



User Guide Webmail (Exchange 2016)

When you sign into the Interior Health **Webmail** service (<https://webmail.interiorhealth.ca>) for the first time using your username/password, you will be prompted to select your **Language** and **Time Zone**.

A screenshot of the Outlook Webmail setup screen. At the top left is the Outlook logo (a blue square with a white 'O' and a white envelope icon). To the right of the logo is the word "Outlook" in a large, blue, sans-serif font. Below the logo and text is the instruction "Choose your preferred display language and home time zone below." There are two dropdown menus: the first is labeled "Language:" and has "English (Canada)" selected; the second is labeled "Time zone:" and has "Select time zone" selected. At the bottom left of the form is a blue circular icon with a white arrow pointing right, followed by the word "Save" in a blue, sans-serif font.

Select the appropriate **Language** and **Time Zone** and then click **Save**. You will then be logged directly into your Inbox

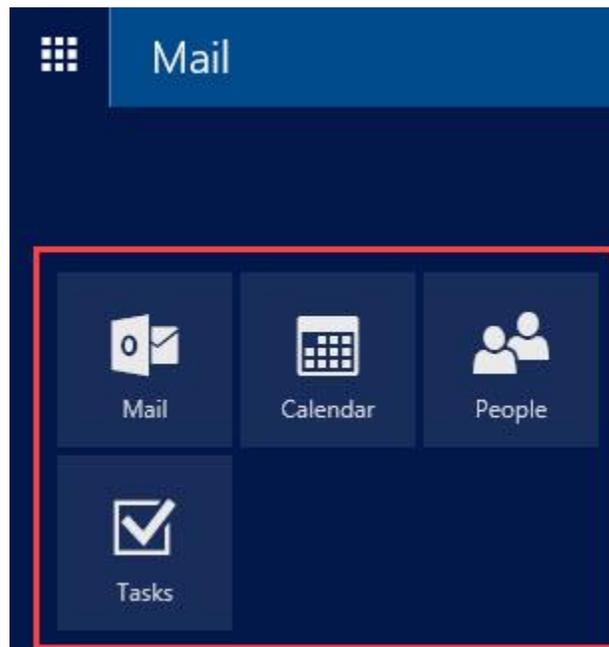
NOTE: if you access the IH Webmail service from outside of the IH network (ie: from home or a coffee shop) you will need to go through our 2 factor authentication process which requires pre-enrollment. Information on how to register for 2 factor authenticating can be found here:

<http://insidenet.interiorhealth.ca/projects/2factor/Documents/How%20to%20Register%20for%20Two-Factor%20Authentication.pdf>

Webmail will give you access to:

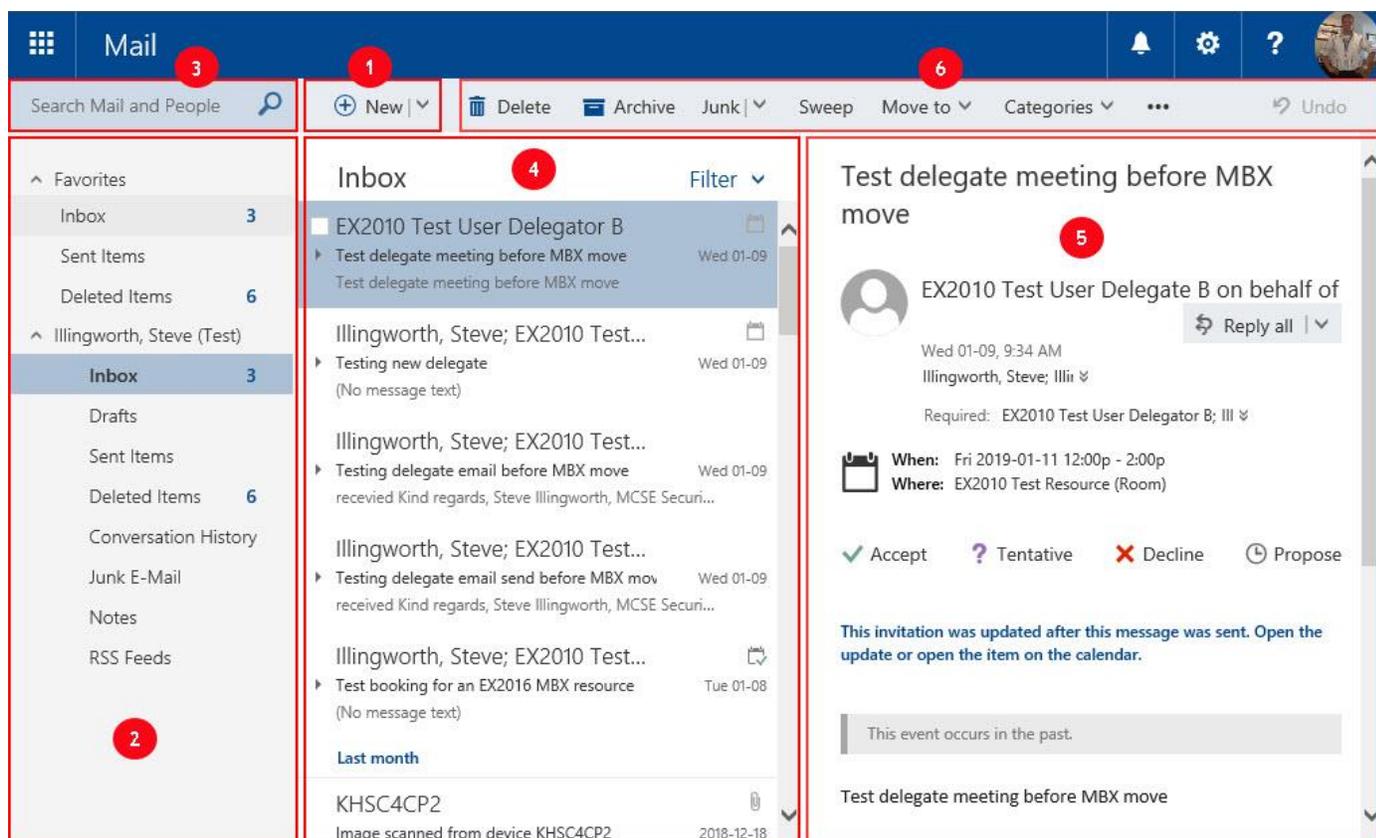
- [Mail](#)
- [Calendar](#)
- [People \(aka Contacts\)](#)
- [Tasks](#)
- [Options \(Automatic Replies, Display Settings, Email Signature\)](#)

To access each of the different sections, click the App Launcher (aka The Waffle) in the top left corner of the navigation bar and select the appropriate tile.



MAIL

When you sign in to Webmail, you'll go straight to your Inbox.



The screenshot displays a webmail interface with the following components:

- 1**: The **New** button in the top navigation bar.
- 2**: The **Inbox** folder selected in the left-hand navigation pane.
- 3**: The **Mail** header and search bar at the top left.
- 4**: The **Inbox** list of messages, with the top message selected.
- 5**: The details of the selected meeting invitation, including the sender and event information.
- 6**: The top right navigation area containing icons for notifications, settings, help, and the user profile.

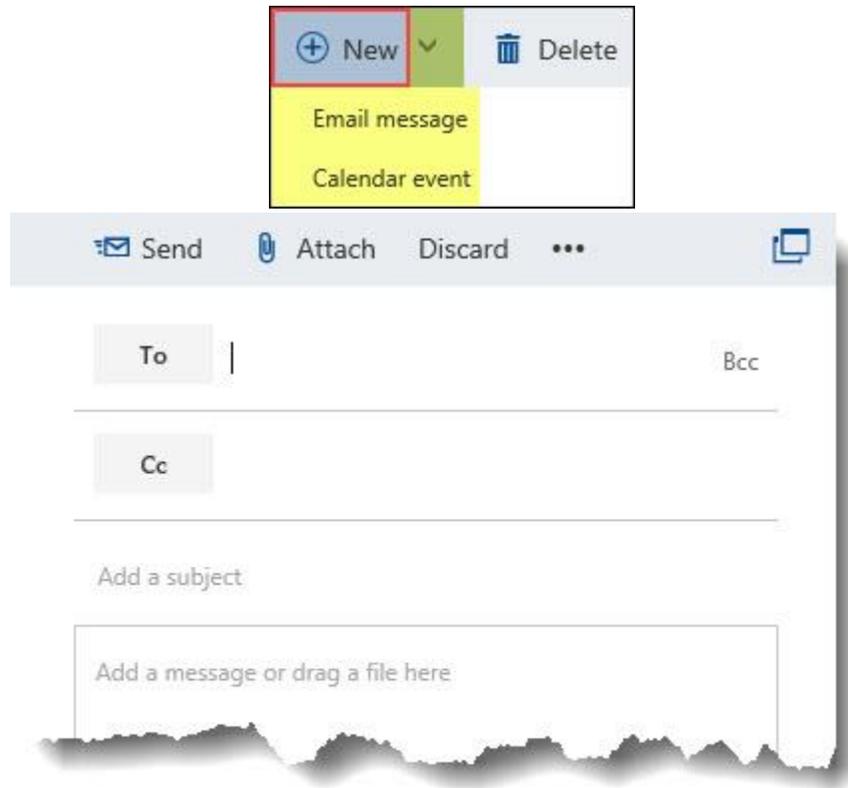
The selected email in the inbox is:

- EX2010 Test User Delegator B** (Wed 01-09)
- Test delegate meeting before MBX move

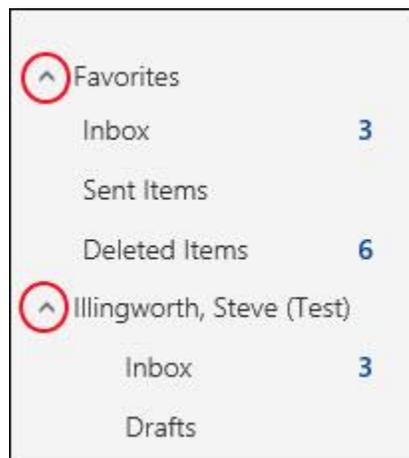
The meeting invitation details are:

- Test delegate meeting before MBX move**
- EX2010 Test User Delegate B on behalf of
- Wed 01-09, 9:34 AM
- Illingworth, Steve; Illi
- Required: EX2010 Test User Delegator B; Ill
- When:** Fri 2019-01-11 12:00p - 2:00p
- Where:** EX2010 Test Resource (Room)
- Buttons: Accept, Tentative, Decline, Propose
- Note: This invitation was updated after this message was sent. Open the update or open the item on the calendar.
- Event status: This event occurs in the past.

- 1.) **New email** - Create a new email by clicking on the New button
 - **Note:** You can also click on the down arrow next to the New button and choose either **Email message** or **Calendar event**

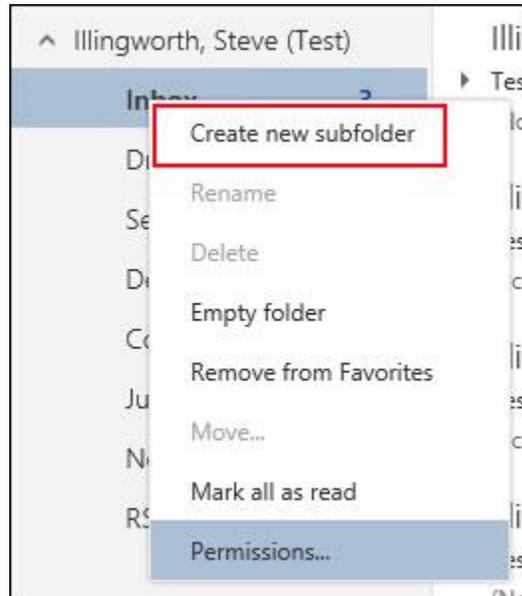


- 2.) **Folders pane** - Includes a list of folders in your mailbox and favorites. Expand and collapse the panes by clicking the arrows next to the folders at the top of the list.

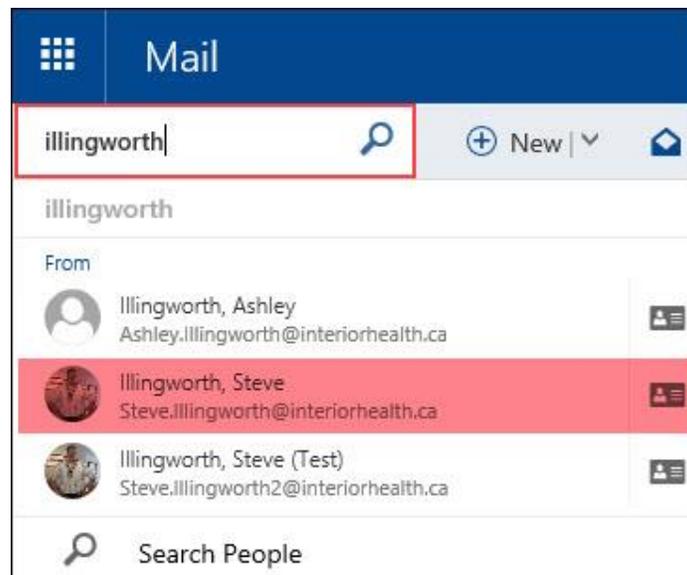


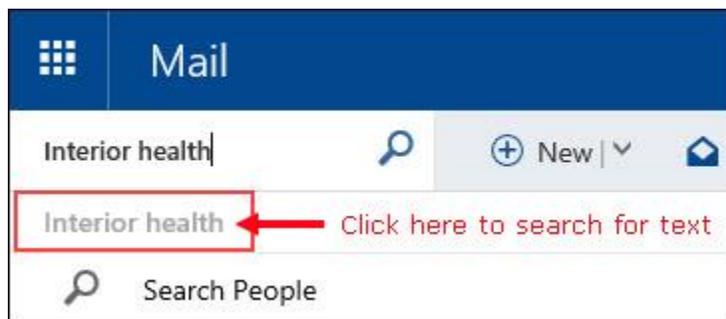


- **Note:** You can create a new folder by right clicking on a folder (ie: Inbox) and selecting Create new subfolder

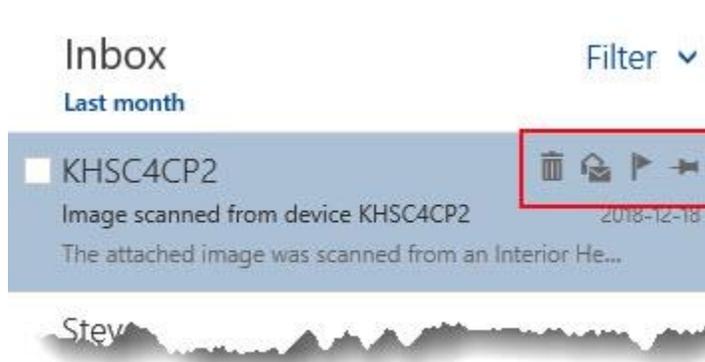


- 3.) **Search window** -Type the name of a person to locate a contact or emails from that person or type text that you want to search for to find messages with that text and then select the text.

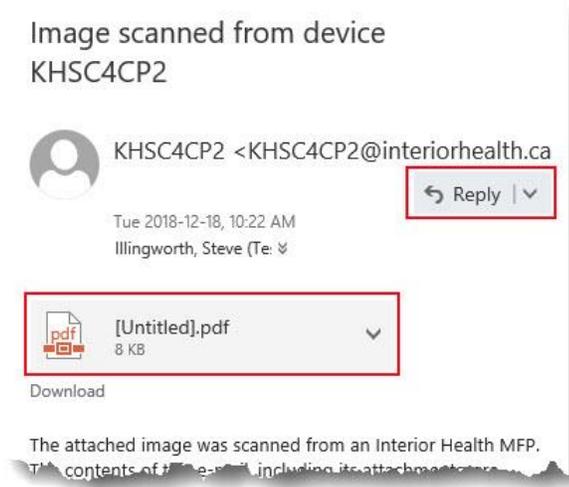




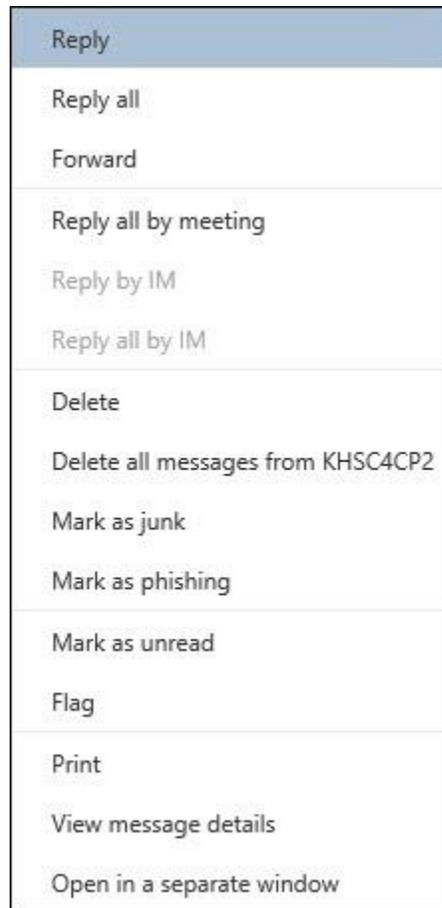
- 4.) **Emails in the current folder (ie: Inbox)** – Displays a list of all the messages in the current folder.
- **Note:** Pointing to a message displays icons that you can use to quickly deleted, mark as unread, flag or pin the message. Right clicking a message displays a menu of actions that you can take.



- 5.) **Reading pane** - Displays messages that you select in the email list. Respond to any message by clicking Reply or access any attachments



- **Note:** Click the down arrow next to the Reply button access other tasks like Forward, Print, Delete etc..

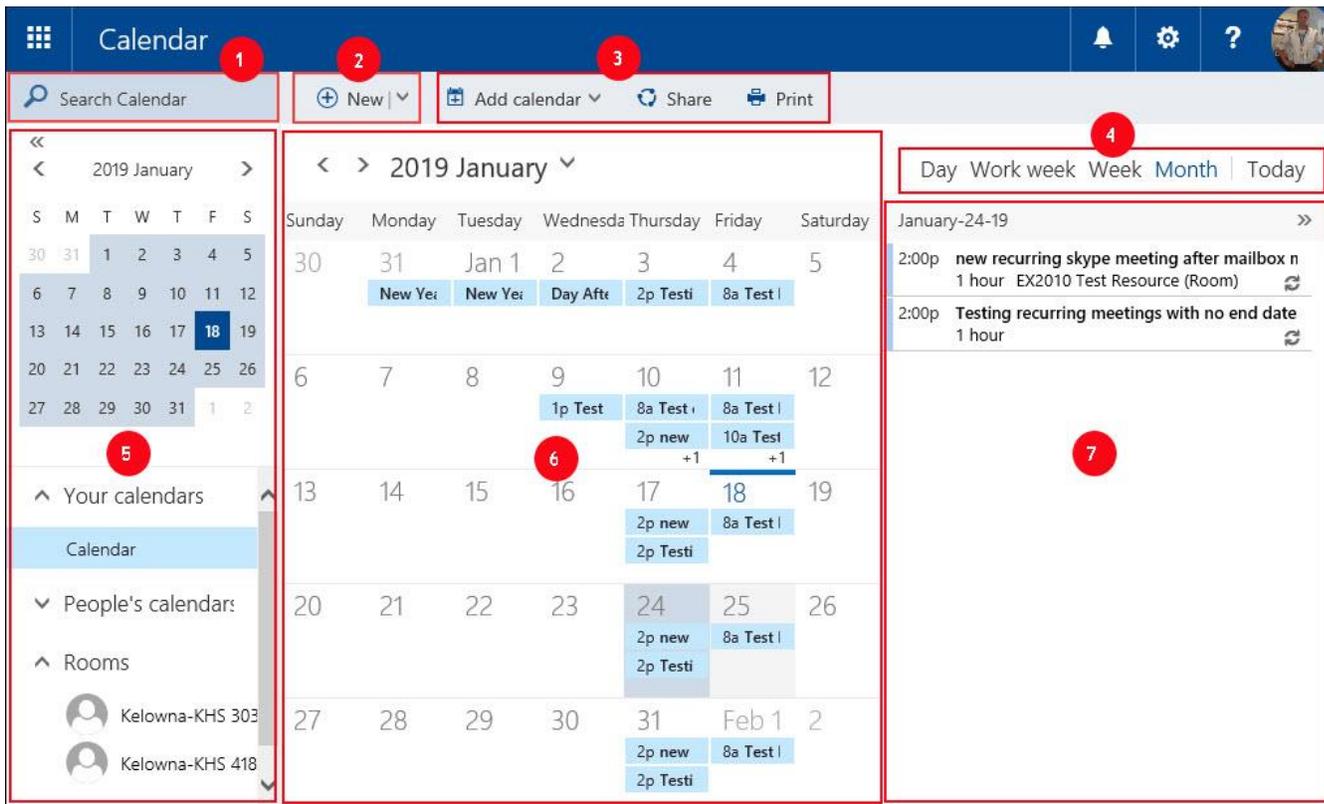


6.) **Command Bar** - Use the command bar above the email list and reading pane to perform common email actions such as deleting, categorizing, or moving emails.



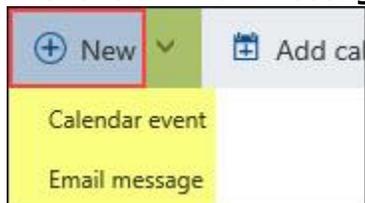
CALENDAR

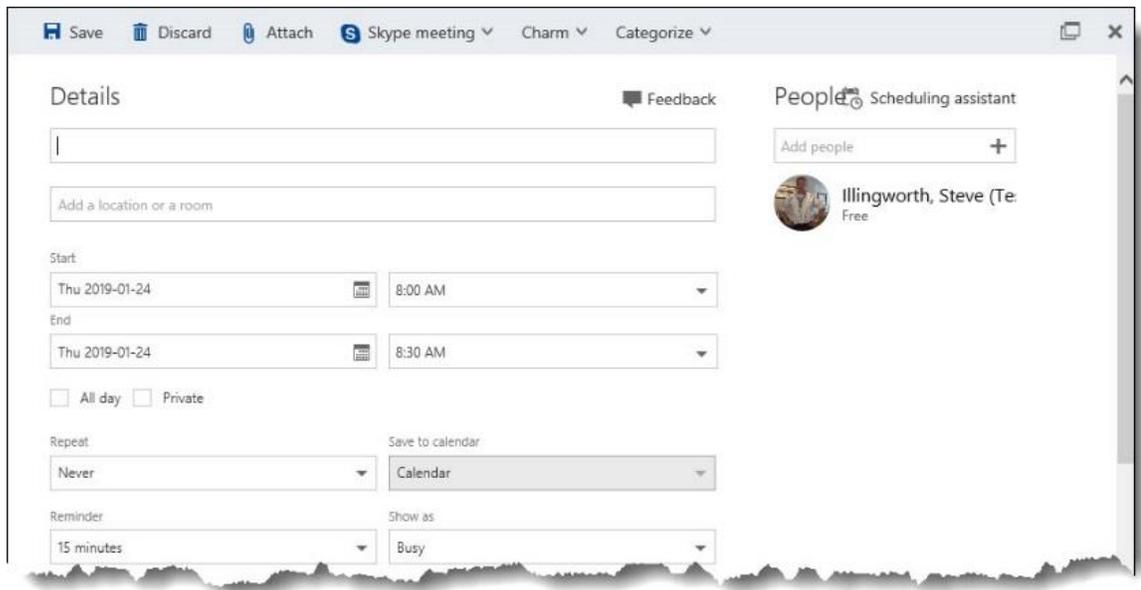
Keep track of appointments, meetings, or other events. Easily add, edit, or delete events or view your calendar by Day, Work Week, Week or Month.



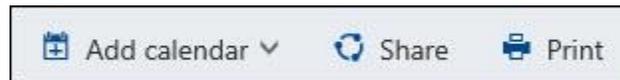
The screenshot shows the Microsoft Calendar application interface. Red callouts are placed over various elements: 1) Search Calendar input field; 2) New event button; 3) Add calendar button; 4) View mode tabs (Day, Work week, Week, Month, Today); 5) Your calendars list; 6) A specific event in the main calendar grid; 7) The event details pane on the right.

- 1.) **Search calendar** - Begin typing the name of a person or an event to locate a meeting or appointment containing a particular contact or event title, and then select.
- 2.) **New event** - Create a new event by clicking on the New button.
 - **Note:** You can also click on the down arrow next to the New button and choose either **Calendar event** or **Email message**





- 3.) **Add calendar, Share and Print** - Use the command bar above the reading pane to add share or print your calendar.



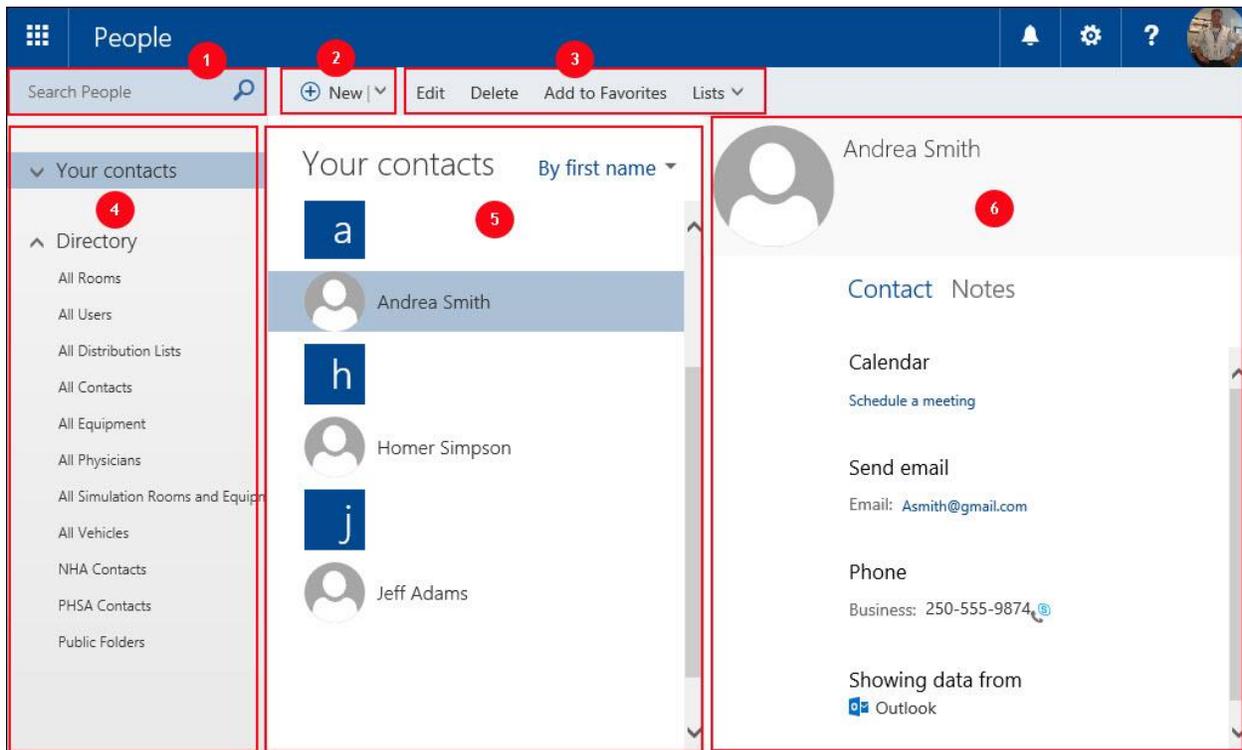
- 4.) **View options** - Choose whether you want to see your calendar in Day, Work week, Week, or Month view.



- 5.) **My calendars** – Access and view additional calendars like coworkers or resources like cars, rooms or equipment.
- 6.) **Calendar** - Displays the calendar in either Day, Work week, Week or Month view. You can move through the days, weeks or months by selecting the forward or back arrows.
- 7.) **Calendar pane** - When using month view, selecting a particular date will display Calendars are displayed based on the view you want to use. Create a new appointment here by double-clicking a day or time slot.

PEOPLE

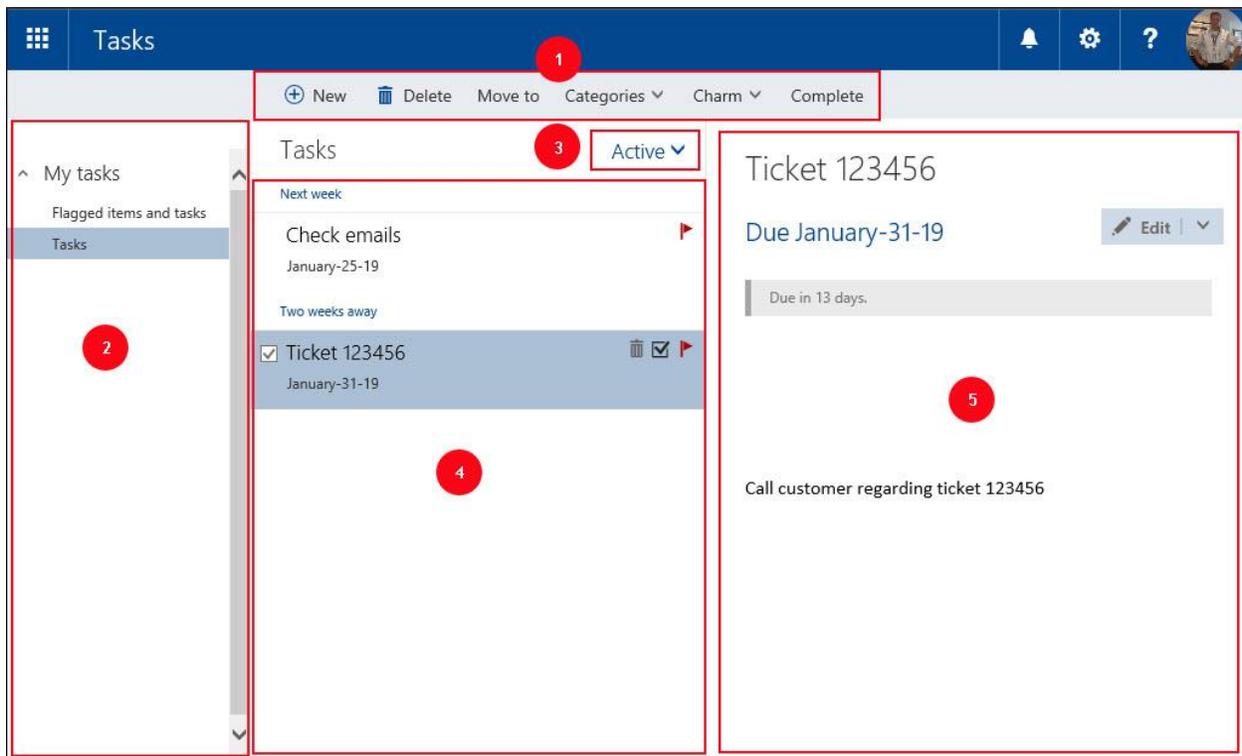
This is where your contacts are stored. From here, you can find, create, and edit your contacts. Also, you can search for contacts in your organization's directory.



- 1.) Search People. Enter a person's name here to search for them in your contacts and in the Interior Health Directory (aka Global Address List)
- 2.) Create a new contact by selecting New button
- 3.) Actions like Edit, Deleted Add to Favorites
- 4.) View your personal contacts or the Interior Health Directory (aka Global Address List)
- 5.) List of all contacts in the current folder
- 6.) The contact card for the selected person.

TASKS

Tasks stores tasks that you create or that are sent to you, and also messages that you've flagged. When you view your tasks, the default view is Flagged Items and Tasks. You can change that by selecting Tasks in the folder list to the left.

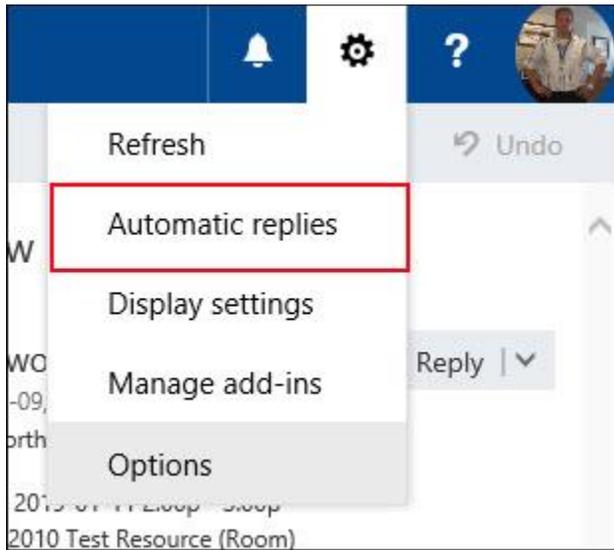


- 1.) Create a new task or perform other functions
- 2.) Use this column to view **flagged items and tasks**, or just **tasks**
- 3.) Filters. Select the filter depending on what items you want to see. Tasks and flagged items that don't have a date associated with them and that aren't completed will appear only when you select All.
- 4.) List of items that meet the current filter criteria. Select any item to view it in the reading pane. You can use the controls in the list view to make changes to an item's status. For example, you can mark a task as complete, or remove a flag from a message
- 5.) The reading pane, where the content of the items you've selected is displayed. You can use the controls in the upper corner to make changes to the item if it's a task. If it's a message, the controls will be the same as you would see while reading your mail.

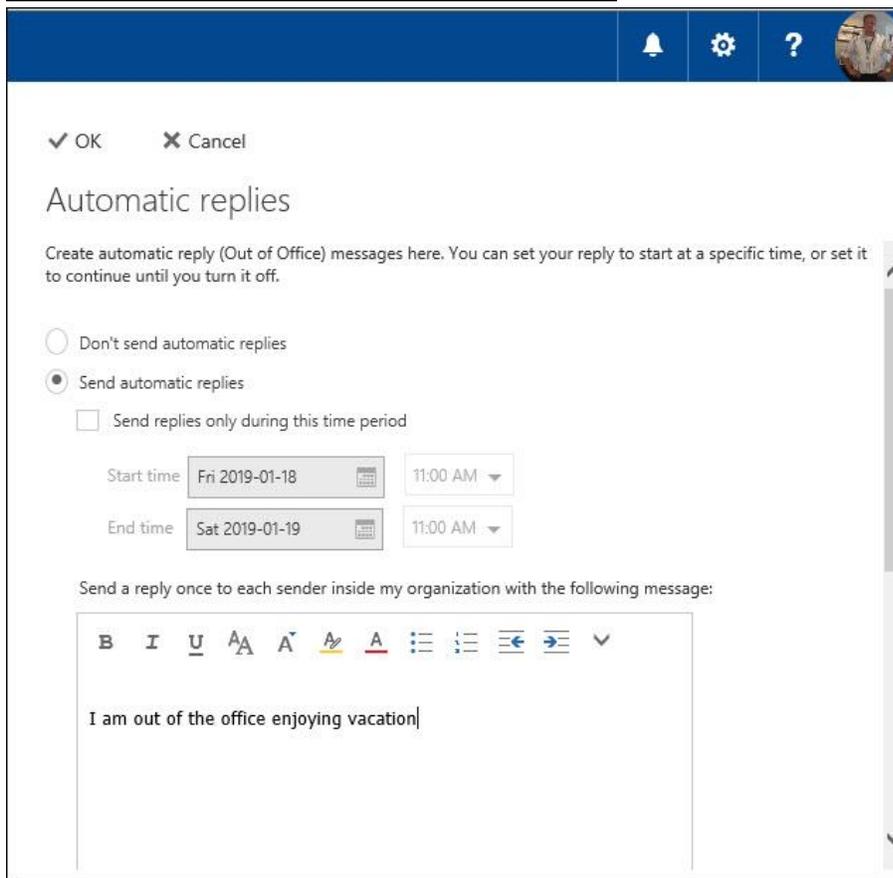
OPTIONS

Access the Options to perform common tasks like:

Set up Automatic replies (aka Out of Office)



The screenshot shows the Outlook interface with the 'Automatic replies' menu option highlighted in a red box. The menu also includes 'Refresh', 'Display settings', 'Manage add-ins', and 'Options'. The background shows a calendar view for January 2019.



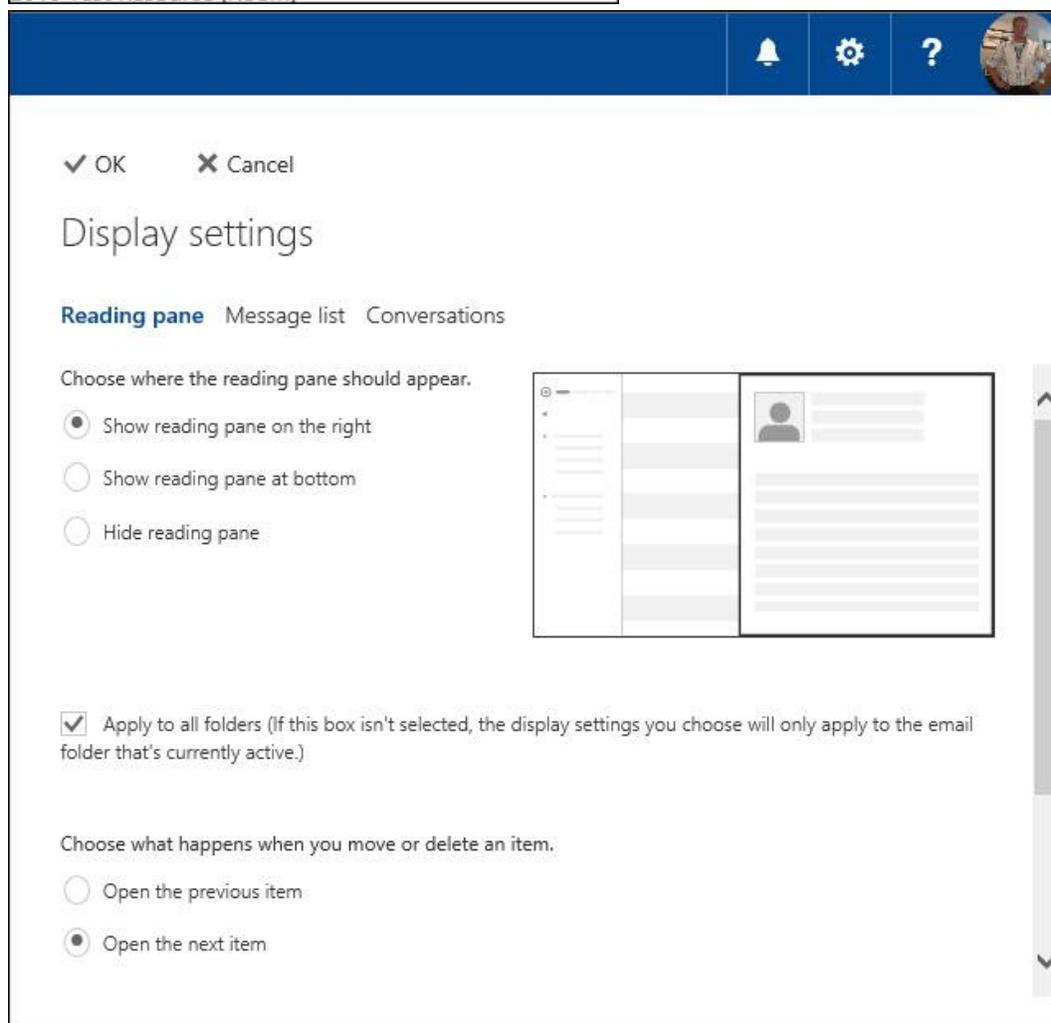
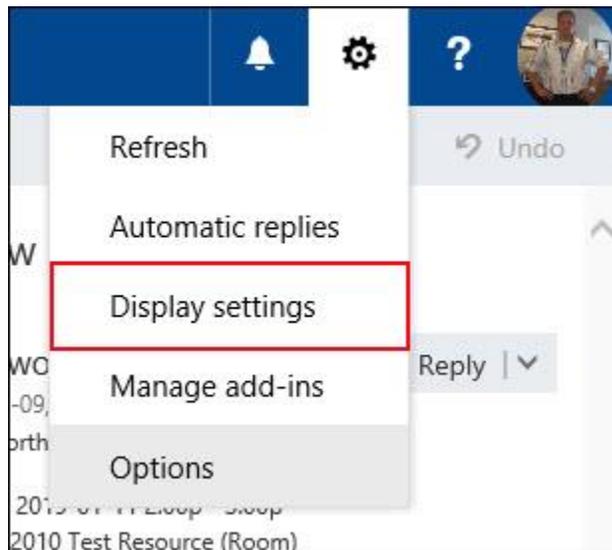
The screenshot shows the 'Automatic replies' settings dialog box. It has 'OK' and 'Cancel' buttons at the top. The title is 'Automatic replies'. Below the title, it says: 'Create automatic reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it to continue until you turn it off.'

There are two radio buttons: 'Don't send automatic replies' (unselected) and 'Send automatic replies' (selected). Below the 'Send automatic replies' option, there is a checkbox for 'Send replies only during this time period' which is unchecked.

Under the time period settings, there are two rows: 'Start time' and 'End time'. Each row has a date picker and a time dropdown. The start time is set to 'Fri 2019-01-18' at '11:00 AM'. The end time is set to 'Sat 2019-01-19' at '11:00 AM'.

Below the time settings, it says: 'Send a reply once to each sender inside my organization with the following message:'. There is a text area with a rich text editor toolbar. The text in the area is: 'I am out of the office enjoying vacation|'.

Change the Display settings



Create an email signature

