Accessing and managing your localgroup@coeliac.org.uk email

On Tuesday 22 May, all @coeliac.org.uk local group email addresses will stop acting as forwarding email accounts and will become email accounts that can send and receive emails. With GDPR in mind it is vital that all local groups use your @coeliac.org.uk email account to send and receive email messages. Not only is there an added layer of security to protect personal details, it will ensure that local group emails will be stored in one place. As a result of this you will no longer need to have emails relating to your local group sent directly to your personal accounts, and every single committee member will be able to have access.

Accessing your emails through the Outlook Web App is slightly different to what you would be use to from you current provider, but the functionalities will remain the same.
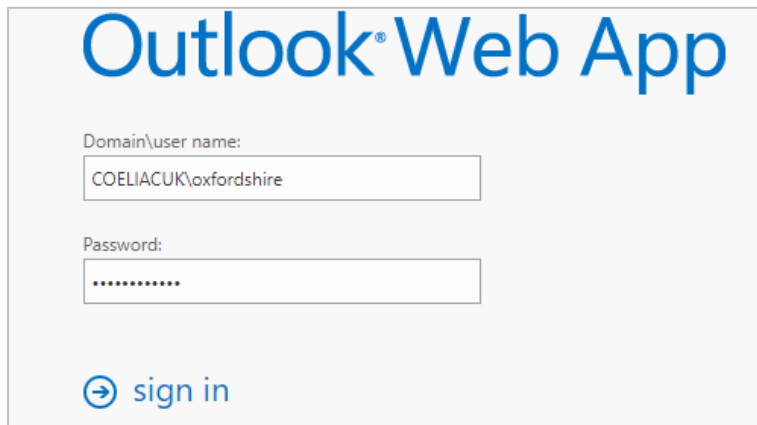
This guide is designed to get you started with using outlook through web browsers and apps on your computer, tablet and smart phones. If there are any problems with the guide please refer to the **help and guidance** section on **page 13** where you will find some additional information and a link to email the Volunteer team. This email will be flagged as important.

There are several ways that you can get access to your local group inbox. You can access the inbox through web browsers on your computer, smart phone and tablet. You can sync your inbox by downloading Microsoft Outlook app on Apple or Android devices.

Getting started

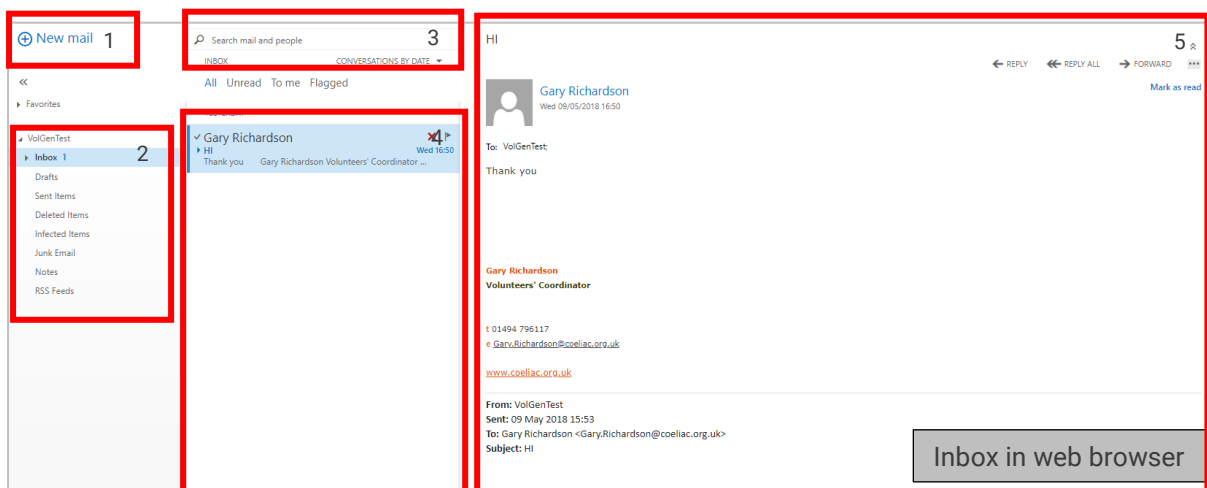To access your emails please visit https://webmail.coeliac.org.uk/owa/ through any browser on a computer, tablet or phone. You will then need to enter your user name and password.

1. In the **Domain\user name** box enter COELIACUK\localgroupname (For example COELIACUK\Oxfordshire)
2. In the **password** box enter your password
3. Click **sign in**.

If entered correctly your inbox will appear and you will be able to see your messages.

At the top of the page you will see the navigation bar where you will be able to switch between **Mail**, **Calendar**, **People** and **Tasks** or view the mailbox **settings**.

## Inbox in web browser

Inbox in web browser

1. Create a new message by clicking **New mail**.
2. **Folders:** The folder list includes the folders in your mailbox and favourites. It may include other folders – more on this later. You can collapse this pane by clicking on the folder icon at the top. You can expand and collapse folders in this view by clicking on the triangle icons next to the folder names.
3. **Search window:** Type what it is you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
4. **List of messages in the current folder:** Each entry in the list view has additional information, such as how many messages there are in a conversation and how many are unread, or if there is an attachment, flag, or category associated with any messages in the conversation.
   A conversation can have one or more messages. When a conversation is selected, you can delete it, add a flag, or add a category by clicking the icons.
   At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged.
   In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.
5. **The reading pane**: This is where the conversation that you've selected is displayed. You can respond to any message in the conversation by clicking the links on the right.

Inbox on a tablet
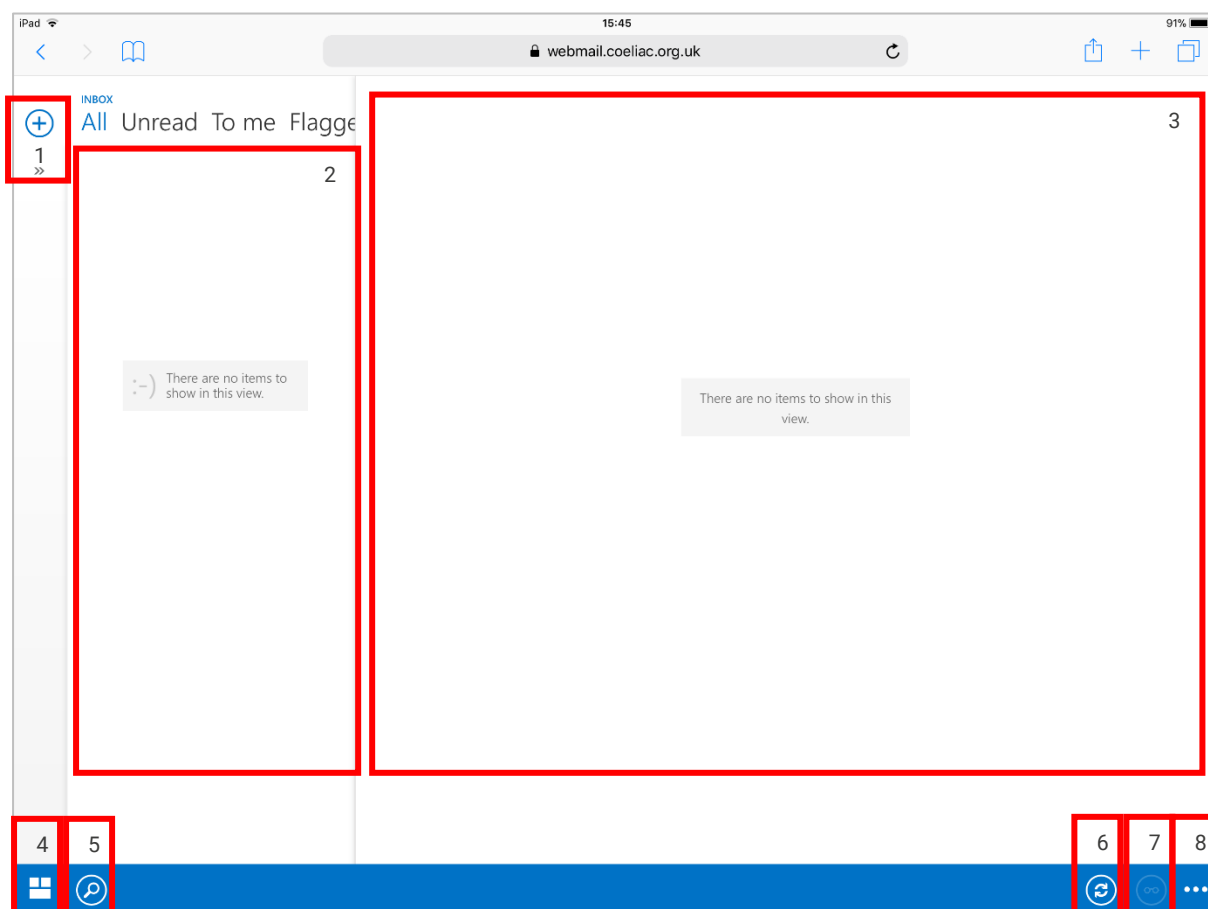
1. Create a **new message** by clicking the **+** Icon. Taping the >> will change the view and include your folders.
2. **List of messages in the current folder**: Tap on the message you want to view to see the full email.
   At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged.
   In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.
3. **The reading pane**: This is where the conversation that you've selected is displayed. You can respond to any message in the conversation by clicking the links on the right
4. Can **switch between your Mail, People and Calendar**.
5. **Search window:** Type what it is you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
6. **Reload the inbox**.
7. **Change the view** of the mailbox to only show the selected message.
8. **View mailbox options:** You will be able to refresh the inbox, sort your messages by conversations, look at the inbox options, find help and sign out on your email.
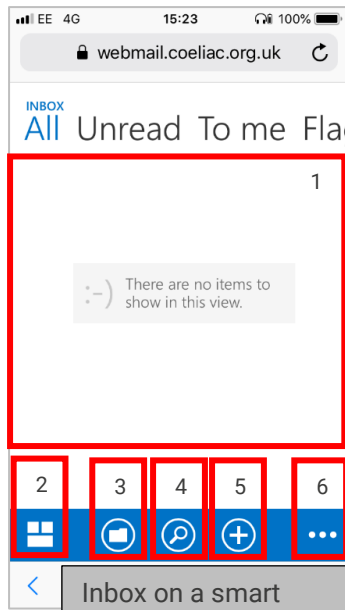
Inbox on smart phone

1. **List of messages in the current folder**: Tap on the message you want to view to see the full email.
   At the top of the list view are filters that you can click to quickly find messages that are unread, that include your name in the To or the Cc line, or that have been flagged.
   In addition to the filters, you'll see the name of the folder you're viewing and the view that you've selected.
2. You can switch between your **Mail, People and Calendar**.
3. View the individual **folders**.
4. **Search window:** Type what it is you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
5. Create a **new message** by clicking the **+** Icon.
6. **View mailbox options**. You will be able to refresh the inbox, sort your messages by conversations, look at the inbox options, find help and sign out of your email.

Organising your inbox

As the whole committee will be able to have access to your local group inbox it is important that the inbox is managed effectively and efficiently from the very start. To organise your inbox you will need to log into the account through a computer, not a smart phone or tablet. Here are some handy tips to get you going:

Create folders

Folders are a great way to keep an inbox organised.

To create a new folder right click on **inbox** and a menu will appear.

Click on **Create new folder**. A box will appear where you can name the folder. Within the folders you can create sub folders.
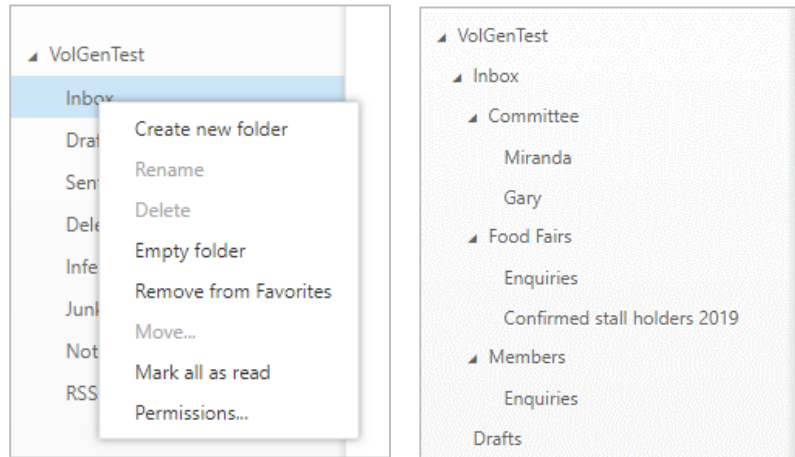
It may be advisable to create a folder for each committee member or each event. This can help organise enquiries from members and emails from other organisations, such as venue or stallholders at a food fair.

A top tip is to only move emails from inbox to a folder once they have been replied to.

Create categories

Another way to organise your inbox is to categorise emails when they come in. It is a great way to communicate with other committee members who is responsible for an email and whether an email is being dealt with.
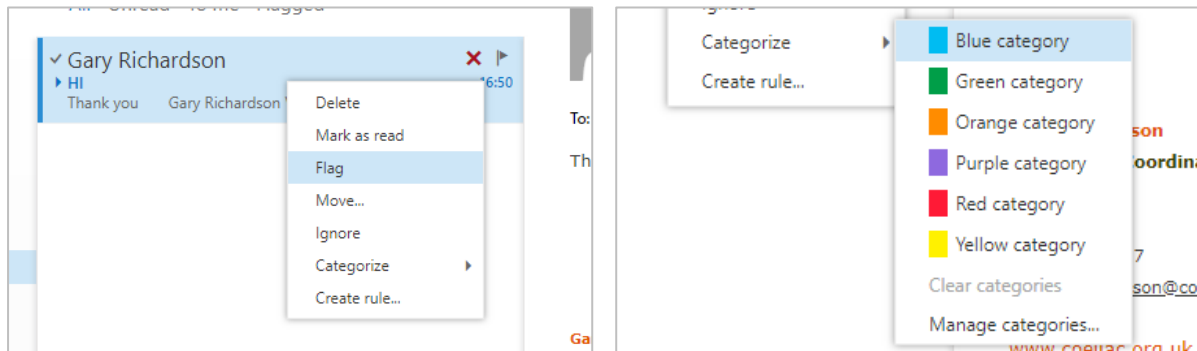
To create a new category, right click on an **email** and scroll down to **Categorize**.

The default categories will appear. You will be able to customise these by clicking on **Manage categories**. It is recommended to follow the same principles when creating folders by having a category for each committee member and categories for whether an email has been actioned or dealt with.

Create rules
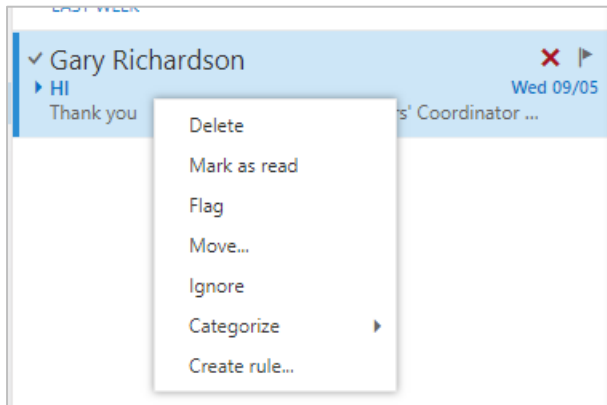
Creating rules can help organise your inbox by automatically. You can create rules:

- to sort new messages
- sort messages from a specific person to a folder
- to sort messages with a specific subject to a folder
- to delete messages with specific words.

Creating rules can be very handy for helping to organise messages for example filing commercial contacts for a food fair, filing emails from Coeliac UK or putting all emails with "Christmas dinner" in a set folder.

Create a rule by selecting the message you want to create a rule for and right clicking on it. From the menu select **create rule**. This will bring up a new window where you can define the settings of the rule that you want to create.

Example 1: Moving message from the inbox to a specific folder
First give the rule a name. A top tip is to give it a name that makes it easy to know what the rule you're setting up does. In this instance we are giving the rule the name **move emails from Gary**.

You will then be asked to select what you want the message to do. It will give you three options:
1. to apply the rule to messages received from **Gary Richardson**,
2. to apply a rule to all messages sent to the email address (in this example it the email was sent to **VolGenTest**. Your local group name will appear here when you are logged into your account)
3. or messages with the subject **RE: Hi**.

Here we want to move emails from the sender so select **it was received from**.

Under **do the following** drop down keep the selected option and click **select one**. Please find the relevant folder and select ok. If the folder doesn't exist you will be able to create a new folder.

Once complete select **save** to confirm the rule.

As a result of this rule any future emails from Gary will be sent directly to the assigned folder until the rule has been changed, deleted or turned off.

Reviewing, changing or deleting rules

You will be able to find all the **inbox rules by** selecting the **cog** symbol from the navigation bar which appears on the top right of the screen.
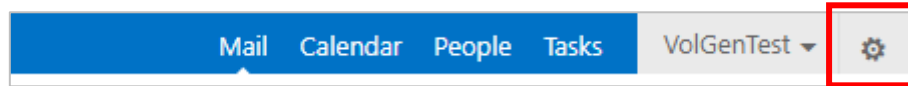
Scroll down to **options** which appears at the bottom of the list. This will bring up a new menu on the left hand side.
To find your rules click on **organize email**. The **inbox rules** tab will automatically be selected.

All your inbox rules will be listed here. You will have the option to **edit**, **delete** or turn **on/off** current rules.

For additional support on inbox rules please head to [Microsoft's Support website](#).

Inbox settings

Passwords

It is possible for every committee members to have access to the account. You will be given a password by Coeliac UK. PLEASE DO NOT change the password on the account. The password for the account will be sent to you and will be automatically updated every 6 months in line with Coeliac UK's policies and for security reasons.
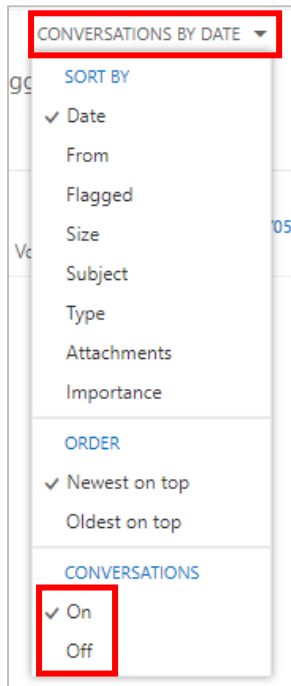
Turning on and off conversations

You can group emails by conversations with people or have emails appear individually. It is a feature that is either loved or hated by users. Automatically, conversations are turned on for each folder within the inbox. To turn this off:

1.   select the arrow next to **conversations by date**
2.   scroll down to the bottom of the list
3.   and select **off**.

It is recommended that you turn off all conversations in each folder that you have as it is easier to identify emails from individuals.

Email signatures

Each account will have an email signature automatically attached to all emails which looks like this:

Oxfordshire
Local Group
e oxfordshire@coeliac.org.uk
www.coeliac.org.uk/localgroups

You will be able to add **one** additional signature to the email by going to the settings **cog**, **options** and then **settings**.
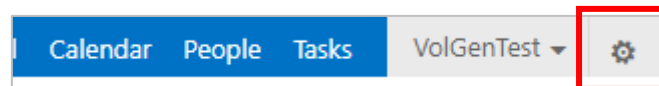
You can make these changes on a computer through a web browser, on a smart phone and on a tablet. To make these changes on a smart phone or tablet please select the three little dots that appear in the bottom right corner and select **options**.

Autoreply

We recommend setting up an autoreply:
- stating that you are a volunteers
- letting people know when to expect a reply
- directing people to the Coeliac UK Helpline 0333 332 2033 / generalenquiries@coeliac.org.uk if their enquiry is urgent.

To set up automatic replies select the **cog** and scroll down to **set automatic replies**.

Several options will appear. You can turn autoreplies on, set autoreplies to send between certain dates and times, and send a different message to someone inside the organisation and someone outside the organisation. As the account is a Coeliac UK email account any email ending with coeliac.org.uk would be deemed as inside the organisation, any other email address would be deemed as being outside the organisation.

inbox rules automatic replies delivery reports

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.

○ Don't send automatic replies
◉ Send automatic replies

☐ Send replies only during this time period:

Start time: Fri 18/05/2018 ▾   16:00 ▾

End time: Sat 19/05/2018 ▾   16:00 ▾

Send a reply once to each sender inside my organization with the following message:

| Verdana | 10 | B I U abc ≡ ≡ ≡ ≔ ≔ ≣ ≣ ᵇⁱ A A ≣ ⊞ ⇄ x² x₂ |

Auto reply message in this box will be sent to people with an @coeliac.org.uk email address.

☑ Send automatic reply messages to senders outside my organization
  ○ Send replies only to senders in my Contacts list
  ◉ Send replies to all external senders

Send a reply once to each sender outside my organization with the following message:

| Verdana | 10 | B I U abc ≡ ≡ ≡ ≔ ≔ ≣ ≣ ᵇⁱ A A ≣ ⊞ ⇄ |
| x² x₂ |

Auto reply message in this box will be sent to people that email you who do not have an @coeliac.org.uk email address/

save

You can make these changes on a computer through a web browser, on a smart phone and on a tablet. To make these changes on a smart phone or tablet please select the three little dots that appear in the bottom right corner and select **options**.

Setting up the Outlook App

As well as being able to access your email through a web browser on your computer, tablet or smart phone, you can also access your email by downloading the Microsoft Outlook app which is available on Apple or Android devices.

To access these go to the relevant app store and search **Microsoft Outlook**. Click **get** (Apple) or **install** (Android) to add the app to your device. Open the app once it is install to start setting up your emails to the account.
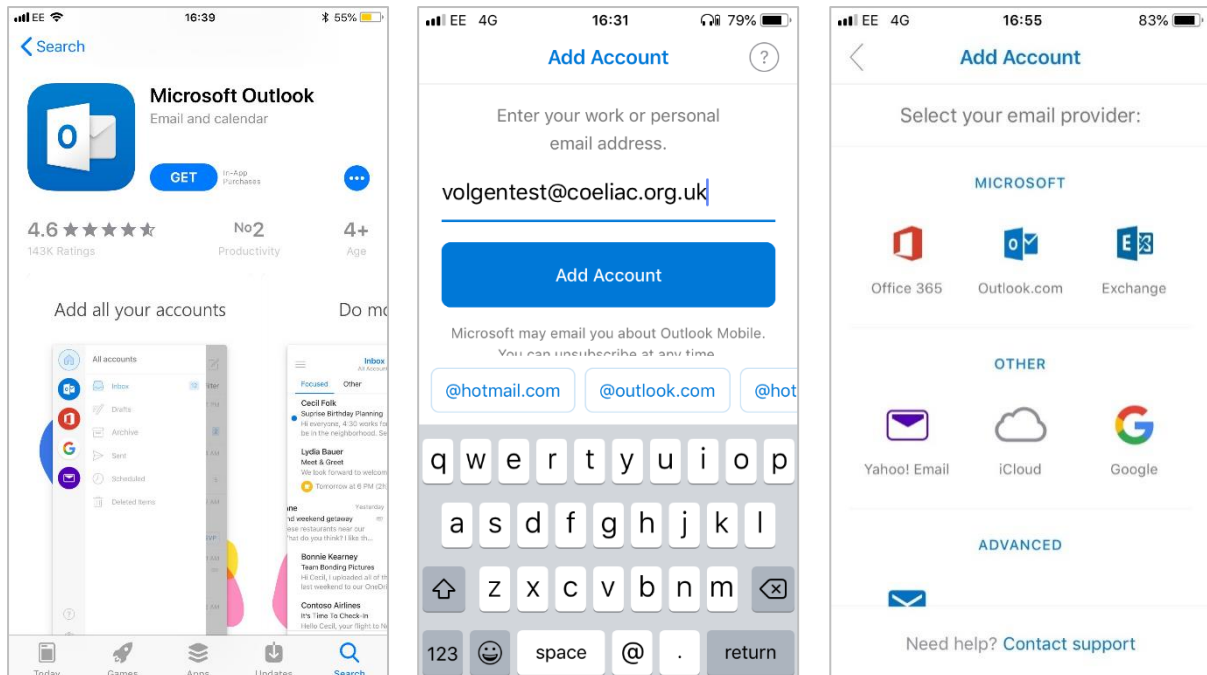
Once opened add your localgroup@coeliac.org.uk email address (for example Oxfordshire@coeliac.org.uk). Select **add account**.

On the next screen it will ask you for your email provider. Select **Exchange**.
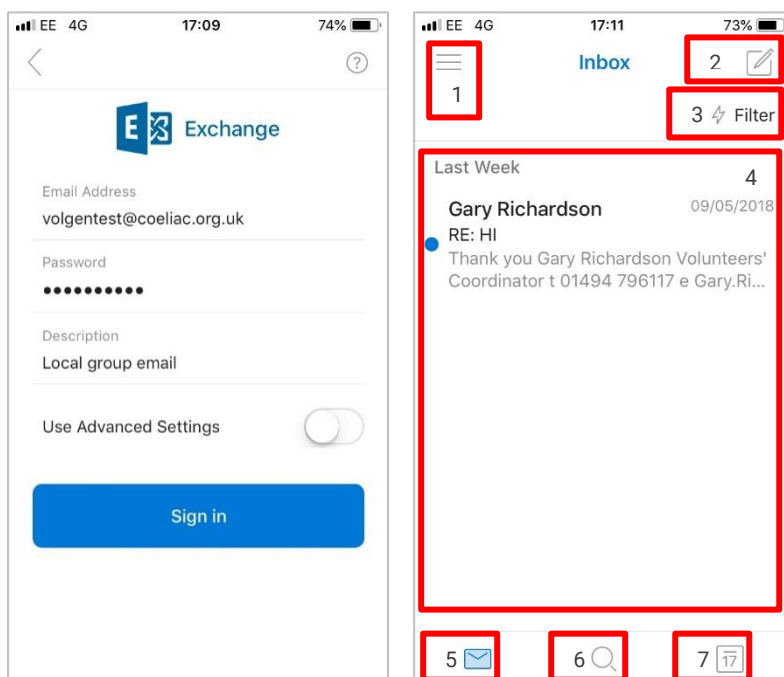
Here it will ask for your **password** and to add a **description.** I have added the description of **Local group email**.

Click on sign in. Once you have signed in the app will ask if you want to **add another account** and show a **short tutorial**. Select no and feel free to skip the tutorial.

Once you have done this you will see your inbox.

1. **Account menu**: You can access the **account settings**, your **folders** and access **help and support**.
2. Create a **new message**.
3. You are able to **filter** your messages by **unread**, **flagged** or messages with **attachments**.
4. **List of messages in the current folder**: Tap on the message you want to view to see the full email.
5. See you **inbox**.
6. **Search window:** Type what it is you want to search for here, such as the name of a person you want to find messages from, or text that you want to search for to find a particular message.
7. See your **calendar** this is where you will be able to add appointments and set up events.

Sending a new email or responding to a message

There are a couple of things to note with sending an email, replying to an email or forwarding an email on the app that is different to how it appears on web browser on computer, tablet or smart phone:
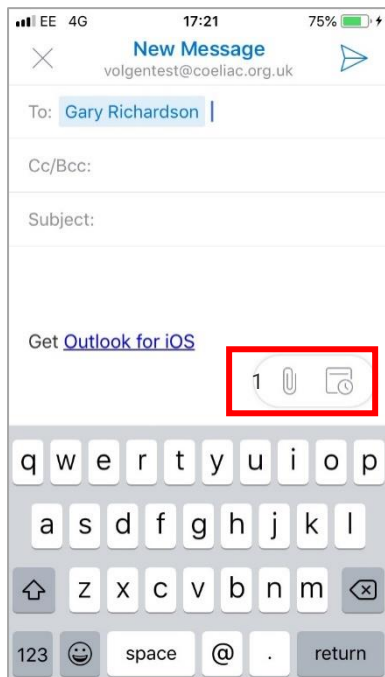

1. When sending a new email you can add appointments and attachments by tapping on the **paperclip** or **calendar** icons.
2. **Mail options**: You have the options to move the email to a specific **folder** or **spam**, send to **print**, **mark as unread** or **flag**.
3. If you want to **delete** an email a message will come up afterwards saying **undo delete** if you deleted by mistake.
4. It will ask you to create an archive folder and advise you to **Move to archive.** We advise against this.
5. You have the choice to **reply** to the email, **forward** the email or **delete** the email.
6. From here you can write a message to respond to the email or when forwarding the email to a new correspondent.

Outlook App settings
To access the app settings tap on the **three lines** at the top left corner of the app. This will show you your folders and settings. To access your settings tap the **cog** in the bottom left.
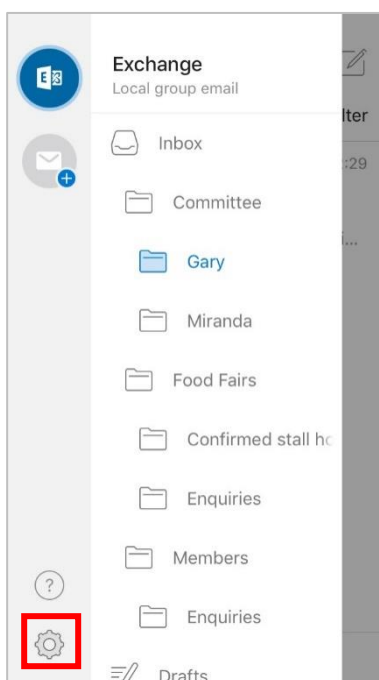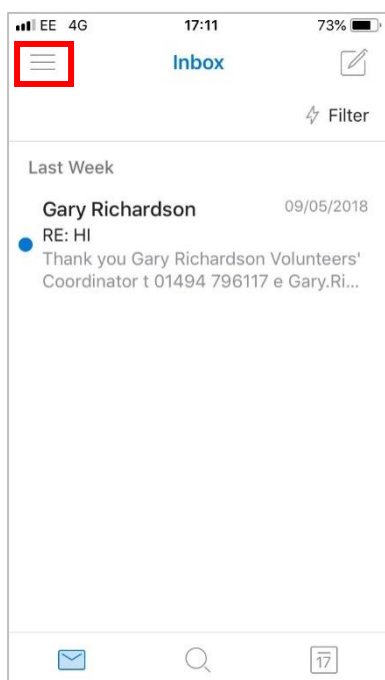
This will bring up a range of options for the **account**, **email**, **calendar** and options.

Account settings
Here you will be able to turn on or off **automatic replies**. This has the same options as highlighted in the **Inbox Settings** section of this guide.

It will also give you the option to **save contacts** to your device. The default setting is off and as part of GDPR it is crucial that you keep it in the default setting: off.

Email settings
These relate to the device the app is stored on and not to the account. Therefore you can have different settings on different devices. Under the **email** settings you are able to:

- **turn on notifications**
- **change your signature** – unlike the signature settings through a web browser you can have different signatures on different devices. The automatic signature will still send but you can add to this. It is recommended that you use the signature to add your name and position on the committee so the email correspondent knows who is replying to the email.
- **change swipe options** – in your inbox when you swipe left or swipe right on a message it gives you the options to **schedule** or **archive** the email. The settings provide several different options including **mark as read or unread**, **delete** or **move email**.
- **turn on the focused inbox** – the focused inbox intelligently pre-sorts your email so you can focus on what matters. It places your most important emails in the **focused** inbox and the other emails in the other inbox. the default setting for this is turned on. It would is recommended to turn off. More help on the **focused inbox** can be found in the app.
- **organise by thread** – this is the same as organising your emails by conversation. The default setting for this is turned on.

The **calendar** settings gives you the option to set a default calendar and select which day the week starts from **Saturday**, **Sunday** or **Monday**.

CAUTION
When using the OWA you can add multiple accounts to the app. If you have two or more email accounts sync'd up with the app all your contacts from all the accounts will be accessible, therefore it is worth double checking that you are sending from the correct email address and to the correct contact.

Integrating with default email app

All tablets and smart phones come with a default email app. It is possible to sync the localgroup@coeliac.org.uk email account through the app. Accessing emails through a web browser to the Outlook app is highly recommend as these have been developed by Microsoft. If you would like to integrate the account with the default email app please get in touch.

Current email accounts

As the @coeliac.org.uk is becoming a full email account it is recommended that you set up an **autoreply** and **redirect**, as well as **transfer** important emails from one account to the new account. This is so that all emails are stored in one location and members can get use to sending emails and receiving emails from the localgroup@coeliac.org.uk email account.

In your auto reply it would be worth informing those that have emailed that their messaged has been forwarded on to the new account and the new email address.

In order to do this here are some useful guides:

Gmail	Redirect emails to @coeliac.org.uk Setting up an autoreply
Yahoo	Redirect emails to @coeliac.org.uk Setting up an autoreply
Hotmail	Redirect emails to @coeliac.org.uk Setting up an autoreply

Please note these links take you to external websites.

Help and Guidance

This guide has been designed to help get you started on accessing the localgroup@coeliac.org.uk email accounts through the Outlook Web App and has specifically focused on the email elements rather than other features such as **people** and **calendar.**

Searching **calendar in outlook web app** in a search engine will bring up lots of useful guides including guides from Microsoft to get the most out of the calendar functions.

If you do require some help, please check the guidance that Microsoft provides or contact the Volunteer team at Coeliac UK. You can do this by searching for the type of help you require followed by **outlook web app** or **outlook mobile app** in a search engine.

If you do need to contact the Volunteering team about this guide or for help after searching the internet please **click here** (this will flag the email as important) or contact 01494 796 117, 9am-5pm Monday to Friday.