Trigo IT Core 2014 AD and Office 365 Migration Project

# Outlook Web App User Guide

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# 1. Document objectives

This document is dedicated to help the users in their first usage of the solution Outlook Web App.
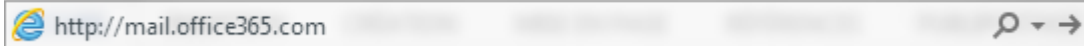
# 2. Definition

Outlook Web App gives you access to your email account through a web browser. The URL (web address) that you should enter may vary depending of your email account type.
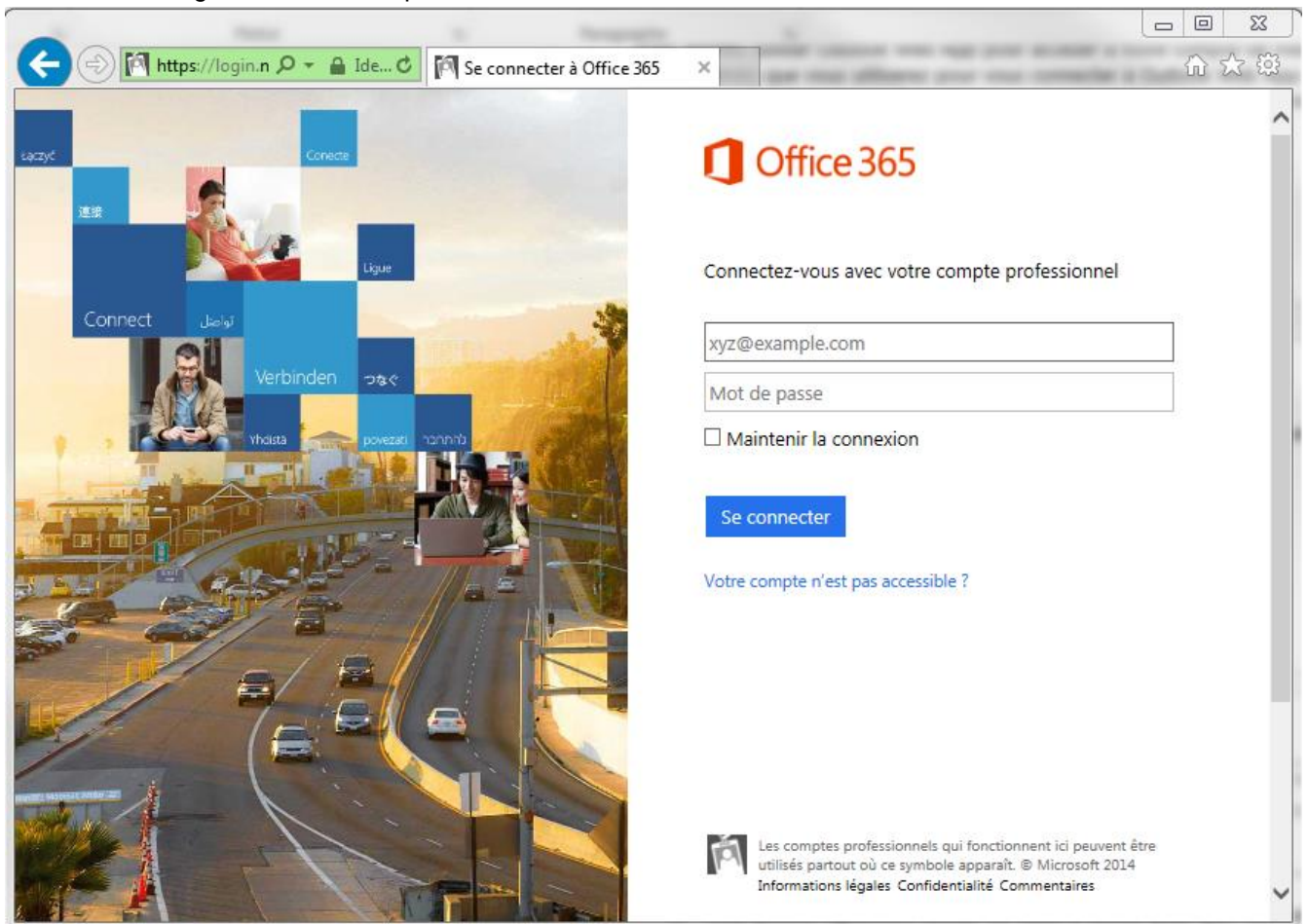
# 3. How to connect Outlook Web App?

3.1. Open your web browser (e.g. Internet Explorer):



3.2. Type http://mail.trigo-group.com in the address bar then press ENTER:



3.3. The following window shows up:



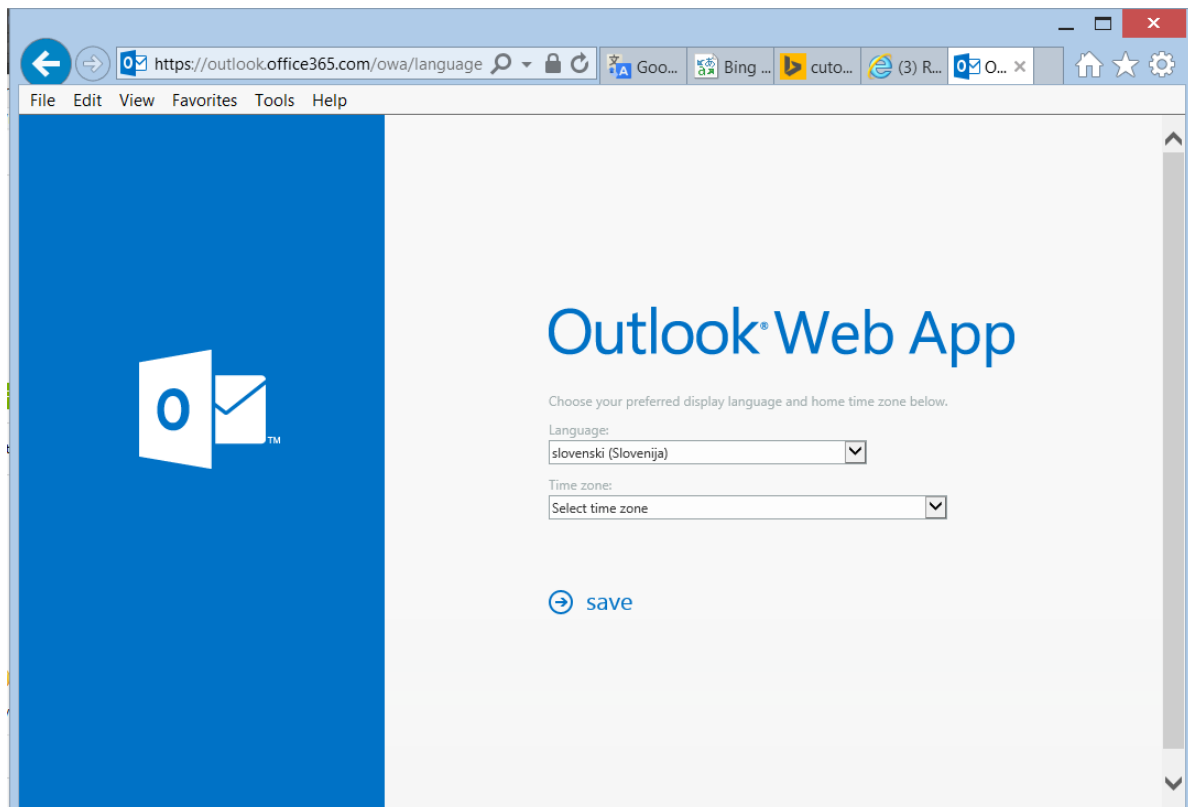3.4. Enter your email account and your password :



3.5. Click Log in.



3.6. When you log in for the first time, you may have to choose your preferred language and your time zone

Note : Sometimes an other screen appears, you can see below. This means you don't have a license to use Office 365, contact your admin and ask for a license. If you're an Office 365 admin, you can add a license to

your own account.

3.7. Click Save. The Welcome Screen appears
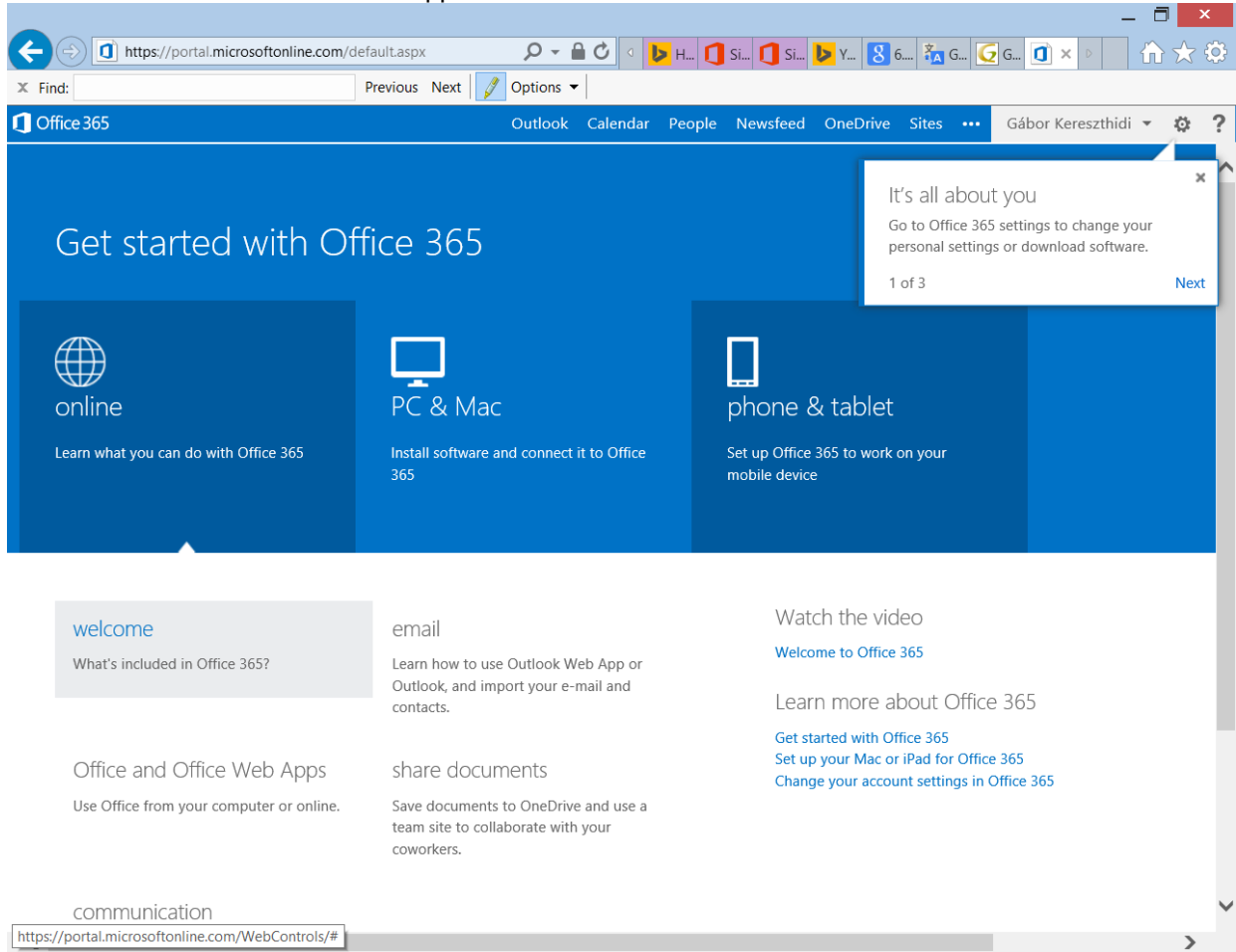
3.8. Click Outlook on the top of the screen. Your mail box will appear on the screen:
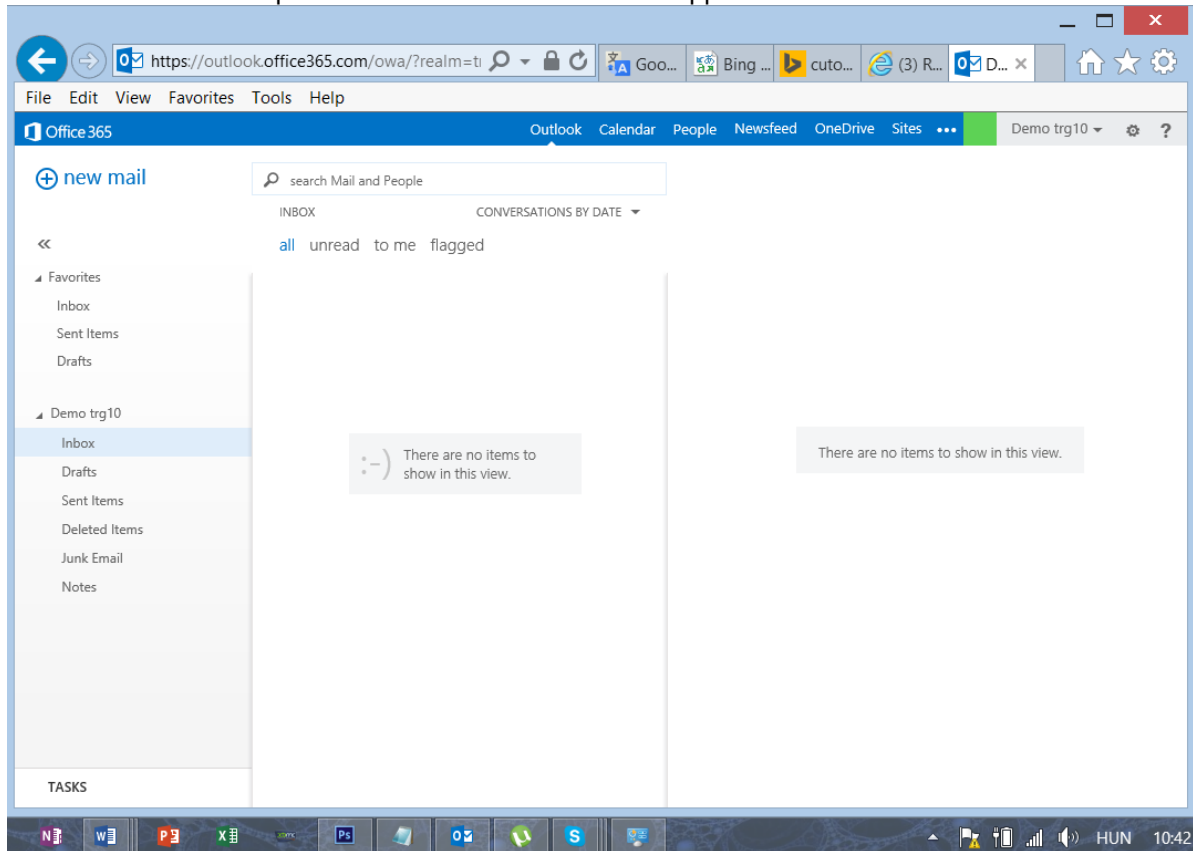


# 4. When to use the light version of Outlook Web App?

The light version of Outlook Web App is optimized for accessibility, such as for users who are blind or have low vision. The light version provides fewer features and is faster for some operations. The light version is look alike

Office Outlook 2010 and earlier.
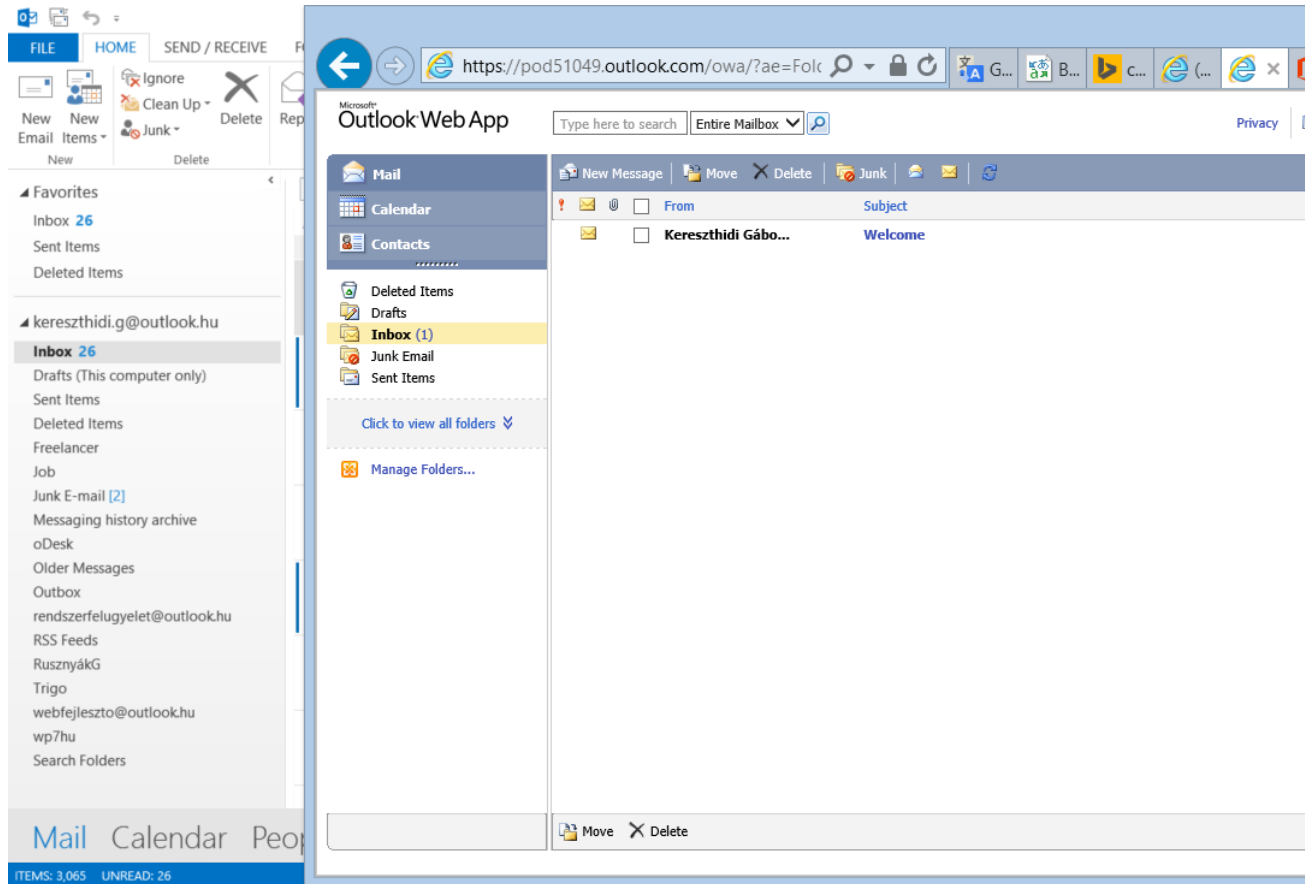
It is better to use the light version:

- If your internet connection is slow
- You are using an unsecure computer (eg: connecting from a webcafé)

Note: The light version can be used with almost any browser and has the same features across all browsers.

# 5. How to switch between the light and the full version
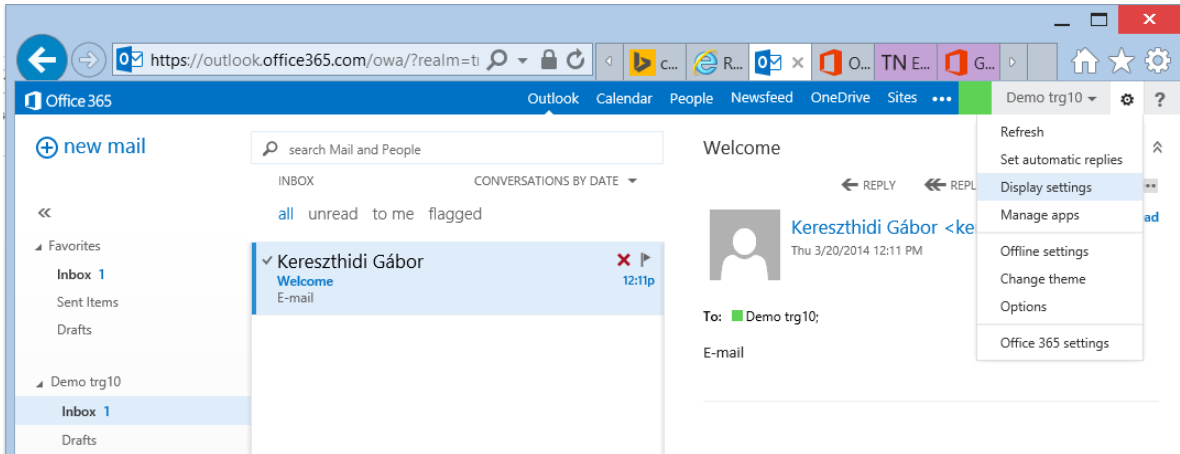
5.1. U    Click ⚙ the icon (**Settings**) in the roll down menu select **Display** setting as it shown below



5.2. Click Outlook Web App version on the right and check the **Use the light version of Outlook Web App**
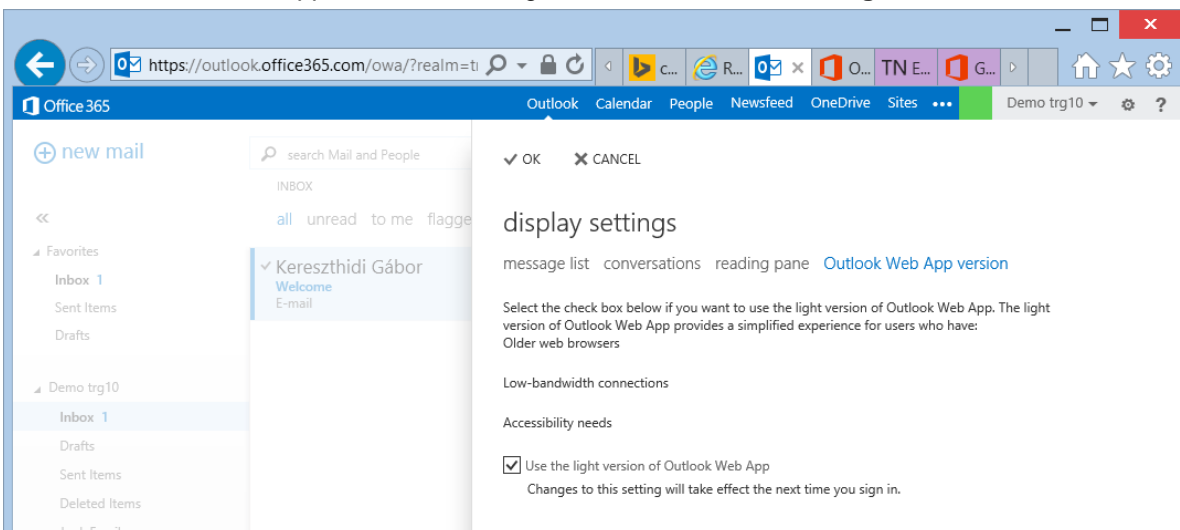


5.3. Click OK, sign out and then sign in again. If you want to use again the full version, start over the process, end by the step 5.2 uncheck **Use the light version of Outlook Web App**.

# .How to send an email

5.4. Click **New mail** in the uppe left corner.
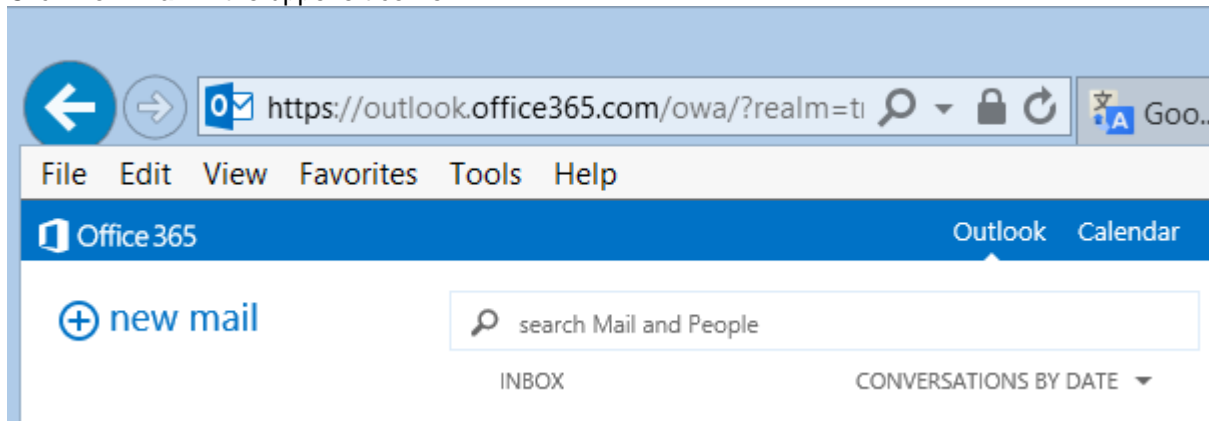


5.5. The mail editor appears in the right side of the screen. Just write your email, and click Send.
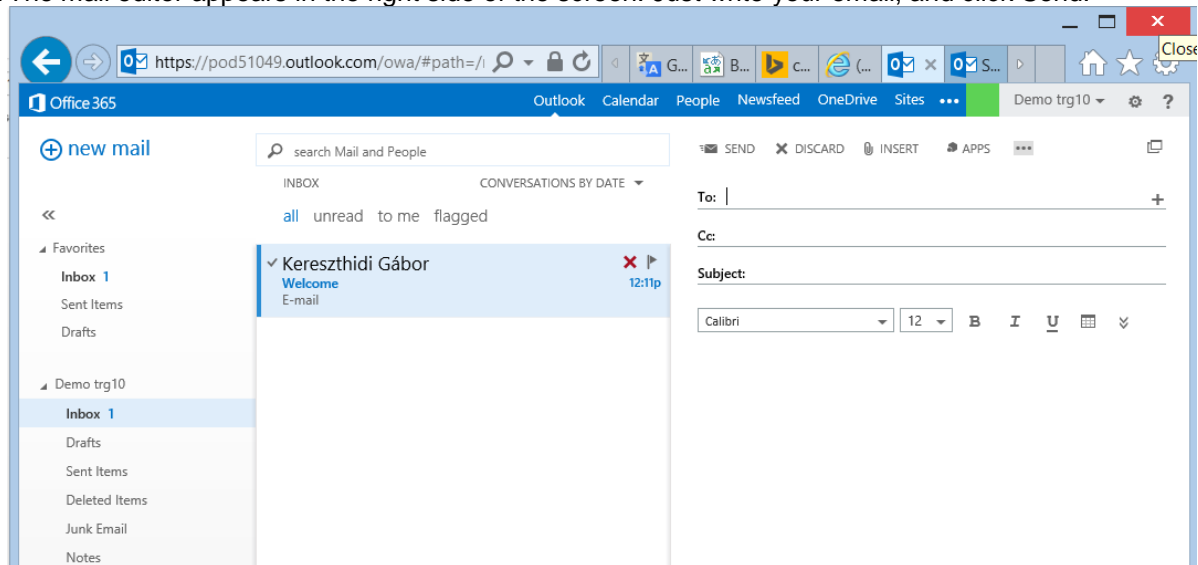
# 6. How to create a new folder

6.1. Right click your account name as shown below. When the menu appears, click **create new folder**.



6.2. Blank textbox appears at the bottom of your folder list. Just type the name you want of your folder and press ENTER.
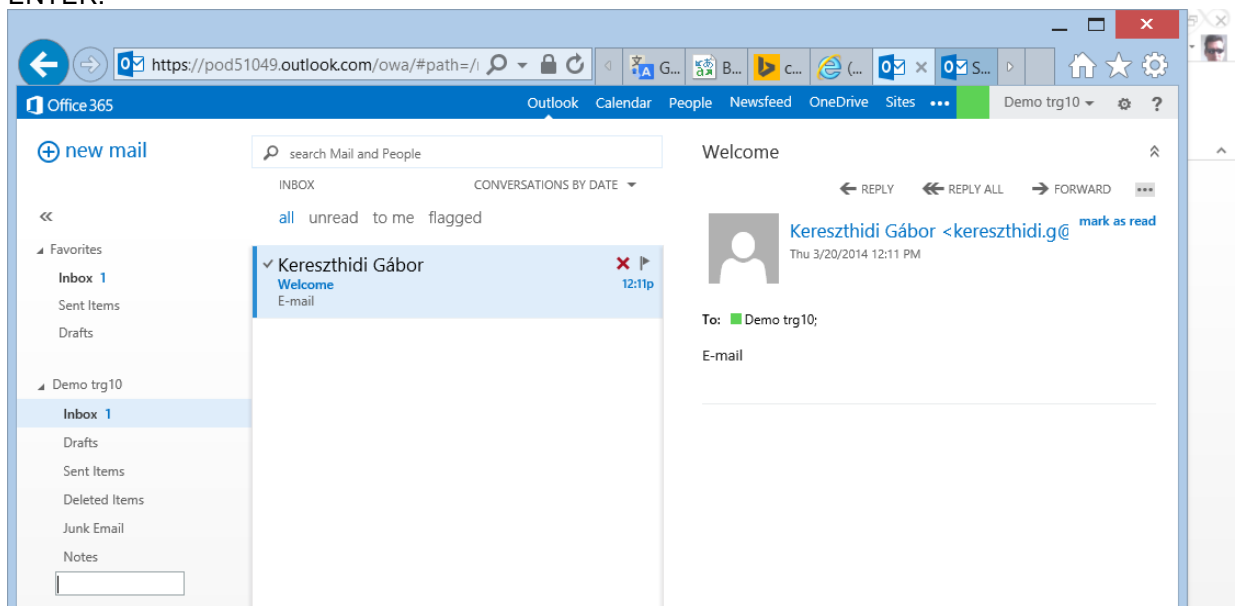
# 7. How to classify my emails

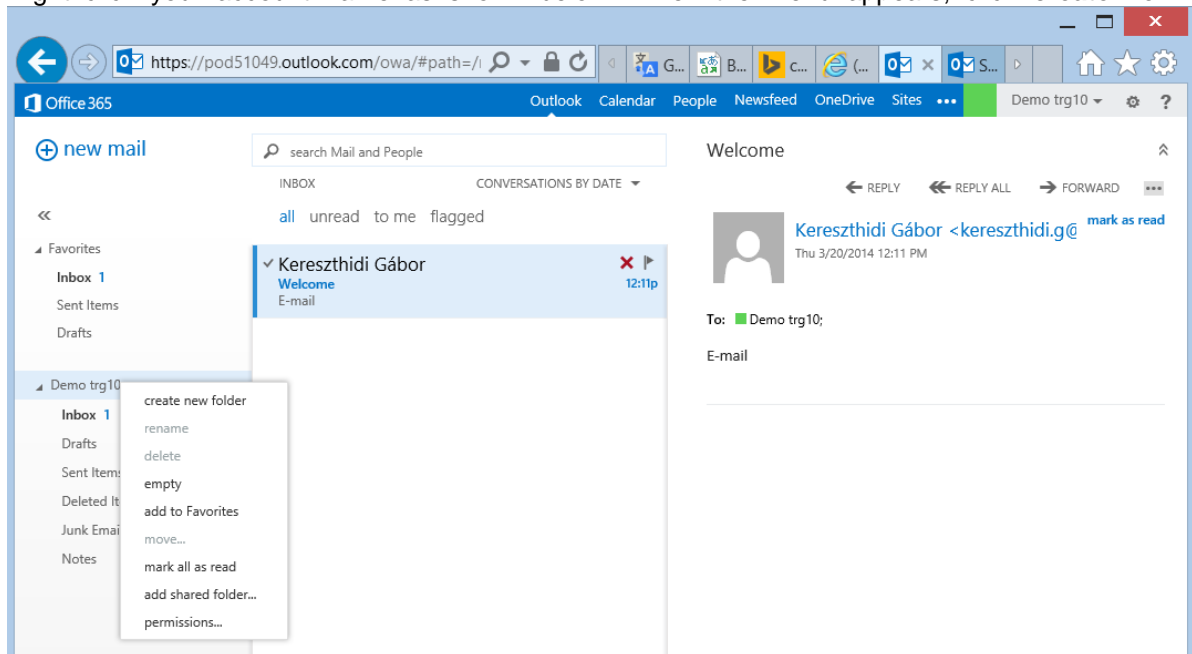You classify your emails by dragging and dropping them. Or you can right click the mail you want to classify. Menu appears, and you can select what to do with the item you selected. For example you can move it to another folder.
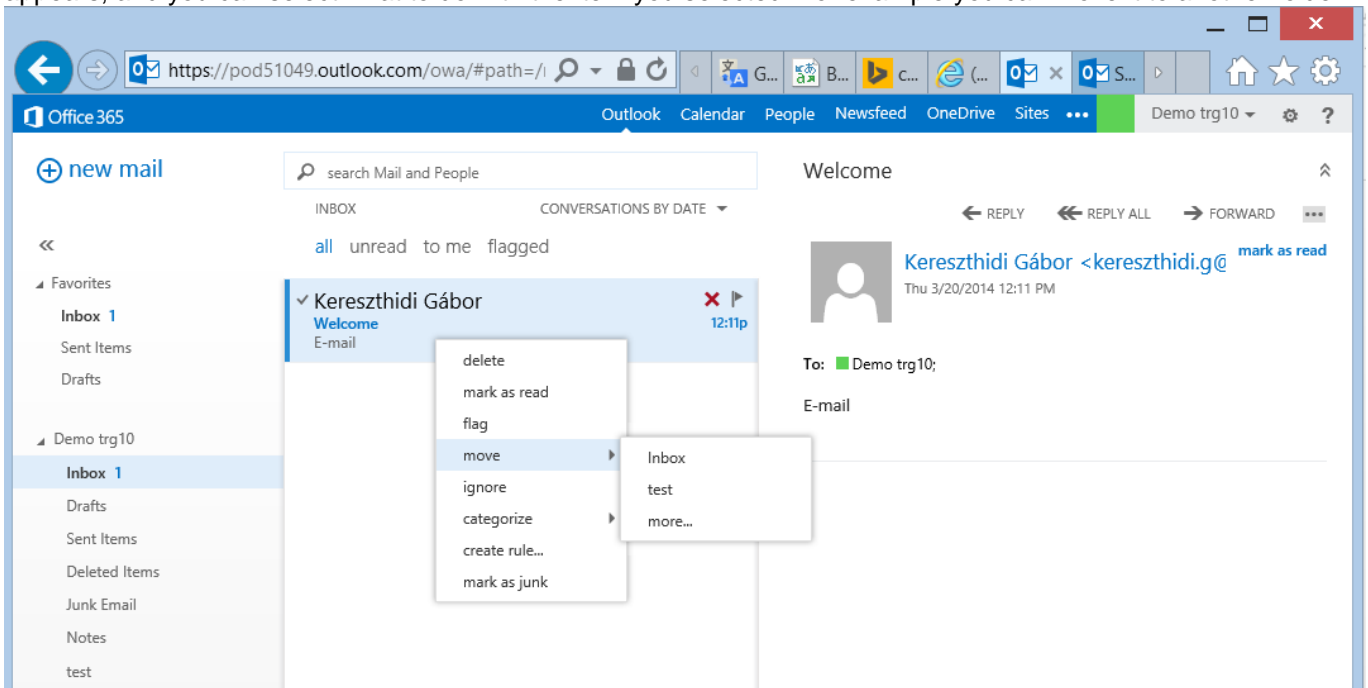


# 8. How to creat a personal signature?

8.1. Click **Settings** and choose **Options**.

8.2. Choose **settings** in the left menu. You can immediately edit your signature. If you want your signature automatically included in any messages you send, check it. When you finished editing your signature press **Save** and continue working.



# 9. In case of problem

- You can directly contact your local IT Support
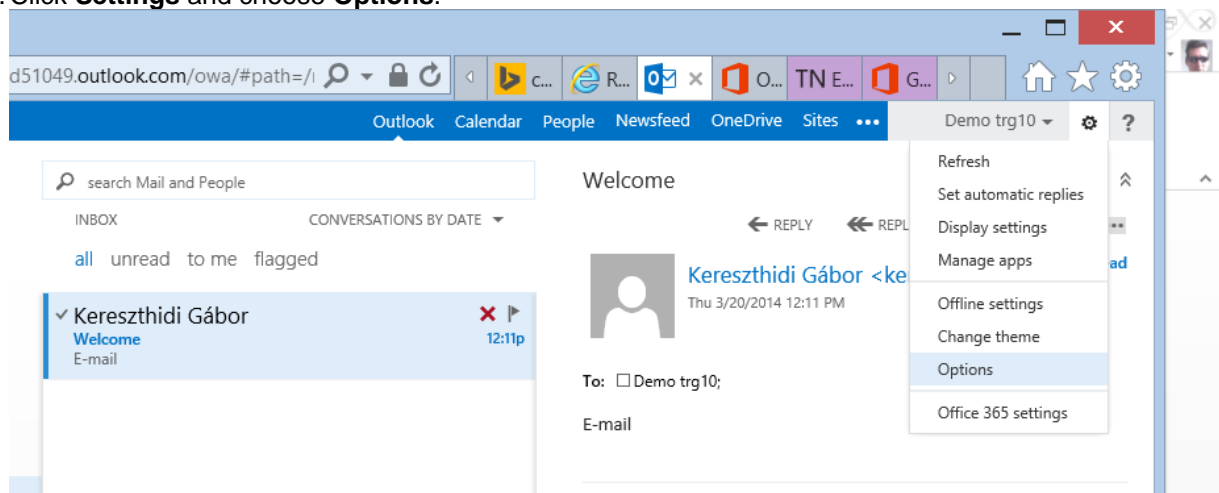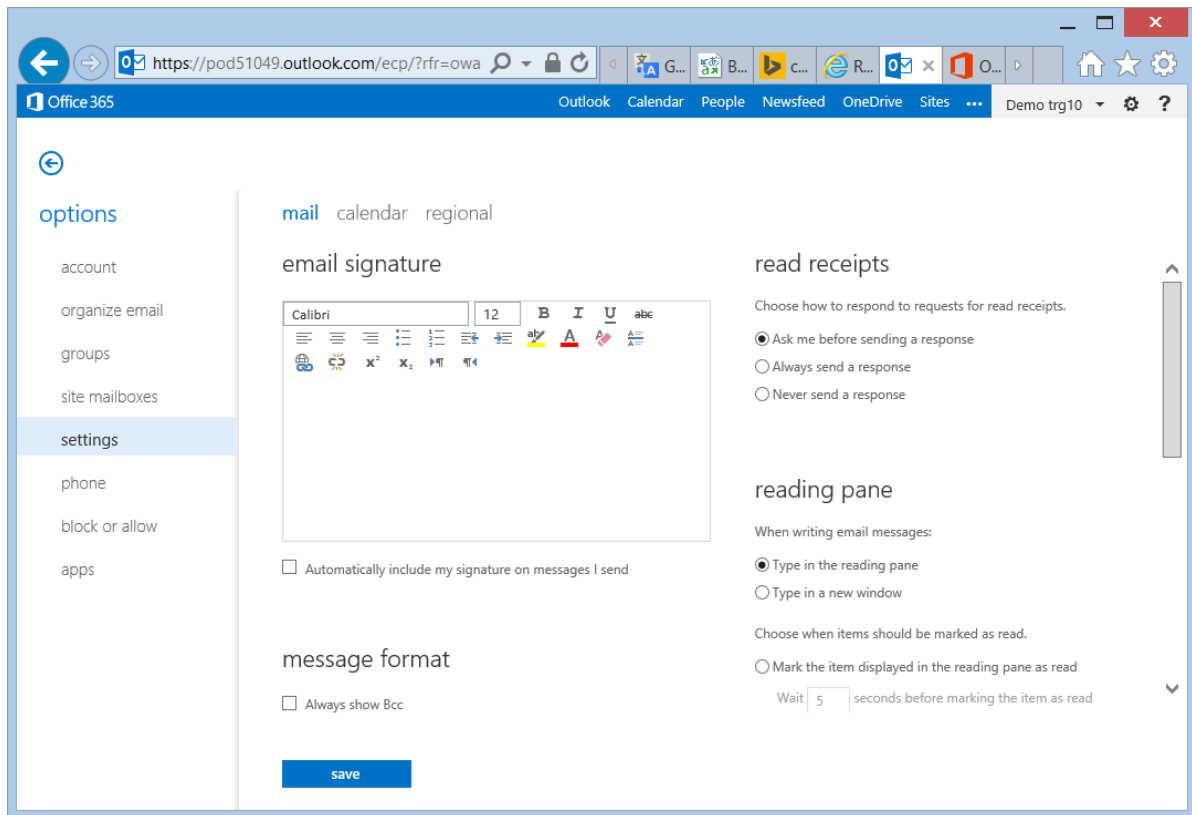- If you have no local IT Support, you can contact Trigo Global support here:

# 10.   Tips

- Be careful when you copy and paste. It is easy to inadvertently copy extra blank space at the beginning or end of your credentials.
- If you are the administrator for your organization's email and are using a cloud-based service, see Configure Sign-In URLs for Outlook Web App.
- When you are connecting Outlook Web App, you can also use the check boxes to have the computer you're using remember your ID and your password. Don't select the check box if you share the computer with other people. (eg: connecting from a webcafe)
- If you need to use S/MIME for digital signatures or message encryption, you must use Internet Explorer 7 or later.
- Check pop-up blocker settings. Pop-up blocker settings in your Web browser or in an add-on pop-up blocker may prevent Outlook Web App from working as expected.
- Enable session cookies. Session cookies are deleted at the end of the browser session.
- Enable JavaScript.

# 11.    Compatibility:

To connect the solution, you have to use a web browser, you will find a compatibility list by plateform (Windows / Macintosh / Linux) right after

- ✓ If you are using a PC computer running Windows XP, Windows 2003, Windows Vista, Windows 7, or Windows 8:
- Internet Explorer 7 and later versions.
- Firefox 3.0.1 and later versions.
- Chrome 3.0.195.27 and later versions.

- ✓ If you are running a Mac OS X 10.5 and later versions, you can use:
- Safari 3.1 and later versions.

- ✓ If you are using a PC computer running Linux, you can use:
- Firefox 3.0.1 and later versions.

# 12.    Glossary

- **Email account:**
  He is composed by 3 parameters: **Mail server name**, your login/password and your email address.
- **Login :**
  The Login is the personal account that you are using to connect.