Introduction to Outlook Web Access

Follow the step-by-step instructions enclosed in the document. If you have any problems, please stop by the HelpDesk.

Outlook Web Access (OWA) is the web interface to the Johnson School Exchange mail server. In your Orientation packet, you will find a Self-Guided Laptop Configuration document that will walk you through setting up your Outlook desktop client (part of Office 2003 Pro).

Creating a new message -
To start a new message, click on the Inbox and then click New. Here you can type in the email address of the person to whom you are sending or their first and/or last name if a Johnson School Community member.

Creating an address book - Note: there is no way, besides manually entering them, to copy over your contacts from other web-based e-mail programs.
1. Click the Contacts folder.
2. Click New at the top.
3. You need to fill out the full name and email address for each of your contacts.

To send a new message using your new contact-
1. Click on Inbox and then click New.
2. In the “TO:” field, enter the name of the person that is in your Contacts folder. The name should now be underlined after pressing the Check Names ICON above the TO field. If you want to send the e-mail to more than one person, be sure to put a semi-colon (;) between each name.

Schedule meetings –
1. Click on the Calendar icon in the left frame, and then click on the date you wish to schedule in the month view calendar in the right frame.
2. Click the New button on the toolbar and an appointment creation window will display. Enter the names and NetIDs of those who will attend and a contact phone number in the subject line.
3. Click the Invite Attendees button at the top of the appointment and Required, Optional and Resource buttons will be added to the appointment window.

4. Click the Required button to enter the email addresses of the people that are required to attend. Click the Optional button for the people that are optional.

5. To reserve a room, change the “Find Names In” field to “Global Address List”, enter a left parenthesis in the name field, and click Find. Enter the room in the Resources field. Only one Resource may be added in each Find window, but many may be added to the Resources for the Meeting.

6. Click the Availability tab to see if the people and rooms are available. When a time and Breakout Room has been selected, click the unneeded rooms and select Remove.

7. When reserving a room, via OWA or your Outlook desktop client, you will receive the following message:

Thank you for requesting a room via the automated Outlook reservation system. Please note that you do NOT have a confirmed reservation until you receive an email message or screen message that says you do. If you used Outlook Web Access to reserve this room, you will receive an ACCEPT or DECLINE message in about 5 minutes. If you want to see an immediate confirmation, use the Outlook desktop client (see instructions below).

Details about using this system
Using Outlook Web Access to reserve rooms requires the system to respond via Email instead of immediately on the screen. Email messages take about 5 minutes.

TO RESUBMIT YOUR RESERVATION REQUEST in order to obtain an immediate reservation confirmation (using the Outlook desktop client)...
Double-click the entry on your calendar, press the TO button and click 'n drag the breakout room entry from Required to the Resources area and press OK. See the enclosed link for more information.

A final reminder...breakout rooms may not be reserved for more 6 hours at any one time, for more than 7 days in advance, or reoccurring. Exceeding these restrictions may cause your reservation to be altered or canceled to accommodate other reservations.

This is an automatic response. Please direct inquires to lf10@cornell.edu.