

Outlook Web Link 2000

**System Administrator User Guide for the
Email for Schools service**



Introduction

Welcome to the OWL System Administration User Guide.

This guide is designed to help the System Administrator (SA) through the tasks of administering the email system within schools.

There are a number of different tasks that can be undertaken, which include:

- Adding a new user
- Amending user details, such as:
 - Changing name
 - Changing the email roles for users
 - Resetting a users password
- Deleting a user

Please ensure that at the end of the session, the *'Log Off'* button is clicked, this will close the browser and prevent other users from opening the mailbox.

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1 Logging on

Email for Schools hereafter known as OWL (Outlook Web Link) operates through a web browser. The System Administrator application can be found on the Hantsweb's Education homepage - "Schools' e-mail".

Then click on the 'OWL System Administrator' link. Enter the correct username and password.

A screen similar to the following will appear:

The screenshot shows the 'System Administrator Pages' interface. At the top left is the OWL logo and 'Hampshire Outlook Web Link'. The main title is 'System Administrator Pages'. On the top right, it says '(Logged on as 8011tt)' and includes a 'Download the System Administrator Guide' link and a 'Log off' button. Below this, school details are listed: 'DFES No: 8011', 'School Name: IT Test School 8011', and 'Account Limit: 12'. A section titled 'Maintain User' contains a list of users with their roles: '8011ac crook, andrew' (GoverningBody), '8011temp user, temp' (AdminOffice), '8011to oliver, tim' (System Administrator), and '8011tt timpson, trevor' (Headteacher). At the bottom, there is a 'New User' section with a 'Create New User' button.

Numbered callouts in the image point to the following elements:

- 1: School Name: IT Test School 8011
- 2: Download the System Administrator Guide
- 3: Log off button
- 4: List of users (8011tt timpson, trevor)
- 5: Create New User button

KEY

1. School details.
2. User Guide
3. Log Off button
4. The list of users within the school (showing Display Names)
5. Click this button to add a new user

This screen will link to the following functions.

- add a new user
- amend a current users' details
- delete a user

These procedures are detailed in the following pages.

2 Adding New User

- 1 To create a user click 'Create New User' button, as indicated above.
A screen similar to the one below will appear:

The screenshot shows a web page titled "System Administrator Pages". In the top right corner, it says "(Logged on as 8011tt)" and provides links for "Download the System Administrator Guide" and a "Log off" button. The main heading is "New User Details". Below this, it says "Use this page to create a new user." The form includes the following fields: "School name" (IT Test School 8011), "First name" (empty), "Middle initial" (empty), "Surname" (empty), and "Telephone" (555 8011). There are two buttons: "Create User" and "Return to User list".

- 1-2. Enter the name details into the text entry boxes.
(if the person does not have a middle initial, it does not matter.)
The email address is created from the details so please use lowercase letters throughout.
- 2-3. When the person's details are complete, click on 'Create User'.
This will present a confirmation screen with the new email address, logon ID and password. (The logon ID and initial password will be the same).
- 3-4. At this point note these details and securely pass them to the person, e.g. in a sealed envelope.
- 4-5. Click on 'Return to User list'. If the person is to be allocated the role of Headteacher, GoverningBody or Adminoffice you will need to select the correct role. (Refer to section 3.2 Amending roles).
- 5-6. 'Log off' or perform another task.

3 Amending User details

From the Maintain User screen, click on the person's name that is to be amended, as indicated below;

System Administrator Pages (Logged on as 8011tt) [Download the System Administrator Guide](#)

DFES No: 8011
School Name: IT Test School 8011
Account Limit: 12

Maintain User
To amend or delete a User, to reset User passwords and set roles, please click the appropriate User name below.

8011ac	crook, andrew	GoverningBody
8011temp	user, temp	AdminOffice
8011to	oliver, tim	
8011tt	timpson, trevor	System Administrator Headteacher

New User
To create a new User, click the 'Create New User' button below.

System Administrator Pages (Logged on as 8011tt) [Download the System Administrator Guide](#)

Edit User Details
Use this page to amend user details, change user roles, reset user passwords and delete users.

(GoverningBody)

School name	IT Test School 8011
Alias	<input type="text" value="8011ac"/>
First name	<input type="text" value="andrew"/>
Middle initial	<input type="text"/>
Surname	<input type="text" value="crook"/>
Telephone	<input type="text" value="555 8011"/>
Email Address	<input type="text" value="andrew.crook@8011.schools.hants.gov.uk"/>

Roles
GoverningBody AdminOffice Headteacher

Highlight a Current group and click Remove to remove this person from that group
Highlight an Available group and click Add to add this person to that group

New password
Confirm password

A screen similar to the one below will appear:

Depending on what needs to be amended, a different part of this form will need to be used.

3.1 Amending Personal Details

- To amend personal details, such as name, make the changes in the appropriate boxes, indicated by #1 on the above diagram.
- Click on 'Save Account Changes' as indicated by #2 on the above diagram.
- Changes to a person's name will automatically change their email address.
- Changes to the aliases need to be made manually
- A confirmation that the changes have been made will appear.
- Click on 'Return to User list'.

3.2 Amending Roles

To standardise the sending of email to large numbers of schools , it is expected that each school will allocate the following roles to appropriate members of staff. The school can decide how to allocate, and it is possible to allocate any one of the roles to more than one person.

The roles are:

Headteacher :- headteacher@schoolname.hants.sch.uk

AdminOffice :- adminoffice@schoolname.hants.sch.uk

Governing Body :- gb@schoolname.hants.sch.uk

These are alias allocated to existing email accounts, they are not separate accounts. They will allow people to send an email to either:

john.smith@schoolname.hants.sch.uk or
headteacher@schoolname.hants.sch.uk

and the item will arrive in the mail box for John Smith, assuming he has been assigned into the Headteacher role.

To ensure critical mail items are not missed, please make sure that the three roles are always allocated to someone.

The roles can be allocated in different ways:

- all roles to one person
- each role to a different person
- all roles allocated to one or more people
- individual roles allocated to one or more people

The policy that is adopted is a school based decision.

The allocation of roles can be changed by the system administrator at any time.

To allocate/amend the role(s) the user is on, use the choice boxes as indicated by #3 on the previous diagram.

- The first box (on the left) lists the role(s) that are currently assigned. The box on the right lists the available options.
- To move an available option to the 'current' list, select the role required and then click on 'Add', which will transfer the selection to the 'current' list.
- To remove a role from the 'current' list highlight it and click on 'Remove' to move it back into the available options list.
- Click on 'Save Account Changes' as indicated by #2 on the previous diagram.

- A confirmation that the changes have been made will appear.
- Click on '*Return to User list*'.

3.3 Resetting user password

- From the Maintain User screen, click on the user name that requires a new password.
- Enter a new password into the first text entry box.
- Re-enter the new password in the '*Confirm password*' box, both of which are indicated by #4 on the previous diagram.
- Click on '*Change Password*' as indicated by #4 on the previous diagram.
- A confirmation that the password change has been made will appear.
- Click on '*Return to User list*'.

3.4 Unlocking Accounts

- The 'Unlock Account' button will only appear when the account is locked. The account can be unlocked without changing the password, though it may be appropriate to consider changing.

44 Deleting a user

From the Maintain User screen, click on the user name that requires deletion, as indicated below.



The screenshot displays the 'System Administrator Pages' interface. At the top left is the 'wl' logo with 'Hampshire Outlook Web Link' text. The title 'System Administrator Pages' is centered at the top. On the top right, it shows '(Logged on as 8011it)' and a 'Log off' button. Below the title, system information is listed: 'DFES No: 8011', 'School Name: IT Test School 8011', and 'Account Limit: 12'. The 'Maintain User' section contains the instruction: 'To amend or delete a User, to reset User passwords and set roles, please click the appropriate User name below.' A list of users follows: '8011ac crook, andrew' (highlighted with a red box and arrow), '8011temp user, temp', '8011to oliver, tim', and '8011tt timpson, trevor'. Roles are listed to the right: 'GoverningBody', 'AdminOffice', and 'System Administrator Headteacher'. The 'New User' section at the bottom has the instruction: 'To create a new User, click the 'Create New User' button below.' and a 'Create New User' button.

System Administrator Pages

(Logged on as 8011it) [Download the System Administrator Guide](#)

DFES No: 8011
School Name: IT Test School 8011
Account Limit: 12

Maintain User
To amend or delete a User, to reset User passwords and set roles, please click the appropriate User name below.

8011ac	crook, andrew	GoverningBody
8011temp	user, temp	AdminOffice
8011to	oliver, tim	
8011tt	timpson, trevor	System Administrator Headteacher

New User
To create a new User, click the 'Create New User' button below.

A screen similar to the one below will appear:

System Administrator Pages (Logged on as 8011tt) [Download the System Administrator Guide](#) [Log off](#)

Edit User Details

Use this page to amend user details, change user roles, reset user passwords and delete users.

GoverningBody) **School name** IT Test School 8011
Alias 8011ac
First name andrew
Middle initial
Surname crook
Telephone 555 8011
Email Address andrew.crook@8011.schools.hants.gov.uk

[Save Account Changes](#)

Roles

Current GoverningBody [Remove →](#) [← Add](#) **Available** AdminOffice Headteacher

*Highlight a Current group and click Remove to remove this person from that group
 Highlight an Available group and click Add to add this person to that group*

New password
Confirm password [Change Password](#)

[Delete this User](#) [Return to User list](#) **1**

- Click on *'Delete this User'*.
- a confirmation screen, as shown below will appear:

System Administrator Pages (Logged on as 8011tt) [Download the System Administrator Guide](#) [Log off](#)

Account Deletion

Please Confirm that you wish to Delete 8011ac

[Return to User list](#)

- Click on the confirmation button if you wish to complete the deletion.
- A screen will appear confirming the deletion.
- Click on *'Return to User list'*.
- *'Log off'*.