1. Instructions

The new Outlook Web App is intimidating to a lot of people so here are some tips and tricks that will hopefully ease the transition.

1. Always login at this URL, http://myemail.ucdenver.edu. Use the same URL whenever creating a bookmark to the page.

2. The recommended way to login is using your full email address and University password.

3. If you have access to a shared mailbox you can access it by clicking on your picture in the top right corner and choosing Open another mailbox…

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
Outlook Web App (OWA) tips and tricks

4. Type in the name of the mailbox in the window that pops-up, you can do a search for it by display name if you don’t know the full name. Once you find it click on the Open button and a new tab will open with the content of the mailbox.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu

CU Denver | Office of Information Technology

Friday, Sep 26, 2014
Outlook Web App (OWA) tips and tricks

5. Internet Explorer bookmark creation
   - Navigate to http://myemail.ucdenver.edu, click on the star icon in the top right corner.
   - Click the 'Add to favorites' button
   - Type in a name to distinguish the shortcut and click the Add button

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
Outlook Web App (OWA) tips and tricks

- Click on the Star icon again and right-click on the shortcut you just created and click on Properties.

- Change the URL line to http://myemail.ucdenver.edu
6. **Google Chrome bookmark creation**
   - Navigate to [http://myemail.ucdenver.edu](http://myemail.ucdenver.edu) and click the Star icon in the address bar, provide a Name and Folder location for the bookmark.

   ![Bookmark added dialog box]

   - Click the settings menu in the top right corner and navigate to the Bookmark manager.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
Outlook Web App (OWA) tips and tricks

Find the bookmark you just created, right-click on it and click on Edit.

- Change the URL to http://myemail.ucdenver.edu

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
Outlook Web App (OWA) tips and tricks

- Sometimes when attempting to login you will be greeted by a grey screen with a long reference number error on it, this can mean you have bad information cached in your internet browser and it requires being reset. Below is how to do this in IE, Chrome and Firefox.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
8. **Internet Explorer browser reset**

- Click on the gear icon in the top right corner of the screen, and click on **Internet Options**.

- Click on the **Advanced** tab and click the **Reset button** at the bottom of the screen.
Outlook Web App (OWA) tips and tricks

- Click the Reset button on the window that will come up to finish the reset process, click Close once the process is complete.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
9. **Google Chrome browser reset**
   - Click on the Settings menu in the top right corner (3 horizontal lines) and click on Settings
     
     ![Google Chrome Settings Menu](image)

     - Half way down the window click on Show advanced settings… and scroll down to the bottom of the options.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
Outlook Web App (OWA) tips and tricks

- At the bottom of the screen click on the button Reset browser settings button to restore the default settings to Google Chrome
Outlook Web App (OWA) tips and tricks

HTTPS/SSL
- Manage certificates...

Google Cloud Print
- Set up or manage printers in Google Cloud Print. Learn more
  - Manage
  - Show notifications when new printers are detected on the network

System
- Continue running background apps when Google Chrome is closed
- Use hardware acceleration when available

Reset browser settings
- Restore browser settings to their original defaults.
  - Reset browser settings

Hide advanced settings...

Reset browser settings
Your browser settings will be restored to their original defaults. This will reset your homepage, new tab page and search engine, disable your extensions and unpin all tabs. It will also clear other temporary and cached data, such as cookies, content and site data.

Learn more
Reset Cancel

Help make Google Chrome better by reporting the current settings

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
Outlook Web App (OWA) tips and tricks

10. Firefox browser reset
   - Click the Open menu button in the top-right corner of the screen (3 horizontal lines) and click the question mark icon.
   - Next click on Troubleshooting Information

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
Outlook Web App (OWA) tips and tricks

- Click on the Reset Firefox… button in the top right of the screen.

Reset Firefox to its default state

If you're having major problems which you can't resolve, start fresh with only your essential information.

Reset Firefox…

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
Outlook Web App (OWA) tips and tricks

- Click on Reset Firefox on the window that will pop-up, Firefox will restart after the process completes.

11. **Navigation tips once you’re logged in.**
- The top bar shows the different areas you can explore.

12. The Outlook tab is for your email.
- Create a new mail by clicking on the New mail button in the top left corner.

  ![New mail](image)

- To respond to an email, highlight the email and choose your reply option in the top right corner.

  ![Reply options](image)

- Manage your folders, empty recycle bin from navigation pane on left-hand side of screen. A great feature of the new OWA is that all items have a right-click.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
Outlook Web App (OWA) tips and tricks

context menu available to them. For example you can right-click on your folders on the left-hand side navigation pane (just like Outlook client) and choose from one of the options

- The People menu shows you contacts who you have been in touch with recently but can also be used to send a quick email or Lync IM too by right-clicking and choosing View details.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu
13. Calendar tab will display a full view of your calendar appointments.

- You can manage your calendar and any others you have access to from this view. The right-click context menus are available here as well.

- You can view a calendar you have rights to in the top left corner by typing in the name in the Search calendar box in the upper left corner of the window. From there you will be able to manage the calendar just like you can in Outlook.
14. The People tab will show you all your personal contacts and contact groups you have created. You can view all the room, user, distribution lists and contacts directories from this window.
15. From the Task tab you can view and create new Tasks that will synchronize across all your devices.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: [http://4help.oit.ucdenver.edu](http://4help.oit.ucdenver.edu)
16. Ultimately if you do not like the look and feel of the new OWA you can use the light version of the Outlook Web App, which closely resembles what we used to have with our on-premises system.

- You can access this from the Outlook tab by clicking on your portrait and choosing Display settings.
- Click on the Outlook Web App version option then put a check mark in ‘Use the light version of Outlook Web App’ and then click OK at the top.
Outlook Web App (OWA) tips and tricks

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu

Display settings

Message list  Conversations  Reading pane  Outlook Web App version

Select the check box below if you want to use the light version of Outlook Web App. The light version of Outlook Web App provides a simplified experience for users who have:
Older web browsers
Low-bandwidth connections
Accessibility needs

☑ Use the light version of Outlook Web App
Changes to this setting will take effect the next time you sign in.

- You will need to sign-out of your current internet browsing session and close the program down entirely. Then once you log back in you will be greeted with the lite version of Outlook Web App.

Related Documents or URL's

OneDrive page: http://www.ucdenver.edu/Email/Cloud/Pages/OneDrive.aspx

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: http://4help.oit.ucdenver.edu

CU Denver | Office of Information Technology

Friday, Sep 26, 2014