



Queen Margaret University
EDINBURGH

Technology @ QMU



QuickStartIT: QMU OWA (webmail) service

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Introduction to the QMU OWA service

The QMU webmail service allows you to access your QMU mailbox via a web browser such as Internet Explorer from any computer in the world with an internet connection.

Logging in to the QMU OWA service

- Ensure that you have a working internet connection.
- Launch your web browser, eg Internet Explorer, Firefox, Safari etc.
- Go to this web address: <https://outlook.com/owa/qmu.ac.uk>

It is really important that you type in: **https**. This ensures that your connection to the OWA service is encrypted. This will protect the information that your computer exchanges with the QMU email servers.

- Enter your email address (in the form jbloggs@qmu.ac.uk) in the **Email address** box and your normal QMU password in the **Password** box.



Sign In

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adfs.qmu.ac.uk

Type your user name and password.

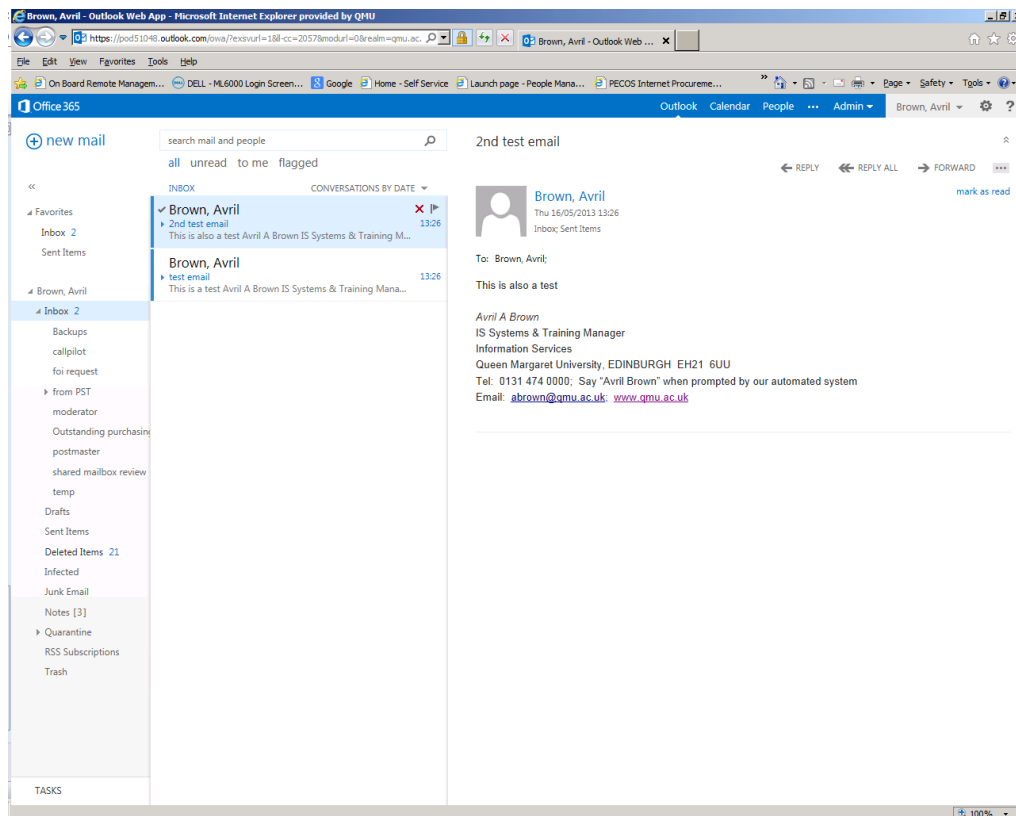
Email Address:

Password:

Sign In

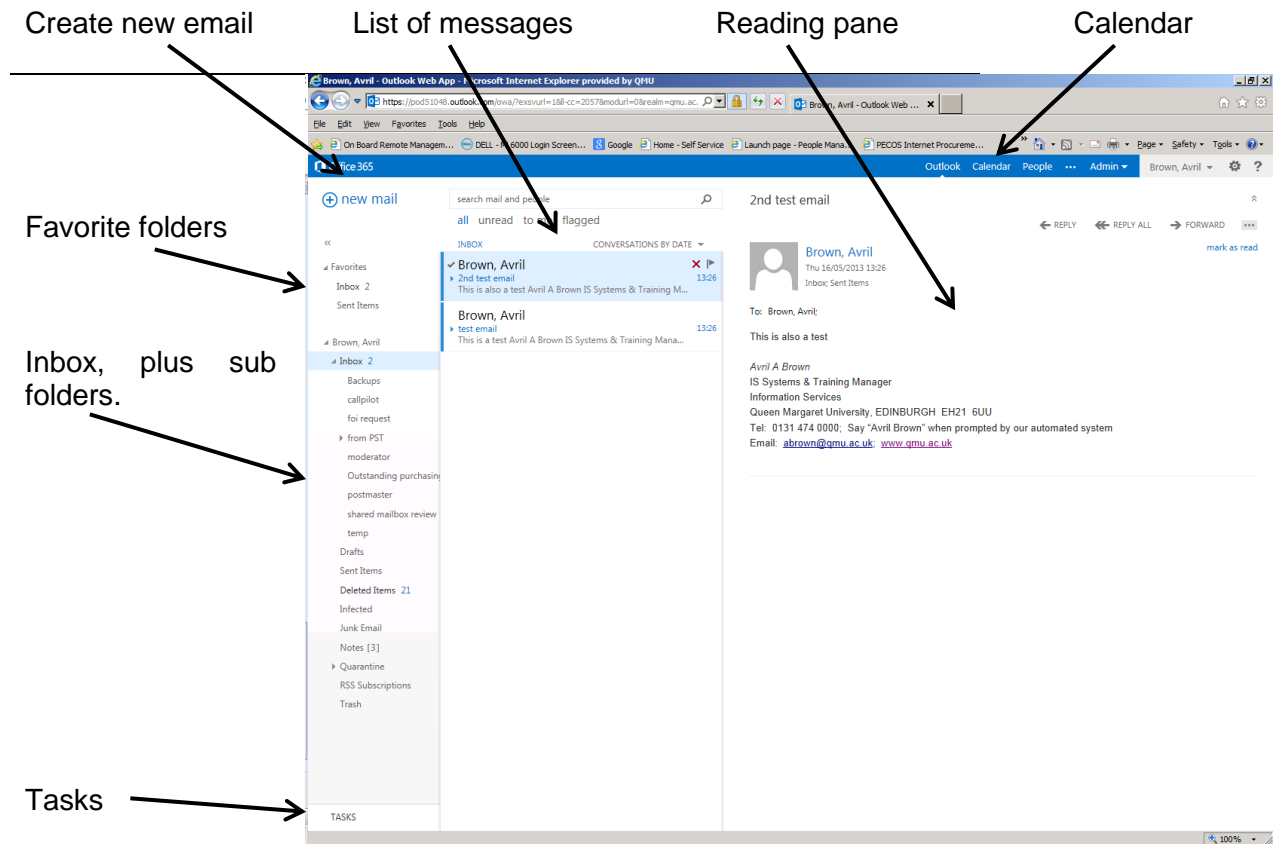
If you are logging into the OWA service from inside QMU, then you will be immediately be logged into the service. If you are logging in from outwith QMU, then you will be taken to the QMU authentication service where you will be prompted for your QMU username and password.

Once successfully logged in, you will be taken to the Outlook Web App (OWA):



OWA screen elements

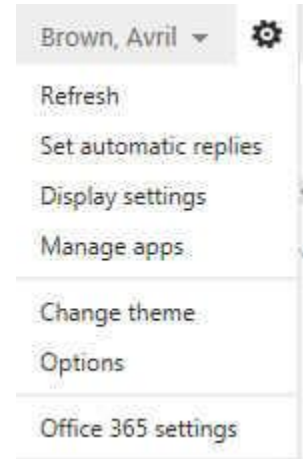
Once logged into the OWA service, you will be taken to your QMU mailbox:



Reading messages

Read your messages by clicking once on them. This will open them in the reading pane on the right hand side.

- If you prefer to hide the reading pane, do this by clicking on the **Settings** icon and choosing **Display settings**.
- Click on **Reading pane** from the options, and select the **Hide reading pane** radio button.
- Check the **Apply to all folders** box at the bottom.
- Then click **Ok** at the top.
- The reading pane will have disappeared.
- Now you can read your messages by double clicking on them.



Create a new message

- To create a new email, click on the **New email** icon at the top left.
- This will open a new email in the reading pane.
- Click on the **Separate window** icon at the top right to open the message in a new window.

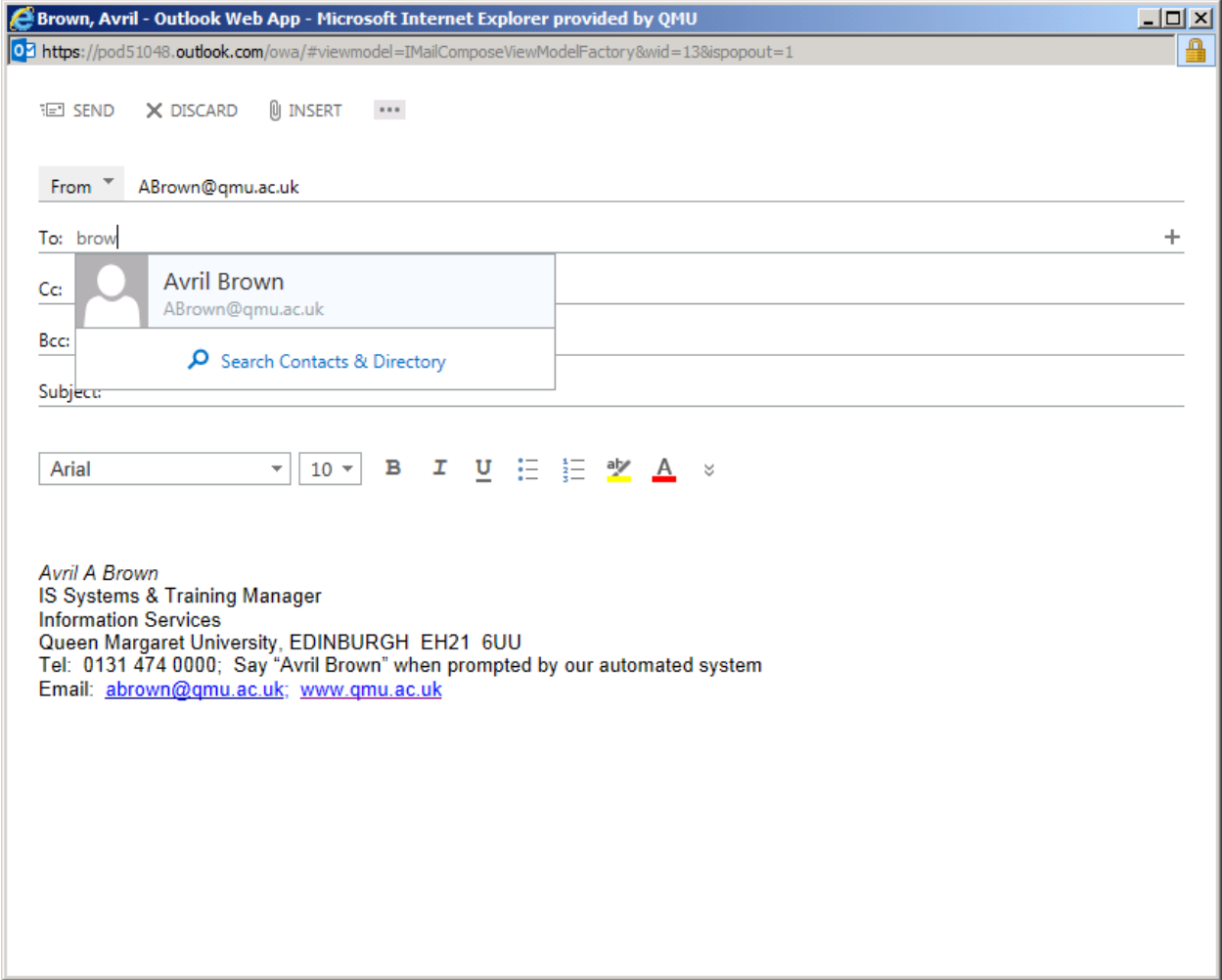
 new mail



NB No spellchecker facility is currently available with the OWA service.

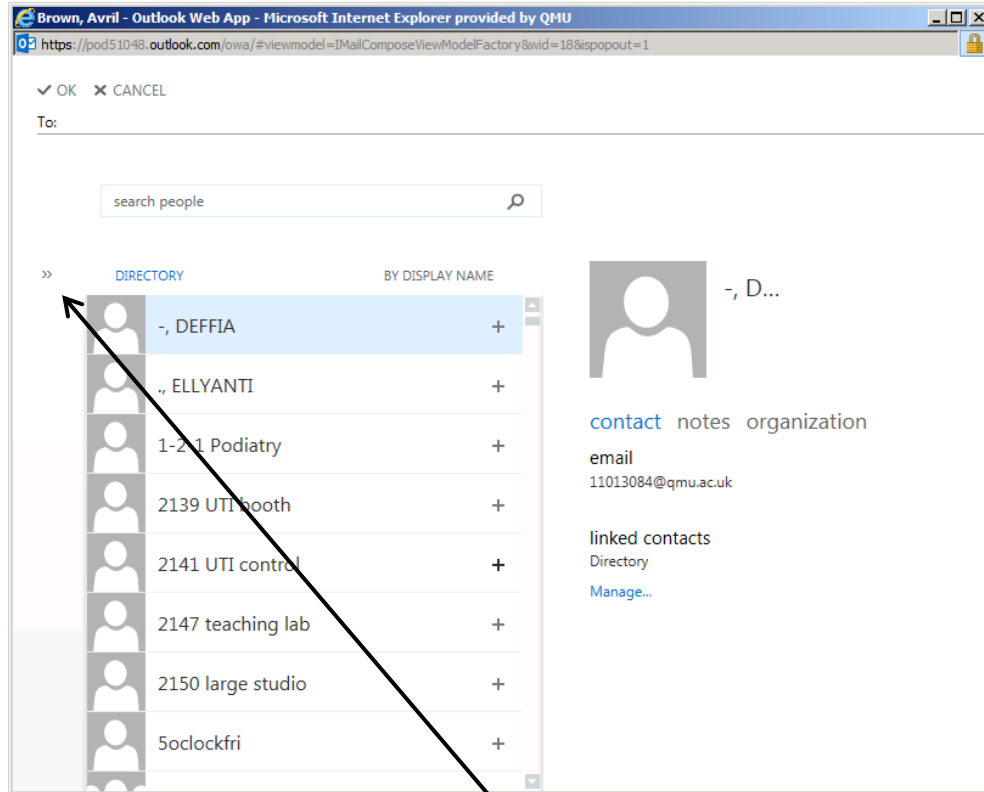


- Type the name of the recipient in the **To** field. You can type in the first few characters of the name, then use the *Check name* facility to verify the name.

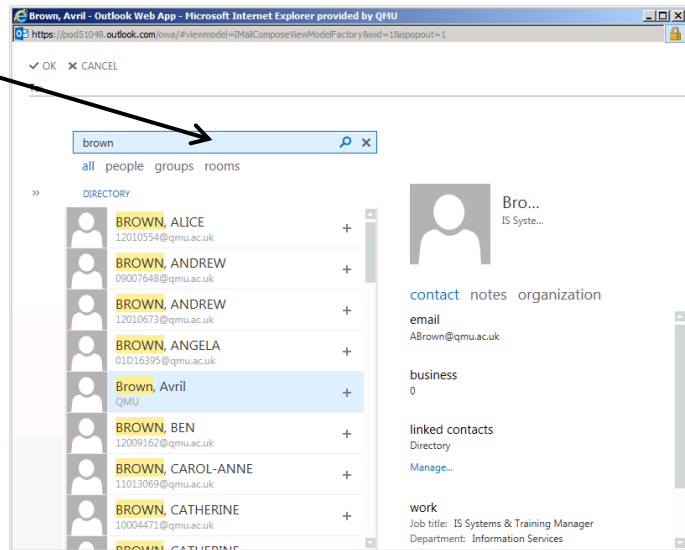


If the name is correctly identified by the system, then it will be underlined as shown above.

- You can also click on the **To** button to add the addresses:

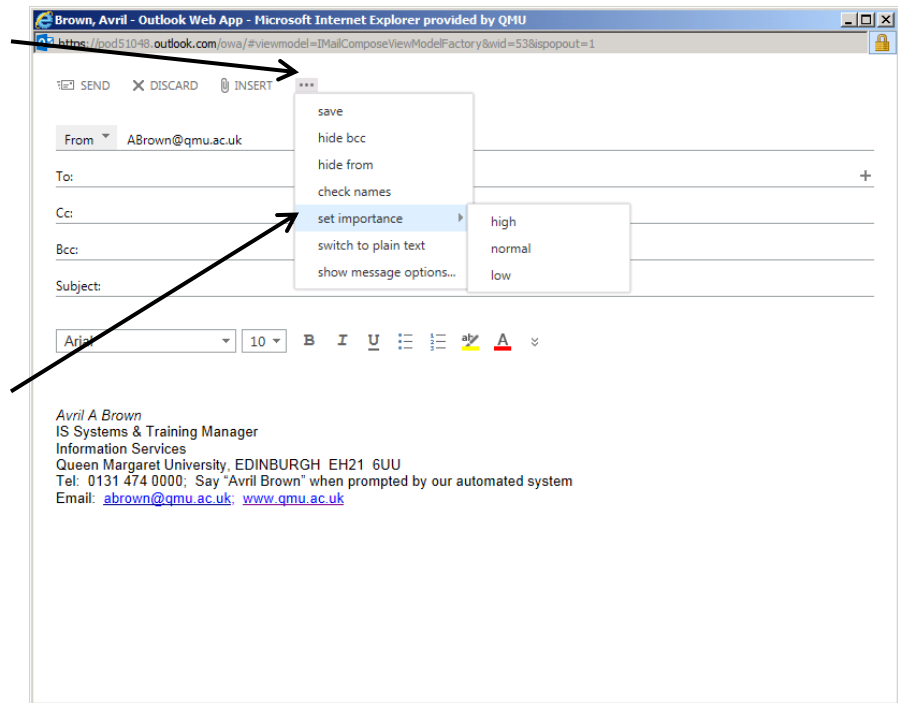


- This will default to your **Contacts**. Click on the » to display the Global address list.
- Type part of the name in the Search box then click the **Search** icon.
- Highlight the name that you want.
- Click **Ok** at the top left.

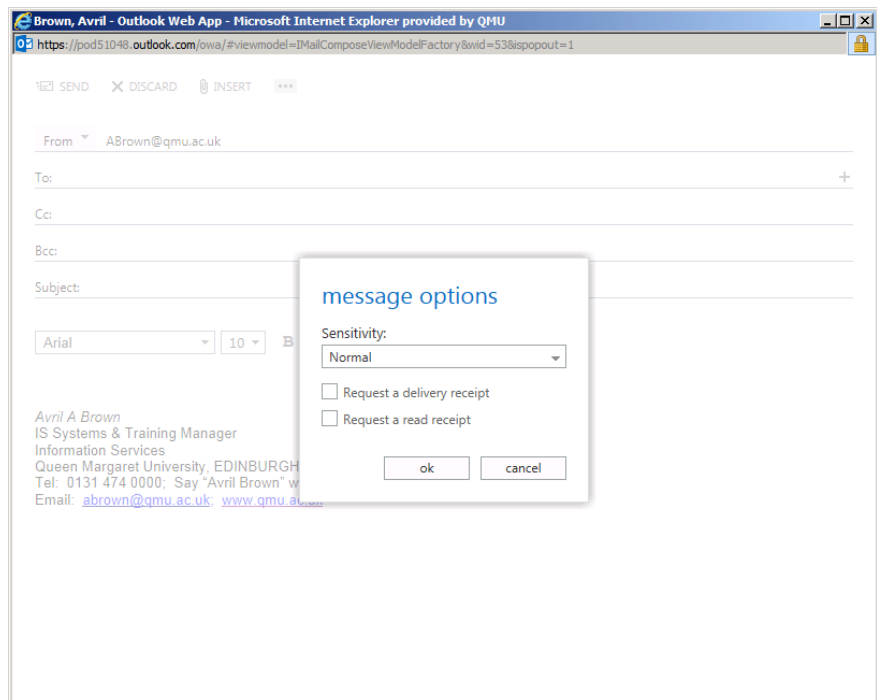


Message options

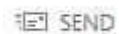
- Click on the ... icon to access additional features such as the email priority (**Set importance**),



- Click on **Show message options** to change the **Sensitivity** (eg *Normal*, *Private*, *Confidential* etc) and to request a **Read** and / or **Delivery receipt**.

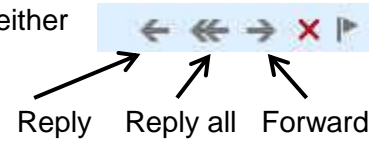


- Once you have written your email, click on the **Send** icon to send it.



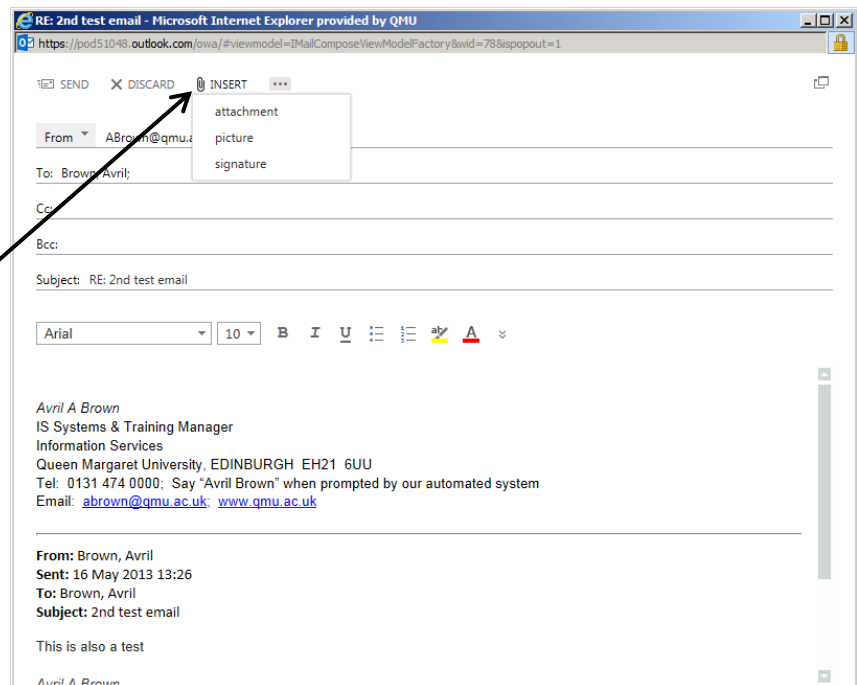
Reply to or forward an email

Ensure that the email that you want to reply to or to forward is either open or highlighted and then click on the appropriate button:



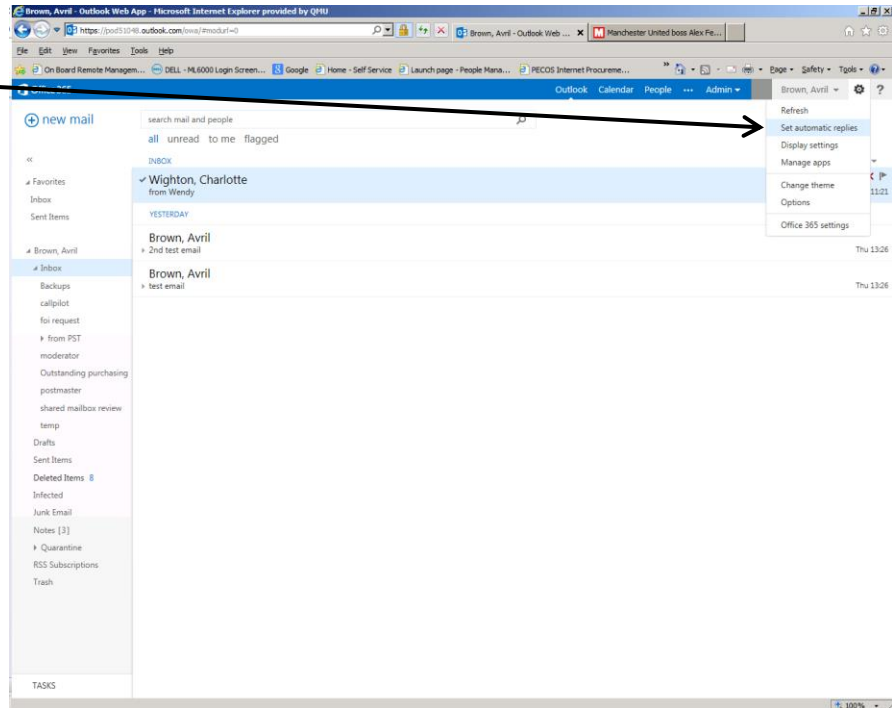
Email attachments

- Click on the **Insert** icon to insert an *attachment*, *picture* or *signature*.

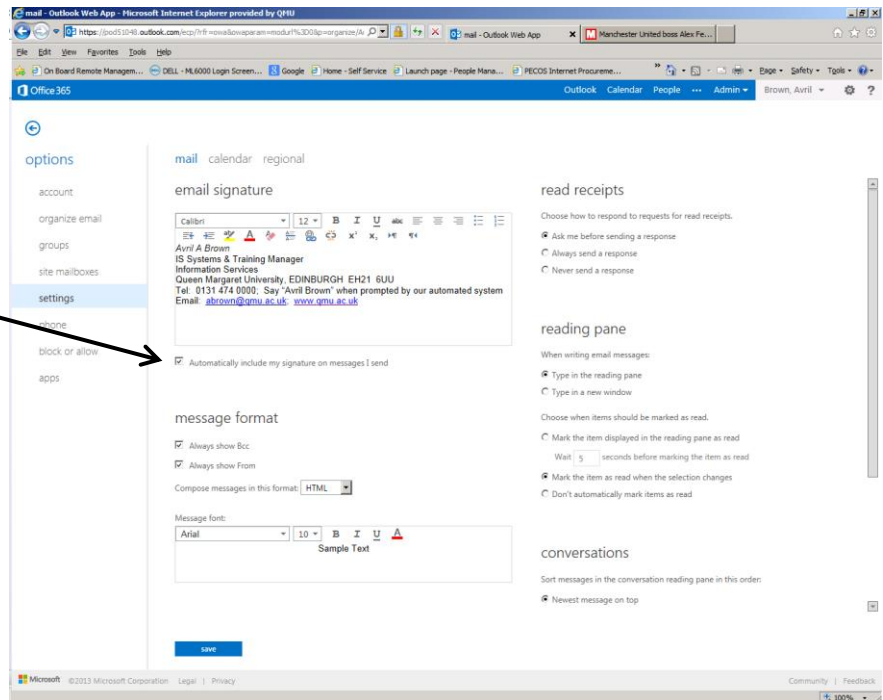


Email signatures

- To automatically include your signature with every email created, replied to or forwarded, click on the **Settings** icon and select **Set automatic replies**.



- Go to **Options** on the left and click on **Settings**.
- If you already have an email signature set up in Outlook, it will appear here.
- Check the **Automatically include my signature on messages I send** box.
- If you do not already have a signature set up, use the **Email signature** box to set one up.



You can also change the default format of your message, as well as the font, font size, colour etc here.

Calendar

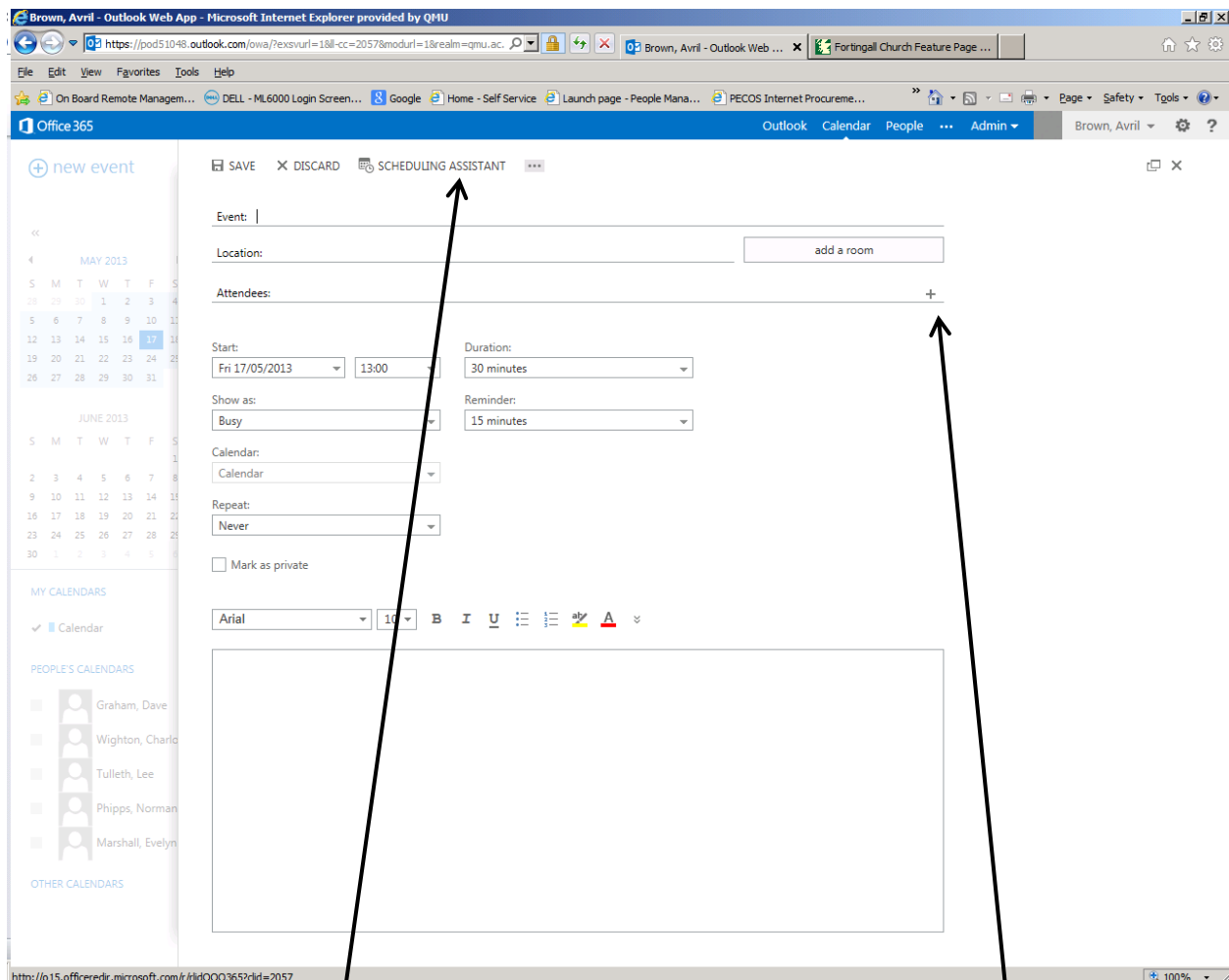
To access your calendar, click on the **Calendar** icon at the top of the screen.



- Choose how you want to display your calendar (eg *day*, *work week*, *week*, etc) by clicking on the various options.



- To create a new event in your calendar, click on the **New event** button at the top left:



- Use the **Scheduling assistant** to help you identify free / busy time.
- Invite your colleagues to a meeting by clicking on **+** icon to the right of **Attendees**.

People

Access and manage your contacts by clicking on the **People** icon at the top of the screen:



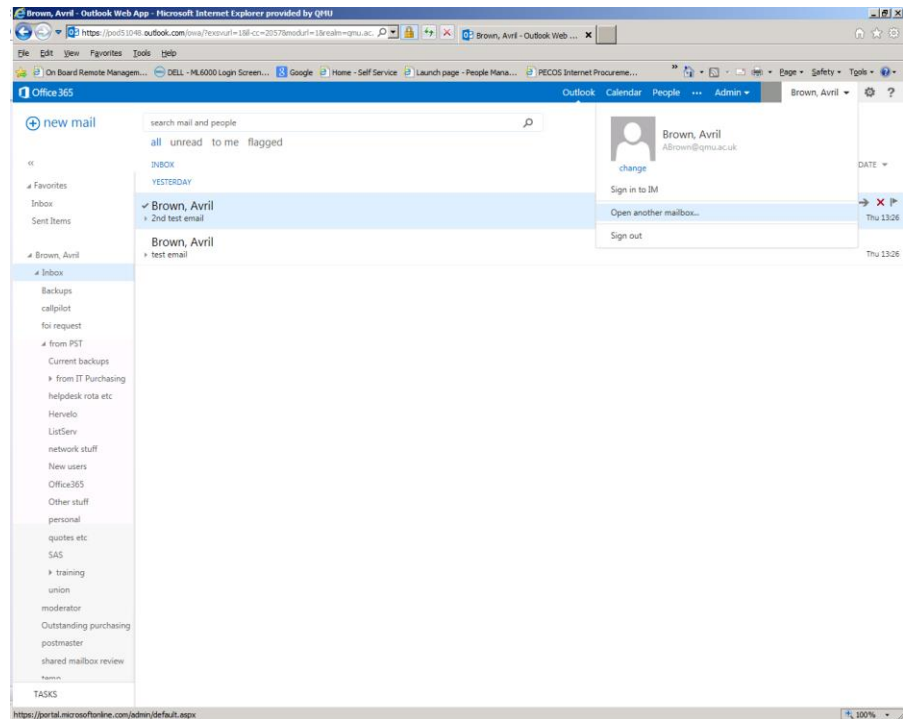
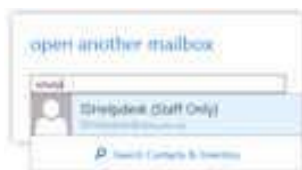
- Click on the **New** icon at the top left of the screen to create a new contact.
- Otherwise use the icons at the top right to manage your existing contacts.



Open another mailbox

If you have permissions to additional and / or shared mailboxes, you can access these by clicking on the arrow next to your name and select **Open another mailbox**.

- Start typing the name of the mailbox in the box:

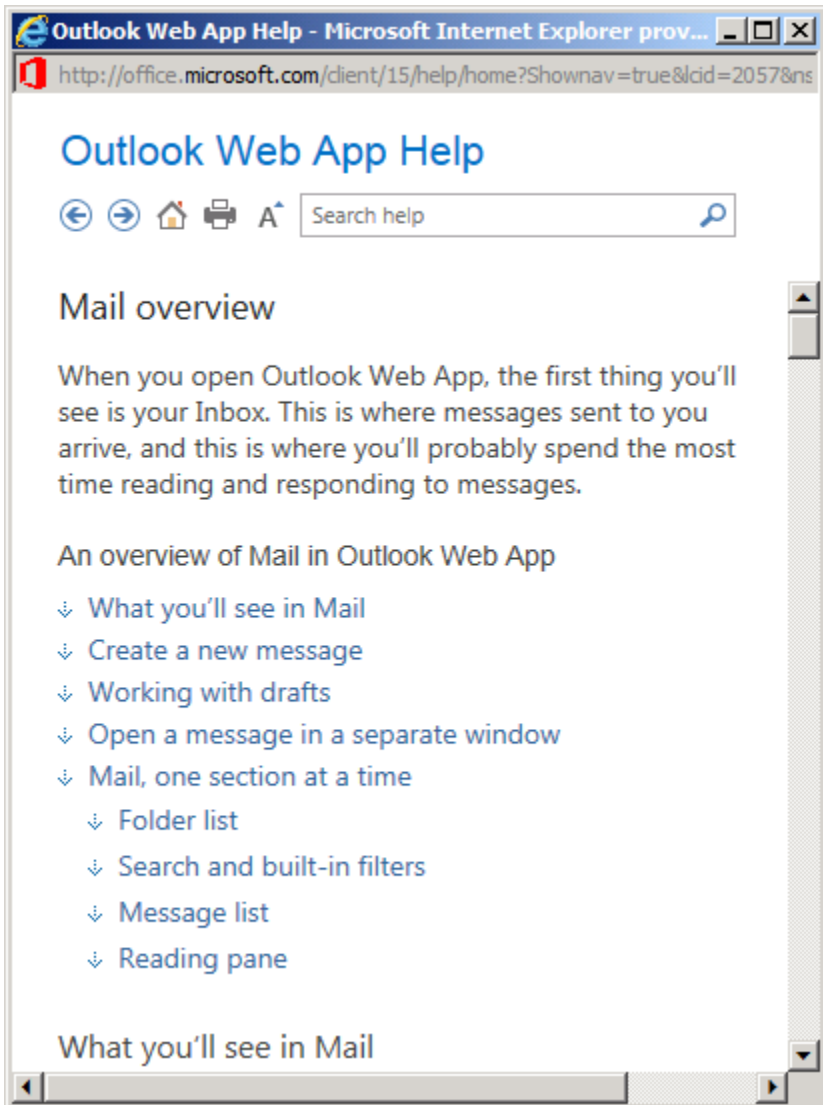


- Click on the mailbox to select in then click on **Open**.

- Follow the same process to return to your, entering your own name in the box instead.

Help function

- Get Help on the Outlook Web App by clicking on the ? icon at the top right-hand corner of the screen.
- You can either click on the links to browse the various topics, or use the **Search** box to look for specific information.



Logging / signing out

When you have finished using the Outlook web app, remember to log / sign out.

- Click on the arrow next to your name at the top of the screen and select **Sign out**.

Getting help with IT and technology

If you need help with any aspect of IT or technology at QMU, your first contact should be with the Assist Helpdesk.

<i>By telephone:</i>	Dial +44 (0)131 474 0000 and ask for <i>Assist or Assist Helpdesk</i> . Phones are staffed during opening hours (0830 – 1730 Monday – Friday).
<i>By email:</i>	assist@qmu.ac.uk Staff will respond to your enquiry during opening hours.
<i>SelfService:</i>	You can log requests for assistance via the Assist SelfService portal: Assist SelfService portal .
<i>In person:</i>	Face-to-face services for students are provided by staff at the LRC Service Desk, which is located on level 0. Staff can visit the Assist Helpdesk which is located in leg 3, level 1.

NB All times are UK GMT.

If Assist staff are unable to resolve your issue straight away, then it will be logged for further investigation.