

OWL 2003 – Basic Client

Document Version : I **ISSUE**
Issue Date : 26/04/2006 Document Valid Until :
Document Owner RH



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Introduction

This document examines the differences between the school's current email package OWL and the new package OWL 2003 in Basic mode.

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Logging into OWL 2003

OWL 2003 is still accessed at <http://www.hants.gov.uk/education/schools/email.php>

At the **OWL General Users** login area:

- Click **Log into OWL**

Pre-Login Options

Before logging on Users should select **Client** and **Security** settings.

Client

Client options dictate which interface the user will see on screen. There are two settings:

- ✓ Premium [default setting] – this offers full OWL 2003 functionality
- ✓ Basic – this offers reduced functionality but is useful where the internet connection is slow, e.g. non-SWAN users

Security

OWL 2003 has the following new security features:

- ✓ Automatic log out after period of inactivity [time depends upon selected security setting]
- ✓ No option to save password
- ✓ Full disconnection on logout – no need to close internet browser any more

There are two security settings:

- ✓ **Public or Shared Computer** [default setting] - should be left if the workstation is used by more than one user or is in an area accessed by many people. On this setting OWL 2003 will automatically log out after 15 minutes of inactivity.
- ✓ **Private** – this is suitable for a workstation used by only one user and which is located in a private area. This setting allows a longer period of inactivity before automatically logging the User off

After automatic log out it is necessary to re-enter the Username and Password.

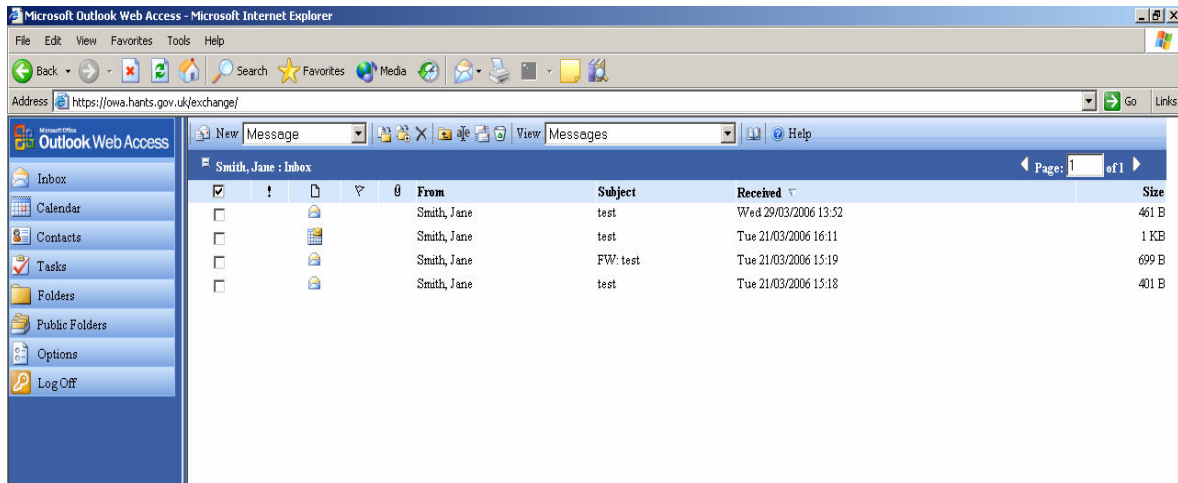
Logging On

To log into OWL 2003:

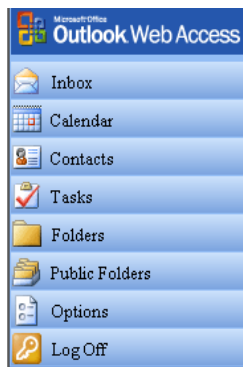
- Enter Username, e.g. 9000jds
- Enter Password
- Click **Log In**

OWL 2003 – General Overview of How it Looks

The most obvious difference between OWL and OWL 2003 in Basic client mode is the user interface. OWL 2003 is brighter and bolder with blue/white panels replacing the grey/white.



Shortcuts Panel



The **Shortcut** panel provides access to general areas of OWL 2003. There are three new shortcut icons – **Tasks**, **Folders** and **Public Folders**.

Additional areas: **Deleted Items**; **Drafts**; **Journal**; **Notes**; **Outbox**; **Sent Items** and any user-defined folders, can be accessed by clicking the **Folders** shortcut.

The **Log Off** button remains on the Shortcut panel.

When OWL 2003 is logged off it is no longer necessary to close the internet browser.

OWL 2003 – General Overview of How it Works

Essentially the way that OWL 2003 works is the same OWL.

Users will be able to undertake the same tasks even if the screens look slightly different.

In addition, OWL 2003 has new features which can improve the way email is used and managed.

New features include:

- ✓ Automated signatures
- ✓ Copy item facility
- ✓ Privacy options
- ✓ Dual login options
- ✓ Greater security

Account Limits

The space limit of an OWL 2003 account has now changed to 50MB. This includes items in **Deleted Items** and **Sent Items**.

Attachments also count towards the limit.

Users will continue to receive an alert when they are reach 80% capacity.

Regular housekeeping – deleting messages; saving messages and attachments to a different location – will ensure that Users avoid reaching full capacity and having their accounts frozen.

In the event of an account freezing incoming mail will still be received as usual.

The maximum size of an attachment has been increased to 10MB. Remember that attaching large files and graphics to documents can lead to slow performance, especially if sending to a distribution list.

Printing

Throughout OWL 2003 Basic there are no printer icons.

Printing can be done by selecting **File | Print** or clicking the printer icon on the Internet Explorer toolbar.

Inbox

Message Pane

There is no change to the way messages are displayed in the Inbox.

Smith, Jane : Inbox					Page: 1 of 1		
<input checked="" type="checkbox"/>	!		0	From	Subject	Received	Size
<input type="checkbox"/>				Smith, Jane	test	Wed 29/03/2006 13:52	461 B
<input type="checkbox"/>				Smith, Jane	test	Tue 21/03/2006 16:11	1 KB
<input type="checkbox"/>				Smith, Jane	FW: test	Tue 21/03/2006 15:19	699 B
<input type="checkbox"/>				Smith, Jane	test	Tue 21/03/2006 15:18	401 B
<input type="checkbox"/>				Smith, Jane	test	Wed 15/03/2006 11:07	241 KB

However, the way in which mail items are selected to action has changed.

If clicked an item will open. To select an item to action, e.g. deleting or copying, click the checkbox next to the item and then click the appropriate action icon.

Preview Pane

There is no Preview Pane in Basic mode.

Inbox Toolbar



The icons on the Toolbar are in a different order:

New | Mail Item Selector | Move Folder | Copy Folder | Delete | Folder Navigation | Rename

Check for New Messages | Empty Deleted Items | Change Mail Item View | Address Book | Help

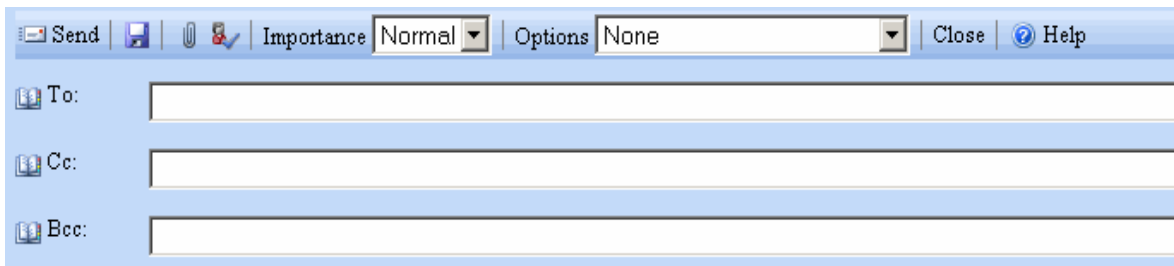
There are no icons for: **Reply; Reply to All; Forward** – these can only be undertaken from within a mail item.

There are new icons for **Folder Navigation; Rename** and **Copy**.

There is no **Search** facility.

Labels can be viewed by hovering the mouse pointer over an icon.

New Messages



The address book is accessed by clicking **To**, **CC** and **BCC**.

Importance and **Options** are accessed from a pick list.

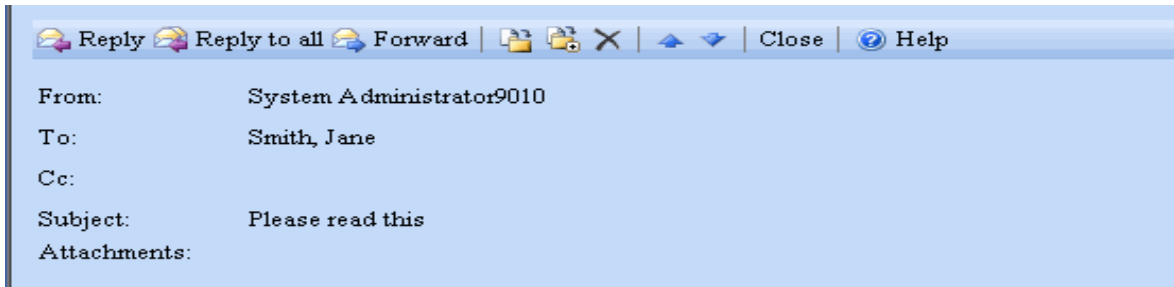
The screen must be closed with the **Close** button.

Adding Attachments



Go Back to Message replaces the **Close** button.

Received Messages

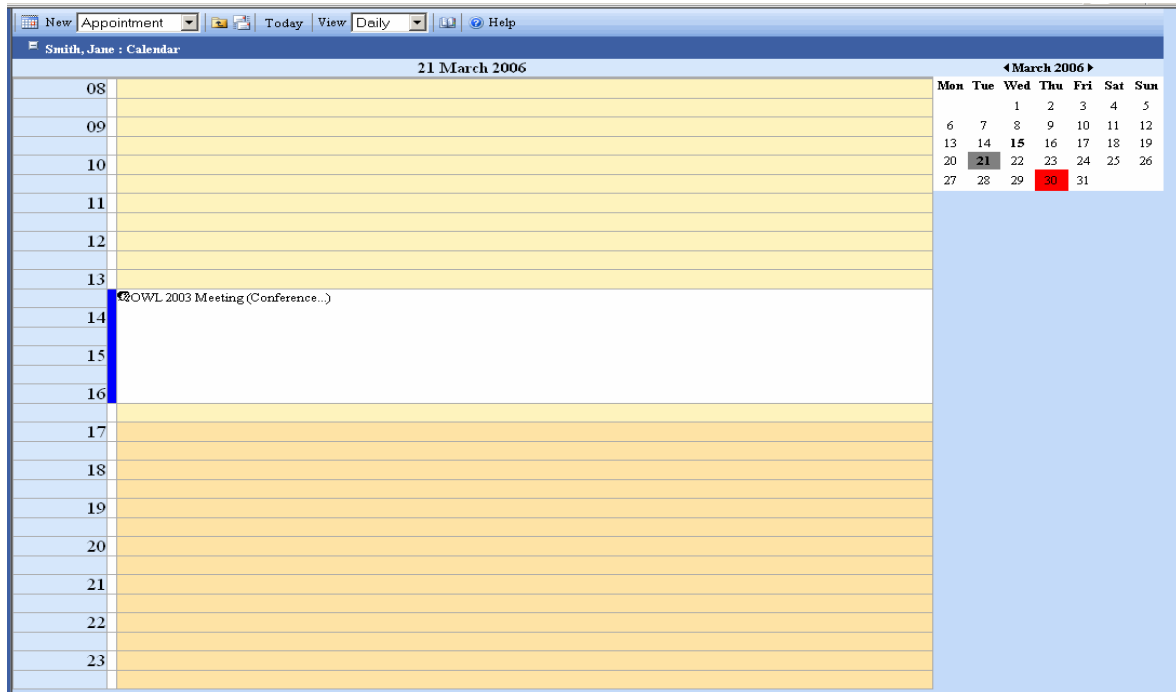


The screen must be closed with the **Close** button.

Calendar

Calendar View

There are changes to the Calendar view.



To view an appointment **single** click on the subject.

◀ March 2006 ▶						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Any days which have an appointment entered are now in bold type on the mini calendar.

Calendar Toolbar



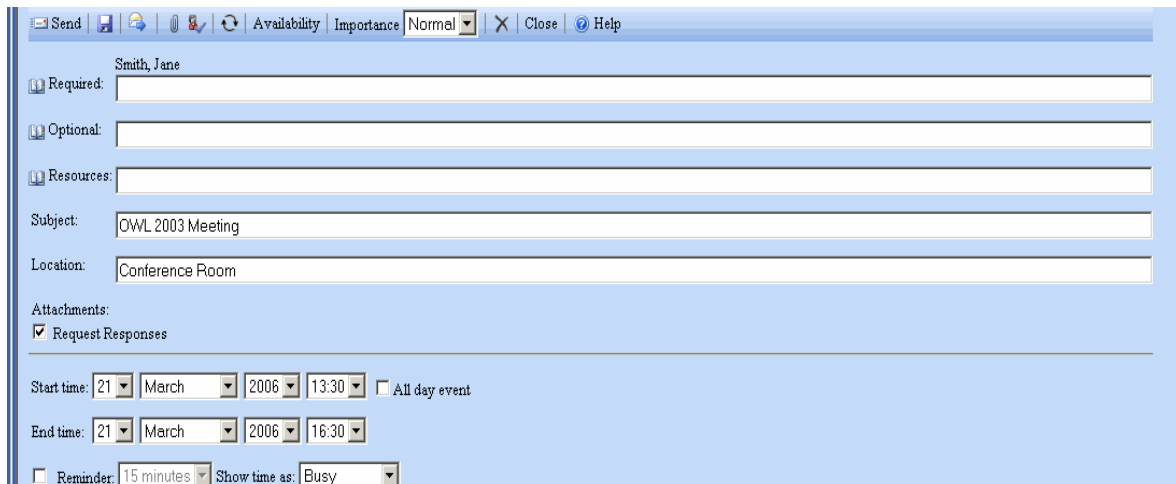
The icons on the Toolbar are in a different order:

[New Folder Navigation](#) | [Check for New Appointments](#) | [Change View](#) | [Address Book](#) | [Help](#)

There are no icons for **Delete** or **Reminders**.

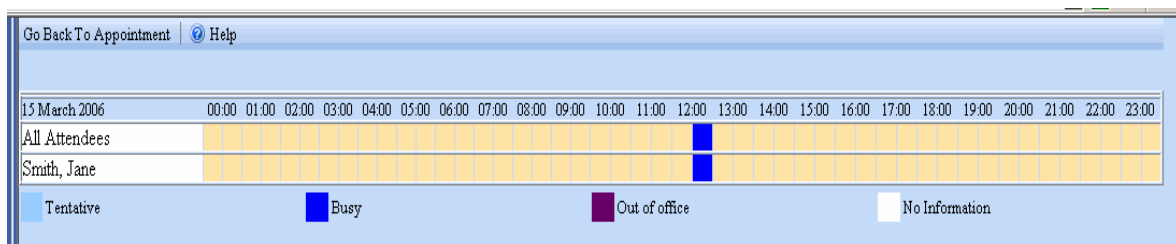
The view is selected from a pick list. There is no **Monthly** view.

New Appointments Details



Required, **Optional** and **Resources** are now a permanent feature of the appointment screen. They need only be used if others are to be invited to an appointment.

Availability



The **Availability** screen is much clearer. It must be closed using **Go Back to Appointment**.

Meeting Invitations

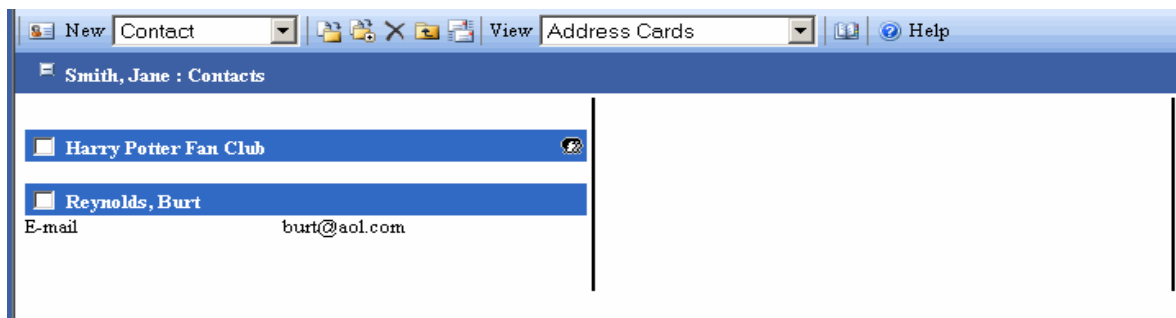


Accept | **Tentative** | **Decline** | **Calendar** | **Move** | **Copy** | **Delete** | **Reply** | **Reply to All** | **Forward**
Previous Item | **Next Item** | **Close** | **Help**

The **Calendar** can be opened and manipulated from within a meeting invitation. It is possible to **Reply** and **Forward** from within the invitation. Invitations can be moved or copied to another folder.

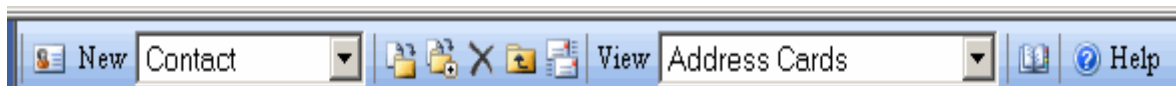
Contacts

Contact List



Items can be selected to action, e.g. forward, delete, etc, by clicking the checkbox before selecting the action.

Contacts Toolbar



The icons on the Toolbar are in a different order:

[New](#) | [Move](#) | [Copy](#) | [Delete](#) | [Folder Navigation](#) | [Check for New Messages](#)
[Contact View Selector](#) | [Address Book](#) | [Help](#)

Contact Details

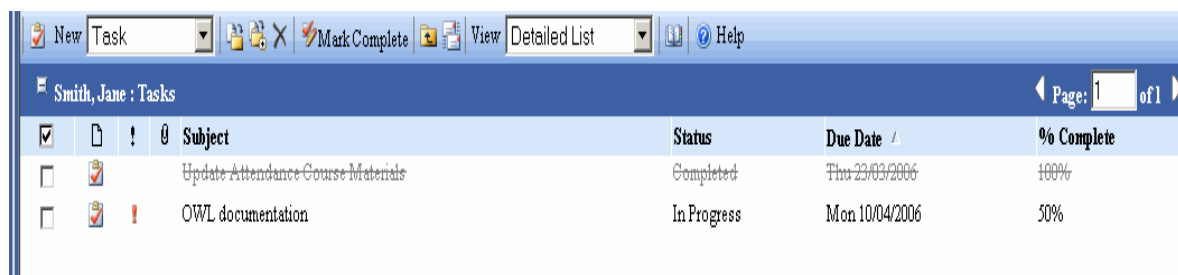
There are no changes to the Contact screen. However, it is no longer possible to record information previously held on the Details tab: Department; Office; Profession; Manager; Assistant; Nickname; Spouse; Internet Free/Busy Address.

Distribution Lists

There are no changes to the Distribution List screen.

Tasks

Task List



Tasks can be marked as **Completed** [only new tasks added in OWL 2003].

No file size is displayed.

The **Due Date** and **% Complete** of the task is displayed.

Tasks Toolbar



The icons on the Toolbar are in a different order:

**New | Move | Copy | Delete | Mark Complete | Folder Navigation | Check for Messages
Task View Selector | Address Book | Help**

There are no icons for **Forward, Search** or **Empty Deleted Items**.

Items can be marked as complete from the Toolbar.

Task Details

The Tasks screen is significantly different. There is more functionality in this area now.



The icons on the toolbar are different:

**Save and Close | Task Details | Add Attachment | Mark Complete | Delete | Recurrence | Close
Help**

There are new fields to record:

- ✓ Start date
- ✓ Due date
- ✓ Status
- ✓ Priority
- ✓ % complete

It is now possible to set a reminder for a task.

Additional **Task Details** can be viewed.

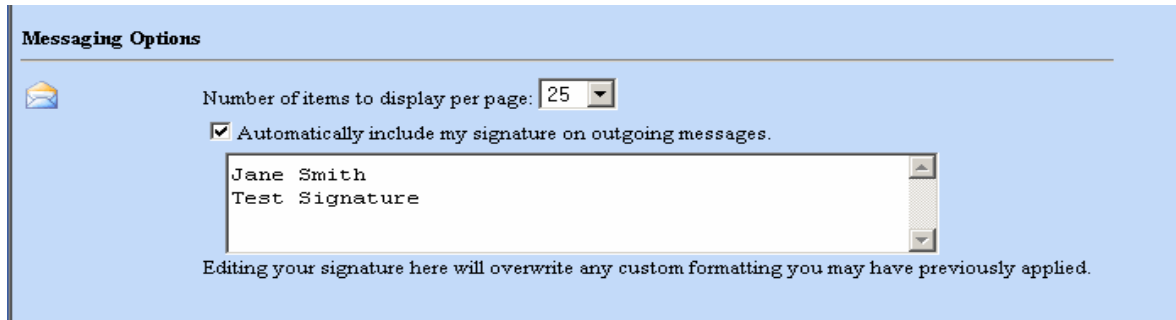
There are new fields to record:

- ✓ Date completed
- ✓ Hours completed
- ✓ Mileage
- ✓ Billing information
- ✓ Companies involved

Click **Go Back to Task** to return to main task screen.

Options

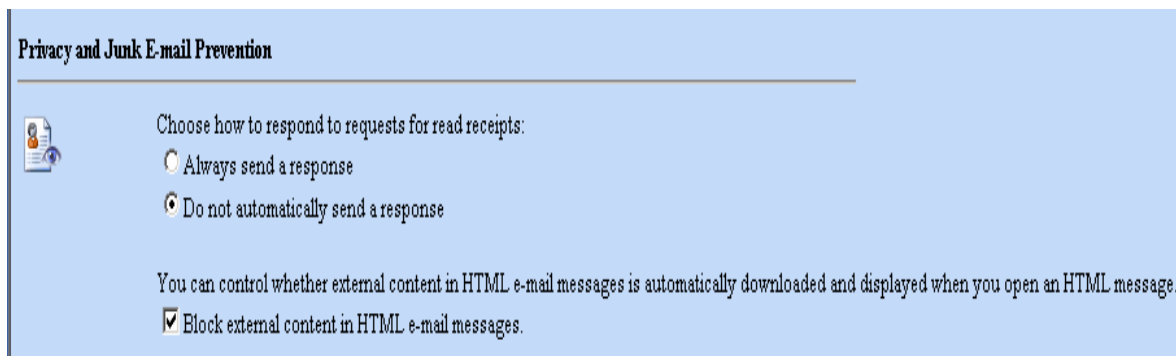
The following changes have been made to the Options screen:



Email Options are now called **Messaging Options**.

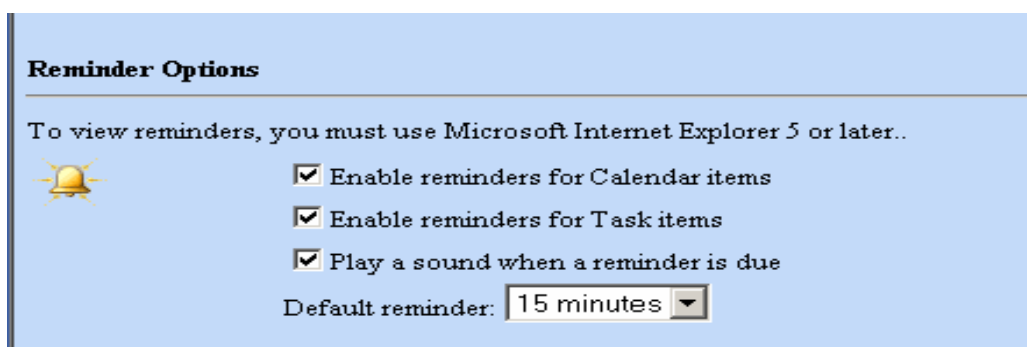
New options are:

- ✓ Number of items to display per page
- ✓ Automated signature



Privacy and Junk Email Prevention is a new feature.

Settings here allow read receipts to be controlled and HTML content in email messages to be blocked.

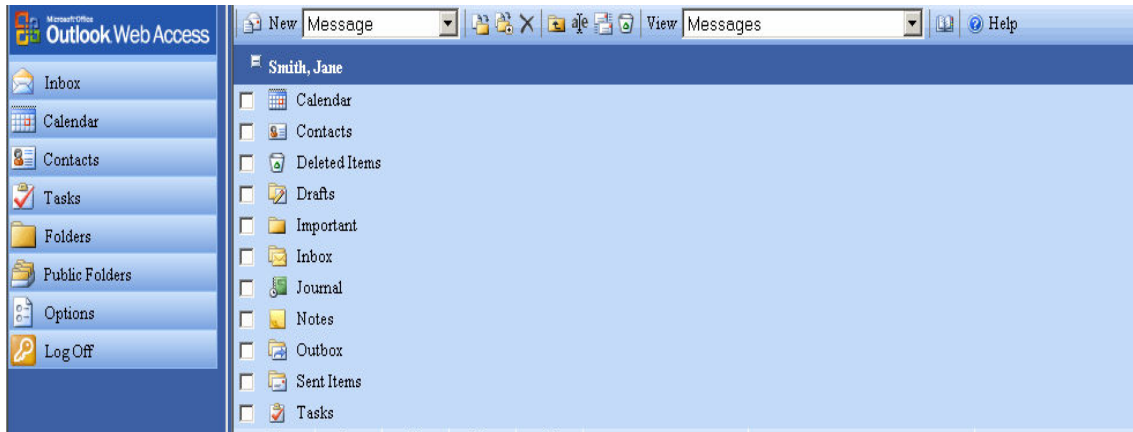


Reminder Options can now be set for **Tasks**.

Other Functions

Deleted Items

Location



Deleted Items can only be accessed by clicking **Folders** on the **Shortcuts** panel.

The Folders are displayed in the right-hand panel.

Click **Deleted Items**.

The view changes to display **Deleted Items**.

Deleted Items Toolbar



The icons on the toolbar are in a different order:

New | Move | Copy | Delete | Folder Navigation | Rename | Check Messages

Empty Deleted Items | Message View Selector | Addresses | Help

There is no **Recover Deleted Items** icon. This can only be done from **Options**.

Search Facility

There is no **Search** feature in OWL 2003 Basic mode.

Address Book

The Address Book display looks different but the functionality is mainly unchanged.

Find Names

Display Name:

Last Name: First Name:

Title: Alias Name:

Company: Department:

Office: City:

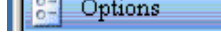
<input checked="" type="checkbox"/>	Name	Phone	Office	Title	Company	Alias
<input type="checkbox"/>	Smith, Jane	01962 877049	Tower Arts Centre	RECEPTIONIST/CLERICAL ASS	Hampshire County Council	ACARTSIX
<input type="checkbox"/>	Smith, Jane	555 9000	Dummy School 9000 - for testing purposes only		Hampshire County Council	9000jds
<input type="checkbox"/>	smith, jane	02392 483336	Bidbury Infant School		Hampshire County Council	2396js
<input type="checkbox"/>	Smith, Jane	HPSN 656 6501 (023 9252 3431)	Gosport Library	Discovery Centre Assistant	Hampshire County Council	CLSOJS
<input type="checkbox"/>	smith, janet	01794 301286	Broughton Primary School		Hampshire County Council	2025js
<input type="checkbox"/>	Smith, Janet	HPSN 335 3956 (01962 813956)	Athelstan House 1st	HR Adviser	Hampshire County Council	HRSSHQSI

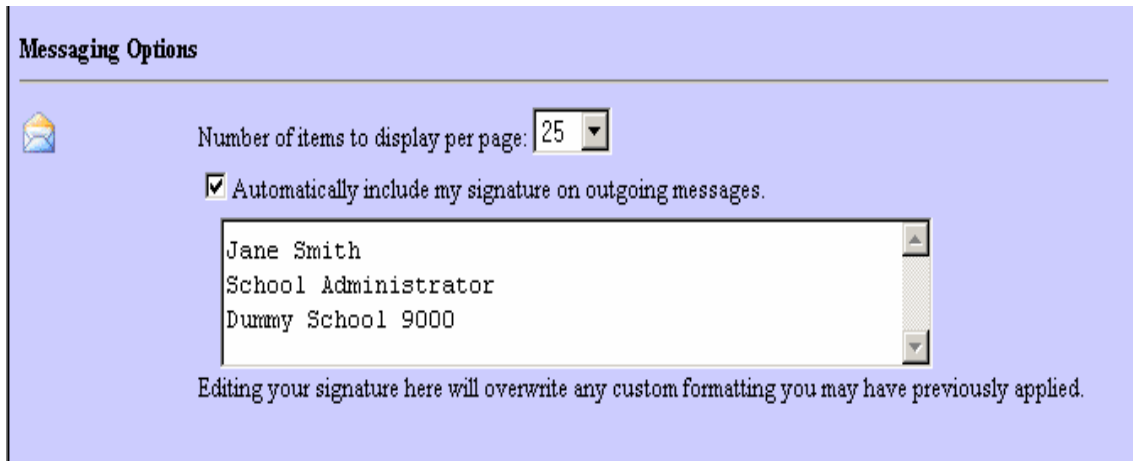
Add recipient to...

Multiple recipients can be selected at once by ticking the check boxes.

New Features


How to Add an Automated Signature

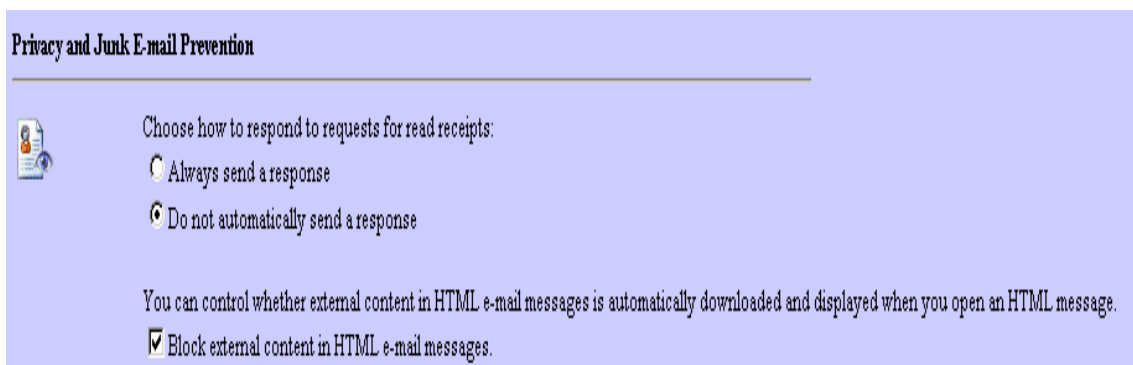
- Select **Options** from Shortcut panel 
- Scroll down to **Messaging Options**
- Automatically include my signature on outgoing messages**



- Type signature.
- Click **Save and Close** on the Options toolbar

Dealing with Read Receipts

- Select **Options** from Shortcut panel 
- Scroll down to **Privacy and Junk Email Prevention**



- Select from the available choices: **Always send a response** or **Do not automatically send a response**
- Click **Save and Close** on the Options toolbar

If “**Do not automatically send a response**” is selected then the person requesting a read receipt will not receive one at all.

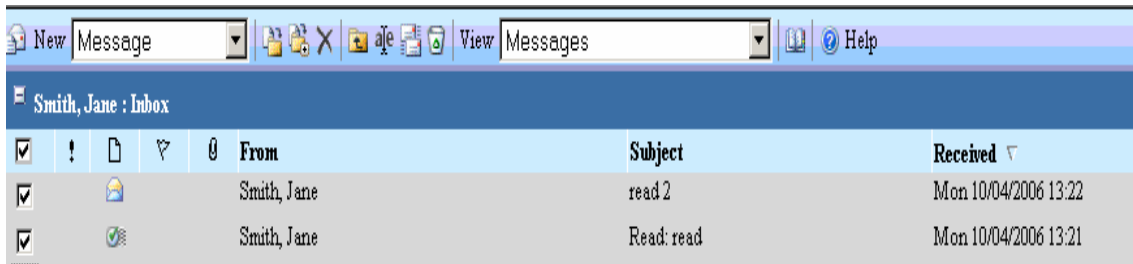
How to Copy Items between Folders

Copying of mail items can be done from the following folder views: Contacts; Deleted Items; Drafts; Inbox; Journal; Notes; Sent Items; Tasks; User-defined Folders.

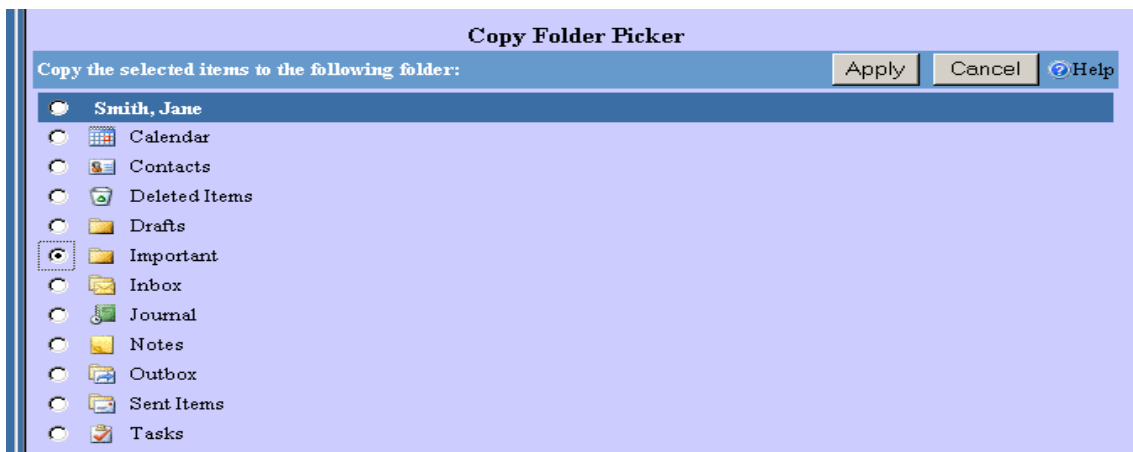
Copying allows the user to keep mail items in their original location and file a copy into another.

Remember that keeping multiple copies of mail items will use additional storage space.

- Select the item to be copied – click the check box next to the item



- Click **Copy**



A list of all folders will be displayed.

- Select location – click radio button
- Click **Apply**

An alternative is to save a copy of the mail item to a location outside of OWL 2003

To save mail items to a location outside of OWL 2003:

- Open mail item
- Click **View as Web Page**

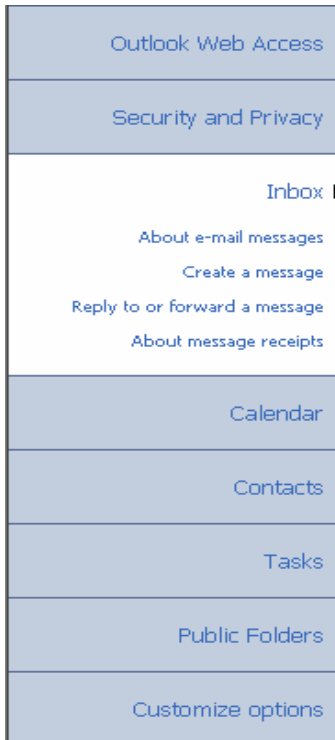
The message will be displayed as a separate web page and can be saved by clicking **File | Save As**.

Further Help

There are other resources which can help you learn about OWL 2003.

Online Help

Help is available from any screen in OWL 2003. Click the Help icon to open Help in a new window.



Use the Navigation Pane on the left hand side to find topics.

Click on a topic to open relevant help screens.

OWA 2003 - Learn IT Guide – Draft Pages

<http://www3.hants.gov.uk/owa-2003-home>

Although these draft pages have been designed for OWA [Outlook Web Access] which is the email for Hampshire County Council users, the software is identical to OWL.

They provide a useful overview of the package and its features.