



Outlook Web App

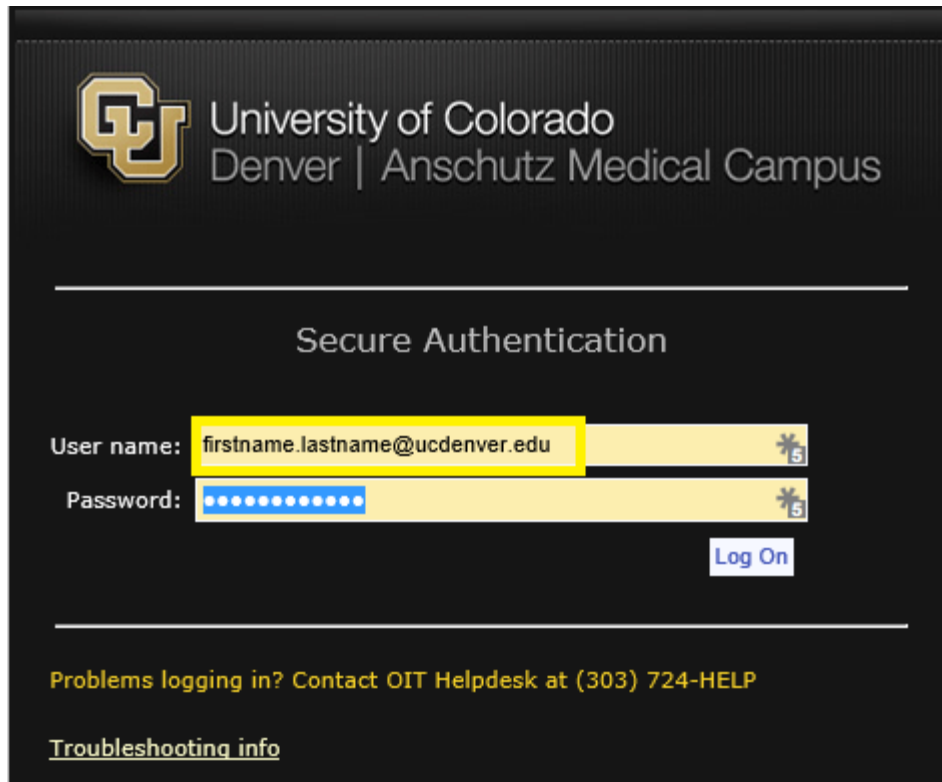


Outlook Web App (OWA) tips and tricks

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



University of Colorado
Denver | Anschutz Medical Campus

Secure Authentication

User name:

Password:

[Log On](#)

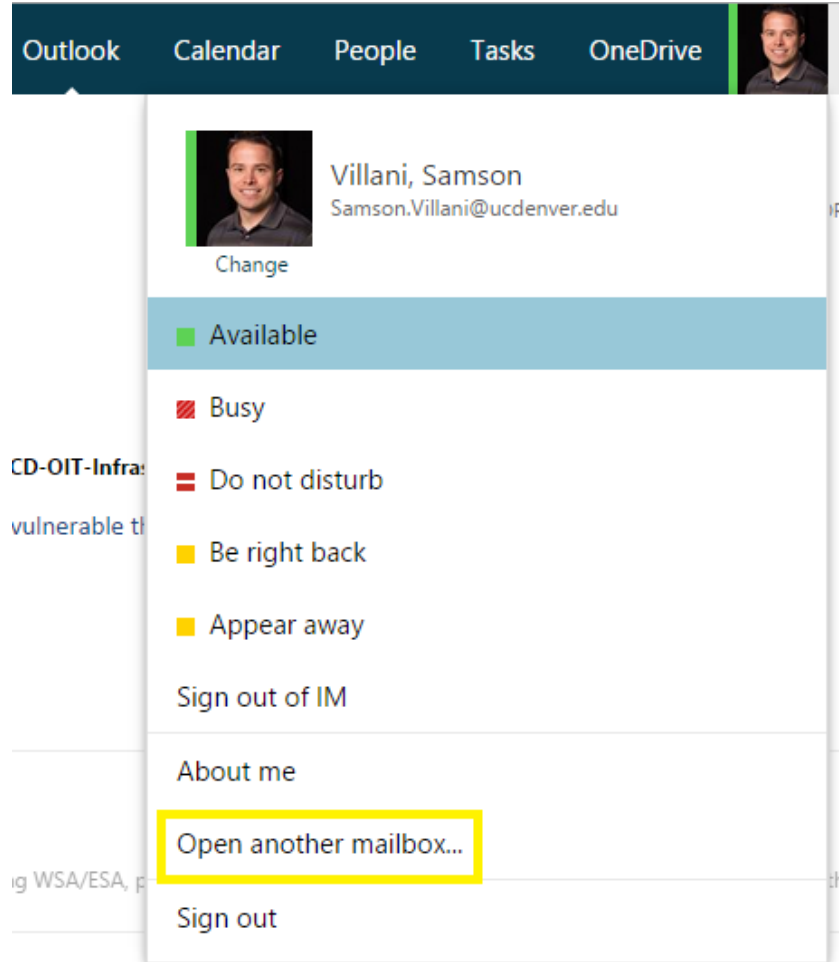
Problems logging in? Contact OIT Helpdesk at (303) 724-HELP

[Troubleshooting info](#)

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.

Open another mailbox

firstname.lastname@ucdenver.edu

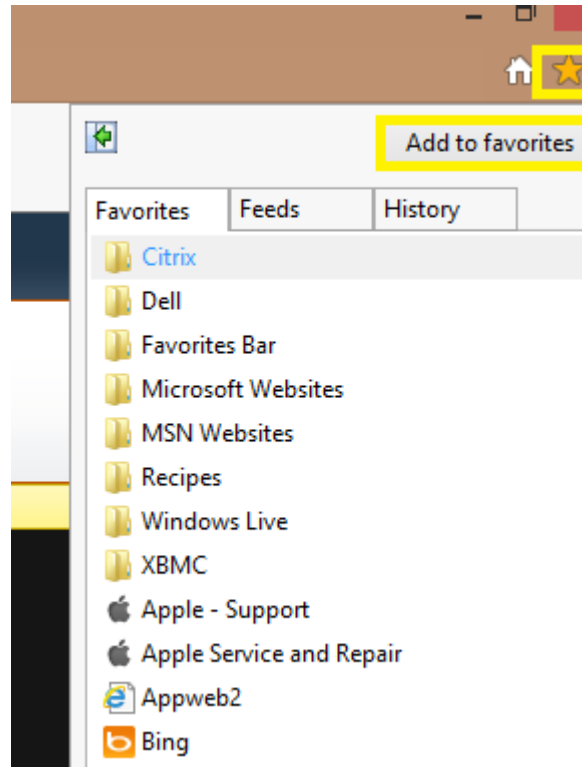
 Search contacts and directory

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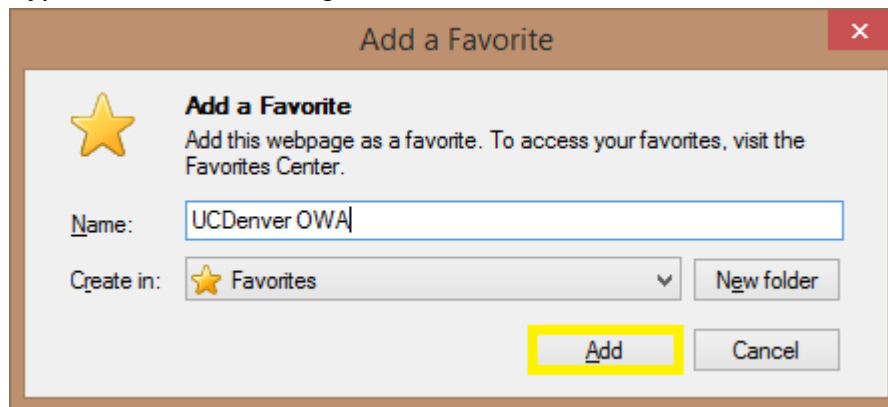
Outlook Web App (OWA) tips and tricks

5. Internet Explorer bookmark creation

- Navigate to <http://myemail.ucdenver.edu>, click on the star icon in the top right corner.



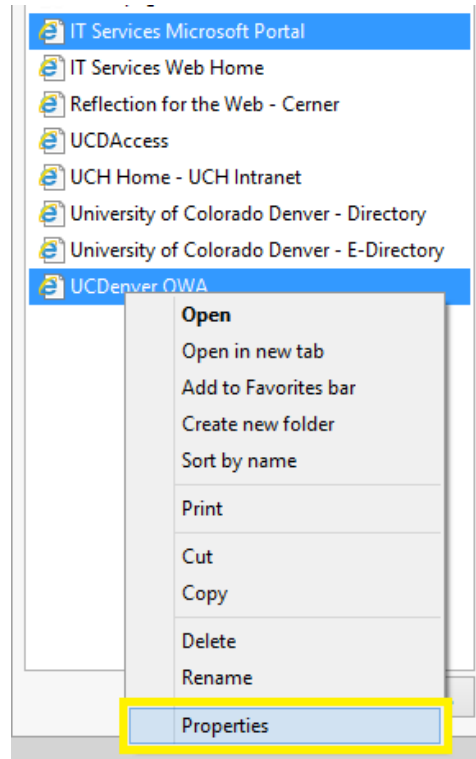
- Click the 'Add to favorites' button
- Type in a name to distinguish the shortcut and click the Add button



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Outlook Web App (OWA) tips and tricks

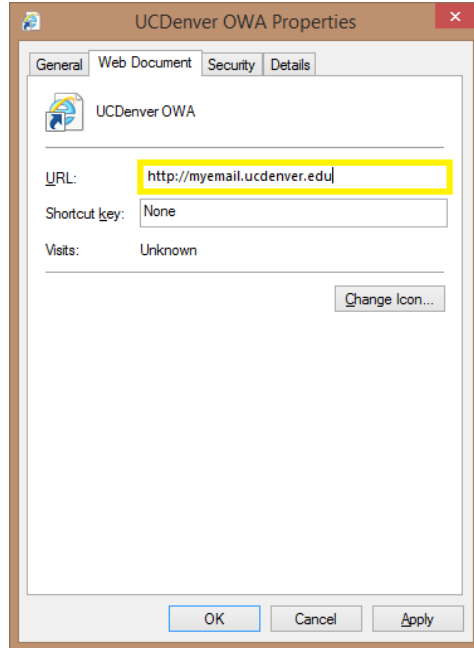
- Click on the Star icon again and right-click on the shortcut you just created and click on Properties.



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

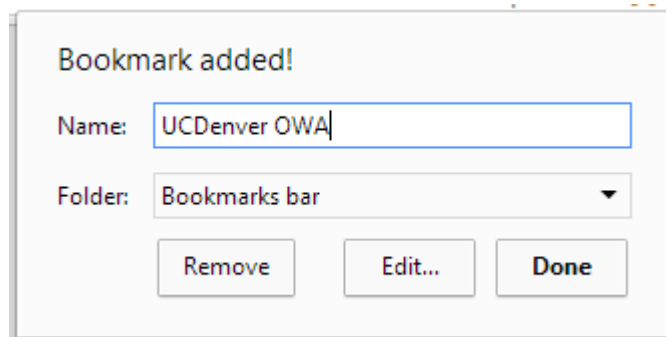
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Outlook Web App (OWA) tips and tricks



6. Google Chrome bookmark creation

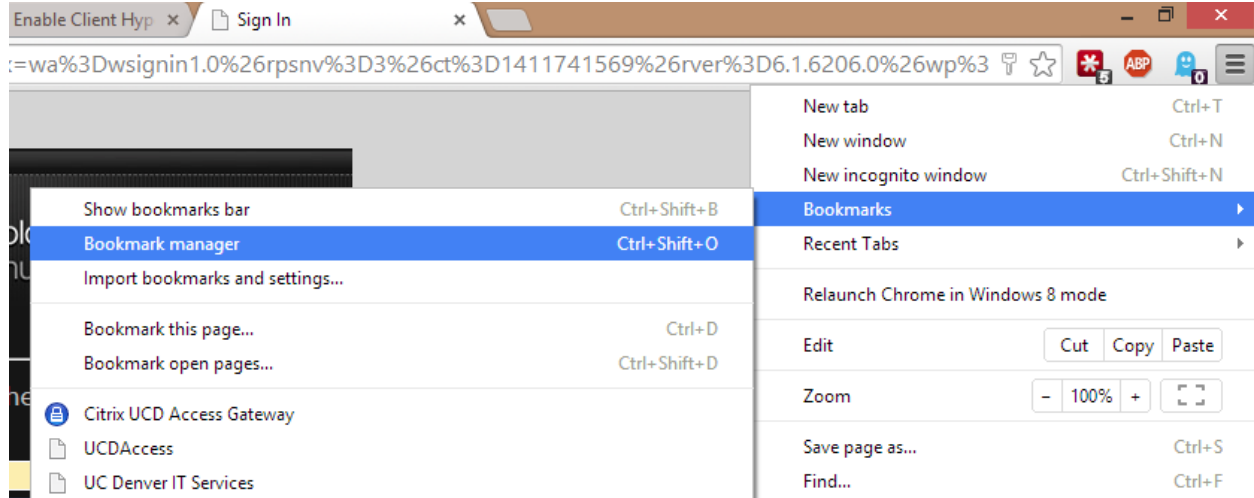
- Navigate to <http://myemail.ucdenver.edu> and click the Star icon in the address bar, provide a Name and Folder location for the bookmark



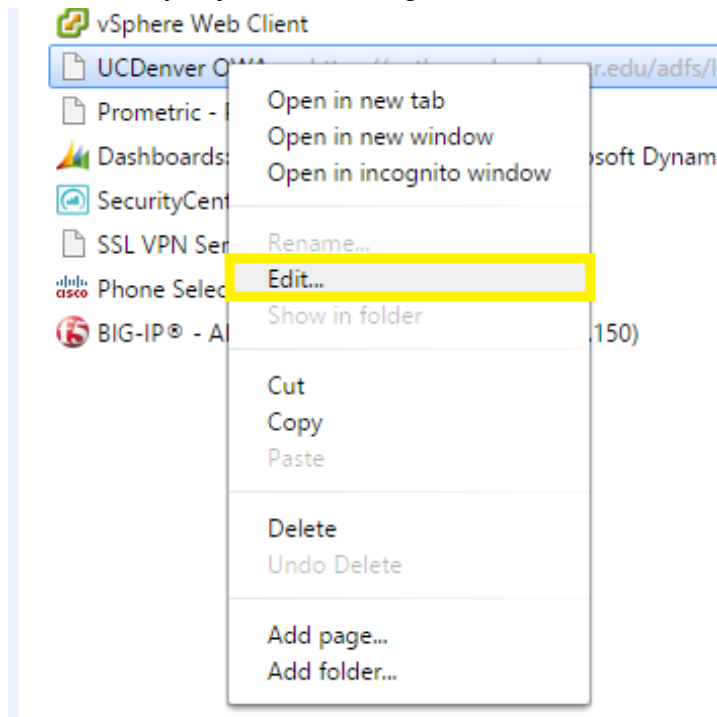
- Click the settings menu in the top right corner and navigate to the Bookmark manager

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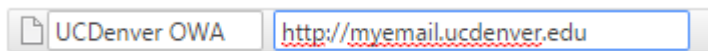
Outlook Web App (OWA) tips and tricks



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



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

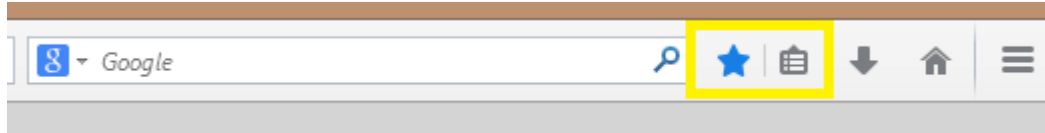


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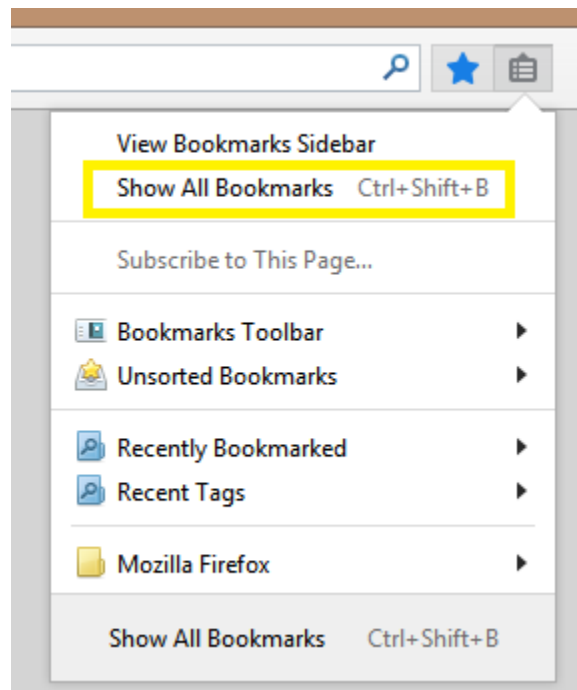
Outlook Web App (OWA) tips and tricks

7. Mozilla Firefox bookmark creation

- Navigate to <http://myemail.ucdenver.edu> and click the Star icon in the top right corner to create the bookmark.



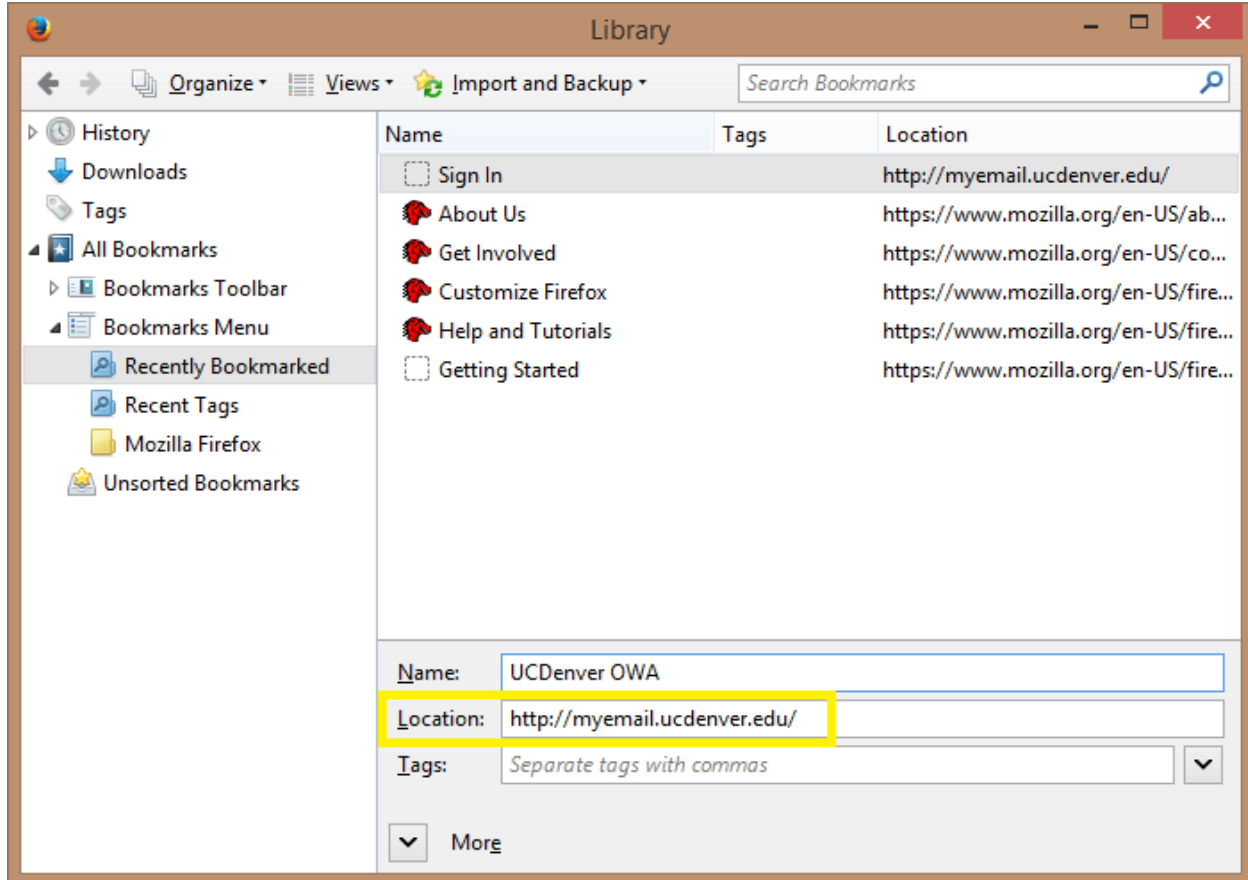
- Click on the Clipboard icon next to the Star icon and click on Show All Bookmarks



- You will find the new bookmark under the Recently Bookmarked category, highlight it (name is Sign In) and then edit the Name field to whatever you prefer and change the Location to <http://myemail.ucdenver.edu>.

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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.

There was a problem accessing the site. Try to browse to the site again.
If the problem persists, contact the administrator of this site and provide the reference number to identify the problem.

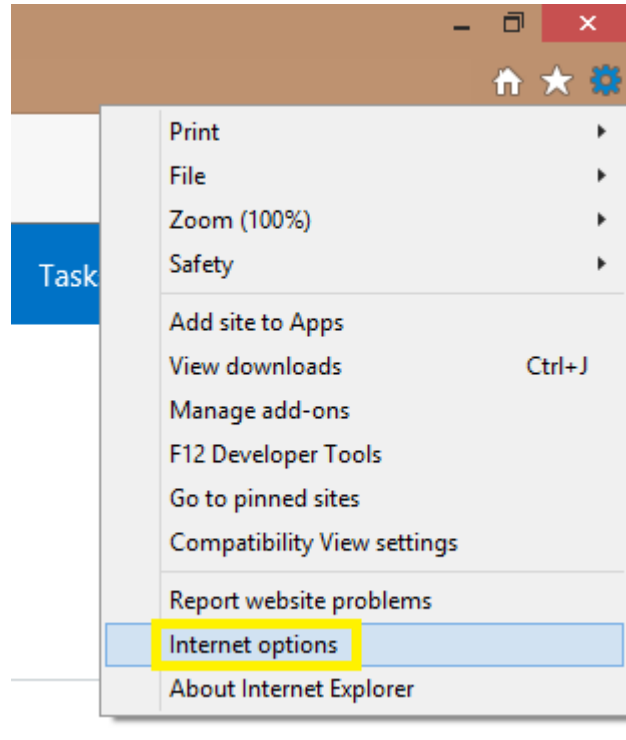
Reference number: ba11696f-cf48-4944-91b7-1326a35170de

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Outlook Web App (OWA) tips and tricks

8. Internet Explorer browser reset

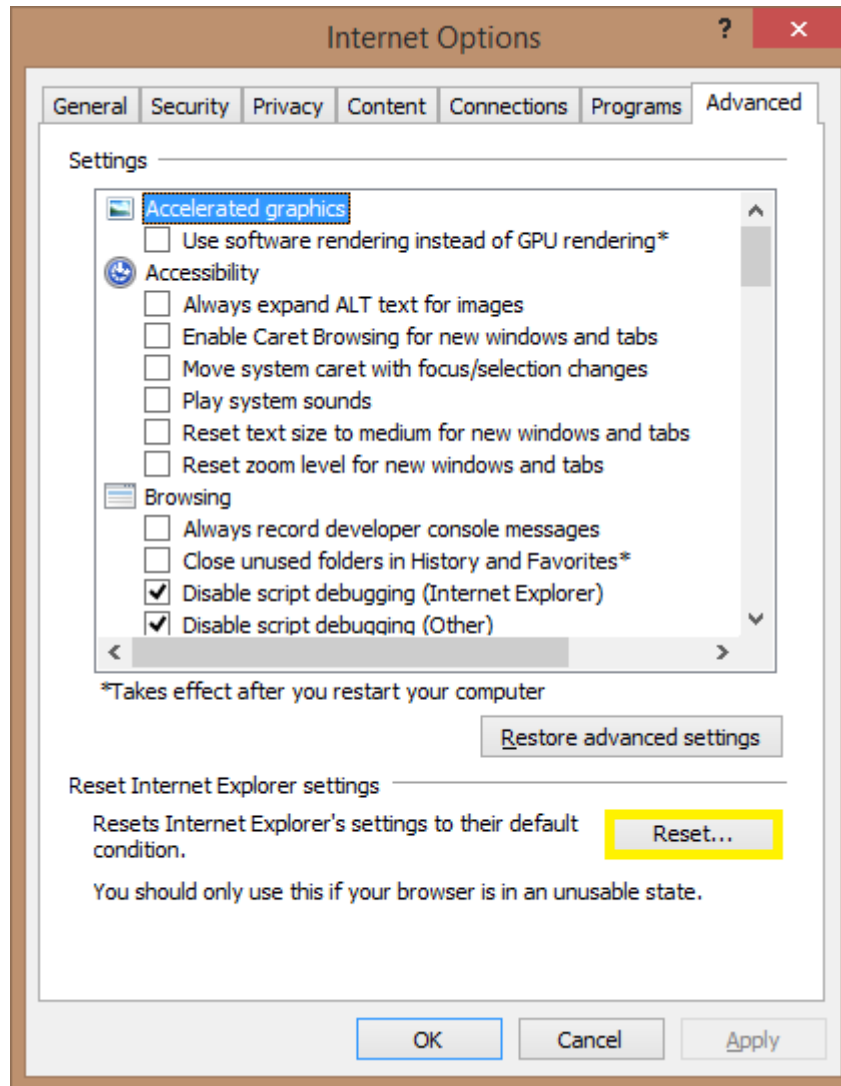
- Click on the gear icon in the top right corner of the screen, and click on Internet Options



- Click on the Advanced tab and click the Reset button at the bottom of the screen.

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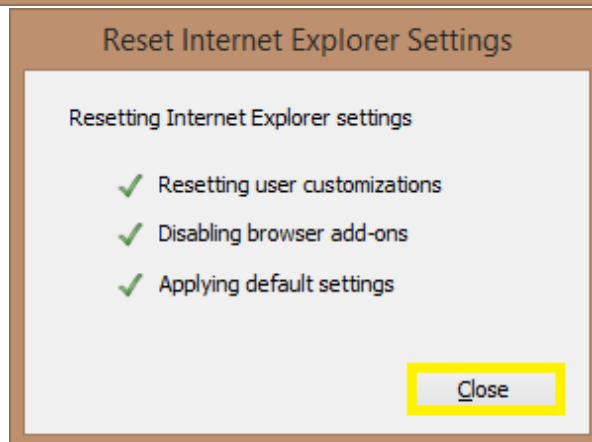
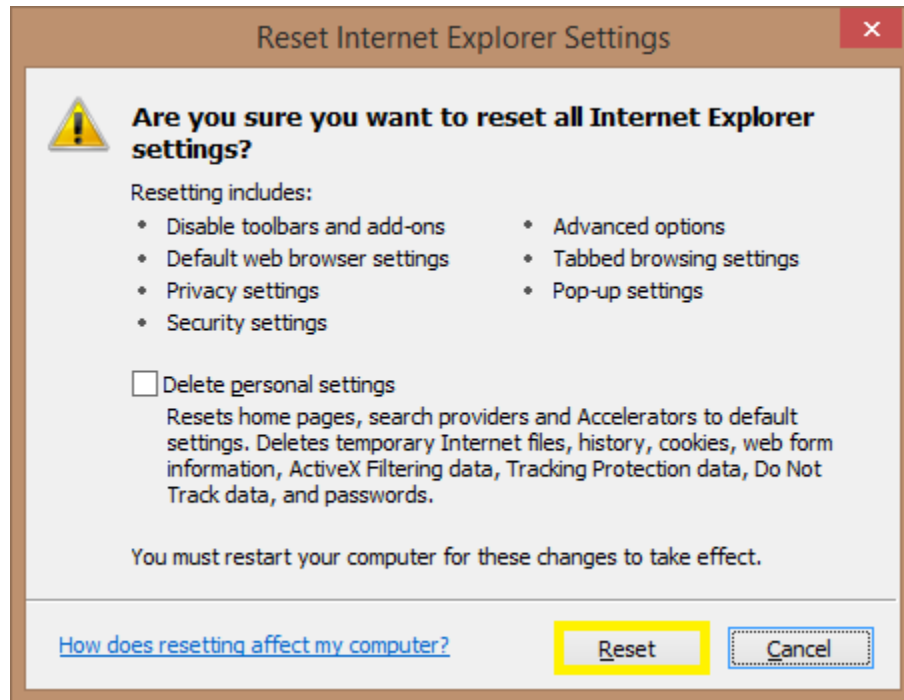
Outlook Web App (OWA) tips and tricks



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

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Outlook Web App (OWA) tips and tricks

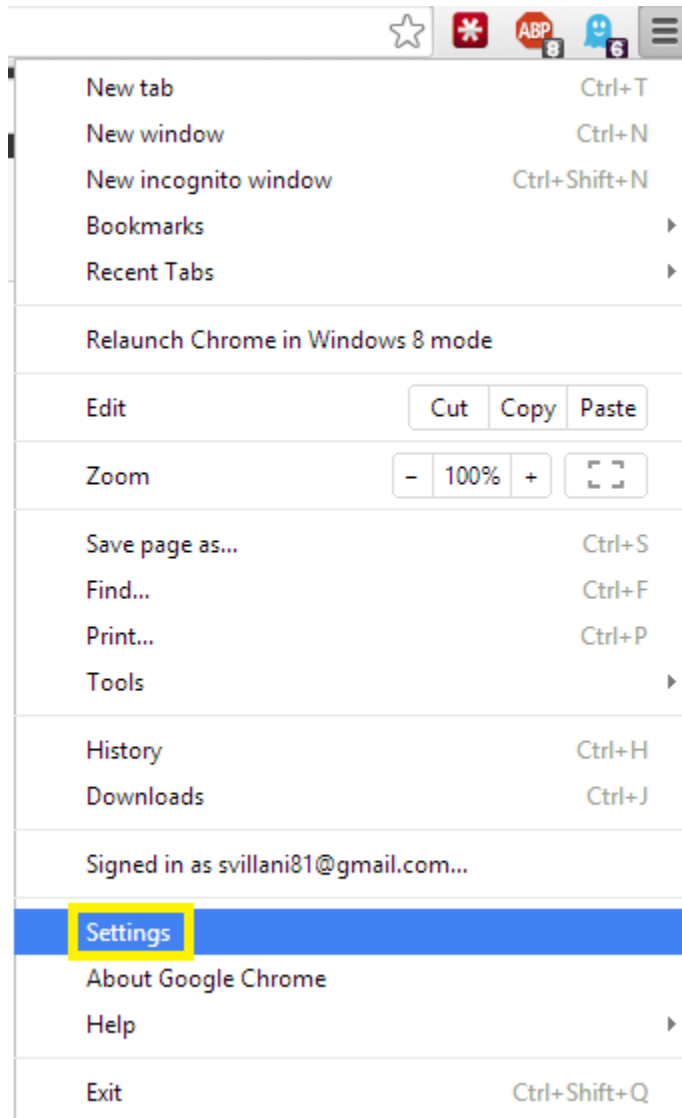


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Outlook Web App (OWA) tips and tricks

9. Google Chrome browser reset

- Click on the Settings menu in the top right corner (3 horizontal lines) and click on Settings



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

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Outlook Web App (OWA) tips and tricks

Appearance

[Get themes](#)[Reset to default theme](#) Show Home button Always show the bookmarks bar

Search

Set which search engine is used when searching from the [on](#)[Bing](#)[Manage search engines...](#)

Users

You are currently the only Google Chrome user.

[Add new user...](#)[Delete this user](#)[Import bookmark](#)

Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

- At the bottom of the screen click on the button Reset browser settings button to restore the default settings to Google Chrome

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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

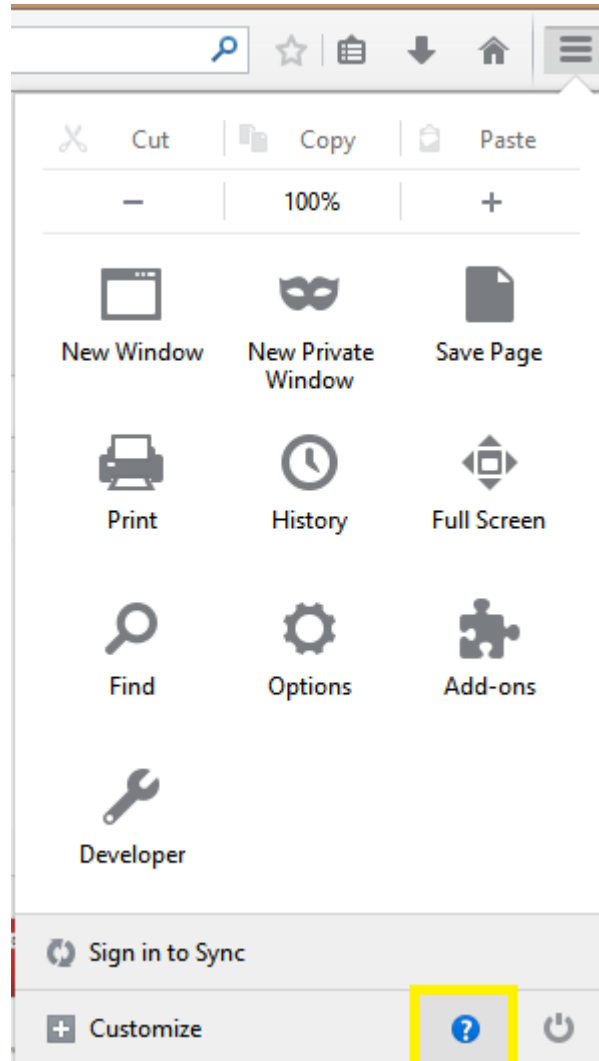
Help make Google Chrome better by reporting the current settings ?

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Outlook Web App (OWA) tips and tricks

10. Firefox browser reset

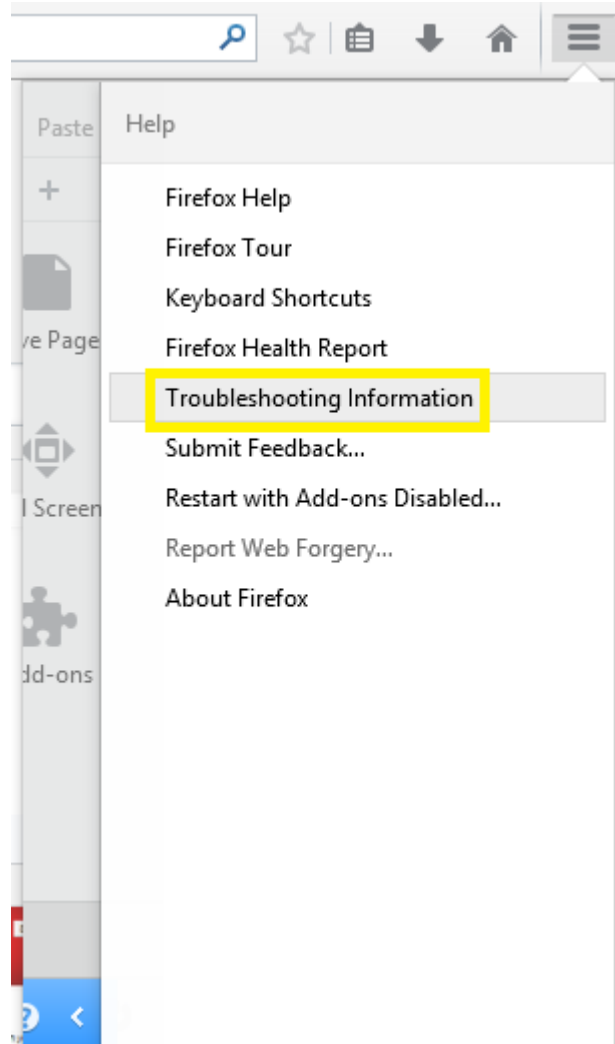
- Click the Open menu button in the top-right corner of the screen (3 horizontal lines) and click the question mark icon.



- Next click on Troubleshooting Information

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Outlook Web App (OWA) tips and tricks



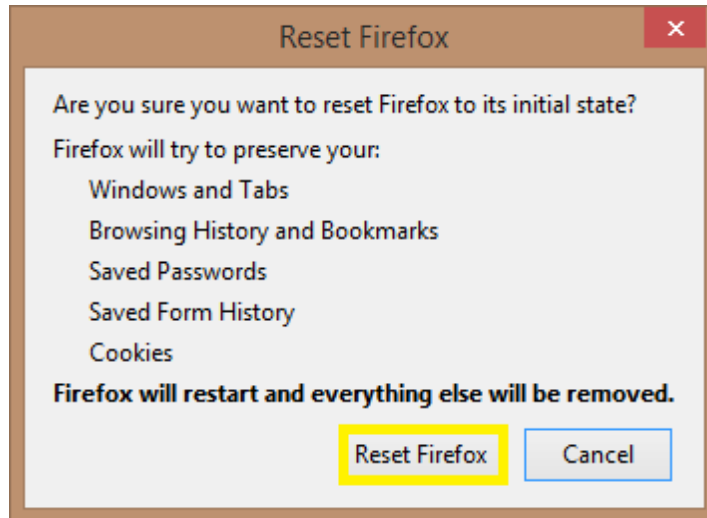
- Click on the Reset Firefox... button in the top right of the screen.



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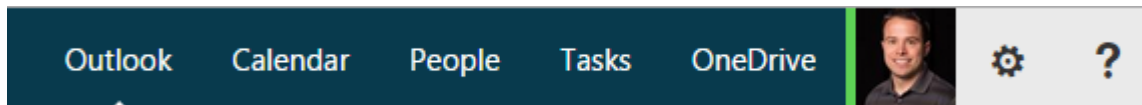
Outlook Web App (OWA) tips and tricks

- 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



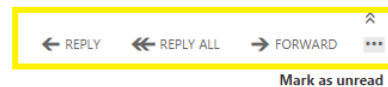
12. The Outlook tab is for your email.

- Create a new mail by clicking on the New mail button in the top left corner



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

Study Guide: MS Certification 74-409: Server Virtualization with Hyper-V & System Center



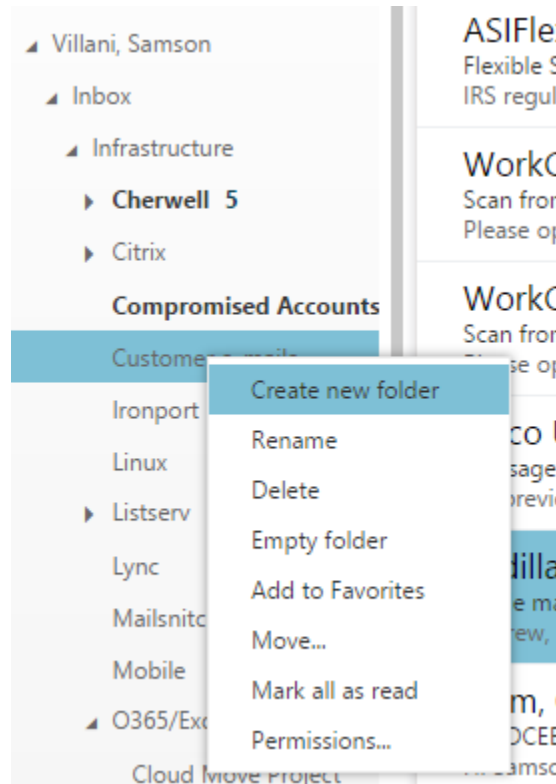
Study Guide from Redmond Magazine <RED@1105Info.com>
Sun 9/21/2014 9:03 AM

- 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

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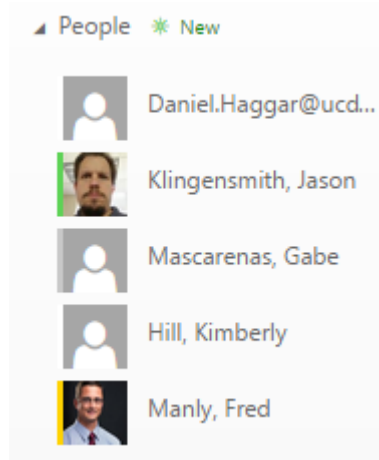
context menu available to them. For example you can right-click on your folders on the left-hand side navigation pane (just like Outlook client) and choose from one of the options



- 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.

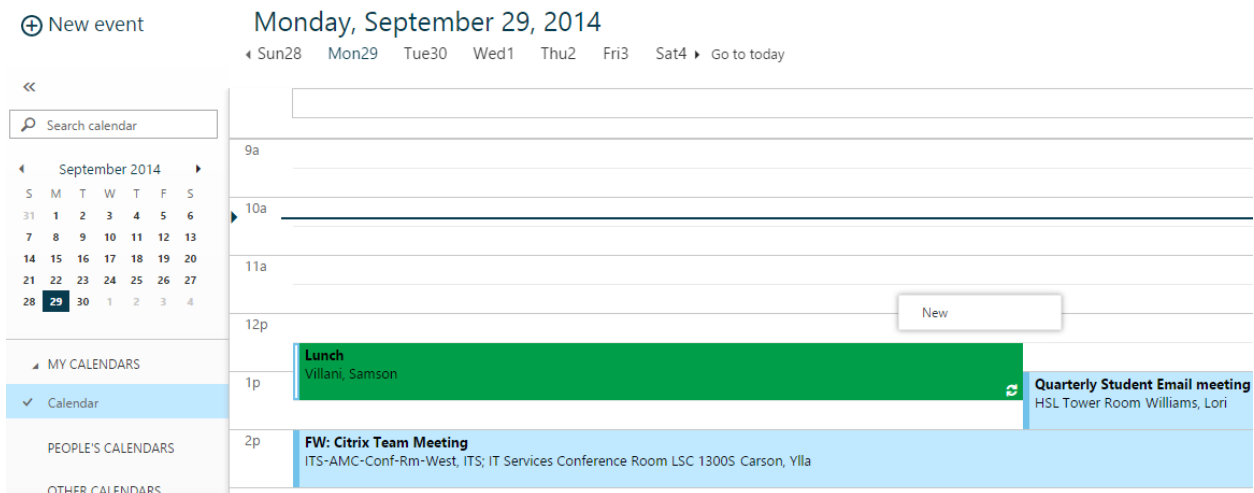
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Outlook Web App (OWA) tips and tricks



13. Calendar tab will display a full view of your calendar appointments.

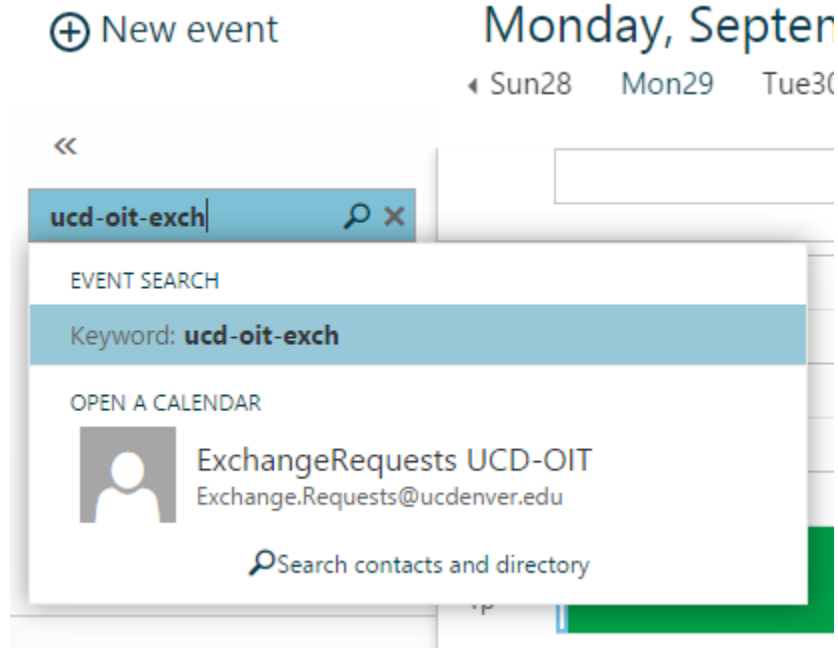
- You can manage your calendar and any others you have access too from this view. The right-click context menus are available here as well.



- 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.

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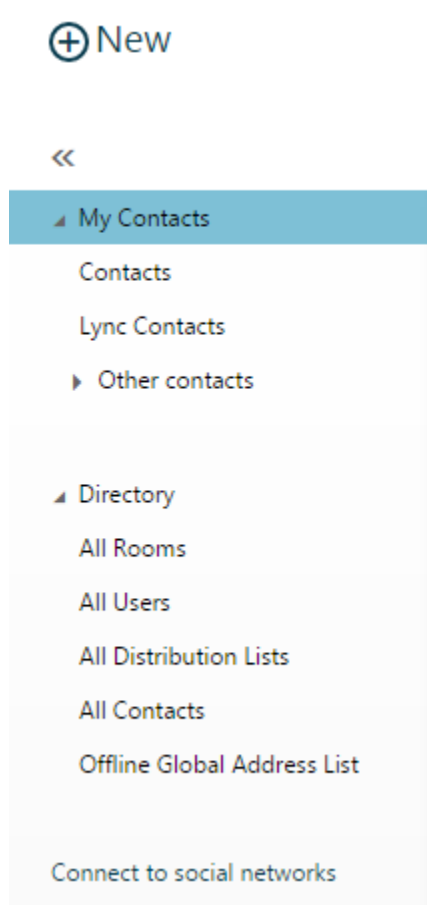
Outlook Web App (OWA) tips and tricks



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.

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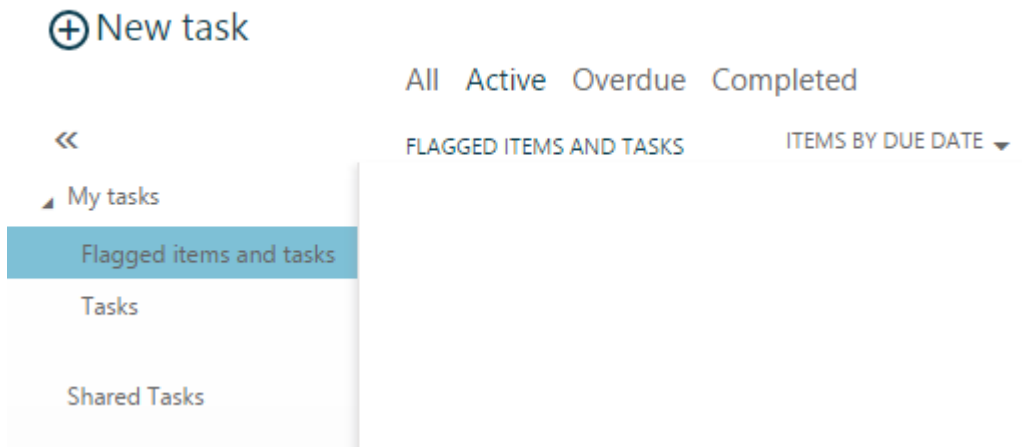
Outlook Web App (OWA) tips and tricks



15. From the Task tab you can view and create new Tasks that will synchronize across all your devices.

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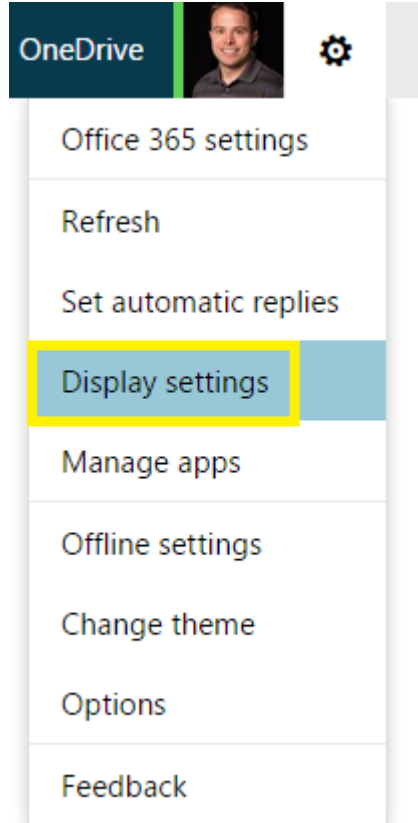


16. Ultimately if you do not like the look and feel of the new OWA you can use the light version of the Outlook Web App, which closely resembles what we used to have with our on-premises system.

- You can access this from the Outlook tab by clicking on your portrait and choosing Display settings.

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Outlook Web App (OWA) tips and tricks



- 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.

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Outlook Web App (OWA) tips and tricks

✓ OK ✕ CANCEL

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>

Microsoft page on what's new: [http://technet.microsoft.com/en-us/library/jj200767\(v=exchg.150\).aspx](http://technet.microsoft.com/en-us/library/jj200767(v=exchg.150).aspx)

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