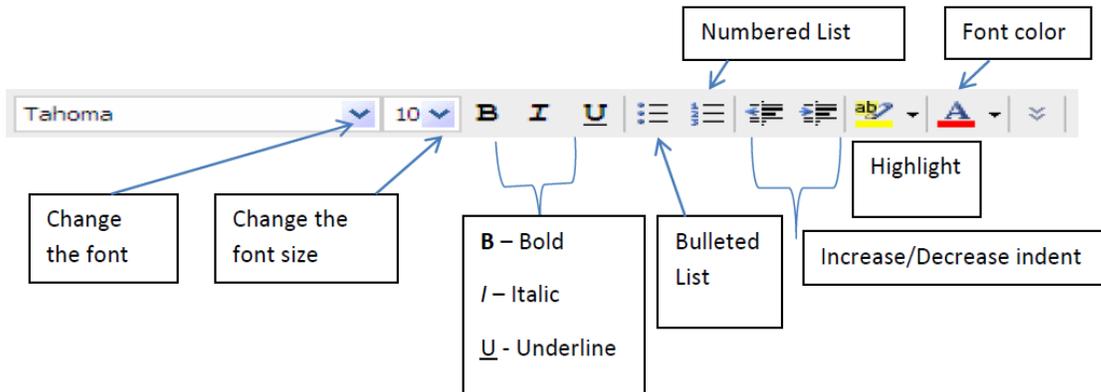


2.5.3 FORMATTING THE MESSAGE

Once the text has been added to the body of the message you may wish to change the font and the formatting of the message. To change the format of text:

- Highlight the text to be changed.
- Click on the relevant formatting options on the Formatting Toolbar.

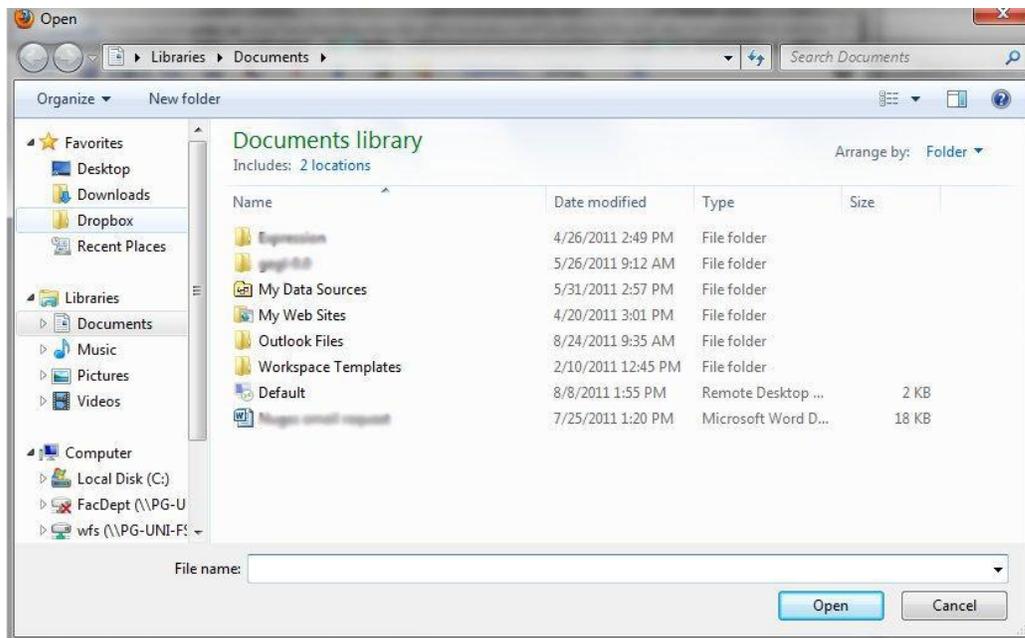
The formatting toolbar allows you to make various changes:



2.5.4 ATTACHING A FILE TO THE MESSAGE

To attach a file to your message:

- Click on the Add Attachment button
- The following dialog box will appear:
- Select the file which you want to attach.



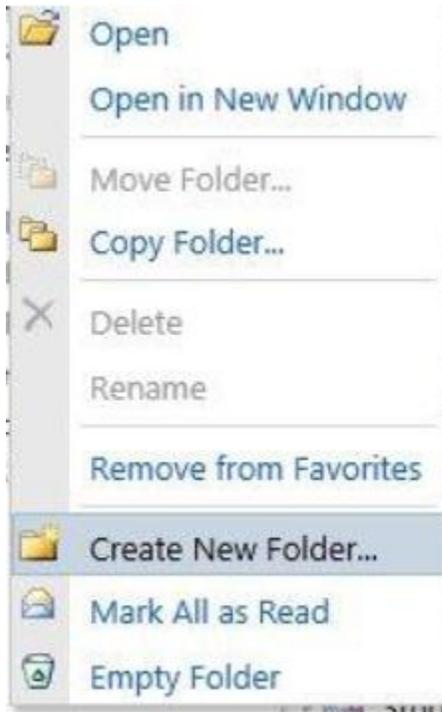
2.5.5 SAVING A MESSAGE

When your message is open, click the Save icon: or click File / Save. Your message will be saved in the drafts folder.

2.6 WORKING WITH FOLDERS

2.6.1 CREATING A NEW FOLDER

- In the Navigation Pane, right click on the folder that will contain your new subfolder.
- The following drop down menu will appear:



- Select Create New Folder. The following dialog box will appear:
- Enter a name for the new folder of your desire.

2.6.2 DELETING A FOLDER

In the Navigation Pane, right-click on the folder to be deleted.

- Select Delete from the drop down menu.
- Click OK. The folder will be moved to the Deleted Items folder.

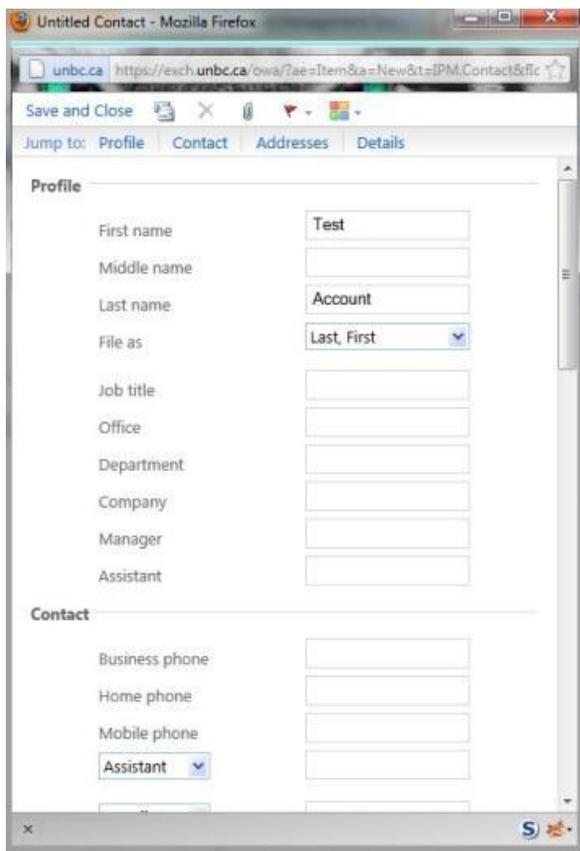
3 CONTACTS

The Contacts folder allows you to store details of your own personal or business Contacts. You can store their company details, personal address, website address and any other information about the contact.

3.1 ADDING A CONTACT

To add a contact:

- In the Navigation Pane, select Contacts.
- Click on the New contact icon:
- The contact dialog box will appear:



- Complete the fields required.
- Click Save and Close.

3.2 VIEWING YOUR CONTACTS

To view you're Contacts:

- Click Contacts in the Navigation Pane.
- Double click on the Contact you wish to view. Their details will be displayed on the screen.

3.3 SORTING YOUR CONTACTS

You can sort your Contacts in a number of ways. The options available to you are:

- Address Cards – This is the default view that displays basic information on each Contact.
- Detailed Address Cards – Displays all of the information you have for each Contact.
- Phone List – Displays the name of each Contact along with each phone number you have for them.
- By Company – Displays the name of each Contact along with their company information.
- By Location – Displays each contact by address.
- By Follow up Flag – Displays each contact that you need to follow up with. This feature can help you keep track of urgent issues.

3.4 EMAIL ACCOUNT MANAGEMENT

Maintain your account by:

- Deleting messages that you no longer need (including your sent items).
- Regularly emptying your deleted items folder.
- Dealing with junk emails and blocking senders.

3.5 EMPTYING YOUR DELETED ITEMS FOLDER

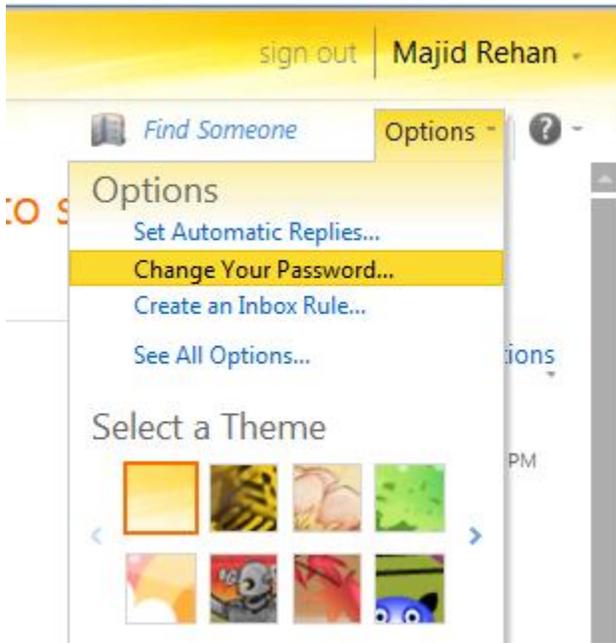
- When you delete items they are moved to the deleted items folder. You need to empty the deleted items folder to permanently remove them from your mailbox.
- To empty the deleted items folder within OWA:

- Open the Deleted Items Folder by clicking once on Deleted Items in the Navigation pane.
- Click on the Empty Deleted Items icon.

4 RESET PASSWORD

To reset the password:

- Click on the options page and from drop down menu select Change Password.



- After selecting Change Password following page will appear. Fill the fields accordingly and provide new password according to the password policy.
- And click on the save button to save the change password.

Microsoft
Outlook Web App

Mail | > Options

Account
Organize E-Mail
Groups
Settings
Phone
Block or Allow

Mail Spelling Calendar General Regional **Password** S/MIME

Change Password

Enter your current password, type a new password, and then type it again to confirm it.

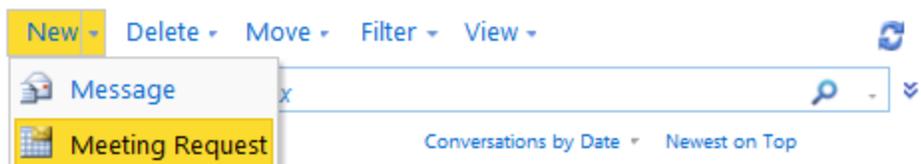
After saving, you might need to re-enter your user name and password and sign in again. You'll be notified when your password has been changed successfully.

Domain\user name: JKDM\b.majid
 Current password:
 New password:
 Confirm new password:

✔ Save

5 SCHEDULE A MEETING

- To Schedule a meeting select New and from the drop down menu select new meeting..



- Then the following screen will appear.
- In this you can set the schedule and Appointment and other meeting relevant items.

