If a District PC has **not** been permanently assigned to you for work purposes, access your Chaffey College e-mail account via the Web (Internet). You can also access your Chaffey College account via the Web from home or any computer that has an internet connection.

- Open a Web browser, i.e., Internet Explorer.
- In the location bar, type the address: [http://mail.chaffey.edu](http://mail.chaffey.edu), then press **ENTER**.

**HELPFUL HINT:** For quick access in the future, **add** this address to your **Favorites** (bookmark) list.

The following screen appears:
• In the **User Name** field, type your user name: **firstname.lastname** (chaffey\firstname.lastname or your full Chaffey College e-mail address, i.e., **firstname.lastname@chaffey.edu** can also be used).

• Press the **TAB** key, and type in your password (will display as •••••••).
• Press **ENTER** or click on **OK** button.

The browser opens to your e-mail account **Inbox**:
Some new Features of OWA 2010:

1. Favorites: Shows the most used folders. Similar to the functionality in Microsoft Outlook 2010.
2. Filter options: Use message filters gives to view a subset of messages. Filters can be created to show only unread messages, important messages, messages with attachments or messages from particular sources.
3. Options menu: Access to account settings, Out-of-Office dialog, signature files, configurations for different screens (desktop, phone, tablet) and much more.
4. Themes: Allow you to customize the look of your OWA.

Be sure to **log off** when finished using e-mail so unauthorized individuals cannot use your account!
5. Conversation View

Outlook Web Access can now display email conversations as conversation threads containing sent messages as well as received email, allowing users to keep track of responses. By default, Outlook Web App uses Conversation view in all email folders whenever the Reading Pane is turned on. Conversation view shows all messages in a conversation (thread), no matter what folder they are stored in. Entire conversations can be deleted or archived. Users also have the option of ignoring the remainder of an ongoing conversation.

6. Calendars

Outlook Web App now allows users to share calendars with people inside and outside the organization. They can view multiple calendars side by side in Outlook Web App and use the Scheduling Assistant to schedule meetings with people inside and outside the organization. Also, users can publish their calendar for anonymous access and print out a calendar showing day, week or a month view.
7. Built-in Message tracking

If a user wants to see if a message was delivered, they can go to their Sent Items folder, right-click on the message and choose the Open Delivery Report option. OWA will then display a delivery report for the message.

8. Forward as an attachment

You can now forward an email message as an attachment. This can come in handy if you need to forward a message to someone but don’t necessarily want the person to open it immediately. You can create an original message where you can tell the person about the attachment.
9. Exchange Control Panel (ECP)

In OWA 2010, the Exchange Control Panel replaces the Options page in OWA 2007. Users can do more with the ECP, such as creating and managing distribution groups, tracking their own messages, setting up retention policies for their messages, and updating the property field information in their Active Directory user accounts.
10. Search Capabilities
The same feature-rich search filters available on the desktop client are now available in the Web App.

11. Out of Office
Out of Office – In Exchange 2010, users can now set an Out Of Office response in advance with a defined schedule. It also allows messages to be customized for internal and external users or allowing to send messages only to your contacts.
READING A NEW MESSAGE

To read any new messages, click once on the Check for New Messages button: The new messages will display with bold titles. Highlighted message will display in the preview pane:

![New message interface in Outlook Web App]

CREATING A NEW MESSAGE

- Click once on the New button: A message composition screen displays:
Addressing Your E-Mail Message

- Click in the **To**: field, and type in the recipient’s e-mail address,
- Click in the **Subject** field and type in a subject (Outlook Web Access will NOT prompt for a Subject if you forget).
- Click in the **Message** area and type your message. Allow text to wrap around naturally at the end of lines (i.e., do NOT press the ENTER key to end a line in the middle of a paragraph).

![Email example](https://mail.chaffey.edu/tae-item.htm?New=it=IPM.Note&cc=MTQuM2ZjMjVOSxIb1VUYw0...)

- Click once on the **Send** button when ready.

DELETING A MESSAGE

- To delete a message, click on the selected message, and then click once on **Delete**:

![Delete example](https://mail.chaffey.edu/tae-item.htm?New=it=IPM.Note&cc=MTQuM2ZjMjVOSxIb1VUYw0...)

This is a test email from old Outlook Web Access to an account migrated to the new Exchange Server.

Thank you.
RETRIEVING A DELETED MESSAGE

Deleted items are **not** permanently gone until you empty the Deleted Items folder. To retrieve a message from the Deleted Items folder:

1. Click once on the **Deleted Items** Folder on the Outlook toolbar (left side of screen): The Deleted Items folder will open:
2. Click once on the message you wish to retrieve
3. Then click once on **Move** on the toolbar:

![Screen capture of Outlook with instructions for retrieving a deleted message.](image-url)
A window similar to the following displays:

Click on the folder you wish to move the message to, and then click **Move**

**EMPTYING DELETED ITEMS FOLDER**

Deleted documents stay in your e-mail account (in the Deleted Items folder) until you empty the Deleted Items folder. Space will not be reallocated to your account until you empty this folder:

- Right-click on the **Deleted Items** Folder (located in the **Folders** panel)
- Select the **Empty Deleted Items** menu, then Click **Yes**.

**PROTOCOL/RULES OF THE ‘NET**

There are a few rules you should know when working with E-Mail (Electronic Mail).

1. **NO** electronic mail system is PRIVATE!! Therefore, do not send anything using e-mail you would not want someone to read!

2. Type addresses **EXACTLY** as shown for accuracy. Accuracy is CRUCIAL in finding the appropriate e-mail addresses or Web site.

3. There is **NEVER** a space in ANY e-mail address. If spaces are needed, an underline (_), or a period (.) is used in the address.

4. Use **ONE** click to send or receive a file.

5. Do **NOT** “share” or allow anyone to use your e-mail account!
6. **EVERY** electronic mail system (and its contents) is the property of that organization. Proper e-mail use guidelines are up to the discretion of the organization.

7. “Saving” a message means to bring it to your computer’s hard drive.

8. **WAIT** until a process has completed before clicking again. Usually a status line will display across the screen indicating “contacting server” or “receiving # of # messages”.

9. “Delivery” of mail messages depends on the schedule of the “Postmaster” on both systems. Just like regular mail, the delivery schedule could be every 5 or 10 minutes, or every 15 minutes.

10. Attachments created in a “high” version of an application (i.e., Word 2000) can **NOT** be read by a lower version (i.e., Word 6.0). However, a lower version **CAN** be read by a higher version.

11. Some attachments (such as those having extensions like “.exe”) can only be opened via the Web and must be saved to your PC’s hard drive, **NOT** on the server!

12. Each user is given a specified amount of disk space to hold e-mail messages. Once that quota has been reached, additional e-mail messages will **NOT** be able to be received until more space is made available, by either deleting or archiving old messages.

13. Did I mention **NO** electronic mail system is PRIVATE?!

---

**Phishing attempts and Spam emails**

Email phishing attempts and spam email messages are designed to steal your identity by directing you to websites or an 800 number where you are then asked to provide personal information. These web sites often look official (using similar colors, styles, logos, etc) and may appear like the actual website, itself.

These email messages requested recipients to enter their username and password and/or update other important account information, such as account numbers or dates of birth. Some of these messages may provide a link to a website that looked similar to the Chaffey Outlook Web Access email website.

It is important to remember that Chaffey will **never** send you an email asking you to provide your username and password. It is equally important to ensure that any link you are directed to is an actual link to the institution or company website you are intending to visit.

If you believe you may have mistakenly followed a link to one of these sites and/or or provided your username, password, or other vital information to these websites, or if you have further questions, please contact the ITS helpdesk at isrepairs@chaffey.edu or (909) 652-6789.