

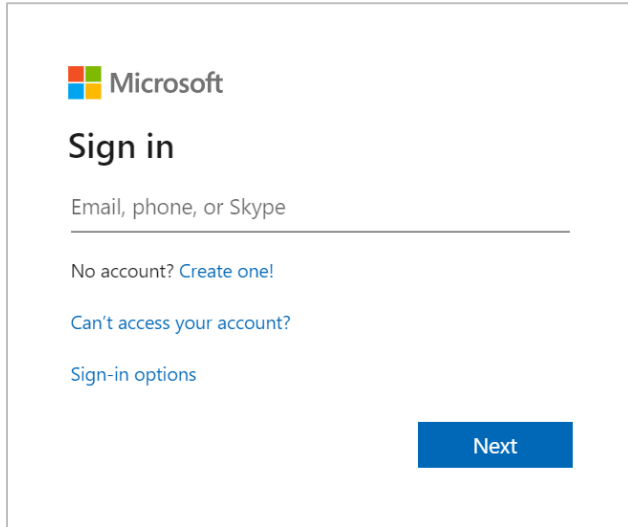
Outlook on the Web FAQ

Frequently Asked Questions

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How can I get to my emails?

Outlook on the web can be accessed using a web browser at <https://portal.office.com>.

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right is a blue button labeled "Next".

Microsoft

Sign in

Email, phone, or Skype

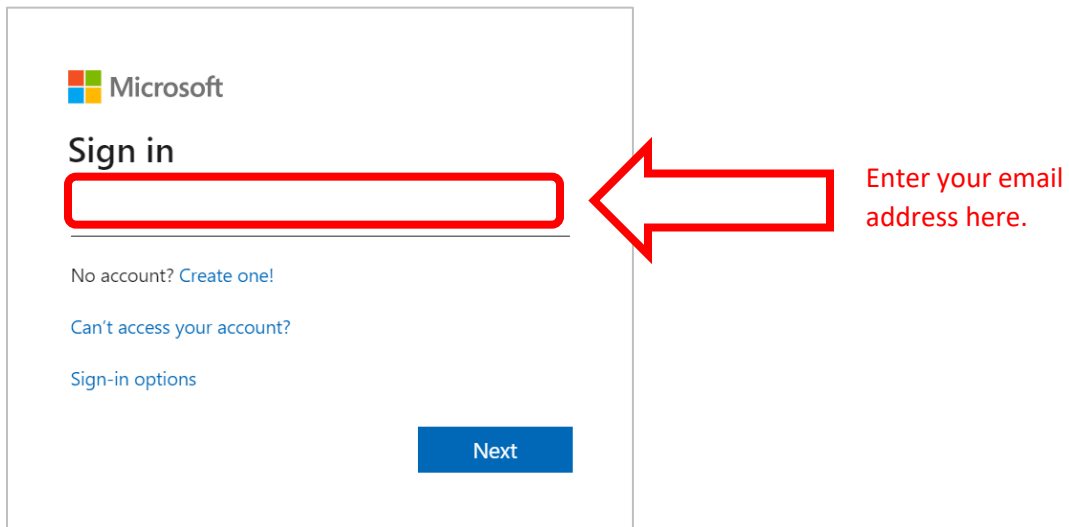
No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

If prompted for Sign in, type **your** email address here:

A screenshot of the Microsoft sign-in page, identical to the one above. A red rectangular box highlights the text input field. A large red arrow points from the right towards this input field. To the right of the arrow, the text "Enter your email address here." is written in red.

Microsoft

Sign in


No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

Enter your email address here.



Sign in


zz.Training01@courts.hawaii.gov

[No account? Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next



← zz.training01@courts.hawaii.gov


Enter password

Password

[Forgot my password](#)

Sign in

If prompted for a password, use your Windows **Active Directory** password. If you do not currently know this password contact your help desk. If prompted to “Stay signed in?”, this will limit the amount of prompts you receive to login when accessing Office 365. We recommend selecting **Yes** when using your own computer. If on a shared computer, select **No**.




← zz.training01@courts.hawaii.gov

Enter password

.....

[Forgot my password](#)

Sign in



zz.training01@courts.hawaii.gov

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

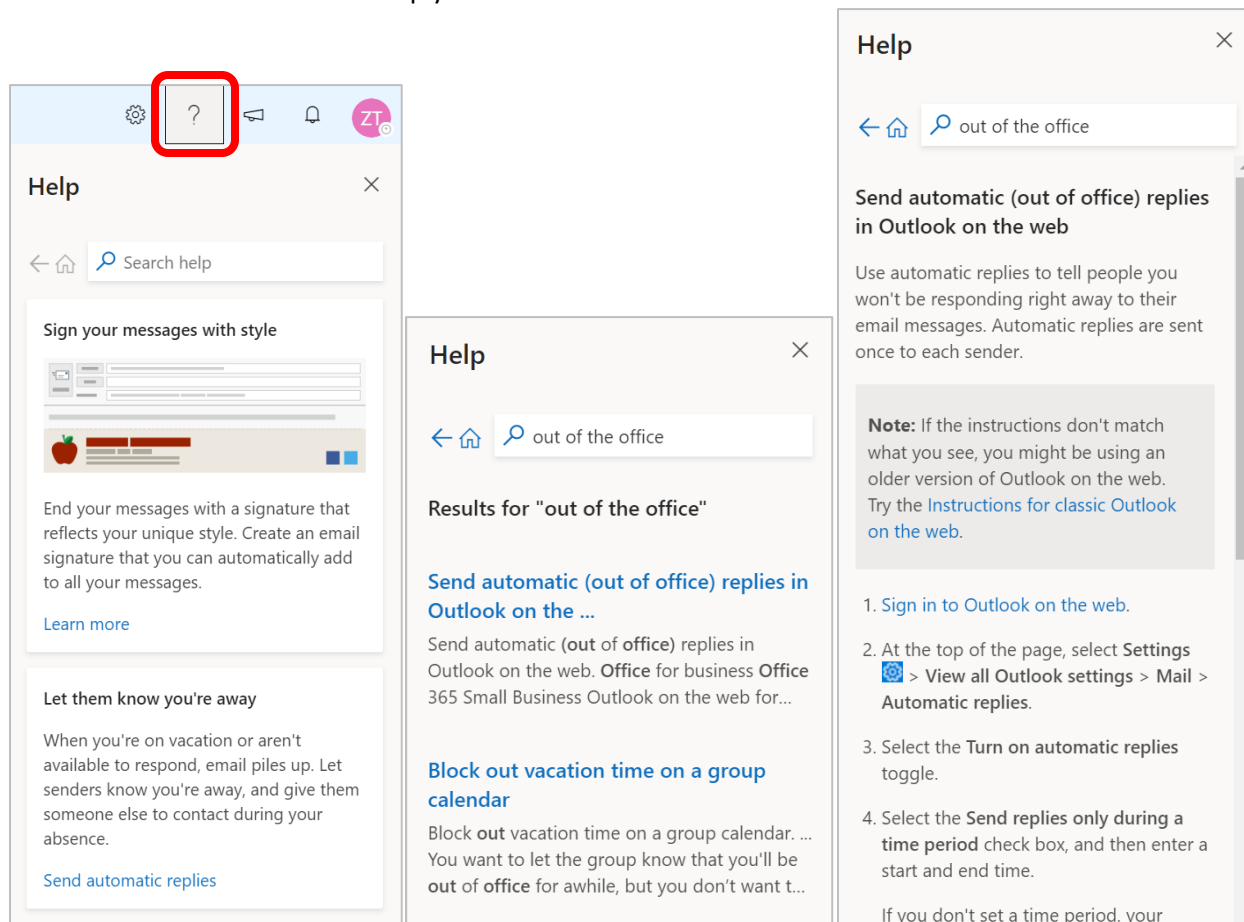
No Yes

Click *Outlook*.



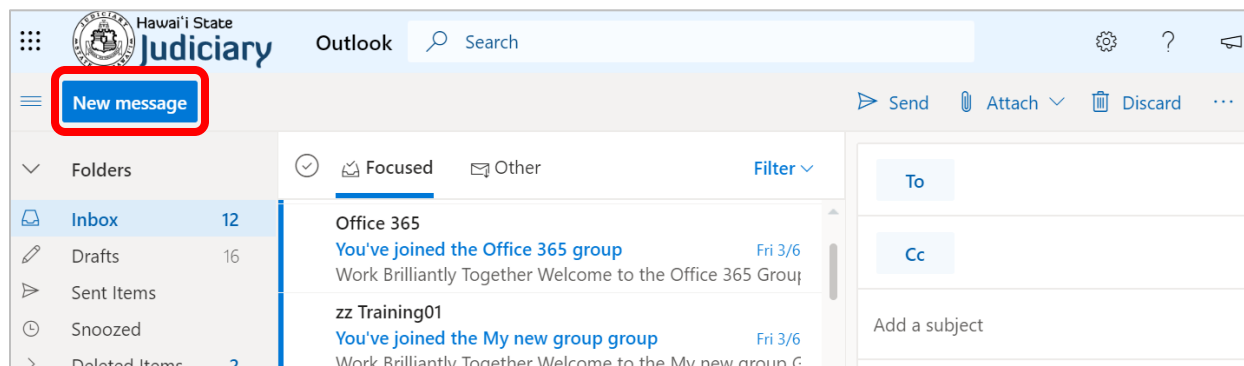
Is there an easy way to search for help in Outlook?

Click the *question mark* near the top right of the Outlook on the web app. The example below searches for how to set the out-of-office reply on the mailbox.



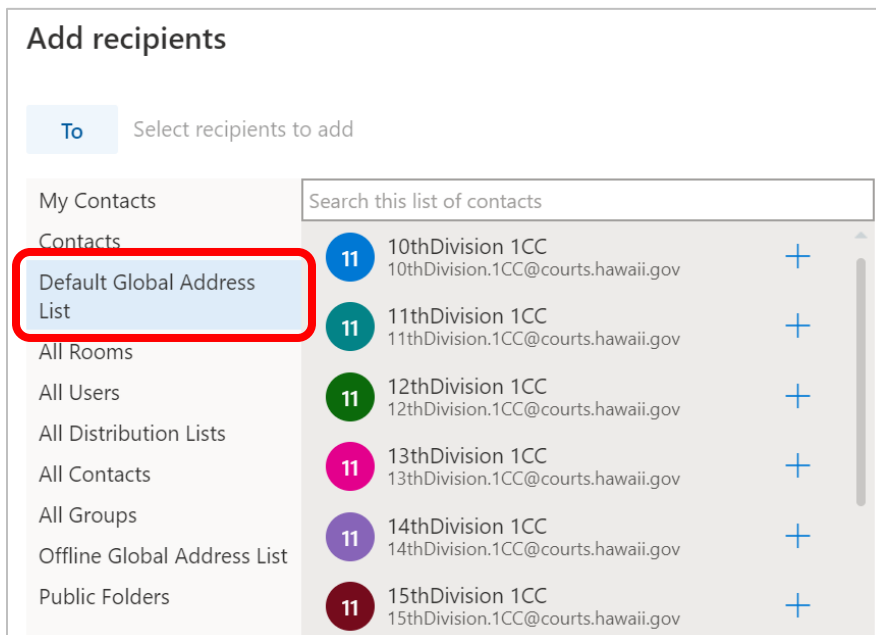
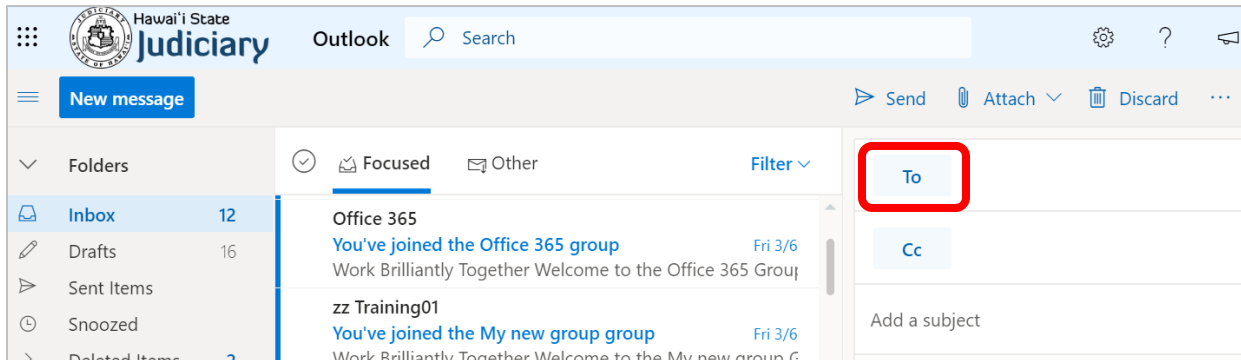
How do I create a new email in Outlook?

Use the **New message**. The keyboard shortcut is Ctrl + N.



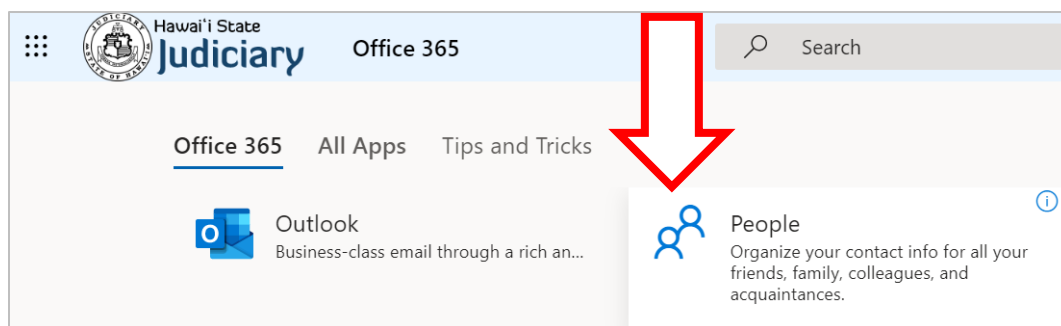
Where is the company directory/address book?

If composing a new email, the **To** button can be clicked and the available address books will appear. To search the entire organization, select the **Default Global Address List**:



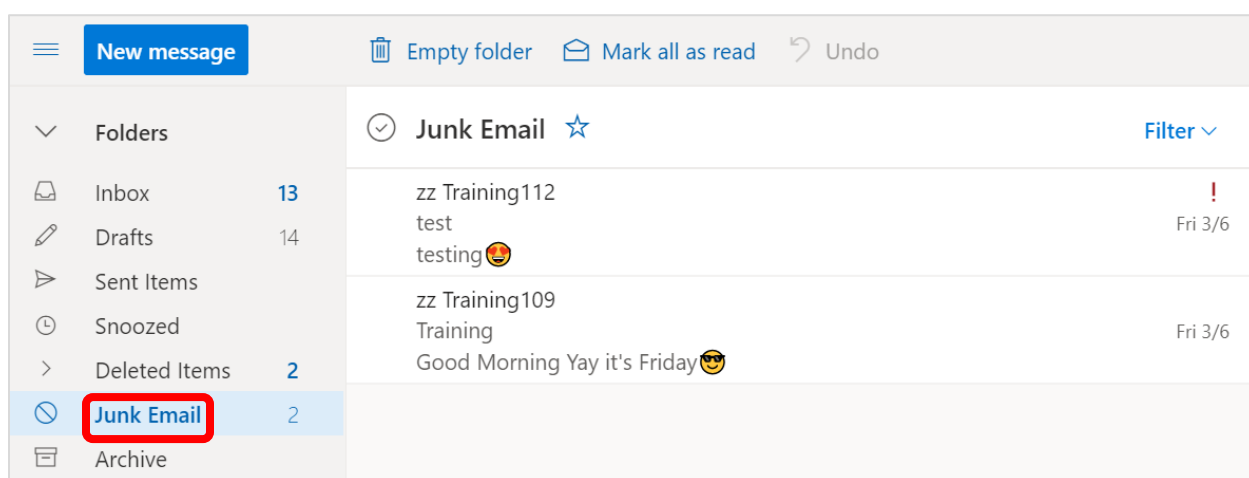
Also, the address book is available in **People**  at the bottom left of the Outlook app or as an available app in the portal:





How do I access my junk mail?

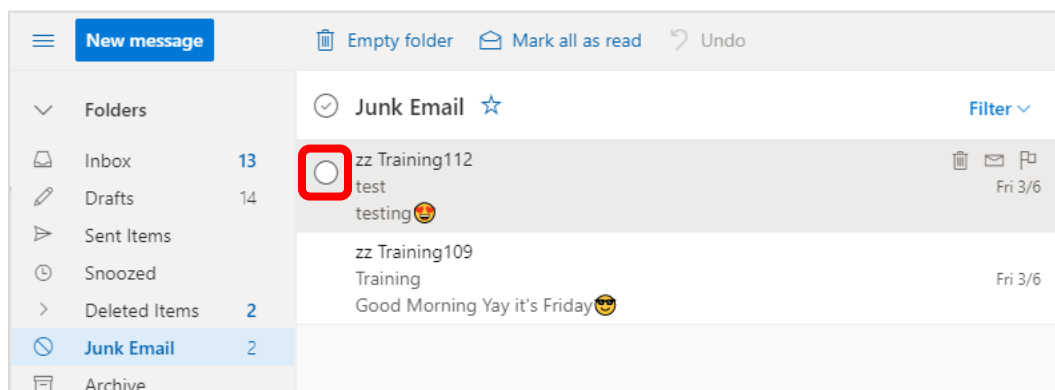
Click on **Junk Email** folder. The folder will open and display emails that have been routed there.



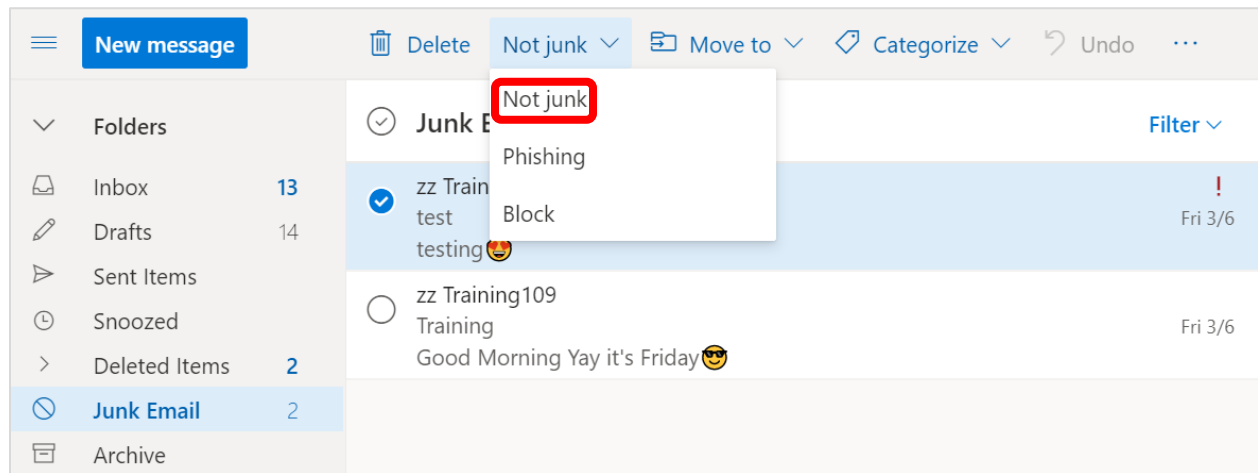
How do I stop legitimate email from going to the Junk Email folder?

If you find a legitimate email in the **Junk Email** folder, you can indicate that it is not junk mail so that emails from the sender are not routed to the **Junk Email** folder in the future.

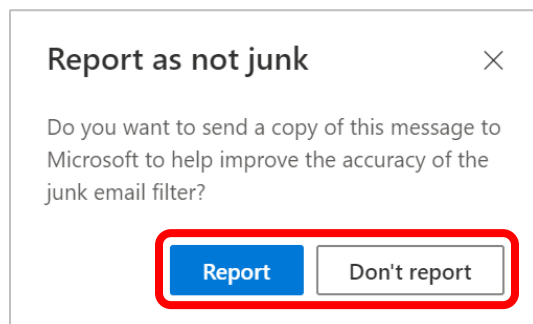
In your **Junk Email** folder move your mouse to the left of the email. A radio button will appear. Click the radio button to select the email.



The menu above the Junk Email will display different options for what to do with the email you selected. Click on the **Not junk** menu item and select the **Not junk** option to indicate that the email is legitimate. The email will automatically move from the **Junk Email** folder to your **Inbox**.



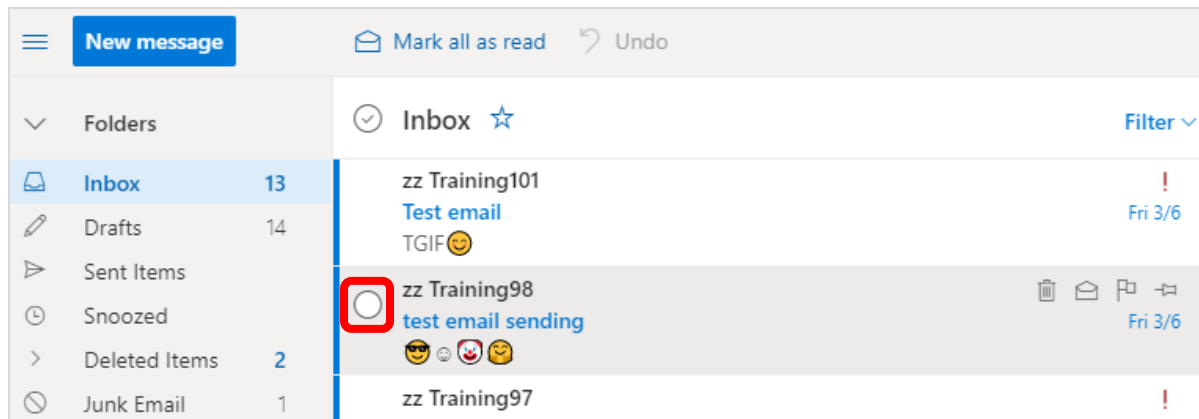
A message will appear asking you if you want to report the email as not junk to Microsoft. You can determine whether you want to report the email as not junk to Microsoft. Click on the **Don't report** button if you do not want to report it or click on the **Report** button if you do want to report it.



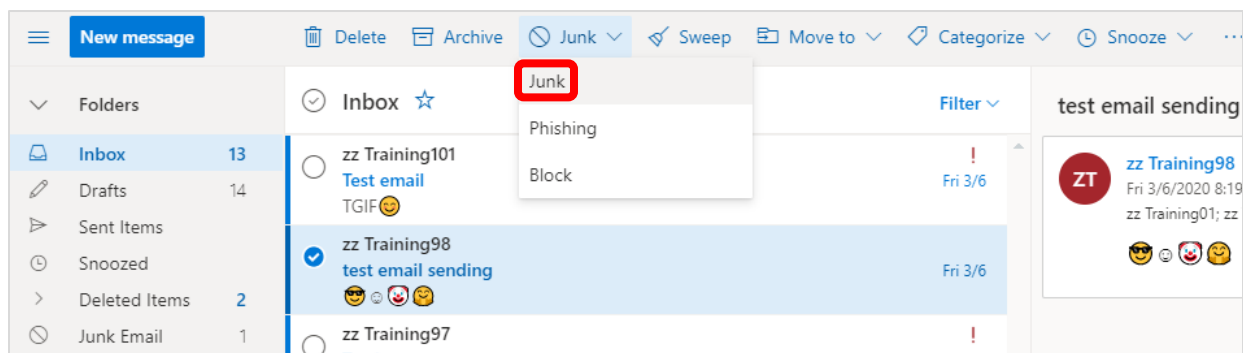
How do I mark email ask Junk mail?

If you find an email in your **Inbox** that is considered junk mail, you can indicate that it is junk mail so that emails from the sender are routed to the **Junk Email** folder in the future.

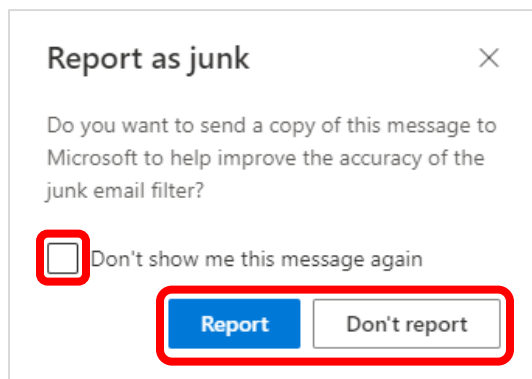
In your **Inbox**, move your mouse to the left of the email. A radio button will appear. Click the radio button to select the email.



The menu above the Junk Email will display different options for what to do with the email you selected. Click on the **Junk** menu item and select the **Junk** option to indicate that the email is junk mail. The email will automatically move from the **Junk Email** folder to your **Inbox**.

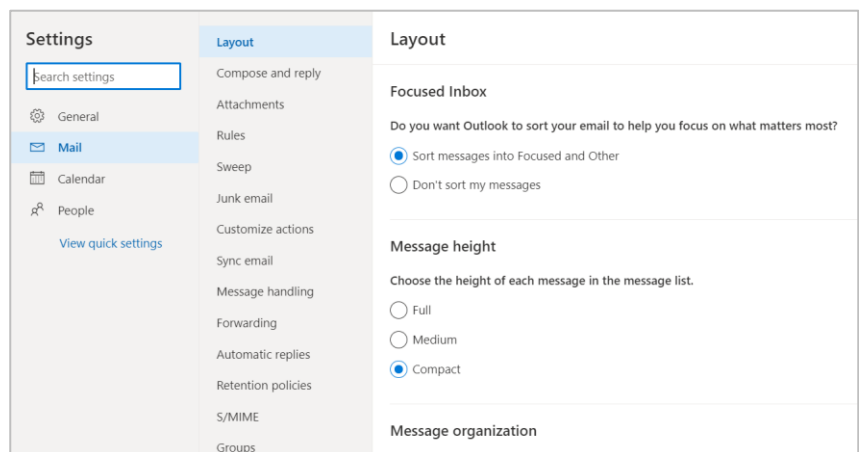
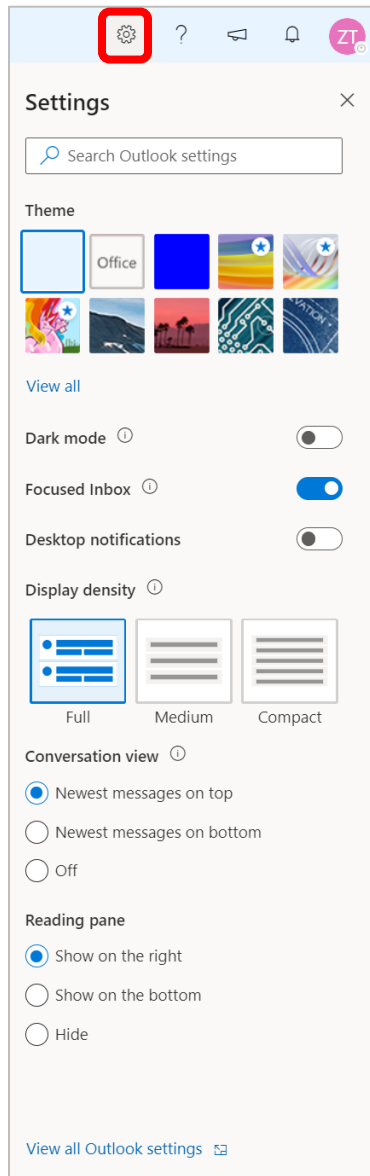


A message will appear asking you if you want to report the email as junk to Microsoft. Click on the **Don't report** button if you do not want to report it or click on the **Report** button if you do want to report it. If you do not want to see the message again check the **Don't show me this message again** check box.



How do I change Outlook's view/layout?

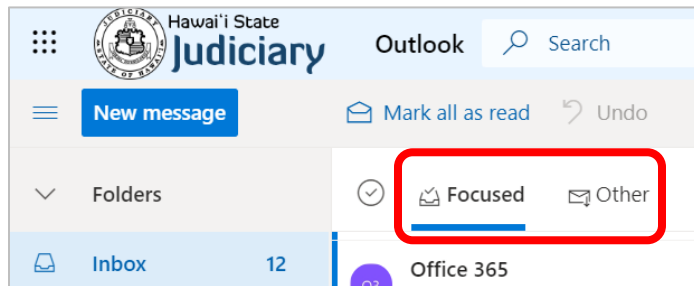
There are many options to customize the view. When in the Outlook app, click the *settings gear* in the upper right to see them. By selecting **View all Outlook settings** on the botting of the settings blade there will be additional options to choose from:



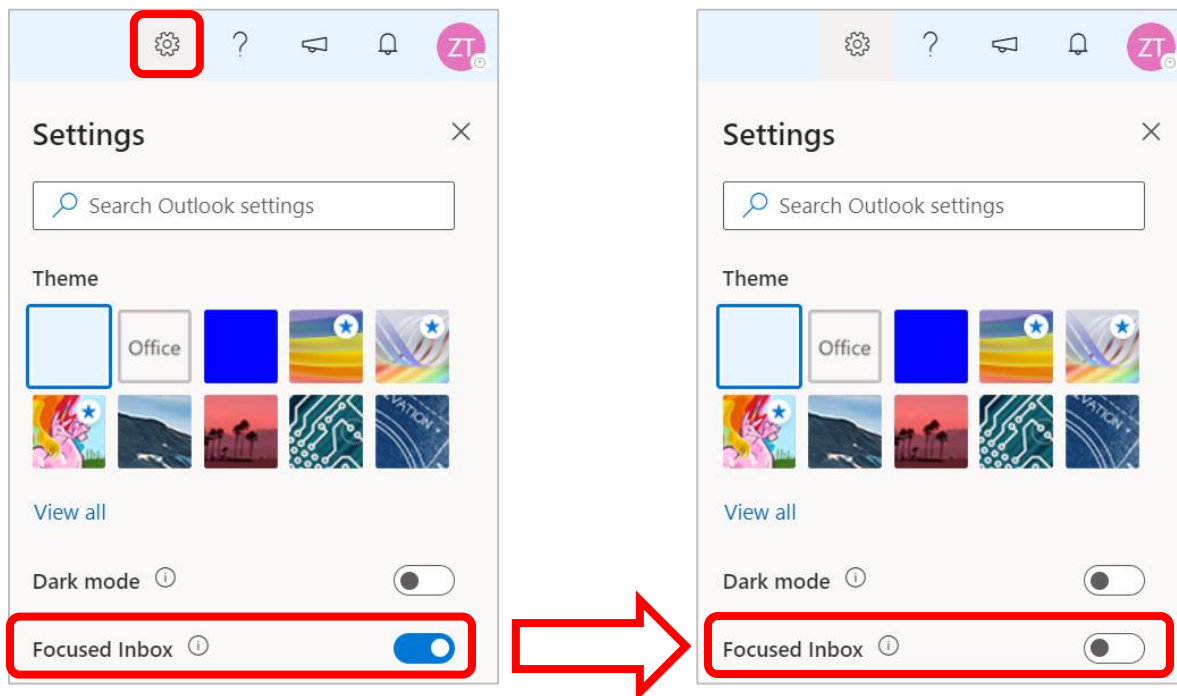
How do I turn off the Focused Inbox?

Focused Inbox separates your inbox into two tabs—Focused and Other. Your most important email messages are on the Focused tab while the rest remain easily accessible—but out of the way—on the Other tab. If you'd like to disable this in your inbox follow the below instructions.

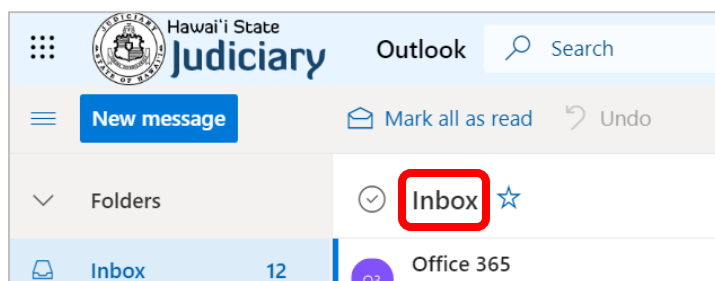
If you see **Focused** and **Other** options just above the list of emails in your **Inbox**, you have Focused Inbox enabled.



To disable this view, click on the **Settings** gear  on the upper right-hand side of the Outlook app and turn off the **Focused Inbox** switch.



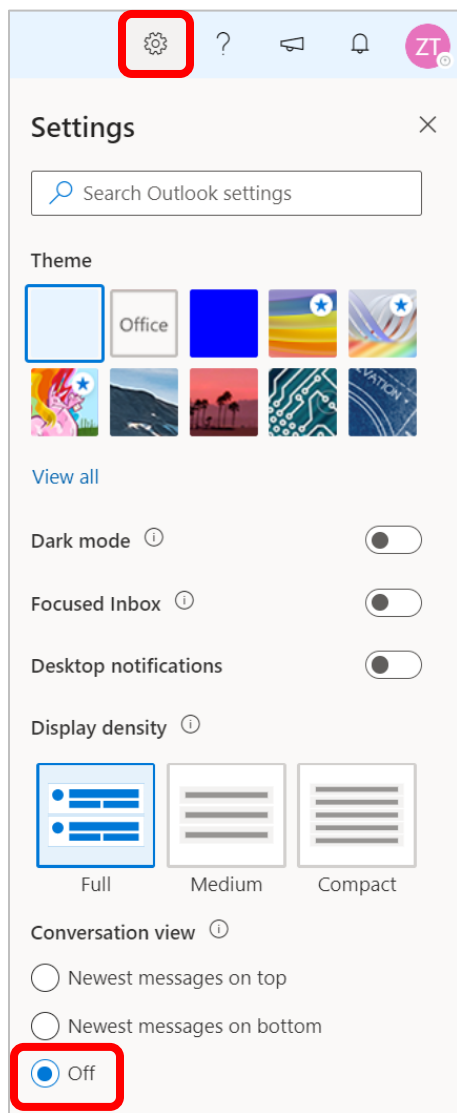
Once disabled you should only see **Inbox** above your emails.



How do I turn off Conversation View?

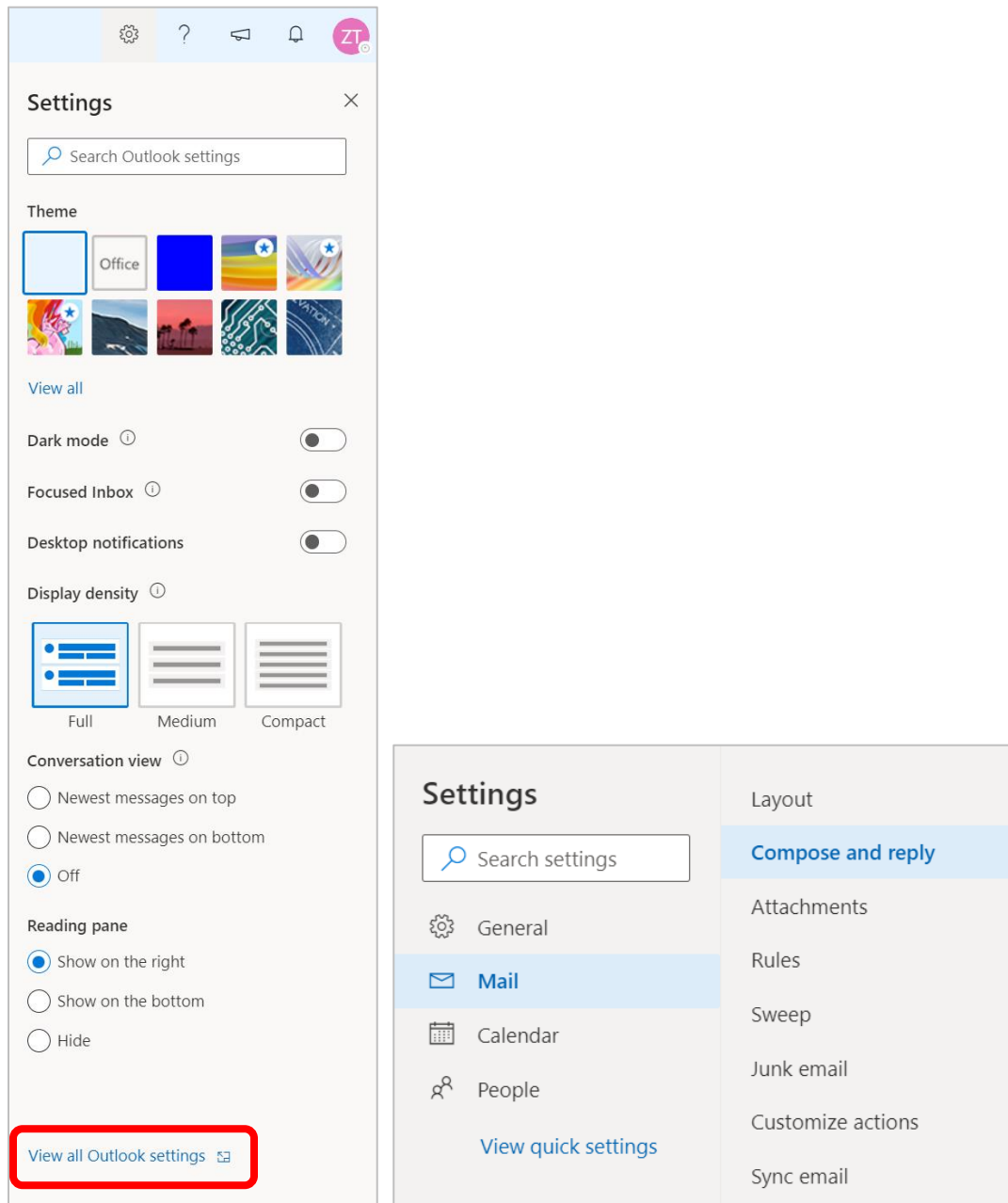
By default, when you add most account types to Outlook, your messages are displayed in Conversations. A conversation includes all messages in the same thread with the same subject line.

To disable this view, click on the **Settings** gear  on the upper right-hand side of the Outlook app. Under Conversation view, select the **Off** radio button.



How do I create a signature?

1. Go to **Settings**  > **View all Outlook settings** > **Mail** > **Compose and reply**.



2. Under **Email signature**, type your signature and use the available formatting options to change its appearance.

Layout

Compose and reply

Attachments

Rules

Sweep

Junk email

Customize actions

Sync email

Message handling

Forwarding

Automatic replies

Retention policies

S/MIME

Compose and reply

Email signature

Create a signature that will be automatically added to your email messages.

☐ Automatically include my signature on new messages that I compose

☐ Automatically include my signature on messages I forward or reply to

Note: You can have only one signature per account.

- If you want your signature to appear at the bottom of all new email messages that you compose, select the **Automatically include my signature on new messages I compose** check box.
- If you want your signature to appear on messages that you forward or reply to, select the **Automatically include my signature on messages I forward or reply to** check box.
- If you don't select these options, you can manually add your signature to a selected message. For details, see *Manually add your signature to a new message* below.

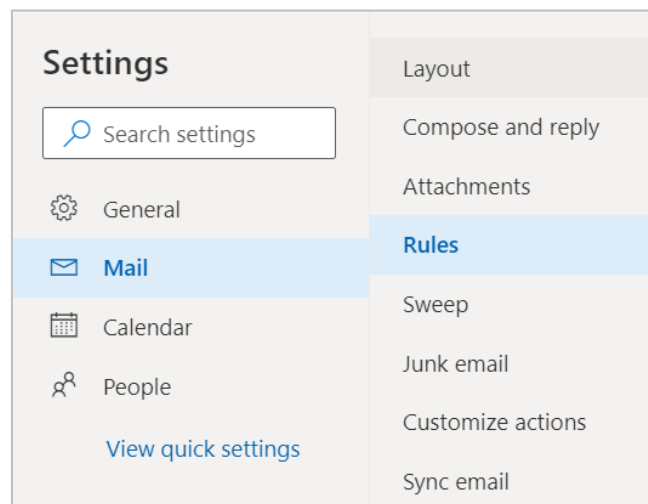
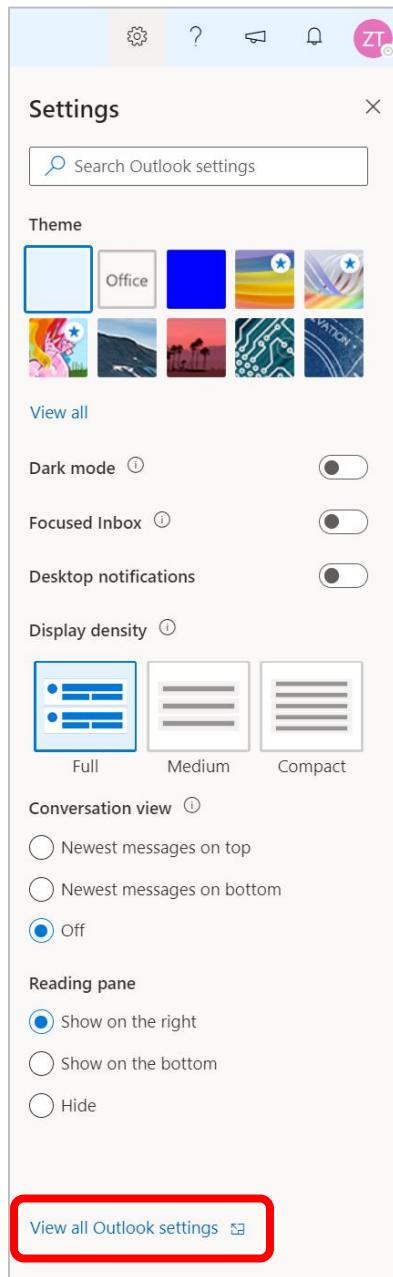
3. Select **Save** when you're done.

Note: You can always return to the **Compose and reply** page and select or clear the check box for automatically including your signature.

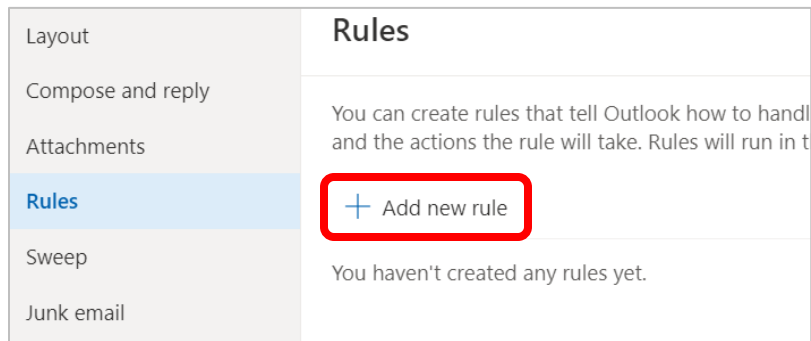
<https://support.office.com/en-us/article/create-and-add-an-email-signature-in-outlook-on-the-web-5ff9dcfd-d3f1-447b-b2e9-39f91b074ea3>

How do I create mailbox rules?

1. Go to **Settings**  > **View all Outlook settings** > **Mail** > **Rules**



2. To create a new blank rule using the **Inbox rules** page, choose **+ Add new rule**.



The new rule window has three sections:

Section	Description
Name	Give the rule a name
When the message arrives and:	<p>Use this box to select criteria for your rule. Use the down arrow to view and select the criteria you want to use.</p> <p>If the criteria have additional options, enter them in the window that appears.</p>
Do the following:	Use this box to select the action you want taken when a message arrives that meets the criteria you selected.

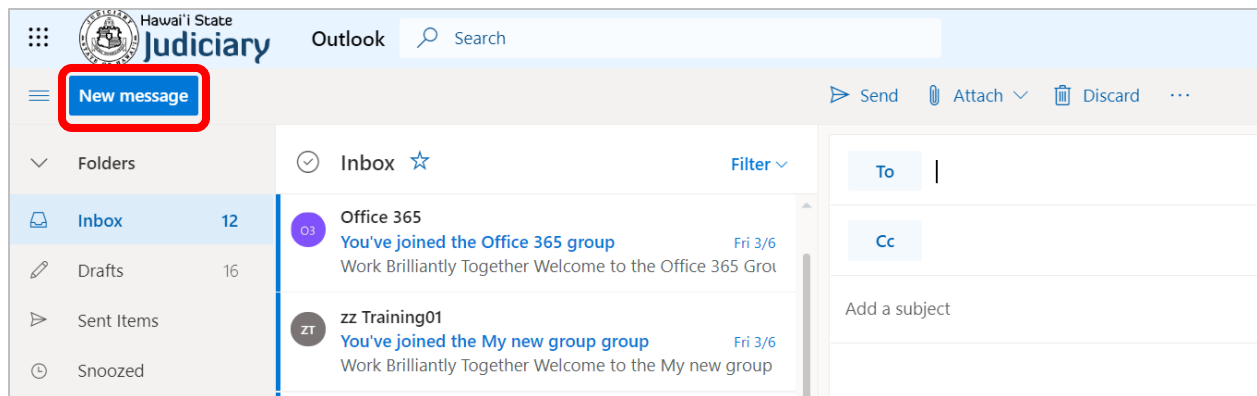
Section	Description
More Options	<p>Use More Options to:</p> <p>Add additional conditions or actions to a rule.</p> <p>Add exceptions to a rule by selecting Add Exception.</p> <p>Turn on or turn off the option to stop processing more rules. By default, the option to stop processing more rules is turned on. With this option on, when a message comes in that meets the criteria for more than one rule, only the first rule will be applied. Without this setting, all rules that the message meets the criteria for are applied.</p> <p>For example, without Stop processing more rules selected, if you have a rule to move all messages sent to a public group to a particular folder and another rule to move anything from your manager to another folder, and your manager then sends a message to that group, you'll find a copy of the message in both folders. If you want only the rule that moves messages from your manager to be applied, put that rule higher in the list than the rule that moves messages sent to the group, and then edit the first rule to add the option to stop processing more rules.</p> <p>Create a custom name for a rule.</p>

<https://support.office.com/en-us/article/inbox-rules-in-outlook-web-app-edea3d17-00c9-434b-b9b7-26ee8d9f5622>

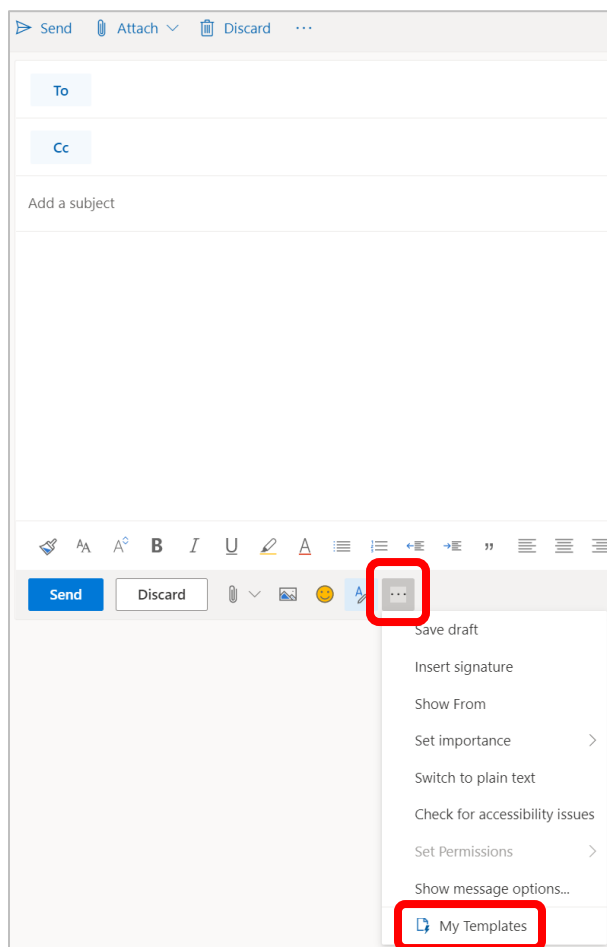
How do I create email message templates?

Use email templates to send messages that include information that doesn't change from message to message. You can compose a message and save it as a template, then reuse it anytime you want it, adding new information if needed.

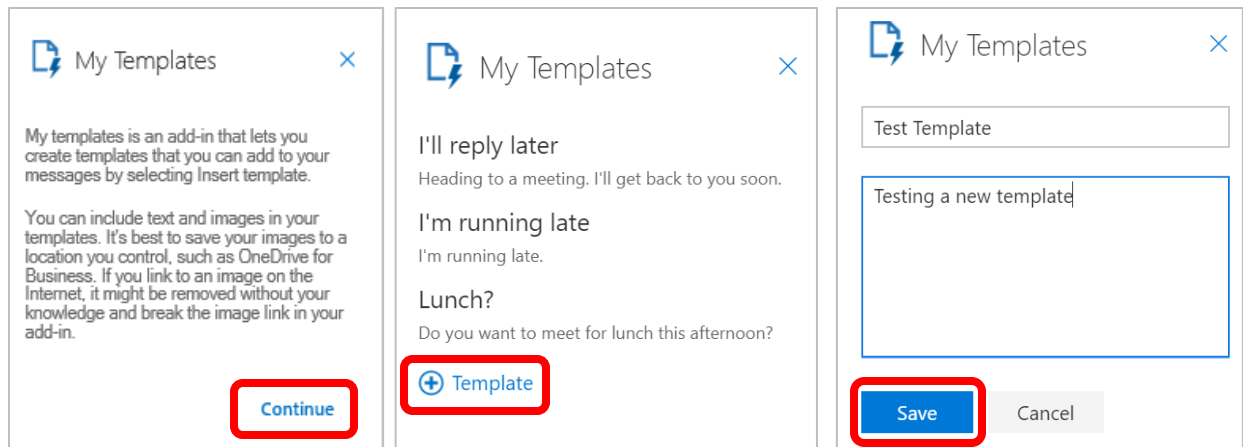
To create a new message template, click the **New message** button on the top left of the Outlook app.



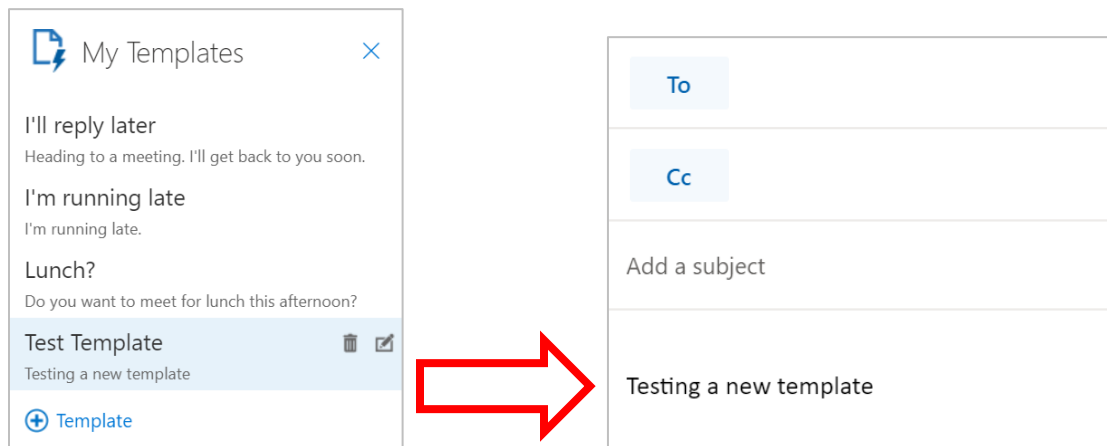
Click the three dots **...** on the bottom of the new message and select **My Templates**




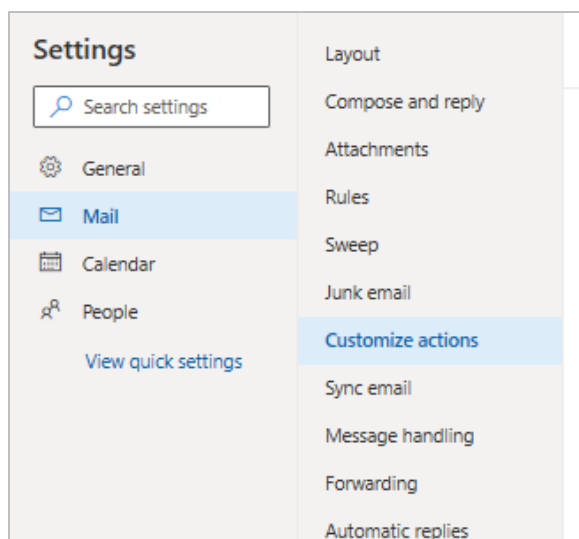
Click **Continue** when prompted for the add-in information, then click **+ Template**. A new message template wizard will appear. Name the template and type the desired text in the template body. When finished, click on **Save**, the template and it will appear in the list of message templates you have.



When the desired template is selected, the body of the email will populate with the template text.



To access the templates easier, the templates add-in can be added to the toolbar of the Outlook app. To add the Templates add-in, go to **Settings**  **> View all Outlook settings > Mail > Customize actions**.



Scroll to the bottom of the *Customized actions* page until you see “Toolbar”. Select the **My Templates** checkbox and click **Save**.

Toolbar

Choose actions and add-ins you want to see when you're composing a message.

☒ Attach

☒ Insert pictures inline

☒ Insert emojis and GIFs

☒ Show formatting options

☐ Save draft

☐ Insert signature

☐ Show From

☐ ! Set importance

☐ Switch to plain text

☐ Check for accessibility issues

☐ Encrypt

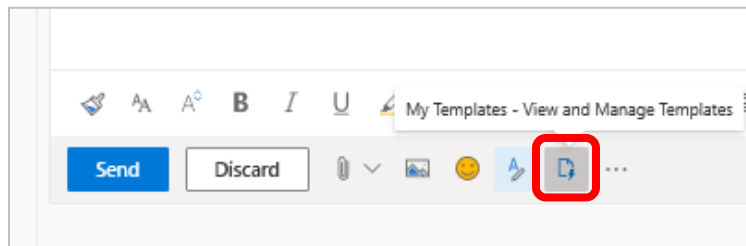
☐ Show message options...

☒ My Templates


☐ Get Add-ins

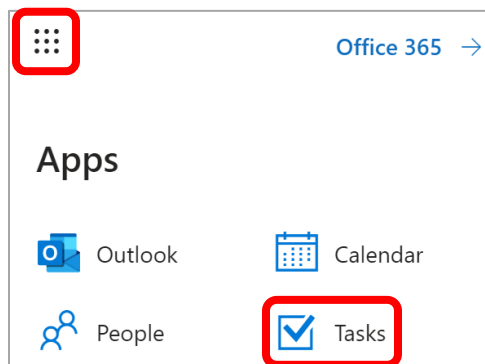
Save Discard

This will add the My Templates add-in to the Outlook messages toolbar.

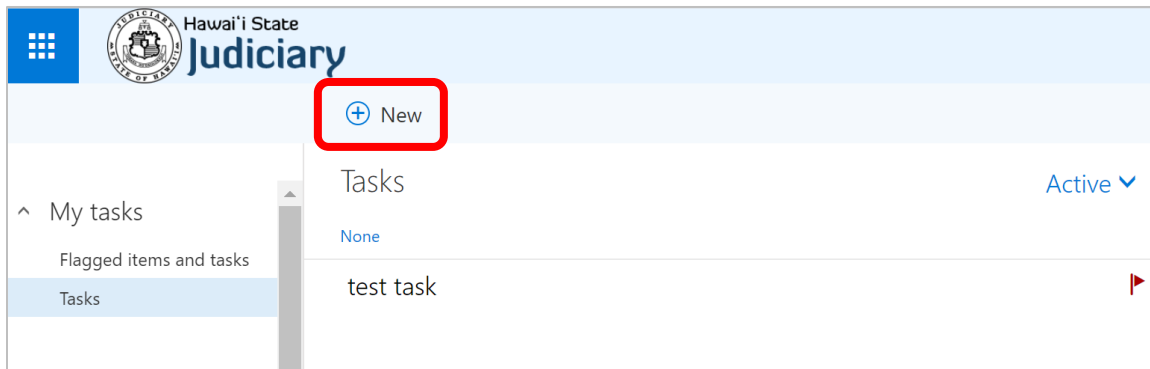


How do I create a task?

Click on the **App Launcher** (waffle)  in the upper left-hand corner of the screen to open your Apps, then click on **Tasks**.



To create a new task, click on **New**.



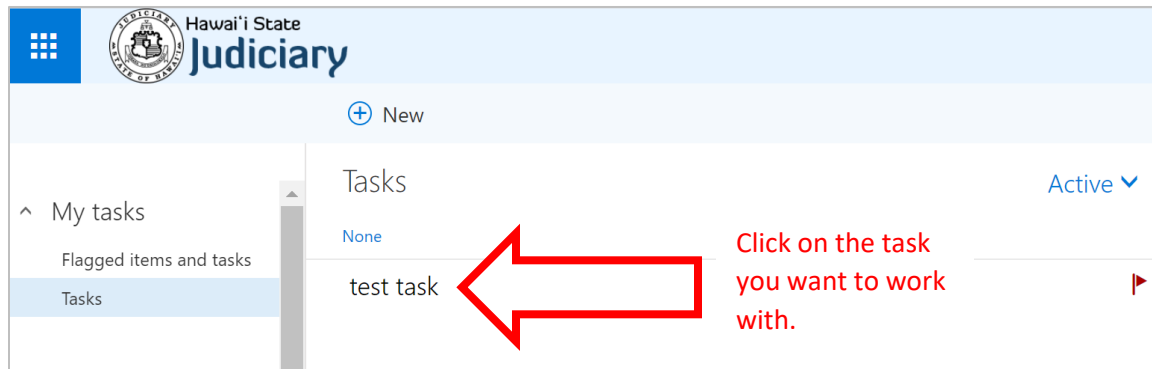
Enter the **Subject**, the deadline in the **Due** field (if there is a deadline), and information about the task in the body of the task. Other items that can be added to a task include an attachment (click on **Attach**) and **Charms** (icons). More details can also be added by clicking on the **Show more details** button. Once you are done creating your task, click the **Save** button and the task will appear in the list of tasks that you create.

A screenshot of the task creation form. At the top, there is a toolbar with buttons for 'Save' (highlighted with a red box), 'Attach', 'Charm', and 'Discard'. Below the toolbar are fields for 'Subject' and 'Due' (set to 'None'). A 'Show more details' button is located to the right of the 'Due' field. Below these fields is a large text area for entering the task body, which includes a rich text editor toolbar with various formatting options. Two red arrows point to the 'Show more details' button and the text area, with accompanying text explaining their functions.

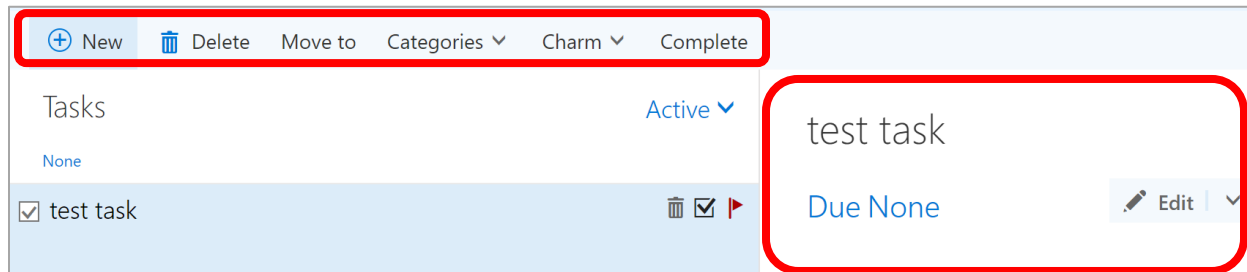
Click here to display additional details that can be added to the task.

Enter information about the task here.

To work with a task you created, click on the task to open it.



A menu of options will open at the top of the task and a preview of the task will appear on the right-hand side.



Menu Options

- New = Creates a new task.
- Delete = Deletes the current task that is open.
- Move to = moves the current task that is open to another folder within My Tasks, if additional folders were created
- Categories = Used to you to categorize your tasks
- Charms = Used to add icons to your task
- Complete = To mark your task as complete

To update the task, click on **Edit** in the preview on the right-hand side.

