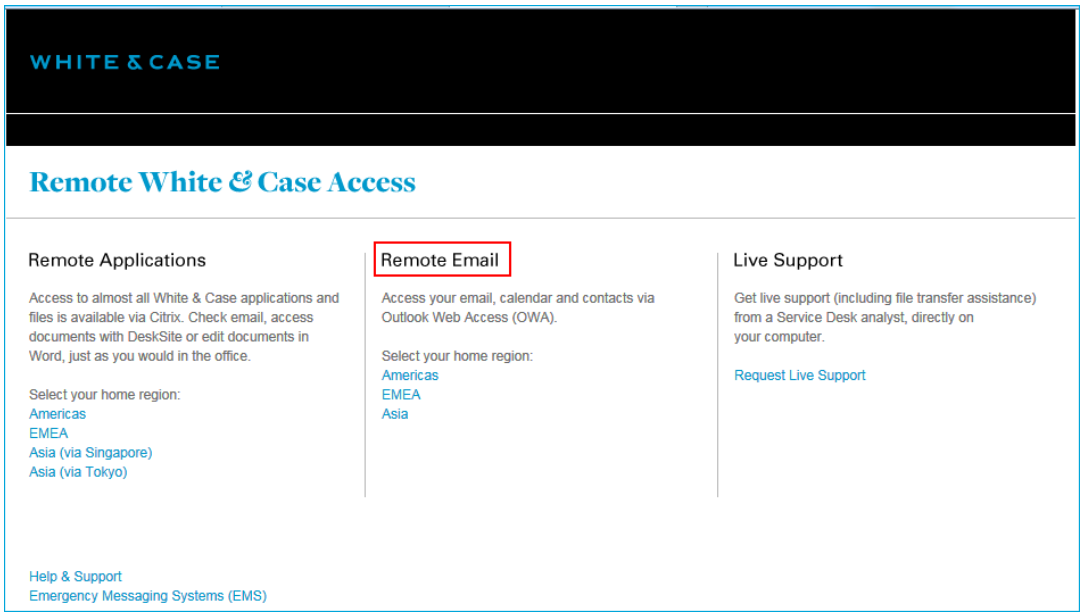
What's New in OWA on Exchange 2010

With the migration of your Outlook mailbox to Exchange 2010, you will notice a few differences when sending email and scheduling meetings with others in the Firm. This quick card summarizes the differences and will help you leverage the positive new features in the Outlook Web App (OWA).

Accessing OWA

Step 1: To access Outlook Web App (OWA), type http://remote.whitecase.com from your web browser,

Step 2: From the Remote White & Case screen, select the region under the **Remote E-mail** section from which you want to access OWA.



→ Exchange 2010 will require single log-in when connected to either an internal and external network.

→ Android browsers will prompt the user to log-in twice when an Exchange 2010 user connects to OWA.

Viewing Email Messages by Conversation

When you access OWA the first time, you will notice that your email messages are arranged by conversation. When the Conversations view is turned on, messages that share the same subject display as a consolidated thread that can be expanded or collapsed.

Expanding Conversations

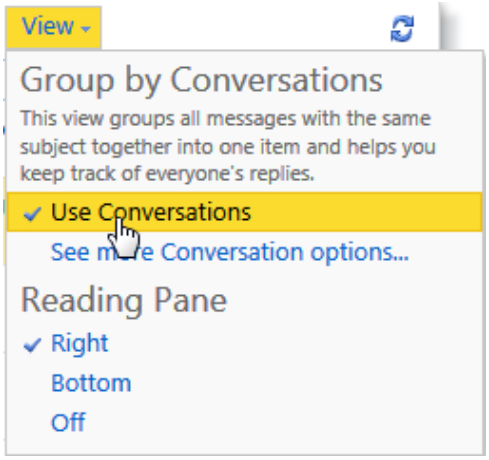
Grouped email messages that share the same subject are indicated by an arrow to the left of the most recent message.

Step 1: Click the arrow to expand the conversation.

Step 2: All messages with the selected subject display within the conversation. Click a message to view its content.

Turning On/Off Conversation View

Above the email list, click **View** and enable or disable **Use Conversations**.



MailTips

MailTips are enabled with the migration to Exchange 2010 and help you avoid common but potentially embarrassing mistakes. MailTips are informative and interactive notifications that display to you in the InfoBar in OWA when you compose a new message or a new meeting request.

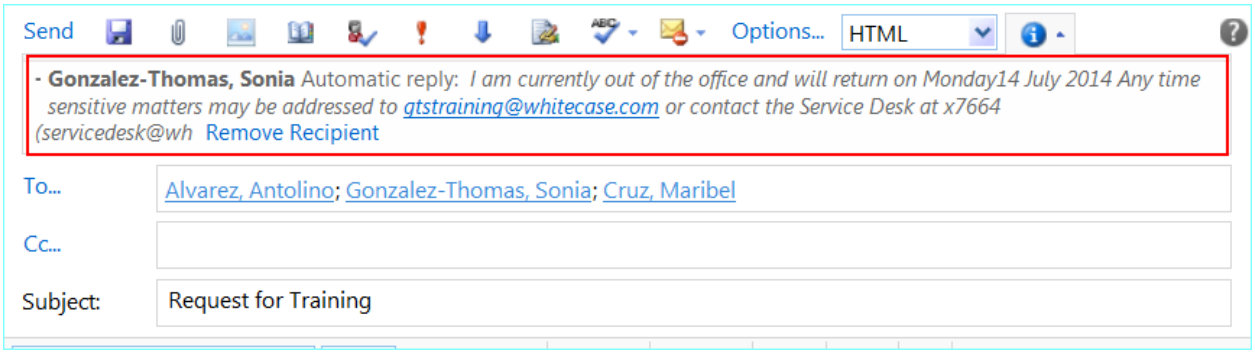
> → MailTips cannot be turned off in OWA.

Automatic Replies

Before sending an email or meeting request, this MailTip feature alerts you about recipients who are currently out of the office and have activated their Out of Office reply.

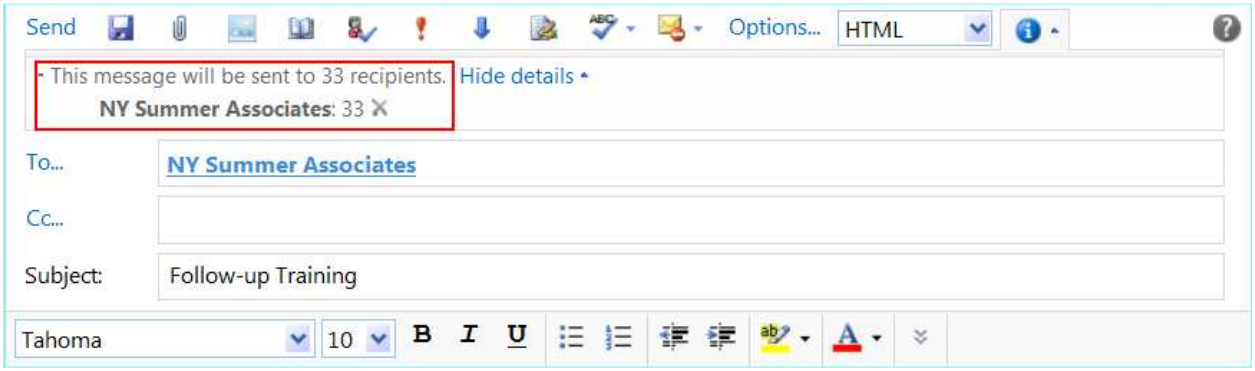
> → The Automatic Replies MailTip only displays when both you and the recipient have mailboxes on Exchange 2010. You will still receive Out of Office messages from those who enable this feature.

In the InfoBar of a new email message or meeting request, a MailTip displays with the recipient's name and their automatic reply message. You may click the **Remove Recipient** to remove the person from your email message or meeting request.



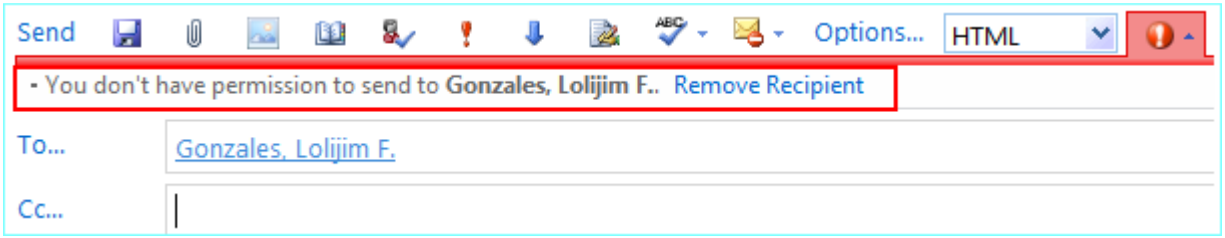
Messages or Meeting Requests to a Large Number of Recipients

A MailTip displays when you are sending an email or meeting request to a large audience or a distribution list. The MailTip displays the number of recipients in the message or invitation. This is helpful in knowing how many recipients will receive the message or invitation before you send it.

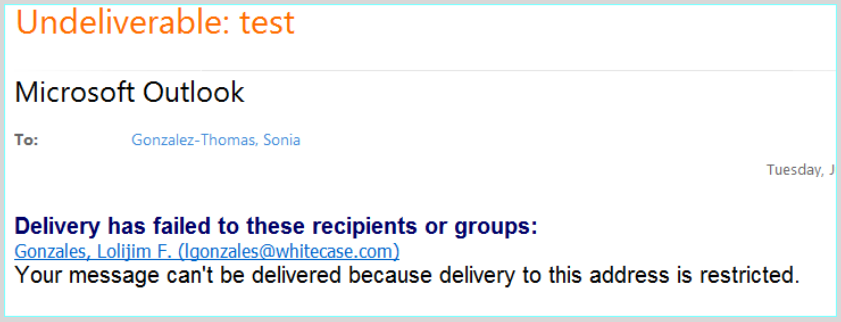


Restricted Recipient

This MailTip displays if you add a recipient to whom you are prohibited from sending messages, which are typically people who recently left the Firm but their email account is still active in the system. The MailTip indicates the restricted recipient and gives you the option to remove the recipient from the message before sending.

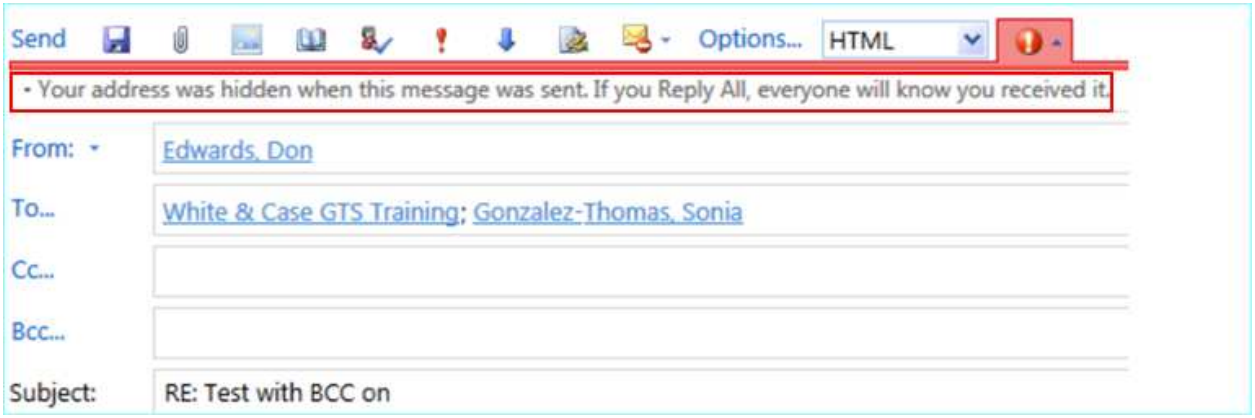


→ If you do send the email to the restricted recipient, you will receive Microsoft Outlook Undeliverable message indicating address is restricted.



Reply to Bcc

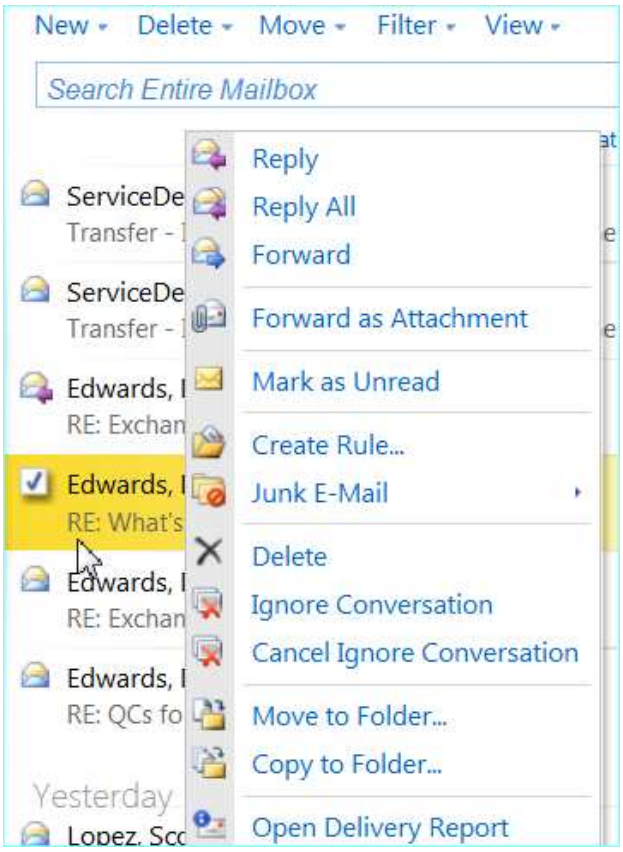
This MailTip displays if you select **Reply All** to a message that you received as a **Bcc** recipient. Replying to all email recipients would reveal that you had received the same message, which the original sender deliberately chose not to reveal to recipients in the **To** and **Cc** fields. In almost all cases, using **Reply All** in email messages where you have been Bcc'd is not desirable.



Right-Click Option

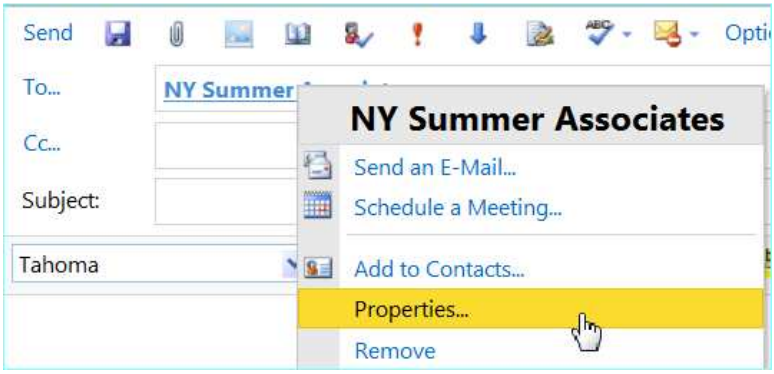
Right-clicking almost anywhere in OWA will display a context menu with appropriate options. The actions available in the right-click menus have been expanded and made more consistent across your mailbox. Right-click a message, a folder, or a calendar entry to see the options that are available.

For example, right-clicking a message displays options for managing the message:



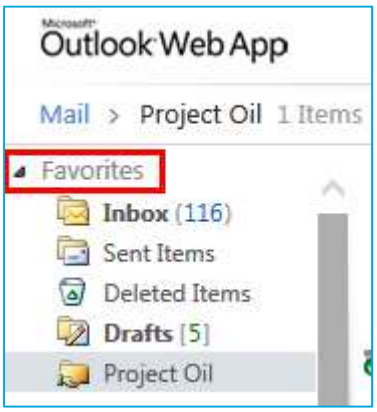
Distribution Lists

To view the recipients of a distribution list, right-click the list name and select **Properties**. The recipients in the list display in a new window.



Favorites Folder

Similar to Outlook on your Desktop, you will notice a new **Favorites** folder at the top of your folder list. You can drag any folder up to Favorites to create a shortcut to that folder. Favorites make it easier to access the folders you use the most.



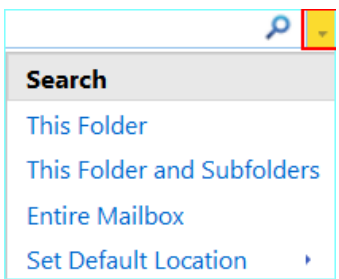
Searching and Filters

You've always been able to search your mail when using Outlook Web App. Now you also have the option to use a set of predefined filters to refine your search.

Searching

Step 1: Click in the search window at the top of the list of items in any mail, contacts, or task folder.

Step 2: Click the drop-down arrow in the **Search** window to specify where the search should occur:

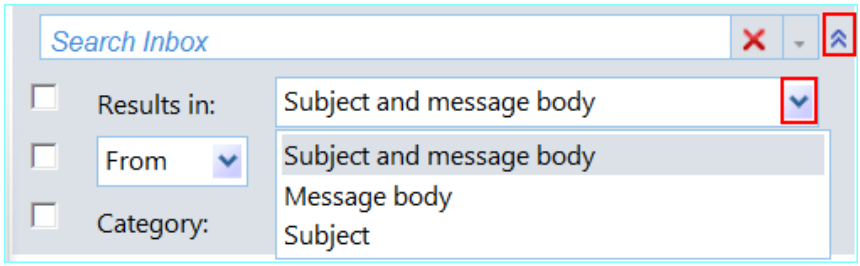


Advanced Search

Step 1: By default, Outlook Web searches for results in **Subject and message body**.

Step 2: To search specifically for subject or message body, click the **Advanced Search** to display the dialog.

Step 3: Select **Results in:** and select the drop-down to select **Message body** or **Subject**.



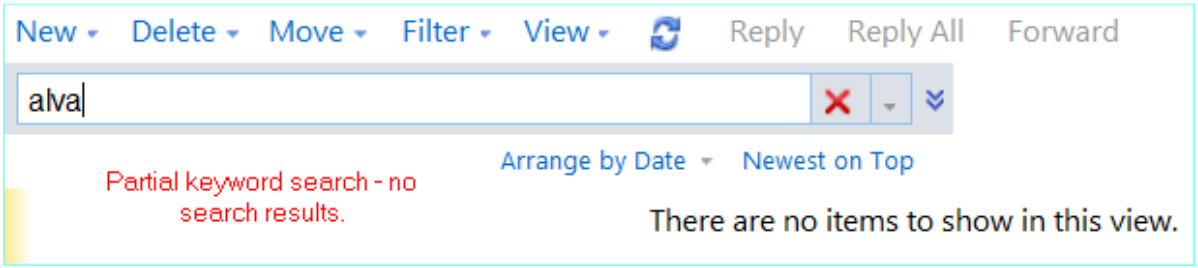
Step 4: Select the **From** field to search for messages from specific senders.

Step 5: Select the **Category** field to search for messages tagged by category.

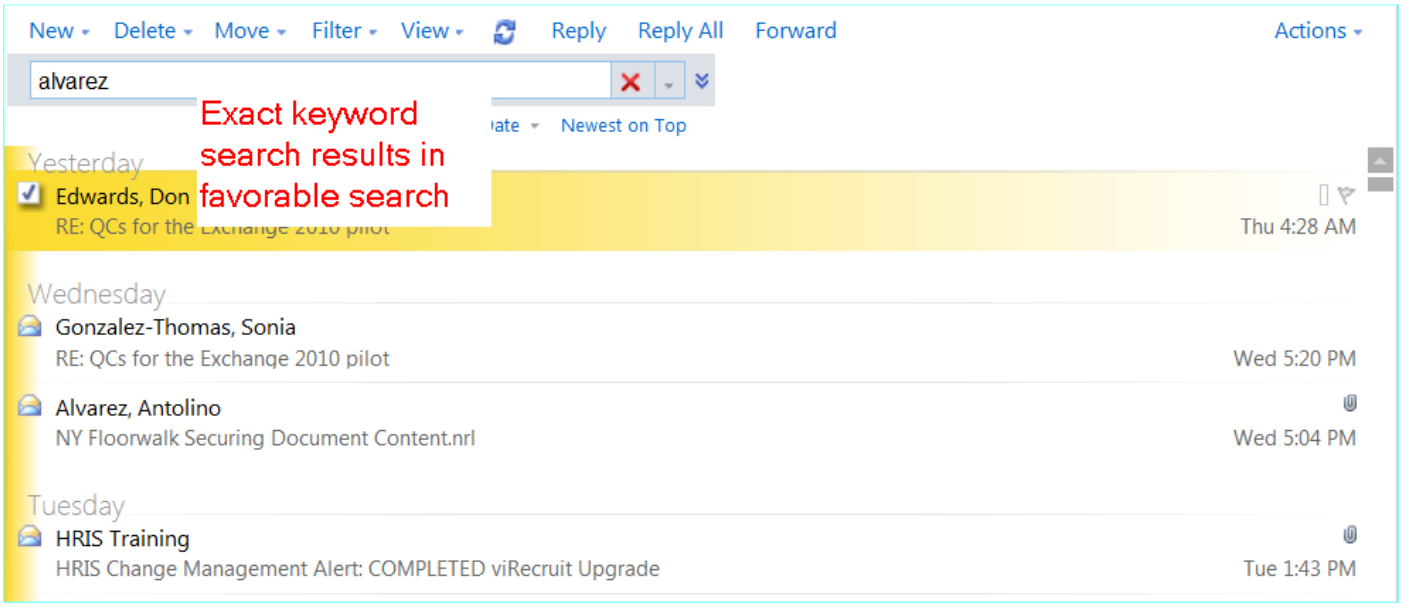
✓ To clear your search criteria, click .

Tips on Using Keywords for Searching

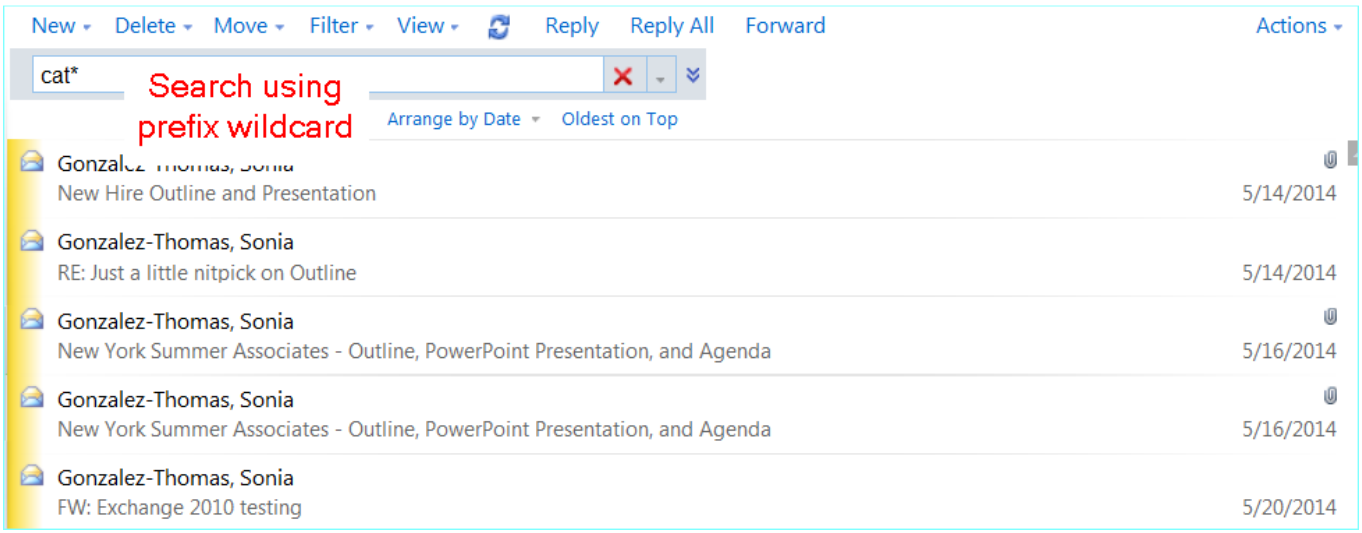
When searching in Outlook Web, partial keyword searches are not supported in Outlook Web.



Use exact keywords to perform a favorable search result.



To search for partial matches, you may use a prefix wildcard. In a prefix search, put an asterisk after the word. For example, **cat*** finds any message that contains **catalog, category, catalyst,** etc.

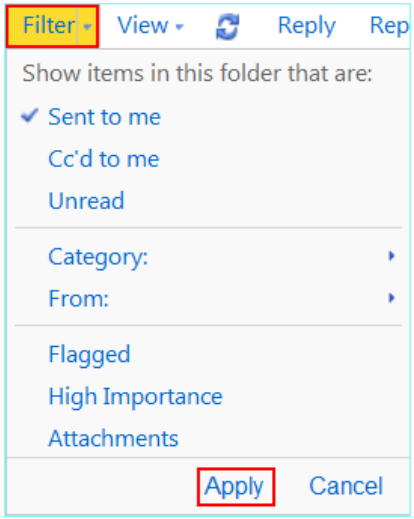


Using the Search Filter

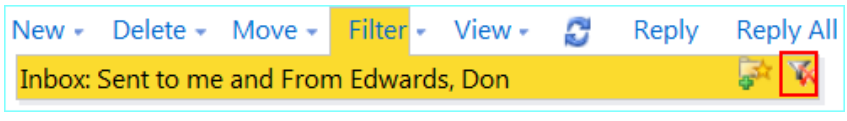
Filters allow you to search for messages on one or more criteria.

Step 1: Click the arrow next to the **Filter**

Step 2: Click the criteria from the drop-down list, and then click **Apply**.



Step 3: Messages in your email folder will display based on the selected criteria.



Step 4: To remove the filter, click **Clear Filter** .

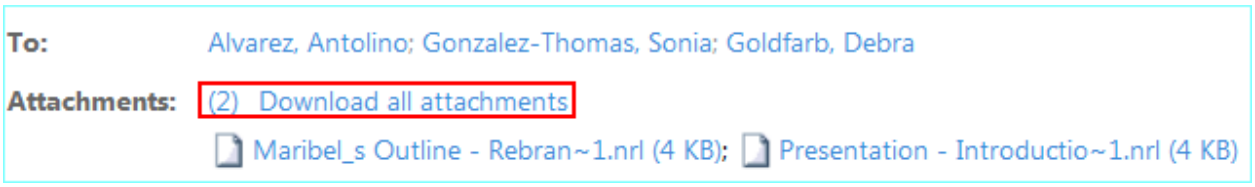
Managing Attachments

In OWA, you are now able to save multiple attachments; attach documents, messages and insert pictures into a message or a meeting request.

Downloading Multiple Attachments

If you receive a message that has multiple attachments, you now have the ability to download all the attachments to your computer as a zip file.

Step 1: Open the message, and click **Download all attachments** at the top of the message.



Step 2: Click **Save** from the action bar. The attachments are saved to as a zip file.

Step 3: To save to a specific folder, click the **Save** drop-down arrow and select **Save As**. Select the folder and save.

Attaching Documents

Step 1: Click **Attach File** in the new message or new meeting request.

Step 2: Select the document and click **Open**.

Step 3: The selected document(s) displays in the **Attached:** field of your message or meeting request.

Attaching a Message to a Message

In addition to attaching files to email messages, you may attach messages in your mailbox to new messages.

Step 1: Right-click the message that you want to send as an attachment.

Step 2: Click **Forward as Attachment**. A new message will be opened with the message you selected added as an attachment.

The message is displayed in the **Attached:** field.

Attaching a Message to a Meeting Request

Step 1: Copy the message from the **Inbox** or folder where the original message is located.

✓ Select the message and press **Ctrl + C**.

Step 2: Create a new meeting request and paste the message into the body.

✓ Paste the message by pressing **Ctrl + V**.

The message is displayed in the **Attached:** field.

Inserting a Picture

Step 1: Click **Insert Picture** from the new message or new meeting request window.

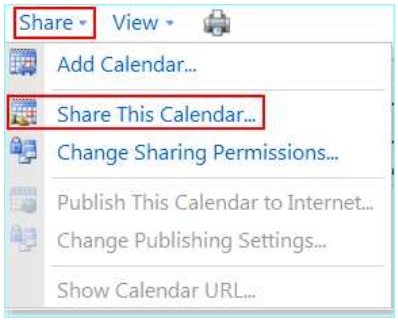
Step 2: Select the picture and click **Open**. The selected picture(s) displays in the body of your message or meeting request.

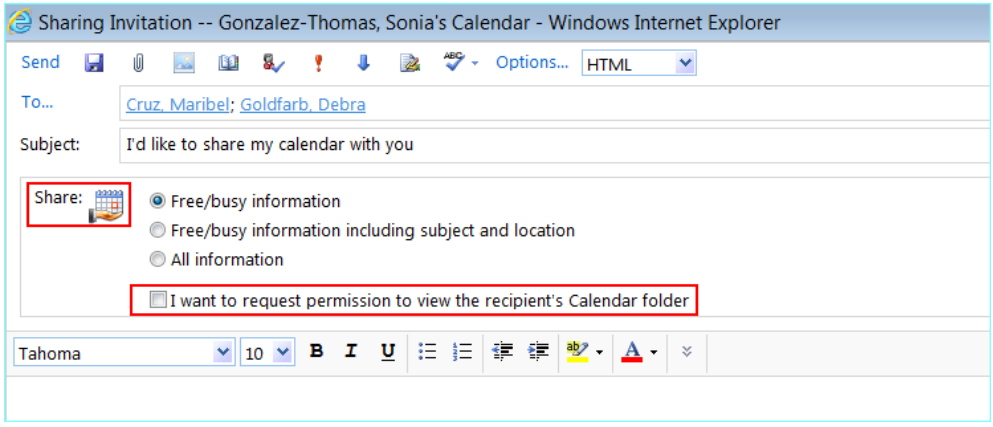
Sharing your Calendar

You can easily share your calendar and set the access rights with other people in your organization

Step 1: From Calendar, click the **Share** drop-down arrow.

Step 2: Select **Share This Calendar**.



Step 3: In the **Sharing Invitation** window, enter the recipient's name in the **To:** field.

Step 4: Under **Share**, select the options you wish to share. Also, may select to request permission to view the recipient's Calendar folder.