Using Outlook Webmail

Logging into Outlook Webmail

You can use any web browser to access Webmail (eg Internet Explorer, Safari, Chrome etc). The following address takes you to the CYC Webmail log in: https://mail.york.gov.uk/owa

If you are logging in from outside the CYC network you will see the following screen:

Use your normal CYC username and password to log in.

You will then be presented with the following screen:

Please enter the grid references from your Entrust Card, as indicated

You will then see the Outlook Web App which displays in an Outlook 2010 style. We generally use Outlook 2007 in our CYC Citrix environment, so this looks a little different.

Customising your view

When you first log in, you will be asked to choose time zone and language. You then go through to the main Outlook 2010 screen which displays three 'panes' as a default view, with a reading pane on the right hand side of the screen.

Navigation Pane	Message Pane	Reading Pane

- The **Navigation Pane** allows you to select individual mailbox folders and Outlook applications (Mail, Contacts, Calendar)
- The **Message Pane** holds the list of items in the folder you are viewing
- The **Reading Pane** lets you view the content of the currently selected message. This pane can be switched off or moved to the bottom (see the blue **View** drop-down at the top of the Message Pane)
- Messages are, by default, listed in date order in **Conversation View**. This groups all related messages which have the same *Subject* line to make it easy to view them all together. If you prefer not to use Conversation View, it can be switched off via the **View** dropdown by removing the tick from 'Use Conversations'.

Email signature

Your Outlook signature isn't copied into Outlook Webmail, so you will need to add this in.

To set your signature:

- Click the **Options** button at the top right side of the main screen and choose 'See All Options …'
- Select **Settings** on the left hand side to go to Mail options where you can see a space to set your email signature. The easiest way to do this is to find a message in your 'Sent' folder that has your signature on it, copy this signature and then paste it into the Signature field. If you wish though, you can type your signature in (be sure to use the standard CYC format).
- Tick the box at the bottom to ensure all your new messages show your signature and then select **Save** at the bottom right of the screen.

Out of Office messages

To set up your Out Of Office notifications:

- Click the **Options** drop-down in the main Outlook window and choose 'Set Automatic Replies...'
- Fill in the required information, and type in the text you want to send to both Internal and External users (scroll down if necessary). Finally, click **Save** at the bottom right of the screen.

Changing your password

You can change your CYC password through **Options** and 'Change your password...'

Opening a shared mailbox

If you have access to any other mailboxes, you can also view these from Outlook webmail. Click the drop down arrow next to your name on the top right of the screen. From here you can enter the mailbox name and click Open.

Checking your mailbox size
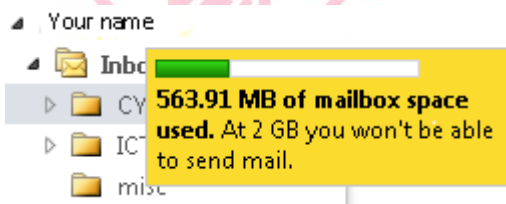
If you hover your mouse over your name (just above the inbox), a box displays with the size of your mailbox. This is very handy for checking how much available space remains in your mailbox, and whether you need to do some housekeeping.

Logging out

Each time you finish using your Outlook account, make sure you click **Sign out** on the top right hand side of the toolbar **AND** close **all** browser windows, even if you plan to visit other websites. This is good practice and ensures no-one else can access your mailbox, particular if you are using a shared computer.