

## How to use LGN Email Facility

### 1. Email Service

#### 1.1 Connecting to the LGN Email Service

- 1) The primary, secondary DNS for the PC must be; [172.22.12.20](#), [172.22.12.10](#)
- 2) Open Internet Explorer and type in the following URL; <http://lgn.gov.lk>
- 3) Logon with your given ID and Password  
(Initial ID's and passwords will be given out by the IT Coordinator)
- 4) Change Password (See next step)

#### 1.2 Password Changing

- 1) To change the password for your account (after logon to the email web site)
  - Select "Options" on the left hand bar and scrolling down to find the "Change Password" button.
  - Click the Change Password button and click "OK".
  - Enter Domain ([lgn](#)), Account ([your ID](#)), and password information and click "OK"
- 2) Password policy (note 1)
  - The min length of password is 8 characters
  - Within every 90 days, the user has to change password
  - Cannot use the 3 previous passwords

#### 1.3 Using the Global Address Book

Click the Address Book button to search for users in the GAL. This will open the Find Names dialog box. After locating the user you want, click the user name, and then click Properties.

#### 1.4 Capacity Limitations

- The mailbox storage limit is 50MBytes
- Max mail size is 2MBytes
- Mail access is only possible inside the LGN

*Note 1: Password policies are subject to change according to security policies*

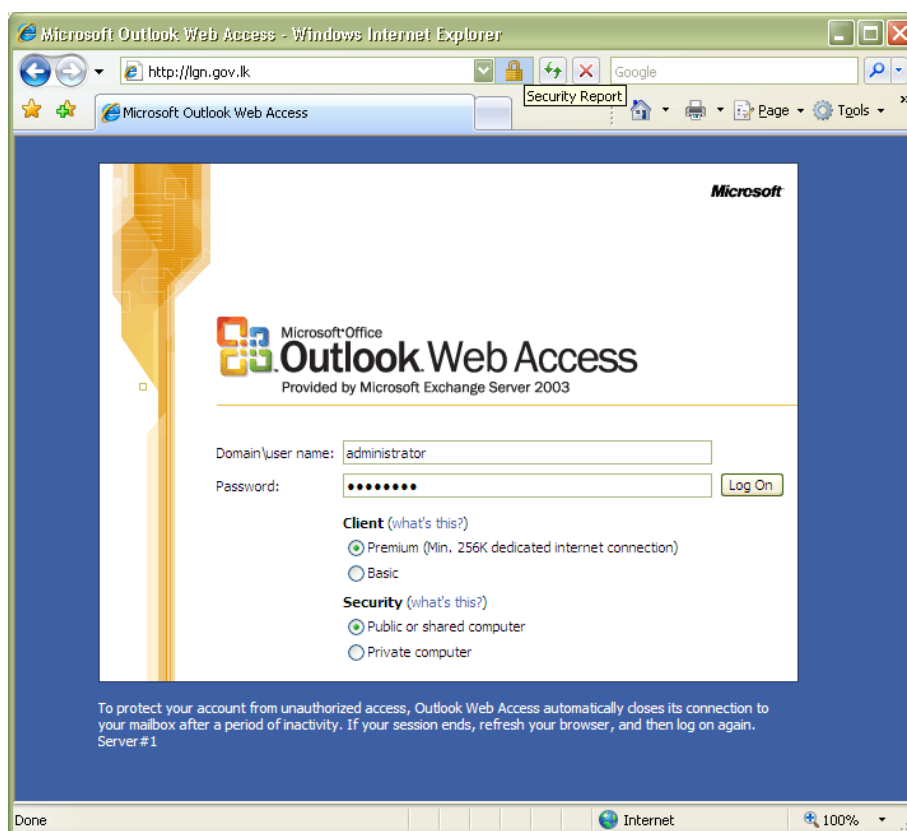
## 1.5 Email Service Web Access

### 1.5.1 Introduction to Outlook Web Access (OWA)

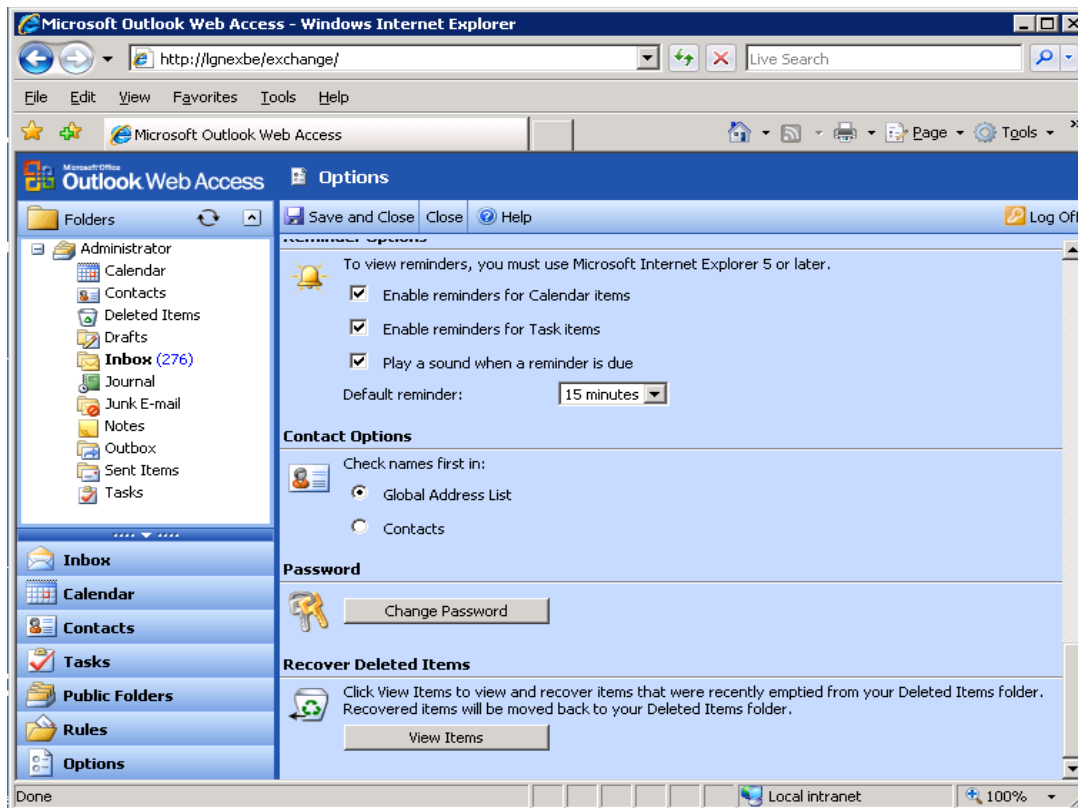
Outlook Web Access (OWA) is a web-based version of Microsoft Outlook. This document will introduce you to OWA and help you feel more comfortable using it and its many features. Being a web-based messaging program, you can access it from any computer that has a network connection.

### 1.5.2 Using OWA – Logging On

1. To start, make sure you are connected to the network then open up Internet Explorer and type in the URL - <http://lgn.gov.lk>.
2. Once the logon screen appears, enter your given User ID and Password.



3. Upon successful logon, change your password (if this is your very first logon).
4. To change password, select "**Options**" on the bottom left side of the screen and scroll down to locate the "**Change Password**" button. Enter Domain (**LGN**), Account (**User ID**), and password information and click "**OK**".

**NOTE 1:**

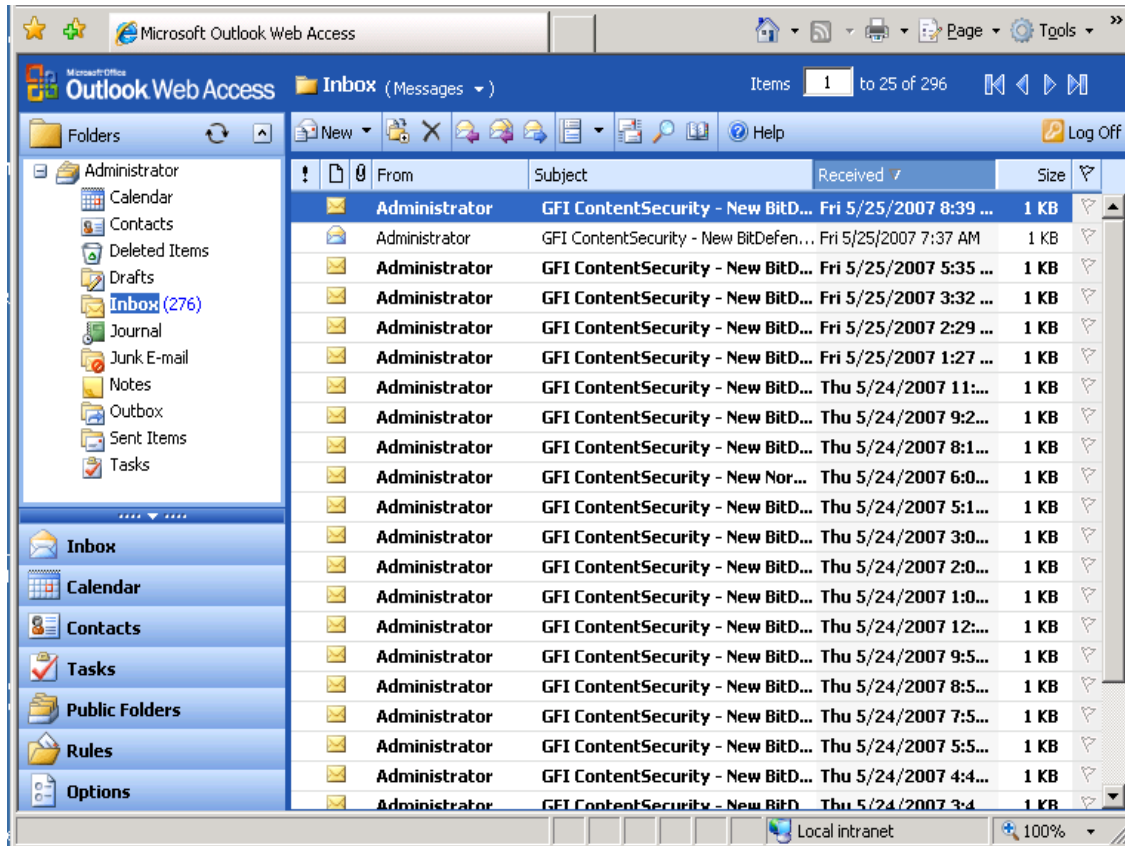
- The minimum length of password is 8 characters
- User is required to change password every 90 days
- The last 3 previous passwords cannot be re-used

**NOTE 2:**

- Each person has a space limit of 50MB on the mail server to store email messages and their attachments, contacts, calendar items, and tasks. You will receive warning messages when you approach and exceed this limit and if you take no action you will be locked out and will be unable to send or receive messages. Your 50MB limit includes everything that is stored in your **Deleted Items** and **Sent Items** folders. You must remember to manage these folders in addition to your Inbox.

### 1.5.3 Basic Navigation

The first screen you see once you logon to OWA will be your **Inbox**. You will see a menu bar down the left side of the screen and a smaller toolbar on the top of your **Inbox**.




Everything you can do in OWA can be accessed from one of these two areas. The menu bar on the left side of the screen will stay the same regardless of the OWA feature you are using. The toolbar is specific to the feature (Inbox, Calendar, etc) that you are currently viewing.

## 1.5.4 OWA Menu Bar

The OWA menu bar located on the left side of the screen gives you shortcut access to all of the OWA features.



The button to the right of the **Folders** will refresh the view of the folders when it is clicked: 

This can be used to refresh the count of unread messages in the Inbox.

The **Folders** view can be hidden by clicking on the up arrow button:



When this button is clicked the folders pane will display as a blue space.

The shortcuts at the bottom of the menu can be displayed as small buttons by clicking on the down arrow above the Inbox:



When you click this the shortcuts will be displayed as follows:



Click the **Up Arrow** above the shortcuts to revert to the large shortcuts view.

## 1.5.5 Reading Mail and Inbox Navigation

By default mail messages are displayed in order by date, with the most recent messages at the top of the list. You can sort by any of the fields in your Inbox simply by clicking the column heading at the top of the screen. On the first click the column will sort in ascending order. The second click will sort the column in descending order. The sorted column will display with a small arrow pointing in the direction of the sort.

Received ↕

To make the web pages faster to load OWA limits the number of email messages that display on the screen. If more messages exist in the Inbox than display on the screen, you will be able to use the arrow buttons above the Inbox to navigate to the next screen of messages.



In addition, the Inbox toolbar has several other buttons that are useful for managing your mailbox. Here is an overview:



**Check for new mail** - OWA checks for new mail on the mail server every 4 minutes. If you'd like to check manually, click this button.



**Find** - This will open up a search window that will allow you to search for specific text within all of your messages.



**Move to Folder** - This will move selected messages to the folder of your choice. You can also create new folders during this process.



**Delete** - This will delete the selected item(s) from your Inbox.




**View Preview Pane** - This option will split your Inbox in two parts. The top/left portion will display the message list, and the bottom/right portion will display the contents of the selected message. Click on the down arrow to turn the preview pane on and off and to select where to display the pane.

In addition, the Inbox toolbar allows you to select different views of the Inbox. Click on the **Messages** pull-down menu on the toolbar to select the different views.

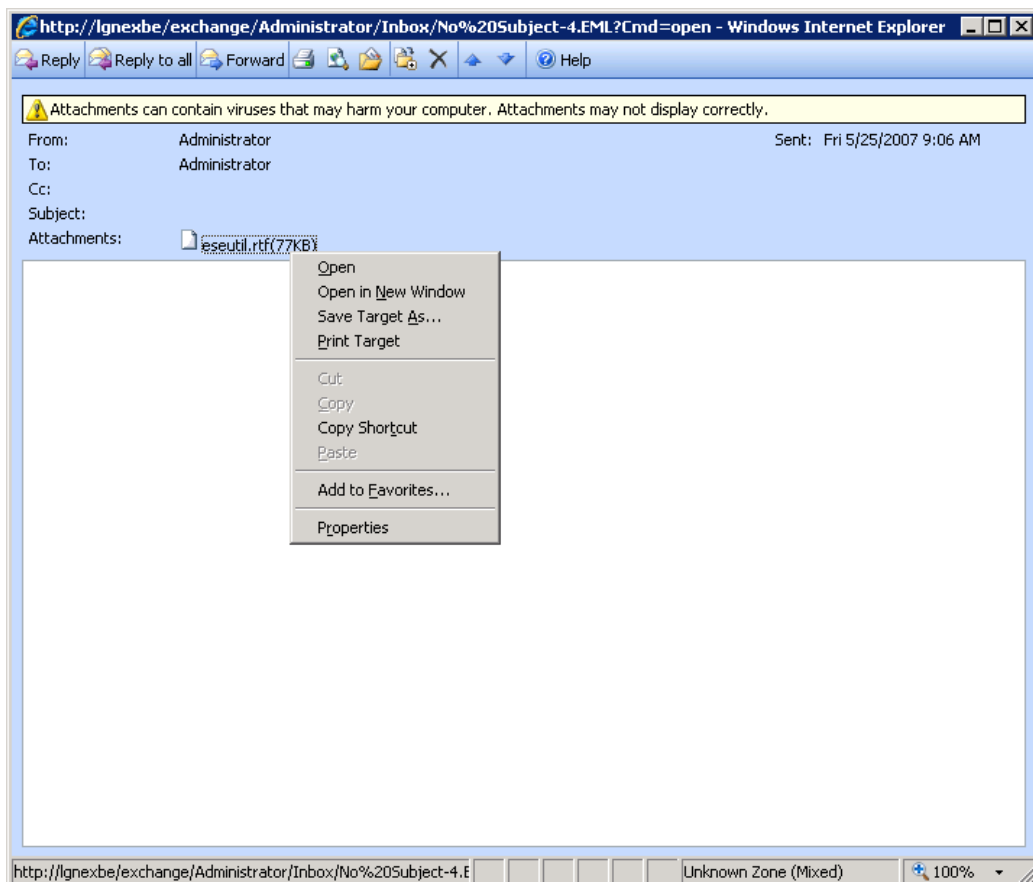


OWA will periodically check the mail server to see if you have any new messages. When you do, a small “New Mail” pop-up will appear at the corner of your screen on top of the application you currently have open. In addition, a “New Mail” icon will also appear at the bottom of the OWA menu bar. Click on either icon to load the new messages.



To read a message that is in your Inbox, double-click on it. The message will open in a new window with its own toolbar. When you have read the message you close it by clicking on the  at the top right of the window, or you can click on one of the toolbar buttons to reply, forward, print, move to a folder, or delete it. The blue up/down arrows will automatically move you to the previous or next message in your Inbox.

Messages with attachments will be displayed with a paperclip icon in the **Inbox**. To view the attachment right click on it and select **Save Target As** from the pop-up menu that appears.



**NOTE:** If you select “Open” from the pop-up menu the document will display in a browser window and you will not be able to edit it.

## 1.5.6 Composing and Sending Messages

### New Messages

To create a new email message, simply click on the **New** button while viewing your Inbox.



A blank message window will appear and you can type your message and subject line.

To address the email, you can either type in the email address in the proper format (administrator@lgn.gov.lk) or you can click on the **To:** field to display a copy of the LGN address book. To choose a name simply type the first few letters of the name into the **Display Name** box and

click **Find**. Highlight the desired name in the bottom of the window and click on **To**, **Cc**, or **Bcc** to add the email address. Click **Close** when you are done.

Find names in: Global Address List

Display name: administrator

Last name:  First name:

Title:  Alias:

Company:  Department:

Office:  City:

Find

Name	Phone	Alias	Office	Job title	Company
Administrator		Administrator			

Add recipient to...

To check if you have the right person, you can click on the Properties button at the bottom right of the window to see the complete details for the selected address:

First Name:  Initials:  Last Name:

Display Name: Administrator Alias: Administrator

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Address:  Title:


City:  Company:

State:  Department:

Postal Code:  Office:

Country/Region:  Phone:

Mobile Phone:

If you know a portion of the employee's name, simply type as much as you know in the To: field and then click the Check Names button: 

A window will appear displaying matching names. Select the desired name from the list.



When you have finished composing and properly addressed your email, click on the Send button to send the message. If you are not ready to send the message, click on the Save button. This will save the email to your OWA Drafts folder. You can retrieve and send this message later by clicking on the Drafts folder, which is accessible from the Folders view of the OWA menu bar.

## Message Attachments

If you wish to attach a document or other file to the email you are sending, either click on the **Paperclip** icon on the message toolbar or on the **Attachments** button underneath the subject line.

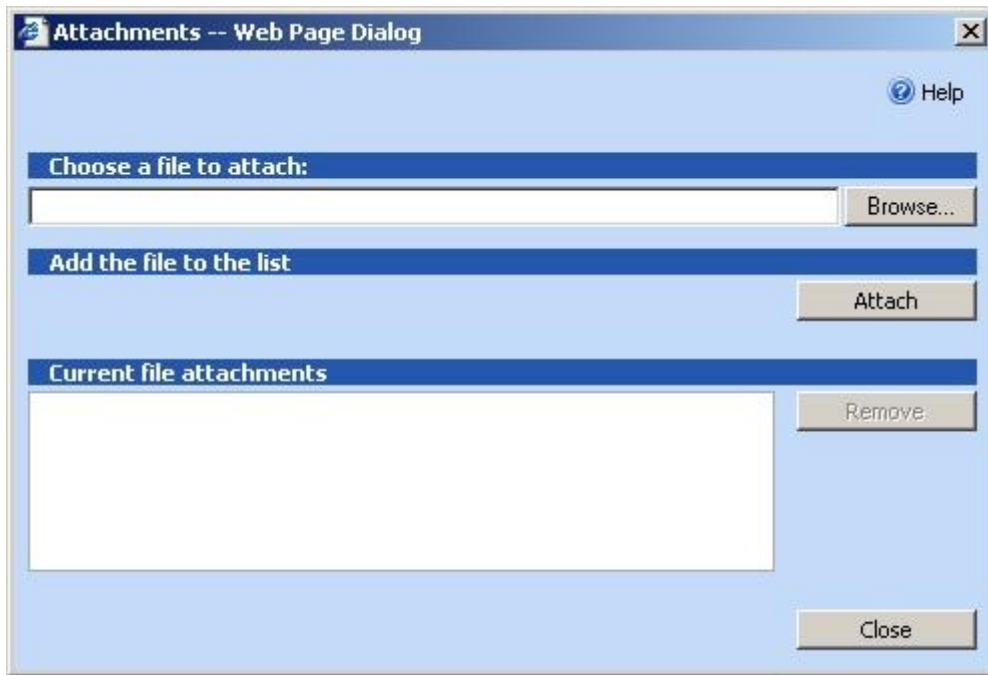


OR

Attachments:

Either one of these will open up the Attachments Window.

Attaching documents using OWA takes a couple of steps:

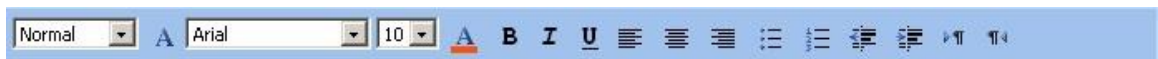


1. Click the **Browse** button to choose the file you wish to attach. From the dialog box that appears select the desired file and click **OK**.
2. Click the **Attach** button to attach the file to your message. You must wait until the file name appears in the “**Current file attachments**” box before you continue.
3. Repeat Steps 1 and 2 for any additional files you wish to attach.
4. Click **Close** when you are done.

## Message Options

When typing a message you have several options:

- **Text Formatting**



You can change various aspects of the font and paragraphs by choosing from the options on the bottom message toolbar. You can change the font type, style, size, color, highlighting (bold, italic, etc.) alignment (right, left, center), indent, and also add bullets and numbering.

- **High/Low Importance**



To mark a message with a high importance indicator (exclamation point) or low importance indicator (down arrow) click the appropriate button on the message toolbar.

- **Spell-check**



Spell-check is a new feature in this version of OWA. The first time you initiate the spellchecker you must choose a language for the checker.



The spell-check feature works the same way as in other Microsoft applications.

- **More Message Options**

Click on the **Options** button to display more options.



You can use the Tracking options to receive a notification when the email message has been either delivered to the recipient's Inbox, or when the message has been read (or deleted without being read) by the recipient.

**NOTE:** Message tracking only works reliably when sending to another individual on the LGN Email system.

### *Replying to and Forwarding Existing Messages*

Replying to and forwarding existing messages can be done in two ways. From the **Inbox**, highlight the message you desire to reply to or forward and click on the appropriate button on the **Inbox** toolbar.



#### **NOTE:**

- If you select **Reply to All**, your message response will be sent to the sender *and* all of the recipients. This means that if you choose **Reply to All** when responding to a message that originally sent to a distribution list, your response will be sent to all the distribution list members.
- If you choose **Forward**, any attachments to the original message will be sent to the new recipient. If you choose **Reply** or **Reply to All**, the attachments will *not* be sent.

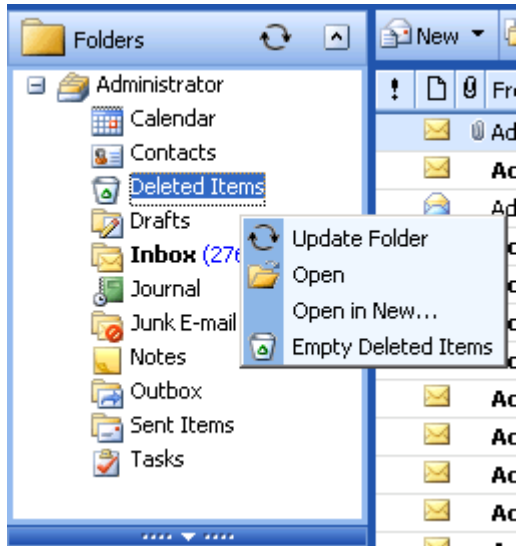
## 1.5.7 Deleted Items

When you delete items from your **Inbox**, they are moved into the **Deleted Items** folder. Deleted items from your **Calendar**, **Tasks**, and **Contacts** also end up in the **Deleted Items** folder.

Items in the **Deleted Items** folder are not removed from OWA (and the mail server) until you empty the **Deleted Items** folder. To do this, you can either click on the **Empty Deleted Items** icon on the toolbar, or you can right click on the **Deleted Items** folder and select **Delete Items**.



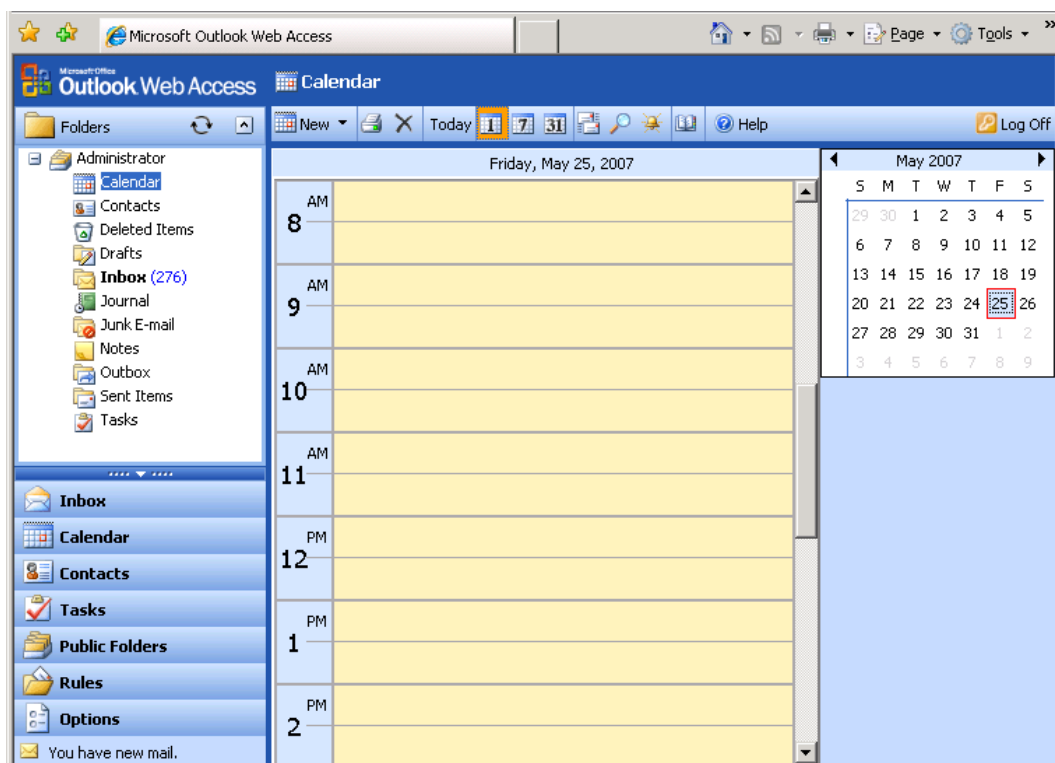
OR



## 1.5.8 Calendar and Appointments

### *Viewing the Calendar*

The default view of the calendar is the current day with a smaller view of the current month on the right side of the screen.



To change the way the calendar is viewed use the toolbar buttons at the top of the calendar:



Displays one day at a time (this is the default).



Displays a week at a time.



Displays an entire month at a time.



Takes you to the current date.

### *Making New Appointments*

There are two ways to create new appointments on your calendar. While viewing the calendar, you can click on the **New** button on the calendar toolbar or you can simply double-click on the calendar on the space corresponding to the desired start time of the meeting. When you do so, a blank appointment window will appear.

Fill in the subject, the location (if applicable) and the appropriate start and end times and dates. If the appointment is a meeting or a trip that will last for several days, place a checkmark in the “**All day event**” checkbox.

If you wish to be reminded about the meeting, place a checkmark in the “**Reminder**” checkbox and choose when you’d like to be reminded. The default setting is 15 minutes before the meeting occurs.

You can mark your calendar in different colors depending on the type of meeting:

- **Busy** will mark your calendar in dark blue.
- **Out of the Office** will mark your calendar in purple.
- **Tentative** will mark your calendar in light blue.
- **Free** will mark your calendar in grey.

## Inviting Attendees

If you are holding a meeting that you would like other people to attend, click on the **Invite Attendees** button at the top of the appointment window. This will add three lines to the top of your appointment: **Required**, **Optional**, and **Resources**.

In these three fields, you can type the appropriate email addresses, or click on the buttons to display the address book. When you have filled out all of the required information, click **Send**. This will send the meeting request to the listed individuals. They will send emails back to you noting whether or not they will attend.

**NOTE:** Meeting requests should typically only be used to invite other individuals who are on the LGN Email system.

## Recurrence

If you are scheduling a meeting that will happen on a regular schedule, or a yearly event such as a birthday, click on the **Recurrence** button on the Appointment toolbar to setup recurrence information.

**Recurrence pattern -- Webpage Dialog**

**Appointment time**  
 Start: 9:00 AM End: 9:30 AM

**Recurrence pattern**  
 Daily Recurs every 1 week(s) on  
 **Weekly**  Sunday  Monday  Tuesday  Wednesday  
 Monthly  Thursday  **Friday**  Saturday  
 Yearly

**Range of recurrence**  
 Start: Fri 5/25/2007  
 **No end date**  
 End after: 10 occurrences  
 End by: Sat 8/25/2007

OK Cancel Remove Recurrence

Choose how often the appointment should recur, and on what day. Next, choose the start and end dates for the recurrence.

**For Example:** You have an appointment every 2 weeks on Thursdays. You have in total 12 appointments. You should choose the following:

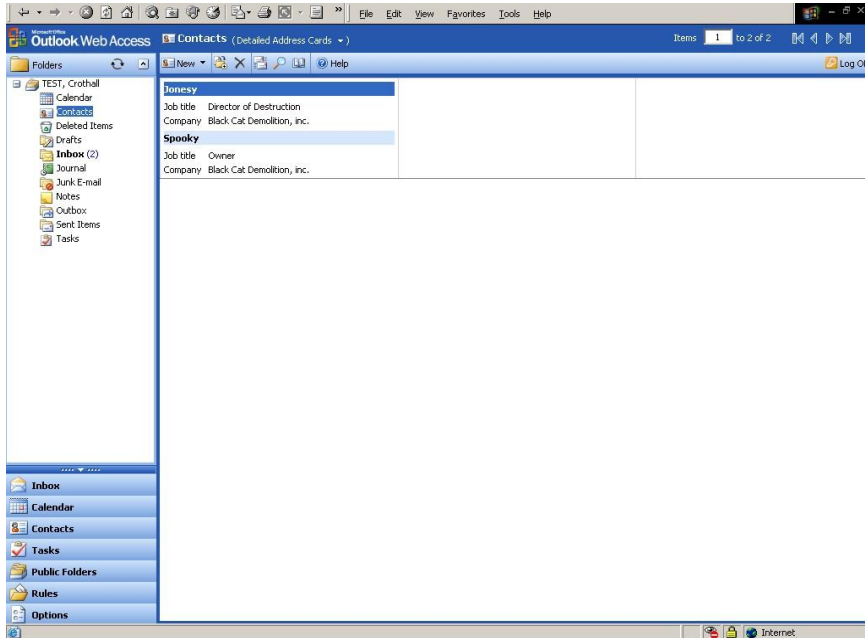
Recurrence Pattern: **Weekly**

Recurs every **2** weeks on **Thursday**

End after **12** occurrences

## 1.5.9 Contacts

Contacts in OWA are very easy to create and manage.



To create a new contact, click on the **New** button on the Contacts toolbar. The contact window will appear.

Fill in all relevant information, making sure to scroll down to view the entire screen. Click the **Save** and **Close** buttons when you are done.

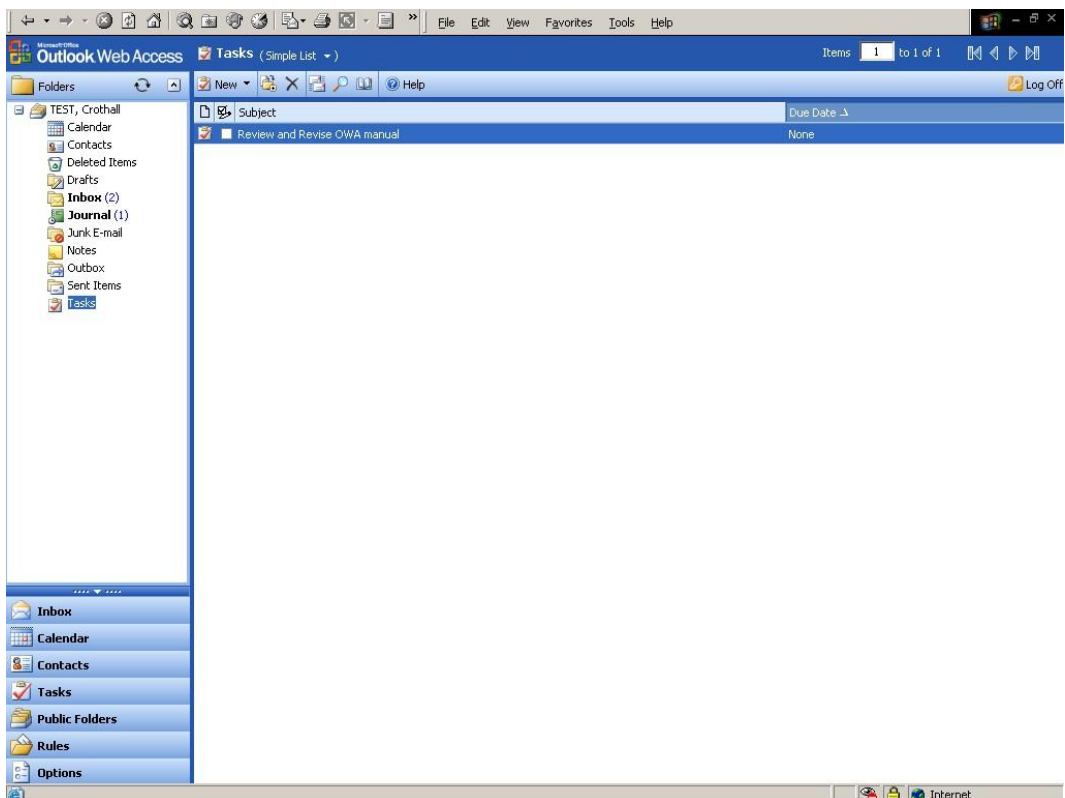
You can change the way your contacts appear on the screen by selecting an option from the **View** pull-down menu on the Contacts toolbar.



To view the detailed information for a contact simply double-click on their entry on the Contacts screen.

### 1.5.10 Tasks

The Tasks screen in OWA allows you to create tasks and set due dates and reminders.



From the main **Tasks** window click the **New** button to create a new task.



You can fill in the task header with the desired information. You can also track the progress on the task by updating the “% **Complete**” field where necessary.

A screenshot of a web browser window titled 'Untitled -- Task - Microsoft Internet Explorer'. The browser's address bar is empty. The page content is a task creation form with a blue header and a white body. The form has two tabs: 'Task' (selected) and 'Details'. Below the tabs is a 'Subject:' label followed by a text input field. Underneath is an 'Attachments:' label with a button. The form then has several fields: 'Due date:' with a dropdown menu set to 'None'; 'Status:' with a dropdown menu set to 'Not Started'; 'Start date:' with a dropdown menu set to 'None'; 'Priority:' with a dropdown menu set to 'Normal'; and '% Complete:' with a text input field containing '0'. At the bottom of the form, there is a 'Reminder:' section with a checkbox and two dropdown menus, both set to 'None'. The main body of the form is a large, empty white text area. The browser's status bar at the bottom shows 'Done', a lock icon, and 'Internet'.

You can type additional information about the task in the blank space below the header. When you click **Save and Close**, the task will be added to the task list on the main task screen.

## Options

OWA provides several options for customizing the way you view the application. The **Options** window is larger than your screen so you will have to use the scrollbar to view the entire window. Each option is discussed in more detail below.

### *Out of Office Assistant*

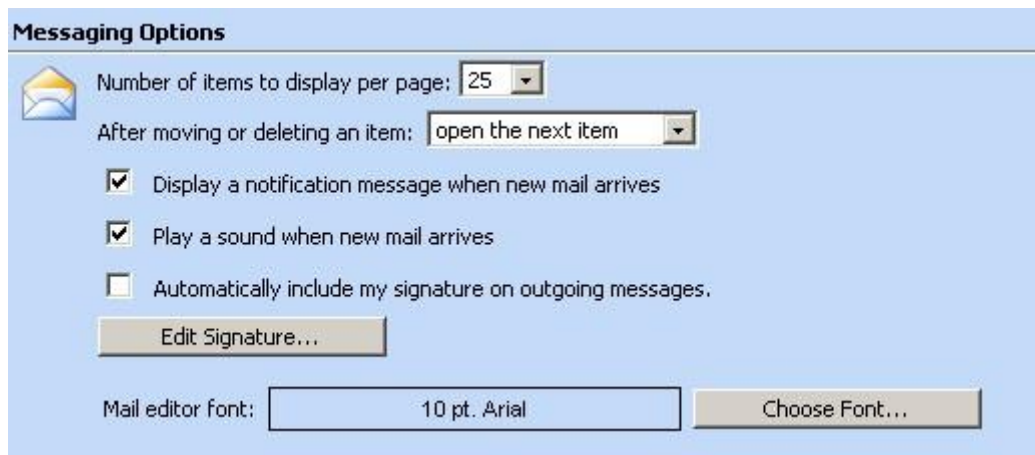
You can use the **Out of Office Assistant** while you are away to automatically send a message to people the first time they write to you. To use the assistant, type your out-of-office message in the space, then click the radio button to tell the system that you are out of the office.

**NOTE:** Don't forget to turn off the Out of Office Assistant when you return to the office.

### *Reading Pane Options*

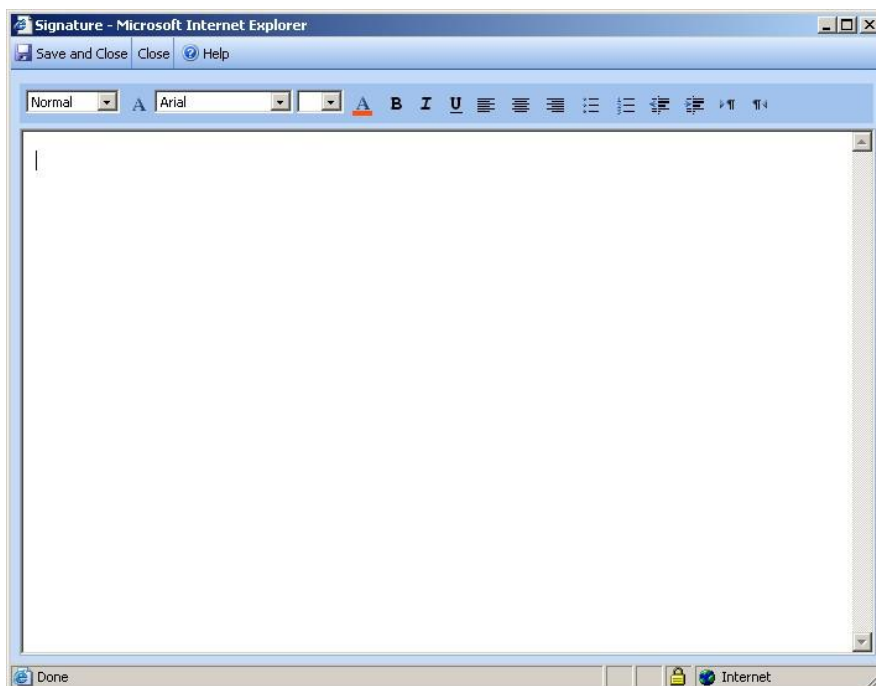
You can specify how to mark **Inbox** items as read when you view them from the **Preview Pane**.

## Messaging Options



You can choose the way you are notified when you receive new mail in your **Inbox**. By default, both the message and sound notifications are selected. If you find either of these distracting you can de-select them by removing the check mark from the appropriate checkboxes. The last option allows you to set the default font for any messages that you type.

You can also create your personal email signature that will be attached to every outgoing email message. To setup your signature, click on the **Edit Signature** button. Type and format your signature, then click **Save and Close**.



## Spelling Options


The spelling options allow you to specify which items to spell-check and also whether to automatically check the message when you click the **Send** button. Automatically checking the spelling of outgoing messages will delay the send process slightly but it will ensure that your message is error-free in the event you forget to spell-check it.

## Contact Options

You can change the way the **Check Names** feature works. If you send most of your emails to LGN email users, you should have the system check names against the Global Address List first. If you send most of your messages to people who have email addresses in your **Contacts**, you should have the system check names against **Contacts** first. If in doubt, leave the first option selected.

## Recover Deleted Items

If you accidentally delete a message and immediately empty your **Deleted Items** folder, you have the option to recover the items that you have deleted.

This option is also displayed when you view your **Deleted Items** folder. The icon to recover deleted items looks like this: 

**NOTE:** Recovering deleted items is not always possible. You should not rely on this method to recover important documents. Instead, think carefully before you delete anything you may need in the future.

If you make any changes to any of the options on this screen, be sure to click on the **Save and Close** button at the top of the screen in order to save your changes.

## Logging Off

When you have finished using OWA, it is important that you properly exit out of the application. This will ensure that your emails cannot be read by other people who may use the computer after you. This is especially important if you use a shared computer.

To log off properly, click on the **Log Off** button. You can locate it in the top right corner of the toolbar on any screen within OWA.



A screen will display instructing you to close your browser window.

