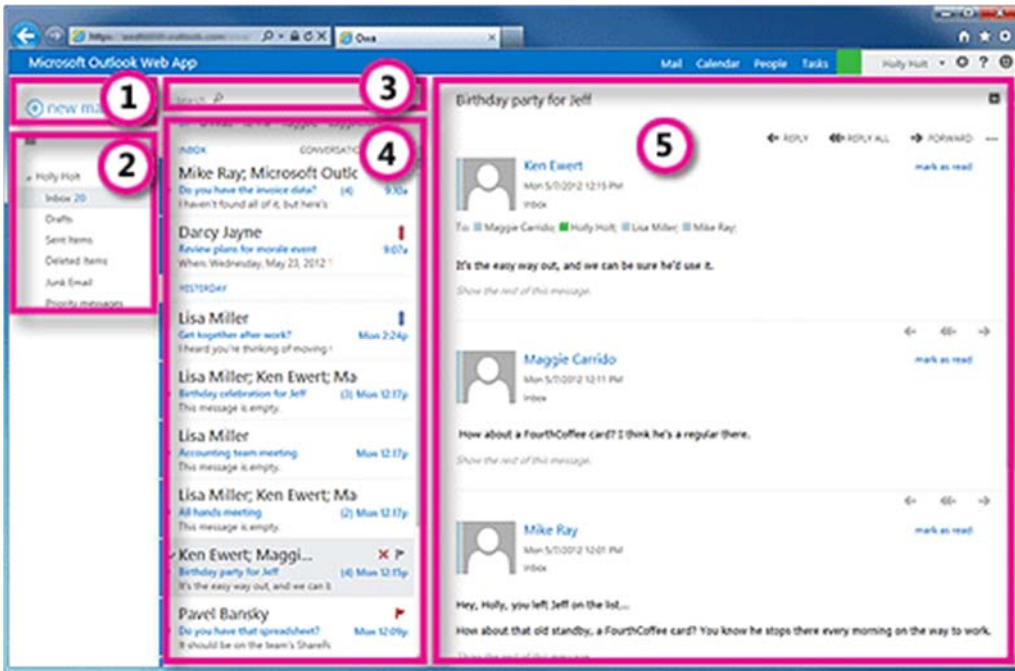


Creating folders in Outlook Web Access environment.

When you open Outlook Web App, the first thing you'll see is your Inbox. This is where messages sent to you arrive, and this is where you'll probably spend the most time reading and responding to messages.

What you'll see in Mail



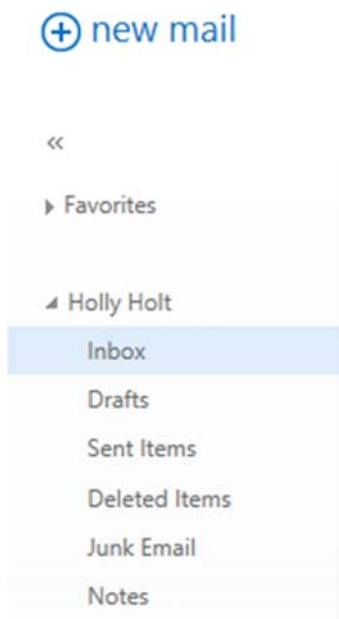
This is where you'll find your messages.

1. Create a new message by clicking + New mail.
2. Folder list. The folder list includes the folders in your mailbox. It may include other folders, such as Favorites and archive folders. You can collapse this pane by clicking the folder icon at the top. You can expand and collapse folders in this view by clicking the triangle icons next to the folder names.
3. Search window. Type what you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
4. The message list is a list of the messages in the current folder. Each entry in the list view has additional information, such as how many unread messages there are in a conversation, or if there's an attachment, flag, or category associated with any messages in the conversation. A conversation can have one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons. At the top of the list view are filters that you can click to quickly find messages that are unread, that

include your name in the To or the Cc line, or that have been flagged. In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.

5. The reading pane is where the conversation that you've selected is displayed. You can respond to any message in the conversation by using reply **Reply**, **Reply all** or **Forward** at the top of a message to respond to it.

The folder list will show the default folders that are created for all mailboxes, plus any folder that you create. Depending on the setup in your organization, you may also see Favorites and Archive folders.



You can close the folder list by clicking the chevron at the top of the list. Click any folder in the list to view its contents.

You can right-click any item in the folder list to see a menu of things you can do that will affect folders—such as create a new folder, delete an existing folder, or empty the Deleted Items folder.