

# Email Clients Available at NTU

## Microsoft Outlook Web Access 2003 *Premium*: Email Basics

Outlook Web Access (aka Webmail) enables you to access your Exchange mailbox via any web browser. Exchange 2003 OWA has been designed to work best on Internet Explorer 5 (IE5) and above. Features found only on IE5 *Premium* are indicated with the IE icon. This help sheet aims to cover the very basics in using OWA for emailing on IE5. For non IE5 and *Basic* browser, please refer to *Microsoft Outlook Web Access 2003 Basic: Email Basics*.

### Logging On

You must first launch your Internet Explorer 5 web browser. Then point your browser to <https://webmail.ntu.edu.sg/exchange/>. A *logon* page will appear.

1. Enter your *Username* in the format **studentusername**<sup>1</sup>, where *username* is your network Username. Then enter your password accordingly.
2. You have the choice of *Premium* or *Basic* Client. The *Premium* experience provides all Outlook Web Access features, but it can be slow over slow Internet links. *Basic* experience provides a subset of the *Premium* features and can speed things up if you are on a slow connection.
3. You can choose between two access security levels - *Public or Shared computer* and *Trusted computer*. The *Trusted* computer option gives you a longer period of inactivity before logging you off. This is a security feature to prevent unauthorised use if you have forgotten to logoff. You should select the *Trusted computer* option only if the PC belongs to you.
4. Once done, click the *Log On* button. You will be brought to your *Inbox*. (To logoff, click on the logoff button on the top-right and close ALL your web browser windows.)

### Communicating via Email

#### Sending

You are now ready to compose an email message. To send an email:

1. Click on the *New* icon on the left of the toolbar. A *New Message* window appears.
2. In the *To* box type in the address of the person you want to send to. You can even send to yourself. To send to more than one person, enter their address separated by semicolons (;). [Your email address is normally *yourUsername@ntu.edu.sg*]
3. Fill in the *Subject* box with something suitable.
4. Type in your message in the blank area at the bottom of the window. You may also change the font, colour and format of your text by using the formatting toolbar.
5. When you have finished with your message, click the *Send* button. Your message will be sent and the window closes. By default, the emails you sent are stored in the *Sent Items* folder.

To check your *Sent Items* folder, first click on the *Show/Hide Folder* button on the top-left. You will be shown all your folders in your mailbox. Next, click on the *Sent Items* folder and you will be brought to your *Sent Items* folder.

#### Checking New Emails

New emails are placed in your *Inbox* by default and that is what you see every time you start up Webmail. You can also click on the *Inbox* icon on the Outlook Bar on the left of the window to go to your *Inbox*. Unread messages appear in **bold** type. If you want to check for new emails that are waiting on the server, but are not reflected on your screen, you can click on the *Check for new messages* button.

#### Replying & Forwarding

To read a message, simply double click on the message and the message window opens. To reply to it, click the *Reply* button found on the toolbar. This opens a RE: window where the *To* and *Subject* are already filled in. Notice that the original message automatically appears below. The *Reply to All* button replies to all recipients of the original message. If you want to pass-on a copy of a message you received to someone else, you can forward it. With the message open, just click on the *Forward* button and a FW: window opens. You may type in some comments and then send the message off as usual.

#### Deleting Emails

As your mailbox size has a limit, you should constantly delete unwanted emails in your *Inbox* and *Sent Items*. To delete a message, click to highlight the message. Then click on the *Delete* button on the toolbar. You may select more than one message at a time (hold down the <Ctrl> or <Shift> key). This moves the messages to your *Deleted Items* folder and you must also clear this folder. Right-click on the *Deleted Items Folder* and select *Empty Deleted Items* to clear your *Deleted Items* folder. (If you can't find the *Deleted Items* folder, click the *Show/Hide Folder* button on the top-left.)

<sup>1</sup> Staff should use **staffusername**, Alumni should use **assocusername**

Client

Security

Log On



New

To...

Send



Sent Items

Inbox

