

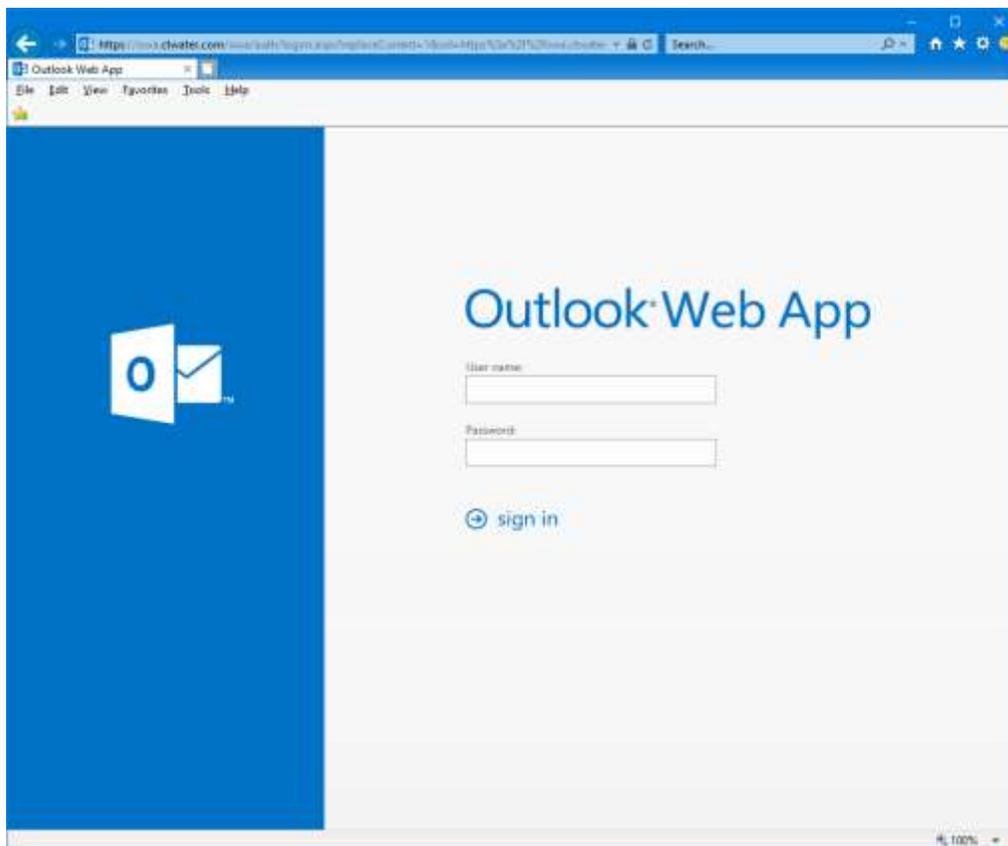
We value the mutual trust we have with our employees. That trust extends to employees working from home whether during the COVID-19 response or otherwise. For employees in roles that are classified as hourly we rely on them to ensure compliance with time entry policies. When an hourly employee works from home they must enter their time and be compensated for the time worked. Employees should have a discussion with their supervisor so that they have a mutual understanding about what is expected and permitted. If their workload necessitates overtime, it should be confirmed, in advance with their supervisor.

# Outlook Web App – The Basics

Outlook Web App (OWA) is accessible from any compatible web browser, on any personal computer or mobile device. It is available to all users of the CWC/MWC email service. These basic instructions will get you started.

## Logging on

1. Browse to [outlook.com/owa/CTWater.com](https://outlook.com/owa/CTWater.com)
2. Enter your Username and email password, and then click the Sign In button.

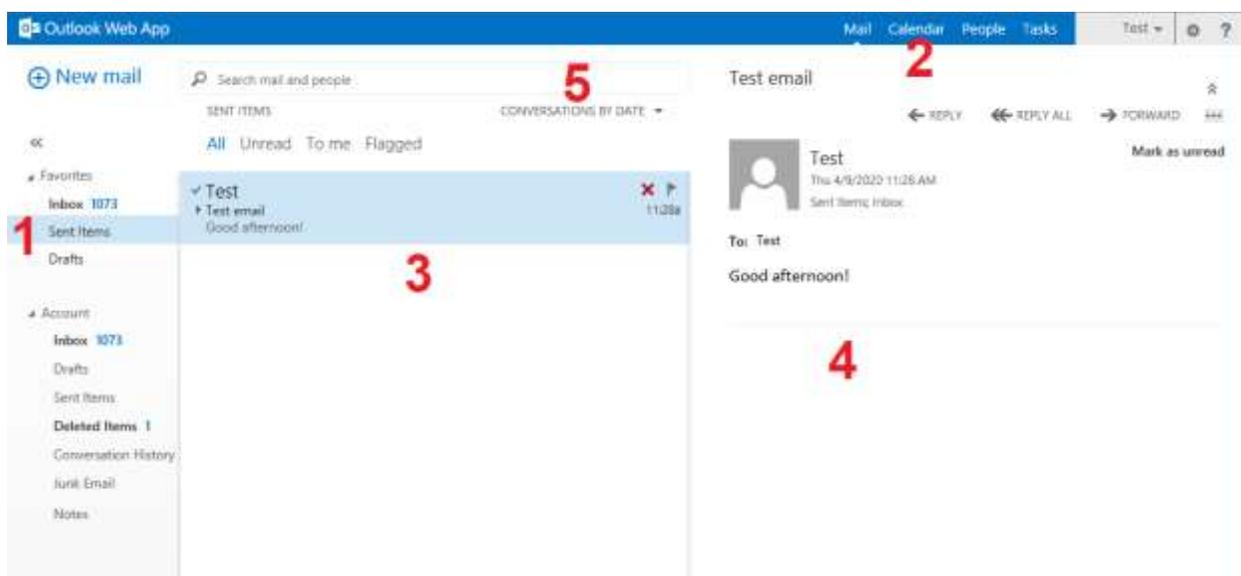


Outlook Web App logon page

# Outlook Web App – The Basics

## Reading mail

1. At left is the folder list. It shows your email folders including your Inbox, Drafts, Sent Items, Notes, Junk E-Mail and Deleted Items. Right-click in this area to rename, delete or create new folders.
2. Switch between **Mail**, **Calendar**, **People** (Contacts), and **Tasks** using the tabs in the top right corner.
3. In the center is the message list. Above the message list are filters to view **all** email, only **unread** email, email sent only **to you**, or mail you've **flagged** for followup. A search box is also available.
4. On the right hand side of the browser window is the Reading Pane. It displays email content, along with common options such as Reply or Forward.
5. Conversation filters allow you to see message threads grouped together. This can help to reduce the clutter in your mailbox. To disable Conversation view, select the filter dropdown above the message list, locate **Conversations**, and select **Off**.



The Mail tab in Outlook Web App

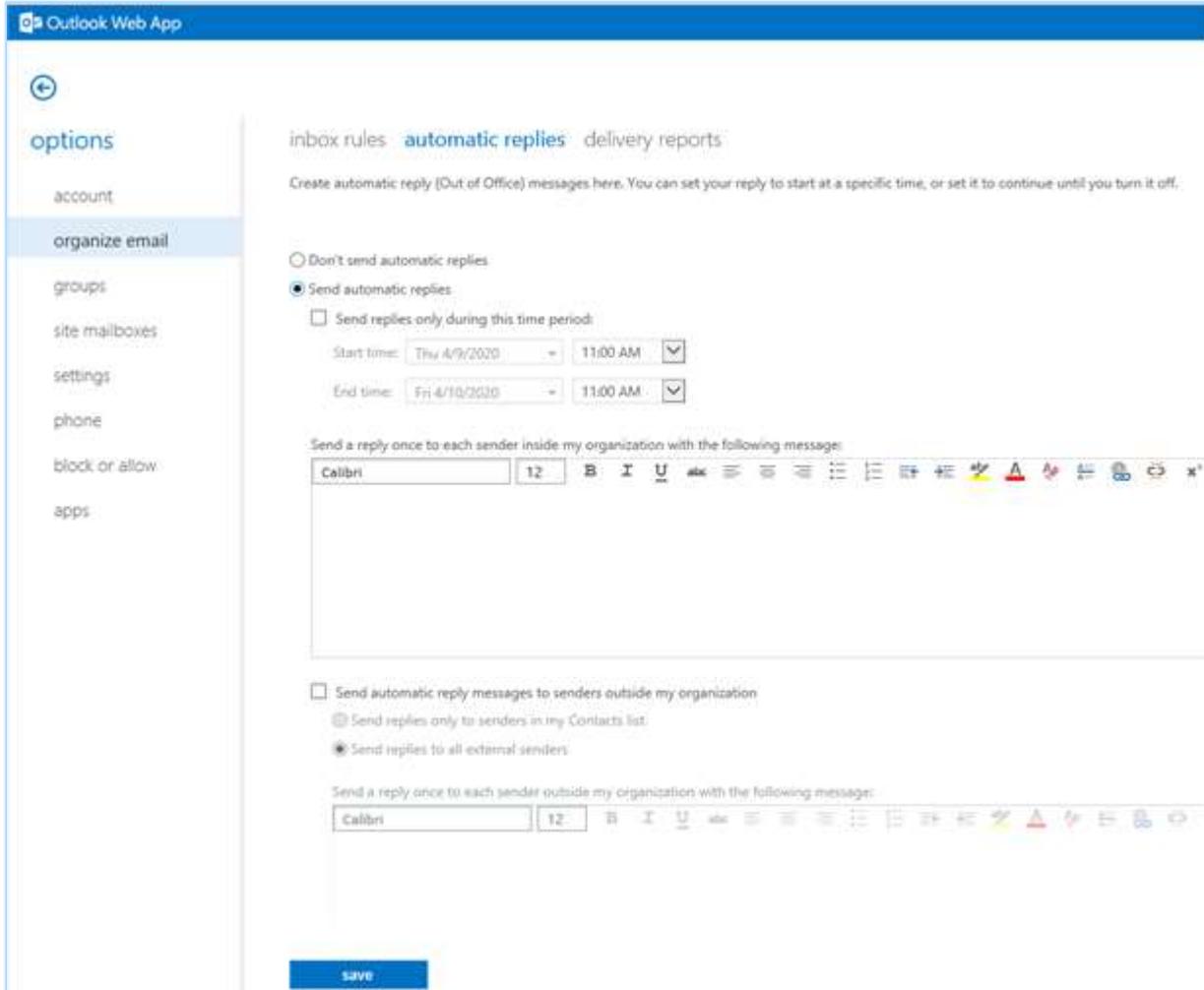
## Composing mail

1. To start a new message, click the **+ New mail** link above the folder list.
2. To select a recipient, start by typing a name in the **To:** field, then select the recipient from the list that appears.
  - a To find common names or hard-to-find addresses, click the **+ button** to search the Global Address List.
3. To add a signature for your messages, choose the **Gear**  **> Options** at upper right.
  - a Click the **Settings** tab at left, enter your signature, then click the **Save** button below.

# Outlook Web App – The Basics

## Setting up Out of Office

1. To add an automatic reply, choose the **Gear**  > **Set automatic replies** at upper right.



The screenshot shows the Outlook Web App interface for setting automatic replies. The left sidebar contains navigation options: options, account, organize email (highlighted), groups, site mailboxes, settings, phone, block or allow, and apps. The main content area is titled 'automatic replies' and includes the following elements:

- Navigation links: inbox rules, automatic replies, delivery reports.
- Instruction: 'Create automatic reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it to continue until you turn it off.'
- Radio buttons for 'Don't send automatic replies' and 'Send automatic replies' (selected).
- Checkbox for 'Send replies only during this time period' (unchecked).
- Start time: Thu 4/9/2020, 11:00 AM.
- End time: Fri 4/10/2020, 11:00 AM.
- Section: 'Send a reply once to each sender inside my organization with the following message:'.
- Rich text editor with 'Calibri' font, size '12', and various formatting icons.
- Section: 'Send automatic reply messages to senders outside my organization'.
- Radio buttons for 'Send replies only to senders in my Contacts list' and 'Send replies to all external senders' (selected).
- Section: 'Send a reply once to each sender outside my organization with the following message:'.
- Rich text editor with 'Calibri' font, size '12', and various formatting icons.
- 'save' button at the bottom.

Automatic Reply settings

2. Select **Send automatic replies**
3. Specify start and end times if desired.
4. Compose and customize your message, then click the **Save** button below.