School Mail System

- Access through Office 365 Exchange Online

User Guide

FOR

Education Bureau (EDB)

Version: 2.3

May 2025

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Amendment History				
Change Number	Revision Description	Sections Affected	Revision Number	Date
1	First release	All	1.0	29th August, 2010
2	Portal Screen Update	5.1	1.1	February 2016
3	Second release	All	2.0	June 2022
4	Update of the screen capture	6.3	2.1	October 2022
5	Update Login with MFA and Setup MFA on First time	5.1	2.3	May 2025

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Date: _____ Date: _____

Table of Contents

Contents

1. PURPOSE 5
2. SCOPE 6
3. SYSTEM SUMMARY 7
   3.1. OBJECTIVES 7
   3.2. SYSTEM FUNCTIONS 7
4. WORKSTATION REQUIREMENT 8
   4.1. COMPUTER HARDWARE 8
   Hardware Requirements: 8
   4.2. COMPUTER SOFTWARE 8
   Supported Operating Systems: 8
   Supported Browsers for accessing Outlook Web App: 8
5. OUTLOOK WEB APP OPERATING INSTRUCTIONS 9
   5.1. LOGIN AND LOGOUT 9
   A. First Time Login to OWA (Setting up MFA) 9
   B. Login OWA 13
   C. Logout OWA 16
   5.2. REGIONAL SETTINGS 17
   5.3. E-MAIL SIGNATURE 18
   5.4. CREATE AND SEND MAIL 19
   5.5. DRAFT MAIL 22
   5.6. ADDRESS BOOK SEARCH 23
   5.7. REQUEST FOR READ RECEIPT 24
   5.8. READ MAIL 21
   5.9. REPLY MAIL 22
   5.10. FORWARD MAIL 23
   5.11. PRINT MAIL 24
   5.12. DELETE MAIL 25
   5.13. RECOVER DELETED MAIL 26
   5.14. ADD ATTACHMENT 28
   5.15. SAVE ATTACHMENT 30
   5.16. FOLDER MANAGEMENT 31
   A. Default Mail Folders 31
   B. Create Folders 31
   C. Move Mail to Folder 31
   D. Delete Folder 32
   5.17. FLAG AND REMINDER 33
   5.18. COLOR CATEGORIES 35
   5.19. AUTOMATIC REPLIES (SET UP OUT OF OFFICE ASSISTANT) 37
   5.20. CHANGE INTRANET/OWA PASSWORD 40
   5.21. MAILBOX SPACE INDICATOR 40
6. OUTLOOK WEB ACCESS OPERATING INSTRUCTIONS (ADVANCED) 41
   6.1. CALENDAR 41

6.2. TASKS 46
6.3. RULES 50
6.4. PERSONAL CONTACTS 53
6.5. INSTANT MESSAGE (IM) 55
6.6. MAILBOX DELEGATION 57
6.7. OPEN OTHER'S MAILBOX 60
7. APPENDIX I – EXCHANGE ONLINE NEW FEATURES 61
7.1. NEW FEATURES 61

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

4.2. COMPUTER SOFTWARE

Supported Operating Systems:

- Windows 10

Supported Browsers for accessing Outlook Web App:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome

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

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. First Time Login to OWA (Setting up MFA)

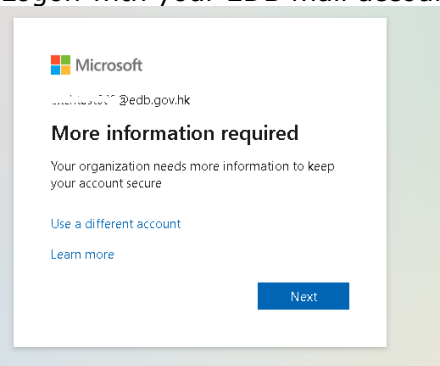
Prerequisite
Existing school users should have already installed the Microsoft Authenticator mobile app in your smartphones, which is being used for VPN access for EDB Portal. For new school users, please refer to "User Guideline for Setup of Microsoft Authentication for 2FA" to download and install the Microsoft Authenticator mobile app.
https://intranetsup.edb.gov.hk/irooms/help/User_Guideline_for_Setup_of_Microsoft_Authentication_for_2FA.pdf

FAQs for 2-factor Authentication (2FA) for School Mail System:
https://intranetsup.edb.gov.hk/irooms/help/FAQ_for_2FA_of_the_School_Mail_System.pdf

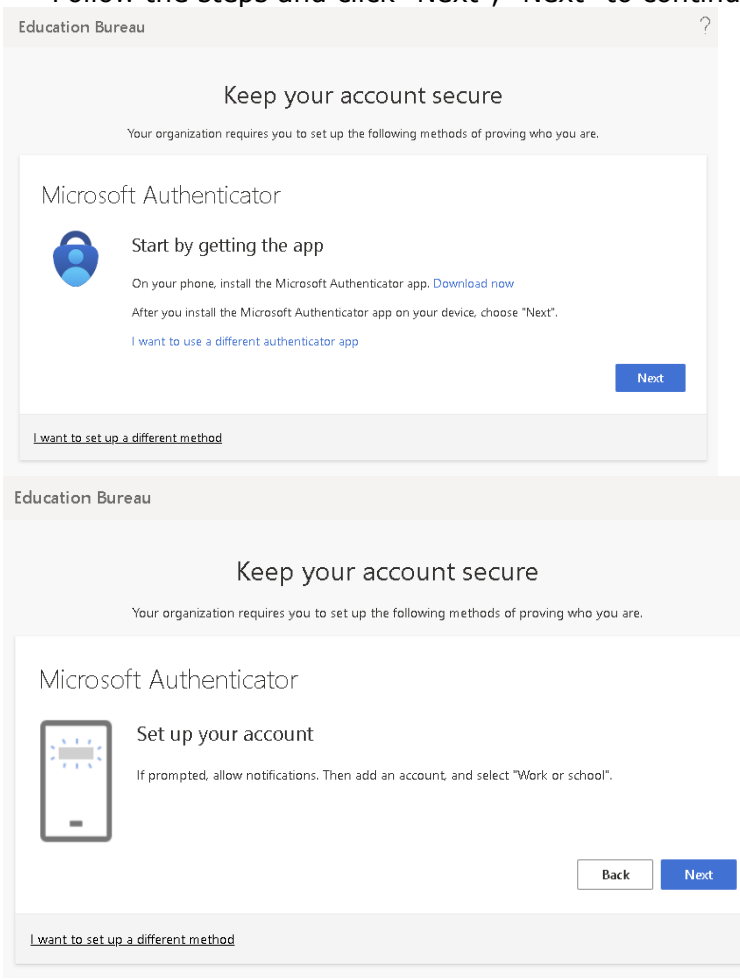
Below steps is first time log in to School Mail System without any 2FA setup.

i. Go to the following link from your Desktop PC:
http://outlook.office.com

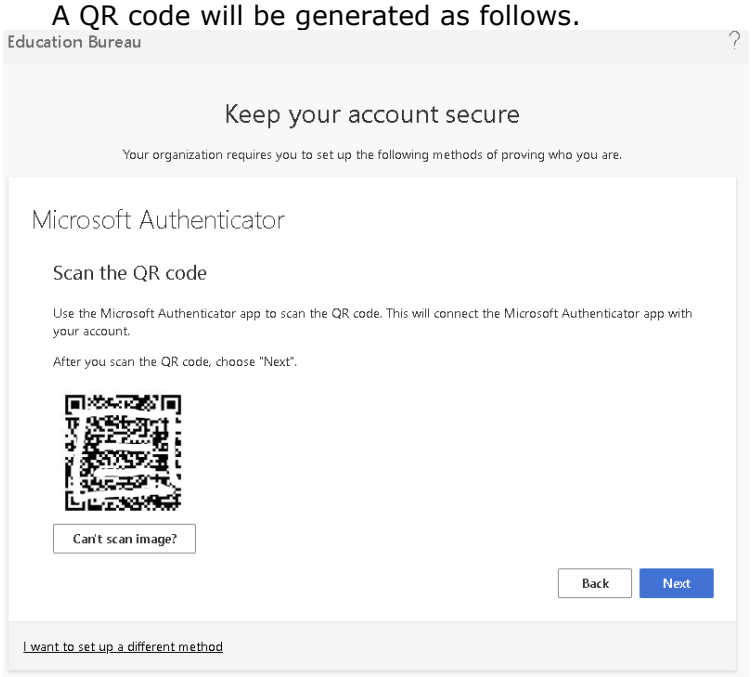
ii. Logon with your EDB mail account (e.g. chantaiman@edb.gov.hk) and click "Next"



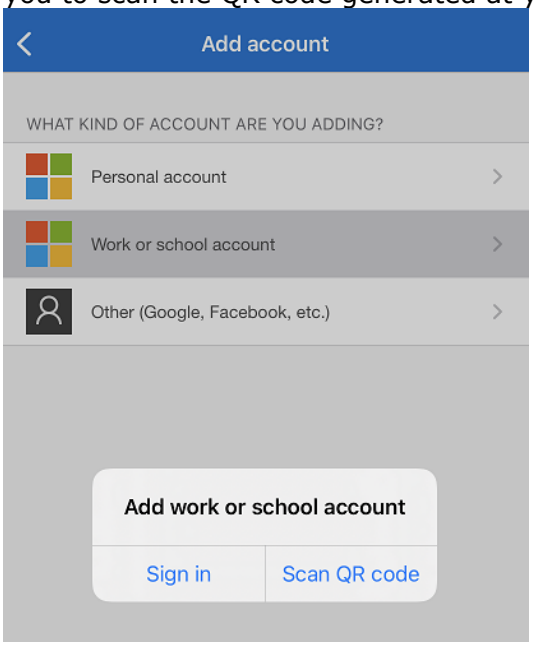
iii. Follow the steps and click “Next”, “Next” to continue



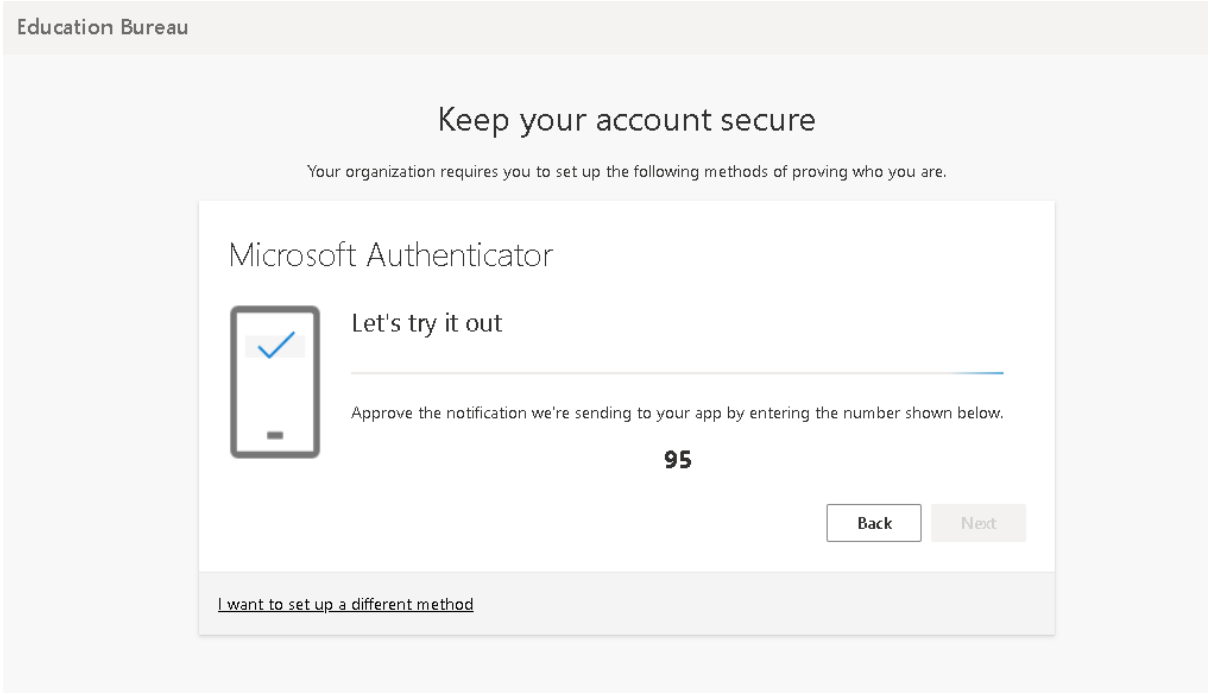
iv. A QR code will be generated as follows.



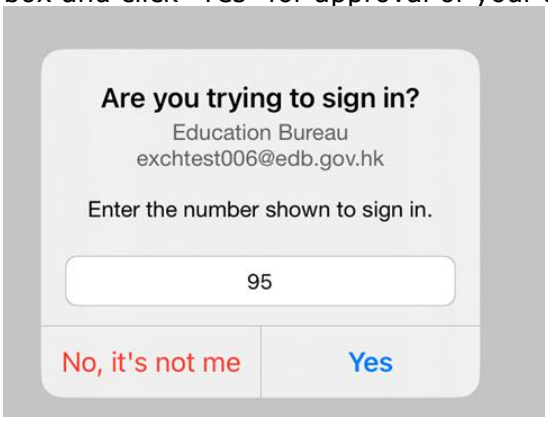
v. Launch the Microsoft Authenticator from your smartphone, and click "+" sign at the top right corner. Choose "Work or school account". Then the below dialogue box is prompted. Click "Scan QR code" and your Camera App will prompt out for you to scan the QR code generated at your Desktop PC as shown in Step iv.



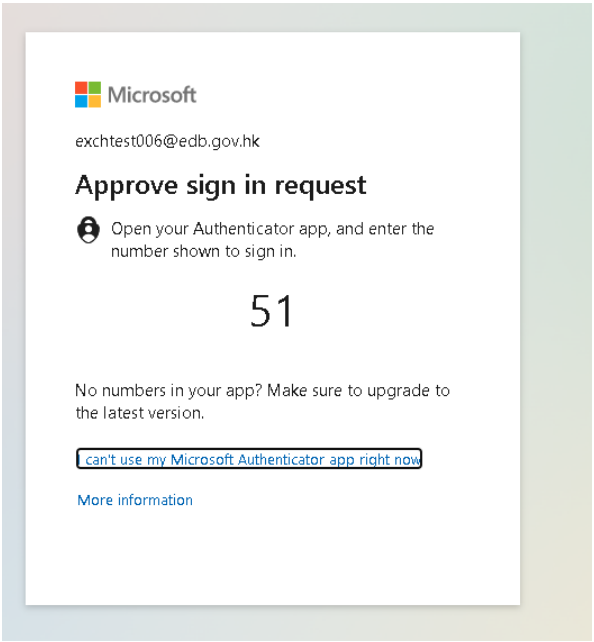
vi. At your desktop PC, click "Next" as shown under Step iv. to get the following screen.



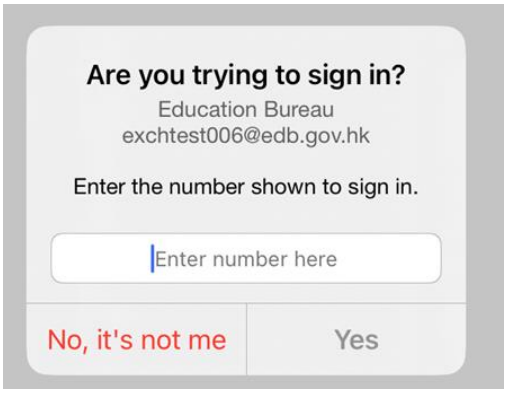
vii. At your smartphone, enter the number shown in Step vi to the below notification box and click "Yes" for approval of your sign-in.



viii. The 2FA setup was completed. When you see the below pop-up window after you login the School Mail System, you can enter the number to your Microsoft Authenticator for verification as follow.



(At School Mail Login page)

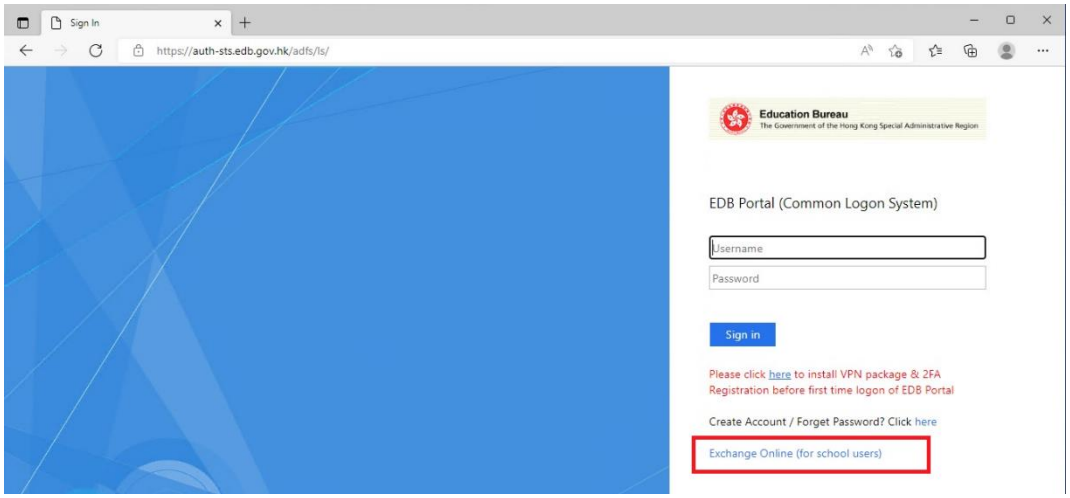


(At Microsoft Authenticator)

B. Login OWA

(If you are outside EDB network)

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



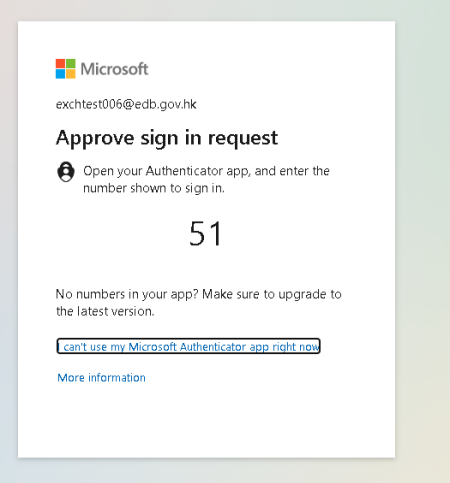
Or

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

https://outlook.office.com

2. Type in your login name (e.g. chantaiman@edb.gov.hk) and password again to access **OWA**.

3. When you see the below pop-up window after you login the School Mail System, you can enter the number to your Microsoft Authenticator for verification as follow.

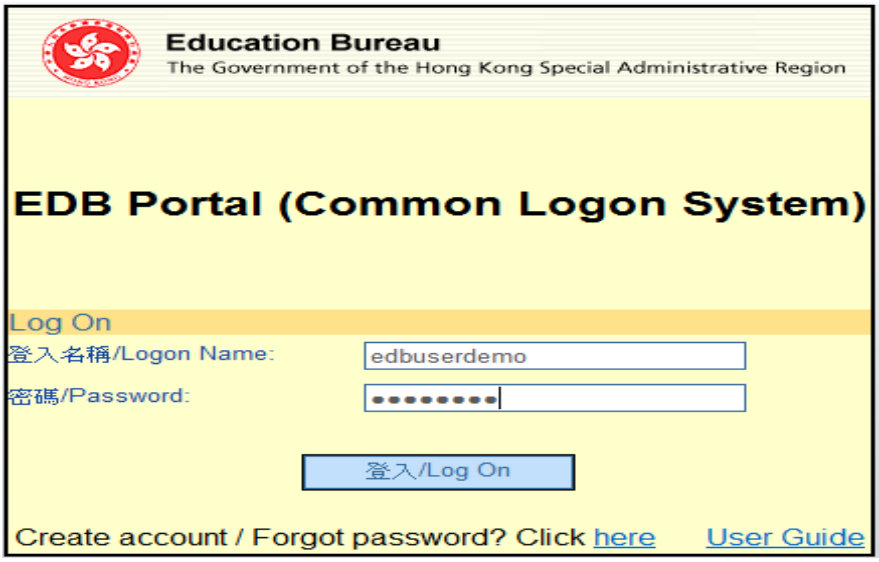


(At School Mail Login page)

(At Microsoft Authenticator)

(If you are within EDB network)

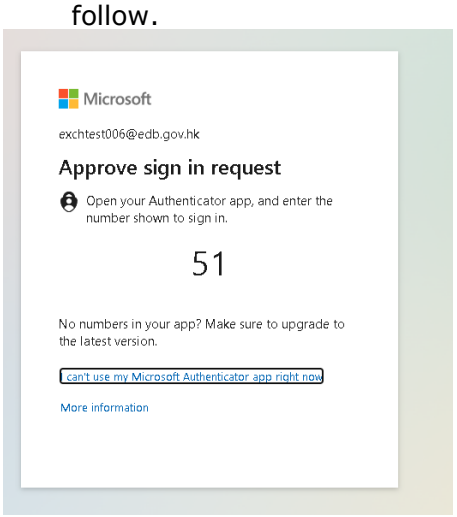
1. Logon EDB Intranet via the EDB Portal Logon Page (https://portal.edb.gov.hk). Type in your EDB Portal account and password accordingly and then click Logon.
2. After logon EDB Intranet, you can access **OWA** through **[User Services] ->**



[Check My Email] -> [Exchange Online].

3. Type in your login name (e.g. chantaiman@edb.gov.hk) and password again to access **OWA**.

4. When you see the below pop-up window after you login the School Mail System, you can enter the number to your Microsoft Authenticator for verification as follow.



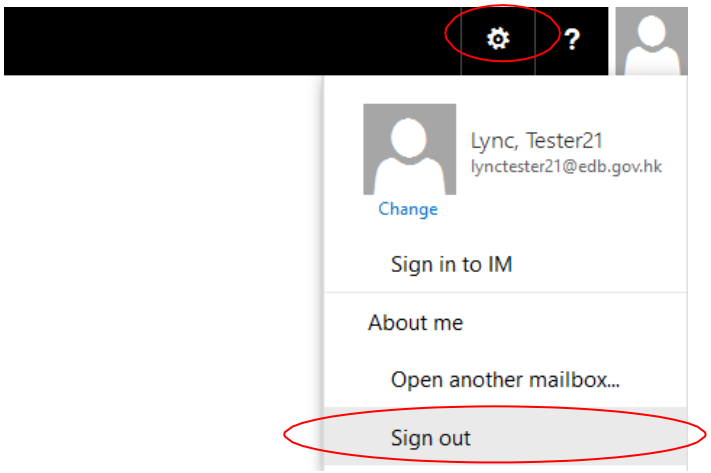
(At School Mail Login page)

(At Microsoft Authenticator)

C. 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.

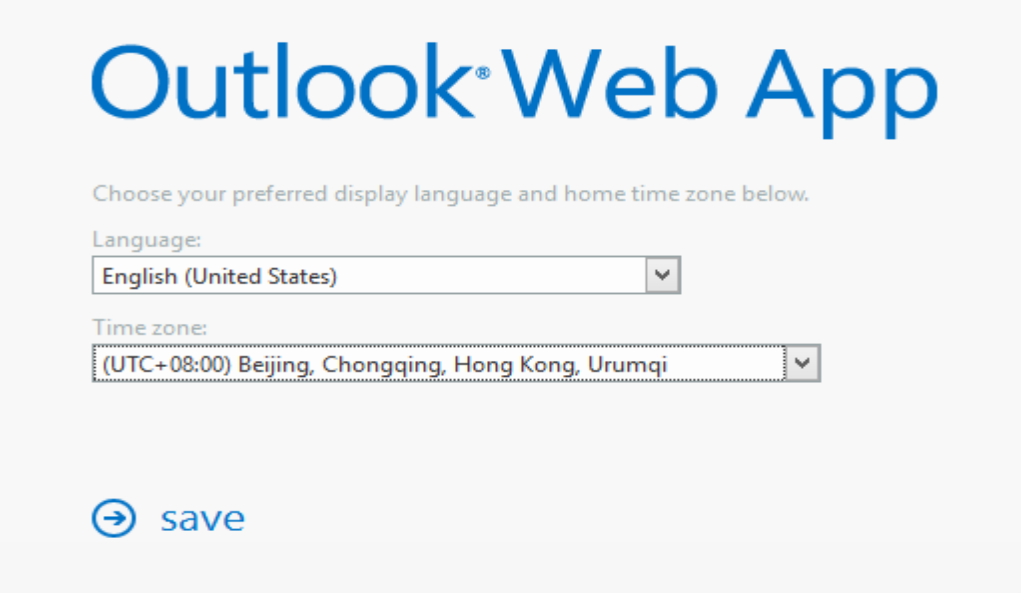
1. Click **[Settings]** on the top-right corner and select **[Sign out]**.



2. Close all browser windows.

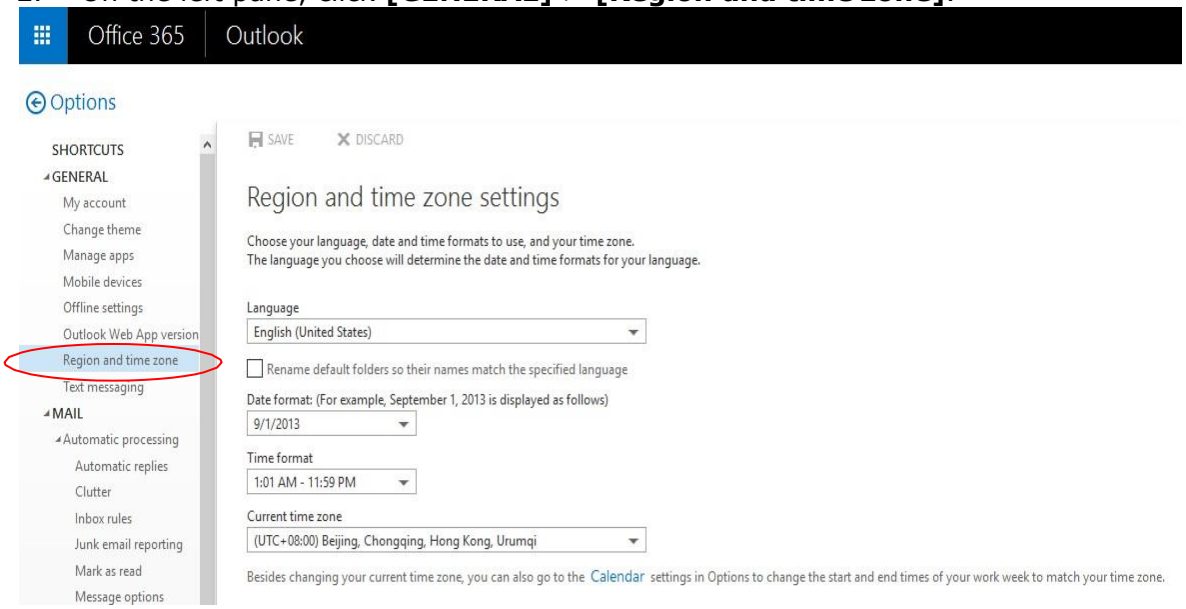
5.2. REGIONAL SETTINGS

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).



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]**.



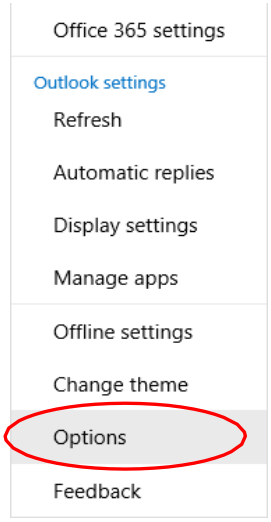
3. Select the language. Preferred languages are "English (United States)" and "中文(香港特別行政區)".

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 SAVE to save your setting.

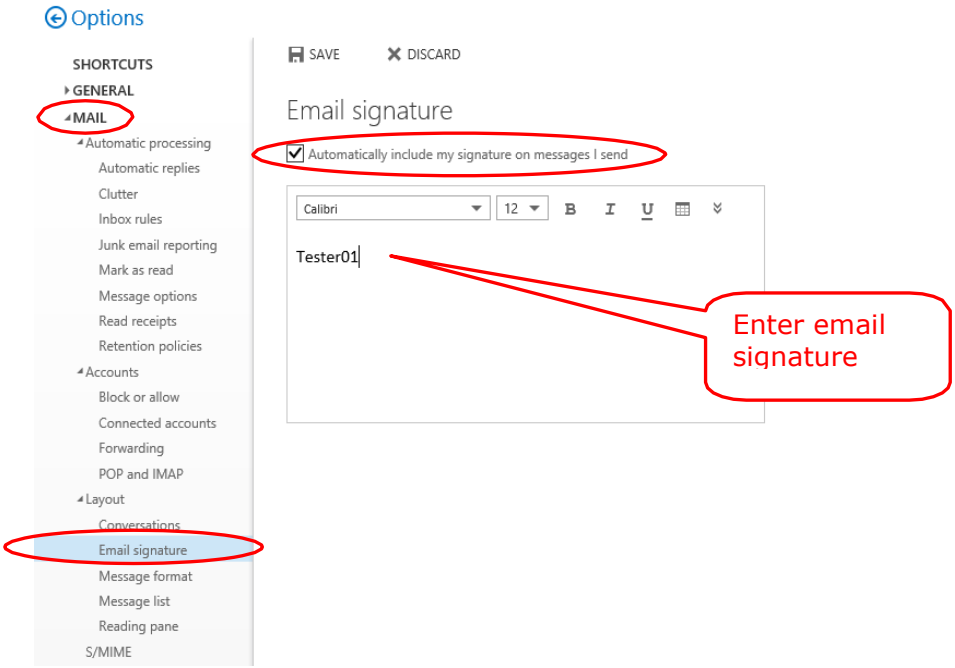
5.3. E-MAIL SIGNATURE

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]**.

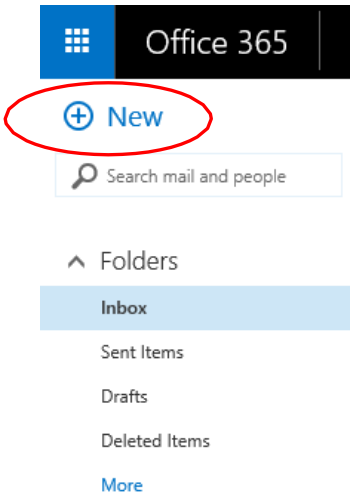


2. On the left pane, Go **[Mail]** > **[Layout]** > **[Email signature].** Type your desired e-mail signature. Tick the checkbox **[Automatically include my signature on messages I send]**. Click SAVE to save your setting.

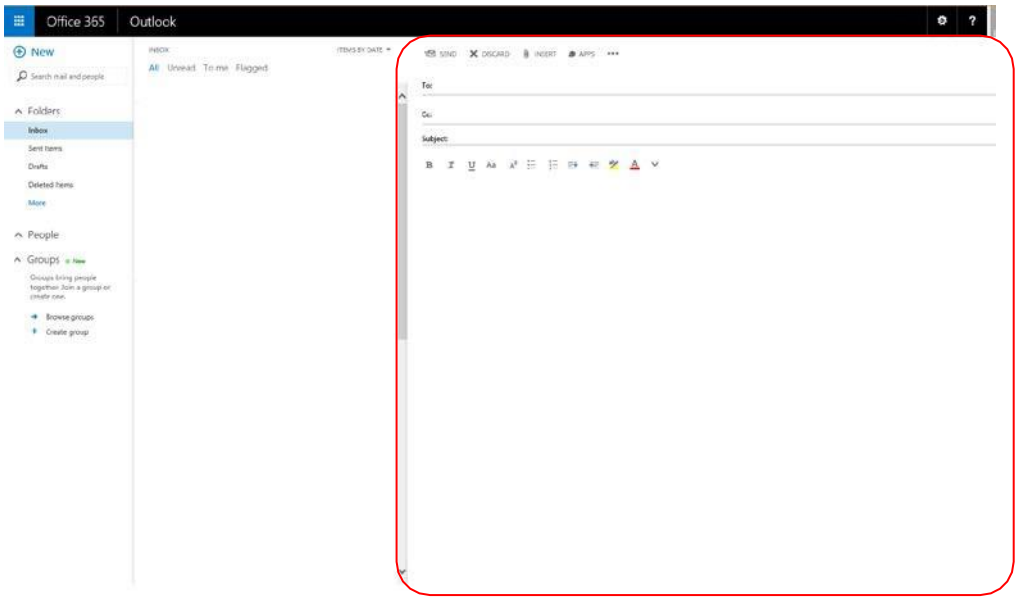


5.4. CREATE AND SEND MAIL

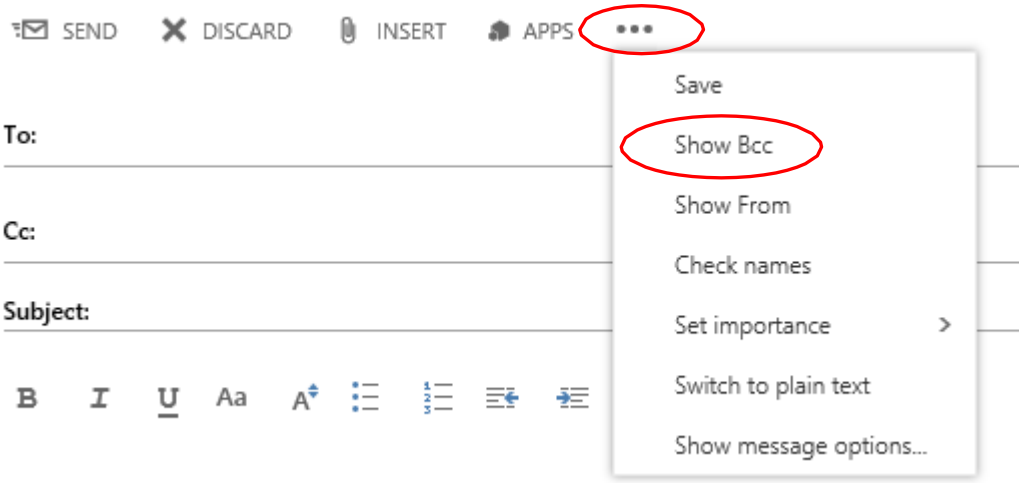
1. Click ⊕ New button on top-left pane**.**



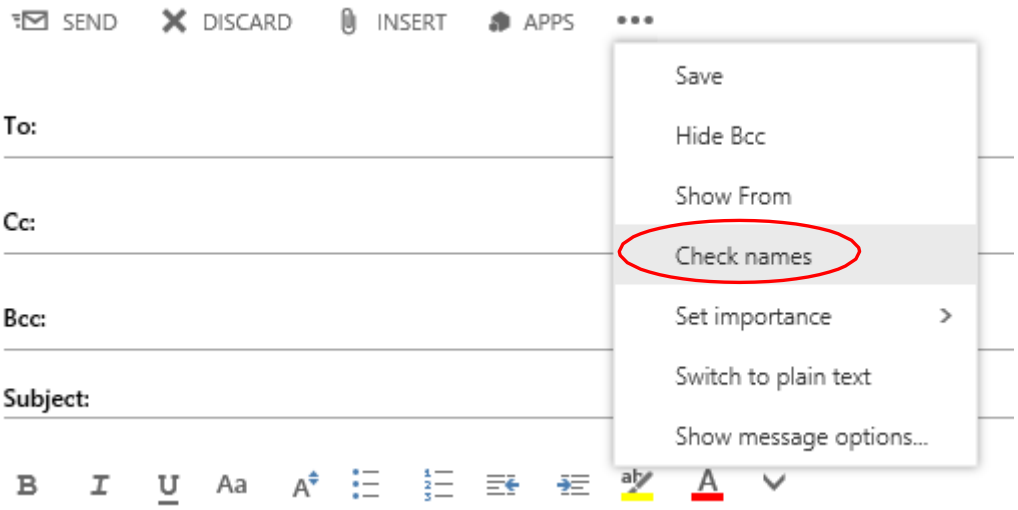
2. A blank mail message area will be shown on the right.



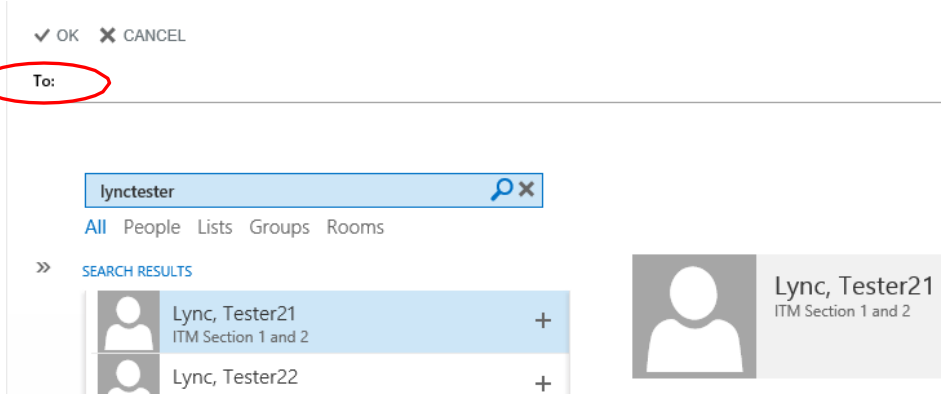
3. If you want to have the **Bcc** field, you can click **[Options]** ••• and choose **[show Bcc].**



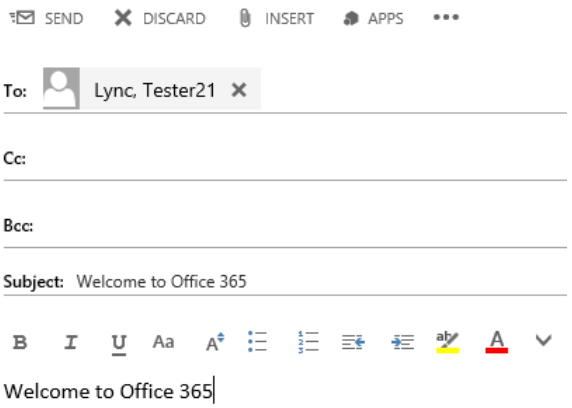
4. Type recipients' addresses in the **[To/Cc/Bcc]** fields. You may just enter the mail aliases of the recipients (for users whose e-mail addresses are available in your address book) and click the ••• icon and select **[Check names]** to validate the addresses.



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**.

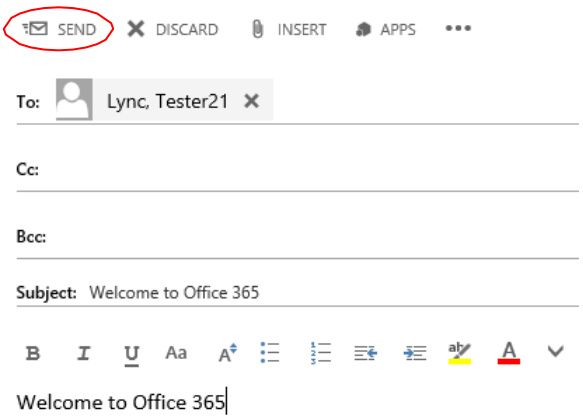


6. Type in subject & mail body.



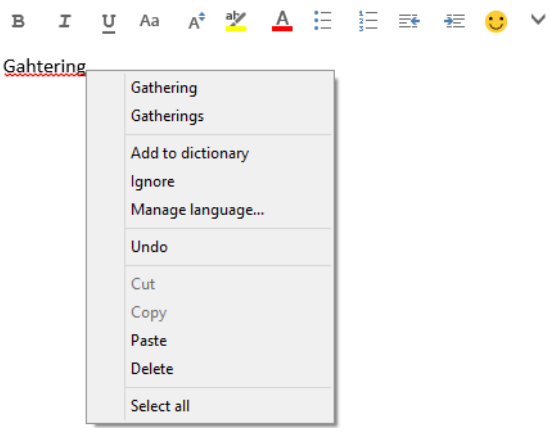
7. You can attach file(s) in your mail. For details please refer to **Section 5.15**.

8. Click SEND to send the mail.



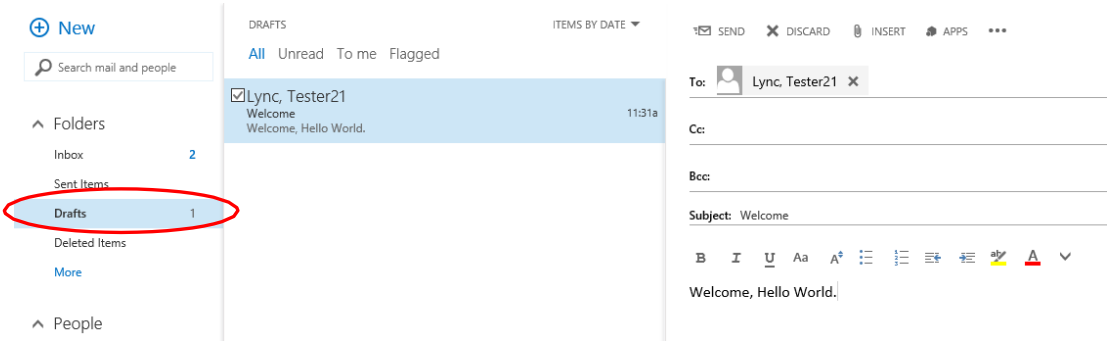
Note: *OWA checks spelling automatically. If there is no spelling mistake, it sends the message right away.*

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

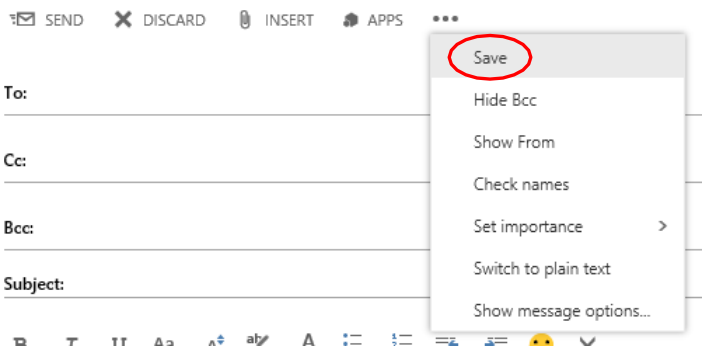


5.5. DRAFT MAIL

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

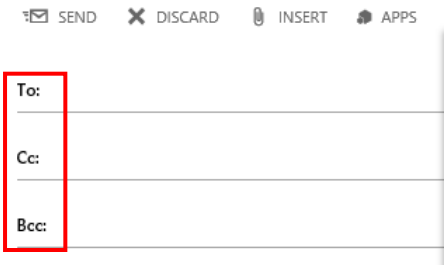


Also, you can target the save action under the **[Options]** ••• > "Save". The mail will be closed and saved in the **[Drafts]** folder.

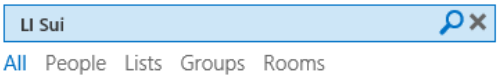


5.6. ADDRESS BOOK SEARCH

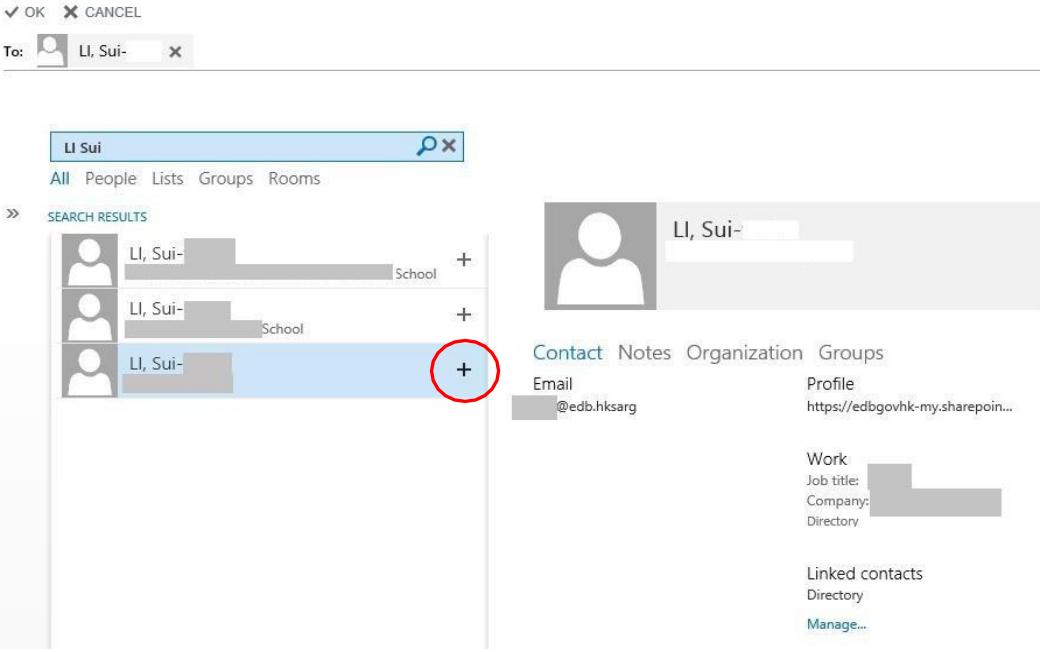
1. Click on to the **[To/Cc/bcc]** field in a new mail to add the recipients' address to corresponding field.



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



3. Click + to add the address to recipients' list and click ✓ OK to save and exit.



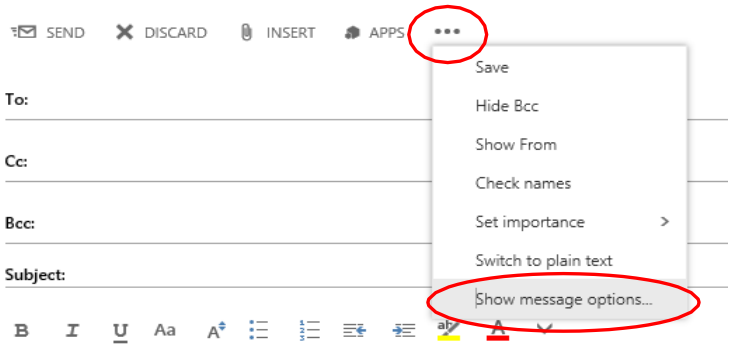
Note:

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*

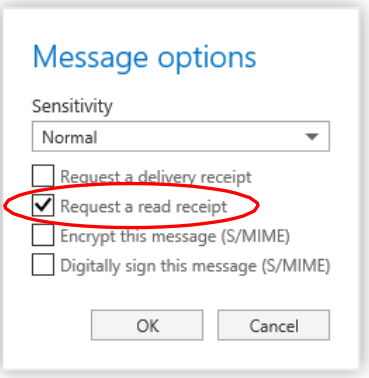
5.7. REQUEST FOR READ RECEIPT

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]**.

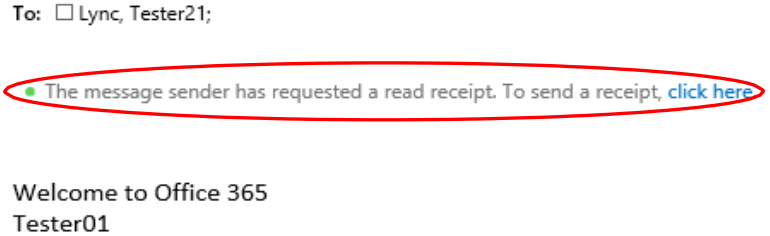


2. Tick the checkbox **[Request a read receipt]**. Then click **[OK]**.

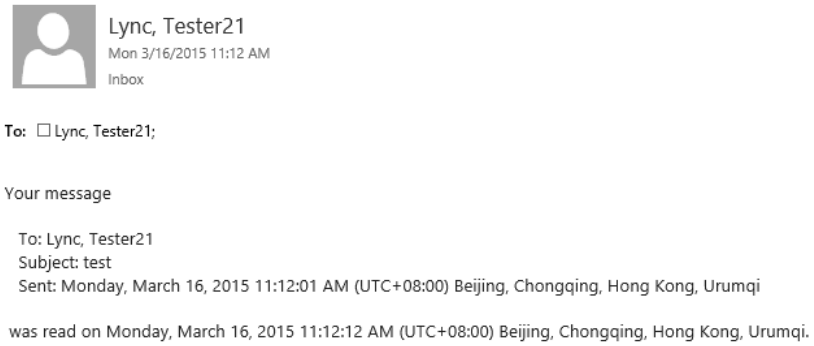


3. Draft and send the e-mail as usual.

4. 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.



5. Sender will get the read receipt response if the recipient agrees.

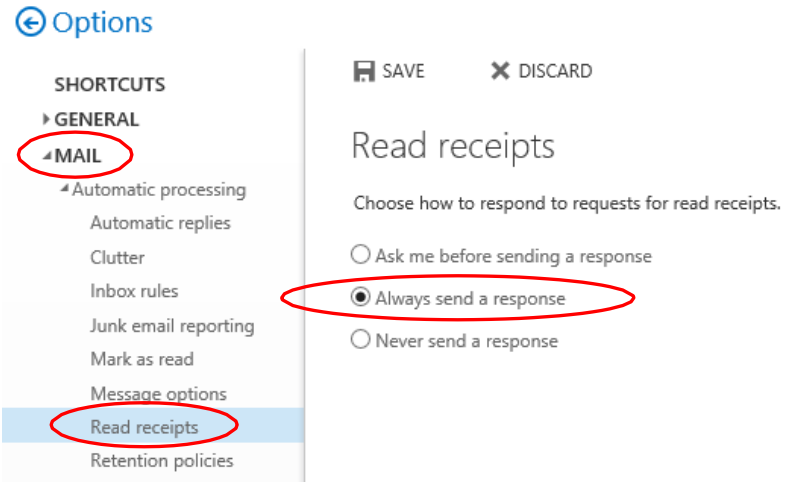


Important Note:

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

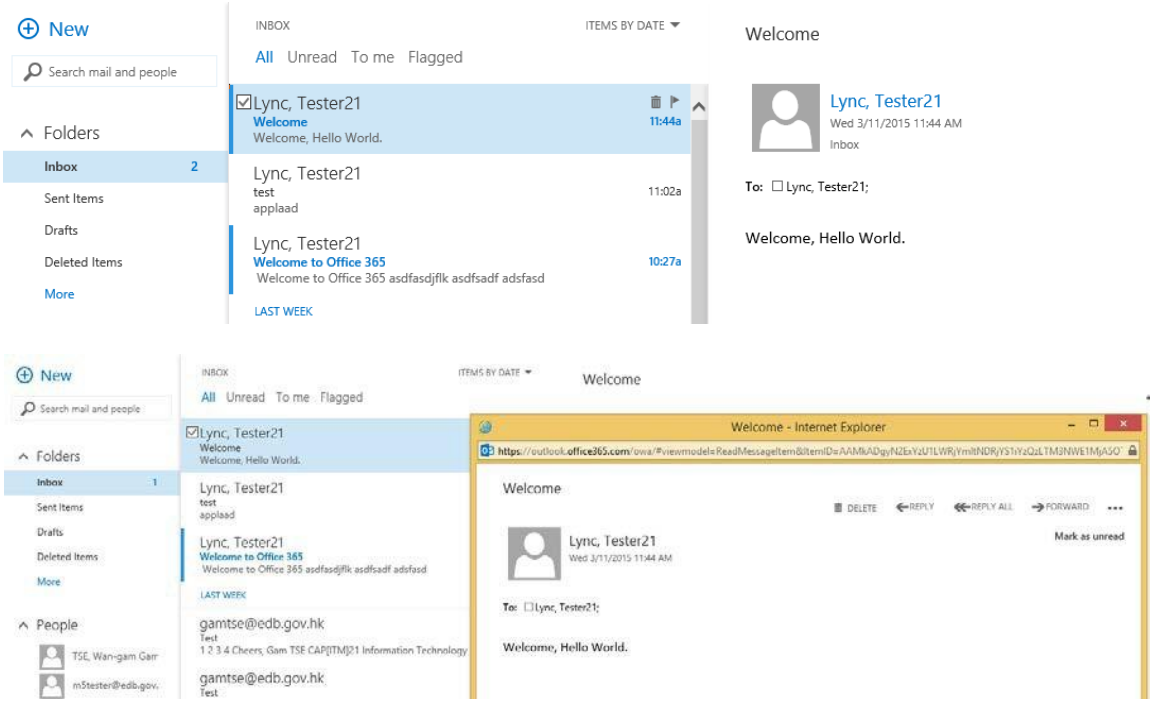
By default, all new incoming mail is stored in Inbox folder.

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.

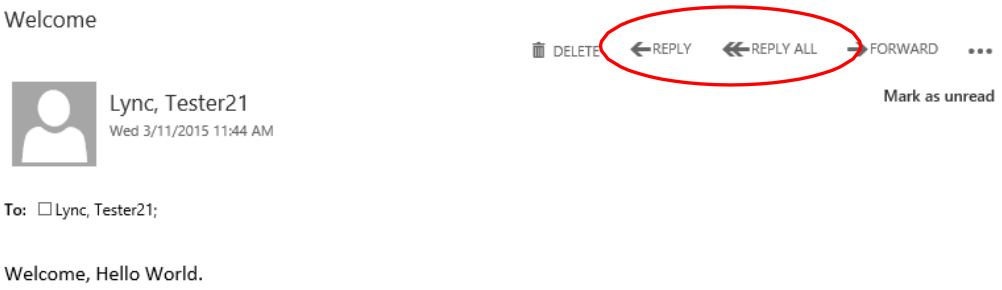
4. Also, you can double click to open the mail in a new pop up window.



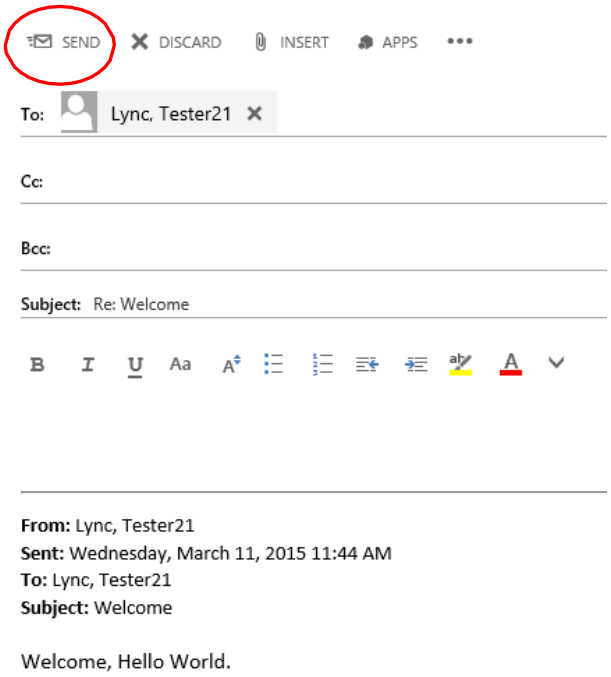
5.9. REPLY MAIL

1. Open the mail you want to reply.

2. Click **[Reply]** or **[Reply to All]** button.



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

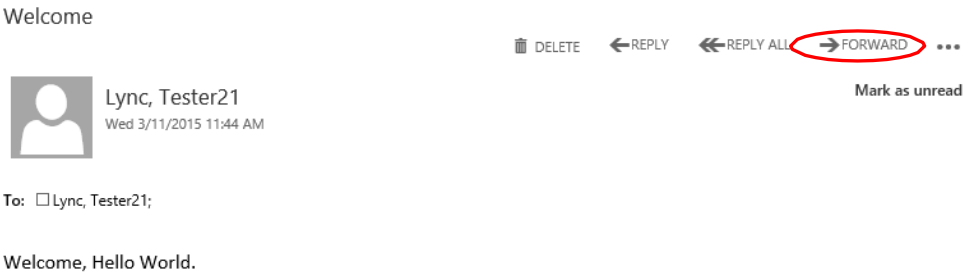


*Note: When user clicks the **[Reply] or [Reply to All] button**, OWA will automatically remove the attachments, if any, embedded from the reply.*

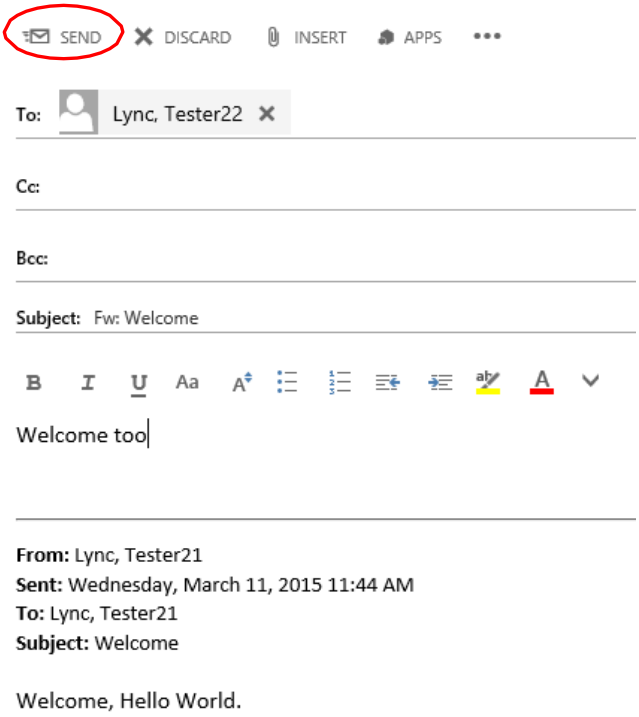
5.10. FORWARD MAIL

1. Open the mail you want to forward.

2. Click **[Forward]** button



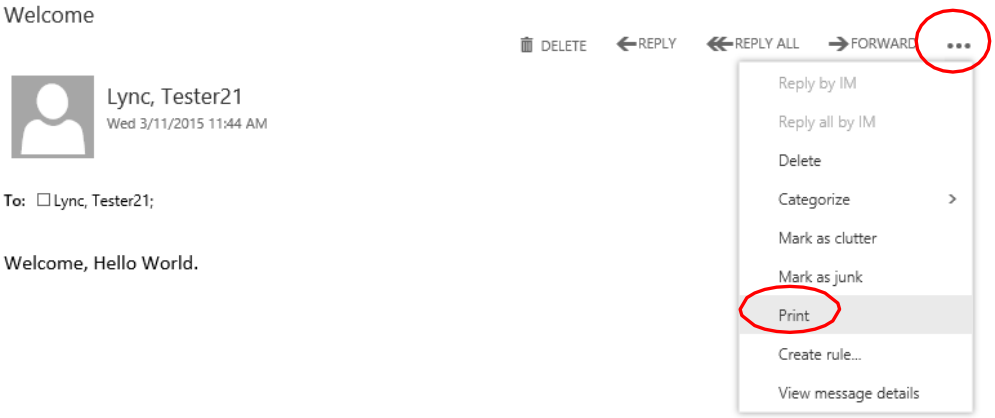
3. Type in mail content and the address of the recipient(s). Click **[Send]** to send the e-mail.



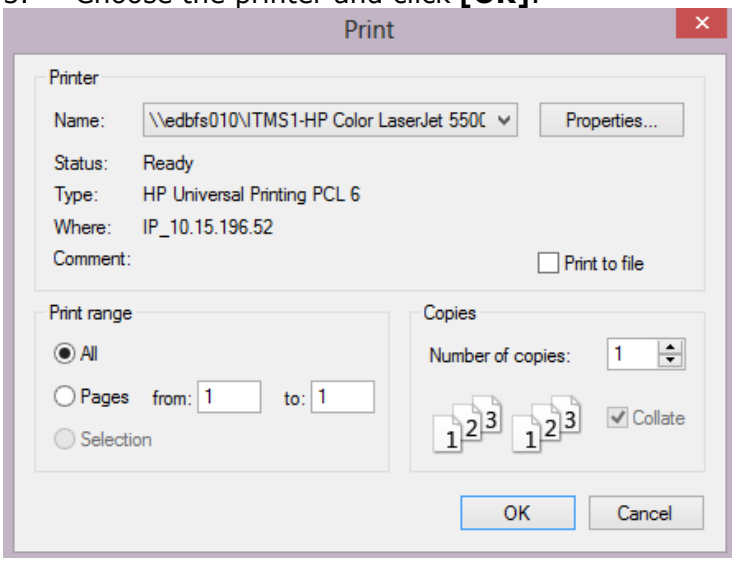
*Note: When user clicks the **[Forward]** button, OWA will automatically attach the original attachment(s).*

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]**.

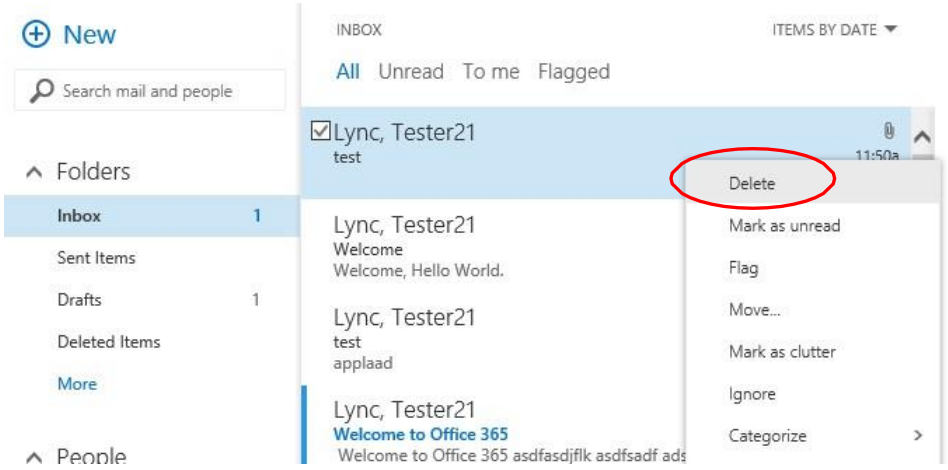


5.12. DELETE MAIL

1. Click the mail to be deleted so that it is highlighted.

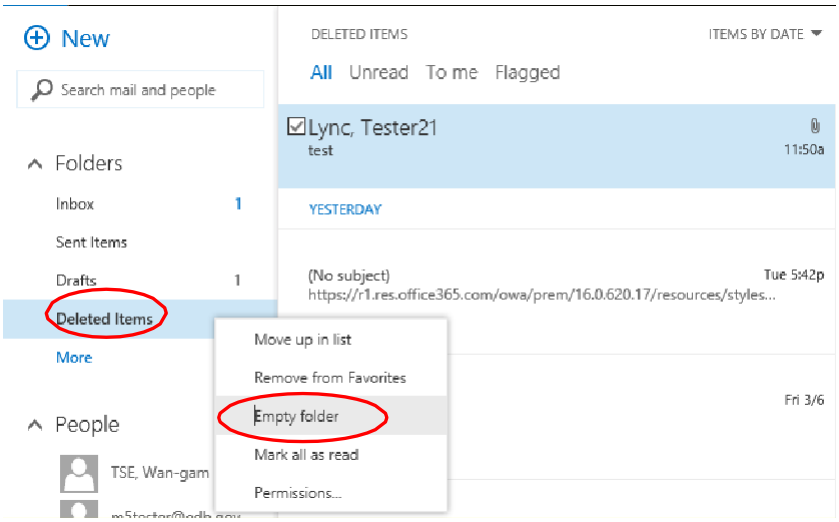
2. Click ••• icon on the top right hand side and select **[Delete]**.

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].**

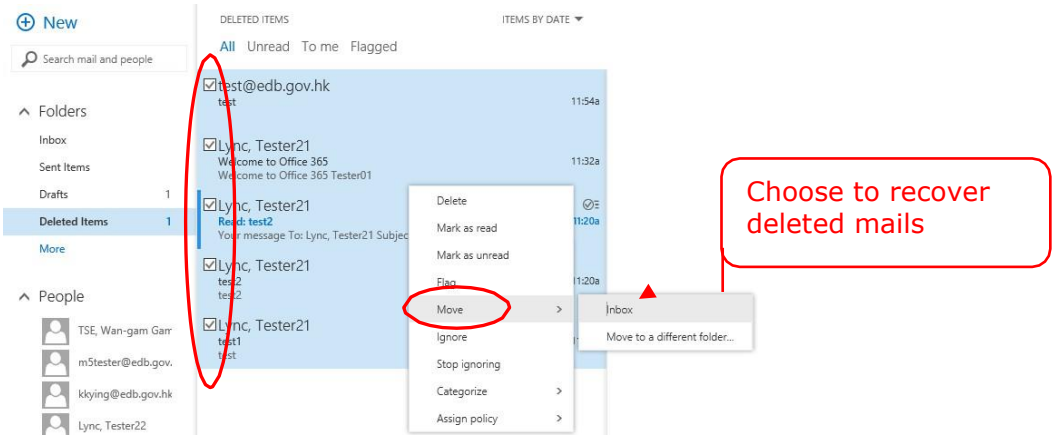
5. To permanent delete the email(s), go to the **[Deleted Items]** folder. Right click this folder and click the **[Empty folder]** option to delete **all** the mails therein.



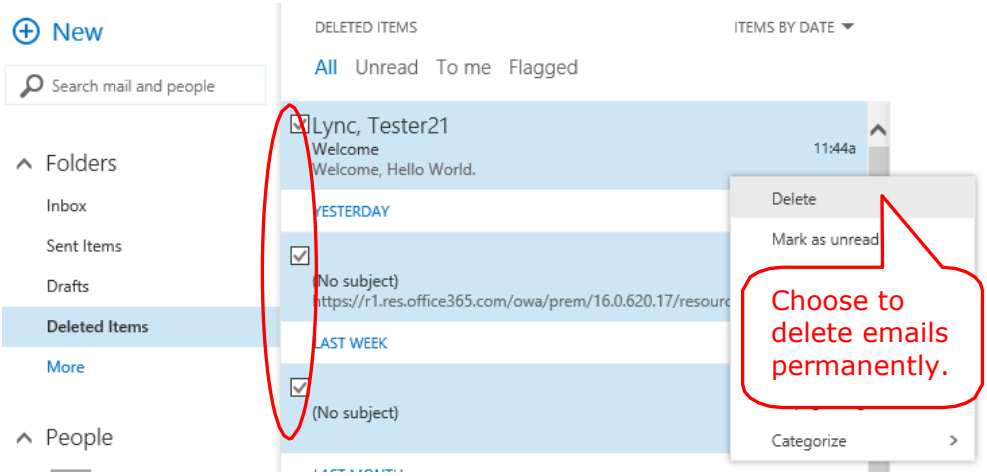
*Note: Any mails in the **[Deleted Items]** folder will be emptied from the folder automatically if they have been retained in the **[Deleted Items]** folder for more than 30 days.*

5.13. RECOVER DELETED MAIL

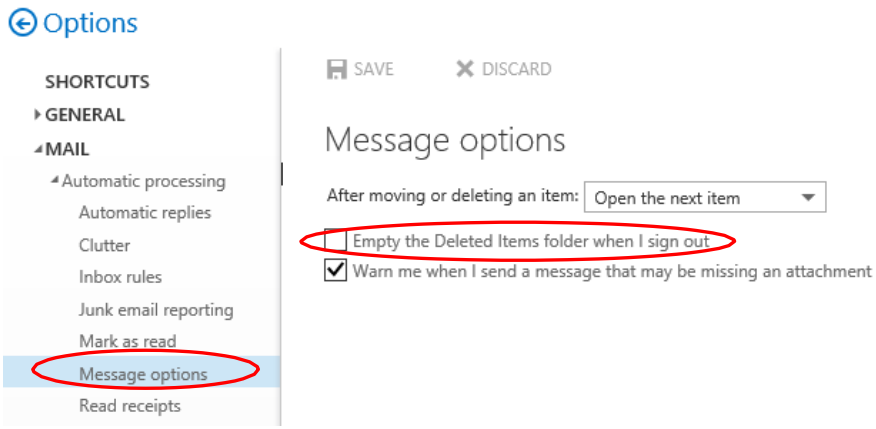
1. User can recover the deleted mail(s) from the **[Deleted Items]** folder if they have not yet been permanently deleted. To do so, select the e-mail(s) that you want to recover by ticking the checkbox. Then right click and choose **[Move]** and select the location folder for recover, e.g. move back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



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



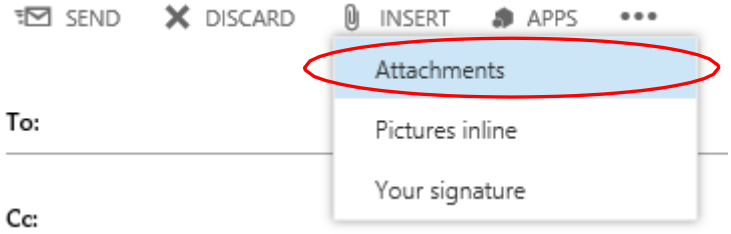
3. If you want to empty the **Deleted Items folder** every time when you logoff, you can click **[Settings]** icon on the top right hand corner and select **[Options]**. On the left pane, select **[Message options]** under **[Mail]** and then check the option **[Empty the Deleted Items folder when I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


Options
SHORTCUTS
GENERAL
MAIL
Automatic processing
Automatic replies
Clutter
Inbox rules
Junk email reporting
Mark as read
Message options
Read receipts
SAVE
DISCARD
Message options
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

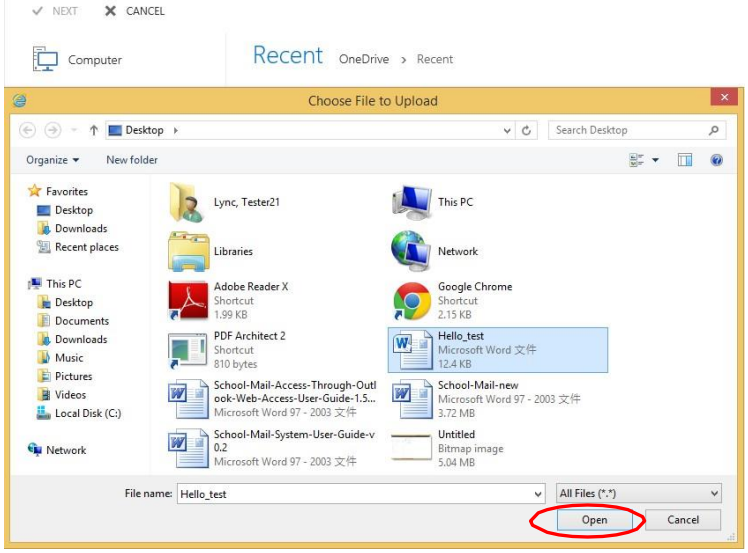
5.14. ADD ATTACHMENT

You can attach file(s) to a mail.

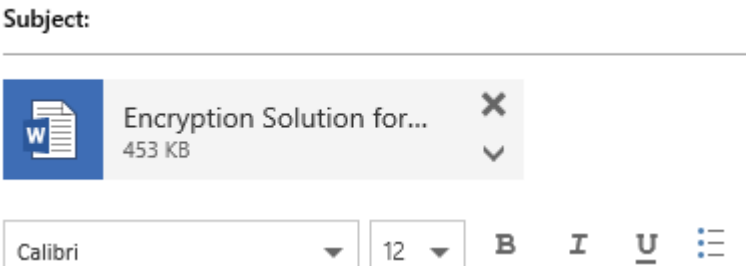
1. In a message window, click **[Insert Attachments]** INSERT icon and then choose **[Attachments or OneDrive files]** to select the file(s) to be attached.



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

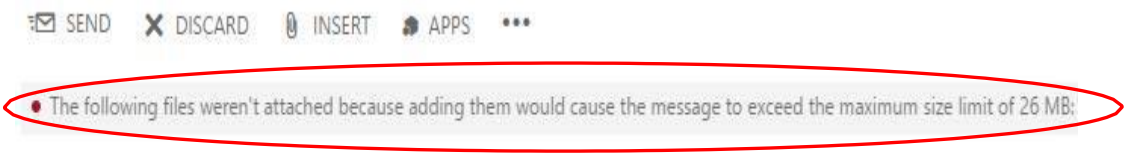


3. The attached file will be shown under the subject.



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.

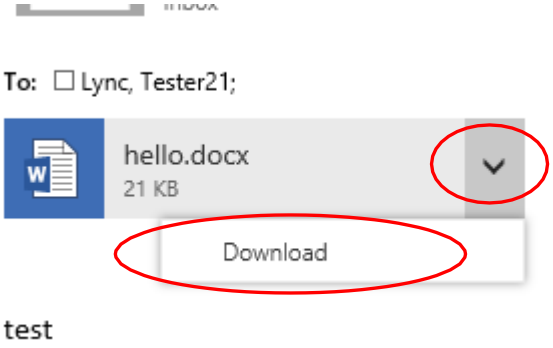


b) *The attachment type is one of those which could easily spread virus or worm. The attachment, if filtered, will be blocked and deleted by the system in the process of delivery, and therefore become non-executable, while the message itself will continue to be delivered to the recipients. For CMMP/Notes (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: http://support.microsoft.com/en-us/kb/2852113

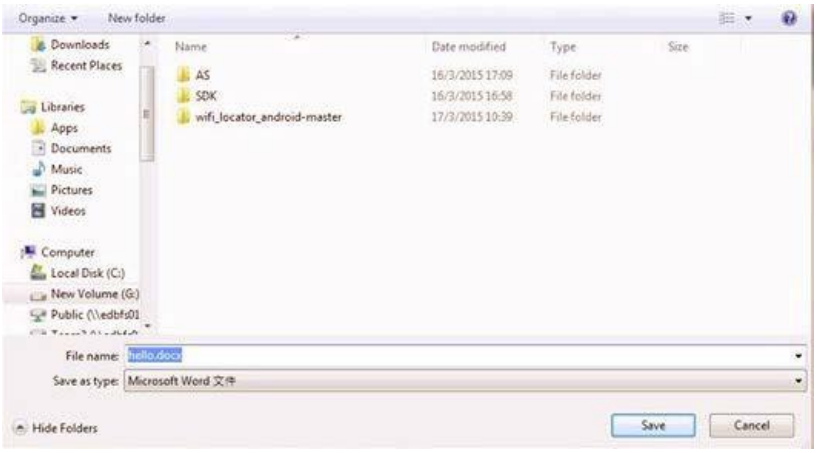
5.15. SAVE ATTACHMENT

1. Click the icon 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.

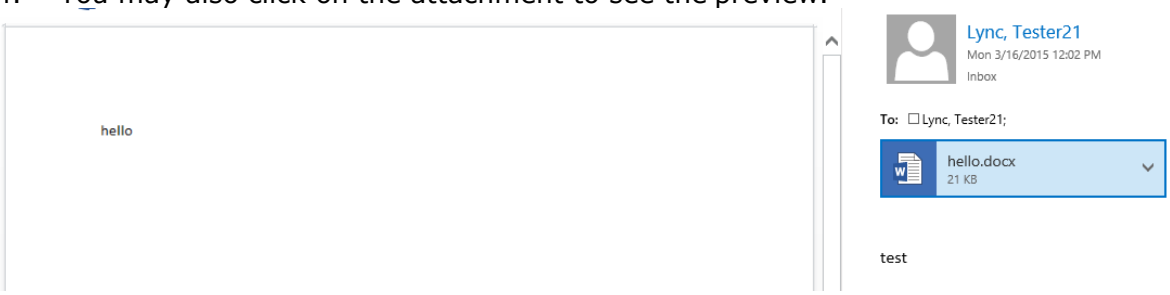


2. Click "Save" > "Save as".

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



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



5.16. FOLDER MANAGEMENT

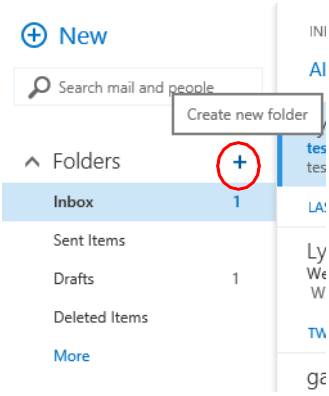
A. Default Mail Folders

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

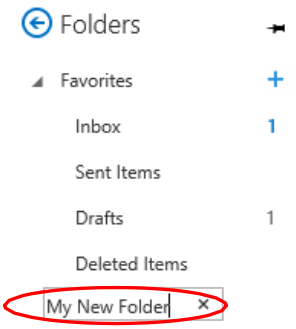
- **[Inbox]** - Where new messages appear.
- **[Drafts]** – Where you can save a message until you are ready to send it.
- **[Sent Items]** – Store the sent messages.
- **[Deleted Items]** – Temporarily store messages marked for deletion.
- **[Junk E-mail]** - It is the folder where junk mails are stored.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

B. Create Folders

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. Move Mail to Folder

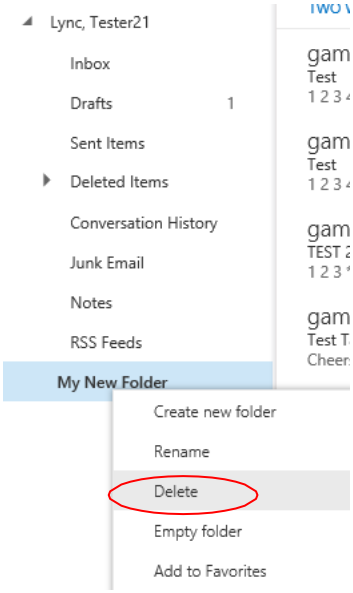
1. Select the mail(s) to be moved.

2. Drag and drop the mail(s) directly to your target folder.

D. Delete Folder

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**.

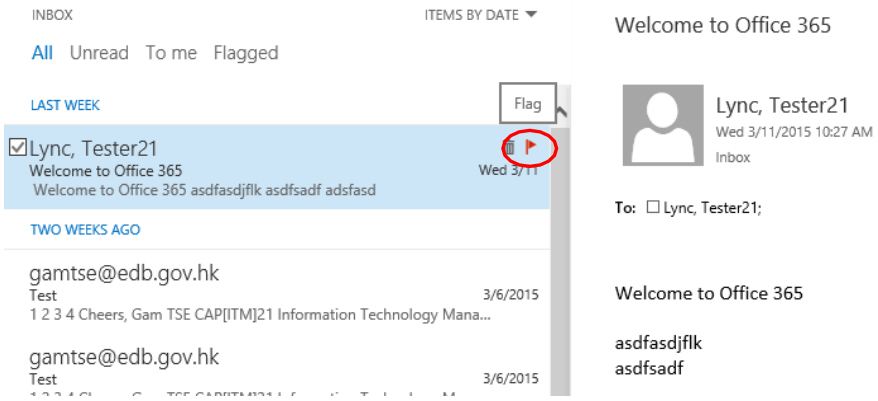


5.17. FLAG AND REMINDER

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

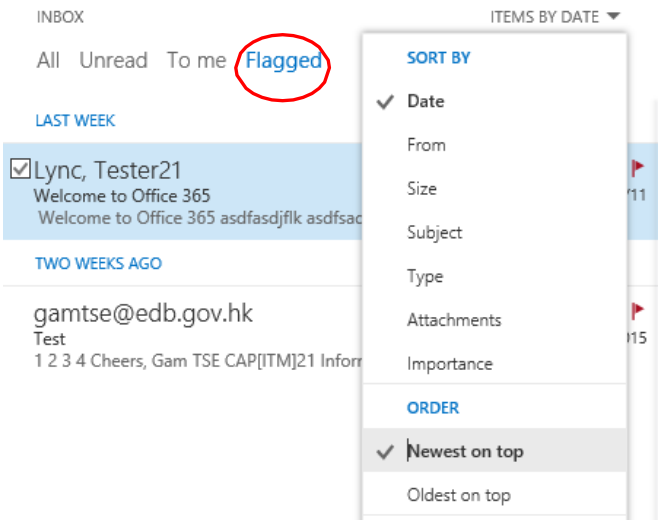
Follow Up Flag

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

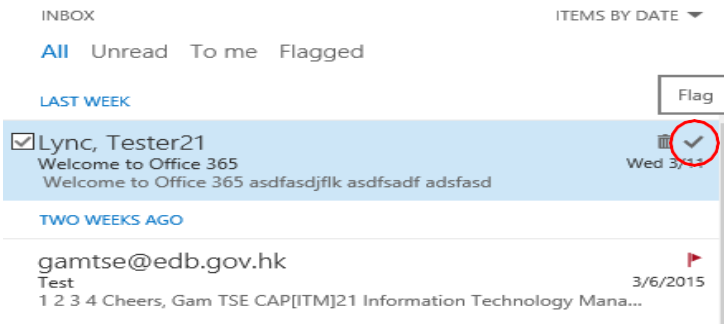


2. Then you can optionally select the desired due date, for example, today, tomorrow, next week, etc. as appropriate by right-clicking the flag.

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]**.

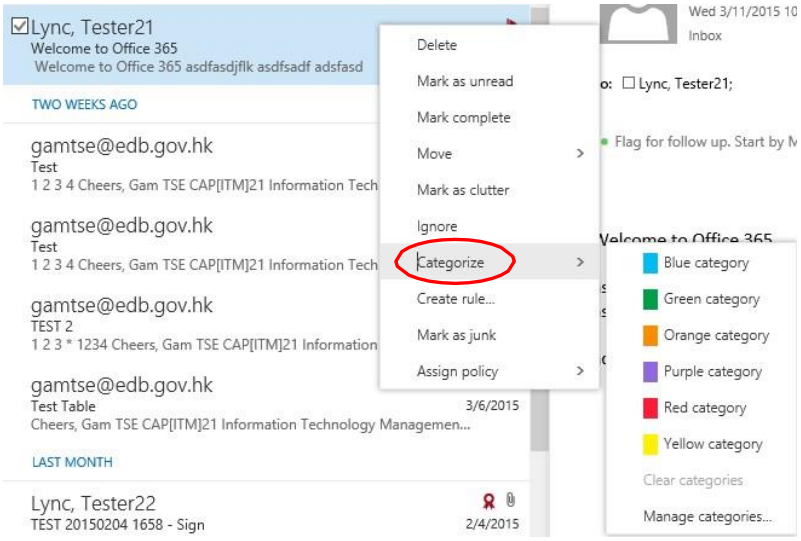


You can also use the **[Mark Complete]**, **[Clear Flag]** functions by right clicking the flag.

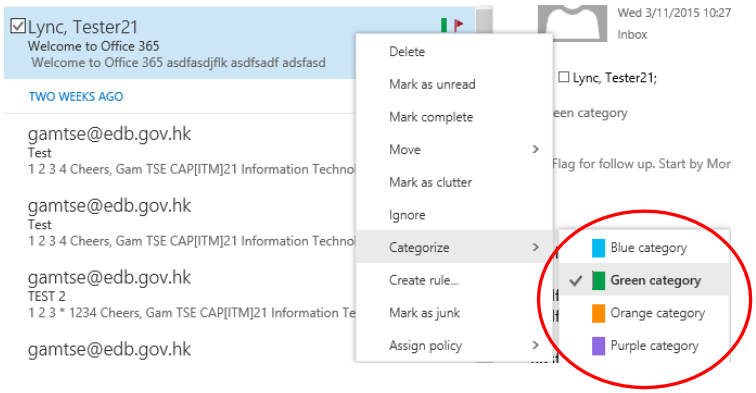
5.18. COLOR CATEGORIES

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.

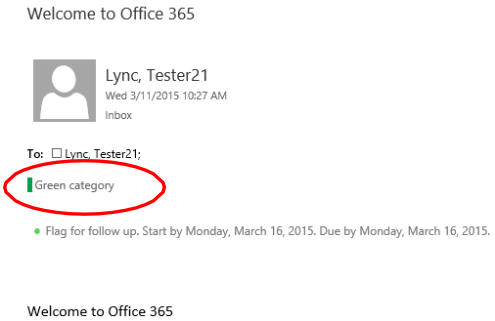
1. Right click on mail that you want to apply category. Click the **[Categorize]**.



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



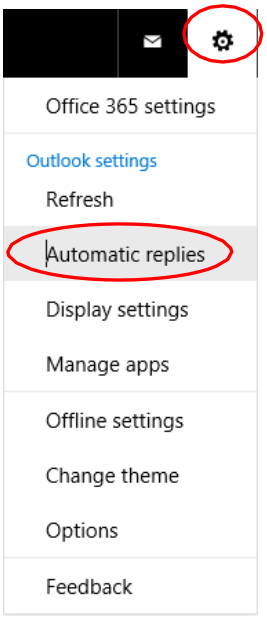
3. Categories applied.



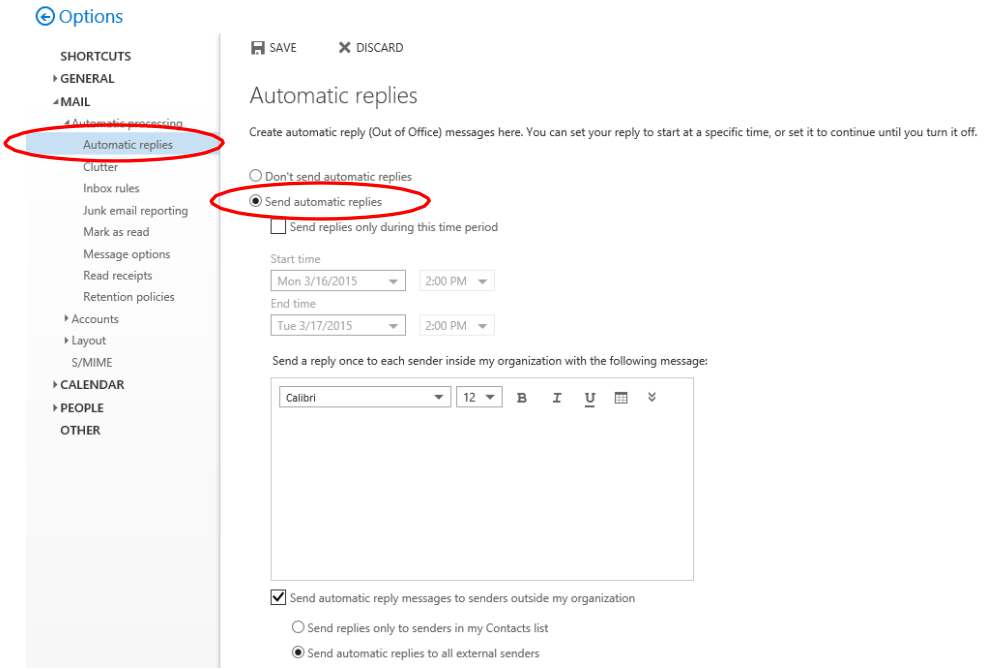
4. You can search your mails which have been applied with color category. Tick the Category checkbox and type category (e.g. "Green Category"). Click search icon .

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]**.



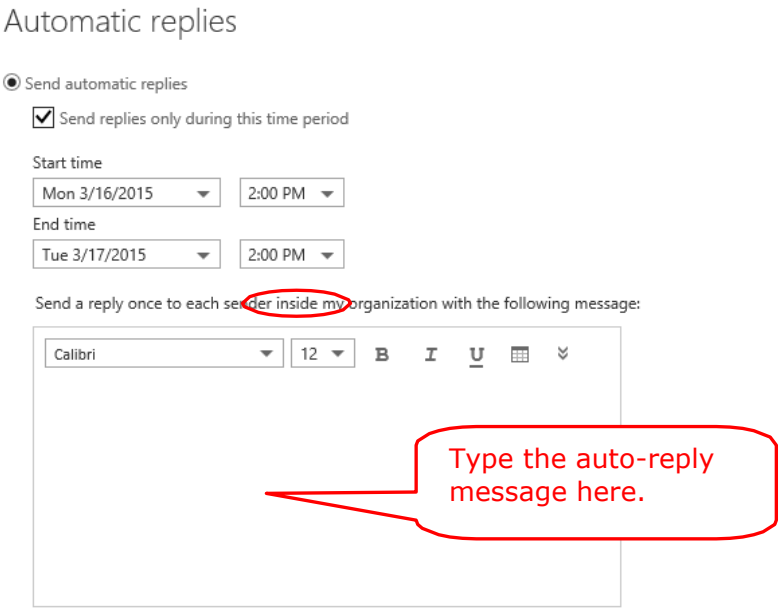
3. On the right pane, you can enable or disable the Out of Office Assistant.

- **[Do not send automatic replies]** – By choosing this option, **[automatic**

Replies] will be disabled.

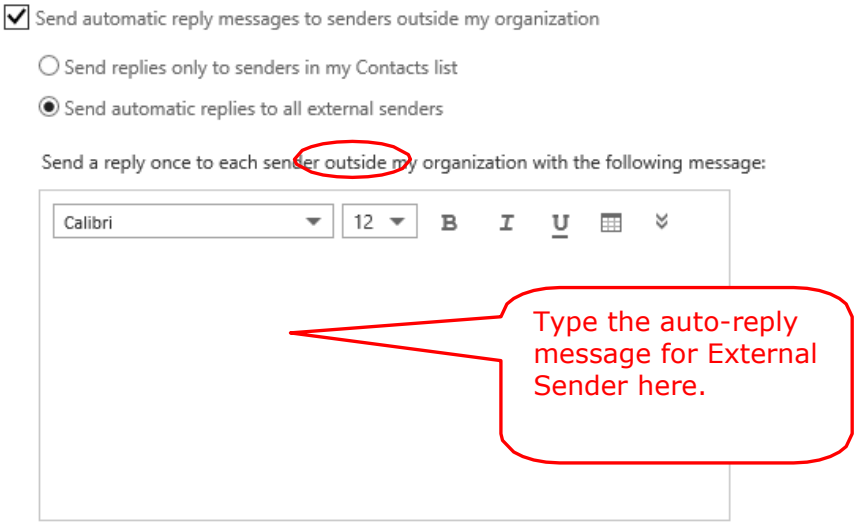
- **[Send automatic replies]** – By choosing this option, **[Out of Office Assistant]** will be enabled and auto-replies will be delivered to those senders within Office 365. You can specify the effective time range for the **[Out of Office Assistant]**.

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.



5. 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 auto-replies.

- **[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.



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

5.20. CHANGE INTRANET/OWA PASSWORD

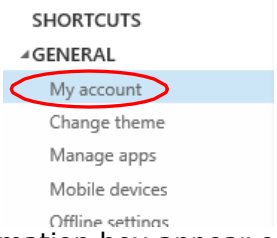
Exchange Online – OWA uses the same account as EDB Portal.
Please refer to section "Change Password" of "Quick Start Guide for The EDB Intranet".

5.21. MAILBOX SPACE INDICATOR

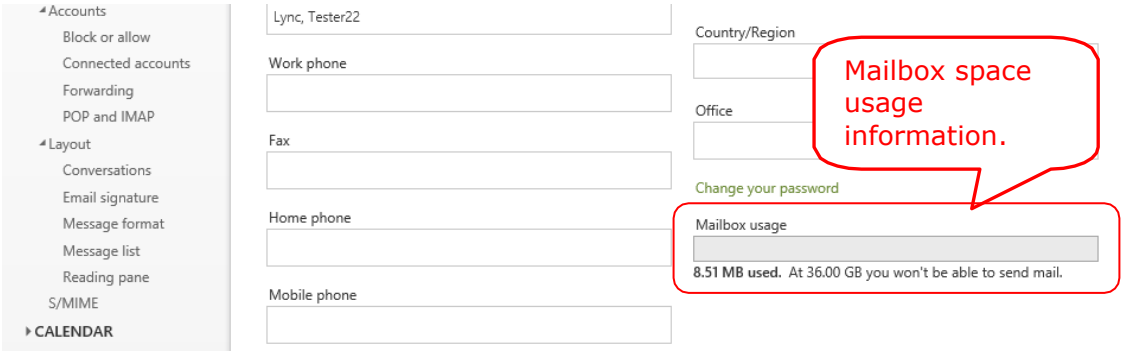
Each mailbox has a storage quota. User may check the latest space usage information of the mailbox by using the Mailbox Space Indicator function.

1. To check mail box space, click **[Settings]** on the top right hand corner and select **[Options]**.

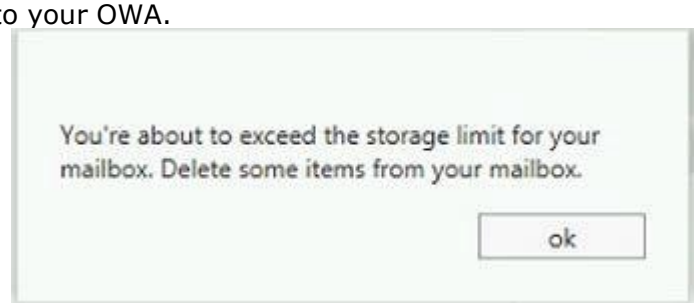
2. On the left pane, click **[My account]** under the **[GENERAL]**.



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



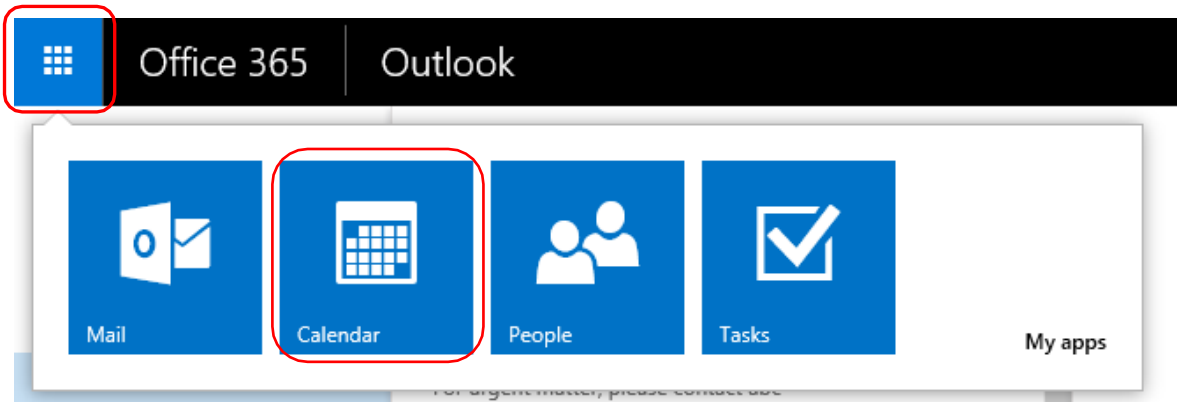
3. If your mailbox space is almost full, mailbox space usage alert will appear after you login into your OWA.



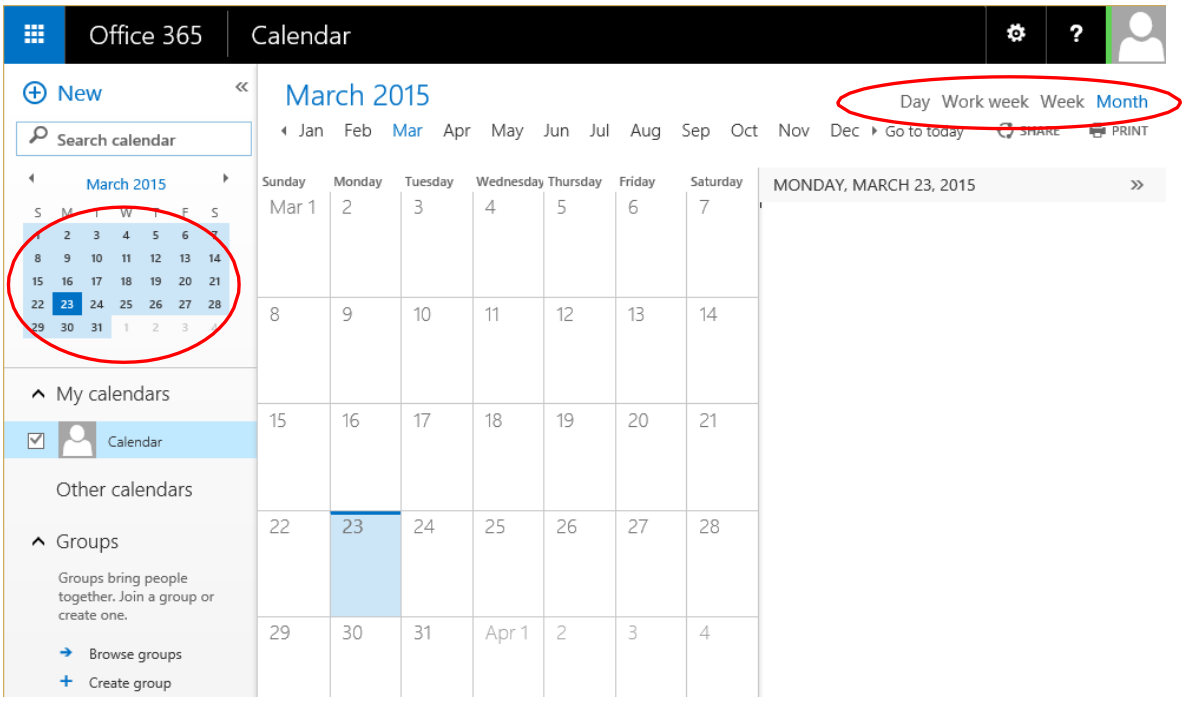
6. OUTLOOK WEB ACCESS OPERATING INSTRUCTIONS (ADVANCED)

6.1. CALENDAR

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

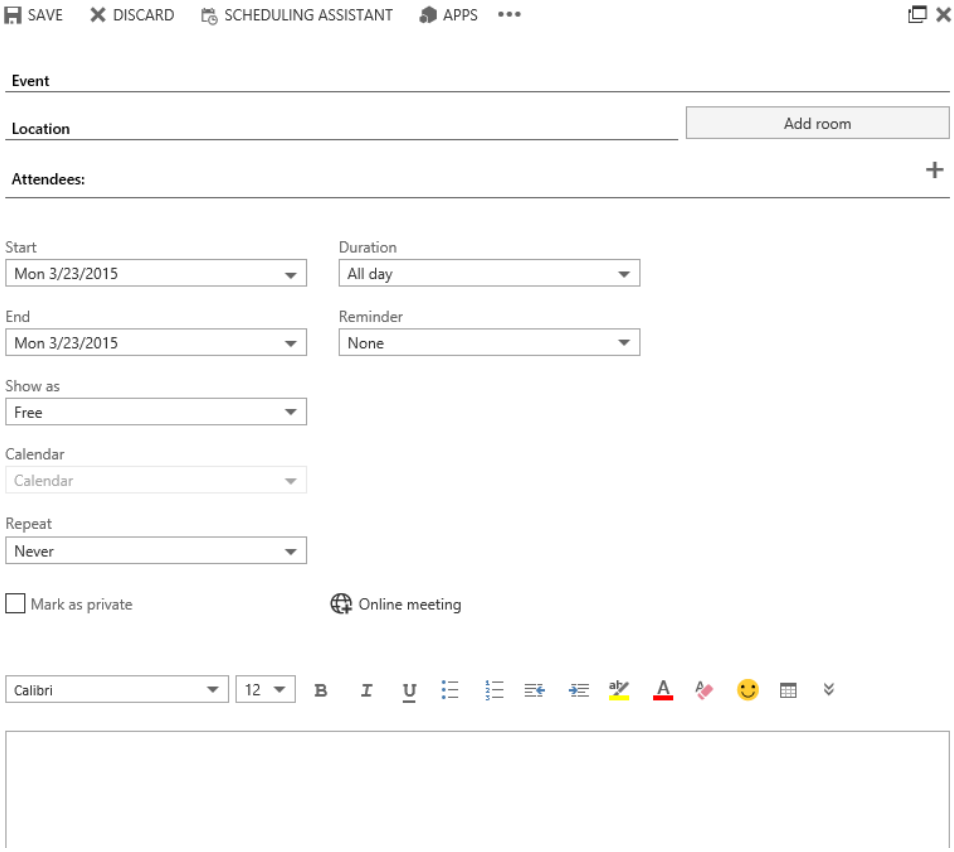


2. Choose your desired calendar view, including view by day/week/month at top right corner. The highlighted cell in the Calendar is the date for current day.



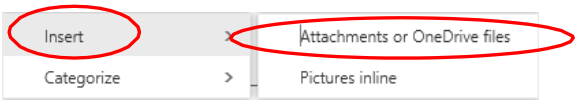
3. To create a new event, select the date for the event and click the ⊕ New icon.

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

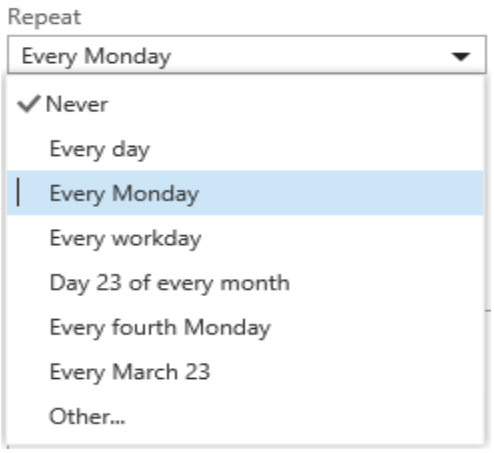


5. The icons on the tool bar:

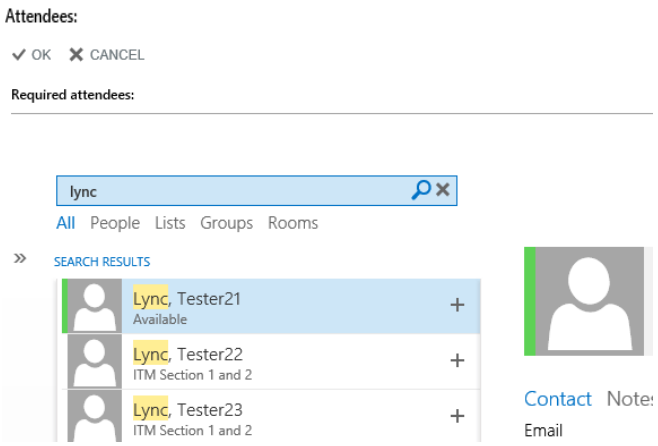
   Click on ••• icon, choose **[Insert]** and then **[Attachments or OneDrive files]** to add attachment to this event.

- 

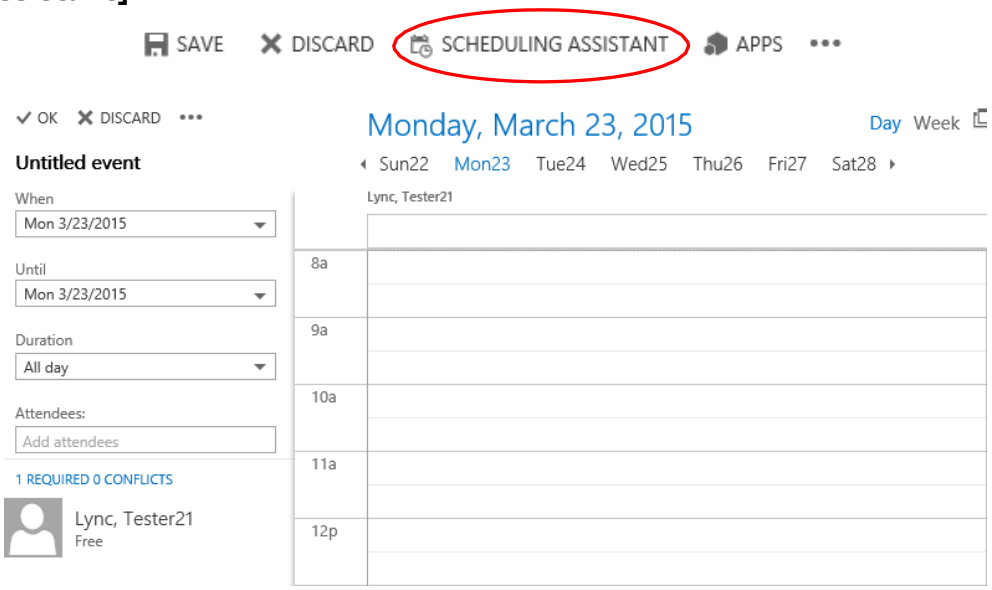
   Click the item list under Repeat to set this event as a recurrent event if needed.



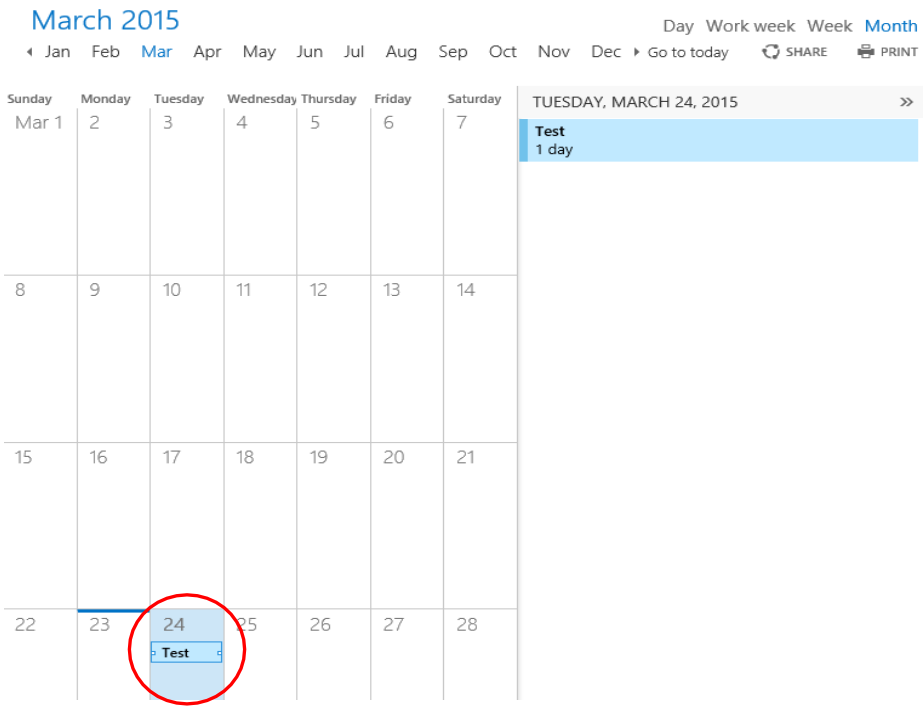
- Invite Attendee to your event or appointment by clicking on + icon.



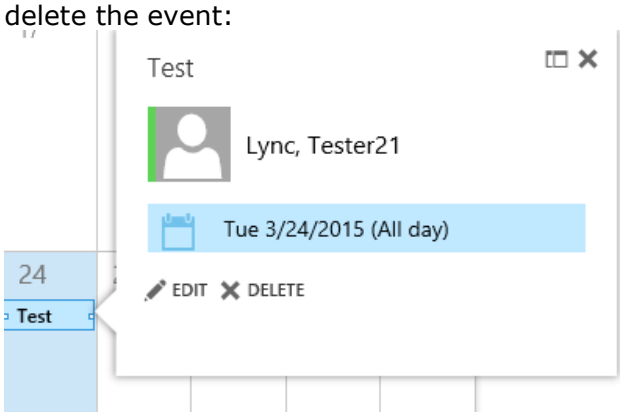
6. If you want to check your availability, you can click the tab **[Scheduling Assistant]**.



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.

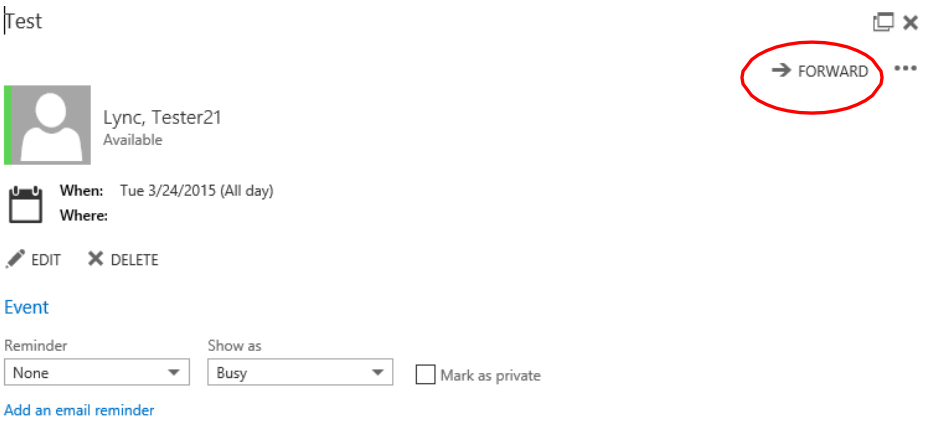


8. If you want to update or delete the event, you can click the event. Then, edit or delete the event:

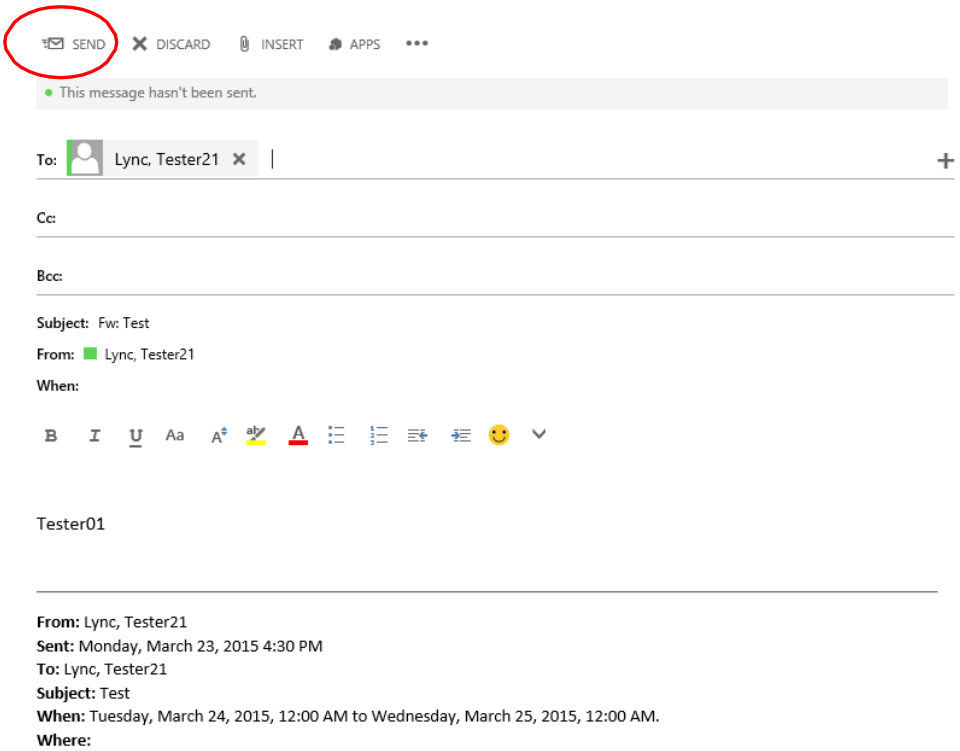


- Edit – Modify and save it.
- Delete – Click to delete it.

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]**.

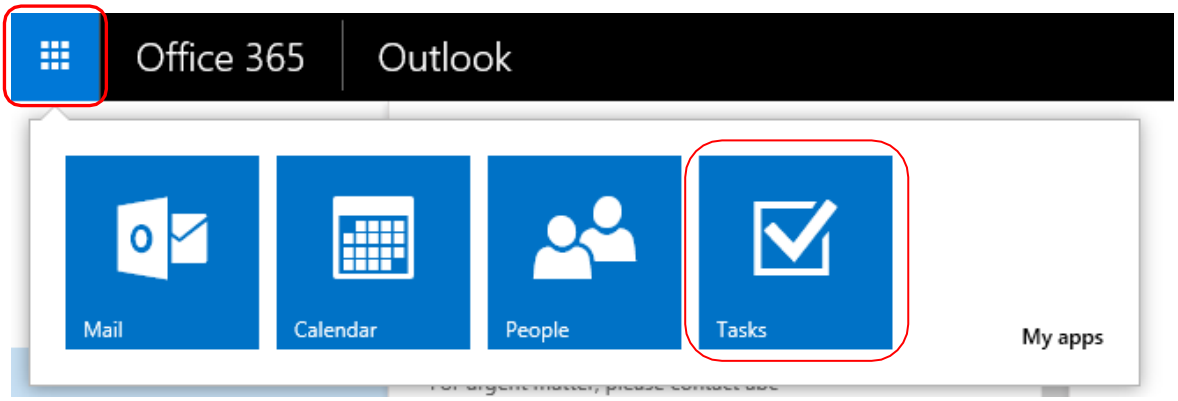


10. Enter the recipient information and click **[Send]** to send it.

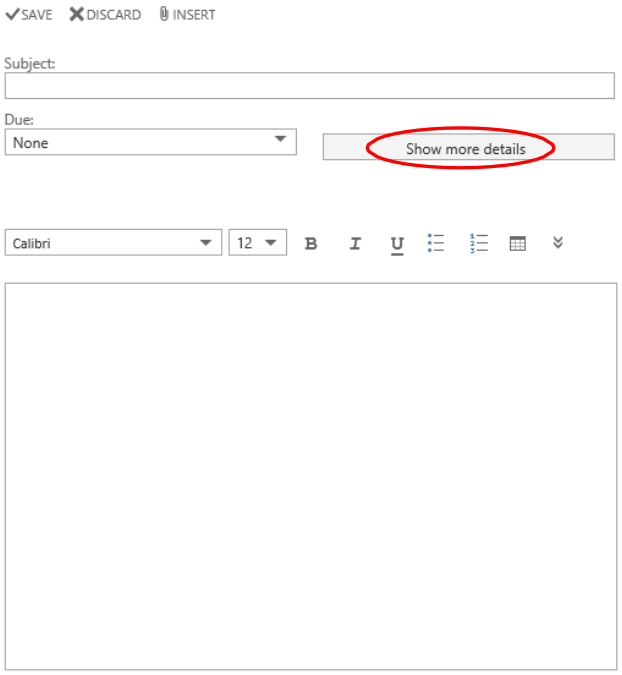


6.2. TASKS

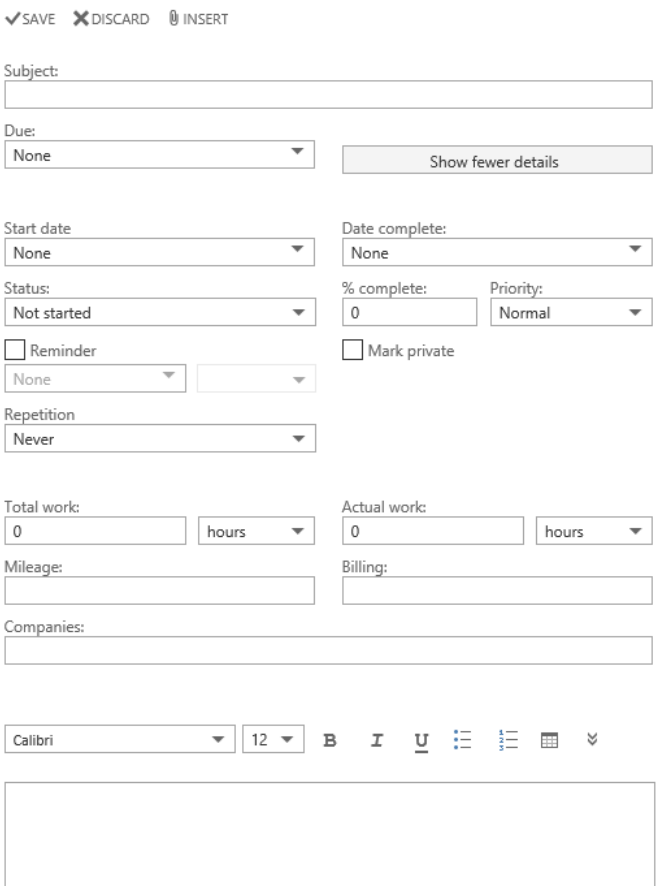
1. In OWA, you can click the [**Menu**] icon on the top left hand corner and create tasks to remind yourself that you have some tasks that you need to do.



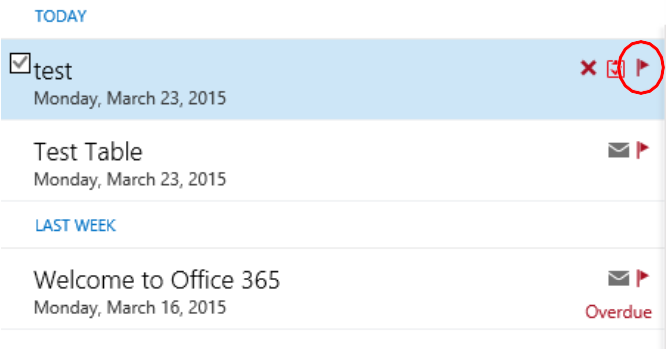
2. To create a Task, click New task icon to create a new task.



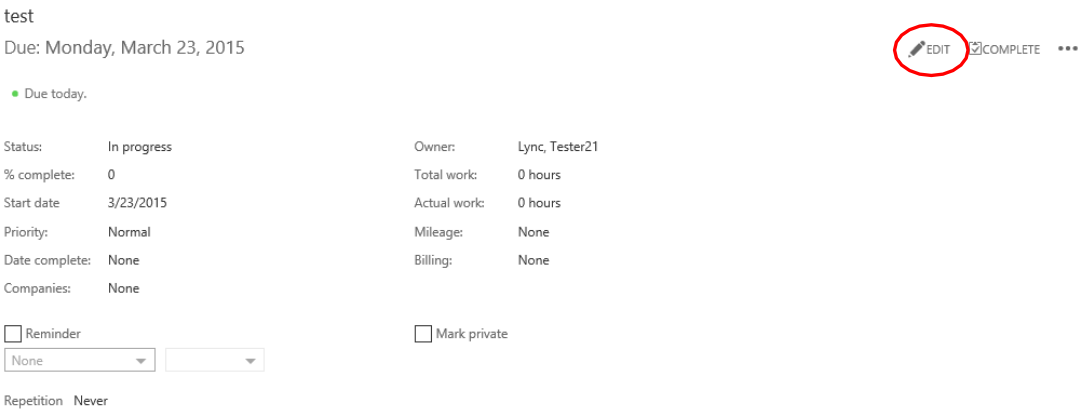
3. Then click **[Show more details]** to enter your task details. And click **[Save]** After you have finished.



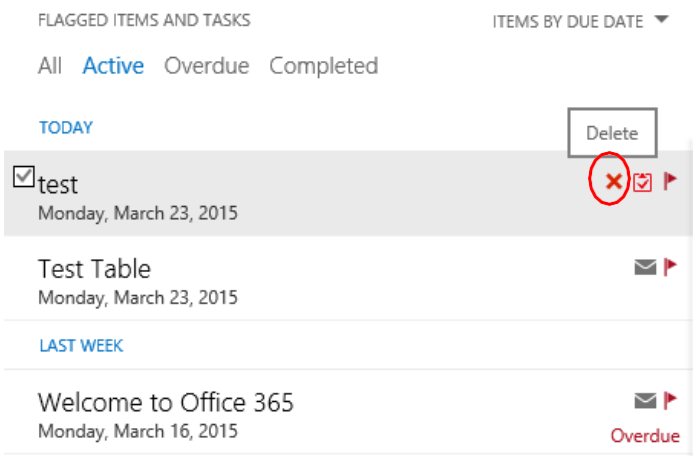
4. After you have completed the task, you can mark the task as completed by clicking the follow up flag.



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



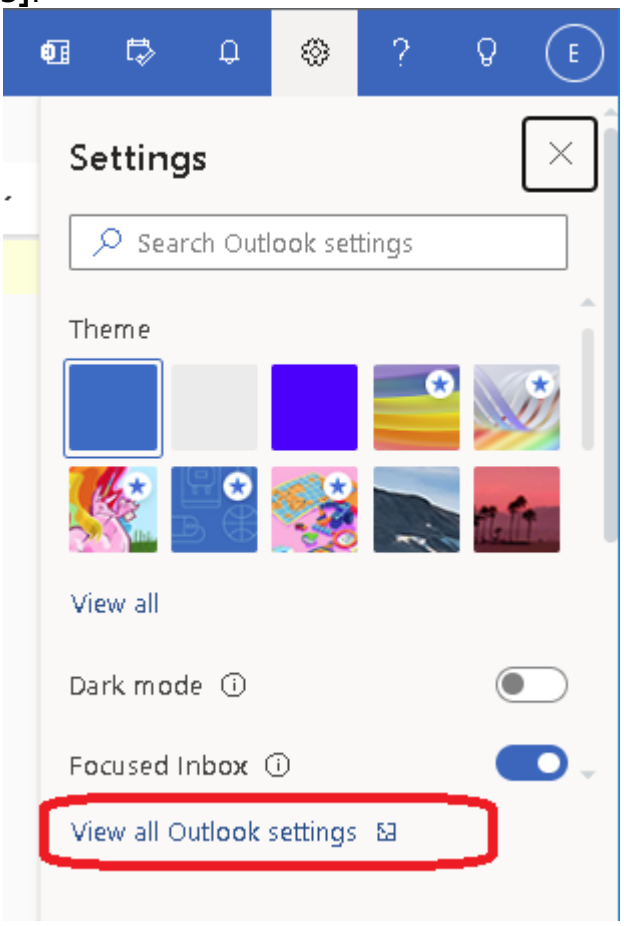
6. If you want to delete the task, click the delete icon ✖ next to the task to be deleted.



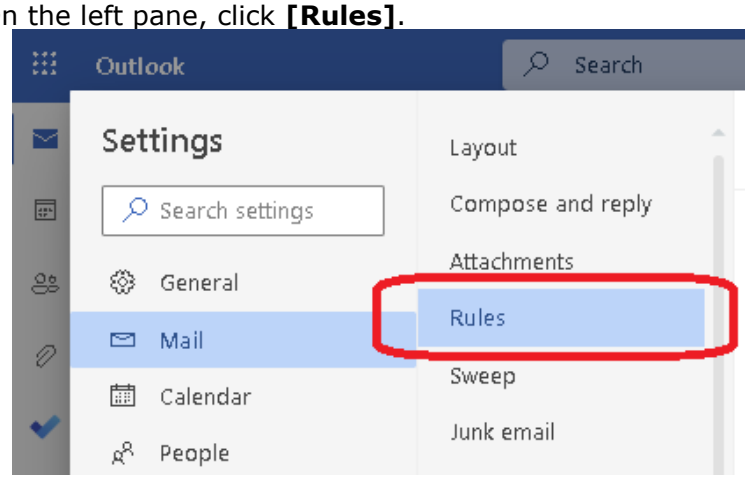
6.3. RULES

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]**.

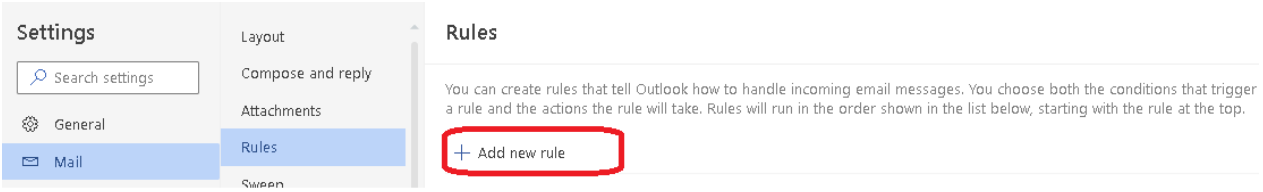


2. On the left pane, click **[Rules]**.



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.

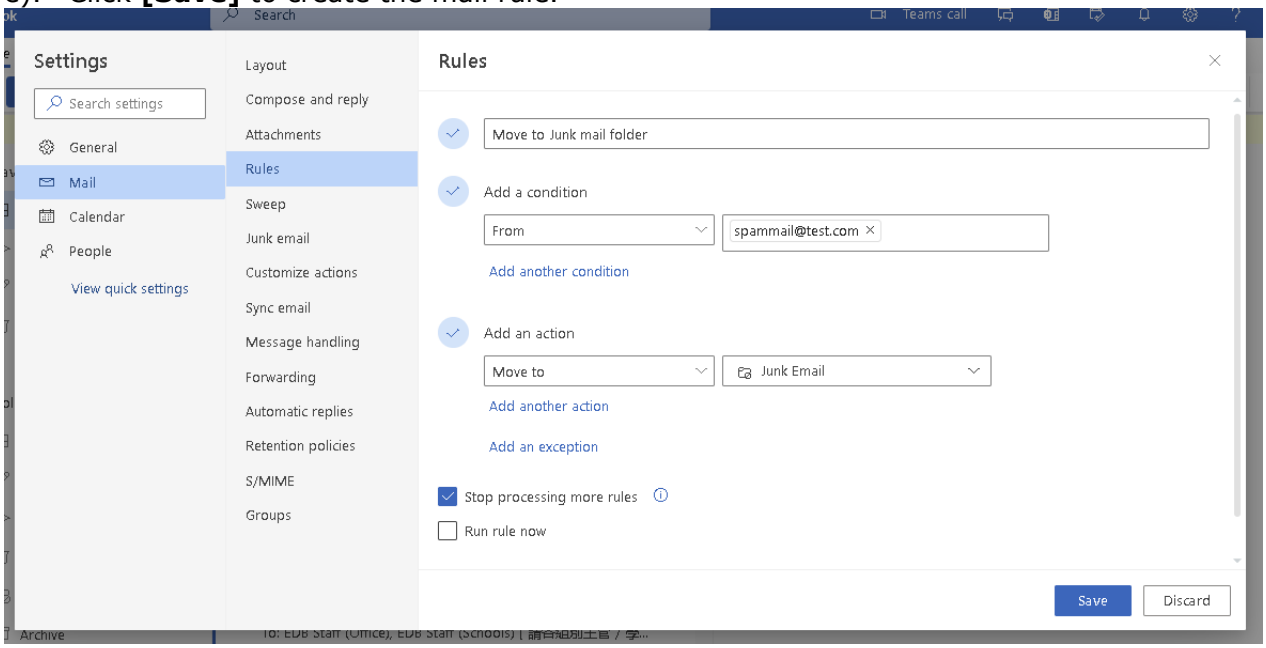


b). In the **[Name your rule]** field, enter the Rule Name (e.g. Move to Junk mail folder).

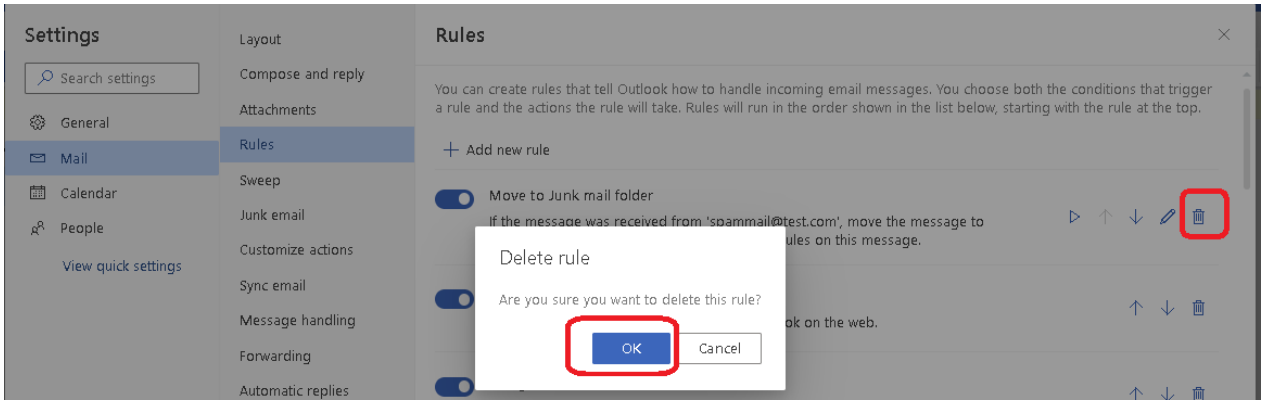
c). Add a condition, choose **[From]** and type the address which you want to catch.

d). Add an action, Click the item list and chose **[Move to]** , select the target folder, eg. Junk Email.

e). Click **[Save]** to create the mail rule.



f). If you want to delete the rule, you can click the delete button next to the rule.

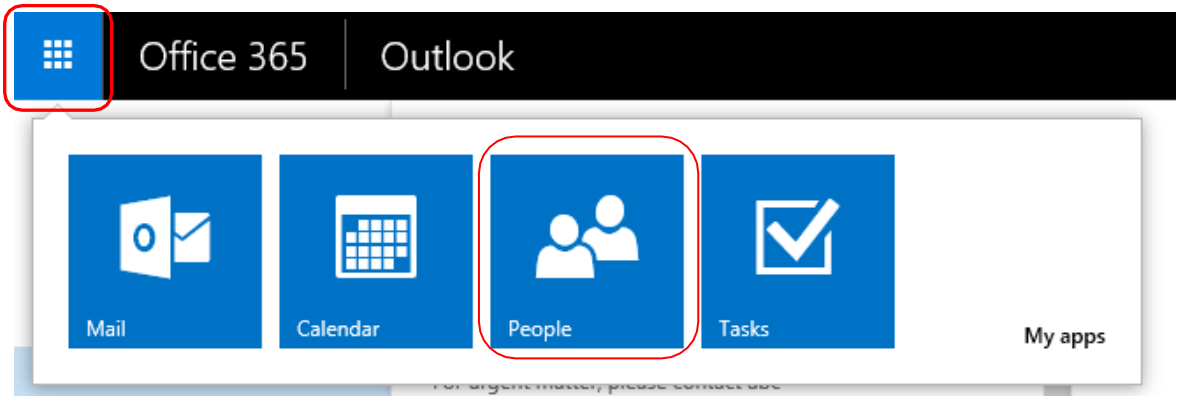


g). If you found some senders always sending spam mails to you and you want to filter such e-mails to **[Junk E-mail]** folder, you can use the steps above to create a rule and move spam mail to **Junk E-mail** folder.

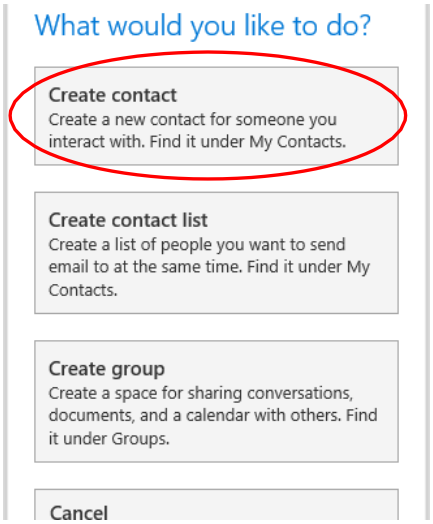
h). Clean up the **[Junk Mail]** folder or any folders which are used to store filtered mails regularly as appropriate.

6.4. PERSONAL CONTACTS

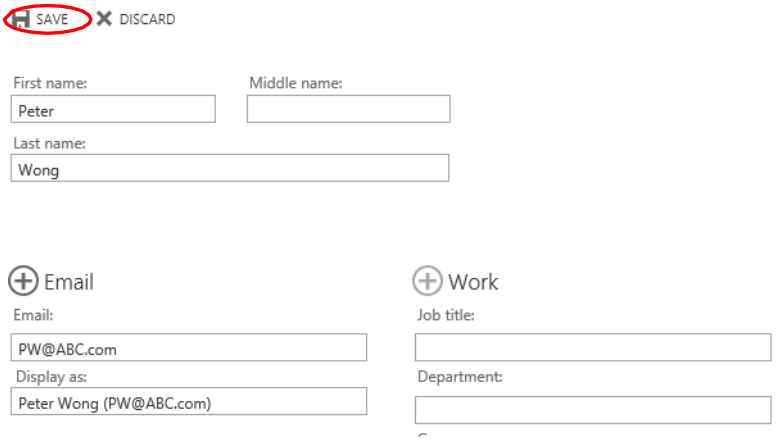
1. In OWA, you can click the **[Menu]** icon on the top left hand corner, and click **[People]** in the menu.



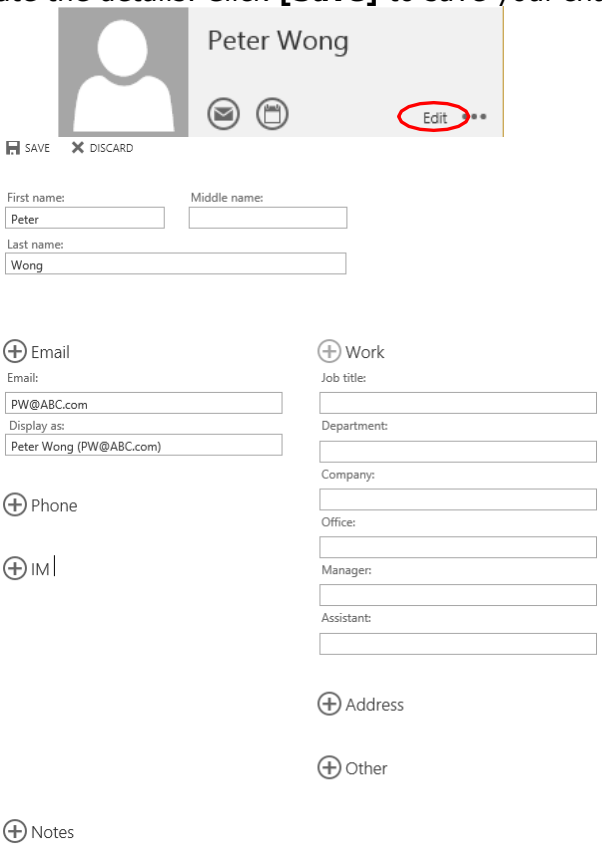
2. To create new contact, click ⊕ New and select **[Create contact]**.



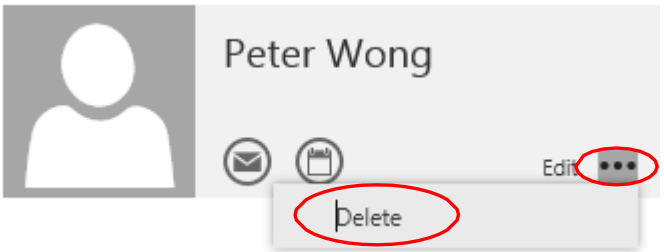
3. Enter information of the new contact entry and you can add more details by clicking ⊕ icon. Click **[Save]**.



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.



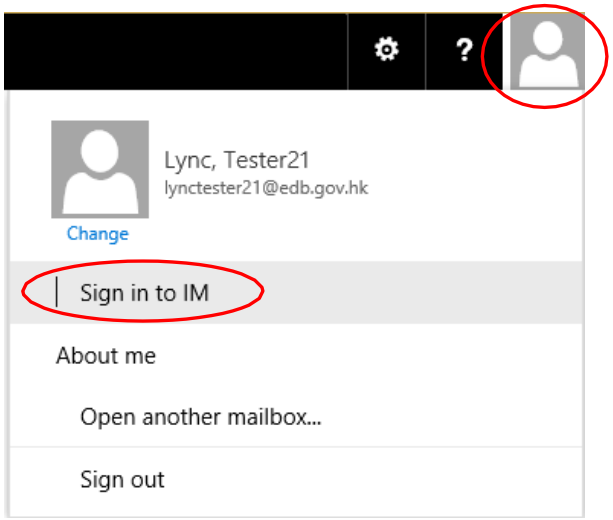
5. If you want to delete any contact entry, you can highlight the contact entry and Then click the icon ••• and click **[Delete]**.



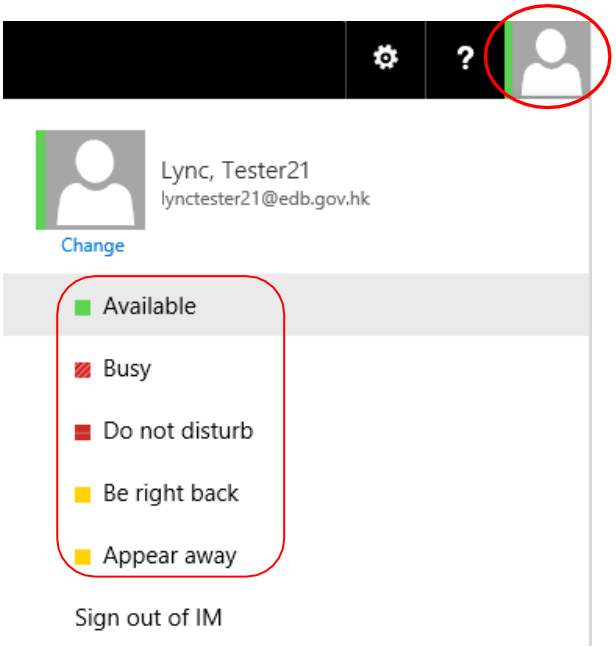
6.5. INSTANT MESSAGE (IM)

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

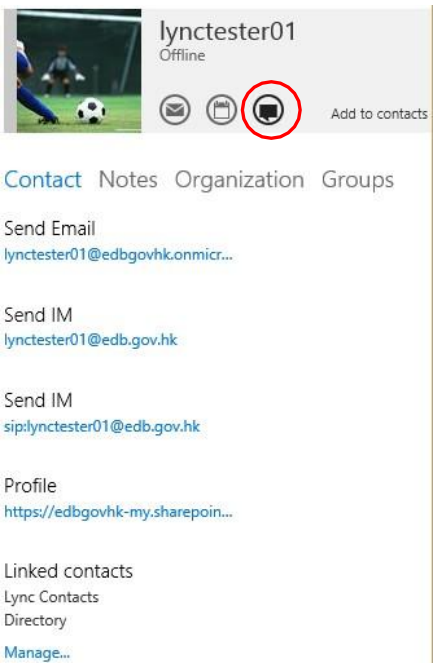
1. You can sign in to IM by selecting your name icon at the top right corner, then selecting **Sign in to IM**.



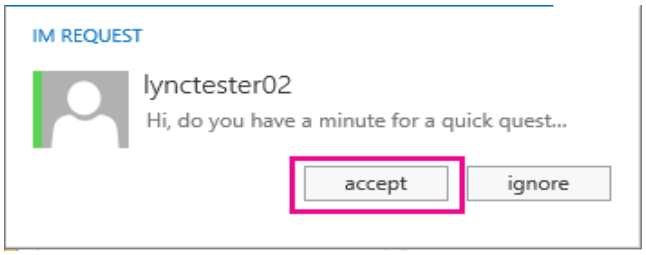
2. Once you're signed in to IM, select your name again, then select your status.



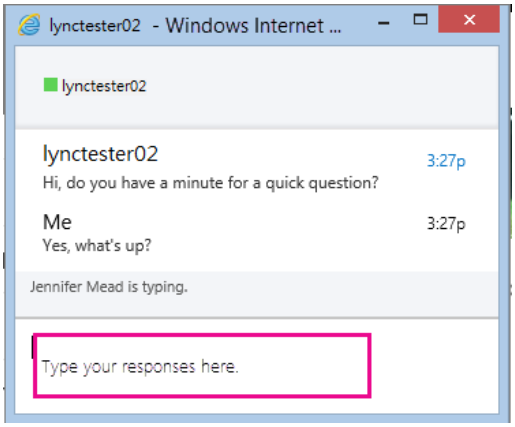
3. To start an IM, you find the person you want to send an instant message to. You can look up in People, or find a message from them and select their name to see their contact card. Select IM icon to open an IM session with that person.



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**.



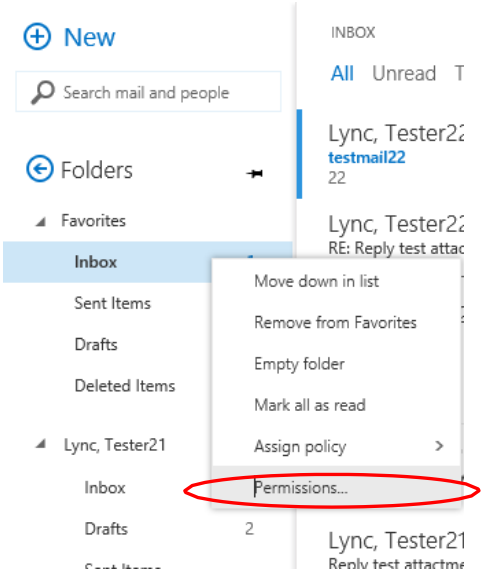
5. Type your response and press Enter.



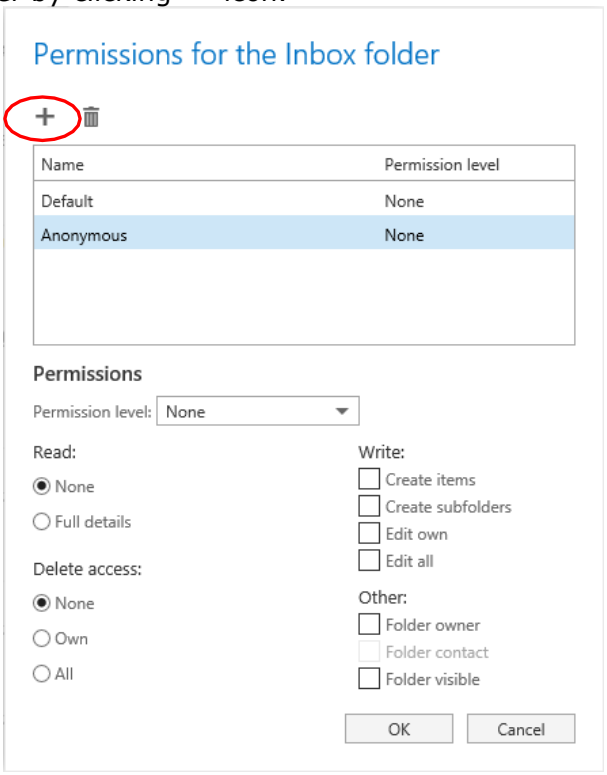
When you're done, select ✕ at the top of the IM window to end the conversation.
Note: OWA provides very limited feature of IM such as texting. In order to use other features such as file transfer, conference, please use Lync 2013. You can find more information on Information Directory -> E. Information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

6.6. MAILBOX DELEGATION

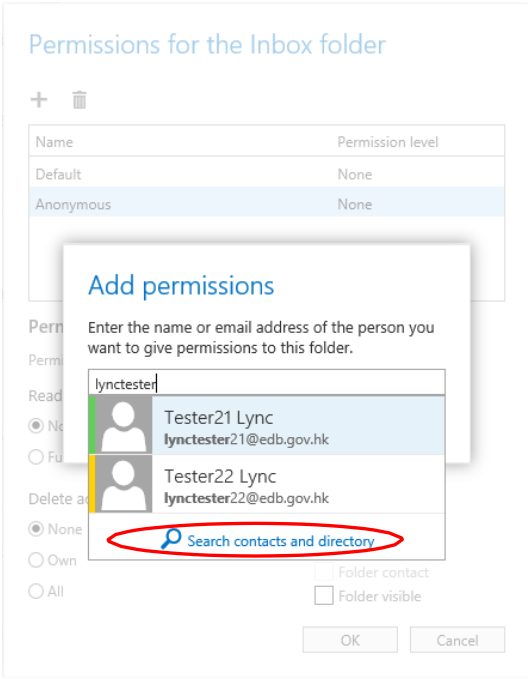
1. Right click on **[Inbox]** in the left menu and select **[Permission]**.



2. Then look up user by clicking + icon.



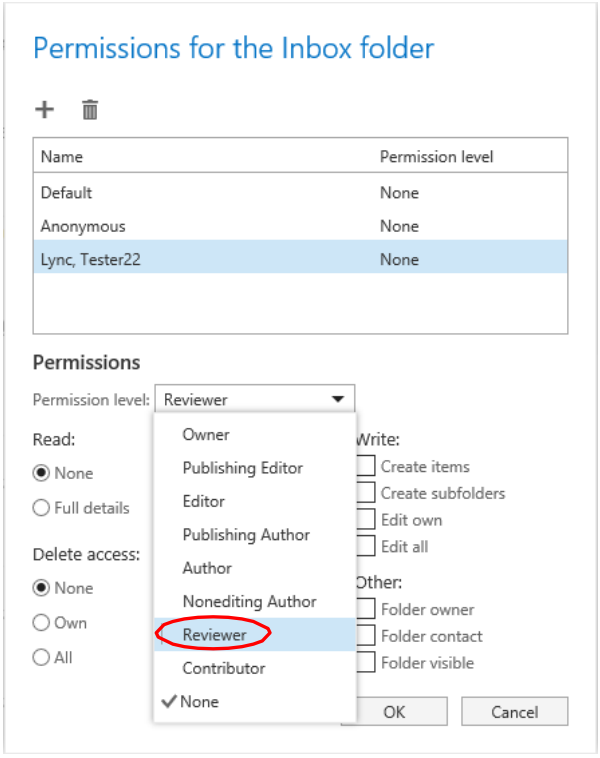
3. Type the name or email address in the searching box, or you can click **[Search contacts and directory]** to find the users that you want to delegate.



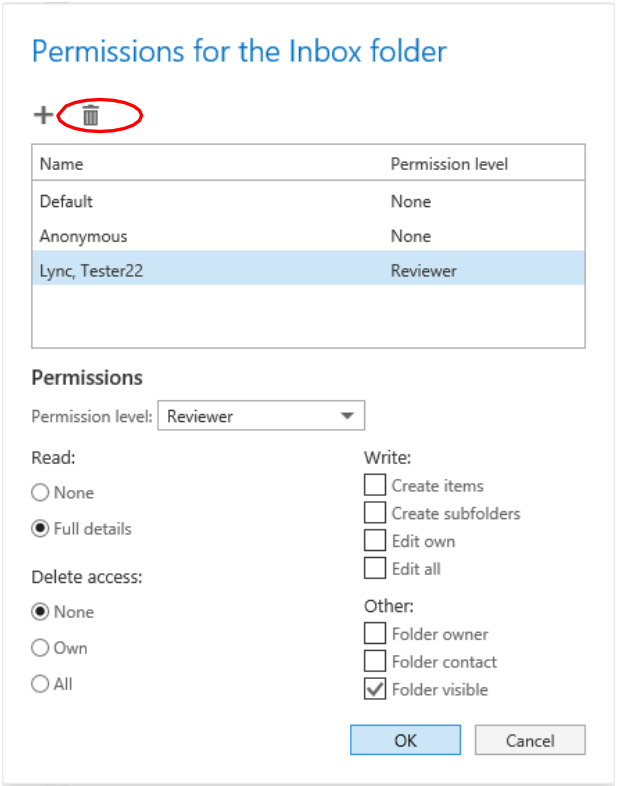
4. There are 9 level of default permissions:

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]**.

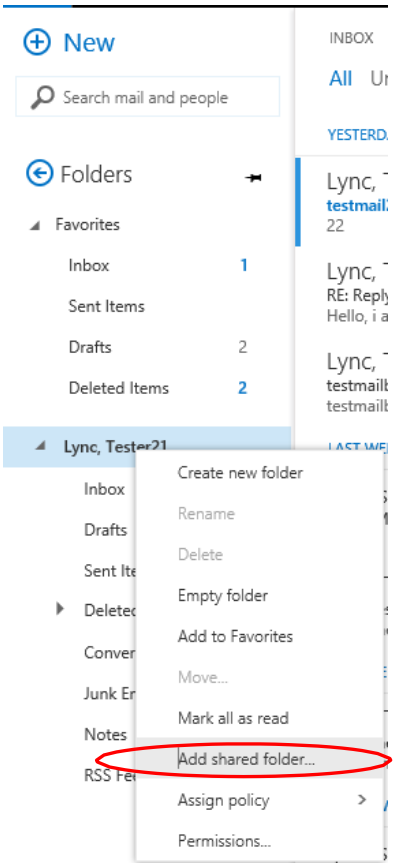


5. If you want to remove the delegation for any user, locate and highlight the user and click **[Remove]** icon.

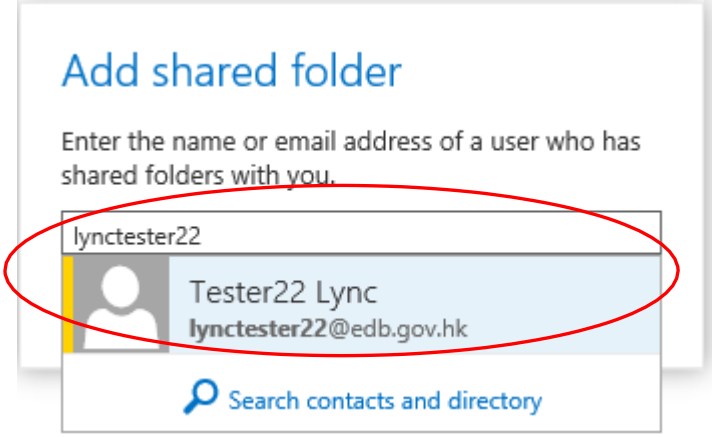


6.7. OPEN OTHER'S MAILBOX

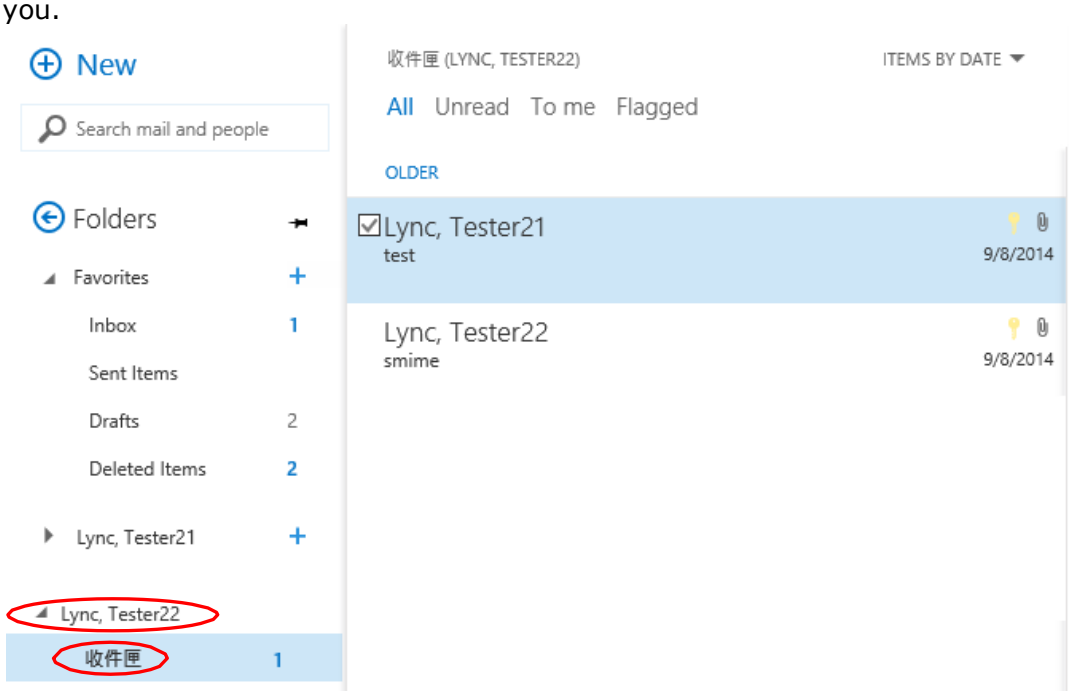
1. Right click on your user name in the left menu and select **[Add shared folder]**.



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.



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



7. APPENDIX I – EXCHANGE ONLINE NEW FEATURES

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-