

**Remote Computing: Outlook Web Access
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Version

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REMOTE COMPUTING

Outlook Web Access



Ministry of Education Headquarters
Lusaka, Zambia

Introduction

This in-house course has been developed to increase your knowledge of popular applications software and to provide you with the skills to accomplish your day-to-day work activities more efficiently. The design of the course is based on the assumption that you have completed the course prerequisites.

This manual has been compiled to support and to enhance the instructor's lecture during class as well as to serve as your personal reference when you return to your office.

Manual Conventions

Throughout this manual reference is made to various components of the software. Command buttons, menus, and menu options appear in boldface type, for example, **OK** and **File**. Keystrokes appear in boldface italic type, for example, ***Ctrl + V*** and ***Enter***. When possible, the words *select* and *choose* have been used in this manual to allow you the option of using either the mouse or keyboard.

For your assistance, ample space along the left margin has been provided to allow room for notes relevant to the topic discussed. We also include notes of importance () , mouse-based shortcuts () , keyboard shortcuts () , cautionary notes () , and work notes () .

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Remote Computing Using an Internet Connection: Overview

In this chapter, you will find information on:

- ✓ *Defining Remote Access.*
- ✓ *Identifying available Remote Access services.*
- ✓ *Understanding the necessary requirements for Remote Access users.*

Remote Access

Remote access is a broad term describing the ability to connect to the MOE's network using an Internet connection. The Information Technology section of the Planning and Information Directorate continues to develop and deploy newer, faster technologies to improve performance and make more services available to Headquarters, Provincial and District office staff.

The performance and actual connection speed for staff outside of headquarters will depend on the telephone infrastructure in your local area. Accordingly, this document only covers the use of Outlook Web Access services for staff located in Lusaka, the Provinces and Districts who have access to the Internet.

Once connected to the Internet, a user not directly connected to the MOE's network has the ability to run Outlook 2000's web access feature to access your Exchange mailbox located the MOE headquarters.

Requirements to Use Remote Access

A connection to the MOE network via the Internet requires the following:

- Computer with Windows 98/2000/XP
- Internal or external modem
- Analog phone line
- A personal or MOE Internet account through an Internet Service Provider(ISP)

Security Authentication

All users of remote access services must authenticate using their assigned UserID and Password to connect to the MOE network.

Using Microsoft Outlook Web Access

In this chapter, you will find information on:

- ✓ *Accessing and using Microsoft Web Access.*

Accessing Outlook Web Access

During any connection to the MOE's network, you can use Internet Explorer or Netscape to load Microsoft Outlook Web Access. This will allow you to use E-mail functions without having Outlook 98 installed on your home machine.

How to Access E-mail from Microsoft Outlook Web Access

- Step 1. Establish a connection to the Internet and open Internet Explorer or Netscape.
- Step 2. In the **Address** field, type *http://mail.moe.gov.zm/exchange* and press **Enter**.

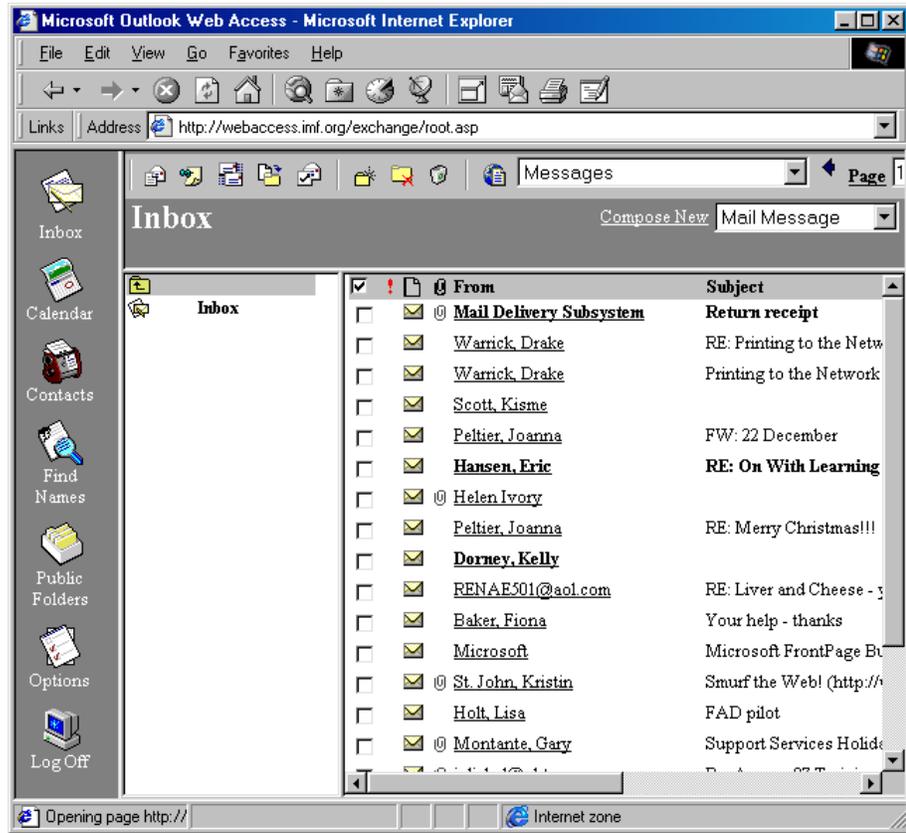
The following dialog box will appear:



- Step 3. In the **User name** text box, *network login name* (e.g., dwarrick).
- Step 4. In the **Password** text box, type your *password*.
- Step 5. Choose **OK** and you will be logged into the Exchange server and can use your E-mail, calendar, and other available resources.

Understanding the Web Access Interface

The Web Access Interface window will look similar to the following:



Button

Description



Opens the New Mail Message window.



Posts a message to a public folder.



Checks for new messages that have arrived since you opened your mailbox. Unread messages appear with bold titles. Once you read a message, its title appears in plain text.



Moves or copies a folder to a new location. To move a folder, choose the name of the folder in the user area to open it, and then choose **Move/Copy Folder**. In the list of names of all current folders, select the name of the destination folder and choose **Move**. To cancel the operation, choose **Close**.

Button	Description
	<p>Deletes selected messages from the Inbox list. Select the check box adjacent to the sender's name, and then choose Delete marked messages.</p> <p>To delete multiple messages while viewing the Mailbox Viewer, select the checkbox adjacent to the sender's name for each message you want to delete, and then choose Delete marked messages. Deleted messages are sent to the Deleted Items folder. They are not permanently removed unless they are deleted from the Deleted Items folder.</p>
	<p>Creates a new folder. Choose the button, type a name for the new folder, and then select OK. To cancel the operation, choose Cancel.</p>
	<p>Deletes a folder. Choose the name of the folder in the user area to open it, and choose the Delete the current folder button. When you do so, the following message appear: <i>"Are you sure you want to delete the current folder and its subfolders?"</i> To delete the folder, choose OK. To cancel the operation, choose Cancel.</p>
	<p>Stores messages that you delete. You can view or permanently delete messages in the Deleted Items folder.</p>
	<p>Choose the button to add the current folder view to your list of favorites in your Web browser.</p>

Using Outlook Web Access

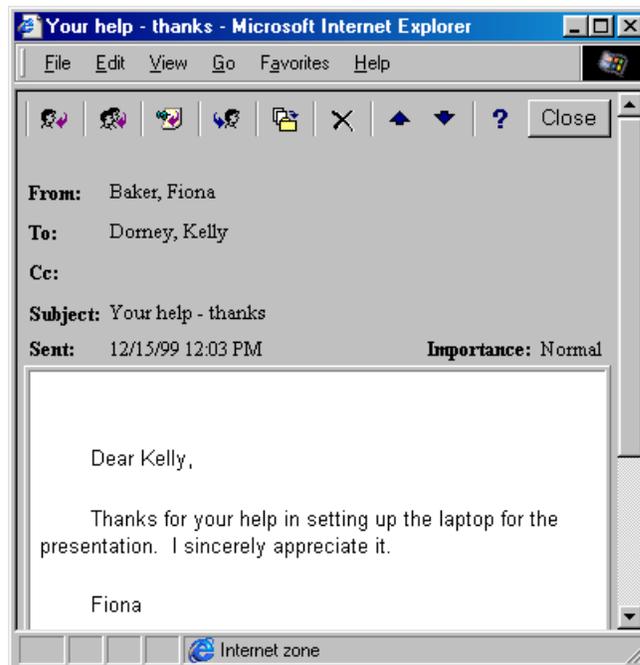
The following steps outline how to open mail messages, reply to mail messages, create new mail messages, and find a name in the address book.

How to Open a Mail Message

Step 1. Locate the message you want to read from the list of available messages.

Step 2. In the **From** column, choose the sender's name.

A Read Message form is displayed:



Step 3. After reading the message, choose the **Close** button.



To view the previous message in the current folder, choose the **Previous Message** () button or to view the next message in the current folder, choose the **Next Message** () button.

How to Reply to a Mail Message

Step 1. From the **Open Message** toolbar, choose the **Reply to Sender** button

or

Choose the **Reply to All** button.

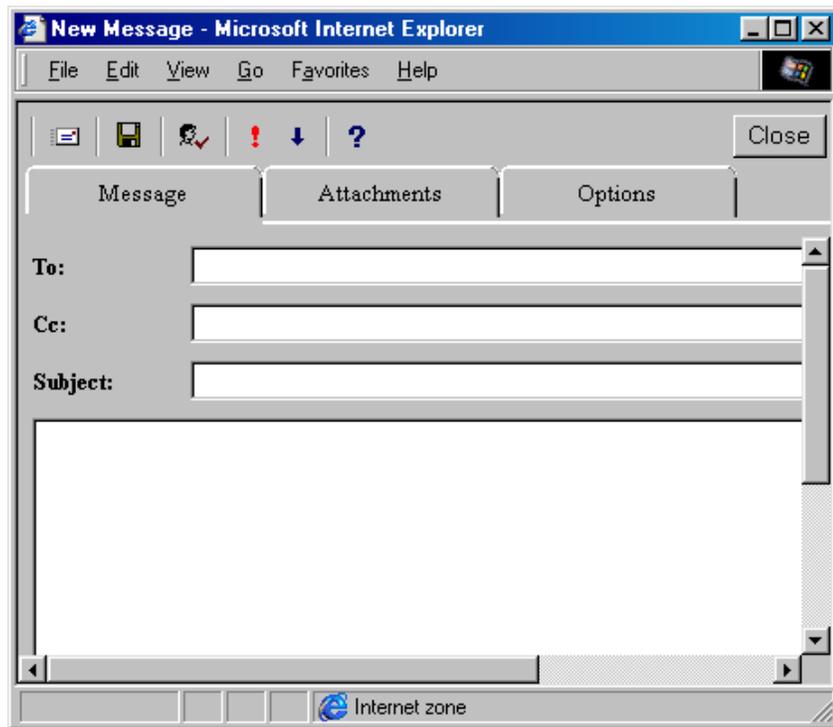
Step 2. Type your response above the sender's original message.

Step 3. Choose **Send**.

How to Create a New Mail Message

Step 1. From the **Inbox** toolbar, choose the **Compose New Mail Message** button.

The following window will appear:



STEPS CONTINUE ON NEXT
PAGE



- Step 2. In the **To** and **CC** text boxes, type the names of the recipients separated with semicolons (;).
- Step 3. In the **Subject** text box, type a brief subject that provides a summary of your message.
- Step 4. In the **Message Body** text box, type your message.
- Step 5. Choose **Send**.

How to Find a Name Using the Address Book

- Step 1. From the **Outlook Bar**, choose **Find Names**.



The following dialog box will appear:

STEPS CONTINUE ON NEXT PAGE



- Step 2. Type any information you know about the person you are attempting to locate. The information can be part of a display name, first name, last name, title, e-mail alias, company, department, office, or city.
- Step 3. Choose **Find**. If a match is found, the E-mail name is listed, as well as some or all of the following information:
- Full Name
 - Alias
 - Phone Number
 - Department
 - Office or Room Number
- Step 4. Choose **Close**.

UserID Request Form

In this chapter, you will find:

- ✓ *A copy of the form necessary to have a UserID established.*

MINISTRY OF EDUCATION Network UserID Request

REQUEST INFORMATION

Check one:

- Create new UserID
- Remove UserID from network

USER INFORMATION

Name: _____	Phone: _____
Department: _____	NRC Number: _____
Province: _____	
District: _____	
Signature of applicant: _____	Date: _____

AUTHORIZATION

Request must be signed by PEO, DEO or Head of Department

Name: _____	Signature: _____
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