

<b>1</b>	<b>Outlook specifications for NWU users.....</b>	<b>3</b>
1.1	What is the email system called?.....	3
1.2	Which email address will I use in Outlook .....	3
1.3	Mailbox size.....	3
1.4	File size limit (send/receive).....	3
1.5	Folders.....	3
<b>1</b>	<b>Outlook Layout .....</b>	<b>3</b>
1.1	Ribbon .....	3
1.6	View.....	4
1.7	How you switch between the different areas of Outlook .....	5
<b>2</b>	<b>Mail handling.....</b>	<b>5</b>
2.1	Compose a new mail .....	5
2.2	High Importance Mail.....	6
2.3	Send a blind copy (Bcc) E-mail .....	6
2.4	Forward as attachment .....	7
2.5	Proofing .....	7
2.6	Mail Recall/Resend .....	8
2.7	Read Receipt.....	8
<b>3</b>	<b>Calender .....</b>	<b>9</b>
3.1	New Appointment .....	9
3.2	Tracking.....	9
3.3	Add attachment / Signature to an appointment.....	10
3.4	Schedule Assistant.....	10
3.5	Appointment tracking .....	10
<b>4</b>	<b>Contacts .....</b>	<b>10</b>
4.1	Create a custom contact group in Outlook .....	10
<b>5</b>	<b>Archive .....</b>	<b>11</b>
5.1	Local Archives from Groupwise.....	11
5.2	Attach the archive to outlook .....	11
5.3	Online archive .....	12
<b>6</b>	<b>More outlook features.....</b>	<b>12</b>
6.1	Rules .....	12
6.2	Search.....	13
6.3	Control spam.....	14
6.4	Adding an Outlook Email account to your Mobile phone.....	14
6.5	Web interface .....	15
<b>7</b>	<b>Adding the NWU Signature .....</b>	<b>15</b>
7.1	Follow these steps to create your new signature and apply it in Outlook.....	15



# 1 Outlook specifications for NWU users

## 1.1 What is the email system called?

Sometimes people refer to this as Outlook and sometimes to Exchange. To clarify this:

NWU is using the **Outlook client** and the mail is on a server that is called the **Exchange Server**. So, for the NWU we are using Outlook.

## 1.2 Which email address will I use in

**Outlook** Both the email address can be used in

Outlook [University#@nwu.ac.za](mailto:University#@nwu.ac.za)

[Name.surname@nwu.ac.za](mailto:Name.surname@nwu.ac.za) (To personalize your email address, <https://koste.nwu.ac.za/newemail/> )

## 1.3 Mailbox size

The mailbox size is currently 100Gb. You

also have an online archive of 100Gb

## 1.4 File size limit (send/receive)

The default file size limit for send and receive is 50Mb.

(The recommendation is to store the file in the cloud and send only the link)

## 1.5 Folders

### 1.5.1 Create a new folder

To create a new folder

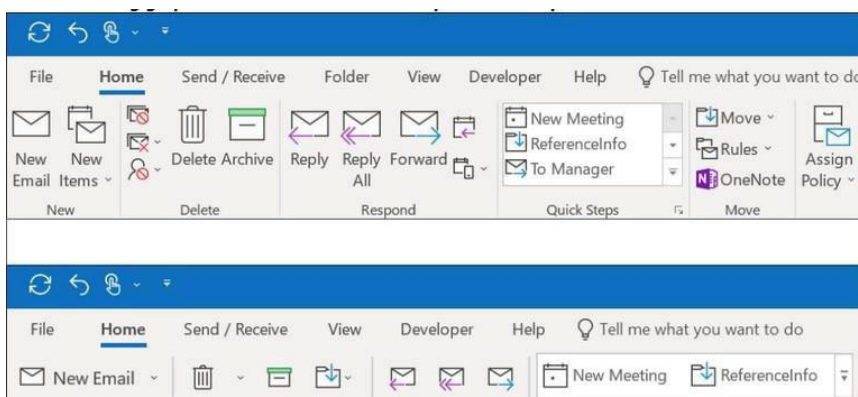
- Right-click on the preferred folder
- Click on New Folder
- Type a name for the folder and press **enter**

# 1 Outlook Layout

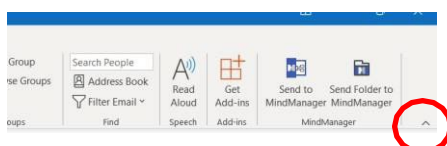
## 1.1 Ribbon

### 1.5.2 Simplified and Classic ribbon.

The classic ribbon has more icons, while the simplified ribbon has fewer icons on it and more space for fingers to click the icons (for computers and tablets with touch screens)



- To switch back and forth between the Simplified Ribbon and the Classic Ribbon, click the downward/upward pointing caret in the lower right corner of the active ribbon.



[More information](#)

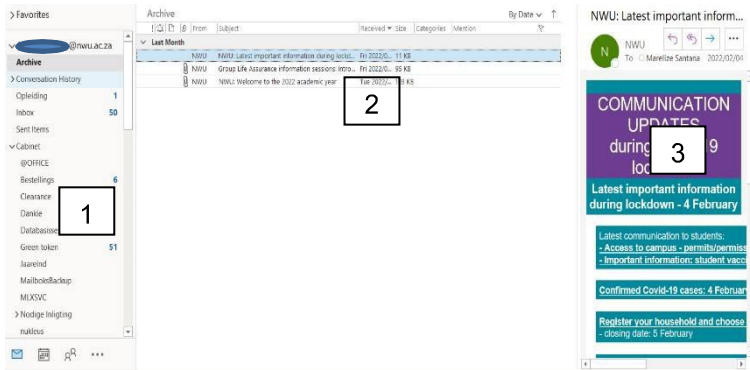
## 1.6 View

**Views** in **Microsoft Outlook** give you different layouts in terms of the way the items in the folders look. What are the different views in Outlook? **You will see three types of Views:**

- Compact,
- Single, and.
- Preview.

When you start Outlook for the first time you get the:

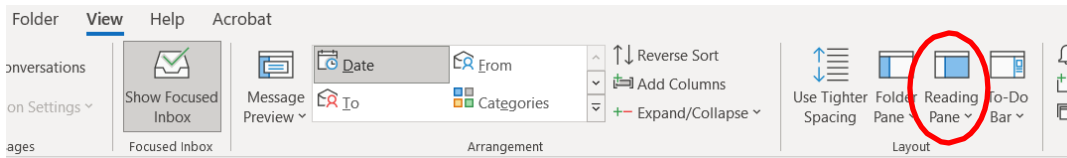
1. Folder Pane on the left
2. E-mail Message Pane in the middle and
3. Reading Pane on the right.



If you don't like the current layout, you can change the view:

### 1.6.1 Remove the reading pane

- Click View.
- In the Layout Group, click the down arrow at the Reading Pane icon, and select Off.

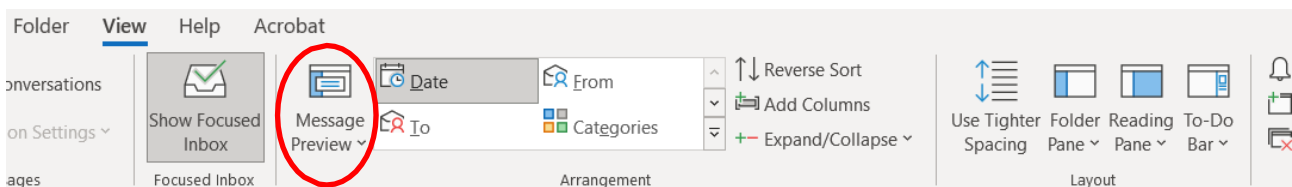


Select the number of extra lines to display in the Email Message Pane

- Click View.
- In the Arrangement group, click the down arrow at the Message Preview icon and select the number of lines displayed.

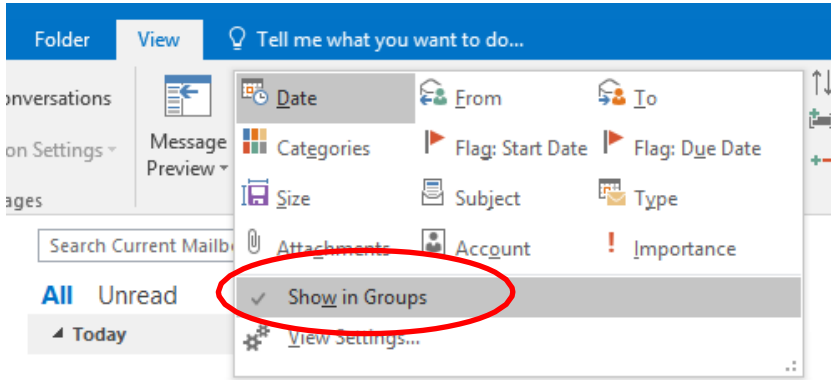
The options are:

- Off
- 1 line
- 2 lines
- 3 lines



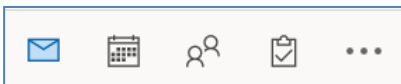
Disable grouping by date (Today, Yesterday, Last Week, etc...) in the Email Message Pane

- Click View.
- In the Arrangement Group, expand the Arrangement box by clicking the button. Disable Show in GGr groups removing the tick mark.



## 1.7 How you switch between the different areas of Outlook

The Navigation Bar appears on the left side of the Outlook window.



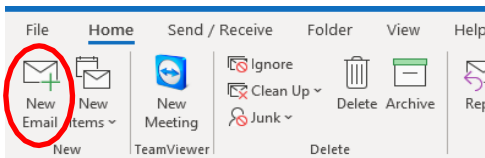
- The icons are Mail, Calendar, People, Tasks, and Add-ins.
- You can easily switch between these areas by simply clicking on one of these icons

## 2 Mail handling

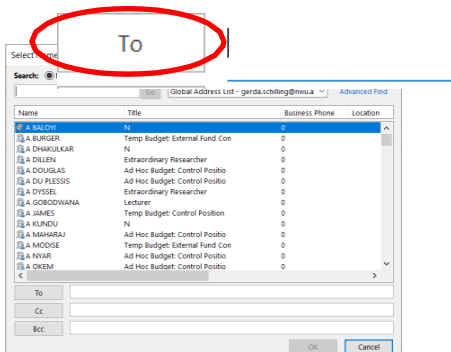
Normally when we send a mail to somebody, the contact pops up in the To: field when you start typing the contact name. For now, Frequent contacts will start building over time.

### 2.1 Compose a new mail

- To start a new mail, Click Home.
- In the New Group, click the New Email icon.

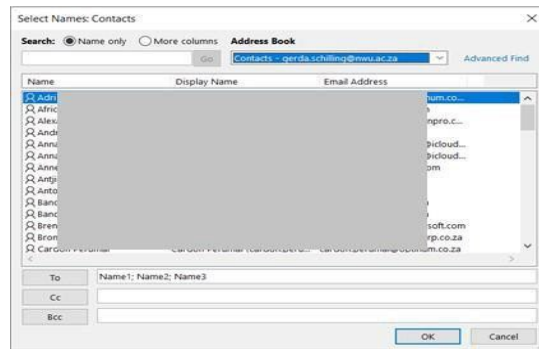
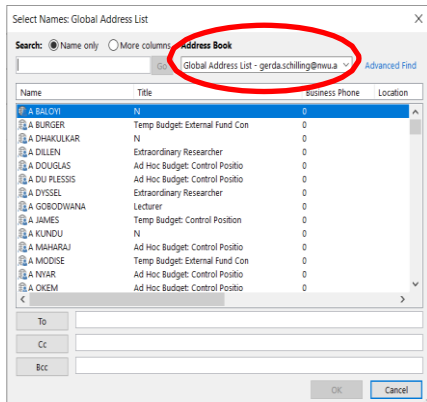


- Click on To if the name entered doesn't appear.
- The Global address book as we know it in GroupWise will display:

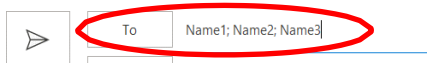


If the contact is not in the global address book

- In the Address Book area click the down arrow at the right of Global Address List  
Click **Contacts** before Global Address List.
- These contacts will be your external mail contacts.



- In the search bar (top left) start typing a name and when the relevant name appears, double-click the name. Then it will appear in the To field at the bottom.
- Select all the names you want to send the mail to and when you are satisfied with all the names in the To field at the bottom, click OK.



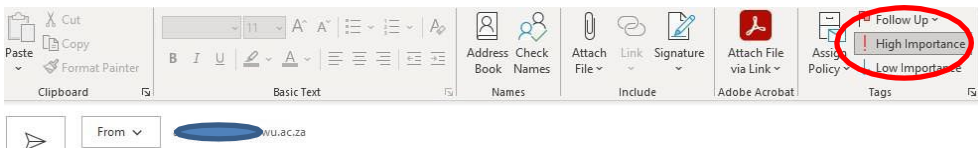
- Add a subject, type the message in the Message body and click the Send icon



## 2.2 High Importance Mail

To send a high-importance mail

Click on Message>Tags>High Importance

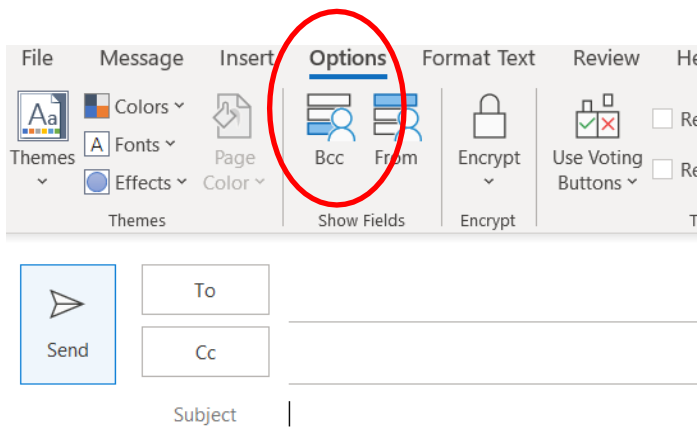


## 2.3 Send a blind copy (Bcc) E-mail

When composing a new mail, the **Bcc option is not always available**. To Enable the 'Bcc' field in Outlook

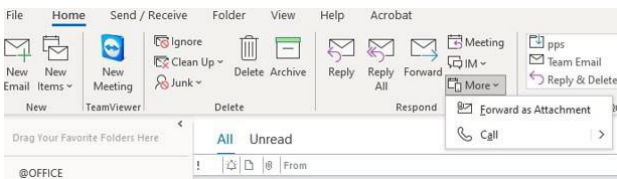
- To start a new mail, Click Home.
- In the New Group, click the New Email icon.
- Click Options
- Click on the BCC icon. This will show the BCC field under the Cc field in your message.

## 2.4 Forward as attachment



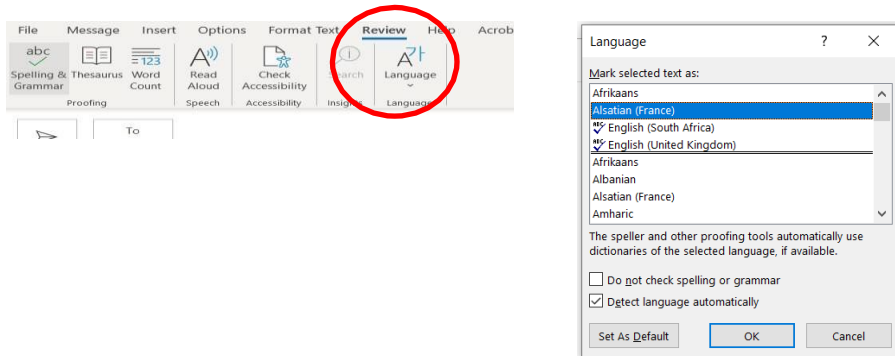
Select the mail that you want to forward as an attachment

Click on Home>Respond>More>Forward as Attachment



## 2.5 Proofing

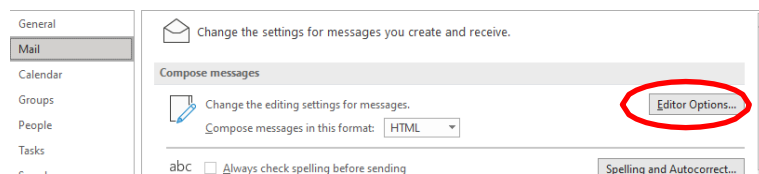
- To start a new mail, Click Home.
- In the New Group, click the New Email icon.
- Click Review, and click the down arrow on the Language button.
- Click Set Preview Language



- Choose the default Language and click on Set As Default.

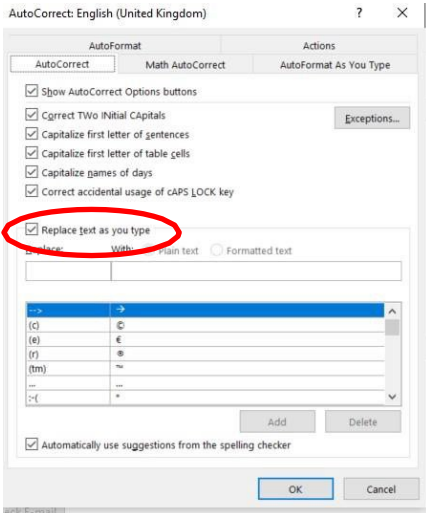
### 2.5.1 I don't want Outlook to replace text as I type

- Click File> Options> Mail
- Select Editor Options under the Compose messages heading

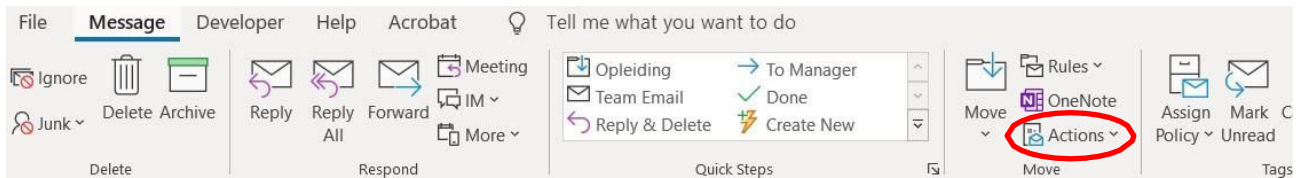


- Select Proofing
- Select AutoCorrect Options
- On the AutoCorrect tab, select or clear Replace text as you type.

## 2.6 Mail Recall/Resend



- Open the message you want to change from the Send Items folder.
- In the Move group select the down arrow at the Actions icon.



You can choose to

- Edit Message
- Resend Message...
- Recall Message...

## 2.7 Read Receipt

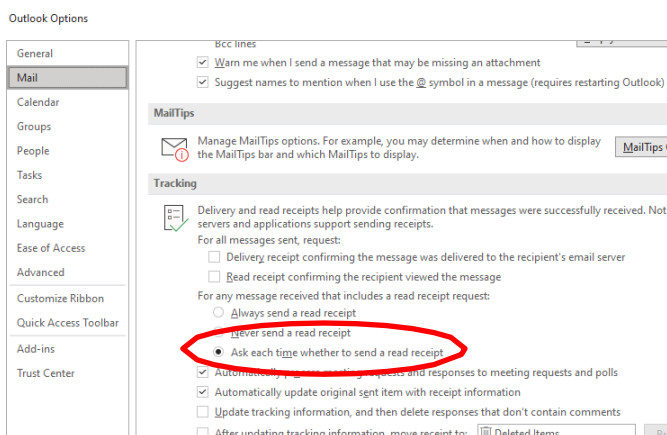
A delivery receipt confirms delivery of your email message to the recipient's mailbox, but not that the recipient has seen it or read it. A read receipt confirms that your message was opened.

In Outlook, the message recipient can decline to send read receipts. There are other scenarios where read receipts are not sent, such as if the recipient's email program doesn't support read receipts. There is no way to force a recipient to send a read receipt.

For Best Practice, at the NWU we recommend enabling Read Receipt. On the other hand, this can "spam" a Sender's inbox because the Read Receipt is sent by an incoming mail. To prevent cluttering your inbox you can set up a rule to move all Read Receipts to a specific folder

### 2.7.1 Enable Read Receipt

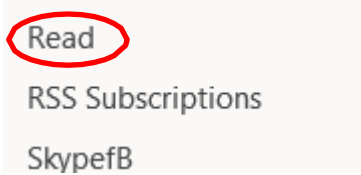
- Select File, Options, Mail, Tracking



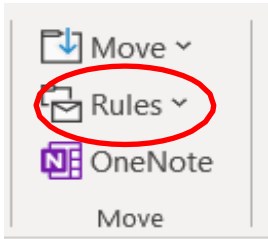


## 2.7.2 Rule to move all Read Receipts to a folder

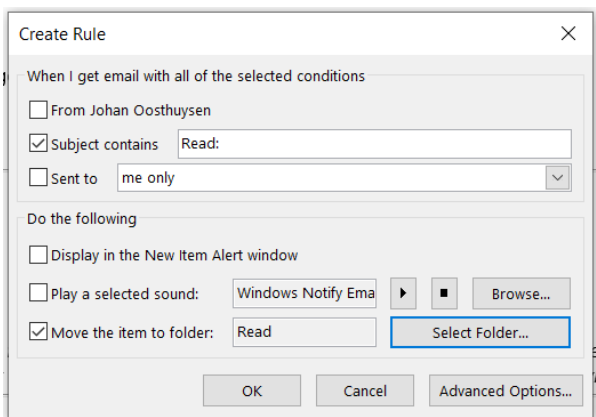
- In the Folder Pane on the left, select your email address. Right-click and Select Folder. For this example folder's name is **Read**.



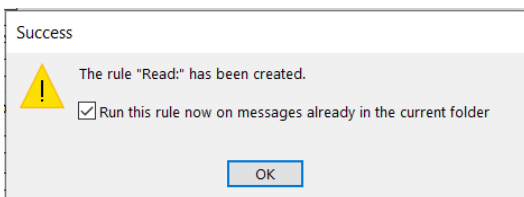
- When you receive a Read Receipt message the **first time**, Select Home, and in the Move group selects the down arrow at the Rules icon.
- Select, Create a Rule



- Enable *Subject contains* by ticking the checkbox type in reading:
- Enable *Move the item to folder:* by ticking the checkbox
- Read (Folder created)



- Click OK
- You can execute the rule immediately by clicking the checkbox and then clicking on OK.



- All emails whose subject contains Read: will now be moved to the Read folder

## 3 Calender

### 3.1 New Appointment

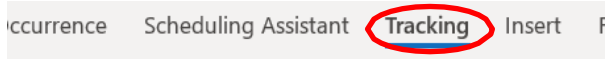
In your calendar, Appointments are just for you, Meetings are to invite people to. For a meeting, select New Meeting.

### 3.2 Tracking

GroupWise is still used as the main scheduling software and therefore it will be best to look at the meeting properties in GroupWise to see who will attend a meeting.

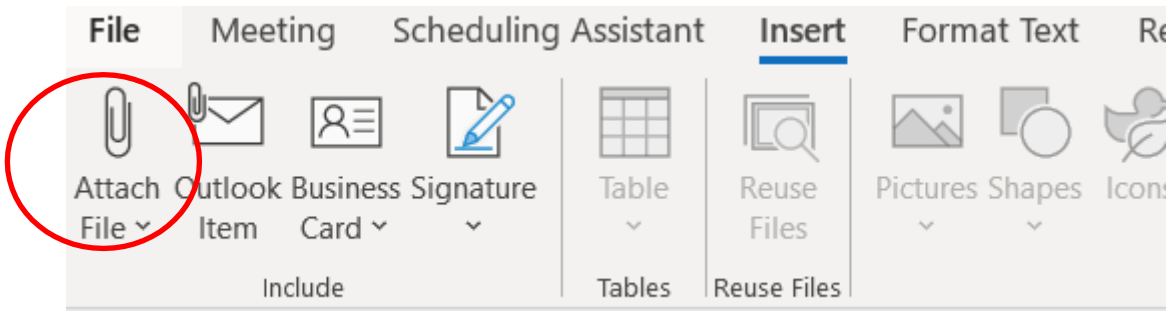
To see who the meeting members are in Outlook you can do the following:

- Navigate to your Calendar in the Navigation bar
- Double click the meeting invite
- Select Tracking and you will be able to see who the meeting members are.



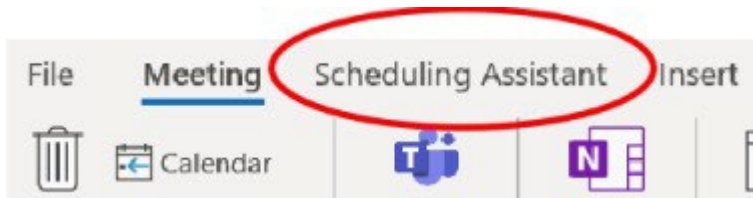
### 3.3 Add attachment / Signature to an appointment

- Open a new appointment
- Click on the Insert tab of the ribbon
- Click on Attach File / Signature from the Include column



### 3.4 Schedule Assistant

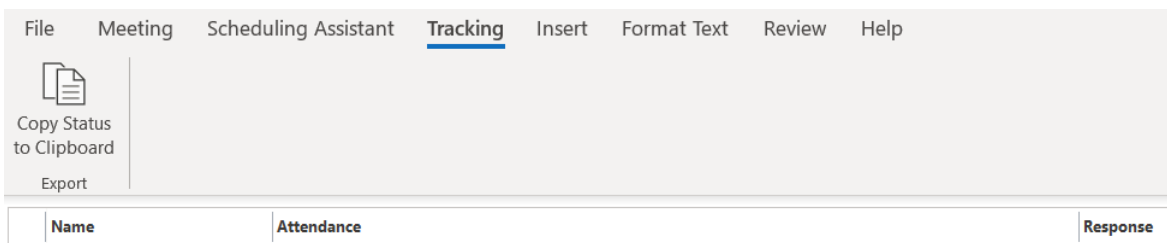
- Open a new appointment
- Add the required attendees
- Click on Scheduling Assistant



- You will be able to view the different schedules

### 3.5 Appointment tracking

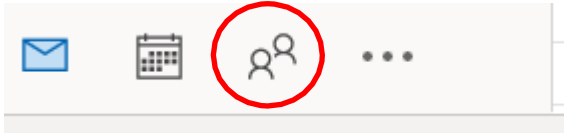
- Open the appointment
- Click on the Tracking tab in the Ribbon



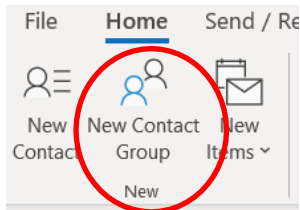
## 4 Contacts

### 4.1 Create a custom contact group in Outlook

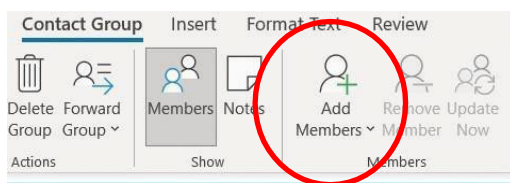
- On the Navigation bar, choose People



- Click Home, in the New Group, click the New Contact Group icon.



- In the Contact Group box, type the name of the group.
- Select Contact Group in the ribbon and Members group click the Add Members icon and then select an option
- (1) From Outlook contacts, (2) From Address Book, or (3) New E-mail Contact



- Add people from your address book or contacts list and choose OK. ...
- Choose Save & Close.
- To send a mail to this group, select the group from the Outlook Contacts.

## 5 Archive

### 5.1 Local Archives from Groupwise

During the migration process, the GroupWise Archives will be converted to an Outlook data file (.pst) file and these file/s can be added to Outlook. The file/s will be stored in the following path:

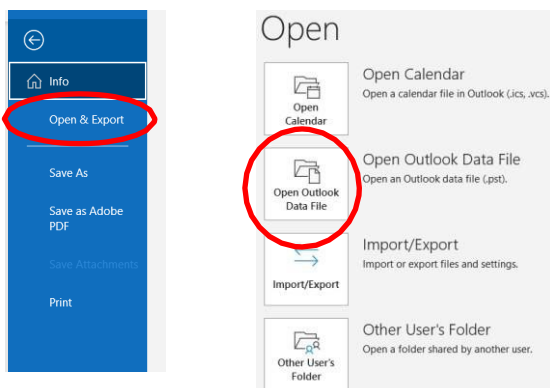
#### 5.1.1 Documents\PST\_Output\Archive

THE \*.pst file will be used "offline" and will not deduct space from the mailbox.

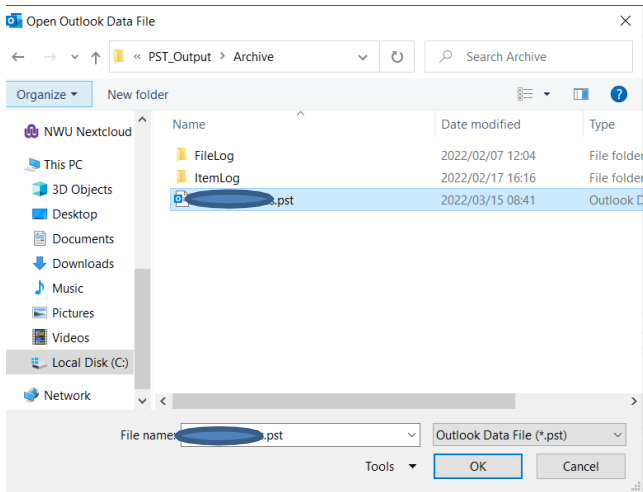
**NB! It is important to make a backup of this file regularly!!**

### 5.2 Attach the archive to outlook

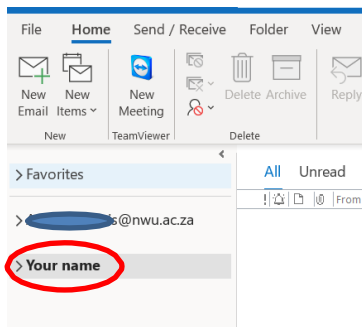
- Open Outlook, click File>Open&Export>'Open Outlook Data File'



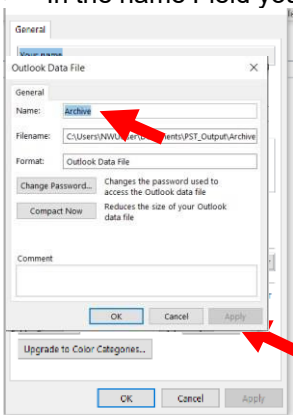
- Navigate to the created .pst for the archive and click ok



- The archive will be available where mailboxes are listed



- When the name of The Archive displayed the same name as your Mailbox, you can rename this.
- **Right Click** on the Archive and select **Data File Properties**
- Click **Advanced**
- In the name Field you can rename it something identifying it as your Archive.



### 5.3 Online archive

You also have a 50Gb Online archive

## 6 More outlook features

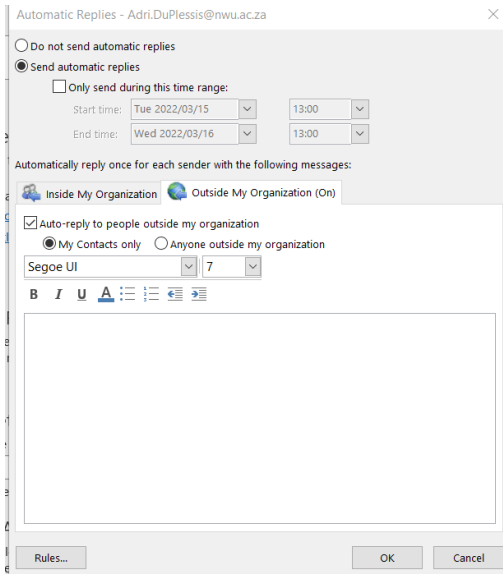
### 6.1 Rules

#### 6.1.1 Out-of-office office rule

- Select File > Automatic Replies.



- In the Automatic Replies box, select Send automatic replies.
- Set a date range for your automatic replies. This will turn off automatic replies at the date and time you enter for the end time.
- On the Outside My Organization, type the response that you want to send to teammates or colleagues while you are out of the office

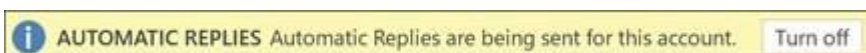


Note: Sending automatic replies to anyone outside my organization will send your automatic reply to every email, including newsletters, advertisements, and potentially, junk email. If you want to send automatic replies to those outside your organization, we recommend choosing My contacts only.

- Select OK to save your settings.

### 6.1.2 Turn off automatic out-of-office replies

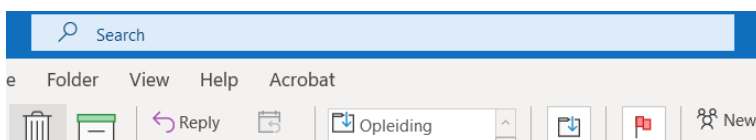
- When Outlook is set up to send automatic replies, you'll see a message under the ribbon with this information. Select Turn off to disable automatic out-of-office replies. If you want to modify the dates for your automatic reply or the message sent, use the steps above to modify your settings.



## 6.2 Search

### 6.2.1 Instant Search

- Type a keyword in the search bar and press enter.

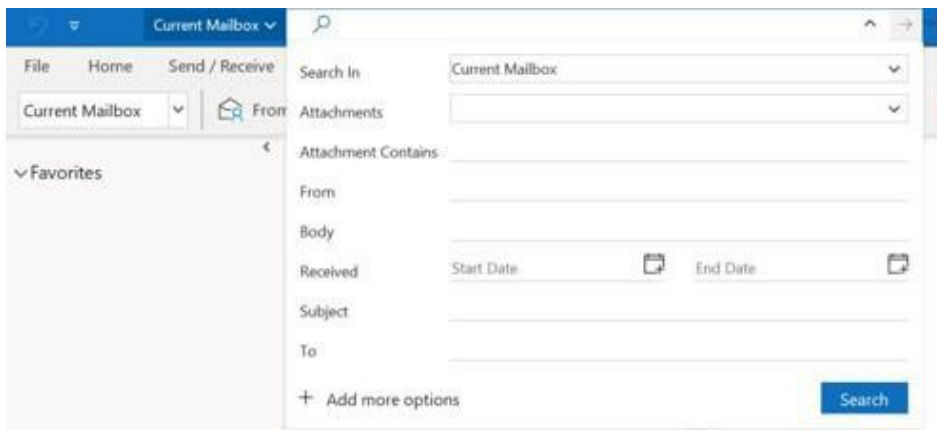


- Any mail containing the keyword will be displayed in the results list

### 6.2.2 Advance Search

- Type a keyword in the search bar and click on the arrow on the right  
Complete the advance search box and click on search



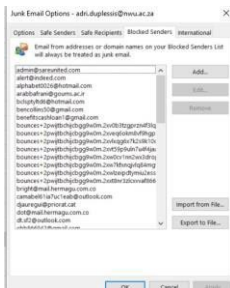


### 6.3 Control spam

Right-click on the spam email and select “Block sender”

#### 6.3.1 View and remove contacts from the blocked sender’s list

- Go to the “Delete” group in the Home tab,
- Click on Junk>Junk Email Options>Blocked Senders
- You can view the “Blocked Senders” here



- To remove a contact from this list, click on the contact
- Click on the remove, A, apply, and Ok

### 6.4 Adding an Outlook Email account to your Mobile phone

#### 6.4.1 Android

- Touch Apps.
- Touch Settings.
- Scroll to and touch Accounts.
- Touch Add Account.
- Touch Microsoft Exchange ActiveSync.
- Enter your workplace email address.
- Touch Password.
- Enter your email account password.

#### 6.4.2 Install the Outlook App for Androids

- Email is: [name.surname@nwu.ac.za](mailto:name.surname@nwu.ac.za) or (staff no)@nwu.ac.za if not personalized
- Server is : mail.ms.nwu.ac.za  
Domain: (leave blank)
- Username: (university number)@ms.nwu.ac.za  
Password: your normal (GroupWise) password
- port no (if needed): 443

### 6.4.3 iPhone, iPad, or iPod touch

- Go to Settings > Mail, then tap Accounts.
- Tap Add Account, then select **Microsoft Exchange**.
- Enter your email address and password.
- If you see Next, tap Next and wait for Mail to verify your account.
- If you see Save, tap Save.
- Exchange server URL: mail.ms.nwu.ac.za

### 6.5 Web interface

Access your account on the web: <https://365.ms.nwu.ac.za>

Username: [name.surname@nwu.ac.za](mailto:name.surname@nwu.ac.za) or (staff no)@nwu.ac.za if not personalized

Password: NWU Password

## 7 Adding the NWU Signature

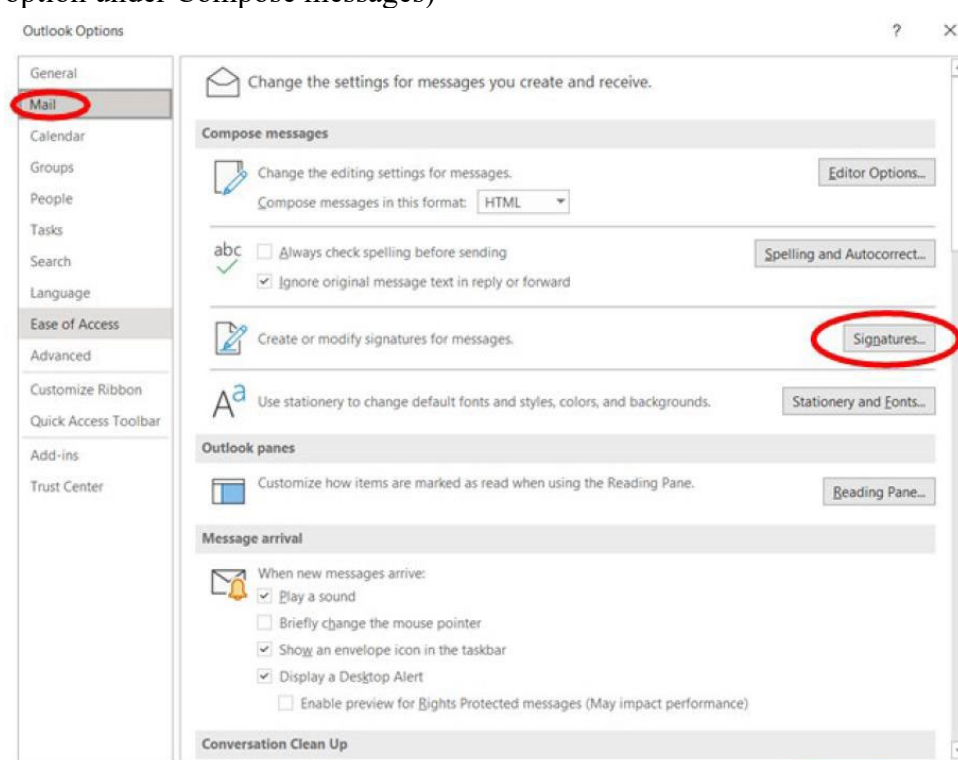
### [Create your NWU-branded signature in Outlook](#)

We are proud to introduce a new signature for emails in Outlook. The email signature has a fresh new look and feel and really enhances the NWU brand.

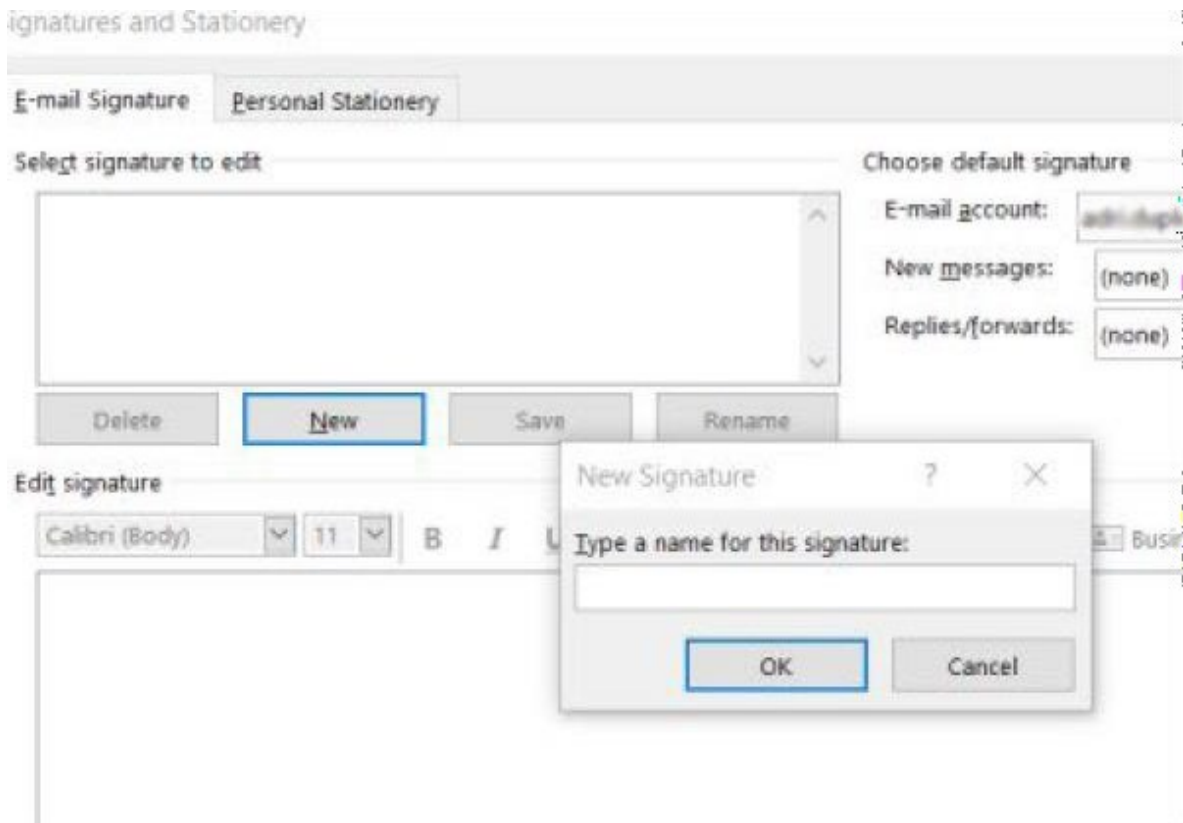
Every email you send is an opportunity for stakeholders to get to know and familiarise themselves with the NWU. Email signatures also help to create a sense trust - if stakeholders recognise the brand, they're more likely to reply or engage.

### 7.1 Follow these steps to create your new signature and apply it in Outlook:

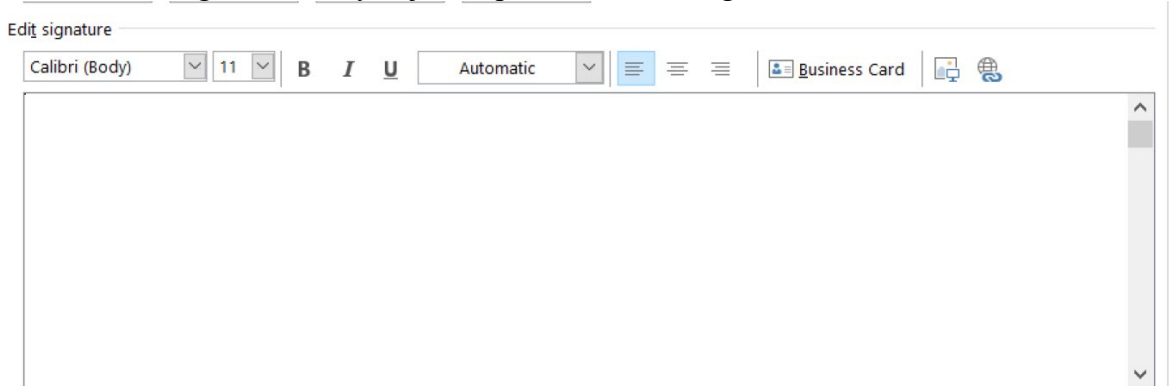
1. Click on the following link: <https://pregrad.mynwu.info/email/signature> to create your signature
2. Once you have completed all the fields, click on 'copy signature'
3. Go to Outlook - click on file>options, choose Mail on the left and click on signatures (third option under Compose messages)



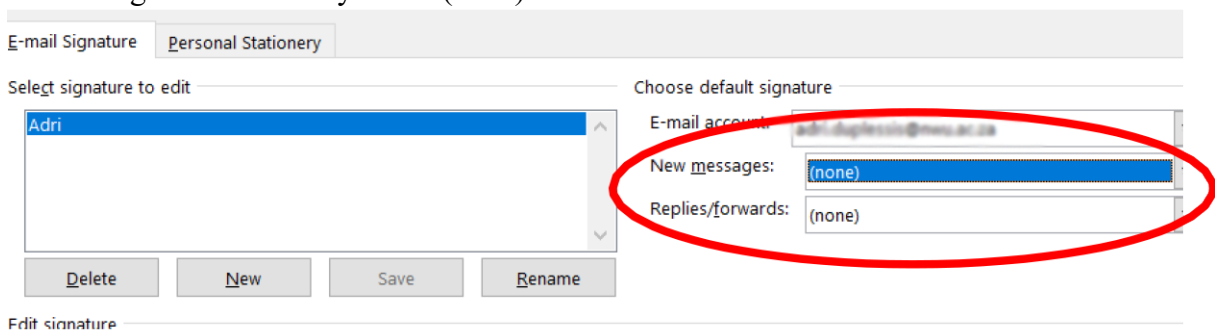
- If your name is already in the signature box go to the next step. If not, click on New and type a name for the signature and click OK.



- Paste the new signature that you just copied in the Edit signature window



- You can also select a default signature for new messages or replies/forwards. If you prefer to add the signature manually select (none).



- Click on OK and again on OK

**If you chose to add your signature manually (if you set your default to none in the previous steps), do the following to add it to a new email:**



1. When you open a new email, click on the signature icon in the Include group

