

OWL 2003 – Premium Client

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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 Premium mode.

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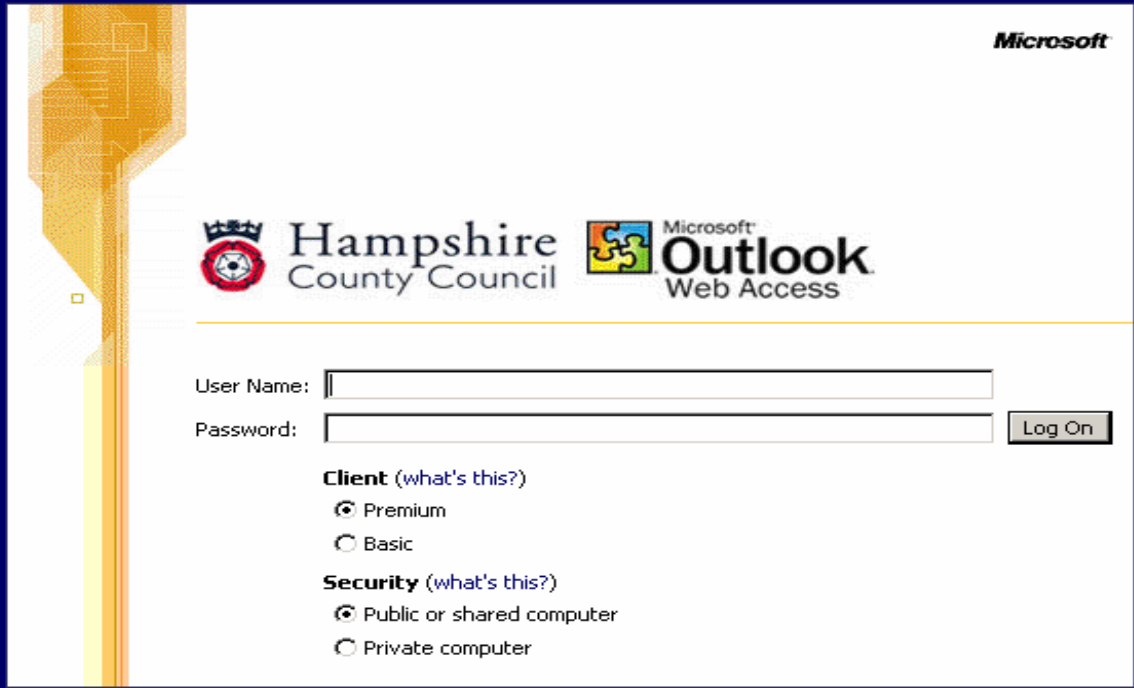
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Logging into OWL 2003

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**



Microsoft

Hampshire County Council Microsoft Outlook Web Access

User Name:

Password:

Client (what's this?)

- Premium
- Basic

Security (what's this?)

- Public or shared computer
- Private computer

To protect your account from unauthorized access, Outlook Web Access automatically closes its connection to your mailbox after a period of inactivity. If your session ends, refresh your browser, and then log on again.

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.

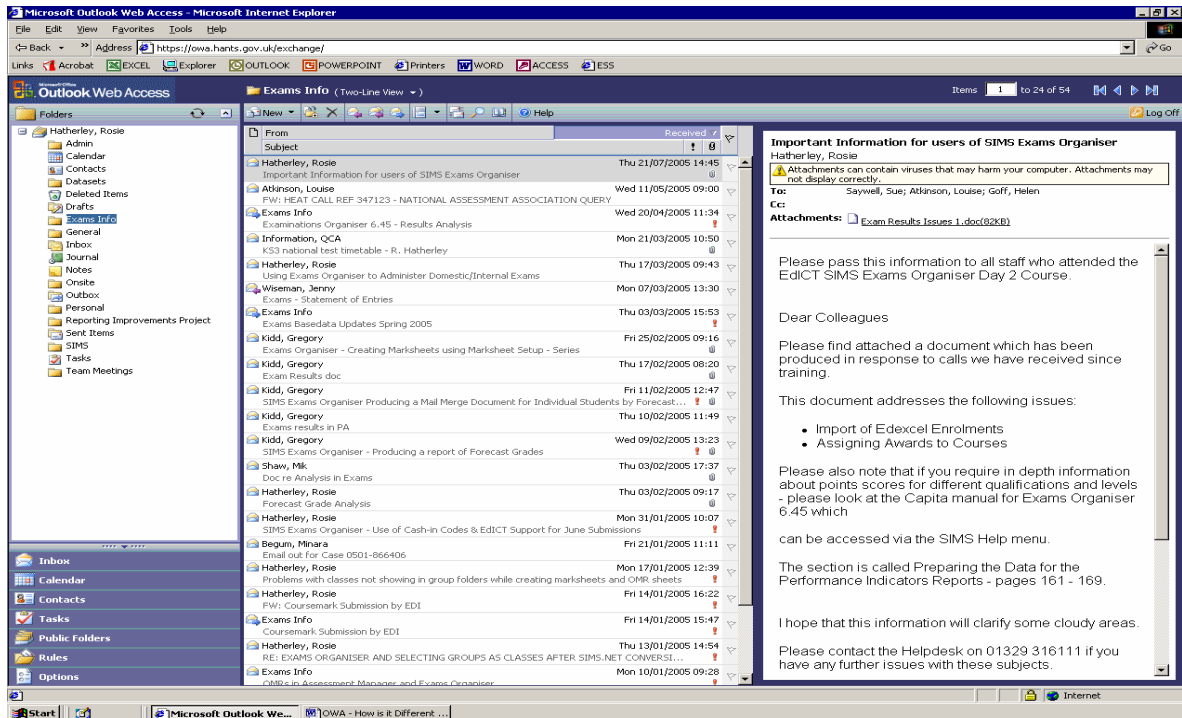
Logging On

To log into OWL 2003:

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

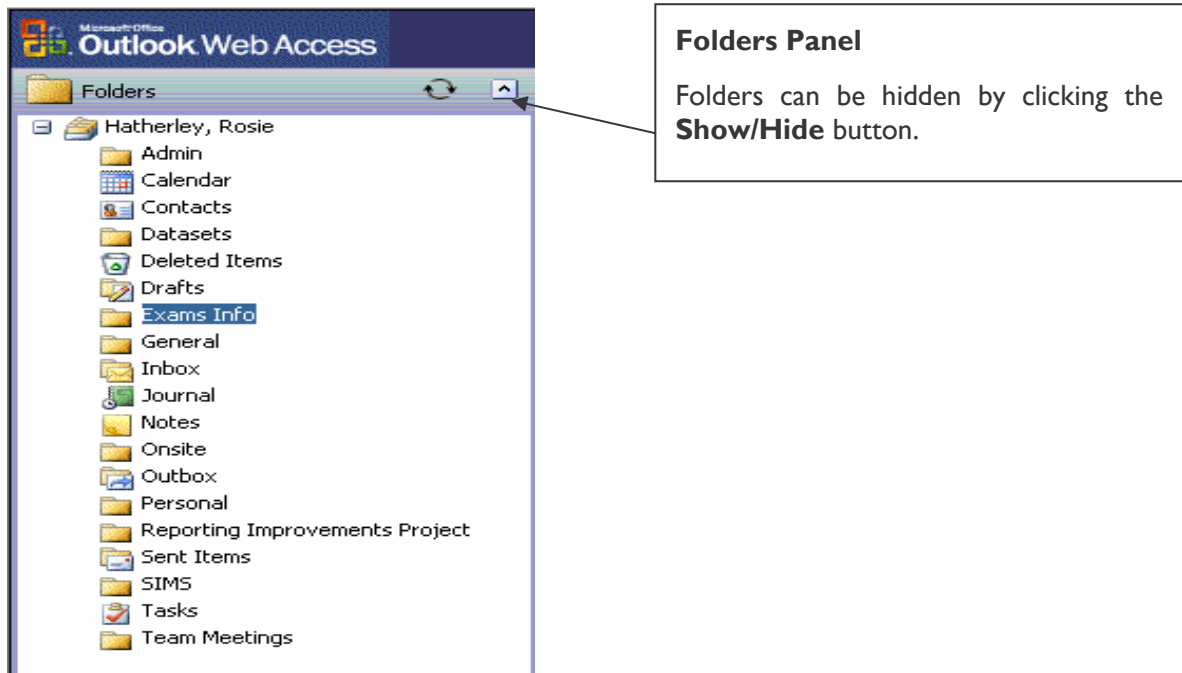
OWL 2003 – General Overview of How it Looks

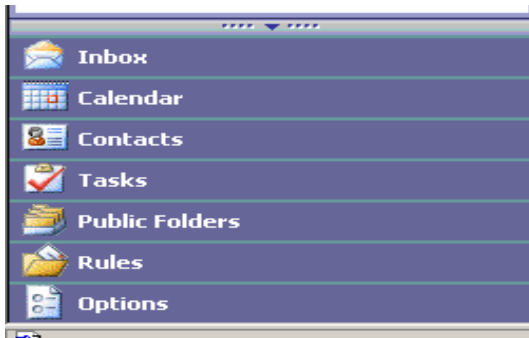
The most obvious difference between OWL and OWL 2003 in Premium client mode is the user interface. OWL 2003 is brighter and bolder with blue/white panels replacing the grey/white.



Folders/Outlook Shortcut Panel

The **Folders** and **Shortcuts** panels are displayed together.





Shortcuts Panel

There are three new Shortcut icons – **Tasks**, **Rules** and **Public Folders**

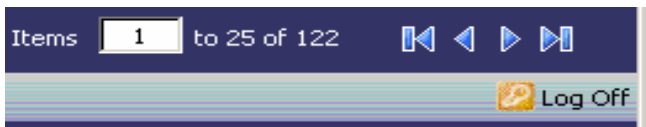
The **Log Off** icon has been removed from the Shortcuts

Shortcut icons can be minimized by clicking the small triangle at the top of the panel.



When minimized no labels are visible. Hover over

Log Off



The **Log Off** button has been relocated to the top right corner of the screen.

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
- ✓ Spell checker
- ✓ Rules
- ✓ Message flags
- ✓ 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.

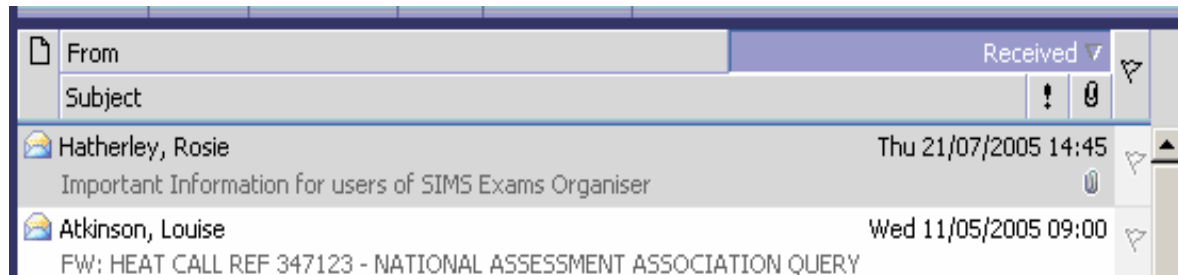
In the event of an account freezing incoming mail will still be received as usual.

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.

Inbox

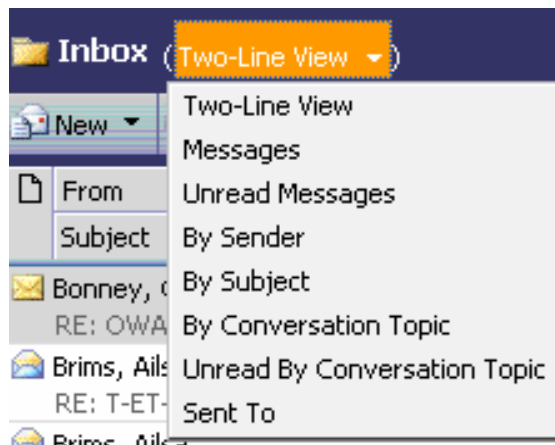
Message Pane

Information displayed about messages is the same with the exception of message size which is no longer displayed in the Inbox – it is visible in other folders.



By default messages are displayed in **Two Line View**, i.e. spread across two lines.

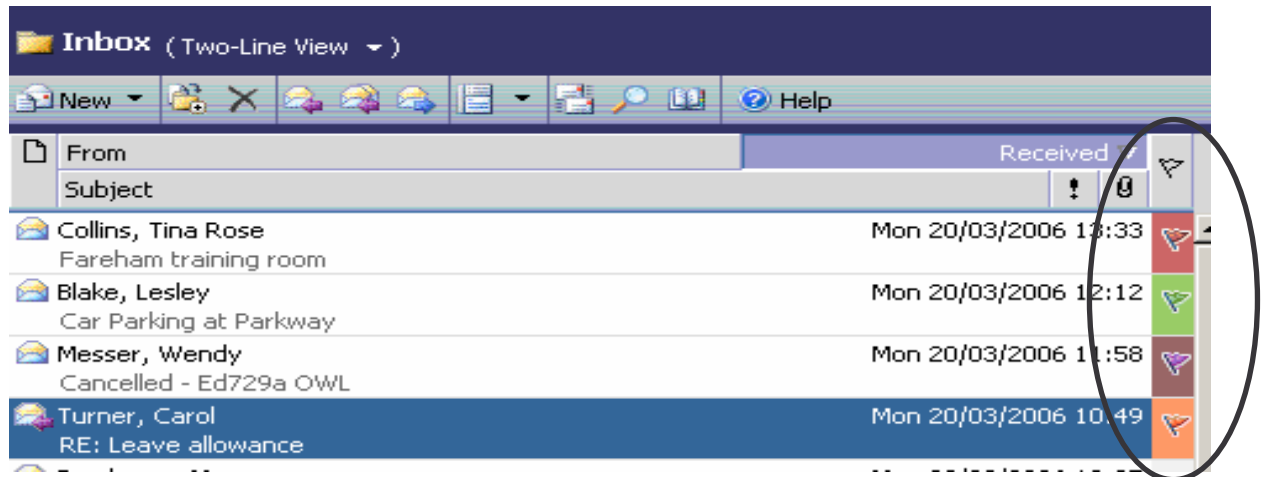
This can be changed to a single line view by selecting **Messages** from the drop down list.



!	📧	📧	From	Subject	Received ▾	Size	📧
	📧	📧	Hatherley, Rosie	Important Information for users of ...	Thu 21/07/2005 14:45	104 KB	📧
	📧		Atkinson, Louise	FW: HEAT CALL REF 347123 - NATI...	Wed 11/05/2005 09:00	2 KB	📧

The message order can also be changed here.

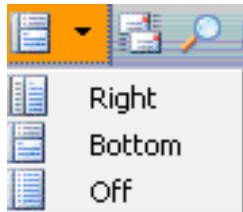
Items can now be flagged in different colours to assist in their management.



Reading Pane

Previously called the Preview Pane. By default this is situated to the right of the message panel.

The **Reading Pane** can be located beneath the message panel or switched off by clicking **Show/Hide Reading Pane**.



Inbox Toolbar



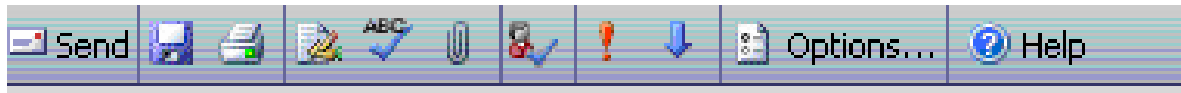
The icons on the Toolbar are in a different order:

**New | Move/Copy Folder | Delete | Reply | Reply to All | Forward | Show/Hide Reading Pane
Check for New Messages | Search | Address Book | Help**

Empty Deleted Items is no longer available from the Inbox.

Labels have been removed from all icons except **New** and **Help** but can be viewed by hovering the mouse pointer over an icon.

New Messages



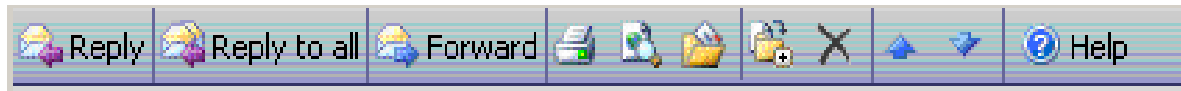
[Send](#) | [Save](#) | [Print](#) | [Insert Signature](#) | [Spelling](#) | [Add Attachment](#) | [Check Names](#) | [Importance High](#)
[Importance Low](#) | [Options](#) | [Help](#)

Signatures can now be added.

Spelling can now be checked.

The **Help** icon has been moved next to all other icons.

Received Messages



[Reply](#) | [Reply to All](#) | [Forward](#) | [Print](#) | [View as Web Page](#) | [Create Rule](#) | [Move/Copy](#) | [Delete](#)
[Previous Item](#) | [Next Item](#) | [Help](#)

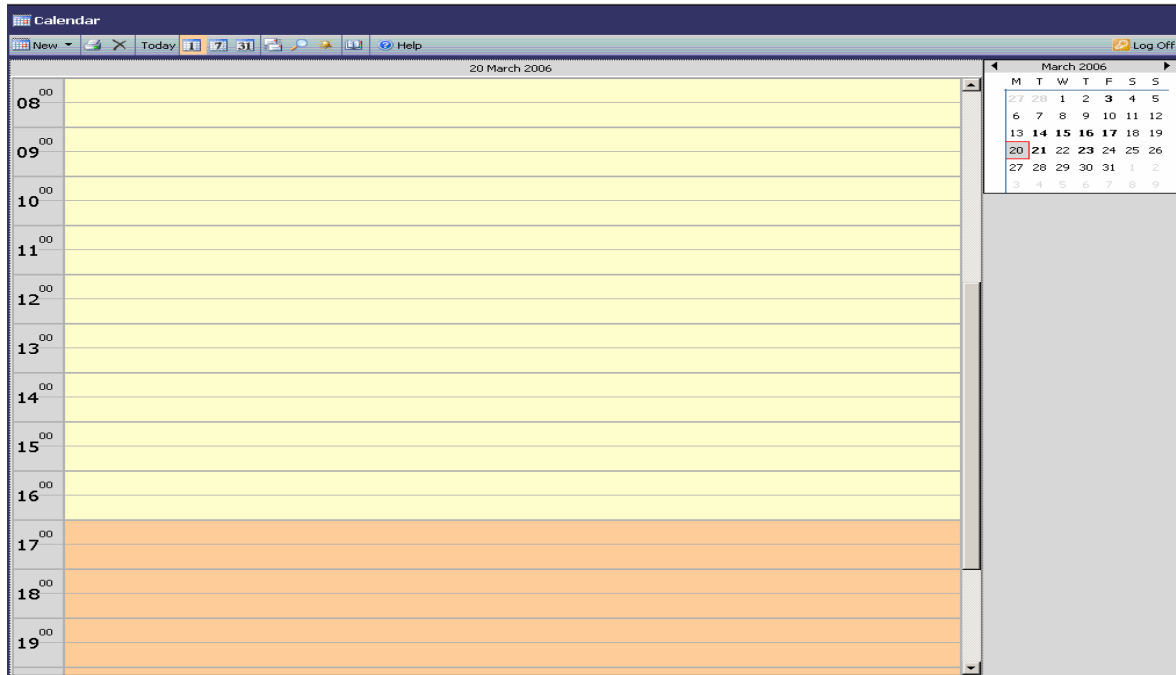
View as Web Page is now displayed as an icon rather than text hyperlink.

Create Rule is a new feature for managing messages.

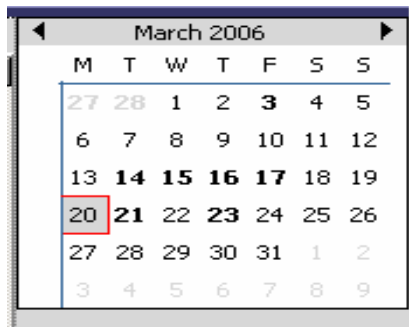
The **Help** icon has been moved next to all other icons.

Calendar

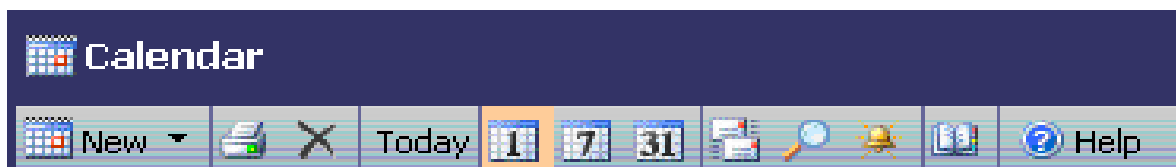
Calendar View



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



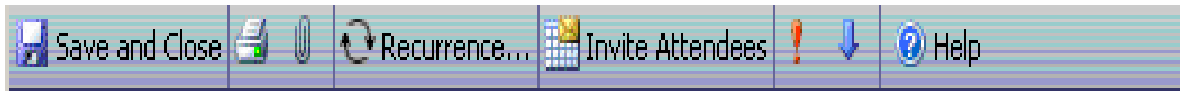
Calendar Toolbar



The icons on the Toolbar are in a different order:

New | Print | Delete | Go to Today | Daily View | Weekly View | Monthly View
 Check for New Messages | Search | View Reminders | Address Book | Help

New Appointments



The icons on the Toolbar are in a different order:

Save and Close | Print | Add Attachment | Recurrence | Invite Attendees | Importance High
Importance Low | Help

Meeting Invitations



Accept | Tentative | Decline | Print | View as Web Page | Calendar | Reply | Reply to All
Forward | Delete | Previous Item | Next Item | Help

The Calendar can be opened and manipulated from within a meeting invitation.

It is now possible to reply/forward from within the invitation.

Contacts

Contacts List

There is no change to the Contacts list.

Contacts Toolbar



The icons on the Toolbar are in a different order:

[New](#) | [Move/Copy](#) | [Delete](#) | [Check for New Messages](#) | [Search](#) | [Address Book](#) | [Help](#)

Contacts Details

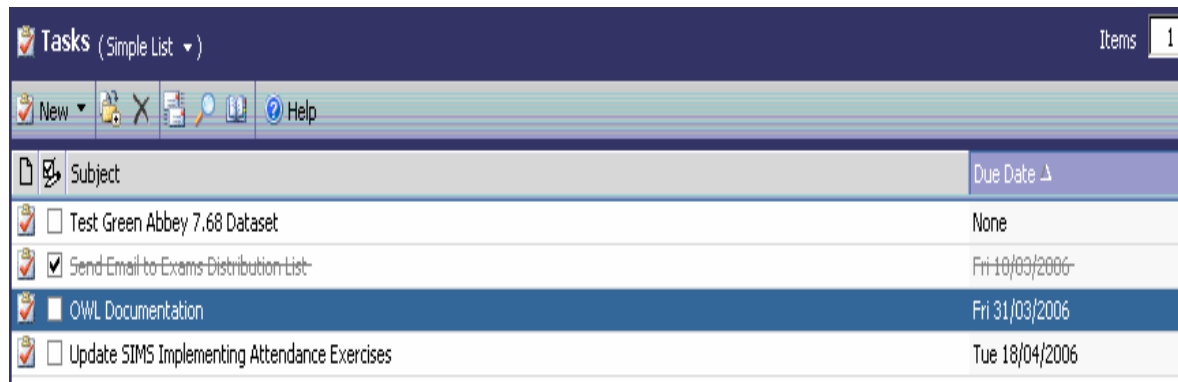
There is no change to the Contacts details screen.

Distribution Lists

There is no change to the Distribution List screen.

Tasks

Tasks List

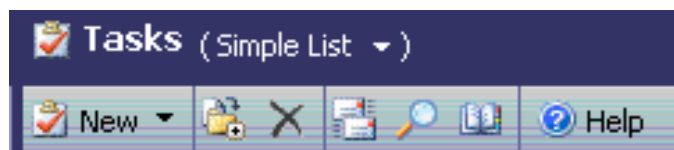


Tasks can be marked as **Completed** [only new tasks added in OWL 2003].

No file size is displayed.

The **Due Date** of the task is displayed.

Tasks Toolbar



The icons on the Toolbar are in a different order:

[New](#) | [Move/Copy](#) | [Delete](#) | [Check for New Tasks](#) | [Search](#) | [Address Book](#) | [Help](#)

There is no **Forward** or **Empty Deleted Items** icon.

Tasks 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](#) | [Print](#) | [Add Attachment](#) | [Recurrence](#) | [Mark Complete](#) | [Help](#)

Save and Close | Recurrence... | Help

Task Details

Subject:

Attachments:

Due date: Status:

Start date: Priority: % Complete:

Reminder:

On the **Tasks** tab there are new fields to record:

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

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

Save and Close | Recurrence... | Help

Task Details

Date completed:

Total work: Hours Mileage:

Actual work: Hours Billing information:

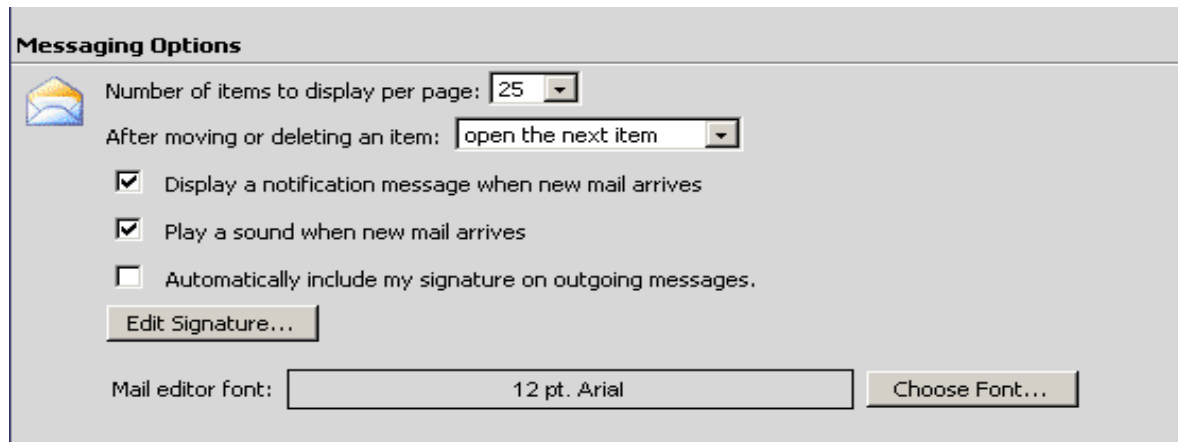
Companies:

On the **Details** tab there are new fields to record:

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

Options

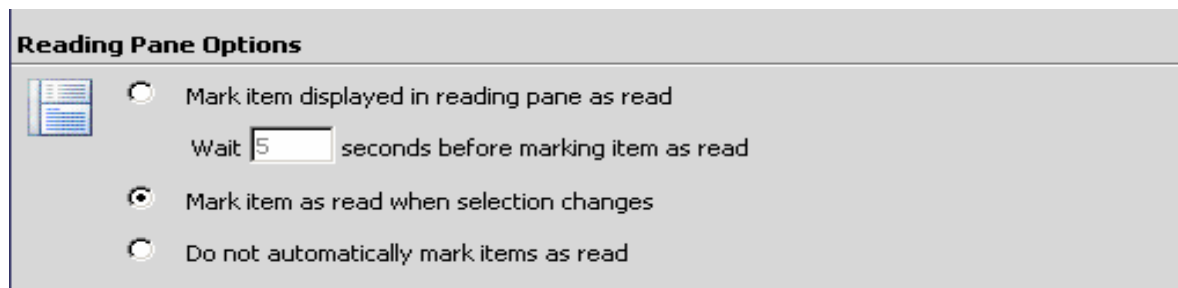
The following changes have been made to the Options screen:



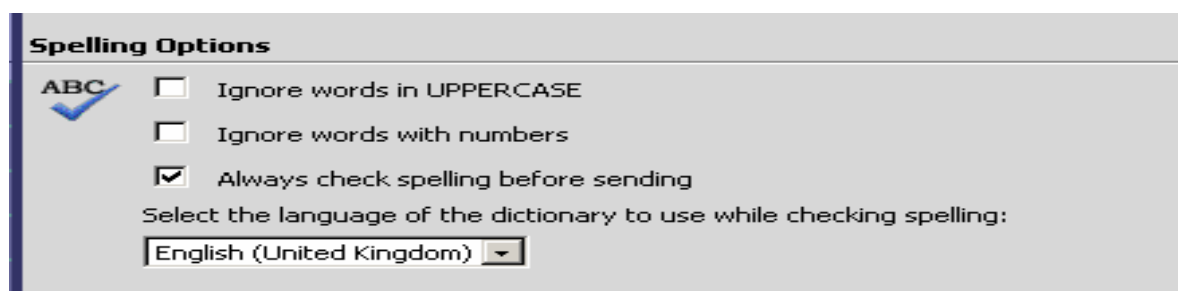
Email Options are now called **Messaging Options**.

New options are:

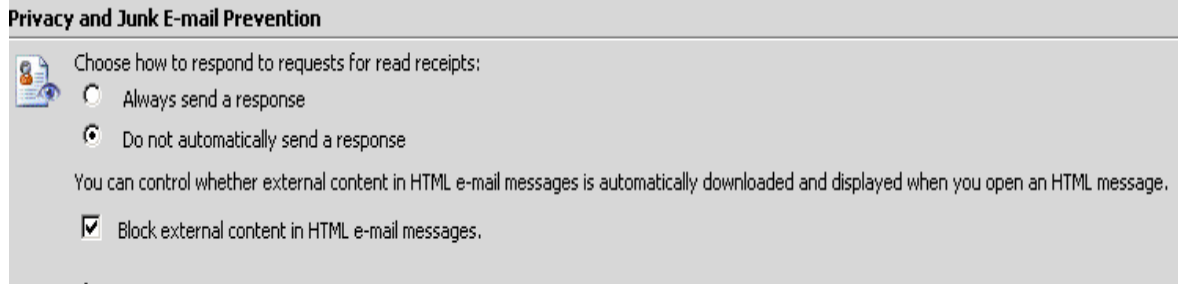
- ✓ Number of items to display per page
- ✓ Post moving/deleting item options
- ✓ Automated signature
- ✓ Mail editor settings



Reading Pane Options are a new feature. These settings dictate at what point an item is marked as 'read'.

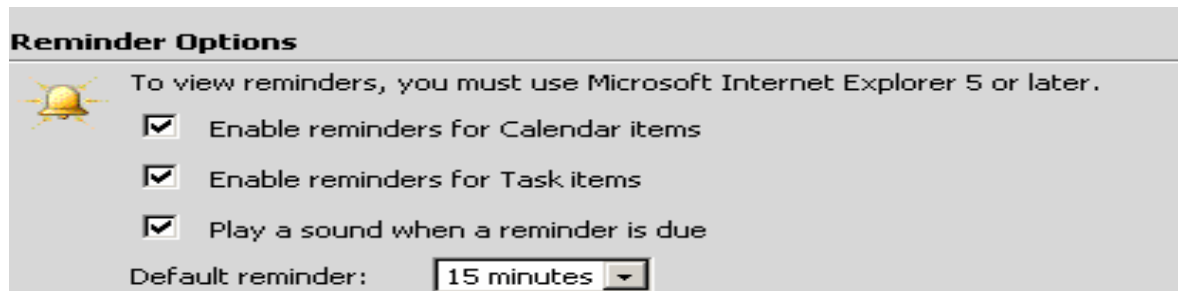


Spelling Options are a new feature. These settings dictate what words are spell-checked, when and in what language.



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.

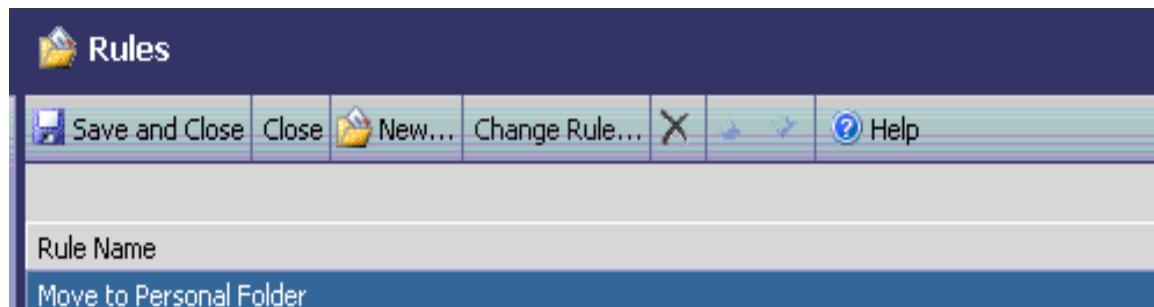


Reminder Options can now be set for Tasks.

Rules

This is a new feature within OWL 2003 which allows the setting up of rules to manage email.

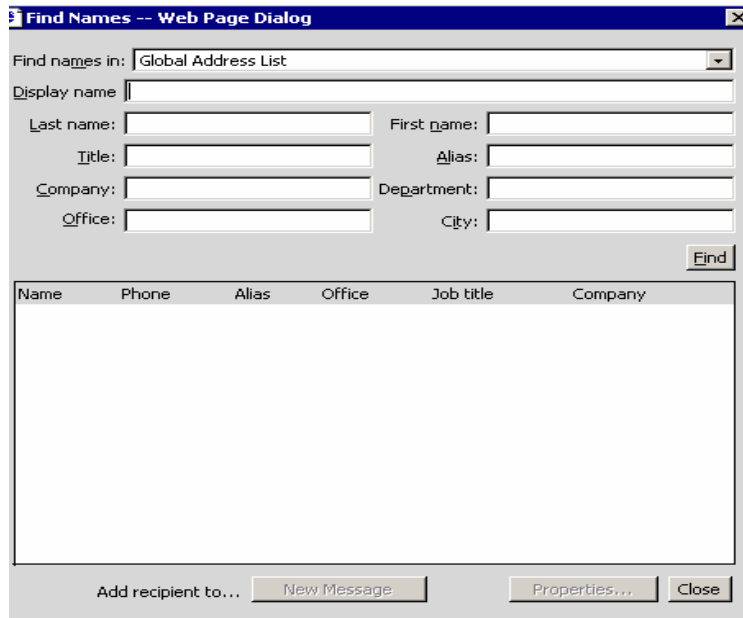
For example, it is possible to set rules which automatically file messages in specific folders, forward them to other recipients or to delete them.



Other Functions

Address Book

The Address Book accessed from any Toolbar has additional functionality.

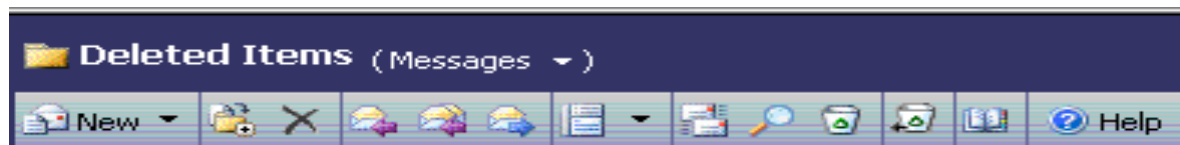


It is now possible to choose where to search for names: **Global Address List** or **Personal Contacts**.

Names can now be added to messages from here.

Recipient properties can be viewed.

Deleted Items



[New](#) | [Move/Copy](#) | [Delete](#) | [Reply](#) | [Reply to All](#) | [Forward](#) | [Show/Hide Reading Pane](#)

[Check for New Messages](#) | [Search](#) | [Empty Deleted Items](#) | [Recover Deleted Items](#) | [Address Book](#)

[Help](#)


Recover Deleted Items is also available in **Options**.

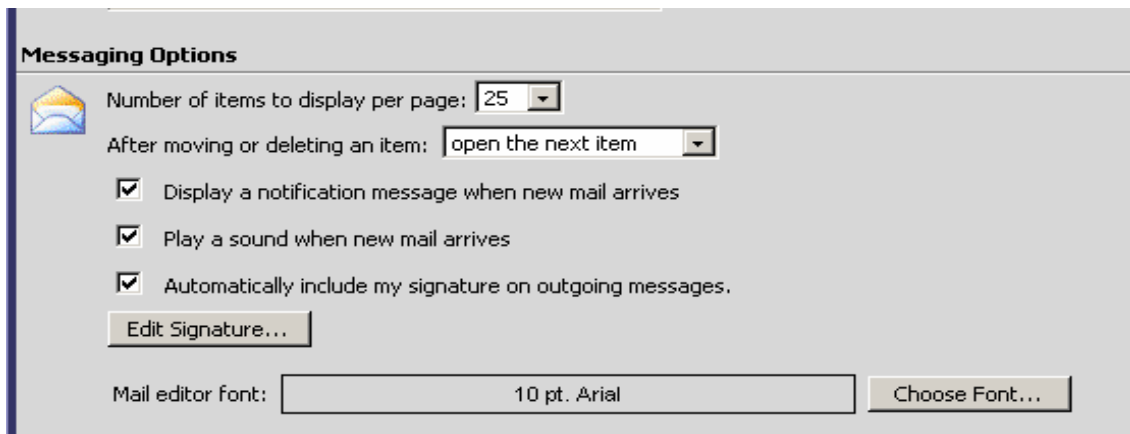
Search

There is no change in the **Search** feature.

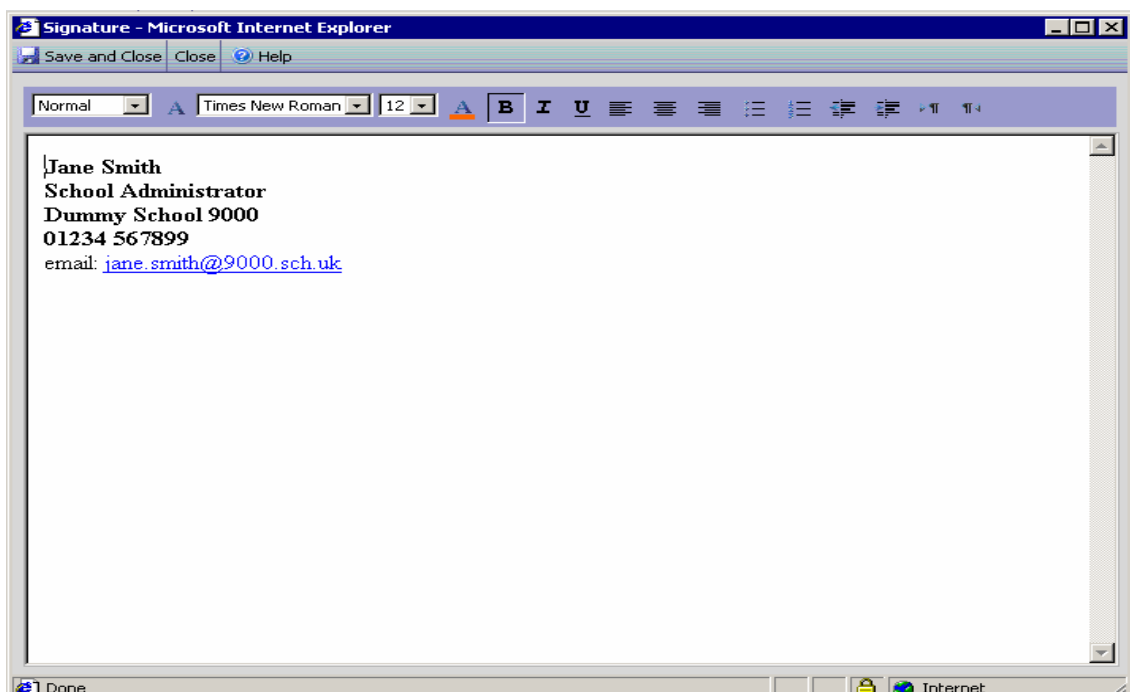
New Features

How to Add an Automated Signature

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



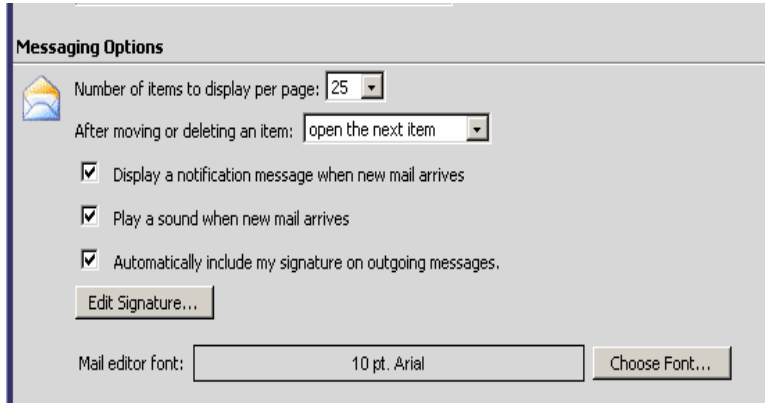
- Click **Edit Signature**
- Type signature. Select font properties, e.g. type, size, colour using the toolbar.



- Click **Save and Close** on the Signature toolbar
- Click **Save and Close** on the Options toolbar

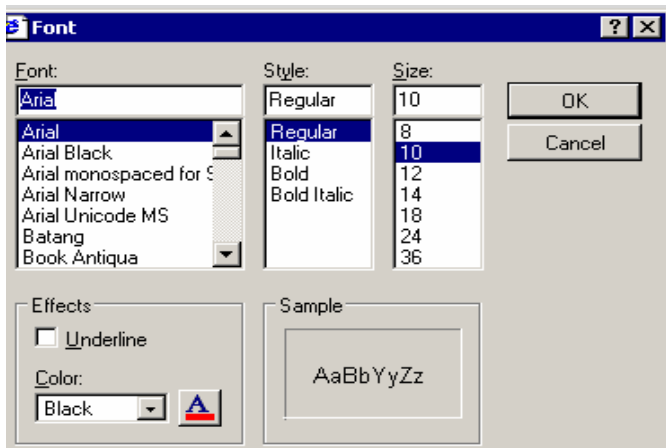
How to Set a Default Font Type and Size

- Select **Options** from Shortcut panel
- Scroll down to **Messaging Options**



The default Mail Editor font is displayed:
10 pt. Arial

- Click **Choose Font**



- Select preferred font properties
- Click **OK**
- Click **Save and Close** on the Options toolbar

Changing Post-Move/Post-Delete Settings

By default, when an open mail item is deleted or moved to another location, the next item in the list opens automatically when the action is completed.

To disable this feature:

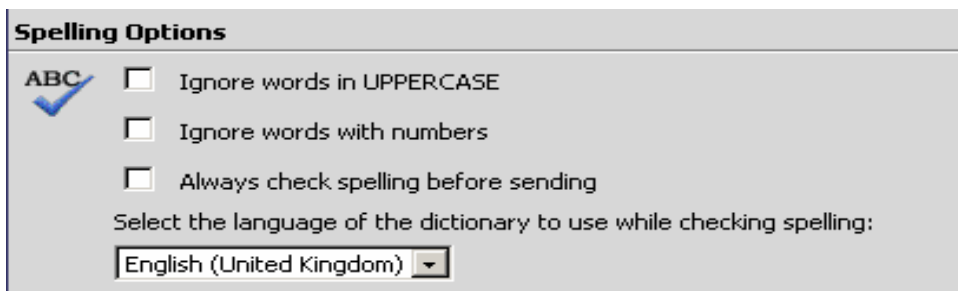
- Select **Options** from Shortcut panel
- Scroll down to **Messaging Options**



- At **After Moving or Deleting an Item** change the setting to “**return to the view**”
- Click **Save and Close** on the Options toolbar

How to Setup Spelling Options

- Select **Options** from Shortcut panel
- Scroll down to **Spelling Options**



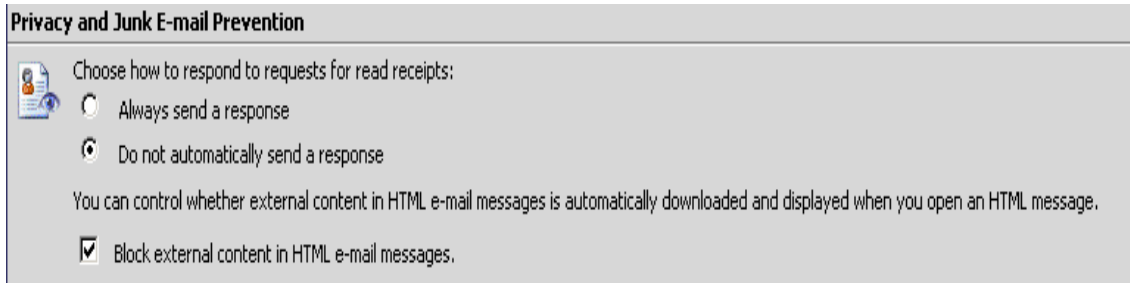
- Select from the available choices [multiple selections can be made]
- Select Language: **English [United Kingdom]**
- Click **Save and Close** on the Options toolbar

Dealing with Read Receipts

- Select **Options** from Shortcut panel



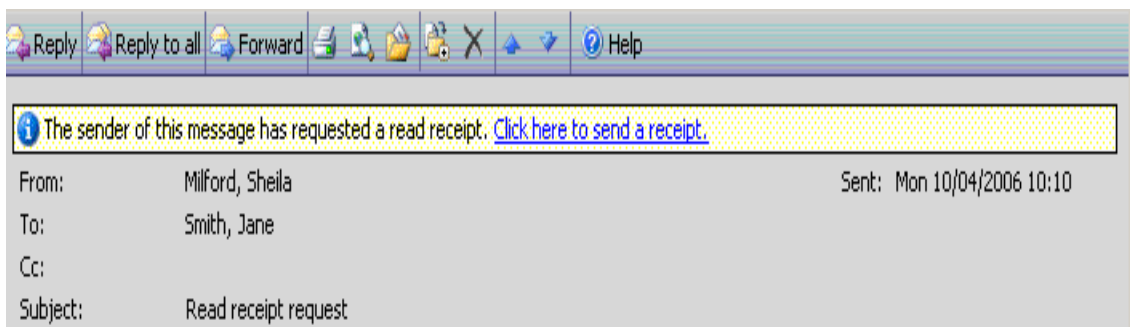
- Scroll down to **Privacy and Junk Email Prevention**



- Select from the following choices [one only]:
 - Always send a response**
 - Do not automatically send a response**
- Click **Save and Close** on the Options toolbar

If “**Do not automatically send a response**” is selected, when mail is received from a sender who requires a read receipt, the following message is displayed above the sender’s name:

The sender of this message has requested a read receipt. Click here to send a receipt.



To respond to this request:

- Click the hyperlink: **Click here to send a receipt**

The read receipt will be generated and sent.

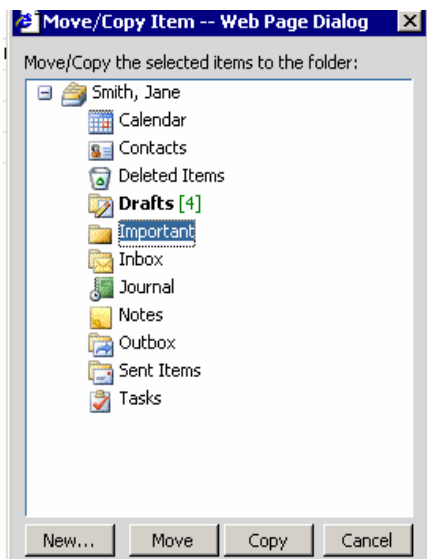
How to Copy Items between Folders

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 – single click
- Click **Move/Copy** or right-mouse click and select **Move/Copy to Folder**



- Select location – single click to highlight
- Click **Copy**

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** icon on the toolbar

A message will be displayed:

You are about to open the message body as a web page that may contain unsafe content. Click OK to proceed, Cancel to return to message.

- Click **OK**

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

Using Message Flags

Message Flags or Follow Up Flags can be used to mark mail items for attention or specific action.

They can also be used to categorize mail items.

There are six colours. The user will need to define the meanings of each colour to be used.

The flags are intended only as a personal aid to the mailbox user. They cannot be used to manage other users to whom messages are sent.

For example:

- It is not possible to assign a coloured flag when creating new messages.

Items can be marked as high priority with the Importance icon on the toolbar. 

- If an item in the inbox has been marked with a flag and is then forwarded to someone else, the flag assignment will not be sent as part of the message.

Single Flags

This is the quickest method of using flags. It utilises red flags only.

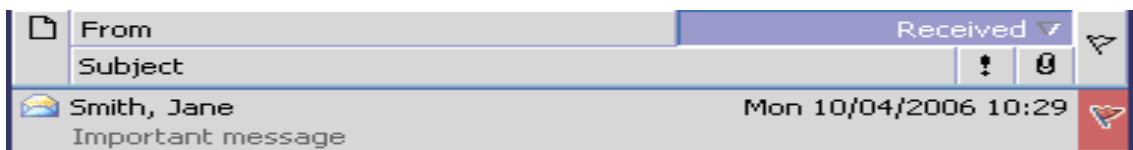
To Assign a Flag

Either:

- Click Flag button to the right hand side of selected mail item
- The flag will change from grey to red

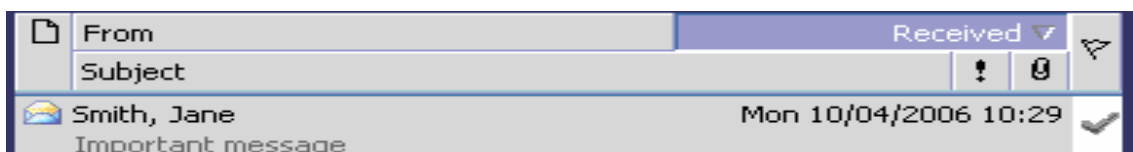
Or:

- Right-mouse click mail item and select **Follow Up**
- The flag will change from grey to red



To Mark a Flag as Complete

- Either click the red flag once
- Or right-mouse click the red flag and select ✓ **Flag Complete**
- Or right-mouse click the mail item and select ✓ **Flag Complete**



To Clear a Flag

- Either right-mouse click the red flag and select **Clear Flag**
- Or right-mouse click the mail item and select **Clear Flag**
- The flag will change to grey

Multiple Flags

This method gives access to the following colour flags: red; blue; yellow; green; orange and purple. The User can define meanings for each flag.

NB - There is NO place within OWL 2003 to record what actions have been assigned to each colour.



Examples of how coloured flags can be used:

requires immediate action [red]

personal [green]

requires telephone action [yellow]

To Assign a Flag

- Right-mouse click Flag button to the right hand side of selected mail item
- Select flag from the list

To Mark a Flag as Complete

- Either click the flag once [if it is clicked a second time it will change to a red flag regardless of its original colour]
- Or right-mouse click the flag and select **✓ Flag Complete**
- Or right-mouse click the mail item and select **✓ Flag Complete**


To Clear a Flag

- Right-mouse click the flag and select **Clear Flag**
- Or right-mouse click the mail item and select **Clear Flag**
- The flag will change to grey

Using Rules

Rules can be set up to automatically manage mail items, e.g. move them from one folder to another, forward them to a specified person, delete them.

To Add a New Rule

- Select **Rules** from the Shortcuts panel 
- Click **New**
- Enter a name for the rule – this will make it easier to identify if revisited.

Rule Name (optional)	<input type="text" value="Move SIMS Items To Important Folder"/>
----------------------	--

- Complete the **When a Message Arrives** options – one or more can be used


When a message arrives

Where the

From field contains	<input type="text"/>	
Subject contains	<input type="text" value="SIMS"/>	
Importance is	<input type="text" value="Any"/>	

- **Where the From field contains:**
 - Enter the name/id/email of a person or organization, e.g. 9000jds; Smith, Jane; **burt.reynolds@aol.com**. The name can be typed or selected from the Address Book.
- **Where the subject contains:**
 - Enter subject keyword(s), e.g. SIMS; Submarine Museum; KS2
- **Where importance is:**
 - Select from: Any; Low; Normal; High

- Complete the **Sent To** options – only one can be selected

Sent to 

People or Distribution List

Or is Sent only to me

- People or Distribution List:**

Enter the name or people/lists. These can be typed or selected from the Address Book.

- Sent Only to Me**


- Complete the **Then** options – only one can be selected

Then

Move it to the [Important](#) folder

Copy it to the [specified](#) folder

Delete it

Forward it to 

Keep a copy in my Inbox

- Move it to “specified” folder
- Copy it to “specified” folder
- Delete it
- Forward it to:

- click **specified**
- select folder
- click **OK**

Enter the name/id/email of the people/organization to whom the item should be forwarded. These can be typed or selected from the Address Book.

There is an option here to Keep a Copy in my Inbox - ✓ to select if required

- Click **Save and Close** to store the Rule

To Change a Rule

- Select [single click] rule
- Click **Change Rule**
- Make required changes
- Click **Save and Close**



To Delete a Rule

- Select [single click] rule
- Click **Delete**



Closing the Rules View

When closing the Rules view there are two options:

- Close and Save** – this **must** be used if any new rules have been added, if existing rules have been changed or if rules have been deleted
- Close** – this can be selected if no changes have been made



Keyboard Shortcuts

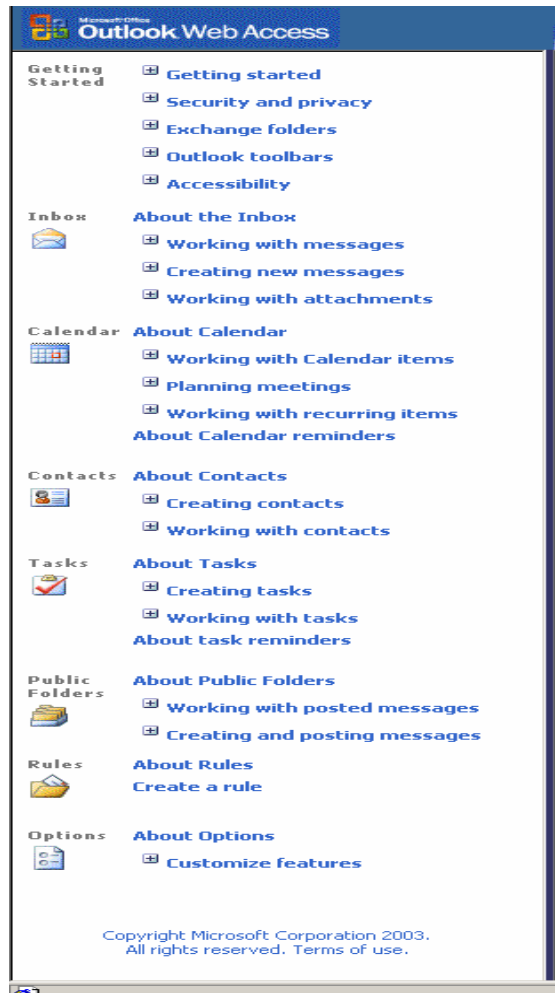
NB The term mail item refers to message/appointment/contact/task, etc depending upon which folder view is being used.

Shortcut	Action
ENTER	Opens selected mail item
Ctrl + N	Open/create new mail item
Ctrl + R	Reply to selected message
Ctrl + U	Mark selected message as unread
Ctrl + Q	Mark selected message as read
Ctrl + K	Checks names in address boxes
Ctrl + Shift + R	Reply to All
Ctrl + Shift + F	Forward selected message
Del	Delete selected mail item
F7	Check spelling
Ctrl + B	Toggle bold formatting
Ctrl + I	Toggle italic formatting
Ctrl + U	Toggle underline formatting

Further Help

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 on the right hand side.

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.