

University of California Office of the President

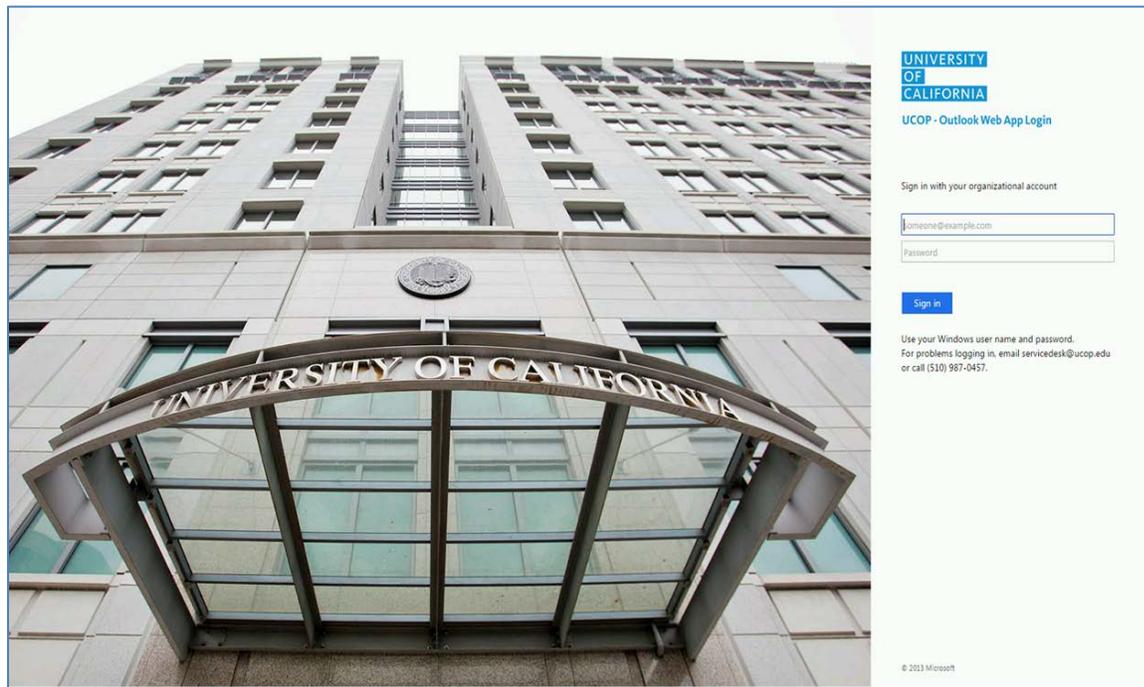
Information Technology Services
Office 365 (Exchange) Frequently Asked Questions

August 18, 2015

FREQUENTLY ASKED QUESTIONS ABOUT OFFICE 365 – OUTLOOK WEB APPLICATION

HOW DO I LOG IN TO THE OUTLOOK WEB APPLICATION?

Using your browser go to: <https://outlook.com/ucop.edu>



HOW DO I CREATE A SHORTCUT ON MY DESKTOP TO OUTLOOK WEB APPLICATION?

Mac and Windows users can create a convenient shortcut that will allow them to double click an icon on their desktop to open Outlook Web App:

WINDOWS USERS

1. Right click on an empty area of your Windows desktop.
2. Select "New" and "Shortcut."
3. In the "Type the location space, enter the following: <https://outlook.com/ucop.edu>
4. Click Next, and enter the following in the "Type a name" space: "Outlook Web App"
5. Click Finish.
6. A new icon appears on your Windows desktop.

MAC USERS

1. Open Safari.

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2. Type the following address in the address bar, but do not press the "Enter/Return" key:
<https://outlook.com/ucop.edu>
3. Highlight the address you just typed in your address bar.
4. Click and drag the address and drop it on your Mac desktop.

Note: This method will also work in FireFox, but if Safari is your default web browser, it will launch when the shortcut is clicked. Directions for changing the default browser on a Mac are available here under the "Choosing a default browser" section: <http://support.apple.com/kb/ht1637>

WHICH BROWSER VERSIONS ARE COMPATIBLE WITH THE OUTLOOK WEB APPLICATION?

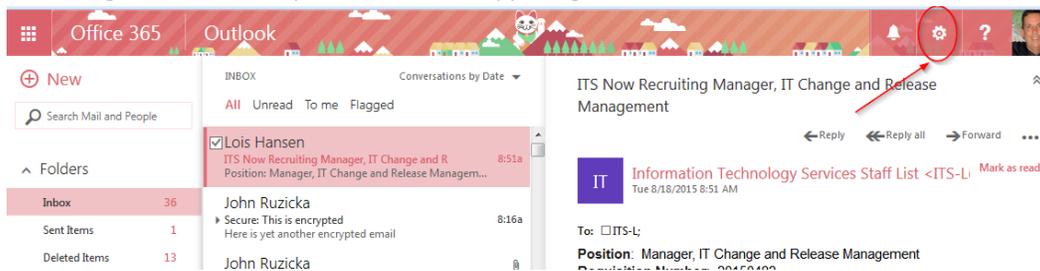
The following browser versions are compatible with the Outlook Web Application:

- Internet Explorer 10 or above
- Microsoft Edge Browser (Windows 10)
- Safari 5 or above
- Latest FireFox "Release" version
- Latest Chrome "Stable" version

HOW DO YOU SET OUT OF OFFICE/VACATION NOTICES IN OUTLOOK WEB APPLICATION

To set "Out of Office/Vacation" notices in the Outlook Web Application:

1. Open a web browser and log in to Outlook Web App at this address: <https://outlook.com/ucop.edu>
2. Click the gear icon next to your name in the upper-right corner.



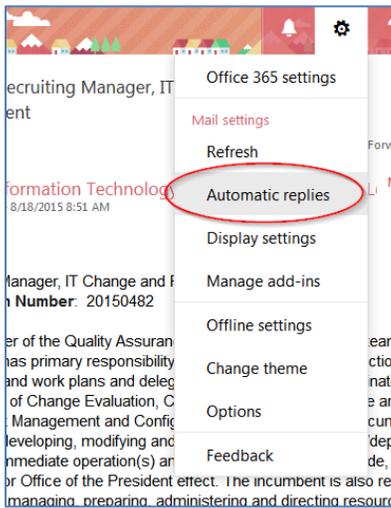
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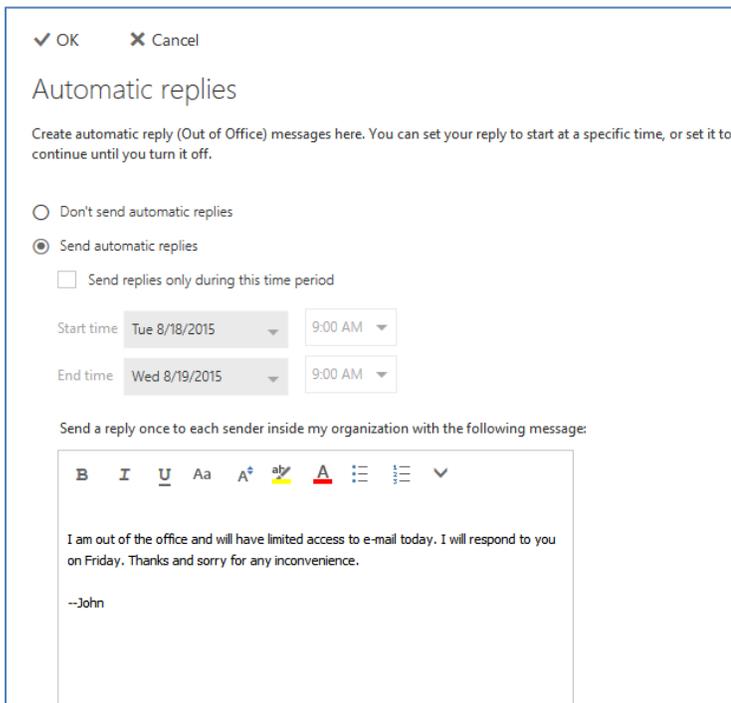
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3. Select "Automatic Replies."



4. Select "Send automatic replies."



5. Designate a date and time for the system to begin and end sending your Out of Office message by selecting the "Send replies only during this time period" option, and then specify start and end dates and times.
6. For Internal Senders: provide a response message that others within Office 365 system will receive when attempting to send messages to you. Those having addresses ending with "@ucop.edu" will receive this.
7. For External Senders: if you want senders outside of the Office 365 system to receive an out of office message, select the "Send automatic reply messages to senders outside my organization option. "

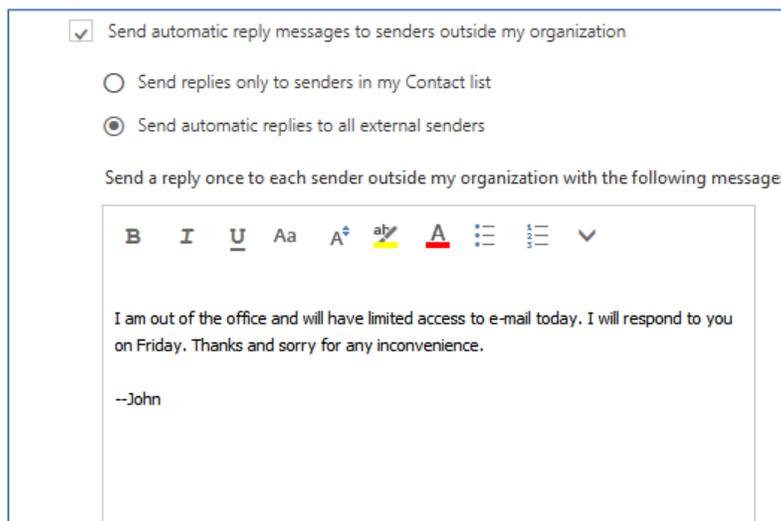
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- Choose whether only individuals with entries in your Contacts list should receive these, or all external senders should receive these.
- Provide an out of office message that external recipients will receive. This can be identical to the message internal recipients receive, or uniquely customized.



The screenshot shows the Outlook settings for automatic replies. The first section has three radio button options: "Send automatic reply messages to senders outside my organization" (checked), "Send replies only to senders in my Contact list", and "Send automatic replies to all external senders". Below this is a text box for the message, with a rich text editor toolbar above it. The message text reads: "I am out of the office and will have limited access to e-mail today. I will respond to you on Friday. Thanks and sorry for any inconvenience. --John".

8. Click "Save." Your vacation rule will automatically start at the designated time, and will shut off when specified. If you wish to test this, once the rule is running, have a colleague send you a message from within the system, and send another message to your account from an external address.

DIFFERENCES BETWEEN OFFICE 365 CLIENT AND OUTLOOK WEB APPLICATION (OWA)

The following table highlights most of the differences between features in Outlook Web App and in Outlook.

Feature	Supported in Outlook	Supported in Outlook Web App
Access from almost any Web browser	No	Yes
Access to Windows SharePoint Services document libraries and Windows file shares	No	Yes
Segmentation. This lets administrators enable and disable e-mail features by using the Exchange Management Console or the Exchange Management Shell.	No	Yes

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Change user account password	No	Yes
Manage Mobile phones	No	Yes
View mailbox quota	No	Yes
Send and receive Internet faxes	Send and receive	Receive Internet faxes only
Search folders	Full functionality	You can't create Search folders. You can view default Search folders. You can also view custom Search folders that you previously created using Outlook.
Message editing tools	Full functionality	Limited
Shared folders	Through UI	Through Web Parts
Customization	Full functionality	Limited to custom forms
Monthly calendar view	Full functionality	View and edit. You can't print.
Searching	Full functionality	Not available in Calendar
Public folder permissions management	Yes	Public folder access may be available through Outlook Web App, but not public folder permissions management.
Cached Exchange Mode	Yes	No
Offline access	Yes	No
Offline Address Book	Yes	No

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Custom dictionaries	Yes	No
Customizable views	Yes	No
Import and export data from other data sources, such as .pst files, database files, other messaging and contact systems, other calendaring applications	Yes	No
.pst file support	Yes	No
Send to Office OneNote	Yes	No
Hierarchical address book	Yes	No
Delegate control	Yes	No
RSS subscription and management	Yes	No
Voting buttons	Yes	No
Propose new time for meetings	Yes	No
Related search through right-click	Yes	No
Natural language search	Yes	No
Windows SharePoint Services lists	Yes	No
Outlook Today page	Yes	No
To Do Bar	Yes	No

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Customize navigation pane	Yes	No
Pasting inline images	Yes	No
Task request	Yes	No
Automatic formatting of calendar items	Yes	No
Secondary time zone in calendar view	Yes	No