

# **Outlook on the web**

## **Basic User Manual**

August 2018

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## Introduction

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This user manual explains the basics of using the university email system (Office 365).

- As a cloud service provided by Microsoft, Office 365 is a service that can be used not only for email, but also to distribute Office products and the like as tools for collaboration.
  
- As Microsoft may make changes to the the layout of Outlook on the web, images found in this manual may at times differ from what you see on the screen.

## 1. Overview of *Outlook on the web*

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*Outlook on the web* is a web application that allows you to access your Office 365 mailbox using a web browser, where you can do almost everything you can do on Outlook, including sending and receiving email, managing your address book and contacts, as well as schedule management. It can be accessed and utilized anywhere a web browser can be used, regardless of whether a computer is on or off campus.

« ATTENTION »

Since *Outlook on the web* is a cloud service, it may be expected that system updates by Microsoft will result in additions and deletions to the interface and functionality.

### « NEW TERMINOLOGY » About *Exchange Online*

*Exchange Online* takes the functionality of Exchange Server, which is equipped with email and groupware provided by Microsoft, and makes it available on the cloud. With Office 365, you can use services such as *Exchange Online Mail*, *People*, *Calendar* and *Tasks*.

## 2. Mail

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The “mailbox” provided to you is where the emails you receive are stored. Each email address is provided with a mailbox. Now let’s talk about things to watch out for when using Mail in Office 365.

### 2.1 Supported Browser Environments

*Outlook on the web* can be used with the following web browsers:

- Microsoft Edge: Latest version
- Internet Explorer: Latest version
- Firefox: Latest version
- Chrome: Latest version
- Safari: Latest version

### 2.2 Mailbox Quota

#### **MAILBOX QUOTA WARNINGS**

Exchange Online sends the following three types of notifications when mailboxes are approaching their quota.

#	ITEM	EXPLANATION
1	WARNING	When a mailbox approaches its maximum quota, an alert notification is sent to the user via email. This warning is sent to encourage the user to delete unnecessary emails.
2	SENDING PROHIBITED	When a mailbox reaches its maximum quota, a notification prohibiting the sending of email is sent to the user via email. The user will not be able to send out new messages until enough messages are deleted to drop the mailbox below its quota.
3	SENDING AND RECEIVING PROHIBITED	When this quota is reached, Exchange Online rejects all incoming email and sends a non-delivery report (NDR) to the sender address. The sender may retry sending the email later. Enough messages need to be deleted to drop the mailbox below the quota before messages can be received again.

#### **MAILBOX QUOTA LIMITS AND NOTIFICATIONS**

#	Subject	Mailbox Type	WARNING	SENDING PROHIBITED	SENDING AND RECEIVING PROHIBITED
1	Default Quotas	Office 365	49GB	49.5GB	50GB

## 2.3 Size Limit for One Email

In order to prevent performance problems in the system due to large messages, and so that the messages of all users are delivered promptly, there is a limit on the size of messages.

The size limit on messages sent or received is **35 MB, including attachments**.

Messages over this limit will not be delivered, with a non-delivery report (NDR) sent to the email address of the sender.

Your email client may limit the size of individual attachments to a value smaller than this message size limit. Attempting to send an attachment of 5 MB or more using Outlook on the web results in a prompt that asks you to choose whether you want to share it via One Drive or send it as an attachment.

## 2.4 Limit on Recipients (in the “To” field) per Message

So users do not bulk send spam, Exchange Online has limits to prevent users and applications from sending large amounts of email.

Each Exchange Online mailbox can send messages to **a maximum of 10,000 recipients per day** (i.e., email addresses that can be listed in the “To” field). **The maximum for a single email message is 500 recipients** (i.e., email addresses that can be listed in the “To” field). These limits apply to emails sent within the organization, as well as messages delivered to external organizations; and while the maximum limit cannot be changed, the maximum limit of 500 recipients in the “To” field can be exceeded by specifying a *distribution group* with multiple recipients – instead of the recipients themselves directly – in the “To” field.

For example, a distribution group with 10 recipients is listed in the “To” field will be counted as only one recipient.

## 2.5 Message Rate Limit for Emails Sent

In order to prevent excessive consumption of system resources and illicit use, the rate of email messages that can be sent by a user is limited to **30 per minute**.

If a user sends out messages at a rate faster than this limit, the messages will still be delivered by Exchange Online, but will be put in a queue on the server so the rate of delivery can be regulated.

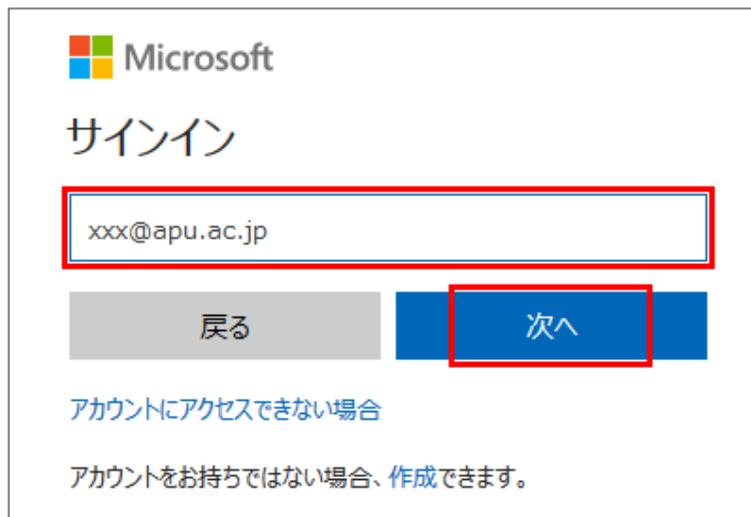
## 3. Mail Basics

Now let's talk in general about the basics of using Mail in *Outlook on the web*.

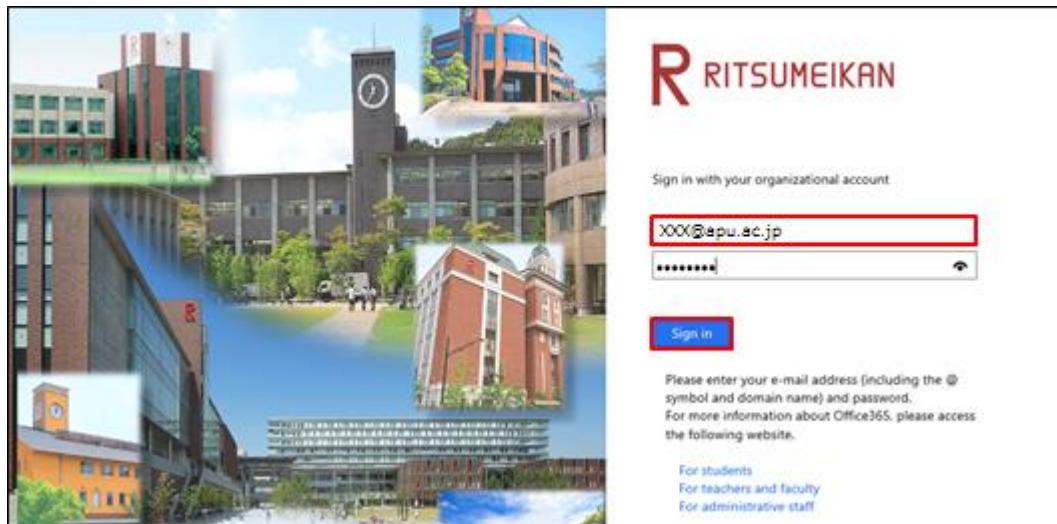
### 3.1 Signing in & Signing out

#### 3.1.1 Signing in

- (1) Launch Internet Explorer and go to the Office 365 portal page (<https://portal.office.com/>). Upon entering [your email address], a new screen will automatically come up; press "Next".



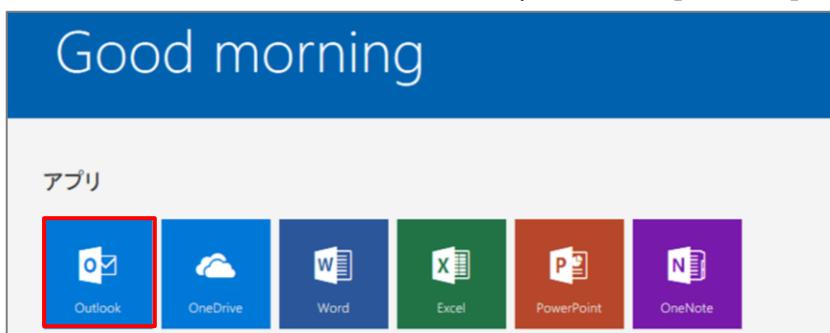
- (2) When the following screen comes up, enter your password and click "Sign in".



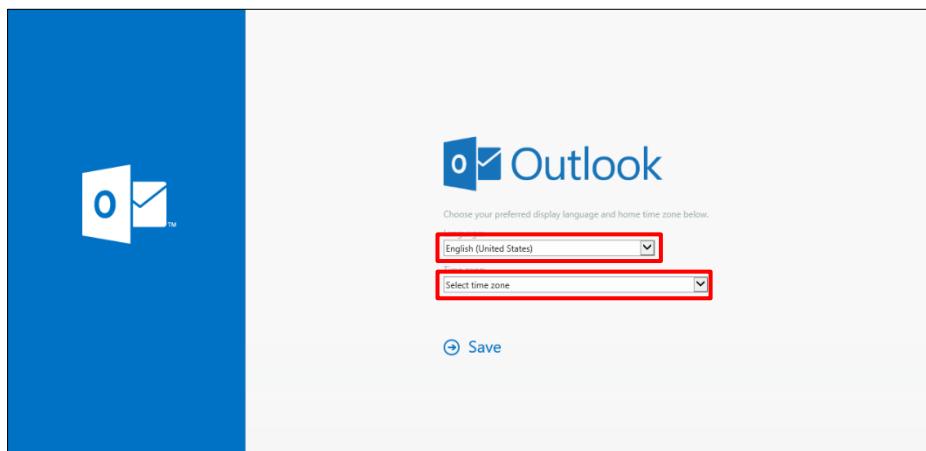
(3) When "Stay signed in?" comes up, click "No".



(4) The Office 365 start screen will come up. Click on [Outlook].



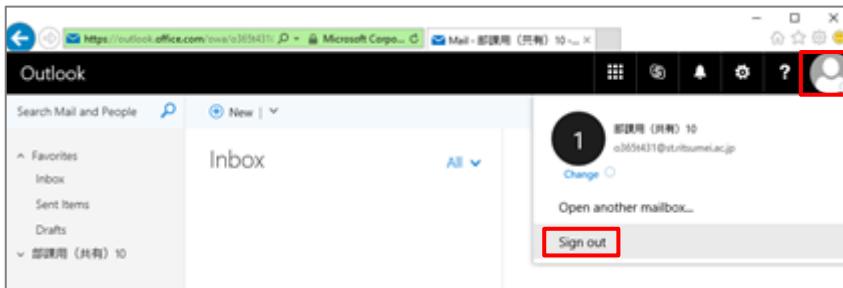
(5) When you log in for first time, you will be asked what language and timezone you want to use. Set your [Language] and [Timezone], then click "Save". NOTE: If overseas, choose as you prefer.



### 3.1.2 Signing out

Once you are done using *Outlook on the web*, take the following steps.

- (1) Click the  on the top right of the screen, then click [Sign out].



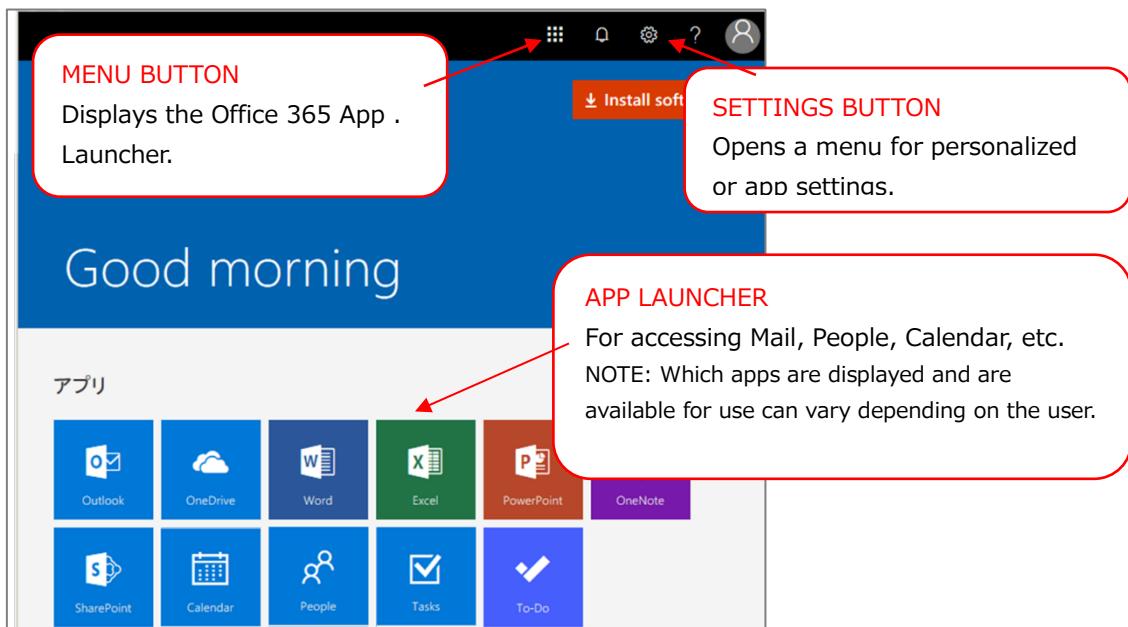
- (2) The "You're signed out" screen will come up.



## 3.2 Interface

### 『 Start Page 』

Upon logging in, the start page will be displayed. This is where tools you use like Mail and People can be accessed, and where you can bring up menus to personalize your settings.



## « Mail Landing Page »

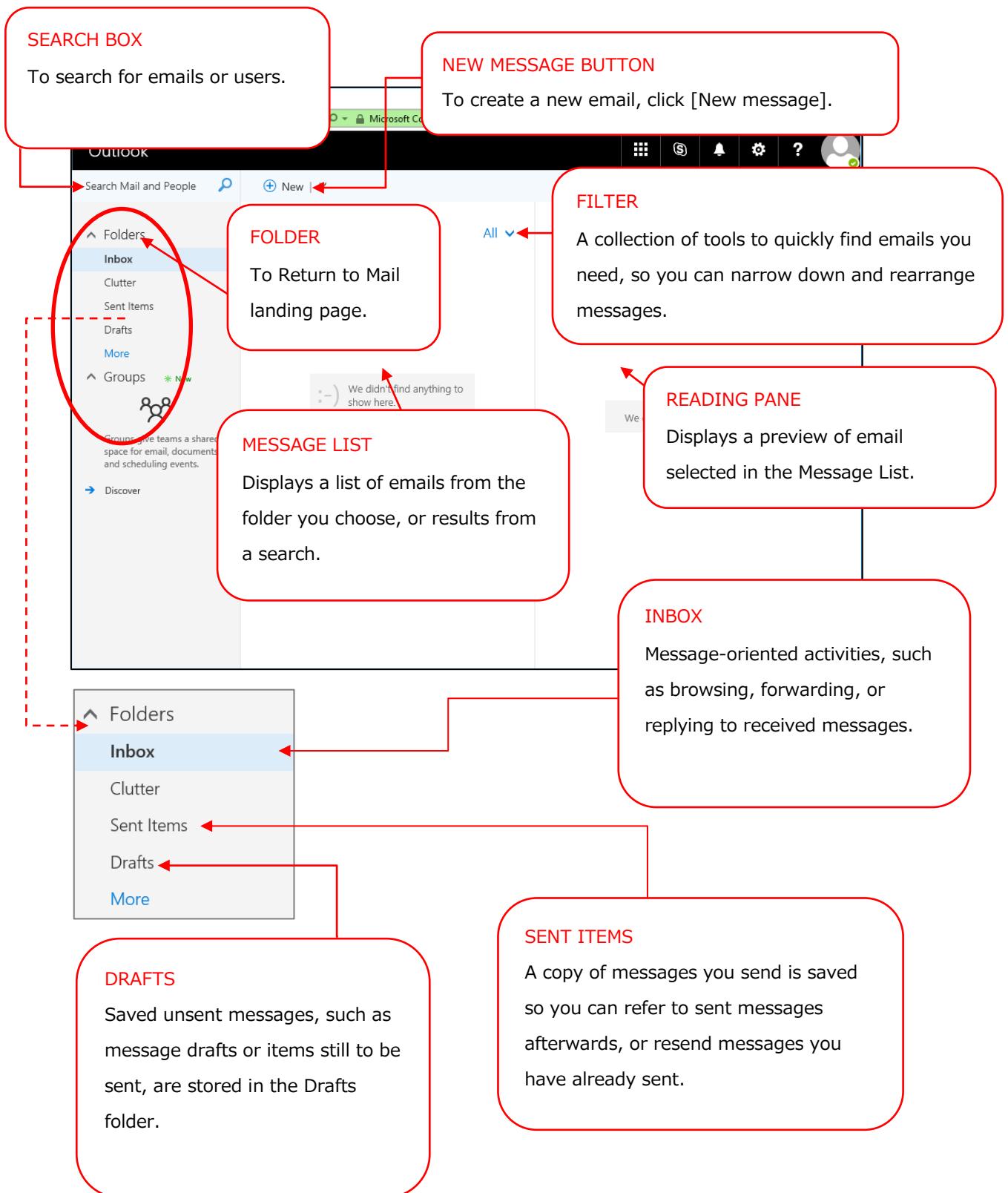
Launching [Outlook] from the start page will open the Mail landing page. On the landing page, folders listed as favorites are displayed; clicking [Other] takes you to Mail's base page, where all the folders in the mailbox are displayed.

**FOLDERS LISTED AS FAVORITES**  
Folders added to Favorites are displayed here. Folders such as [Inbox] and [Sent Items] show up by default.  
Drag with the mouse to change the order of folders added to favorites.

**OTHER**  
Click to display all the folders in the mailbox.

## « Mail's Base Page »

From the Mail landing page, click [Other] to go to Mail's base page, which displays all the folders in the mailbox. To return to the Mail landing page, click "Folder". Also, when signing out with Mail's base page open, the next time [Outlook] is launched Mail's base page will come up.



## 3.3 New Messages

*Outlook on the web* supports both simple text format and standard internet HTML format in the sending and receiving of messages.

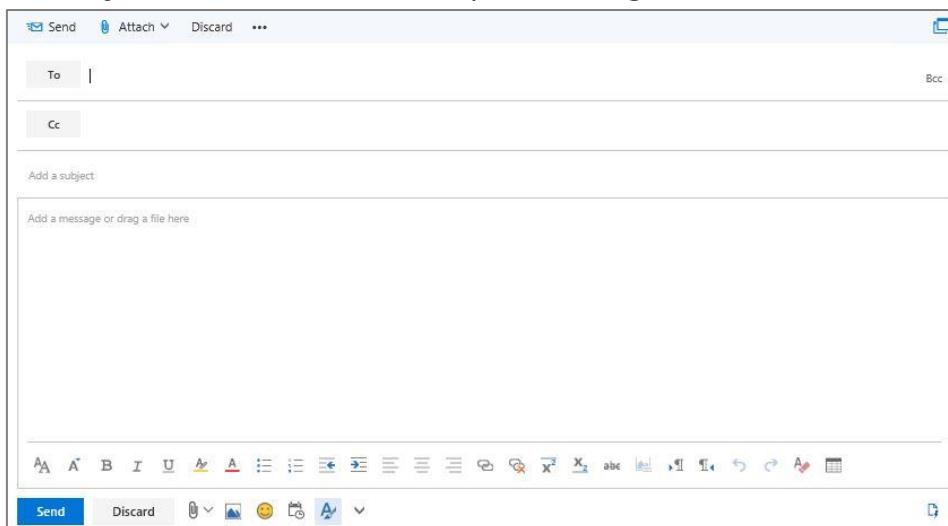
### 3.3.1 Sending New Messages

#### Sending a New Message

Messages are created using the New message form. It is the same form used for replying to and forwarding messages.

Follow these steps to create a new message:

- (1) Click [+ New message].
- (2) In the New message form, specify the recipients (in the “To” and “CC” fields), enter the subject, and enter the text of your message.



- (3) Click [Send].

#### Specifying Message Recipients

To specify a message recipient, enter the recipient's name or email address. Multiple names can be separated with a semicolon (" ; ").

Click [To] or [CC] and you will be able to enter the addresses. Doing this will open your address book. When your address book is opened, by default a window will display where you can also search for addresses in your personal contacts. You can also search from the global address list. Just double-click the name of the message recipient in your address book and the address will be added to the email message.

In addition, you can add addresses to [Bcc] in your message using the following steps:

(1) Click [Bcc] in the New message form.



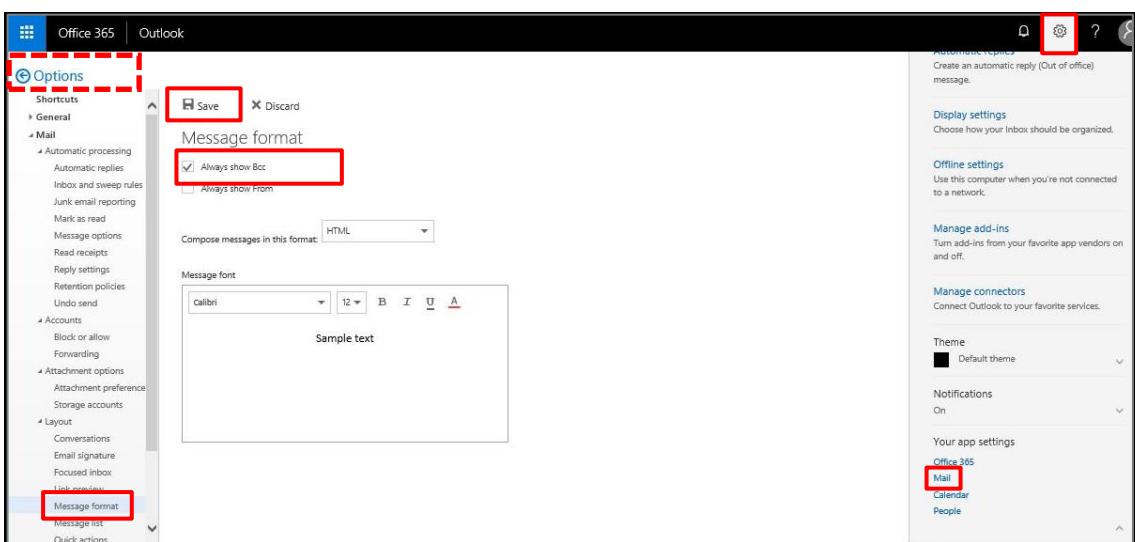
(2) The Bcc input field will display.



Likewise, the following steps will allow you to keep the Bcc input field permanently displayed.

- (1) At the top of the screen, click in order [] → [Mail].
- (2) Click [Mail] → [Layout] → [Message format].
- (3) On the [Message format] screen, check the [Always show Bcc] checkbox, and click [Save].

NOTE: After saving your settings, click [Options] at the upper left of the screen, which we have framed in a dotted line, to return to your previous page.



### 3.3.2 Attaching a File

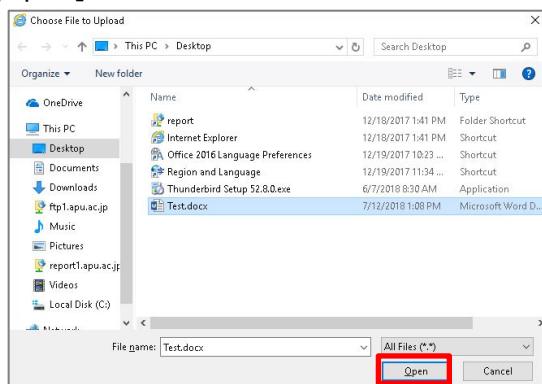
Messages can be sent with attachments from files accessible via your computer or via the network.

Use the following steps to attach a file:

- (1) In the New message toolbar, click [Attach] → [Computer].



- (2) In the dialog box that comes up, select the file you want to attach, then click [Open].



You can also drag and drop a file from your PC or another message to attach it to a message.

**CAUTION:** The drag and drop feature for files on your PC does not work with all browsers.

### File Extensions that cannot be Sent or Received as Message Attachments

Exchange Online may block an attached file because of its file extensions.

#### List of Blocked File Extensions

.ade,.adp,.app,.asp,.bas,.bat,.cer,.chm,.cmd,.cnt,.com,.cpl,.crt,.csh,.der,.diagcab,.exe,.fxp,.gadg et,.grp,.hlp,.hpj,.hta,.inf,.ins,.isp,.its,.jar,.jnlp,.js,.jse,.ksh,.lnk,.mad,.maf,.mag,.mam,.maq,.mar,.mas,.mat,.mau,.mav,.maw,.mcf,.mda,.mdb,.mde,.mdt,.mdw,.mdz,.msc,.msh,.msh1,.msh2,.ms hxml,.msh1xml,.msh2xml,.msi,.msp,.mst,.msu,.ops,.osd,.pcd,.pif,.pl,.plg,.prf,.prg,.printerexport,.ps1,.ps1xml,.ps2,.ps2xml,.psc1,.psc2,.psd1,.psdm1,.pst,.reg,.scf,.scr,.sct,.shb,.shs,.theme,.tmp,.url,.vb,.vbe,.vbp,.vbs,.vsmacros,.vsw,.webpnp,.website,.ws,.wsc,.wsf,.wsh,.xbap,.xll,.xnk
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## 4. Setting up Email Forwarding

Email received to a Ritsumeikan email address can be automatically forwarded to another email address.

- Forwarding can be set up using two different approaches in Office 365:

- (1) Setup via Forwarding
- (2) Setup via Inbox rules

If you have only one forwarding destination, use (1) Setup via Forwarding. Follow the steps in 4.1 for this setup.

If you have two or more forwarding destinations, use (2) Setup via Inbox rules.

Follow the steps in 4.2 for this setup.

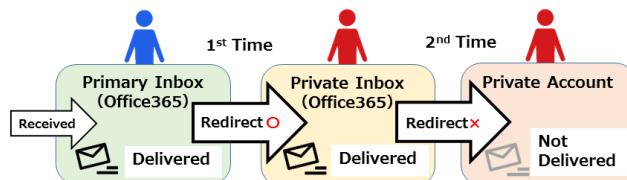
**REMEMBER:** The following restrictions apply when using email forwarding:

### About Restrictions on Office 365 Automatic Forwarding

**NOTE:** Automatic forwarding in Office 365 has several restrictions. In the following cases, even when a restriction results in a failure to execute automatic forwarding, there will be no error message.

#### (1) Office 365 automatic email forwarding executed only once.

**EXAMPLE:** Email received in the inbox is set up to automatically forward to an email for personal use, and then email received by the email for personal use is set up to automatically forward to a private email. When this occurs, forwarded email from the inbox will arrive to the email for personal use, but will not arrive to the private email.



#### (2) Maximum of 10 automatic forwarding destinations for incoming email.

**NOTE:** Forwarding will not execute when set up for 11 or more forwarding destinations.

#### (3) If the only address listed in the "To" field for automatic forwarding is the address of the sender, automatic forwarding will not work.



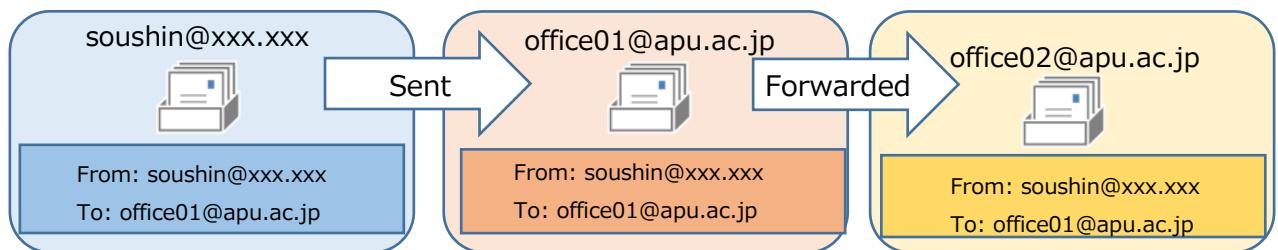
\*In this example, if other addresses to which mail will be redirected are also registered, not only aaa@gmail.com, email will then be redirected to aaa@gmail.com as well.

## 4.1 Setup via Forwarding

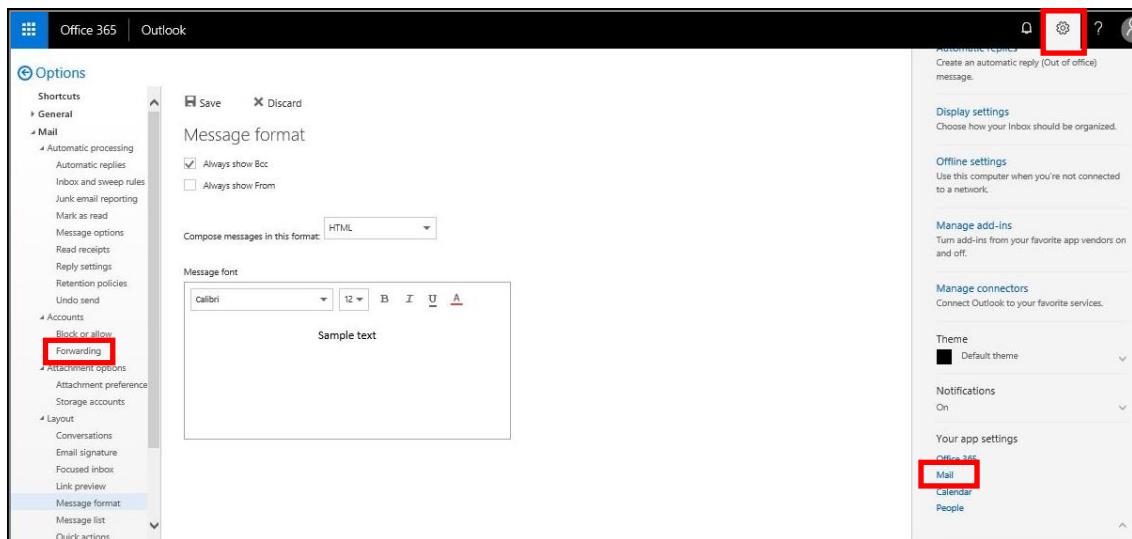
### ■ Description

- Meant for those with only one forwarding destination.
- Has to be set up via *Outlook on the web*.
- Has settings for whether email at the source of forwarding is preserved or deleted.
- “From” and “To” in the forwarded email is the same as in the email originally received at the forwarding source.

EXAMPLE: If “office02@apu.ac.jp” is listed as the forwarding destination for “office01@apu.ac.jp”, email sent from “soushin@xxx.xxx” to “office01@apu.ac.jp” will result in the following:



- (1) Click the on the top right to display the menu, then click [Mail].
- (2) Click [Mail] → [My account] → [Forwarding].

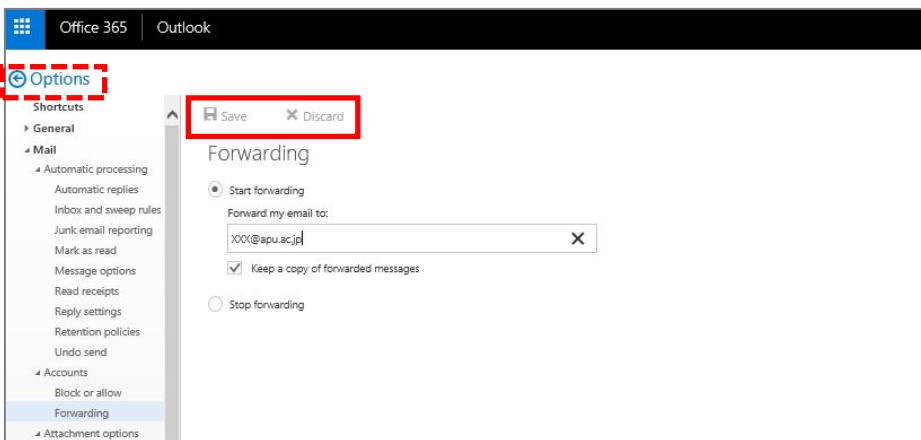


- (3) ① Click the [Start forwarding] radio button.  
 ② Input the address you are forwarding to in [Forward my email to:].  
 ③ Set [Keep a copy of forwarded messages] as you prefer, then reconfirm your settings.  
 ④ Click [Save].

NOTE: If you save without checking [Keep a copy of forwarded messages], email will not be preserved at the forwarding source. Set this as you prefer to best fit your usage.



- (4) Once the font colors of [Save] and [Discard] go from black to grey, setup is complete. To return to the Mail landing page after setup, click [Options] at the top left of the screen, which we have framed in a dotted line.



Setup for forwarding is now complete.

Upon completing setup, forwarding will start, and from that point on all messages received will forward to the forwarding destination.

## 4.2 Setup via “Inbox rules”

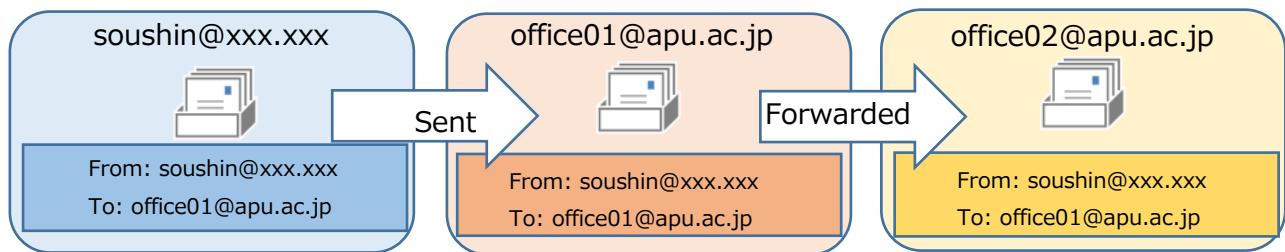
### ■ Explanation

- Meant for those who want to forward to 2 or more destinations (Maximum destinations possible for forwarding is 10).
- Needs to be set up via *Outlook on the web*, or Outlook (on a PC).
- Email is preserved at the forwarding source.
- The “From” address varies in email received at the forwarding destination depending on whether the forwarding method is set to “redirect” or “forward”.

#### a) Using “Redirect” for Forwarding

“From” and “To” in forwarded email remain unchanged compared to email received at the forwarding source.

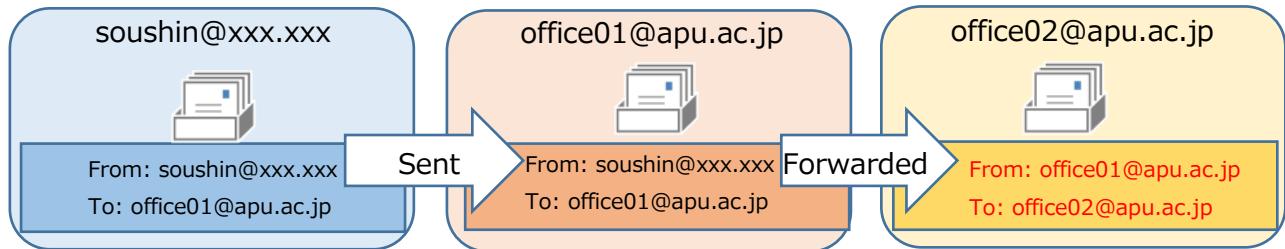
EXAMPLE: If “office02@apu.ac.jp” is listed as a forwarding destination of “office01@apu.ac.jp”, when an email is sent from “soushin@xxx.xxx” to “office01@apu.ac.jp”, the following results:



#### b) Using “Forward” for Forwarding

In forwarded email, the “From” is changed to the email address of the forwarding source, and the “To” is changed to the email address of the forwarding destination.

EXAMPLE: If “office02@apu.ac.jp” is listed as a forwarding address for “office01@apu.ac.jp”, when an email from “soushin@xxx.xxx” is sent to “office01@apu.ac.jp” the following results:



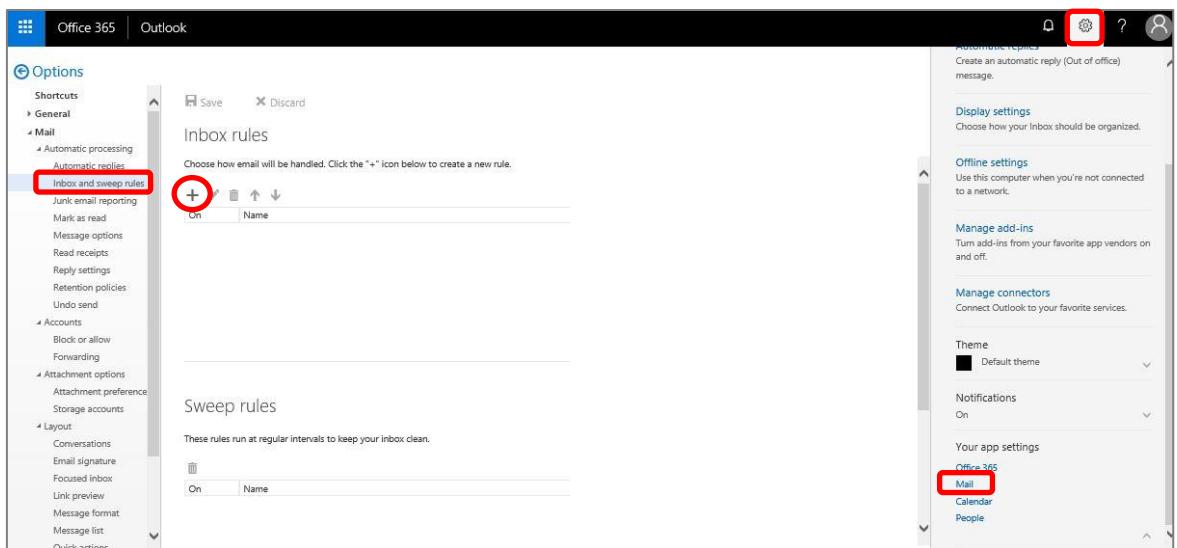
Let's use an example now to guide you through the steps of setting up a redirect. If you would prefer to use "Forward" in your setup, just replace "Redirect" in the following steps with "Forward" as you proceed.

**If forwarding has already been started using the "Forwarding" function described in No. 4.1, "Redirect" (and "Forward") in "Inbox rules" will not be executed.**

**NOTE: Even when forwarding is started using the "Forwarding" function, settings for "Redirect" (and "Forward") can still be set up in "Inbox rules". However, even when set up, email will not "Redirect" (or "Forward"), nor will an error display, so be sure to confirm that forwarding via the "Forwarding" function is turned off.**

### [Steps in Setup]

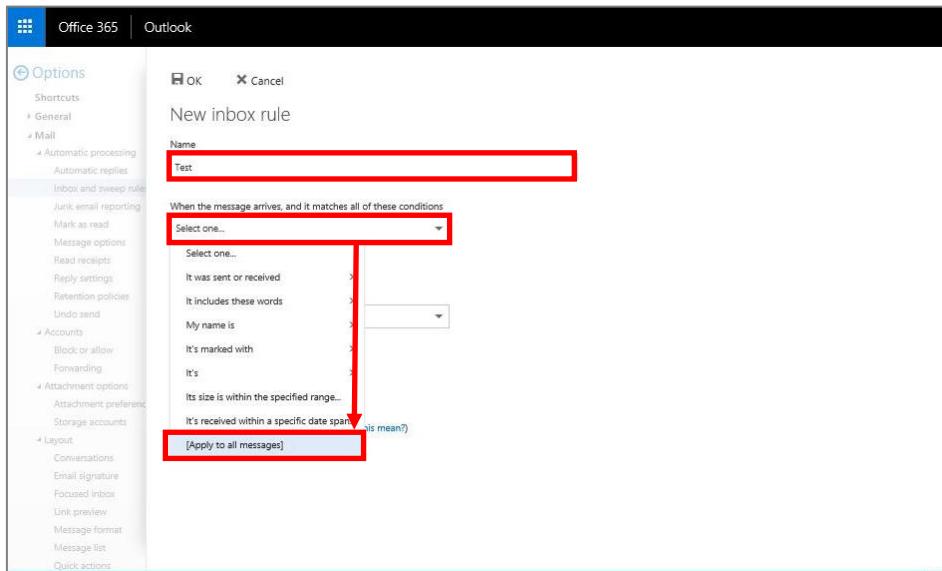
- (1) Click the  on the top right to display the menu, then click [Mail].
- (2) Click [Mail] → [Automatic processing] → [Inbox and sweep rules].
- (3) Click the [+] to add to the rules.



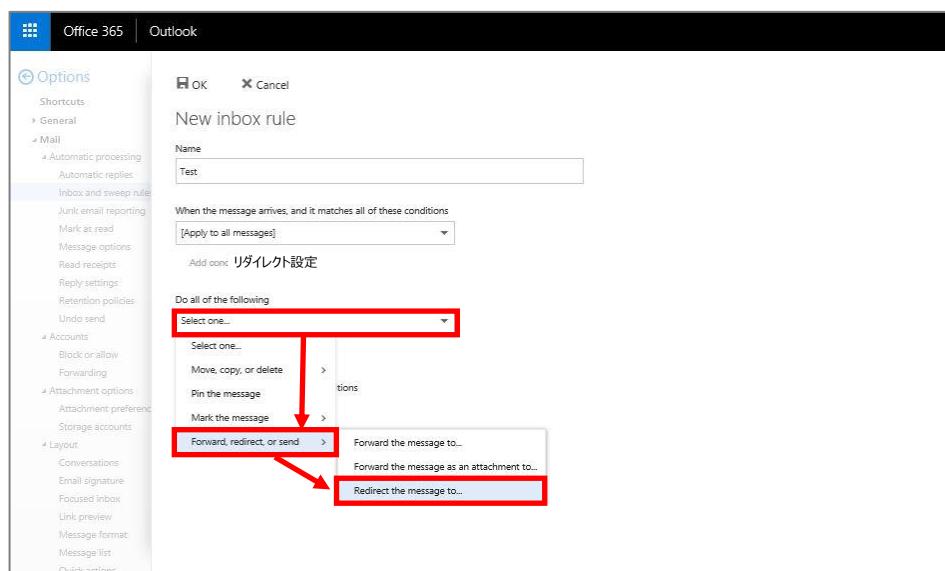
**(4) Enter a “Name” for your rule, then set a “Condition”.**

NOTE: Enter a “Name” as you prefer, then select a “Condition”.

NOTE: In the example below, the name is “Redirect Setting”, and the condition is “Apply to all messages”.

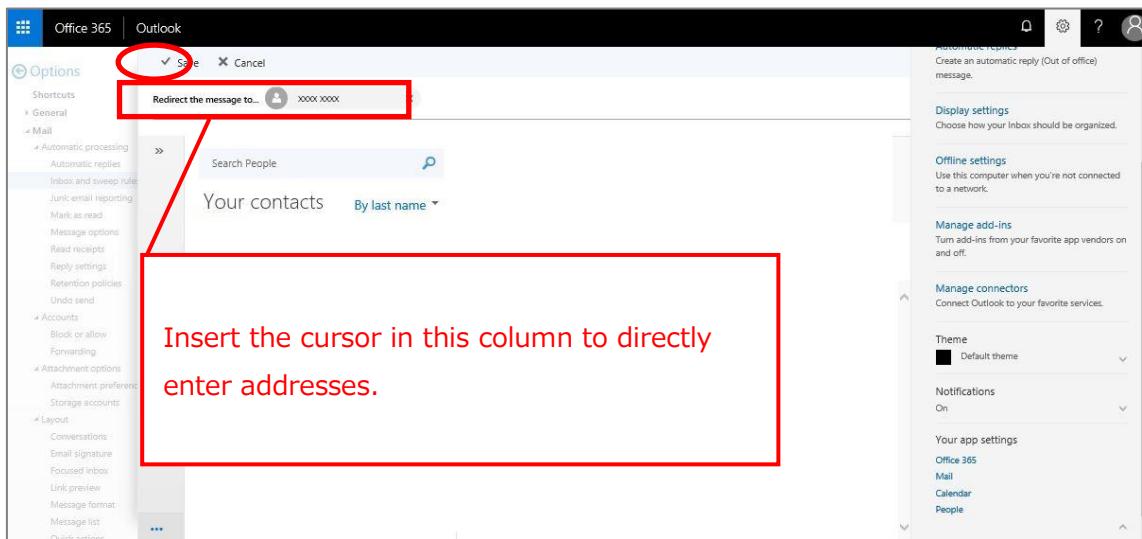


**(5) Select [Forward, Redirect, or Send] in [Do all of the following], and select [Redirect the message to].**



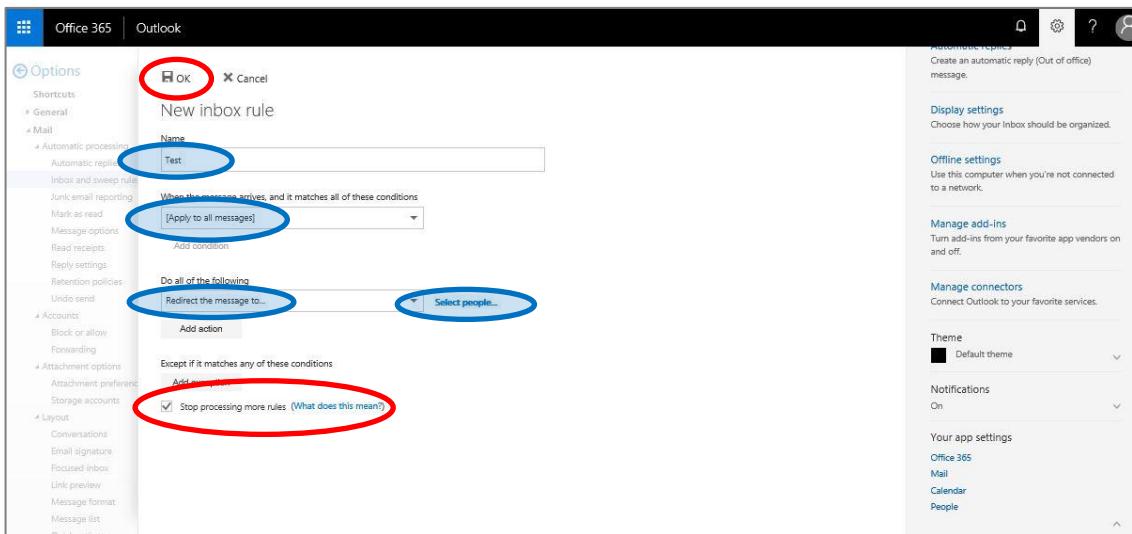
**(6) Click to the right of “Redirect messages to...” so the cursor ( “|” ) flashes; directly enter your “Redirect” address, and click [Save]. (Multiple entries permitted)**

NOTE: In the example below, the redirect destination address is set to "XXXX XXXX".



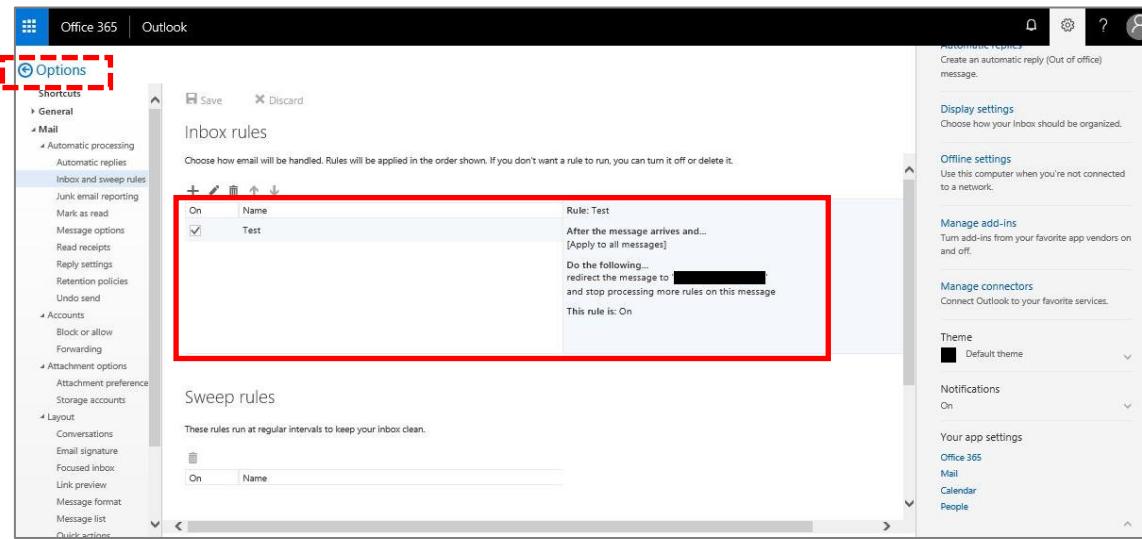
**(7) Finally, complete by setting “Stop processing more rules” as you require. Reconfirm there are no errors in the settings you have entered, then click [OK].**

NOTE: If two or more rules – including settings for forwarding – are listed in “Inbox rules”, the results of processing will vary according to the order of priority between rules, as well as the setting for “Stop processing more rules”.



**(8) Confirm that the rules you have set up come up in the “Inbox rules” list.**

NOTE: After setup, click [Options], which we have framed in a dotted line, to return to the previous page.



Setup for redirect is now complete.

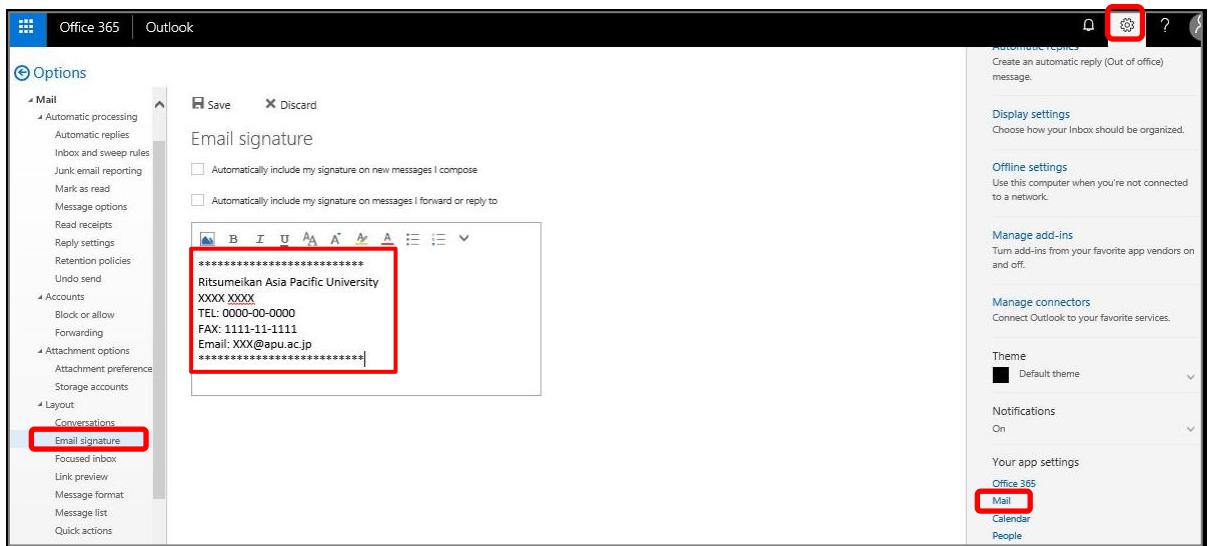
Upon completing setup, forwarding will start, with all received messages from that point being forwarded to the forwarding destination (Employee 8 [o365t308] in the manual example).

## 5. Creating an Email Signature

Creating a signature allows you to set up a boilerplate signature that can be automatically added to all messages, or that can be added manually to individual outgoing messages. *Outlook on the web* allows only one signature to be listed for each account. Signatures created in *Outlook on the web* will not show up in Outlook.

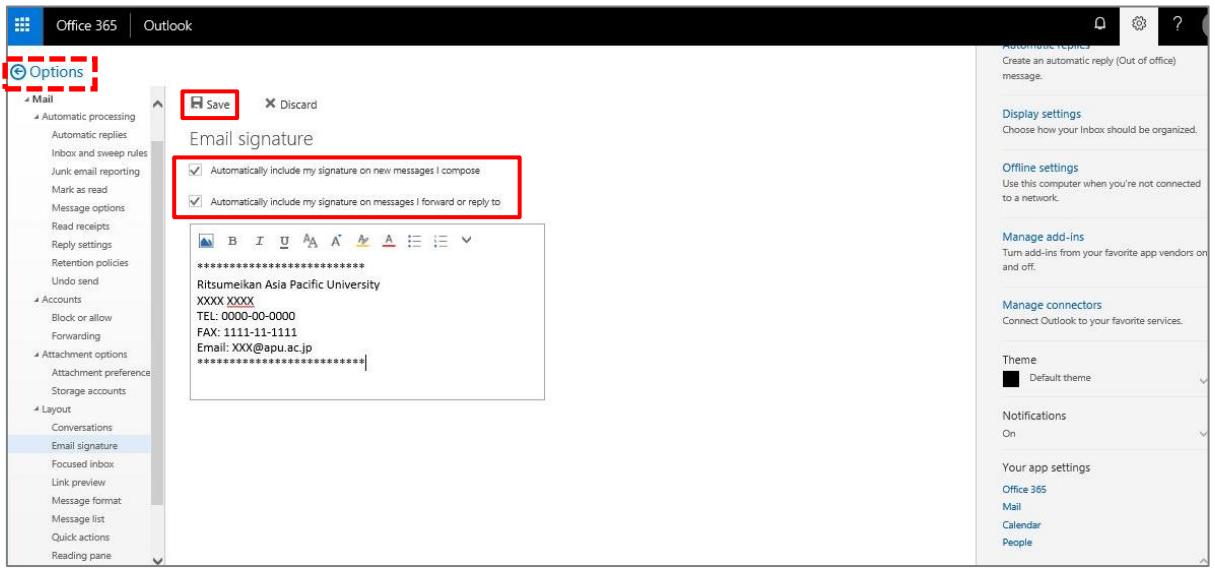
A signature can be created using the following steps:

- (1) Click [⚙] then [Mail] on the upper part of the page.
- (2) Click [Mail] → [Layout] → [Email signature].
- (3) Enter your signature in the form on the [Email signature] screen, and format it as you prefer.



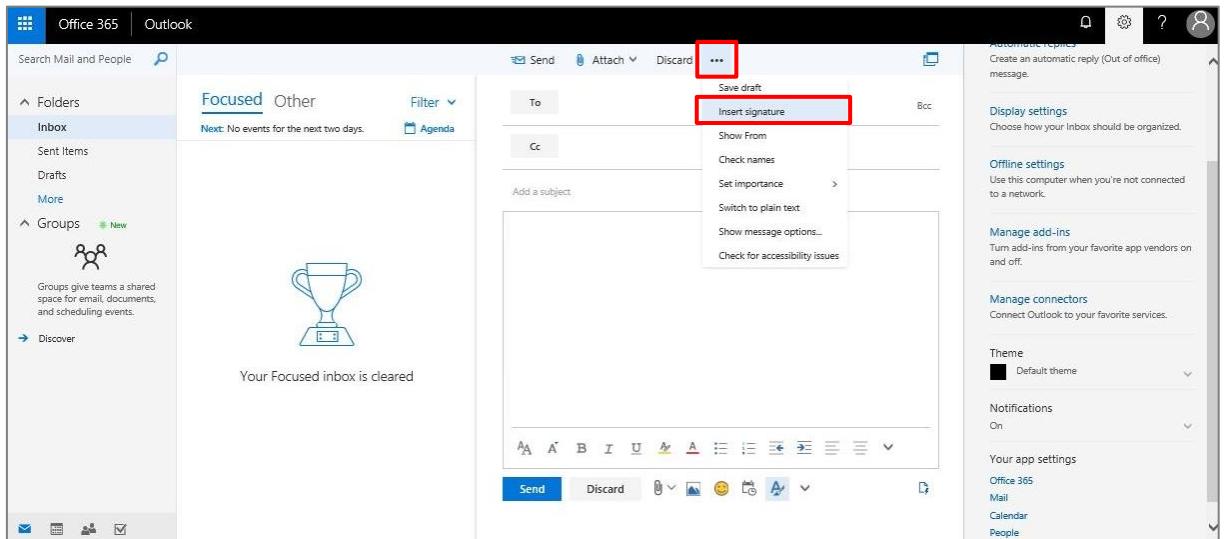
- (4) Check the checkboxes for [Automatically include my signature on new messages I compose] and [Automatically include my signature on messages I forward or reply to] as you require; then click [Save].

NOTE: After setup, click [Options], which we have framed in a dotted line, to return to the previous page.



## Specifying a Signature in the New Message Form

(1) Open the New message form and click [...] → [signature] in the toolbar.



## 6. Inquiries

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Inquiries regarding email migration or how-tos can be addressed in person or by email.

### ■ Inquiries in Person

Information Systems Administrative Office, 3F Building D

HOURS: Monday to Friday, 10:00am to 4:30pm

### ■ Inquiries via Email

Please inquire at: [system@apu.ac.jp](mailto:system@apu.ac.jp)

NOTE: Please bear in mind replies to email inquiries may take some time.

### ■ Frequently Asked Questions

Office 365 Usage Guide Page

<http://www.apu.ac.jp/home/ct/office365/>