

# UBC FASmail Outlook Web App Usage Guide for Email and Calendaring

Provided by  
UBC Information Technology



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# About this Guide

This usage guide is intended to showcase E-mail, Calendaring and the Global Address List lookup in FASmail using the Outlook Web App (OWA).



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# The OWA Layout

The OWA webmail client separates the Email layout into various components including:

- Email accounts and folders
- Listing of Emails
- Preview window for an Email
- Calendar with reminders

The rest of this guide will give you an introduction to each of the components above.



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# OWA Layout

The screenshot displays the Outlook Web App (OWA) interface for a mailbox titled "zzUBC-UIT Test Mailbox (DO NOT E-MAIL)". The interface is divided into three main sections:

- Left Navigation Pane:** Shows "Favourites" (Inbox, Unread Mail, Sent Items) and "zzUBC-UIT Test Mailbox" (Inbox, Drafts, Sent Items, Deleted Items, Junk E-Mail, Notes, Search Folders). At the bottom, there are links for Mail, Calendar, Contacts, Tasks, and Public Folders.
- Center Mail List:** Displays a list of emails under the heading "Today". The selected email, "E-mail #2", is highlighted in yellow. The list includes:

Subject	Time
E-mail #5	2:35 PM
E-mail #4	2:35 PM
E-mail #3	2:35 PM
E-mail #2	11:45 AM
E-mail #1	11:44 AM
- Right Email View:** Shows the content of the selected email, "E-mail #2". The sender is "Firstname Lastname" and the recipient is "zzUBC-UIT Test Mailbox (DO NOT E-MAIL)". The message body contains:

Hello,  
This is a test message!  
Thanks,  
Firstname Lastname

Red annotations with arrows point to the "E-mail Accounts & Folders" navigation pane, the "List of E-mails for the account" in the center, and the "The selected E-mail's Content" in the right pane.



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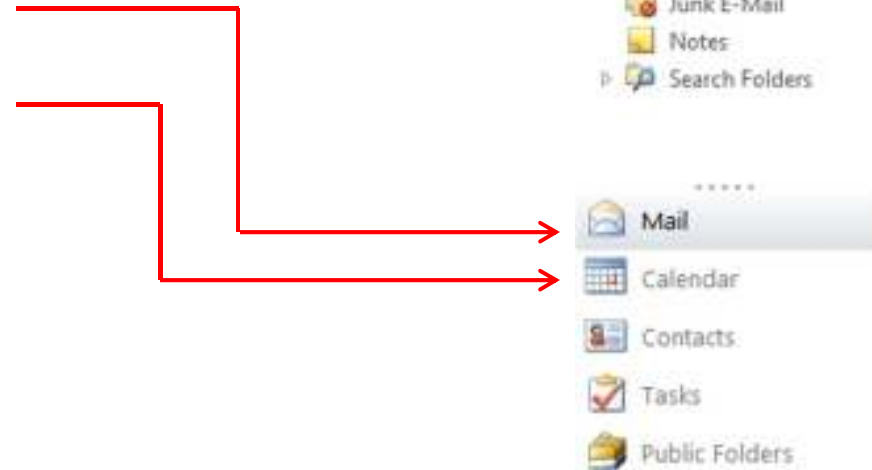
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# OWA Features - Tabs

Tabs in OWA offer you the ability to quickly switch between Mail, Calendar, Contacts, and Tasks functionalities within the same OWA window.

Examples:

- Clicking the Mail tab shows E-mail on your screen.
- Clicking the Calendar tab shows calendaring on your screen.



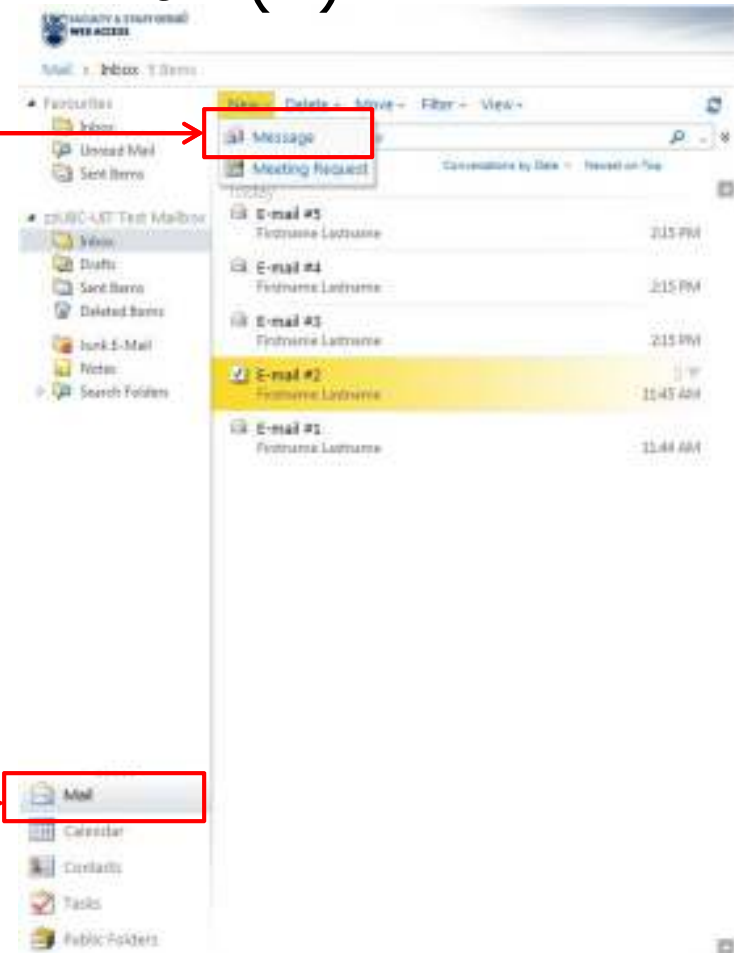
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# How to Compose an Email (1)

In order to compose an Email, ensure that you are in the Mail tab.

Then, click on the "New" link at the top left hand side and select "Message" to create a new Email message.



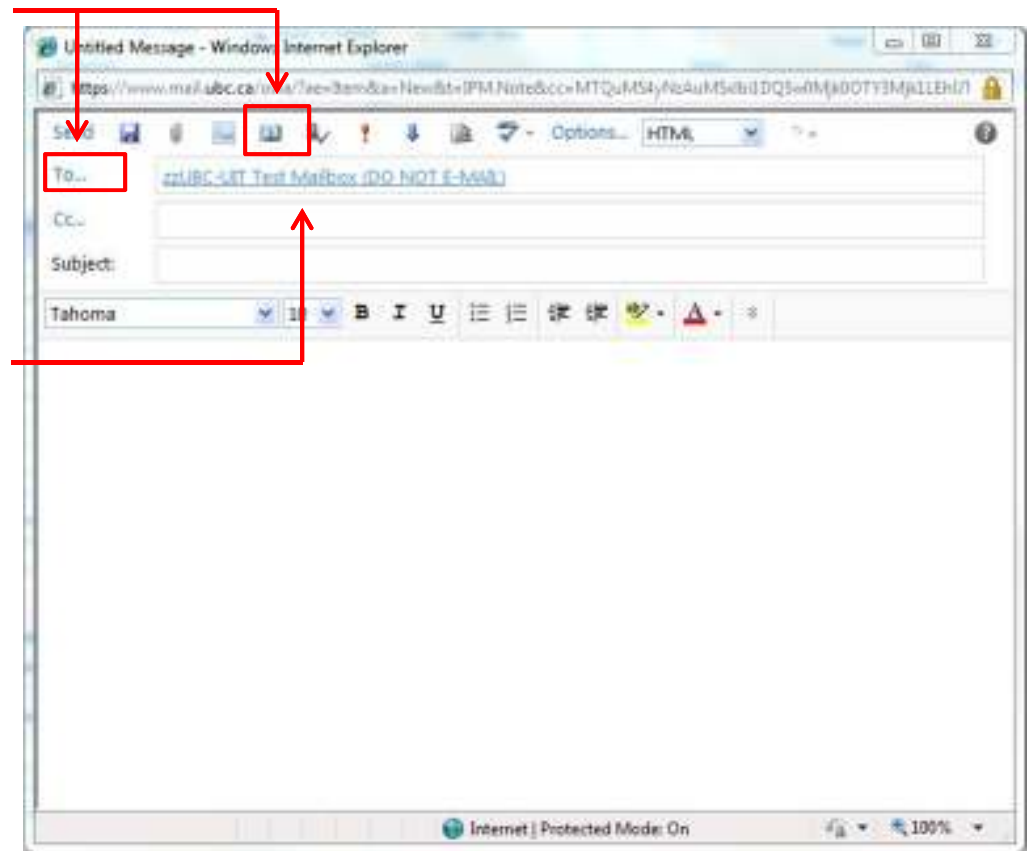
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## How to Compose an Email (2)

Once the new Email box appears, you can search for an Email address by clicking on the "To..." button or on the Global Address Book (GAL) button.

If you know the Email address of the intended recipient, you can type it into the Email box next to the "To..." button.



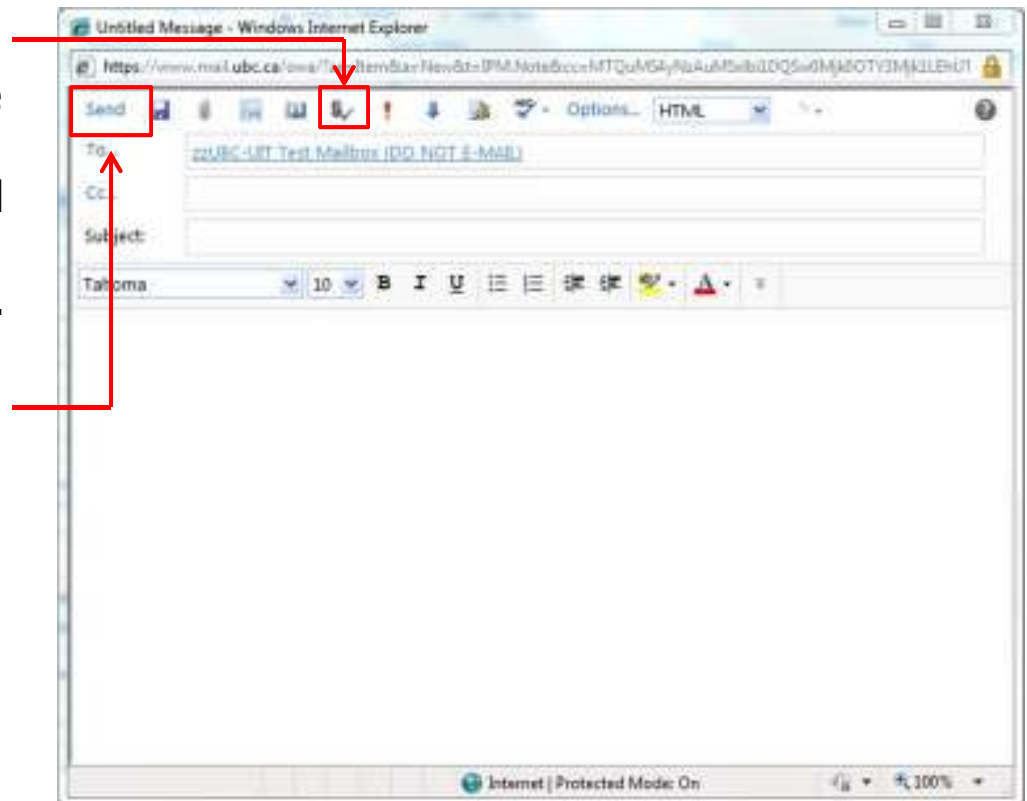
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## How to Compose an Email (3)

You can also type in a person's name [lastname, firstname] in the "To", "Cc", and "Bcc" fields and press "Check Names". FASmail will then try to look up their Email address in the Global Address List.

Type in the subject, content, and click the "Send" button to send your Email.



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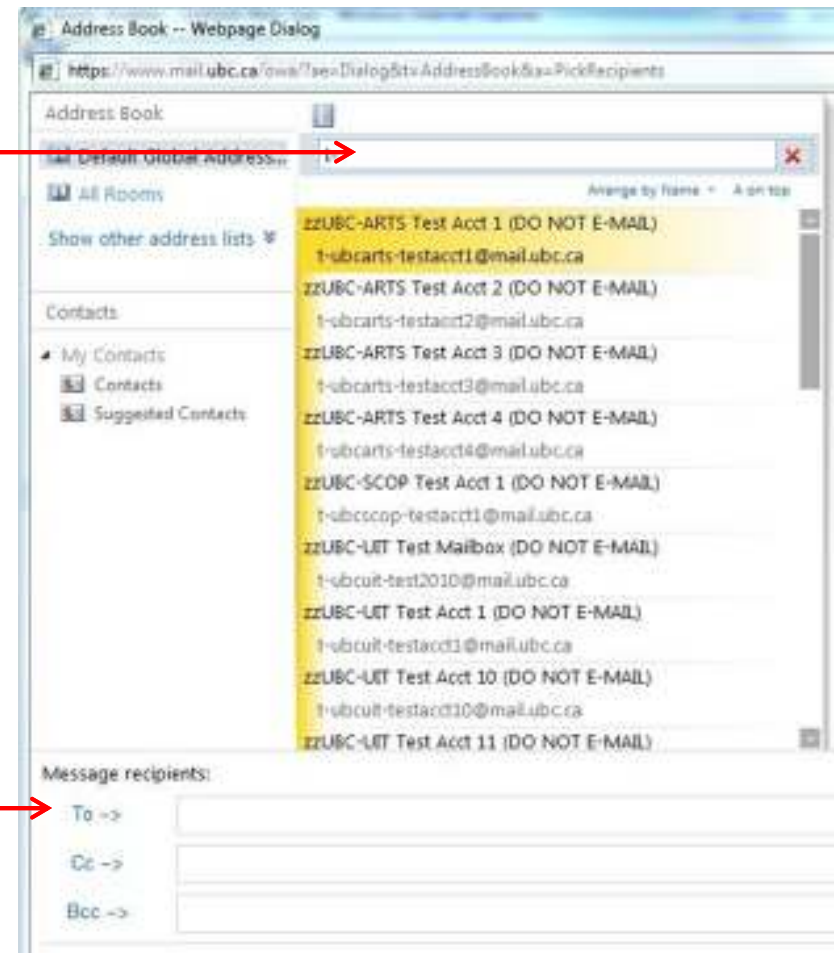


## Using the Global Address List

Once you click the "To" button, the Global Address List will show up.

First, try to find a user [lastname, firstname] in search field, and select the appropriate entry from the search results.

Second, click on the "To", "Cc", or "Bcc" to add the result.



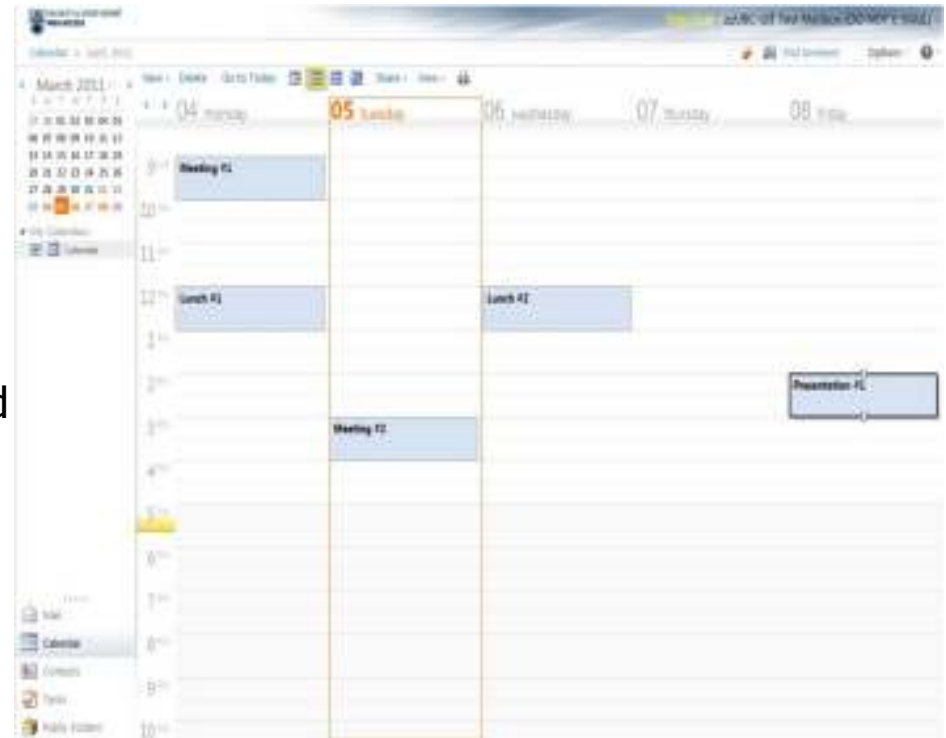
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# The Calendar Tab

The Calendar tab gives you access to a multitude of features such as:

- Personal calendaring with day, week, or month views.
- Seeing recipient's availabilities, and sending conflict-free meeting requests.
- Sharing your calendar with trusted FASmail users such as an assistant.
- Setting reminders to trigger minutes to several hours before a meeting.
- Booking of resources such as meeting rooms and equipment (e.g. projectors.)



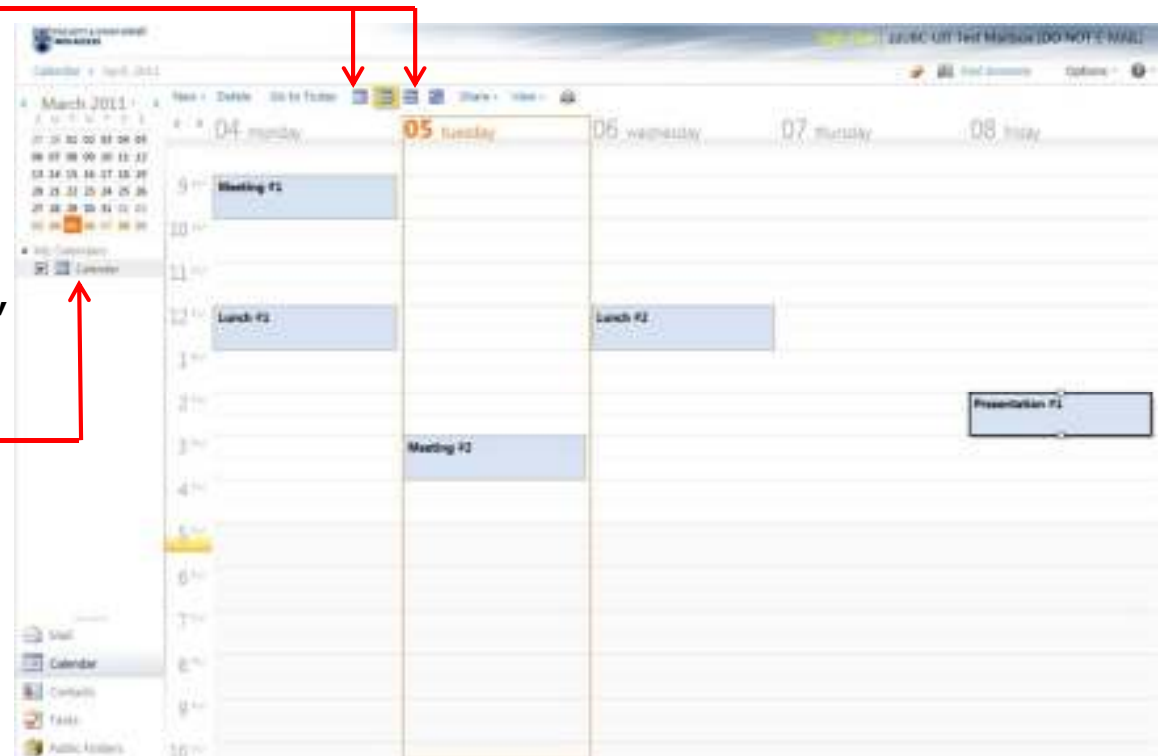
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# The Calendar Tab

You can change the calendar view by clicking on “Day”, “Week”, “Month”, or “Work Week” views.

If you have access to public calendars, shared calendars, or delegated access to someone else’s calendar, they will show under “My Calendars”.

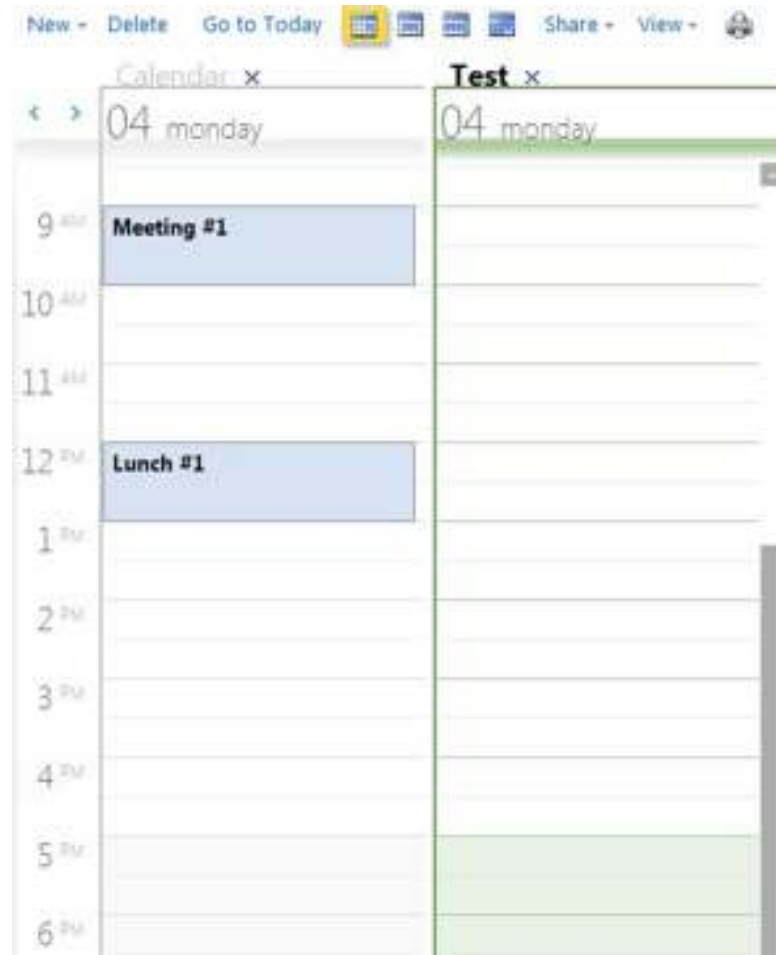


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# Multiple Calendars and View Management (1)

With FASmail, you can view your own calendar along with other calendars side-by-side.



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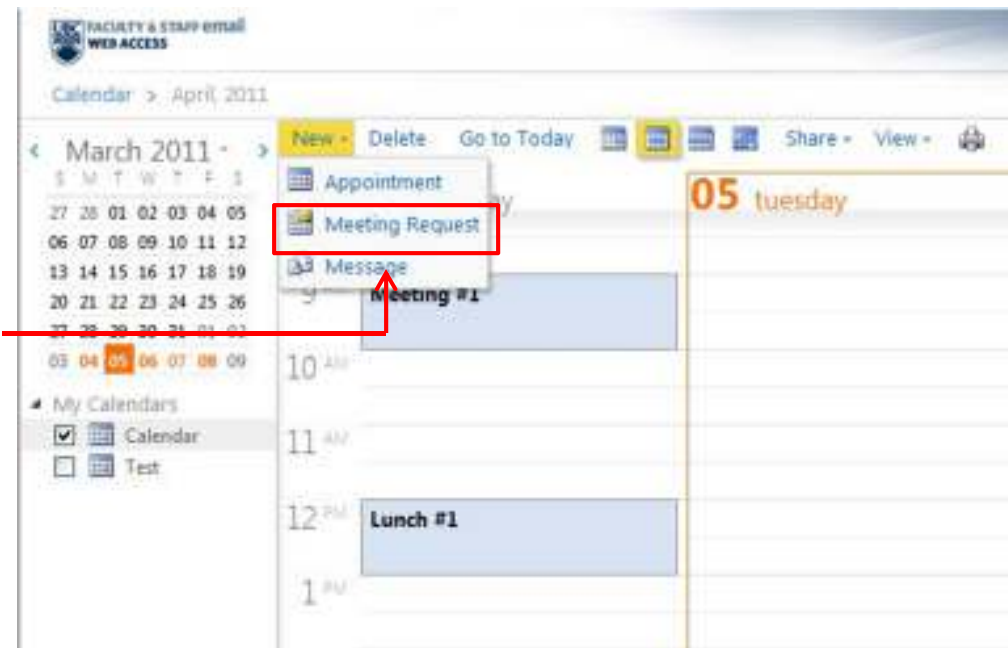
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## Scheduling a Meeting (1)

FASmail allows for scheduling conflict-free meetings with other FASmail users.

You start by clicking on “New” and then selecting “Meeting Request”, to find a free timeslot for the meeting.

You will get an Email reply back once your meeting has been confirmed by the recipient FASmail user.



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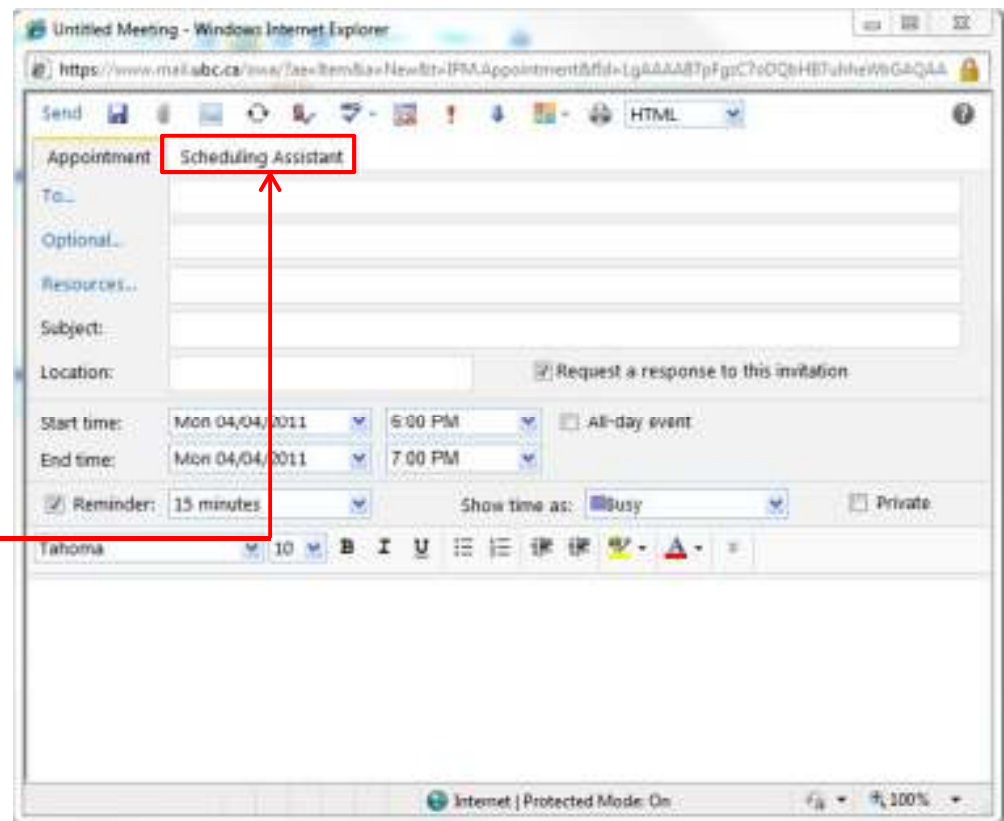
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## Scheduling a Meeting (2)

Once you click on “New Meeting”, a new window will appear.

Simply enter:

- Subject
- Date
- Start and end time
- Location\*
- Click on “Scheduling Assistant”



*\*This feature is available only if your department has meeting rooms and equipment setup as resources.*



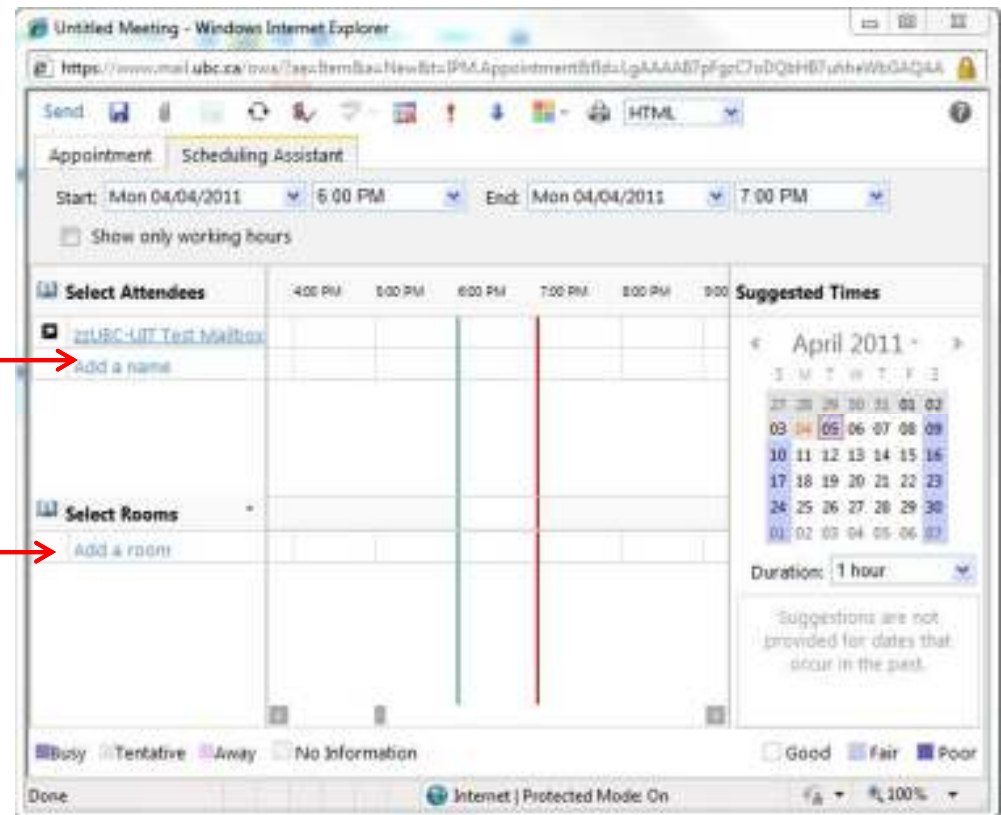
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## Scheduling a Meeting (3)

Once the Schedule Assistant appears, type in:

- A name to add FASmail users to your meeting.
- A room name to add a FASmail resources to your meeting.
- Examples: Laptops, Rooms, Projectors, etc...



*\*Non-FASmail attendees may produce unexpected behaviours. Results will vary across different Email service providers.*



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## Scheduling a Meeting (4)

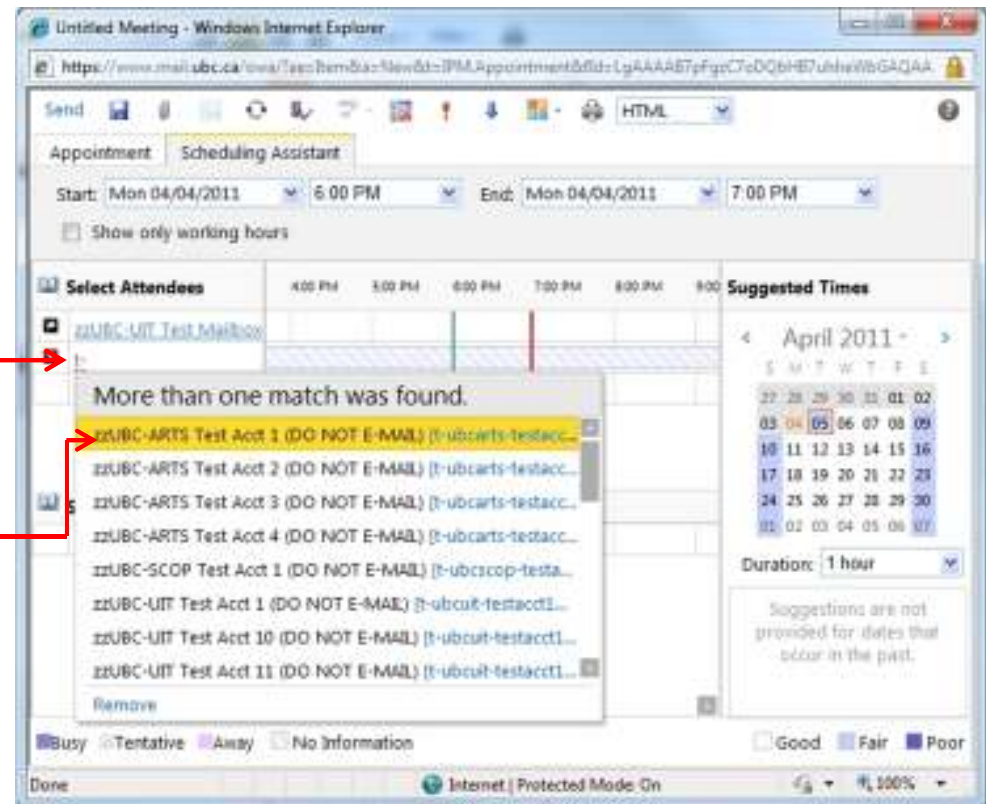
Once you have entered a name, the FASmail Global Address List (GAL) of all FASmail users and resources may appear.

Find the FASmail user in the Search field.

Then click on the correct FASmail user to add them to the Attendee list.

The same process applies for "Add Rooms..."

- Once you have found a resource, click on it to add it.



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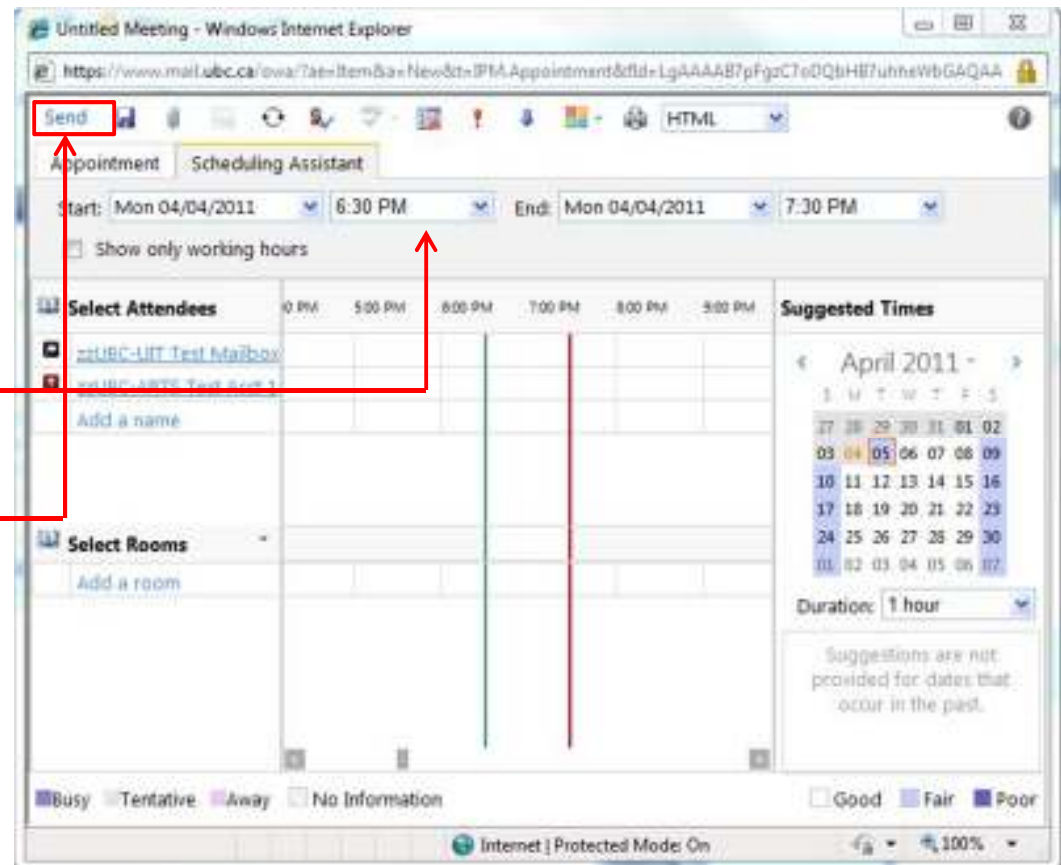


## Scheduling a Meeting (5)

Once you have added all of the FASmail users and resources of interest from the GAL, you'll see their availabilities.

You can then pick a time that is available for all users.

Click Send to send the meeting invitation.

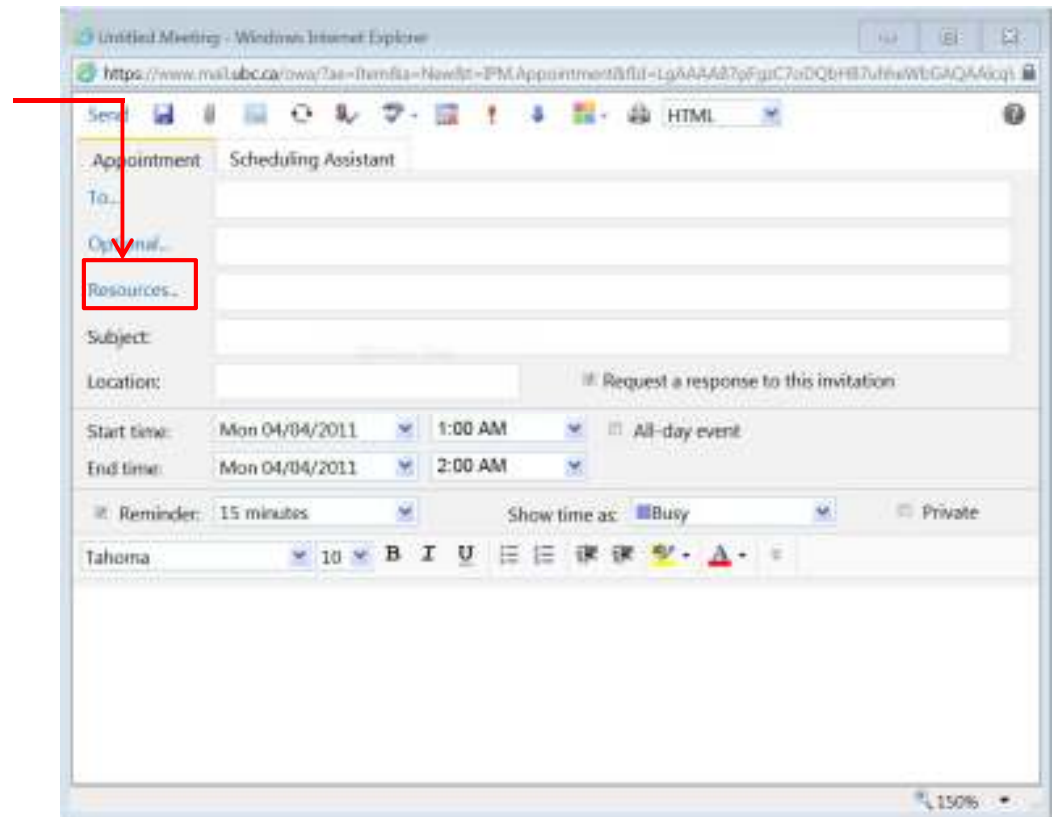


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## Details on Booking Resources (1)

In order to book a resource in FASmail, click on "Resources..." from the New Meetings button.



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## Details on Booking Resources (2)

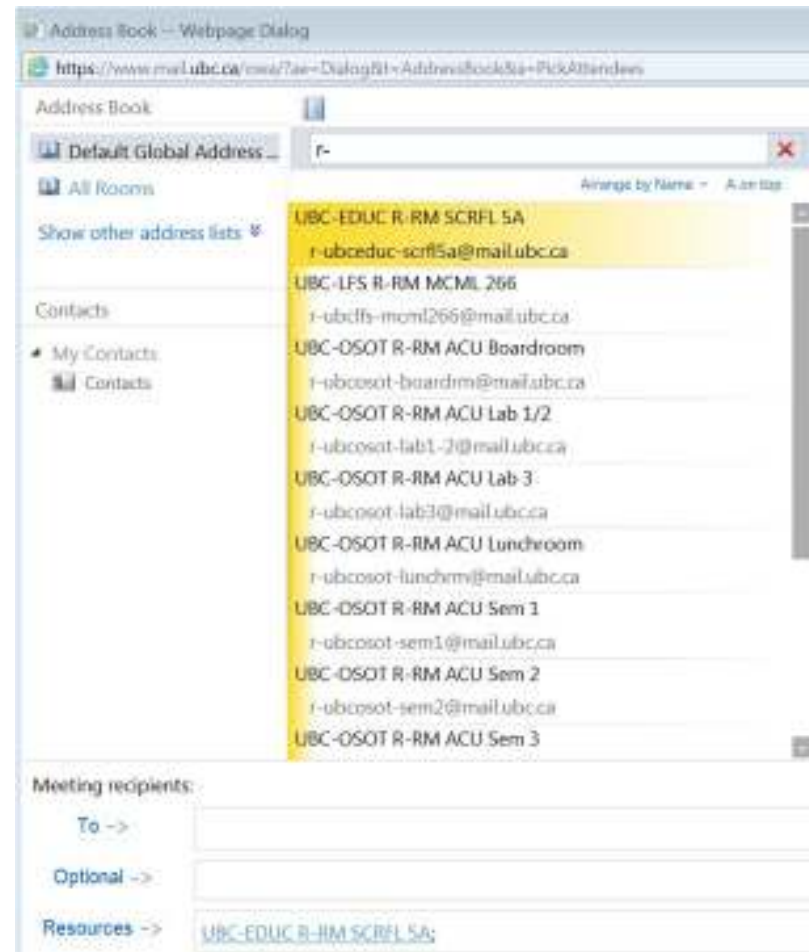
FASmail resources are categorized into two types:

- Room Resource
- Equipment Resource

Room resources are typically common-space, designated meeting rooms within a department\*.

Equipment resources are typically laptops, projectors, etc. within a department.

*\*Departmental Administrators may choose to lock down resources for use within their own department.*



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## Details on Booking Resources (3)

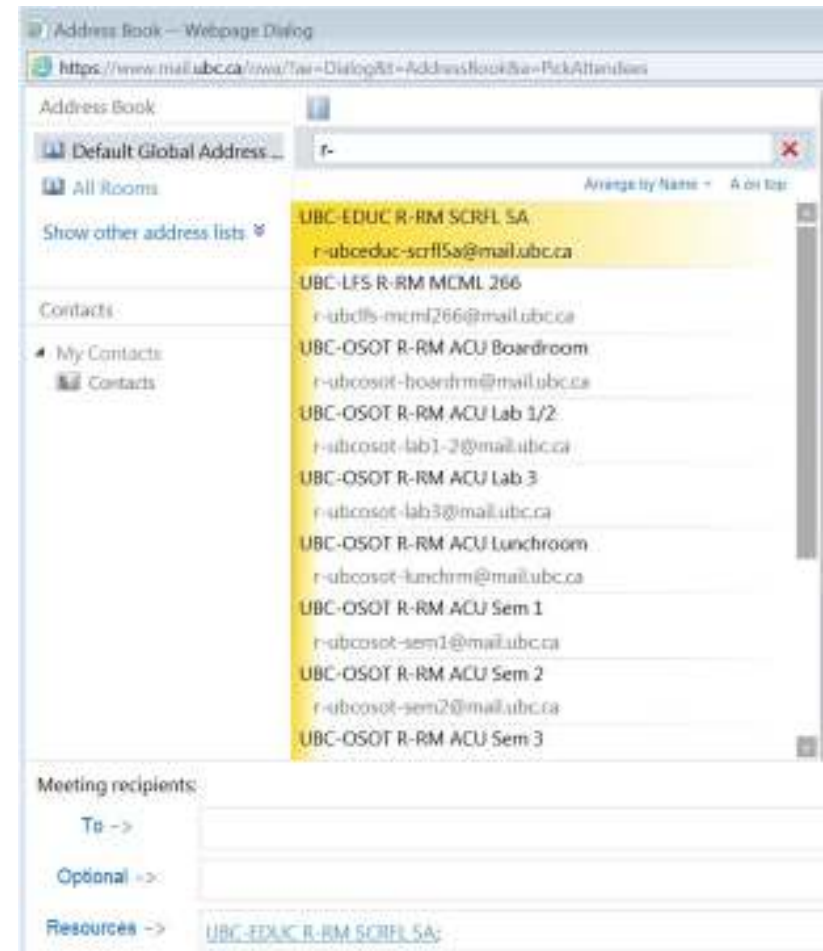
Like booking a FASmail user for a meeting, you can book resources in a similar way.

Room resources take on the convention of:

- [ORG]-[CLIENT] R-RM [BLDG] Room#
- Ex:UBC-UIT R-RM LSK 201

This specifies that the room resource belongs to the UBC's Information Technology unit and it's in the Leonard S. Klinck building Room 201.

- [CLIENT] is the IAM Client Name that was selected for your faculty or dept.
- [BLDG] is the 3 – 5 character acronym of the building as defined in the UBC Facilities Archibus database.



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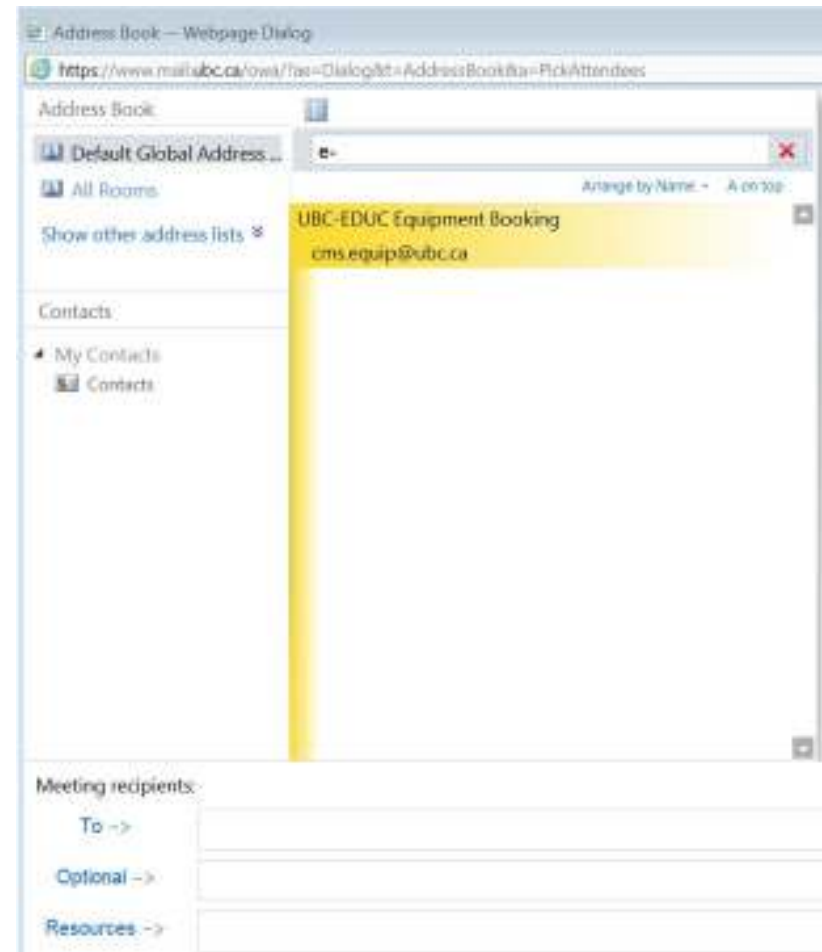
## Details on Booking Resources (4)

Similarly, equipment resources take on the convention of

- [ORG]-[CLIENT] R-EQ [equipment name]
- Ex:UBC-UIT R-EQ Laptop1

This specifies that the equipment resource belongs to the UBC's Information Technology unit and it's their loaner laptop 1.

- [CLIENT] is the IAM Client Name that was selected for your faculty or dept.



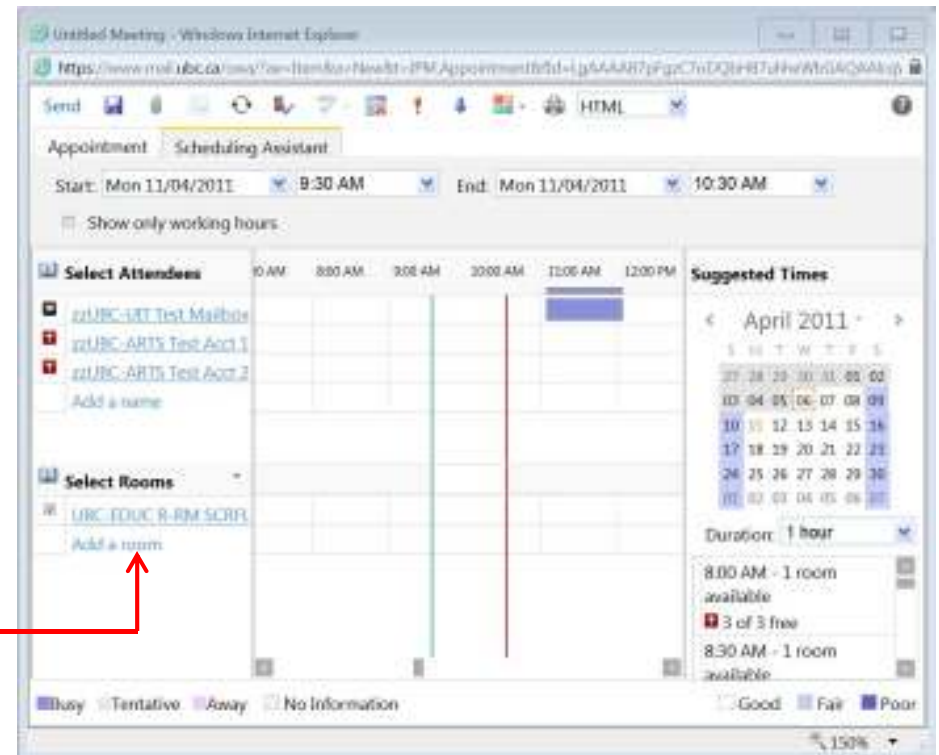
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## Details on Booking Resources (5)

When you want to book a meeting with people and resources, ensure that they are booked together to ensure that both the attendee and resource are available.

Note: When a room is added successfully, it will be added to the Select Rooms list. Once the room is entered select the checkbox.



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# Calendar Availability Legend

When you are in the process of scheduling resources or people, there are blocks of colour. These colours represents the states of availabilities.

The information contained here explains what the colours mean.

**Busy:** The recipient is currently booked and not free at the time slot.

**Tentative:** The recipient is has accepted your meeting but may not be able to attend if something else arises.

**Out of Office:** The recipient is not in the office that day.

- Example: Working from home or away.

**No Information:**

- Outlook not connected to the Internet.
- You are looking at information that is too far ahead.

**Outside of working hours:** Some recipients have specified their work hours. They may not be able to attend a meeting if it is booked outside of their working hours.

 Busy  Tentative  Away  No Information



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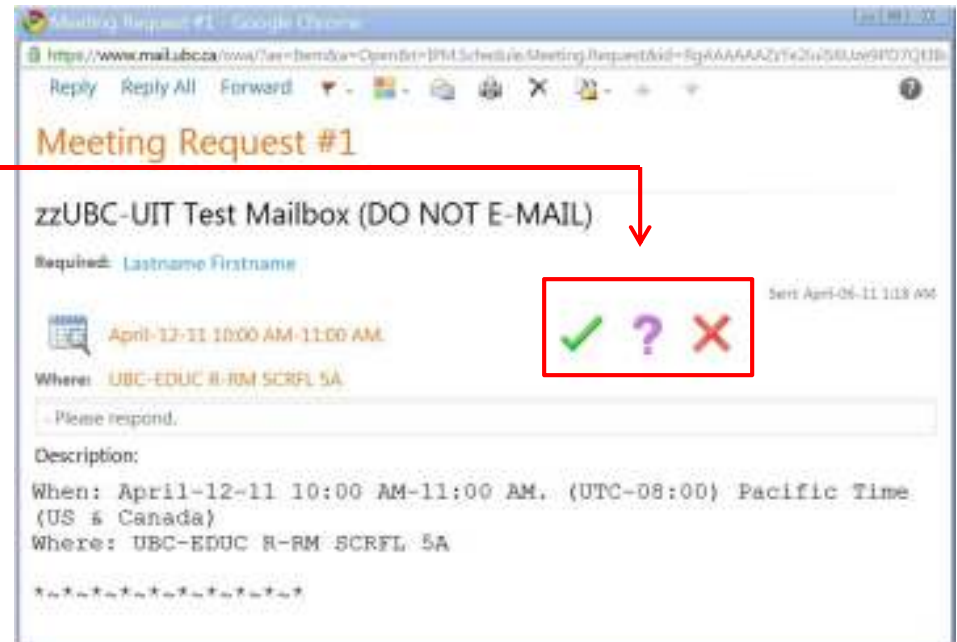
# Accept a Meeting Request (1)

When you open up an Email meeting request, you have a few options:

Accept: Accept the meeting with the proposed date, time, and location.

Tentative: Accept the meeting, but you may not make it if something else comes up.

Decline: You will not attend the meeting.



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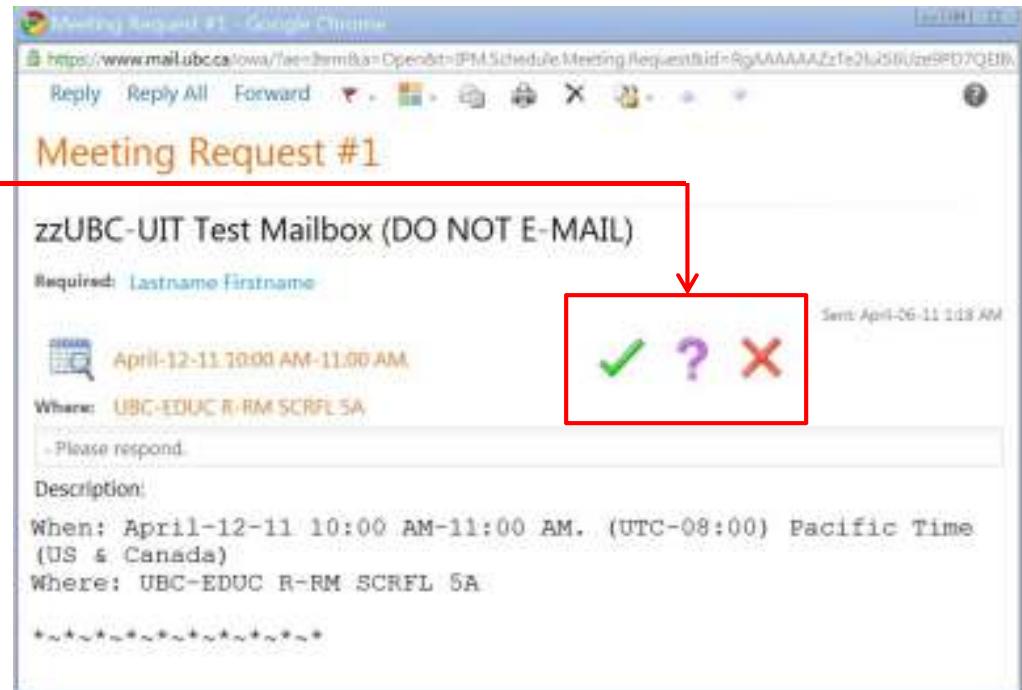


## Accept a Meeting Request (2)

Open up the FASmail meeting invitation.

Click "Accept".

An event will appear in your Outlook's Scheduled Events Panel from the previous slide.



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# Meeting Reminders

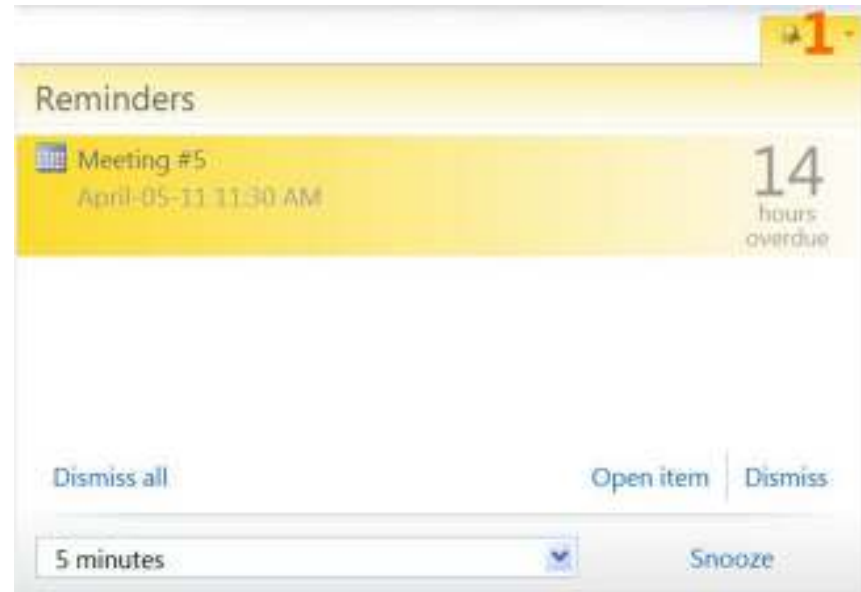
After accepting a meeting, you will get a reminder before the start of the meeting.

Click:

“Snooze” to delay it.

“Open Item” to view the meeting details.

“Dismiss” to remove the reminder.



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# Benefits of FASmail

Efficiently and easily schedule meetings with other UBC FASmail users

- Simple meeting invitations.
- Propose changes in date, topic, location that all invited attendees receive.
- Informs you of conflicts with other scheduled tasks/events.
- Automatically set reminders through scheduling.
- Book meeting rooms and other resources.
- Fast and reliable.
- Mailbox backups and restores are available for up to a year.
- Available as part of an Email Client or online using the Outlook Web Application.
- Personal and shared calendaring abilities.
- Mobile device integration (BlackBerry/iPhone/etc...)



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