

School Mail System

- Access through Office 365 Exchange Online

User Guide

FOR

Education Bureau (EDB)

Version: 2.1

October 2022

 $\ensuremath{\textcircled{C}}$ The Government of the Hong Kong Special Administrative Region

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1	First release	All	1.0	29th August, 2010	
2	Portal Screen Update	5.1	1.1	February 2016	
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4	Update of the screen capture	6.3	2.1	October 2022	

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Date:	Date:

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1. PURPOSE

The document provides necessary information to guide users to access and use their School Mail System mailbox through Office 365 Exchange Online.

2. SCOPE

This document covers the Office 365 Exchange Online and usage from the end user perspective.

3. SYSTEM SUMMARY

3.1. OBJECTIVES

In order to facilitate electronic communication within the EDB, School Mail System is established to provide Electronic Mail service for school users. School users can use this e-mail service to communicate with EDB and other Internet mail users.

3.2. SYSTEM FUNCTIONS

The system would support common e-mail functions including:

- 1. Compose, forward, reply, delete mails, including Internet mails, and return receipt;
- 2. Handle file attachments;
- 3. Use directory for locating mail recipients within EDB & Government.

The system would allow users to communicate with other mail users in the Government, which includes:

- 1. Send and receive e-mail with EDB Office users.
- 2. Share directory information with other email systems in the same B/D;
- 3. Support the exchange of emails with users across B/Ds under the existing Government Communication Network (GCN) messaging infrastructure;
- 4. Comply with the requirements of GCN for email communication across Bureau or Departments.

4. WORKSTATION REQUIREMENT

4.1. COMPUTER HARDWARE

Hardware Requirements:

- Processor: 1.6 GHz or higher x86 or 64-bit processor
- Memory: 1 GB or higher
- Monitor resolution: 1024 x 768

Ref: <u>https://support.microsoft.com/en-us/office/supported-browsers-for-outlook-on-the-web-and-outlook-com-ca350265-6284-4682-9abd-85fc2bd37934</u>

4.2. COMPUTER SOFTWARE

Supported Operating Systems:

• Windows 10

Supported Browsers for accessing Outlook Web App:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome

Ref: <u>https://support.microsoft.com/en-us/office/supported-browsers-for-outlook-on-the-web-and-outlook-com-ca350265-6284-4682-9abd-85fc2bd37934</u>

5. OUTLOOK WEB APP OPERATING INSTRUCTIONS

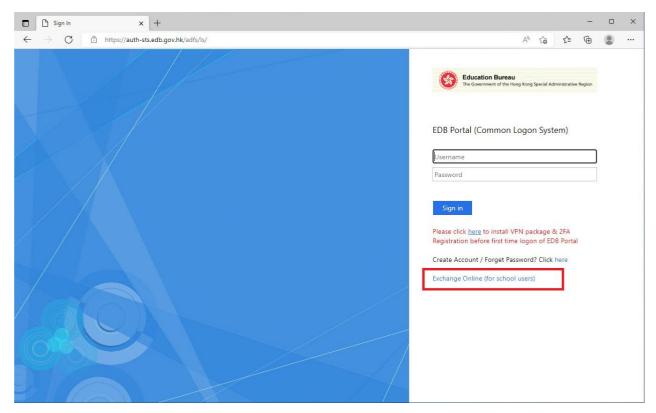
You can access your School mail account using **Outlook Web App (OWA)** with a workstation which can access the Internet.

5.1. LOGIN AND LOGOUT

A. Login OWA

(If you are outside EDB network)

 Logon EDB Intranet through via the EDB Portal Logon Page (<u>https://portal.edb.gov.hk</u>). It will redirect to the following page. You can access OWA through [Exchange Online (for school users)].



2. Type in your login name and password again to access **OWA**.

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1	1000	1000	

Education Bureau

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教育局認證入口

Education Bureau Authentication Portal

登入名稱/Logon Name: [
密碼/Password:	
	登入/Logon

Or

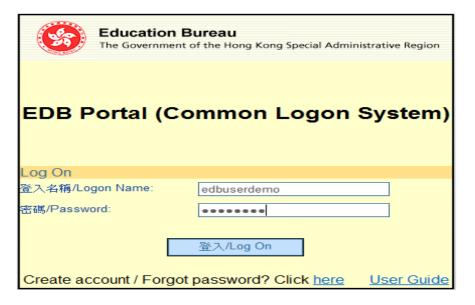
You can launch the following URL for directly login to the school mail system with your login name and password.

https://outlook.office365.com/edb.gov.hk

Or

(If you are within EDB network)

 Logon EDB Intranet through via the EDB Portal Logon Page (<u>https://portal.edb.gov.hk</u>). Type in your EDB Portal account and password accordingly and then click Logon.



2. After logon EDB Intranet, you can access **OWA** through **[User Services] ->** [Check My Email] -> [Exchange Online].

User Services	
Check My Email	Room Booking
Exchange Online (for school users)	Reserve a conference room
G2E Applications#	Applications and Quick Links (for authorised users only)
e-Payroll e-Leave (i.e. Civil Servant) e-Leave (for NCSC/Non-DP User)	CDS# MIDW# SEMIS# We ECS# SMART# REO Repository VRS for CGO e-Procurement (IT SOA) CFI

3. Type in your login name and password again to access **OWA**.



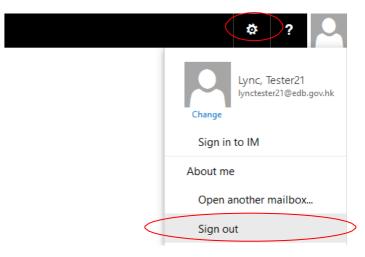
教育局認證入口 Education Bureau Authentication Portal

登入名稱/Logon N 密碼/Password:	lame:
	登入/Logon

B. Logout OWA

For security consideration, it is highly recommended to log off the OWA after using it, especially if you are using shared workstation to login your account.

1. Click **[Settings]** on the top-right corner and select **[Sign out]**.



2. Close all browser windows.

5.2. **REGIONAL SETTINGS**

For the first time you access the OWA, you will see the following page for configuring your preferred "Language" and "Time zone". Time zone for Hong Kong is **UTC +8:00**. It is suggested using this time zone for your settings unless you have specific needs (e.g. if you are working out of Hong Kong, other time zone settings may be required).

Outlook [®] Web App
Choose your preferred display language and home time zone below.
Language:
English (United States)
Time zone:
(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi 🗸
⊖ save

Also, you can change the "Language" and "Time zone" in setting page.

- 1. To change the "Language" and "Time zone" settings, click **[Settings]** on the top-right corner and select **[Options]**.
- 2. On the left pane, click [GENERAL] > [Region and time zone].

your time zone.
your

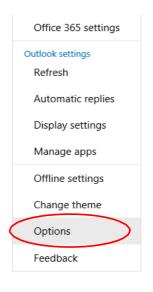
3. Select the language. Preferred languages are "English (United States)" and "中文 (香港特別行政區)".

- 4. If you find the time for the received email is not correct due to the incorrect time zone settings, you can select the current time zone in this option setting.
- 5. Click **F** SAVE to save your setting.

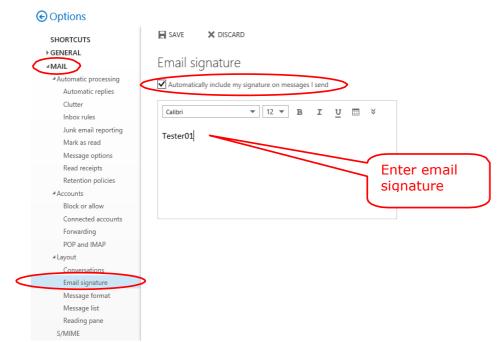
5.3. E-MAIL SIGNATURE

In **OWA**, user can preset their desired e-mail signature.

1. To set/change your e-mail signature, click **[Settings]** on the top-right corner and select **[Options]**.

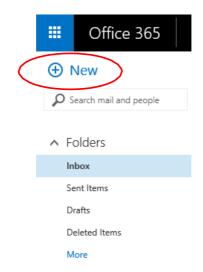


 On the left pane, Go [Mail] > [Layout] > [Email signature]. Type your desired e-mail signature. Tick the checkbox [Automatically include my signature on messages I send]. Click SAVE to save your setting.



5.4. CREATE AND SEND MAIL

1. Click \bigoplus New button on top-left pane.



2. A blank mail message area will be shown on the right.

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D Section and excepted Image: Control of the section of the secti	New		TEMS BY DATE =	
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topothe Jon a projet or metric rank.				
	together Join a group or			
Could group	 Browse groups 			
	Create group			

3. If you want to have the **Bcc** field, you can click **[Options]** and choose **[show Bcc]**.

1	SEND	×	DISCAR	RD	0 IN	SERT	a A	PPS	•••	\supset	
To:										Save	
										Show Bcc	
Cc:										Check names	
Subje	ct:								-	Set importance >	
в	I	U	Aa	A≑	Ξ	4 22 3	÷	Æ		Switch to plain text	
										Show message options	

4. Type recipients' addresses in the **[To/Cc/Bcc]** fields. You may just enter the mail aliases of the recipients (for users whose e-mail addresses are available in your address book) and click the *** icon and select **[Check names]** to validate the addresses.

F SEN	VD 🕻	C DISCAR	D 🚺	INSERT	🌲 APPS	•••		
							Save	
To:							Hide Bcc	
Cc:							Show From	
						-<	Check names	-
Bcc:							Set importance	>
Subject:							Switch to plain text	
						-	Show message options	5
в	I U	Aa	A [‡]		Et - 2	ah	A V	_

5. Or, you can choose the recipient(s) from the address book. Click **[To:]** link to enter into address book search page. For details please refer to **Section 5.6**.

✓ 0 To:	K X CANCEL		
.0.			
	lynctester	×٩	
	All People Lists Groups Rooms		
>>	SEARCH RESULTS		Lync, Tester21
	Lync, Tester21 ITM Section 1 and 2	+	ITM Section 1 and 2
	Lync, Tester22	+	

6. Type in subject & mail body.

	SEND	×	DISCARD	0	INSERT	a /	APPS	•••		
То:	0	Lync,	Tester2	1 ×						
Cc:										
Bcc:										
Subje	ct: W	elcom	e to Office	e 365						
в	I	U	Aa ,	A ≑ :		÷	÷E	ah	Α	\sim
Weld	ome	to Of	ffice 365							

- 7. You can attach file(s) in your mail. For details please refer to **Section 5.15**.
- 8. Click 🖾 SEND to send the mail.

<u>ب</u>	SEND	×	DISCARE		INSE	ERT	\$ A	PPS	•••		
To:		Lync,	Tester2	21 ×							
Cc:											
Bcc:											
Subje	ct: We	elcom	e to Offic	ce 365							
в	I	U	Aa	A	Ξ	1 2 3	≣€	€	ah	А	\sim
Weld	ome	to Of	fice 36	5							

Note: OWA checks spelling automatically. If there is no spelling mistake, it sends the message right away.

The words with spelling error will be underlined in red. Right click the underlined word to check and update if needed.

в	I	U	Aa	A [‡]	ab	A	Ξ	12	÷	•	\mathbf{c}	\sim
Gaht	ering		Gather	-								
			Gather Add to Ignore	dictio	onary							
			Manag Undo	je lang	guage	•						
			Cut									
			Copy Paste									
			Delete									
			Select	all								

5.5. DRAFT MAIL

In OWA, a draft mail will be saved in the **[Drafts]** folder automatically as it did not send.

① New	DRAFTS	ITEMS BY DATE 🔻	গতা send 🗙 discard 🔋 insert 🏟 apps 🚥
Search mail and people	All Unread To me Flagged		To: C Lync, Tester21 🗙
∧ Folders	✓Lync, Tester21 Welcome Welcome, Hello World.	11:31a	To: Lync, Tester21 X Cc:
Inbox 2			
Sent Items			Bcc:
Drafts 1	>		Subject: Welcome
Deleted Items			
More			BIUAa A* 🗄 🗄 🎫 🕊 🖄 🔺 🗸
			Welcome, Hello World.
∧ People			

Also, you can target the save action under the **[Options]** *** > "Save". The mail will be closed and saved in the **[Drafts]** folder.

™ SEND	X DISCARD	INSERT	APPS	•••
				Save
To:				Hide Bcc
Cc:				Show From
Cc:				- Check names -
Bcc:				Set importance >
Subject:				Switch to plain text
Subjeen				Show message options
ъτ	Δ. c.Δ. 11	¢abγ Δ	:= :=	-z _s= •• v

5.6. ADDRESS BOOK SEARCH

1. Click on to the **[To/Cc/bcc]** field in a new mail to add the recipients' address to corresponding field.

1	SEND	X DISCARD	0 INSERT	APPS
To:				
Cc:				
Bcc:				

2. Type the name of the contact that you want to find.

L	Sui				хQ
	_		_	-	

All People Lists Groups Rooms

3. Click + to add the address to recipients' list and click ✓ OK to save and exit. ✓ OK ★ CANCEL To: □ LI, Sui- ★

LI Suí	×Q	
All People Lists Groups Room	s	
SEARCH RESULTS		LI, Sui-
LI, Sui-	+	
	School	
LI, Sui-	+	
	Contact No	tes Organization Groups
LI, Sui-	(+) Email	Profile
	@edb.hksarg	https://edbgovhk-my.sharepoir
		225 15
		Work Job title:
		Company:
		Directory
		Linked contacts
		Directory
		Manage

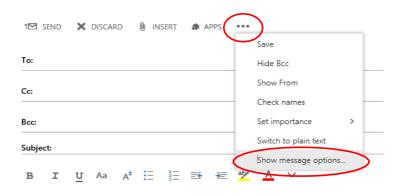
Note:

- 1. It will search both EDB address book and Whole Government address book.
- 2. This limited to search the following field:
 - Display Name;
 - First Name;
 - Last Name;
 - E-mail address

5.7. REQUEST FOR READ RECEIPT

Note: This option works only if target recipient mail system supports this feature and the feature has been turned ON.

1. In the compose mail window, click the **[More]** ••• icon on the top-right corner and click **[Show message options]**.



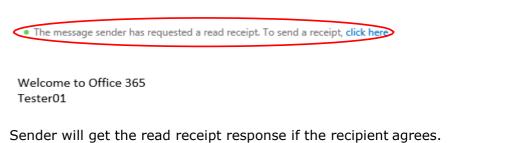
2. Tick the checkbox **[Request a read receipt]**. Then click **[OK]**.

Mes	sage opti	ons
Sensiti	vity	
Norm	al	-
Rec	uest a delivery re uest a read recei rypt this message itally sign this me	e (S/MIME)
	OK	Cancel

3. Draft and send the e-mail as usual.

5.

When the recipient opens the e-mail which enabled the read receipt function, the recipient's mailbox will require recipient to send back a read receipt to sender.
 To:
 Lync, Tester21;





To: 🗆 Lync, Tester21;

Your message

To: Lync, Tester21 Subject: test Sent: Monday, March 16, 2015 11:12:01 AM (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi

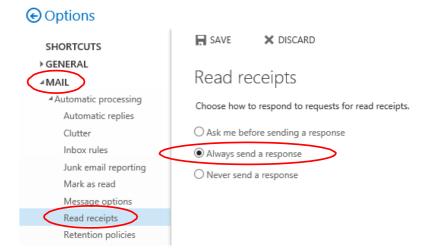
was read on Monday, March 16, 2015 11:12:12 AM (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi.

Important Note:

The default setting for OWA users of Read receipt response has been set to "Ask me before sending a response". This setting can be modified by user. Users are suggested to modify this setting to "Always send a response".

To set read receipt, click **[Settings]** on the top right hand corner and select **[Options].**

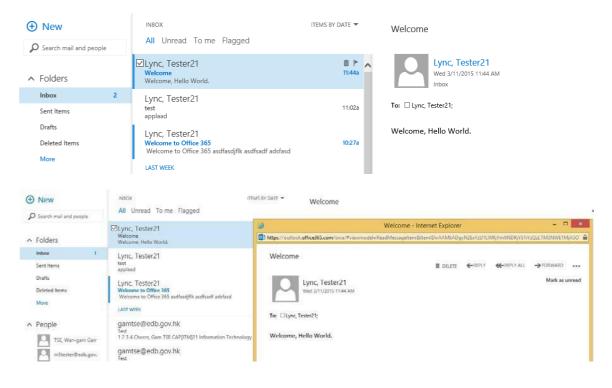
On the left pane, click [Mail]. In the [Automatic processing] section, click [Read receipt] and select [Always send a response]. Click [Save] to save your setting.



5.8. READ MAIL

By default, all new incoming mail is stored in Inbox folder.

- 1. To read a mail, click **[Folders] -> [Inbox]**. Your **[Inbox]** folder will open and display any messages you have received.
- 2. Mail subject would be **bolded with theme colour (default is blue)** if it has not been read.
- 3. Click on the selected email and the mail content will be shown on the right of the window.
- 4. Also, you can double click to open the mail in a new pop up window.



5.9. REPLY MAIL

- 1. Open the mail you want to reply.
- 2. Click [Reply] or [Reply to All] button.

Welcome	
Lync, Tester21 Wed 3/11/2015 11:44 AM	Mark as unread
To: Lync, Tester21;	
Welcome, Hello World.	

3. Type in mail content and click **[Send]** to send the e-mail.

±⊠ :	SEND	×	DISCAF	RD	0 in	ISERT	a A	IPPS	•••		
To:	0	Lync,	Teste	r21 🗧	×						
Cc:											
Bcc:											
Subje	c t: Re	: Welc	ome								
в	I	U	Aa	A	=	12	Ξŧ	÷E	aly	Α	\sim
	: Lync										
	Wedi /nc, Tr		y, Mai 21	rch 11	1, 201	5 11:	44 AM				
	ct: W										
Welc	ome	Hell	o Wor	h							

Note: When user clicks the **[Reply] or [Reply to All] button**, OWA will automatically remove the attachments, if any, embedded from the reply.

5.10. FORWARD MAIL

- 1. Open the mail you want to forward.
- 2. Click **[Forward]** button

Welcome	💼 delete	← REPLY	REPLY ALL FORWARD
Lync, Tester21 Wed 3/11/2015 11:44 AM			Mark as unread
To: Lync, Tester21;			
Welcome, Hello World.			

3. Type in mail content and the address of the recipient(s). Click **[Send]** to send the e-mail.

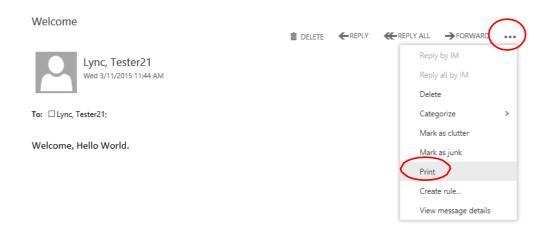
र SEND	×	DISCARD	0	INSERT	a A	PPS	•••		
то: 🍳	Lync,	Tester2	2 🗙						
Cc:									
Bcc:									
Subject: F	w: Welco	ome							
B I Welcome	_	Aa	A [‡]		Ξŧ	÷E	ah	A	~
From: Lyn Sent: Weo To: Lync, ' Subject: V	dnesda Tester2	y, Marcl 1	h 11, 2	2015 11:	44 AM				

Note: When user clicks the **[Forward]** button, OWA will automatically attach the original attachment(s).

Welcome, Hello World.

5.11. PRINT MAIL

- 1. Open a mail you want to print.
- 2. Click the *** icon on the top-right corner and select [Print].

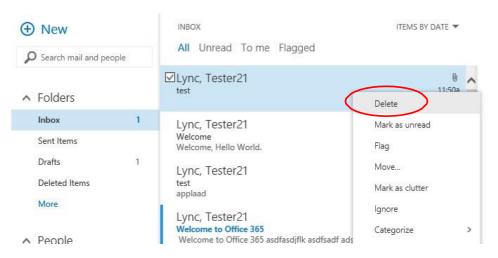


3. Choose the printer and click **[OK]**.

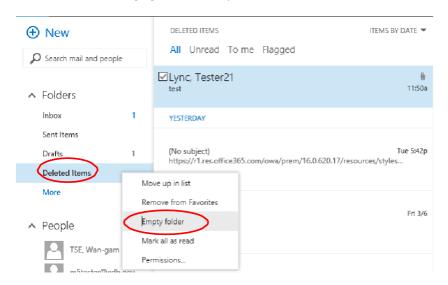
Print	×
Printer	
Name: \\edbfs010\ITMS1-HP Color Las	erJet 5500 V Properties
Status: Ready Type: HP Universal Printing PCL 6	
Where: IP_10.15.196.52	
Comment:	Print to file
Print range	Copies
All	Number of copies: 1
O Pages from: 1 to: 1	Collate
Selection	123 123 Collate
	OK Cancel

5.12. DELETE MAIL

- 1. Click the mail to be deleted so that it is highlighted.
- 2. Click •••• icon on the top right hand side and select [Delete].
- 3. You can also opt to right-click the selected e-mail(s) and click **[Delete]** on the drop down menu to delete the mail(s).



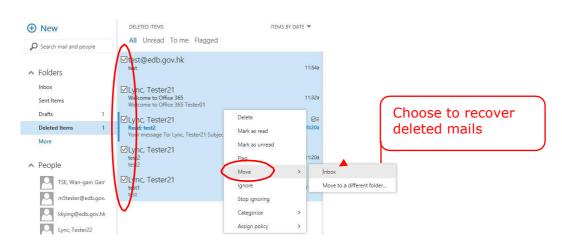
- 4. The mail(s) would be moved in [Deleted Items].
- 5. To permanent delete the email(s), go to the **[Deleted Items]** folder. Right click this folder and click the **[Empty folder]** option to delete **all** the mails therein.



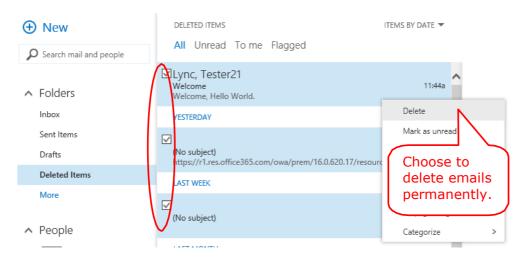
Note: Any mails in the **[Deleted Items]** folder will be emptied from the folder automatically if they have been retained in the **[Deleted Items]** folder for more than 30 days.

5.13. RECOVER DELETED MAIL

1. User can recover the deleted mail(s) from the **[Deleted Items]** folder if they have not yet been permanently deleted. To do so, select the e-mail(s) that you want to recover by ticking the checkbox. Then right click and choose **[Move]** and select the location folder for recover, e.g. move back to [Inbox].



2. Optionally, if you click **[Delete]**, the selected mails will be deleted permanently.



3. If you want to empty the **Deleted Items folder** every time when you logoff, you can click **[Settings]** icon on the top right hand corner and select **[Options]**. On the left pane, select **[Message options]** under **[Mail]** and then check the option **[Empty the Deleted Items folder when I sign out]** and save.

SHORTCUTS	SAVE X DISCARD
▶ GENERAL ∡MAIL	Message options
 Automatic processing Automatic replies Clutter Inbox rules Junk email reporting 	After moving or deleting an item: Open the next item Empty the Deleted Items folder when I sign out Warn me when I send a message that may be missing an attachment
Mark as read Message options Read receipts	

5.14. ADD ATTACHMENT

You can attach file(s) to a mail.

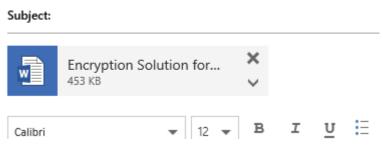
1. In a message window, click **[Insert Attachments] INSERT** icon and then choose **[Attachments or OneDrive files]** to select the file(s) to be attached.

™ SEND	X DISCARD	🛛 INSERT 🌒 APPS	•••
	<	Attachments	>
To:		Pictures inline	
Cc:		Your signature	

2. Select the local file(s) and click **[Open]**.

Computer	Recent OneDriv	e > Recent		
0	Choose File t	o Upload		×
🕞 🎯 👻 🛧 🔳 Desktop 🕨		~ C	Search Desktop	Q
Organize 👻 New folder				
Favorites	Lync, Tester21	This PC		
💯 Recent places	Libraries	Network		
His PC	Adobe Reader X Shortcut 1.99 KB	Google Chrome Shortcut 2.15 KB		
Downloads	PDF Architect 2 Shortcut 810 bytes	Hello_test Microsoft Word 文件 12.4 KB		
Videos	School-Mail-Access-Through-Outl ook-Web-Access-User-Guide-1.5 Microsoft Word 97 - 2003 文件	School-Mail-new Microsoft Word 97 - 200 3.72 MB	03 文件	
Network	School-Mail-System-User-Guide-v 0.2 Microsoft Word 97 - 2003 文件	Bitmap image 5.04 MB		
File name: H	iello_test	~ (All Files (*.*) Open	↓ Cancel
				.41

3. The attached file will be shown under the subject.



- *Note:* For sake of security and stability of server performance, the EDB mailing system executes attachment filtering policy to filter out the following two kinds of attachment from routing through the system:
 - a) Attachment's size is too large; making the size of the mail exceeds 25MB. If you send a mail exceeding 25MB, subject to the size of the mail you have sent, a system message may prompt up informing you that the message could not be sent or you may receive a Delivery Failure Report telling you that the mail could not be sent due to the oversizing of the mail.



b) The attachment type is one of those which could easily spread virus or worm. The attachment, if filtered, will be blocked and deleted by the system in the process of delivery, and therefore become non-executable, while the message itself will continue to be delivered to the recipients. For CMMP/Notes (not applicable to Notes Users viewing at Domino Web Access client) or Office 365 recipients, they will see a customized message below informing deletion of the attachment; however, such notice is not available for Notes recipients with Domino Web Access client only and recipients with mail systems outside the EDB.



The following URL lists the file types that will be blocked by Office 365: <u>http://support.microsoft.com/en-us/kb/2852113</u>

5.15. SAVE ATTACHMENT

1. Click the vicon and [Download] next to the file that you want to save and then choose [Save File]. The file will be saved in the Download file on the local machine.

-	III DOA	
To: 🗆 Ly	nc, Tester21;	
V	hello.docx 21 KB	\checkmark
	Download	
test		

2. Click "Save" > "Save as".

			Save
			Save as
Do you want to open or save hello.docx from outlook.office365.com?	Open	Save	Save and open

3. And then, choose the store location and click [Save].

)rganize • Nev	folder					明.*	
a Downloads		Name	Date modified	Туре	Size		
📃 Recent Places	11	📕 AS	16/3/2015 17:09	File folder			
- Charles		🗼 SDK	16/3/2015 16:58	File folder			
🥫 Libraries	E	🔒 wifi_locator_android-master	17/3/2015 10:39	File folder			
Documents							
Music							
Pictures							
Videos							
Computer							
Local Disk (C:)							
	20						
New Volume (C						
→ New Volume (Public (\\edbfs	01						
Public (\\edbfs	01						
and the second sec	01 -	- 10- 262					ž

4. You may also click on the attachment to see the preview.

	A Lync, Tester21 Mon 3/16/2015 12:02 PM Inbox
hello	To: □Lync, Tester21;
	hello.docx V
	test

5.16. FOLDER MANAGEMENT

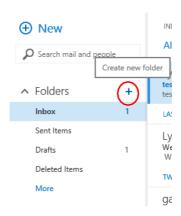
A. Default Mail Folders

OWA comes with a set of default folders, which allows you to organize your mails, as well as your personal contacts and calendar:

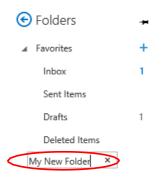
- **[Inbox]** Where new messages appear.
- [Drafts] Where you can save a message until you are ready to send it.
- [Sent Items] Store the sent messages.
- [Deleted Items] Temporarily store messages marked for deletion.
- [Junk E-mail] It is the folder where junk mails are stored.
- [Notes] Display notes that you have created.

B. <u>Create Folders</u>

1. You can create folder by clicking + on the left hand pane.



2. A textbox will be available for you to enter the folder name. Enter the name for the folder and the new folder will be created.

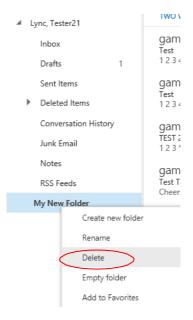


C. <u>Move Mail to Folder</u>

- 1. Select the mail(s) to be moved.
- 2. Drag and drop the mail(s) directly to your target folder.

D. <u>Delete Folder</u>

- 1. Right-click the folder you want to delete.
- 2. Select [Delete] from the menu. *All mail which inside this folder will be deleted too.



5.17. FLAG AND REMINDER

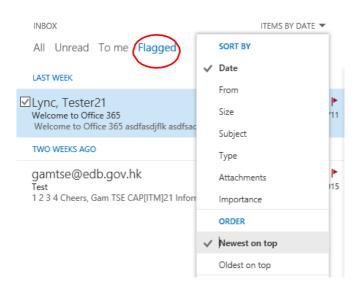
The feature helps you to remind yourself to follow up on specific items in your mailbox on a specified pre-set date.

A. Follow Up Flag

1. Select the mail that you want to mark as **Follow Up** and choose **[Flag]** icon.

INBOX IT All Unread To me Flagged	EMS BY DATE 🔻	Welcome to Office 365
LAST WEEK	Flag	Lync, Tester21 Wed 3/11/2015 10:27 AM
✓ Lync, Tester21 Welcome to Office 365 Welcome to Office 365 asdfasdjflk asdfsadf adsfasd	Wed 3/11	Inbox
TWO WEEKS AGO		To: Lync, Testerzi;
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Technology	3/6/2015 / Mana	Welcome to Office 365
gamtse@edb.gov.hk Test	3/6/2015	asdfasdjflk asdfsadf

- 2. Then you can optionally select the desired due date, for example, today, tomorrow, next week, etc. as appropriate by right-clicking the flag.
- 3. After you mark the follow-up flag, you can view all flagged emails according to the newest date and oldest date by choosing **[Flagged]**.



4. To clear the flag, select the mail and click **[Flag]**.

INBOX	ITEMS BY DATE 🔻
All Unread To me Flagged	
LAST WEEK	Flag
✓Lync, Tester21 Welcome to Office 365 Welcome to Office 365 asdfasdjflk asdfsadf adsfasd	Wed 3
TWO WEEKS AGO	
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Technolo	► 3/6/2015 ogy Mana

You can also use the **[Mark Complete]**, **[Clear Flag]** functions by right clicking the flag.

5.18. COLOR CATEGORIES

This feature helps you to organize items in your mailbox. Each category is assigned with a color. You can apply a category to a mail, a calendar item, a contact, and or a task according to their contents, sender, etc., to suit your special needs.

1. Right click on mail that you want to apply category. Click the **[Categorize]**.

Lync, Tester21 Welcome to Office 365 Welcome to Office 365 asdfasdjflk asdfsadf adsfasd	Delete Mark as upread		Wed 3/11/2015 10 Inbox
TWO WEEKS AGO	Mark complete	0: 1	□ Lync, Tester21;
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Tech	Move Mark as clutter	> • FI	ag for follow up. Start by N
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Tech	Ignore Categorize	ام <u>۷</u> >	Blue category
gamtse@edb.gov.hk TEST 2 1 2 3 * 1234 Cheers, Gam TSE CAP[ITM]21 Information	Create rule Mark as junk	5	Green category Orange category
gamtse@edb.gov.hk Test Table Cheers, Gam TSE CAP[ITM]21 Information Technology M	Assign policy 3/6/2015 anagemen	>	Purple category Red category Yellow category
LAST MONTH			
Lync, Tester22 TEST 20150204 1658 - Sign	2 /4/2015		Clear categories Manage categories

2. Select the color (e.g. Green) that you want to apply.

☑Lync, Tester21 Welcome to Office 365 Welcome to Office 365 asdfasdiflk asdfsadf adsfasd	Delete	Wed 3/11/2015 10:27 Inbox
TWO WEEKS AGO	Mark as unread	Lync, Tester21;
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Techno	Mark complete Move Mark as clutter	 Flag for follow up. Start by Mor
gamtse@edb.gov.hk Test 1 2 3 4 Cheers, Gam TSE CAP[ITM]21 Information Techno	lgnore Categorize	> Blue category
gamtse@edb.gov.hk TEST 2 1 2 3 * 1234 Cheers, Gam TSE CAP[ITM]21 Information Te	Create rule Mark as junk	Green category
gamtse@edb.gov.hk	Assign policy	> Purple category

3. Categories applied.

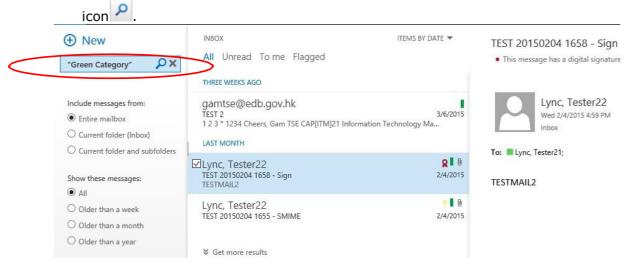
Welcome to Office 365



Flag for follow up. Start by Monday, March 16, 2015. Due by Monday, March 16, 2015.

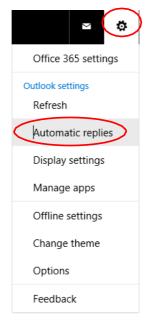
Welcome to Office 365

4. You can search your mails which have been applied with color category. Tick the Category checkbox and type category (e.g. "Green Category"). Click search



5.19. AUTOMATIC REPLIES (SET UP OUT OF OFFICE ASSISTANT)

1. Click the **[Settings]** icon on the top right hand corner and select **[Options]**.



2. Select the option [Automatic replies].

SHORTCUTS	R SAVE X DISCARD
▶ GENERAL ∡MAIL	Automatic replies
Automatic processing Automatic replies	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
Clutter Inbox rules	O Don't send automatic replies
Junk email reporting	Send automatic replies
Mark as read	Send replies only during this time period
Message options	Start time
Read receipts	Mon 3/16/2015 V 2:00 PM V
, Retention policies	End time
♦ Accounts	
▶ Layout	Tue 3/17/2015 ▼ 2:00 PM ▼
S/MIME	Send a reply once to each sender inside my organization with the following message:
CALENDAR	
▶ PEOPLE	Calibri T 12 T B I U S
OTHER	
OTTLER	
	Send automatic reply messages to senders outside my organization
	O Send replies only to senders in my Contacts list
	Send automatic replies to all external senders

- 3. On the right pane, you can enable or disable the Out of Office Assistant.
 - [Do not send automatic replies] By choosing this option, [automatic

Replies] will be disabled.

- [Send automatic replies] By choosing this option, [Out of Office Assistant] will be enabled and auto-replies will be delivered to those senders within Office 365. You can specify the effective time range for the [Out of Office Assistant].
- 4. Check **[Send replies only during this period]** and choose **[Start time]** and **[End time]**. Type your Out of Office auto-reply message in the concerned text area.

Automatic replies
Send automatic replies
✓ Send replies only during this time period Start time Mon 3/16/2015 2:00 PM ▼ End time Tue 3/17/2015 2:00 PM ▼ Send a reply once to each servicer inside morpanization with the following message: Calibri 12 ▼ B I U ⊞ ※
Type the auto-reply message here.

- For non-Office 365 Exchange Online External Senders (e.g. EDB CMMP/Notes users or senders from other domains like <your_friend@msn.com>), you have to check [Send automatic reply messages to senders outside my organization] and choose one of the following options appropriately before they will receive the autoreplies.
 - [Send replies only to senders in my Contacts list] By choosing this option, Out of Office auto-replies will be available to the External Senders that exists in your Contacts list.
 - [Send automatic replies to all external senders] By choosing this option, Out of Office auto-replies will be available for any External Sender.

 \checkmark Send automatic reply messages to senders outside my organization

 \bigcirc Send replies only to senders in my Contacts list

Send automatic replies to all external senders

Send a reply once to each sender outside ny organization with the following message:

Calibri	▼ 12 ▼ B	I	U		*	
		-	mes	ssag	e auto- e for E: here.	reply xternal

6. Click **[Save]** to save your settings.

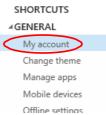
5.20. CHANGE INTRANET/OWA PASSWORD

Exchange Online – OWA uses the same account as EDB Portal. Please refer to section "Change Password" of "Quick Start Guide for The EDB Intranet".

5.21. MAILBOX SPACE INDICATOR

Each mailbox has a storage quota. User may check the latest space usage information of the mailbox by using the Mailbox Space Indicator function.

- 1. To check mail box space, click **[Settings]** on the top right hand corner and select **[Options]**.
- 2. On the left pane, click [My account] under the [GENERAL].



The mailbox space usage information box appear on the bottom right hand Corner.

4 Accounts	Lync, Tester22	
Block or allow		Country/Region
Connected accounts	Work phone	Mailbox space
Forwarding		
POP and IMAP		Office USage
	Fax	information.
Conversations		
Email signature		Change your password
Message format	Home phone	Mailbox usage
Message list		
Reading pane		8.51 MB used. At 36.00 GB you won't be able to send mail.
S/MIME	Mobile phone	
▶ CALENDAR		

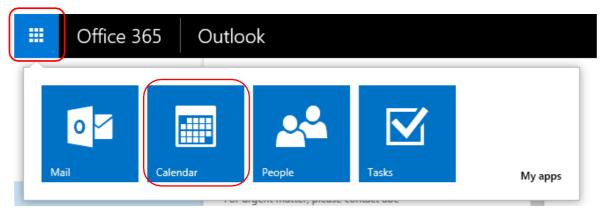
3. If your mailbox space is almost full, mailbox space usage alert will appear after you login into your OWA.

	d the storage limit for your items from your mailbox.	
malibox. Delete some	items from your malibox.	
	ok	

6. OUTLOOK WEB ACCESS OPERATING INSTRUCTIONS (ADVANCED)

6.1. CALENDAR

1. To access the Calendar, you can click the **[Menu]** icon on the top left hand corner and select **[Calendar]**.



2. Choose your desired calendar view, including view by day/week/month at top right corner. The highlighted cell in the Calendar is the date for current day.

Uffice 365	Calend	ar						¢ ?	
New « Search calendar	Mai ₄ Jan	r <mark>ch 20</mark> Feb 1)15 Mar Apr	May	Jun Jul	Aug	Sep Oct	Day Work week Week	
March 2015	Sunday Mar 1	Monday 2	Tuesday 3	Wednesday 4	Thursday 5	Friday 6	Saturday	MONDAY, MARCH 23, 2015	»
3 1 1 1 1 3 4 2 3 4 5 6 8 9 10 11 12 13 14 15 16 17 18 19 20 21					-				
22 23 24 25 26 27 28 29 30 31 1 2 3 7	8	9	10	11	12	13	14		
▲ My calendars									
Calendar	15	16	17	18	19	20	21		
Other calendars									
▲ Groups Groups bring people together. Join a group or create one.	22	23	24	25	26	27	28		
Browse groups Create group	29	30	31	Apr 1	2	3	4		

3. To create a new event, select the date for the event and click the \bigoplus New icon.

4. Or you can double-click the relevant cell of the date or time to create your event directly.

SAVE 🗙 DISCARD	👸 SCHEDULIN	G ASSISTA	NT 🖁	🌒 APP	S ••	•								
Event														
Location												Ado	l room	
Attendees:														+
Start		Dura	ion											
Mon 3/23/2015	•	All o	lay					•						
End		Remi	nder											
Mon 3/23/2015	•	Nor						•						
Show as														
Free	•]												
Calendar		1												
Calendar	~													
Repeat														
Never	•]												
Mark as private		()	nline me	eting										
Calibri	▼ 12 ▼	ві	υ	Ξ	1 2 3	≣ŧ	÷	ah	A	R	C		*	

- 5. The icons on the tool bar:
 - □ Click on _____ icon, choose **[Insert]** and then **[Attachments or OneDrive files]** to add attachment to this event.



□ Click the item list under Repeat to set this event as a recurrent event if needed.

Re	peat
E	very Monday 🔹 👻
~	' Never
	Every day
Τ	Every Monday
	Every workday
	Day 23 of every month
	Every fourth Monday
	Every March 23
	Other

Required attendees:	ointment by clicking on + icon.
All Deeple Lists Creves Deeper	
All People Lists Groups Rooms SEARCH RESULTS Lync, Tester21 Lync, Tester22 ITM Section 1 and 2 Lync, Tester23	ontact Note:

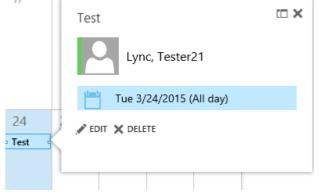
6. If you want to check your availability, you can click the tab **[Scheduling Assistant]**.

R SAVE		SCHEDULING	ASSISTANT 🎝 A	APPS •••
✓ OK 🗙 DISCARD 🚥	Мо	nday, March	1 23, 2015	Day Week 🗳
Untitled event	∢ Sun2	22 Mon23 Tue	24 Wed25 Thu26	i Fri27 Sat28 ⊧
When Mon 3/23/2015 -	Lync, Te	ster21		
Until Mon 3/23/2015 👻	8a			
Duration	9a			
All day	10a			
1 REQUIRED 0 CONFLICTS	11a			
Lync, Tester21 Free	12p			

7. After checking, you can back to appointment screen and click **[Save]** to save your event. You will see the new event is created in the calendar already.

	Mai	rch 20	015							Day Work	week Wee	k Month
	∢ Jan	Feb	Mar Apr	May	Jun Jul	Aug	Sep Oc	t	Nov	Dec → Go to today	🗘 SHARE	🖶 PRINT
1	Sunday	Monday	-		Thursday		Saturday	-	TUESD	AY, MARCH 24, 2015		>>
	Mar 1	2	3	4	5	6	7		Test 1 day			
								Г				
	8	9	10	11	12	13	14					
	15	16	17	18	19	20	21					
	22	23	24	25	26	27	28	-				
	22	20	Z4 • Test		20	21	20					

8. If you want to update or delete the event, you can click the event. Then, edit or delete the event:



- Edit 🖉 Modify and save it.
- Delete 🗙 Click to delete it.
- 9. If you received a calendar task (Meeting Request) and think it is useful for your counterpart, you can forward the calendar task to your counterpart and mark his/her calendar. To do so, click **[Forward]**.

Test	⊡ ×
Lync, Tester21 Available	→ FORWARD ····
When: Tue 3/24/2015 (All day)	
Where:	
Where:	
Where: K EDIT X DELETE	

10. Enter the recipient information and click **[Send]** to send it.

च SEND 🗙 I	discard 🛛 🛛	NSERT 🏾 🏚 AP	PS •••			
• This message ha	asn't been sent.					
To: 🞴 Lync,	Tester21 🗙					
Cc:						
Bcc:						
Subject: Fw: Test						
From: 📕 Lync, Tes	ster21					
When:						
ві <u>ч</u>	Aa A [≑] ª <mark>≵</mark>	<u>A</u> :=	j= 1 +≡	• •		
Tester01						
From: Lync, Teste Sent: Monday, M		1:30 PM				
To: Lync, Tester2		1.50 F WI				
Subject: Test						
When: Tuesday,	March 24, 2015	5. 12:00 AM to	Wednesday, N	arch 25, 2015, 12	·00 AM	

6.2. TASKS

1. In OWA, you can click the [**Menu**] icon on the top left hand corner and create tasks to remind yourself that you have some tasks that you need to do.

	Office 3	65 Outlo	ook		
	0		<u>_</u>		
N	Mail	Calendar	People	Tasks	My apps
			urgent motter, pieuse co		

2. To create a Task, click \bigoplus New task icon to create a new task.

SAVE	X DISCARD	6 INSERT								
ubject:										
)ue:										
None			•	(S	how m	iore de	tails	>	
Calibri		▼ 12	. ▼ B	I	U	E	1 2 3		≈	

3. Then click **[Show more details]** to enter your task details. And click **[Save]** After you have finished.

✓SAVE XDISCARD 🖗 INSERT	
Subject:	
Due:	
None 👻	Show fewer details
Start date	Date complete:
None	None
Status:	% complete: Priority:
Not started 💌	0 Normal 🔻
Reminder	Mark private
Repetition	
Never 💌	
Total work: 0 hours Mileage:	Actual work: 0 hours
Companies:	
Calibri 💌 12 💌	в <u>г บ</u> 🗄 🗄 🖩 👻

4. After you have completed the task, you can mark the task as completed by clicking the follow up flag.

TODAY	
✓ test Monday, March 23, 2015	× (())
Test Table Monday, March 23, 2015	⊠ ►
LAST WEEK	
Welcome to Office 365 Monday, March 16, 2015	≥ ► Overdue

5. You can also open the task and update task status or details. Click **[Edit]** to update your task.

test Due: Monda • Due today.	ay, March 23, 2015			edit Scomplete
Status:	In progress	Owner:	Lync, Tester21	
% complete:	0	Total work:	0 hours	
Start date	3/23/2015	Actual work:	0 hours	
Priority:	Normal	Mileage:	None	
Date complete:	None	Billing:	None	
Companies:	None			
Reminder None	•	Mark private	e	
Repetition Nev	er			

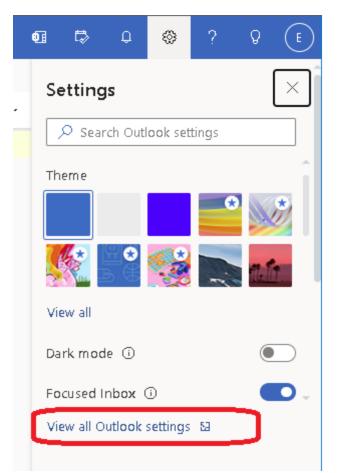
6. If you want to delete the task, click the delete icon \times next to the task to be deleted.

FLAGGED ITEMS AND TASKS	ITEMS BY DUE DATE
All Active Overdue Completed	
TODAY	Delete
✓ test Monday, March 23, 2015	× 2
Test Table Monday, March 23, 2015	≤ ►
LAST WEEK	
Welcome to Office 365 Monday, March 16, 2015	⊠ ► Overdue

6.3. **RULES**

In OWA, user can create rules to act automatically on new messages you receive that meet certain conditions. Here is the example for moving the mail which sent from "spammail@test.com" to Junk mail folder.

1. To create rules, click **[Settings]** on the top right corner and select **[View all Outlook Settings]**.



2. On the left pane, click [Rules] under [Mail].



The following shows an example how to move e-mails from a specified user to a specified folder like **[Junk E-Mail]** folder:

a). Create a new mail rule by click the **[New Rule]** button.

Settings	Layout	Rules				
♀ Search settings	Compose and reply	You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger				
General	Attachments	a rule and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.				
Qy General	Rules					
🖾 Mail	Rates	+ Add new rule				
	Sween					

- b). In the **[Name your rule]** field, enter the Rule Name (e.g. Move to Junk mail folder).
- c). Add a condition, choose **[From]** and type the address which you want to catch.
- d). Add an action, Click the item list and chose **[Move to]**, select the target folder(e.g. Junk Email).
- e). Click [Save] to create the mail rule.

Settings	Layout	Rules ×
 Search settings General 	Compose and reply Attachments	Move to Junk mail folder
Image: Mail Image: Galendar <i>κ</i> ^ρ People View quick settings	Rules Sweep Junk email Customize actions Sync email Message handling	 Add a condition From Add another condition Add an action
	Forwarding Automatic replies Retention policies S/MIME Groups	Move to

f). If you want to delete the rule, you can click the delete $\widehat{\blacksquare}$ button next to the rule.

Settings	Layout	Rules	×
\mathcal{P} Search settings	Compose and reply	You can create rules that tell Outlook how to handle incoming email messages. You choose both the conditions that trigger a rule and the actions the rule will take. Rules will run in the order shown in the list below, starting with the rule at the top.	Î
 General Mail 	Rules	+ Add new rule	
🖾 Mali	Sweep	Move to Junk mail folder	<u> </u>
g ^R People	Junk email Customize actions	If the message was received from 'spammail@test.com', move the message to $\land \land \checkmark \checkmark \checkmark$	J
View quick settings	Sync email	Are you sure you want to delete this rule?	
	Message handling Forwarding	ok on the web.	
	Automatic replies		

- g). If you found some senders always sending spam mails to you and you want to filter such e-mails to **[Junk E-mail]** folder, you can use the steps above to create a rule and move spam mail to **Junk E-mail** folder.
- h). Clean up the **[Junk Mail]** folder or any folders which are used to store filtered mails regularly as appropriate.

6.4. PERSONAL CONTACTS

1. In OWA, you can click the **[Menu]** icon on the top left hand corner, and click **[People]** in the menu.



2. To create new contact, click ⊕ New and select [Create contact].

Create contact Create a new contact for someone you interact with. Find it under My Contacts.
Create contact list Create a list of people you want to send email to at the same time. Find it under My Contacts.
Create group Create a space for sharing conversations, documents, and a calendar with others. Find it under Groups.

Enter information of the new contact entry and you can add more details by clicking ⊕ icon. Click [Save].
 Gave × DISCARD

First name: Peter	Middle name:	
Last name:		
Wong		
🕀 Email		(+) Work
Email:		Job title:
PW@ABC.com		
Display as:		Department:
Peter Wong (PW@ABC.com)		

4. If you want to edit any contact entry, you can click **[Edit]** next to the contact entry and then update the details. Click **[Save]** to save your changes.

		Pet	Peter Wong			
			۲		Edit	
SAVE	X DISCARD					
First name	2:	Middle nar	ne:			
Peter						
Last name	8					
Wong						
(+) Ema	.il			(+) Work		
\sim	11			<u> </u>		
Email:				Job title:		
PW@AB0						
Display a				Department:		
Peter Wo	ng (PW@ABC.com)					
				Company:		
(+) Pho	ne					
-				Office:		
\sim						
() IM				Manager:		
				Assistant:		
				Addres	S	
				⊕ Other		

⊕ Notes

5. If you want to delete any contact entry, you can highlight the contact entry and Then click the icon ******* and click **[Delete]**.



6.5. INSTANT MESSAGE (IM)

In OWA, user can chat with other EDB colleagues using Instant message feature.

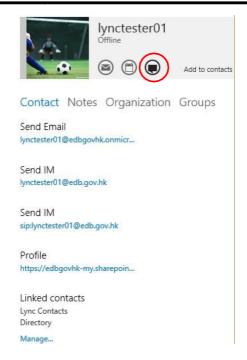
1. You can sign in to IM by selecting your name icon at the top right corner, then selecting **Sign in to IM**.



2. Once you're signed in to IM, select your name again, then select your status.

		\frown
	¢	?
Lync, Tester21 lynctester21@edb.gov	/.hk	
Available		
🛛 Busy		
Do not disturb		
Be right back		
Appear away		
Sign out of IM		

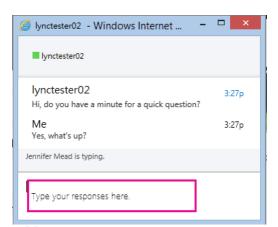
3. To start an IM, you find the person you want to send an instant message to. You can look up in People, or find a message from them and select their name to see their contact card. Select IM icon 🗩 to open an IM session with that person.



4. A contact might start an IM session with you. The request will appear at the top of the Outlook Web App page. You can either **accept** or **ignore** the request. To accept the request and respond, select **accept**.

IM REQUES	т		
D	lynctester02 Hi, do you hav	2 e a minute for a qu	ick quest
		accept	ignore

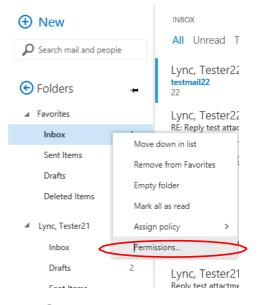
5. Type your response and press Enter.



When you're done, select \times at the top of the IM window to end the conversation. Note: OWA provides very limited feature of IM such as texting. In order to use other features such as file transfer, conference, please use Lync 2013. You can find more information on Information Directory -> E. Information Technology -> 7. Office System User Guide -> Office Systems and Email -> 8. Lync 2013 / Skype for Business.

6.6. MAILBOX DELEGATION

1. Right click on **[Inbox]** in the left menu and select **[Permission]**.



2. Then look up user by clicking + icon.

Name	Permission level
Default	None
Anonymous	None
Permissions	
ermission level: None	•
Read:	Write:
🖲 None	Create items
) Full details	Create subfolders
Delete access:	Edit all
🖲 None	Other:
Own	Folder owner
	Folder contact

3. Type the name or email address in the searching box, or you can click **[Search contacts and directory]** to find the users that you want to delegate.

Perm	issions t	for the	Inhox	folder
I GIIII	15510115		, IIIDOA	loidei

Name		Permission level	
Default		None	
Anony	mous	None	
Pern	Enter the	Dermissions ename or email address of the person you give permissions to this folder.	
Permi		give permissions to this folder	
Read	lyncteste		
Read Nc	-		
Read	lyncteste	Tester21 Lync	
Read No Fu		Tester21 Lync Jynctester21@edb.gov.hk Tester22 Lync	

4. There are 9 level of default permissions:

Permission	
Owner	Create, read, change, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels that other people have for the folder. (Doesn't apply to delegates.)
Publishing Editor	Create, read, change, and delete all items and files, and create subfolders. (Doesn't apply to delegates.)
Editor	Create, read, change, and delete all items and files.
Publishing Author	Create and read items and files, create subfolders, and change and delete items and files that you create. (Doesn't apply to delegates.)
Author	Create and read items and files, and change and delete items and files that you create.
Nonediting Author	Create and read items and files, and delete items and files that you create.
Reviewer	Read items and files only.
Contributor	Create items and files only. The contents of the folder don't appear. (Does not apply to delegates.)
None	You have no permission. You can't open the folder.

In this case, permission **[Reviewer]** is to be set, the delegated user can open your delegated folder as "Read-Only". After finish setting the permission, click **[OK]**.

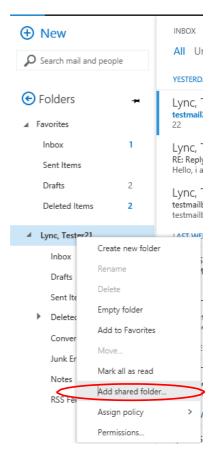
Name		Permission level
Default		None
Anonymous		None
Lync, Tester22		None
Read:	Owner	Write:
None	Publishing Editor	Create items
○ Full details	Editor	Create subfolders Edit own
	Publishing Author	Edit all
Delete access: ● None ○ Own	Author Nonediting Author	Other: Folder owner

5. If you want to remove the delegation for any user, locate and highlight the user and click **[Remove]** icon.

Name	Permission level
Default	None
Anonymous	None
Lync, Tester22	Reviewer
Permission level: Reviewer	▼ Write:
	Write
) None	Create items
) None) Full details	Create items Create subfolders Edit own
	Create subfolders
) Full details Delete access:	Create subfolders Edit own Edit all Other:
Full details	Create subfolders Edit own Edit all

6.7. OPEN OTHER'S MAILBOX

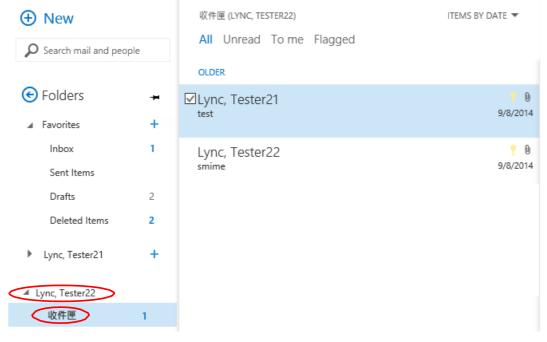
1. Right click on your user name in the left menu and select [Add shared folder].



2. If a user has shared his/her mailbox for your access, you can open other's mailbox by searching his/her email address or display name.

	Add shared folder	
	Enter the name or email address of a user who has shared folders with you.	
$\left\langle \right\rangle$	Tester22 Lync Iynctester22@edb.gov.hk	
	Search contacts and directory	

3. In the left pane, you now have the delegated inbox that another user share with you.



7. <u>APPENDIX I – EXCHANGE ONLINE NEW</u> <u>FEATURES</u>

7.1. **NEW FEATURES**

The Office 365 Exchange Online provides the following new features:

E-mail
No more purging
Larger mailbox size (35GB)
Attachment preview (Office document only)
Better security control, anti-spamming
Better different browsers support
Mobile browsers support
File storage and sharing (1TB per/user)
Online versions Office (Word, PowerPoint, Excel and OneNote)
Instant Messaging
User can chat with other EDB colleagues

Note: Please note that the above list just covers some major features and is not exhaustive.

-END-