OWA training class

Launching OWA

Cortland email can be accessed at email.cortland.edu and then entering your credentials.

It can also be accessed through MyRedDragon.

1. Go to Cortland.edu
2. Click on the MyRedDragon link at the top of the home page
3. Enter credentials
4. On the Home tab click Faculty Webmail in the Office 365 channel
Exploring the interface

At the very top, here on the stripe, you'll see that it says Office 365, and that's because at Cortland we run Office 365, and I am using an Exchange account that's connected to Office 365.

You'll notice right away if you've used other versions of OWA that this is very minimalist interface. The reason is that Microsoft designed this interface so it will look the same and will function the same whether you are using a tablet, a phone or the large screen on your desktop. It should look and work the same on all devices.

This interface is also designed for touch, so if you are using OWA on your tablet device, there is a lot of room to move things around and so that you don't touch and accidently click the wrong thing.

The parts of OWA include Outlook which is your mailbox and tasks, Calendar and People which used to be called Contacts in other versions of Outlook and OWA.

So we're in Outlook right now and you can tell that because there's this little indicator. It is pretty subtle but you can see it.

In the Outlook portion of OWA I have the ability to create a new email message simply by pointing to new email –

and clicking.

Below that, we have an area that is a navigation pane. This lets us move from one folder to another, and you can collapse the folder lists is by clicking this button right here.

If I want to bring it back, I can click again and bring it back. So if you’re working on a smaller screen you can get a lot more space to be able to read messages.
At the top, is a Favorites area with links to three things that are provided automatically: a link to my Inbox, a link to Sent Items, which is where any email that I send goes, and Drafts, which is where any email your in the process of writing is kept until you can click to send it.

These are simply links. They're not independent folders. It is a place to be able to simply provide links to the things you’d like to focus on. You can add items to Favorites or remove them anytime.

Next is the list of People who you have frequently sent or received mail to/from.

Below your name is the list of folders. The inbox contains mail we receive, drafts are items in process, sent items are the emails that have already been sent. Any item you delete goes to the deleted items folder, it is like the recycle bin, for exchange. The junk email folder is where email that meets a set of rules that have been established by your exchange administrator for junk or spam email, gets sent.

And then finally there's a folder here for notes. You can't create a new note in the Outlook Web App. So, if you're also using Outlook 2013, you might have a note here, but otherwise, you don't have the ability to create a new note, you can only create new emails. You can, however, view notes that have been created in Outlook.

Browsers, operating systems and OWA
OWA is not just one thing, it has different versions depending on how you log into it.

- Premium – all features plus the ability to work offline
- Most features – not offline access
- OWA Light

Depends on the operating system + the browser. Versions plus interactions = what you will get from OWA.

Internet Explorer 11 with Windows 8 = Premium + offline
Internet Explorer 10 with Windows 7 or 8 = Premium + offline
Internet Explorer 9 = Premium
Internet Explorer 8 = Most features.
Internet Explorer 7 = OWA Light
Firefox 17 or later with Windows 7 or 8 = Premium
Firefox 17+ new version of Mac OS = Premium
Firefox 17+ with Linux = Premium
Firefox 17 + with Windows Vista or XP = Most features

Firefox does not have support for using OWA offline, so if you want to be able to write some emails or even read some of your emails when you are not online, Firefox is not going to be your best choice here.

Safari 5 + with Windows = OWA Light.
Safari 6 + with new Mac OS = Premium + offline (the same high quality experience that a user would have on a PC running Windows 7 or 8 and running Internet Explorer 10 or 11.)
Chrome 24 + with Windows 7 or 8 = Premium + offline
Chrome 24 + with Linux = Premium + offline
Chrome 24 + with Mac OS X v 10.5, 10.6, 10.7, then y = Premium + offline
Chrome 24 with an older version of Windows, like XP or Vista = Most features.

Each of the different versions of browsers and operating systems influence how much can be delivered to you in OWA.

Using OWA Light
You might get OWA Light because of the combination of your operating system and your browser, but you might also want to choose this version, for two reasons:

Limited bandwidth. This version of OWA, OWA Light, uses a lot less bandwidth, therefore it takes a lot less time to load, and is much more efficient at delivering information. So, if you have limited bandwidth, because of location, or you are using a data plan which charges by the minute (overseas) this your best option.

And the second reason is that screen readers, the applications that will read the screens to you, work better with this version. People with visual disabilities, will often use OWA Light for this reason.

The interface
On the left-hand side, there are buttons for mail, calendar, and contacts. There are the familiar folders, and then you can actually open up a folders list by clicking to view all folders and you can choose from the list.

There is no reading pane, all that is shown is a list of emails. If you want to see an email here, you have to click on this title of the email and open it.

There are up and down arrows in the top right corner to move back and forth from one item to the next. There is also a toolbar at the top of the screen to enable you to Reply, Reply All and Forward messages. From this toolbar you can also move this item to another folder, delete it, or put it in Junk, or I can simply click Close.
There is a search tool at the top of the Information viewer, or at the top of the e-mail. You can search the entire mailbox, address book or contacts. You select which to search from the drop down next to the search box.

**Changing the version of OWA**

While you are in the regular version of OWA go to Settings > Display settings > Outlook Web App version and check the box that says ‘Use the light version of Outlook Web App’

This change will take effect the next time you sign in.

While you are in OWA Light, choose Options > Outlook web app version, to turn the Light version on or off.

**Remember** that you will always only get the best version that can be given, based on your operating system and browser.

**Changing the theme**

The OWA looks pretty nice right out of the box, but you do have the ability to change the theme. To do that,
1. Click on Settings
2. Choose Change Theme.
3. Choose the theme you want
4. Click OK

You’ll see that there are a lot of different choices for the new theme. Also, you’ll notice that changing the theme changes not only the top banner, but also the secondary color. The text is still black, but notice that all inbox, yesterday, group items, links and so on are in the complementary color.

So by changing the theme, you can personalize the application a little.

This is what the change theme panel looks like. Click on each square to see what the theme looks like.
Writing an email

Addressing a message
To create a new email, click the new e-mail button, and a blank e-mail screen will open up. This screen is not in a separate window in OWA 2013, it is embedded into the reading pane to the right of the email list. This is done because most people have a pop-up blocker enabled on their computer and if the e-mail opens a new window, the pop-up blocker will prevent it from opening.

If you want the new e-mail to appear in a new window, you can click this button, in the upper right of the new email screen. It will actually open that email in a separate window. It will normally be blocked by your browser, so you will have to open the pop-up blocker and say “always allow” so it will actually pop out in a separate window.

Now, to address the e-mail simply type in an email address, you’ll notice that if you have previously sent an email to this person, their e-mail address (possibly with a picture) will be displayed in a drop-down. The drop down will narrow as you type more of the name in.

To remove a name from the automatically generated list, simply hover over their name in the list until it is highlighted then press the Delete key. This is handy to know especially if you need to delete an incorrect e-mail address that comes up automatically just because you previously sent an email to that address.
If this is somebody at Cortland, who I have not sent an e-mail to before, I can type in their name and then click the Search Contacts & Directory button that will appear.

This is what the results will look like:

- Click on the person you would like to email.

  When the name has been returned to the “To” line if you hover over it, the name will turn blue (or whatever complementary color your theme returns). If you left click on it at this point you will see all the contact information for that person.

  If you would like to add this person to your contacts list, select “Add to Contacts”

If you do not want to add them to your contacts list you do not need to do anything, but now they will show up automatically when typing in their name.

These will happen when you type addresses in all the address lines; To, CC, and Bcc

**To, CC, Bcc**

If I want somebody to write back, to respond to a message that I send them, then put them on the “To” line. If I’m sending information and they don’t need to respond, I should “CC” them.
Another choice we have is that, as well as sending something to someone, or copying them, you can do what’s called a blind copy or a Bcc. And if I do that, the person who I Bcc knows who all the other recipients are on the “To” and the “Cc” line, but the only people who know about the Bcc are the individual down here and me, the sender.

The “Bcc” can be very handy, especially you want to send an email to a lot of people and you don’t expect those people to reply back and you don’t want them to see each other’s email addresses.

If you do not automatically see the Bcc line in OWA, click the ellipsis button above the email message, and from the drop-down select “show Bcc” to see the line.

**Writing a message**

Enter the subject of your message in the Subject line.

The subject of an email message should be something that is descriptive and helpful, that will allow your recipients to be able to search for it later on. You also want something that focuses your user on what it is you’d like to be able to discuss with them. Subject lines that are blank are not at all helpful, subjects that say help, or just a thought, or, the kind of generic sort of subject are not very helpful either.

Tab down to the body of the message.
The cursor should be blinking in the top left corner of the body of the message. Type your message in the space provided.

To format the text use the buttons above the body of the message to change the font, make the font bold, italic or underlined, insert bulleted or numbered lists, etc..

To change the font from the default, select a new font by clicking on the drop-down arrow next to the font name and highlighting the new one desired.

Here you can see I have selected Comic Sans.

To bold part of my message, highlight the text you want in bold and select the bold command from the menu. Do the same for Italic or underline.

To put in a list with bullet points or with numbers, either select the list command before typing the list, or after entering the text, highlight the text and select the bullet or numbered list command.

To highlight or to change text color, highlight the text, select the command from the list and choose the color from the options given.

Other command available are strike out, erase formatting, insert hyperlinks and remove hyperlinks, so this is a toolbar in process and you get to decide what it is that you would like to see. If you don't like remembering that undo is Ctrl+Z and redo is Ctrl+Y, then throw those buttons right on there. No problem, that's what that's for. So you can customize this so that it meets your needs.

When formatting an e-mail message remember that there are always some people who are receiving your email as plain text. This means that they don't have the ability to get formatted HTML text like you see right here. So you wouldn't want to use colors or other formatting elements in a way that it was necessary to be able to see them.

Spell check
It is always a good idea to spell check e-mails before sending them, but in OWA 2013 there is no built in spell
check capability. For instant spell check, OWA relies completely on whatever spell check capabilities are built into the browser that you're using. So, you will have either spell check or no spell check based on what operating system you're using.

If you are using Internet Explorer 10 or 11 you will have spell check, but any previous version will not have it. Mozilla Firefox and Google Chrome also have internal spell checkers. If you haven't updated your browser recently, features like spell check are a great reason to get the latest version, or at least a newer version, of your browser.

For the entry “spell chek” while using the Chrome browser the word “chek” was underlined in red to indicate it was incorrect. Then

1. Right click with your cursor over the word
2. Choose the option from the menu provided.

You can

1. Choose the correct word from the list
2. Add this word to the dictionary
3. Ignore it

If the word you would like to correct is in a different language your browser may do that as well. Choose “Spell-Checker Options” from the drop down menu. If a language pack has been added, your browser will have options besides English. Click the button for the language you would like to use.

If you do not see another language listed, see the help section in your browser for advice on installing language packs.

**Saving and opening drafts**

If you don't touch a message for a while, OWA will automatically save it to drafts for you. But if you're in the middle of working on a message and you're not ready to send it, you can save it in your drafts folder.

1. Click on the ellipsis button
2. Choose Save on the menu

Your message will be saved to your drafts folder.

To continue working on the e-mail, Go to the Drafts folder in either your Favorites or your folder list, click on the folder and all the drafts that you saved and those that were auto-saved are shown. Click on the message you’d like to work on and then the Continue editing button at the top right of the screen.

Now the address lines will be shown and any changes you need can be made to the e-mail.

Attaching a file
To attach a file to your e-mail click the insert button at the top of the message pane. The drop-down menu gives you the option to insert three items: an attachment, a picture or a signature.

An attachment is a file that isn’t an image that I want to show in the email, it could be a Word document, a pdf or an Excel spreadsheet.

The maximum file size for an attachment is 25 MB.
Click Attachment, and the Documents library dialog box opens and you are prompted to choose file to upload. Find the file you would like to attach, select it by clicking on it and then click the Open button. The file is actually being attached and uploaded at the same time, so it's available to be sent in OWA.

Once you have attached the document you will see the name below the address lines. You can Preview the document or remove it by clicking the x.

Subject: 

If you do not have the Microsoft Office program that a document would need to open, it will open with the web app version of the program. This is Word document, so it will open Word web app. If this was a PowerPoint document, we'd be looking at Powerpoint web app. Sometimes, you'll have a file that you don't have a viewer for, and in that case, there is no ability to preview it, but you can preview many documents.
Sending

To send a message with all the default settings, all I need to do is click the Send button.

There are some message specific options that I might want to set first. I have the ability to set the importance on this message from high or normal or low. Normal being the default. So if this is really important, this is how you mark it as very important.

If you choose High you will see a little exclamation point at the end of the Subject line. If your recipient's email application understands importance, it will put an exclamation point just like that in their recipient's email.

There are other options as well, Show Message Options and Sensitivity. This is where you would go to request a delivery receipt for your e-mail. There are two different kinds of confirmations that I can ask for:

A delivery receipt is a receipt that comes from the mail server so if someone asked you for a delivery receipt that receipt would be sent by the server and you're not asked about it.

So if I want to know that the e-mail I'm sending to somebody actually made it to the post office, and it's a legitimate email address, and it's going to be delivered to them,
then I could request a delivery receipt.

A read receipt on the other hand, is a proof that your intended recipient opened the message. Many email applications will actually tell your recipient that the sender asked for a read receipt. You may have to answer yes or no. Microsoft Outlook is one of those applications.

![Microsoft Outlook]

Once the message is sent it moves from your Drafts folder to the Sent Items folder. If you are using an application like Lotus Notes or Microsoft Outlook that actually has a client that's installed on your machine, then, you'll actually have an Outbox. OWA is online, though, so there's no need to temporarily hold the message between the time I click Send and the time it actually goes out the door, there is no Outbox.

When you click Send the message goes to your recipient and to your Sent Items folder.
Viewing

Viewing messages is very easy in OWA, there is a reading pane on the right. So all you need to do to look at a message is simply select it from the list of messages. When the message is selected you can see that message in the reading pane. If you want to move through a series of messages, you can just use the arrow keys and move down from one message to the next to the next, or you can select each message using your mouse.

Moving from one message to another in OWA marks that message as having been read, when it is unread the message text is dark and after it is read the text is lightened.

When you receive a message, the heading will look like this:

SUNY Perks <cs@corporateperks.com>
Thu 7/10/2014 9:12 AM

To: Julies Morgan;

Options for the message are contained in the menu at the top of the e-mail with additional options available when you click on the ellipsis (…)

From this menu you can print or delete a message. You can also categorize it using category colors that will import from Outlook if you are an Outlook user or you can create them here.

You can mark the e-mail as junk and it will be sent to your Junk Mail folder.

Also, if you would like all the emails from a specific sender to always be routed to a certain folder you can
create a rule. Click create rule and fill out the New Inbox Rule dialog box.
Printing

Because OWA is in a browser, just like a webpage, you will have different print views depending on which browser you are using.

1. First select the ellipsis button at the top of the e-mail you’d like to print.
2. Choose print from the list of options
3. Now your print options will look different depending on the browser you are using.
   a. In Chrome a new window will pop-up and the print preview screen will be shown
   b. In Firefox the print preview will be shown in another window and the Firefox print dialog box will be shown in another:
   c. In Internet Explorer also, the print preview will be shown in a new pop-up window and the IE print dialog box will be shown in another.
All browsers use a pop-up to access the Print Preview and dialog box, be sure to enable pop-ups when prompted in order to print from OWA.

**Downloading attachments**
You can tell that a message has an attachment because, you see that paperclip icon on the right side of the message in the inbox.

And, when you open the message you will be able to see the attachment below the address section:

1. When you have selected the message you will see the attachment above the message in the message pane. (see above)
2. To preview the attachment hover over it with your mouse, you will see the word Preview appear below the attachment icon
3. Click Preview, and OWA starts the Word web app. You can do some basic editing in the web app if you need to.
4. Downloading the attachment looks slightly different in each browser. For each, simply click the attachment icon.
   a. **In Chrome**, you will see the document in the lower left corner of your screen
b. Click the arrow to the right of the document button and choose Open from the menu to open the document. (If you select Show in Folder, you will see the document has been downloaded to your Downloads folder.)

c. In Firefox clicking on the attachment icon will open the download dialog box. You can choose to open the file or save it. It will be automatically saved to the Downloads folder.

d. In Internet Explorer clicking on the attachment icon will give you this banner across the bottom of your screen, with the option to Open, Save or Cancel.

Clicking the arrow next to Save give you the options to Save, Save as or Save and Open the attachment.
Replying and forwarding

When you receive a message, the heading will look like this example below.

In order to reply to the sender of the message only click the **Reply** button.

To respond to the sender as well as anyone copied on the email (Cc) use the **Reply All** button.

To send the message to someone besides the sender or alternate recipient, you can click the **Forward** button.

The address lists will work the same in the reply functions as they do when writing an original e-mail.

Additional options for the message are contained in the menu received when you click on the ellipsis ( Ellipsis)
Apps
There are also other apps embedded in the Outlook Web App; the Bing Map app, Suggested Appointments app and the Action items app. These apps are a part of Outlook and also a part of OWA. They are used to extend the functionality of the calendar and the inbox, by anticipating what you might need based on the contents of your email message.

Bing Map app
If you receive an e-mail with an address in it, it will also contain the Bing Map App:

To access the map associated with the address in the email, click on the Bing Maps button.

A map will be opened for the address listed in the e-mail.

Suggested Meetings app
This app will see possible appointment or meeting and pop up. For example:

We should meet for lunch. Tuesday the 8th at 2:30?
The app is looking for some kind of language indicating a meeting – the words meet or get together, and perhaps a time and date.
When you click on the app:

To schedule the meeting, click on schedule meeting at the bottom of the text box. The scheduling dialog box will open so you can fill in the details to put the meeting on your calendar.

The Action Items app
This app also looks for cues, for example the word ‘please’ followed by a verb and actions words like send or respond.

The body of this email contained several locations as well as a request to reply and it was part of a large mailing, so, OWA automatically popped up apps for a map, action items and also unsubscribe.
When Action Items is clicked

Your possible action item is shown. A follow up flag will appear

and when clicked this will flag the email to show that it has been responded to.

When you click the **Unsubscribe** app, you get the following pop-up.

This makes unsubscribing from junk mail lists very easy.
Deleting and managing deleted items

One of the ways that you stay organized in email whether you’re using OWA or something else, is to be willing to delete messages when you’re done with them and to not keep every piece of mail that comes through your inbox.

Many messages, once they are read do not need to be kept.

The above message was already added to the calendar, so this can be deleted. There are three ways to delete a message.

1. Click the red ‘x’ in the information pane
2. Right click on the message in the information pane, and select delete from the pop-up menu
3. Click the ellipsis button above the body of the message, select delete from the menu.

You don’t need to delete messages one at a time.

1. Click the check box in front of the messages to delete in the information pane
2. From the menu that now appears in the message pane, select the action to take
To get messages back from the Deleted Items folder or ‘un-delete’ them:

1. Click on the Deleted Items folder and
2. Select the message to un-delete
3. Right clicking on the message will bring up a menu.
4. Choose Move > Inbox from the menu

Even when messages are in your Deleted Items folder they're still taking space in the mailbox, because the Deleted Items folder is part of my mailbox. So it's periodically a good idea to empty this folder, but the Deleted Items folder will be automatically emptied after 30 days.

To empty the Deleted Items folder manually:

1. Right click on the Deleted Items folder
2. Choose empty from the menu

The items which have been in my deleted items folder, are now going to be permanently deleted.

Recover deleted items
You can go back and retrieve items even though they've been emptied from the deleted items folder, but you can't do this forever. You can do it for a period of time that's actually set by the Microsoft Exchange Administrator. In order to do this choose ‘recover deleted items...’ after right clicking on the Deleted Items folder.
Now you have two choices with each message:

1. You can select and recover them to their original location
2. Select and purge them (now they’re really gone).
Conversations

By default, messages in OWA are organized in conversations. This means that the latest received message is the only message that will be shown in your information pane. All the previous messages are filed ‘behind’ this one and are not automatically visible. But to see them you only need to click the arrow next to the subject of the email.

To turn off the Conversations feature

1. Click the arrow next to Conversations by Date at the top of the information pane.
2. Select CONVERSATIONS > off

Now all the emails will be listed by date.

Ignoring a conversation

If you subscribe to mailing lists or have groups of people in your organization that have protracted conversations using email, you’re going to appreciate the ability to ignore a conversation. Sometimes what happens is a group is engaging in a discussion and it’s not your conversation anymore. It never was your conversation. Somebody invited you to it. They copied you on an email or sent it to you, but it’s not something that's part of your job, not something you need to follow and no matter where that conversation goes in the future, you don't really care about it.

In order to ignore a conversation,

1. Go to the latest message in the conversation
2. Right click to see the menu
3. Choose ignore.
4. In the Dialog box choose OK

Now all messages for the selected conversations will be deleted from every folder except Sent Items. All new items that are part of this conversation will also be deleted. So as this conversation continues, we’re not going to be getting any more emails about it.

Changing settings

To change any of the default settings in OWA you can access them through the Settings menu which is found by clicking on the ‘cog’ [ ⚙️ ] at the top right of the screen.

The Shortcuts to other things you can do section may help guide you to things you need to do:

- See email from all your accounts in one place
- Set up an automatic reply message
- Connect your mobile phone or device to your account
- Connect Outlook to this account
- Forward your email
- Change your password
- Import your contacts from an existing email account

Also, the Options list on the left side of the screen will give you many options for changing the settings in OWA.

Using Auto-replies

To set up Auto-replies in OWA go to

1. Settings>Set Auto-replies –or– Settings>Organize E-mail>Automatic Replies
2. Select the button for Send automatic replies, to activate the screen
3. Enter the Start and end dates if applicable
4. Write the reply
5. Choose the recipients of the reply
6. Click Save

Message Options
To change the settings for your messages go to Settings>Options>Settings>Mail. The options available are:

1. Enter an email signature if you would like one
2. Choose responses for read receipts
3. Change the reading pane
4. Change the message format or default font
5. Change the options for the conversations

Remember to click the Save button if you have made any changes.
### Mail Settings

#### Email Signature
- **Current**: [Select options]
- **Version**: 12
- **Options**:
  - Automatically include my signature on messages I send
- **Message Format**:
  - Always show Rich Text
  - Always show Plain Text
  - Compose messages in this format: HTML
- **Message Font**:
  - [Select font]
  - [Select size]
  - Sample Text

#### Message Options
- After moving or deleting an item: [Open the next item]
- [Select options]
- Display a notification when new items arrive
- Display a notification when a new email arrives
- Display a notification when a new voice message arrives
- Display a notification when a new fax arrives
- Simply hide the Deleted Items folder when I sign out
- [Select options]

#### Read Receipts
- Choose how to respond to requests for read receipts:
  - Ask me before sending a response
  - Always send a response
  - Never send a response

#### Reading Pane
- When viewing email messages:
  - Type in the reading pane
  - Type in a new window
- Choose when items should be marked as read:
  - Mark the item displayed in the reading pane as read
  - Wait 5 seconds before marking the item as read
  - Mark the item as read when the read progress changes
  - Don’t automatically mark items as read

#### Conversations
- Sort messages in the Conversation reading pane in this order:
  - Newest message on top
  - Newest message on bottom
- Choose how to sort the messages in List View in an expanded conversation:
  - Match the sort order of the reading pane
  - Show the conversation tree
  - Hide deleted items
The Calendar

Viewing the calendar

To view the calendar we simply click the calendar app here and the calendar gets loaded. We can add anything that we’d like. In Outlook 2013 and 10, and OWA 2013 and 10, there is a four view calendar allows us to look a day, a work week, a week or the month.

It opens in the month view. To go from one month to the other, click of the list at the top of the calendar.

To see the calendar organized by weeks, click Week. And this shows me the seven day week so that calendar starts with Sunday on the left and Saturday on the right.

If I don’t want to see the weekends I can simply choose workweek. And then finally, I can click on Day, and I will see a calendar for just one day.

In the day view, the area that is shaded is time that is non-working time, according to the default. To quickly jump to another date in the same week there is the date navigator at the top of the calendar. If I want to quickly go to a particular date, I
can simply click move to that date.

Creating and modifying appointments and events
There are three types of things you can put on your calendar; the first is something that takes you out of the office all day or simply something that takes place all day long, like a holiday or a birthday. These are called events.

Creating an event is quite easy. Looking at the month calendar,

1. Click on the day you want to create the event for
2. In the box that opens up, type the name of the event
3. Press Enter.

Now, on the date the event will be shown, and in the appointment pane, on the right side of the screen, you will see the event and its duration.

There are two types of things that don't last all day. One is an appointment and the other is a meeting.

An appointment is time blocked on your calendar for a specific purpose. It is time that you block for yourself for a specific purpose; to work on a project, go to the dentist or have a meeting with someone outside your organization.

Meetings are appointments with multiple people.

Both meetings and appointments have a start time and an end time.

To create an appointment or a meeting:

1. Select a day or week view
2. Double click on the day/time of the meeting/appointment.
3. Fill out the appointment/meeting dialog screen that appears. Meeting will include adding the attendees.
4. The meeting/appointment will be blocked on your calendar.

The meeting/appointment can be edited by double clicking and choosing edit or by dragging and dropping and using other mouse functions.

Responding to a meeting invitation
If you receive a meeting invitation in your e-mail it will look like this:

Below the people required for the meeting will be the email written re: the meeting.
Click the Show adjacent items button to open any other appointments or meetings that are adjacent to this one on your calendar. That way, without switching to calendar view
you can find out if you are busy at or near the meeting time.

To respond to the meeting request, click on the Accept, Tentative or Reject buttons. Each one has several choices:

If you would like to send a message back to the person who requested the meeting choose edit the response before sending.

To send only the response, choose send the response now. And to make a choice about the meeting but send no response, choose don’t send the response, this choice will mark you as having accepted (or declined) the meeting but the organizer will not receive an e-mail to that effect. This could be the choice if a meeting invite is sent to lots of people or is for an ongoing meeting, say a staff meeting.

When the meeting request is sent it will automatically appear on your calendar, but it will have a striped line to the left of it. Once you respond to the meeting it will change – if you accept it will then have a solid line, and if you decline it will be removed from your calendar.