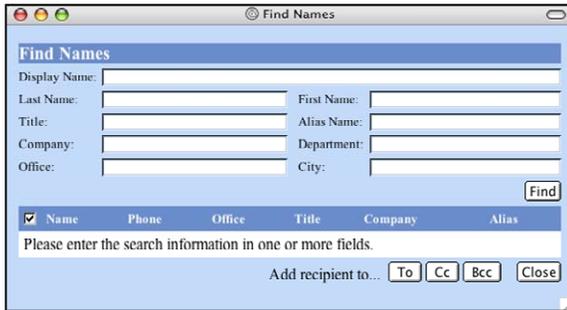


## Address Book

The Address Book in OWA is different than you are used to in Entourage. To access the Global Address Book, click on the **To** button in a new mail message. The **Find Names** dialog box will open. Fill out any of the fields and click on the **Find** button.



Scroll through the names listed in the results window, select the recipient, and click the **To**, **CC**, or **BCC** buttons to address the message.

## Tips and Tricks

### Logging off

When you are finished with OWA, click on the **Log Off** button. This will prevent someone from clicking the **Back** button on your browser to read your email.



### Browser Versions

Your Outlook Web Access experience may be different depending on the type of web browser and version you are using.

### Local Mail Folders

Any items that are listed under **Folders on My Computer** will not be accessible via OWA. If you want to be able to access items from the web, they must be listed in the **Exchange Server** List.

## Drag and Drop

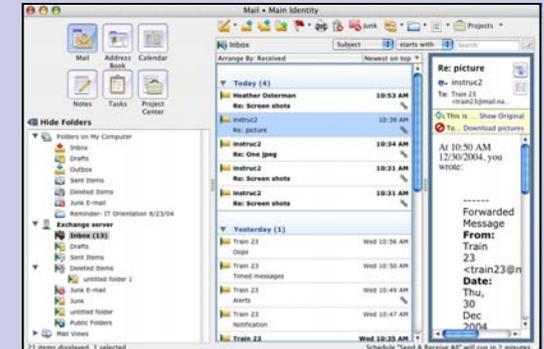
In OWA you can move your messages between folders in your mailbox by clicking and dragging them.

## Instant Messaging

Currently, MAC users will be unable to use the Instant Messaging feature. Work is being done to remedy this issue.



## HEMI Entourage Mailbox Management & Outlook Web Access



## NASA Headquarters Computer Training Center

### COMPUTER TRAINING CENTER

If you are interested in taking a class, please contact the Computer Training Center at 358-1111.

E-mail: [ctc@hq.nasa.gov](mailto:ctc@hq.nasa.gov)

Website: [www.hq.nasa.gov/office/codec/codeci/ITservices/ctc/ctc.htm](http://www.hq.nasa.gov/office/codec/codeci/ITservices/ctc/ctc.htm)

## Mailbox Limits

### What are mailbox limits and what does it mean to me?

A mailbox limit is the amount of email that you can store in your mailbox on the server. These limits are put into affect to ensure the maintainability and recoverability of the email system for all users.

The mailbox limits established for the system are as follows:

- **Warning:** 90 Megs (*You will receive an automatic system email message stating that you are getting close to reaching your mailbox limit.*)
- **Prohibit Send:** 100 Megs (*You will not be able to send messages until your mailbox size is reduced to under 100 megs.*)

**Note:** You will not be prohibited from receiving messages, even if you have reached your mailbox limit.

### How can I tell when I'm getting close to my limit?

You will receive an automatic system email message stating that you are getting close to reaching your mailbox limit.

## Quick Tips for Reducing Your Mailbox

### Empty Your Trash

As you delete messages from your mailbox the items are stored in the Deleted Items folder. Items in the Deleted Items folder count towards your limit.

- From inside Entourage select **Tools | Run Schedule | Empty "Deleted Items" Folder**, or
- Position your mouse over the **Deleted Items** folder in your folder list, control click and choose **Empty "Deleted Items" Folder**, or
- Set your Deleted Items Folder to automatically be emptied every time you exit Entourage by choosing **Tools** on the menu bar to **Run Schedule to Edit Schedules**. Modify the Empty Deleted Items to always delete upon exiting Entourage.

### Delete Sent Items

When you send messages, a copy of the message is saved in your Sent Items folder. Items stored in the

Sent Items are counted towards your limit.

- Select the **Sent Items** folder from the folder list
- Select the messages you want to delete
- Press **delete** on your keyboard

**Tip:** You can sort your messages by subject, recipient, or date if you are hesitant about selecting all of your messages to delete.

### Delete Messages With Large Attachments

Some times you may receive a message with a large attachment. And, you may receive several versions of the attachment until the document is finalized. Follow the tips below for easily identifying and saving these attachments to an alternative location to free up space in your mailbox.

Step 1 – Click on the **Size** column at the top of the reading pane to sort all items by size

Step 2 – Look for the messages that are categorized as **Huge**

Step 3 – **Option 1**—Delete the entire message if the email and the attachment are no longer useful to you.

Step 3 – **Option 2** – Open the message and save the attachment to a folder on your hard drive. After saving the attachment, delete the message

Step 3 – **Option 3** –Select the message and move the message to your "Folder on My Computer"

**Note:** Folders on My Computer are not counted against your mailbox limits.

## Logging into Outlook Web Access

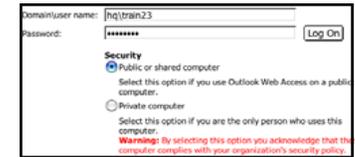
Outlook Web Access (OWA) is a way for users to access email from a remote location using the internet and a web browser. In your web browser enter the following URL,

**Note:** This is a secure web site and you will use "https", not "http".

<https://webmail.nasa.gov>

- Click on the Headquarters (HQ) link on the left hand side of the login link to access the system.

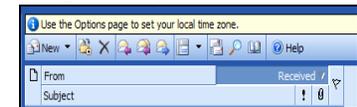
In the domain\username and corresponding password filed, enter your HQ domain username and password.



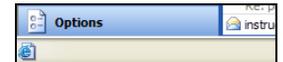
**Note:** You must use the format: HQ\USERNAME

## Time Zones

When you log into OWA using a machine that is in a different time zone you are presented with the following warning message:



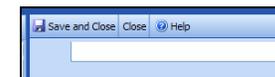
You will want to adjust the local time zone so your messages, calendar, and reminders have the correct time. Click the **Options** button to change the time zone.



Scroll down until you see the **Date and Time Format** to change the Current time zone.



Scroll to the top and click on the **Save and Close** button to save your time zone change.



## Mailbox Navigation

When you are in the folder view, note you will only see 25 items at a time. To see the other items, go to the next page by clicking on the right arrow in the page navigation area, or by typing in a page number and pressing enter.

