THE HONG KONG POLYTECHNIC UNIVERSITY
香港理工大學

COLLEGE OF PROFESSIONAL AND CONTINUING EDUCATION
專業及持續教育學院

CPCE Staff Email
User Guide of
Office 365 Outlook Web App (OWA)

College of Professional and Continuing Education

The Hong Kong Polytechnic University

Version 6.0

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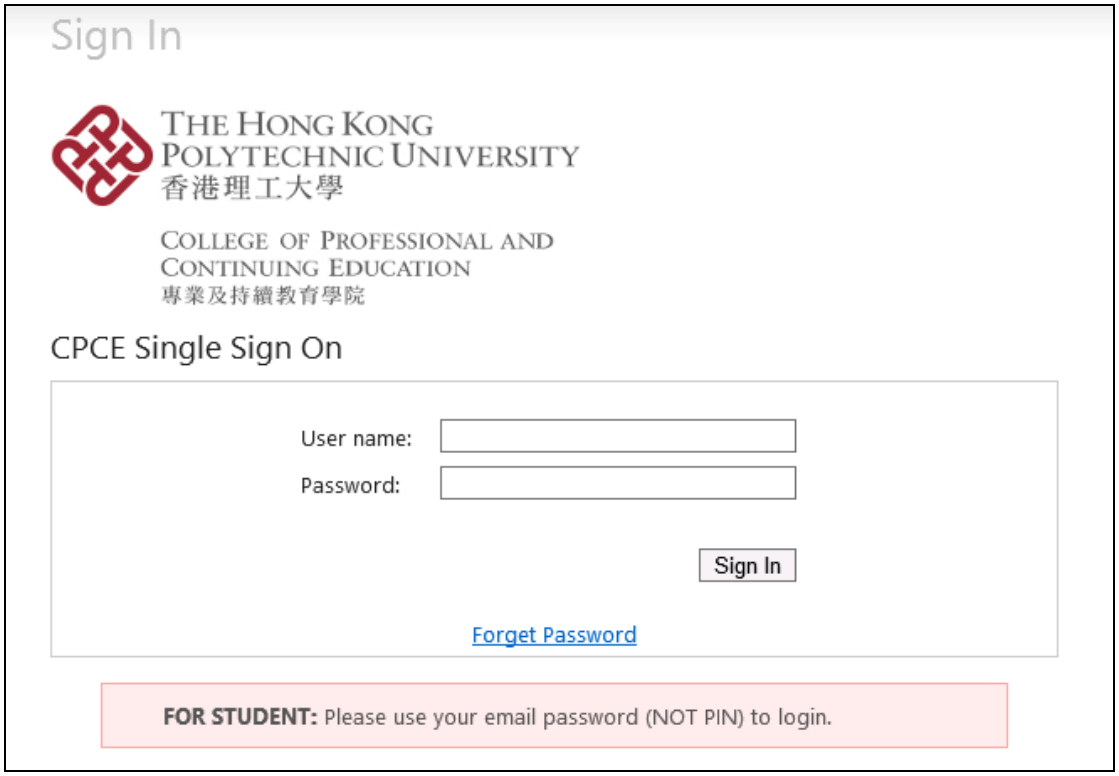
I. Preferable Internet Browser

In order to enjoy the Office 365 Outlook Web App (OWA) 's newest function and interface, we suggest the user to use the **IE11 or latest version** of the internet browser.

II. User Login

Open internet browser, access the URL link (http://email.cpce-polyu.edu.hk) and it will be redirected to the following CPCE Federation authentication page for accessing OWA.



For staff, enter CPCE user name: e.g. if your email address is yymary@cpce-polyu.eud.hk, then your user name is 'yymary'.

The password is your password to login the Outlook Email Client

After that, input your password and then click ‘Sign in’ button

If you are the first time login the OWA, please select your preferable **Language** and **Time-zone (Hong Kong)**

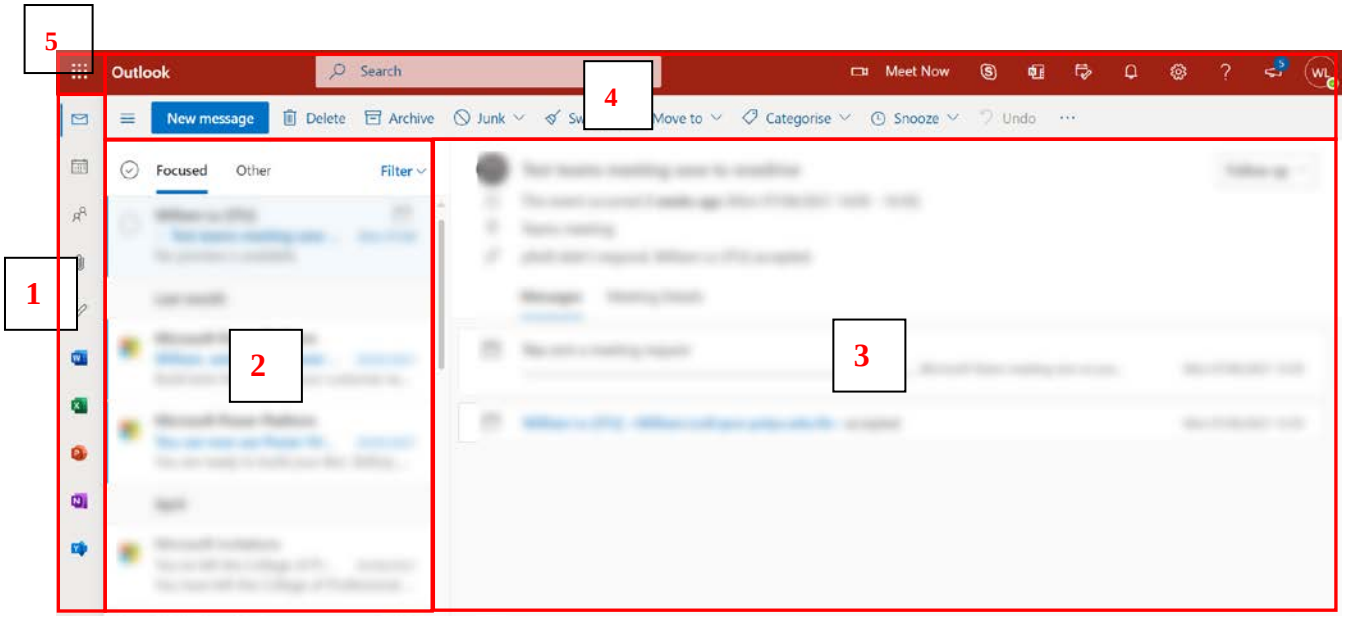
In addition, you could access the Office 365 OWA by the following URL also:
Access the Office 365 home page: http://portal.microsoftonline.com
Access the Office 365 email service directly by: http://mail.office365.com

***Remark:**

As different internet browser may behave different in the ‘Sign Out’ action, we strongly advise user to ‘**Log Off**’ **the computer** after using Office 365, CPCE Portal and Moodle service.

III. User Interface

After logging in, the follow interface will be shown:



It is divided into 5 areas:

Area 1: Navigation Menu of the Mailbox

Access your mailbox's folder e.g. Inbox and sub-folders, Calendar, Contacts, Tasks

Area 2: Message and subject tile of the email shown and manage the email

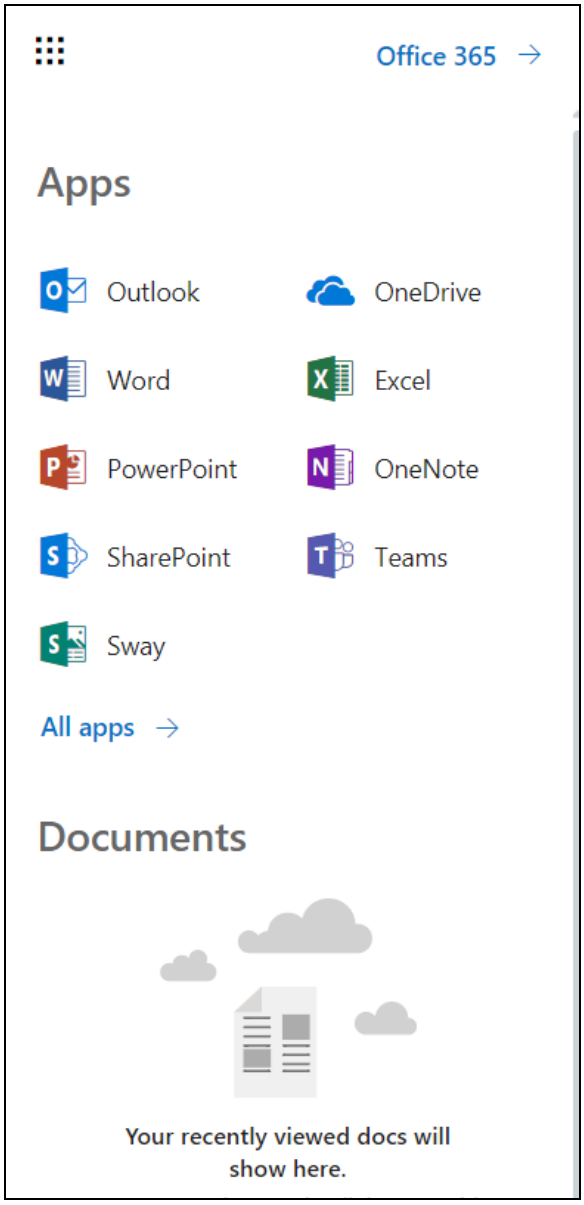
The email message could be ordered by the different ways e.g. by date, From, To, etc. The message can also be search or filter by different conditions

Area 3: Message content

Area 4: Your profile and advanced mailbox 'Options'

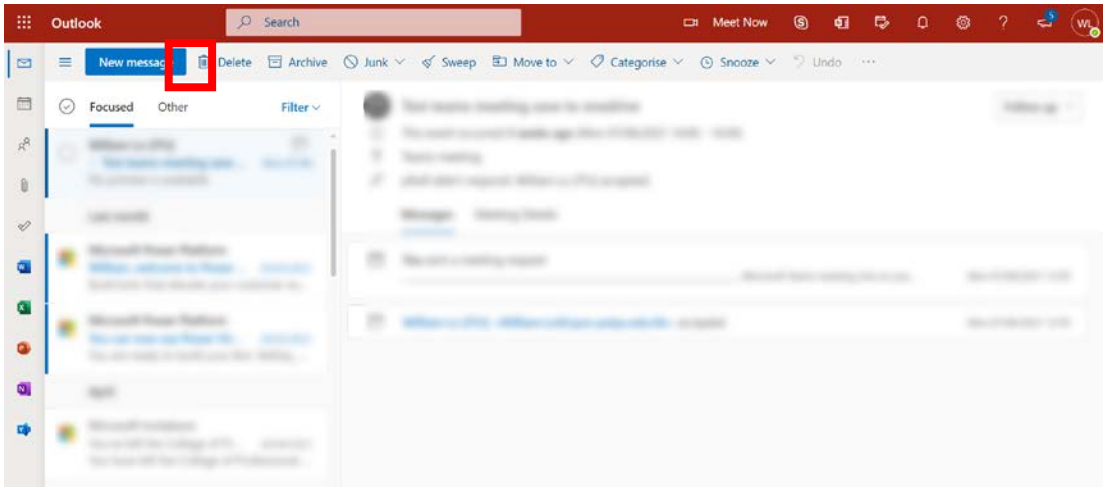
'Options' could let the user to set up the auto-reply, auto-forward and other setting of your mailbox

Area 5: Other Office 365 applications e.g. Calendar, OneDrive for Business, Word/Excel/PowerPoint Online, OneNote, Teams, etc.

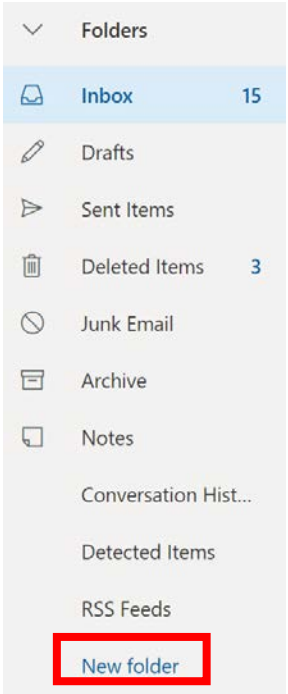

Office 365
Apps
Outlook
OneDrive
Word
Excel
PowerPoint
OneNote
SharePoint
Teams
Sway
All apps
Documents
Your recently viewed docs will show here.

IV. Basic Usage

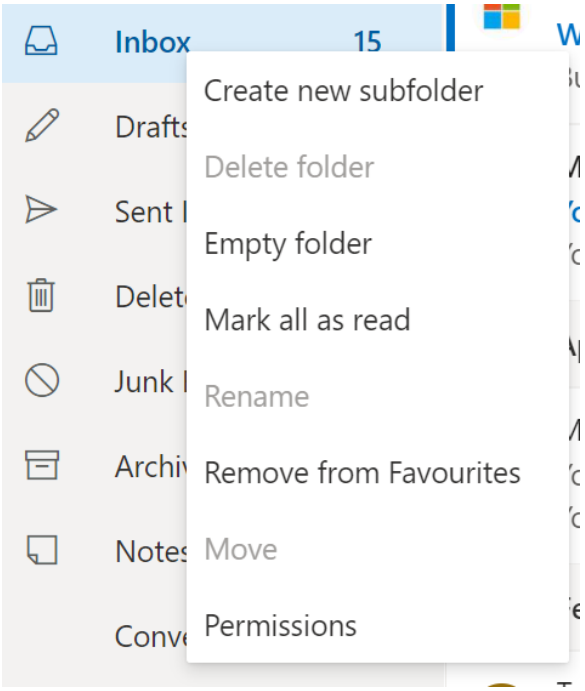
1. Click ‘ ’ button.



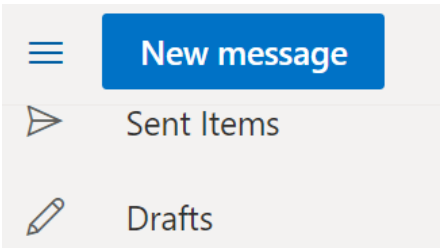
Click **‘New folder’** to input the name of the folder.



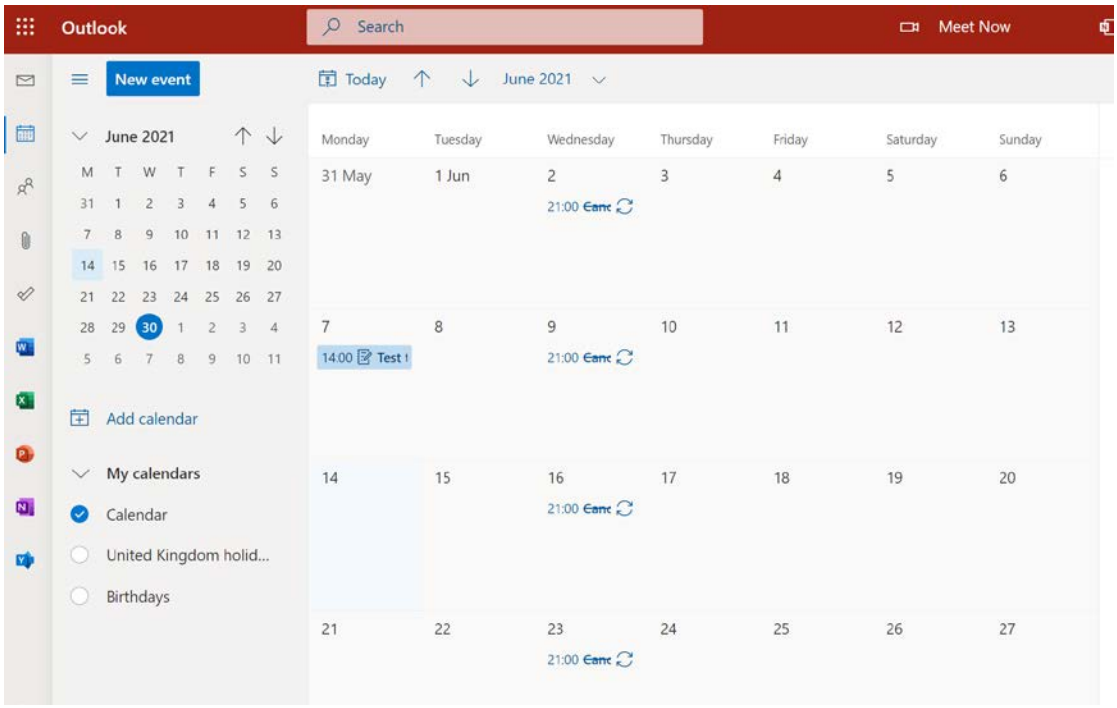
2. Right click the headline of the folder, you could perform other function of that folder



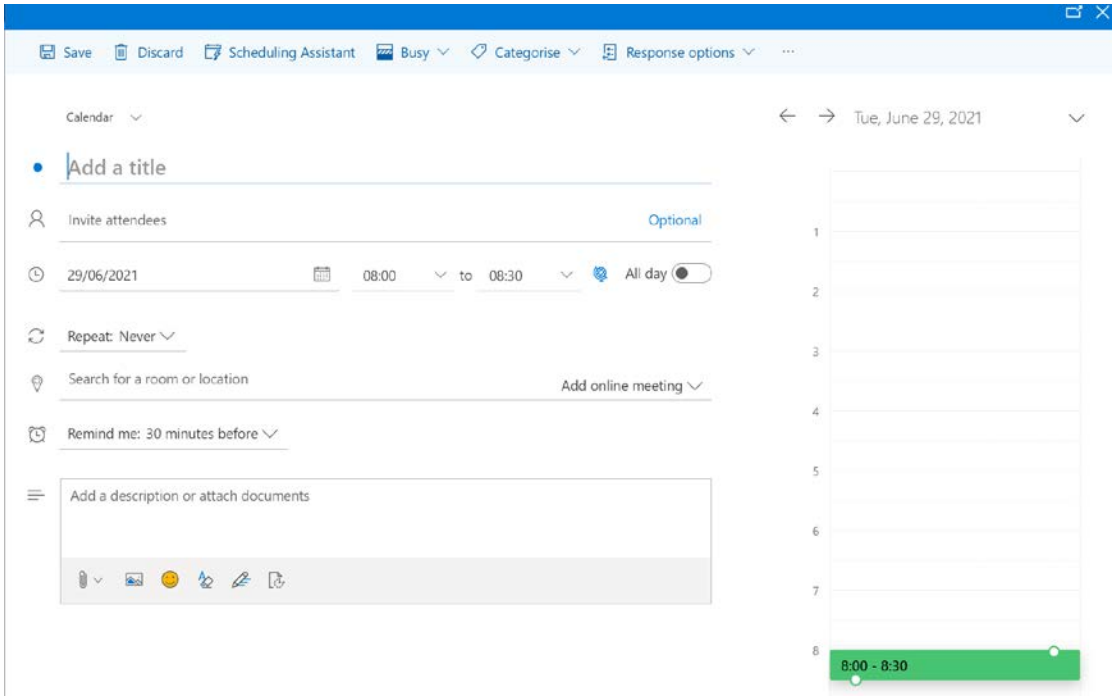
3. Click the 'New message' button to select to create new email message.



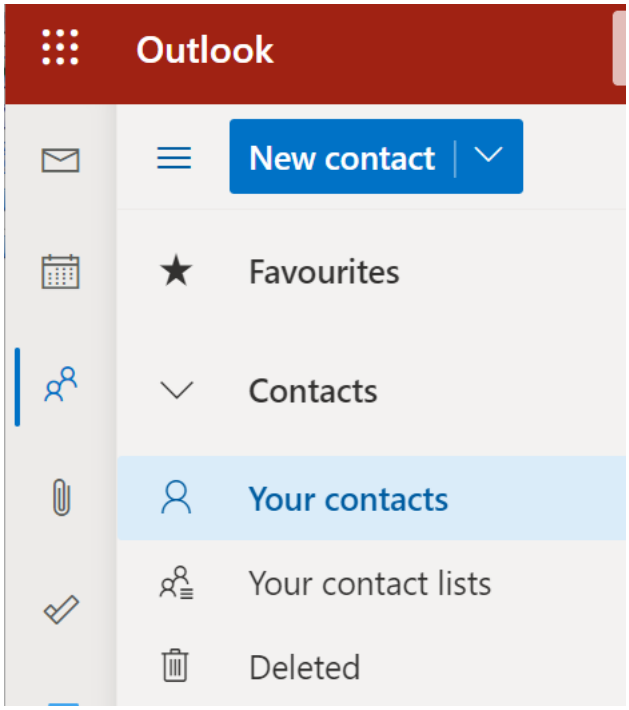
4. Click the button, click ‘All apps’ and click the ‘**Calendar**’ to view your calendar detail and create the ‘Appointment’ or ‘Meeting Request’, import external calendar, share the calendar to others.



Click the ‘New event’ button to create a calendar event

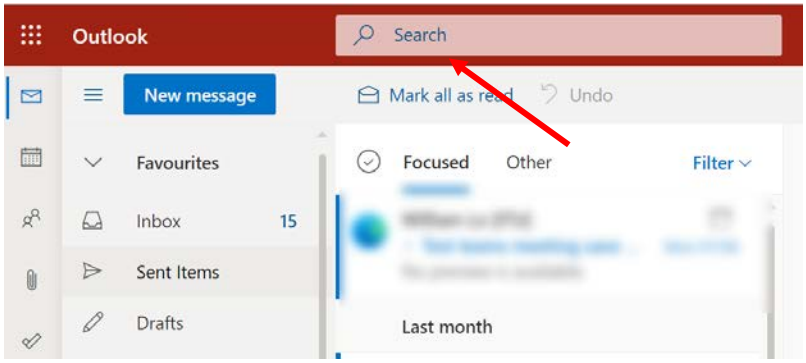


5. Create your Contact List in the ‘People’ button

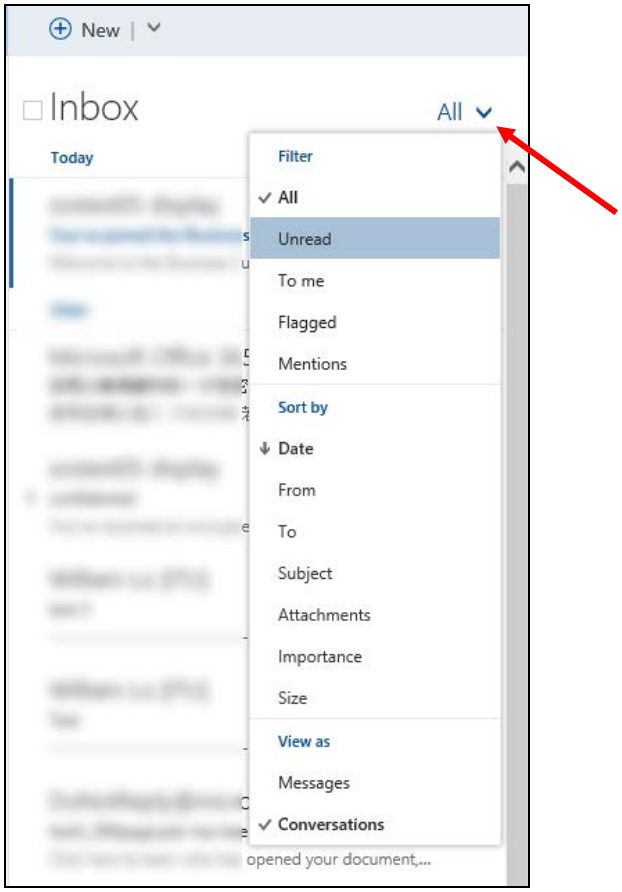


V. Email Searching and Managing

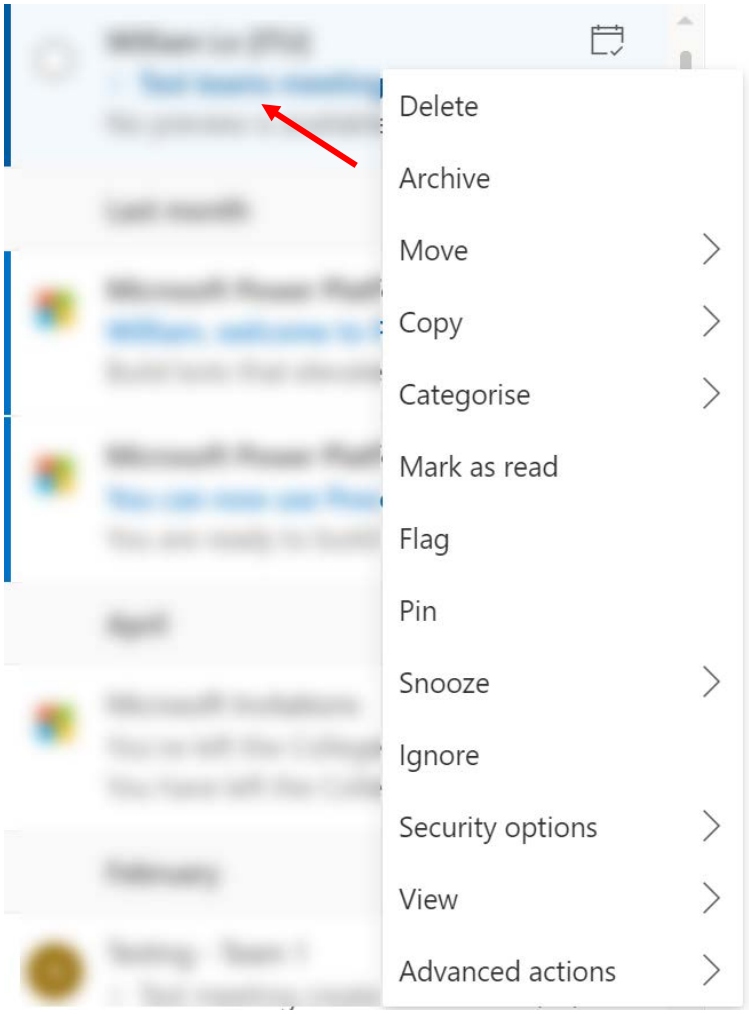
1. Input the keyword to search the email in the inbox



2. Click the down arrow button to filter the email by different types

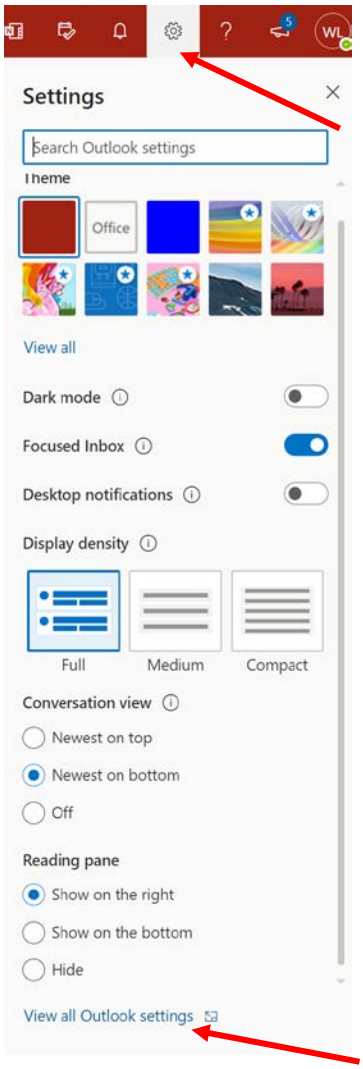


3. Right click the message and take different action on the message e.g. move it to another folder, create rule, etc.

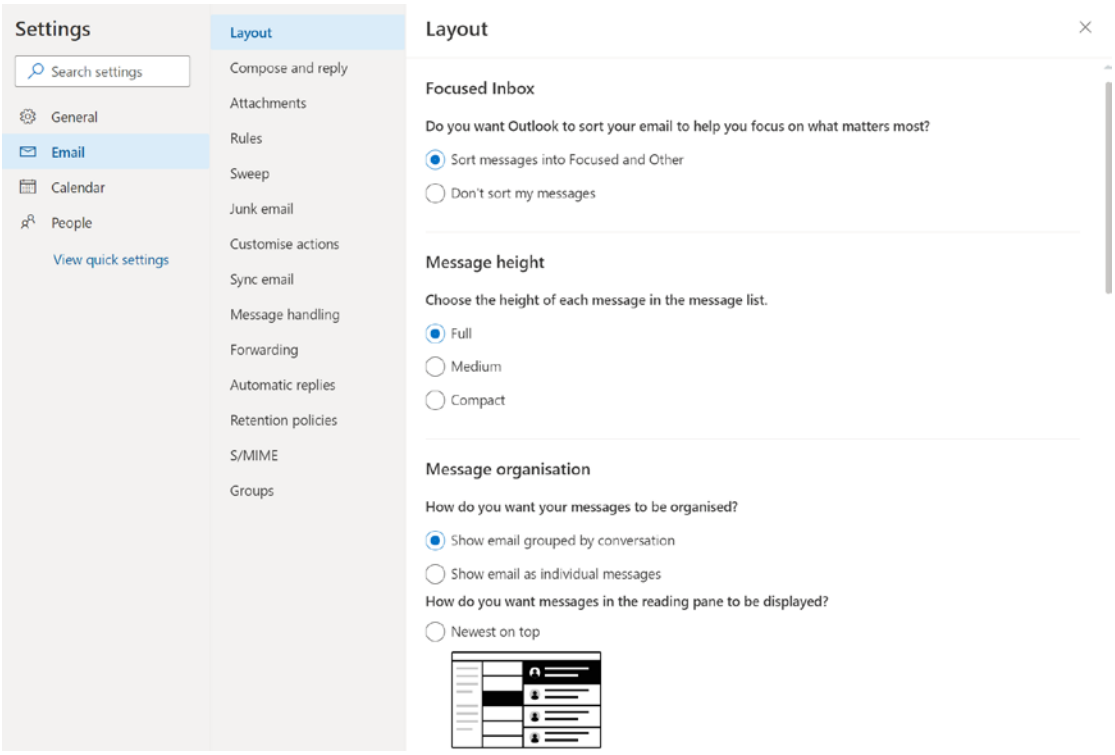


VI. Advanced Settings

Click the button and then click the 'View all Outlook settings' to go to the advanced settings of the mailbox

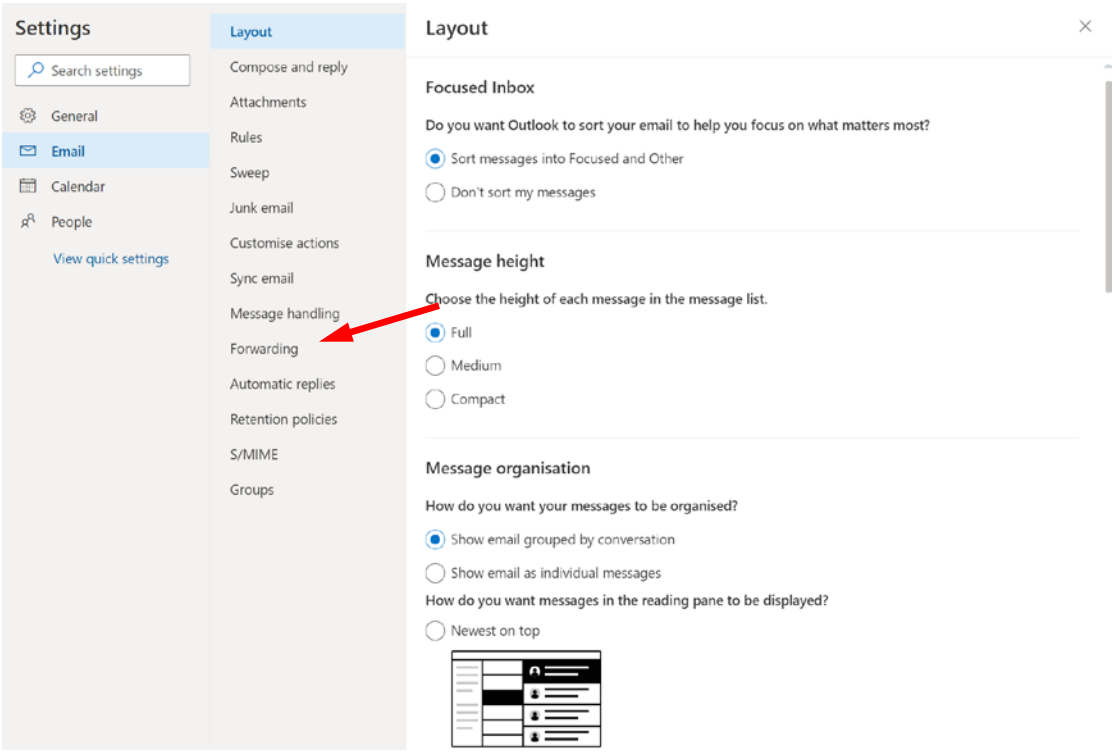


See more detail setting about your mailbox

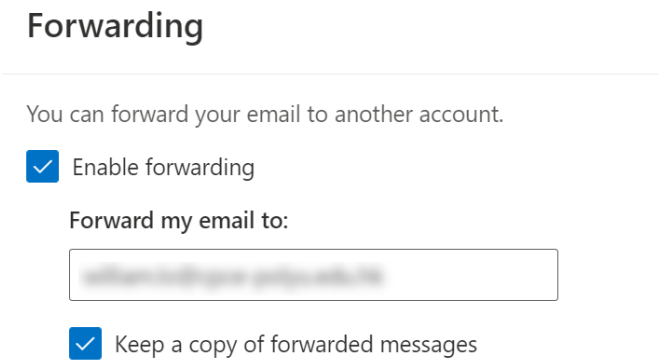

Settings
Search settings
General
Email
Calendar
People
View quick settings
Layout
Compose and reply
Attachments
Rules
Sweep
Junk email
Customise actions
Sync email
Message handling
Forwarding
Automatic replies
Retention policies
S/MIME
Groups
Layout
Focused Inbox
Do you want Outlook to sort your email to help you focus on what matters most?
Sort messages into Focused and Other
Don't sort my messages
Message height
Choose the height of each message in the message list.
Full
Medium
Compact
Message organisation
How do you want your messages to be organised?
Show email grouped by conversation
Show email as individual messages
How do you want messages in the reading pane to be displayed?
Newest on top

1. Set up the E-mail Forward to other e-mail account

Click the '**Forwarding**' in the left navigation menu

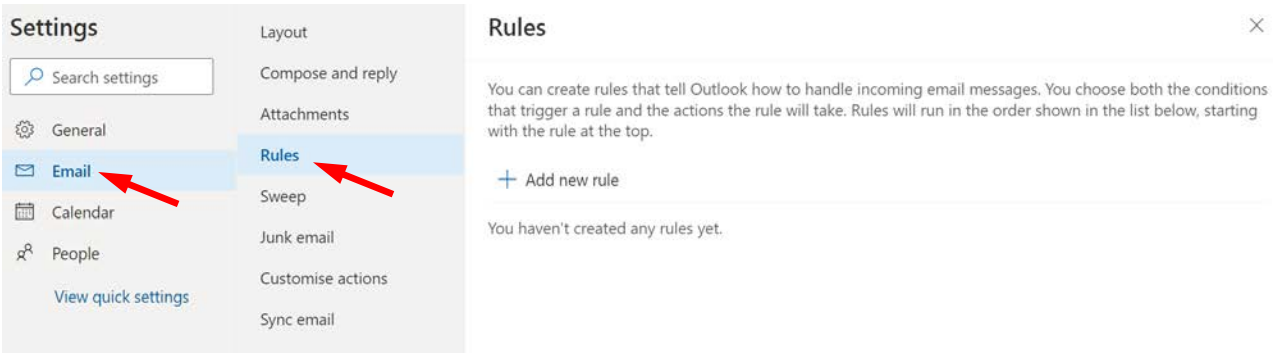


Select 'Enable forwarding' and input the email address which the email will be forwarded to.



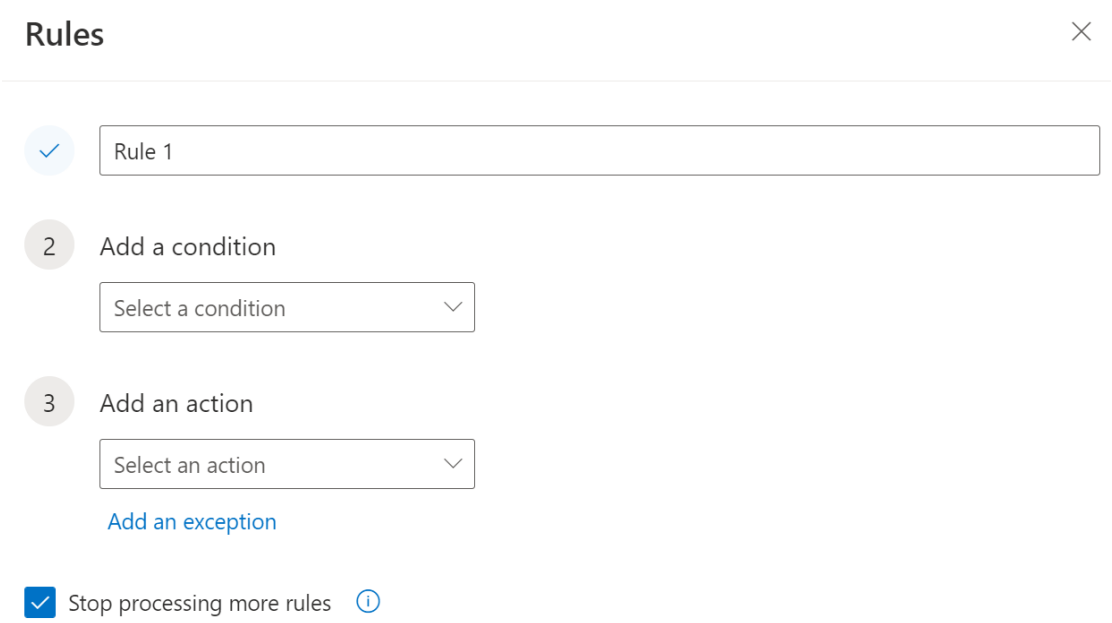
2. Create the Rules in Email

Click the ‘Rules’, under the ‘Email’ section, click the ‘**+**’ button



Input the '**Name**' of the new inbox rule

Add a condition and an action, and then click 'Save' button



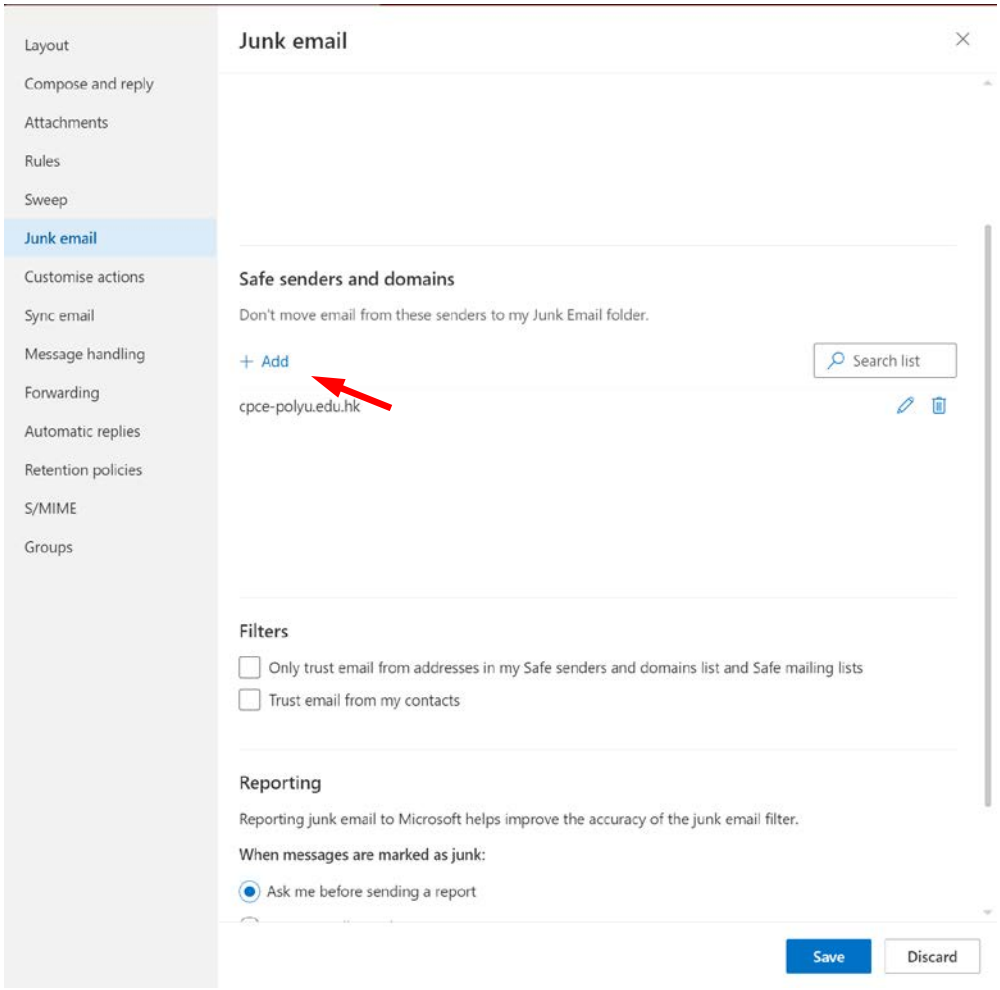
3. Add White List

In order to **avoid** treating the college email as the '**Junk E-mail**', we suggest add the following domain names in the '**Safe senders and domains**'

Add the following information,

cpce-polyu.edu.hk
hkcc-polyu.edu.hk
speed-polyu.edu.hk
common.cpce-polyu.edu.hk

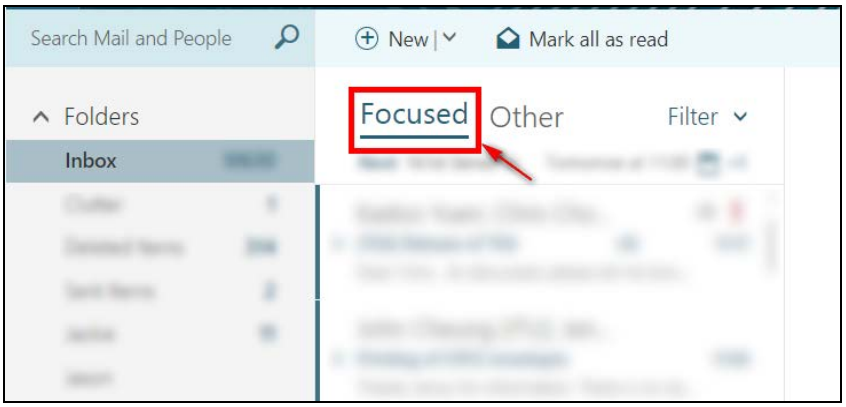
Input the above domain name and click the '+' button,



When finished, click the 'Save' button.

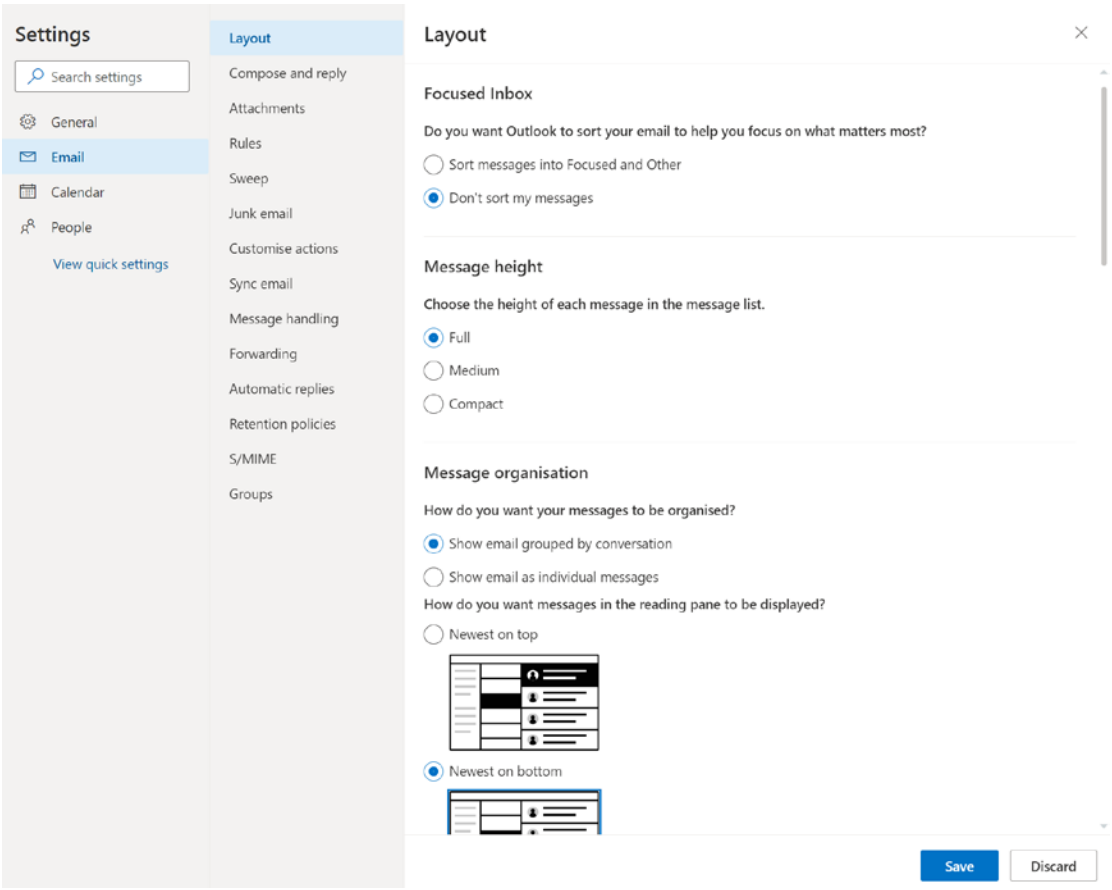
4. Disable the 'Focused' in Inbox'

In order to avoid important email messages were not displayed under the 'Focused' tab under the 'Inbox' when you login the email account in the web browser,



The 'Focused' can be disabled by the following steps:

1. Click the '**Layout**'
2. Select '**Don't sort my messages**', then click '**Save**' button.



VII. Set Up Your E-Mail Account on Your Mobile Device

1. Set Up Exchange ActiveSync E-Mail on an Android Mobile Device

1. From the **Applications** menu, select **Email**. This application may be named **Mail** on some versions of Android.
2. Type your full e-mail address, for example XXXXXXXX@cpce-polyu.edu.hk (XXXXXXXX is stand for your user name), and your password, and then select **Next**.
3. Select **Exchange account**. This option may be named Exchange ActiveSync on some versions of Android.
4. Enter the following account information and select **Next**.
    - **Domain\Username** Type your full e-mail address in this box. If **Domain** and **Username** are separate text boxes in your version of Android, leave the **Domain** box empty and type your full e-mail address in the **Username** box.

      ***Note:** On some versions of Android, you need to use the domain\username format. For example, if your e-mail address is XXXXXXXX@cpce-polyu.edu.hk, type **cpce-polyu.edu.hk\XXXXXXXX@cpce-polyu.edu.hk**. Your username is your full e-mail address.

    - **Password** Use the password that you use to access your account.
    - **Exchange Server** Type **outlook.office365.com**.
5. As soon as your phone verifies the server settings, the **Account Options** screen displays. The options available depend on the version of Android on your device. The options may include the following:
    - **Email checking frequency** The default value is Automatic (push). When you select this option, e-mail messages will be

sent to your phone as they arrive. We recommend only selecting this option if you have an unlimited data plan.

- **Amount to synchronize** This is the amount of mail you want to keep on your mobile phone. You can choose from several length options, including One day, Three days, and One week.
- **Notify me when email arrives** If you select this option, your mobile phone will notify you when you receive a new e-mail message.
- **Sync contacts from this account** If you select this option, your contacts will be synchronized between your phone and your account.

6. Select **Next** and then type a name for this account and the name you want displayed when you send e-mail to others. Select **Done** to complete the e-mail setup and start using your account.

Tip: You may need to wait ten-to-fifteen minutes after you set up your account before you can send or receive e-mail.

2. Set Up Microsoft Exchange E-mail on an Apple IOS Mobile Device

1. Tap **Settings** > **Mail, Contacts, Calendars** > **Add Account**.
2. Tap **Microsoft Exchange**.
3. You don't need to enter anything in the **Domain** box. Enter the information requested in the **Email**, **Username**, and **Password** boxes. You need to enter your full e-mail address in the **Email** and **Username** boxes for example, XXXXXXXX@cpce-polyu.edu.hk (XXXXXXXX is stand for your user name.).
4. Tap **Next** on the upper-right corner of the screen. Your iPhone will try to find the settings it needs to set up your account. Go to step 7 if your iPhone finds your settings.
5. If your iPhone can't find your settings, you'll need to manually look up your Exchange ActiveSync server name. The server name is **outlook.office365.com**.
6. In the **Server** box, enter your server name, and then tap **Next**.
7. Choose the type of information you want to synchronize between your account and your device, and then touch **Save**. By default, Mail, Contacts, and Calendar information are synchronized.

3. Mobile Apps for Office 365

Microsoft has developed different free mobile apps to let user to access different Office 365 services.

Mobile Device	Free Apps Developed By Microsoft
Window Phone/ Windows 10 Tablet (download at Store)	•Outlook •Office Word, Excel, PowerPoint, OneNote •OneDrive •Teams
iPhone and iPad (download at App Store)	•OWA, Outlook •Office Word, Excel, PowerPoint, OneNote, Delve, Teams •OneDrive
Android Phone (download at Google Play)	•Outlook, OWA •Office Word, Excel, PowerPoint, OneNote, Teams •OneDrive

Microsoft recommended Apps (e.g. Word, Excel, PowerPoint, OneDrive, OneNote, Teams, Skype for Business) for the user and you could install the apps in the following links.

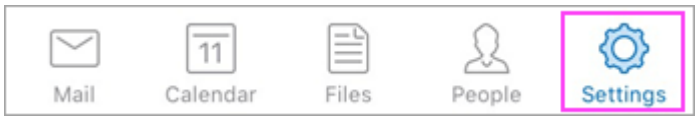
For Apple IOS iPhone/iPad device:
https://itunes.apple.com/us/developer/microsoft-corporation/id298856275

For Android device:
https://play.google.com/store/apps/developer?id=Microsoft+Corporation

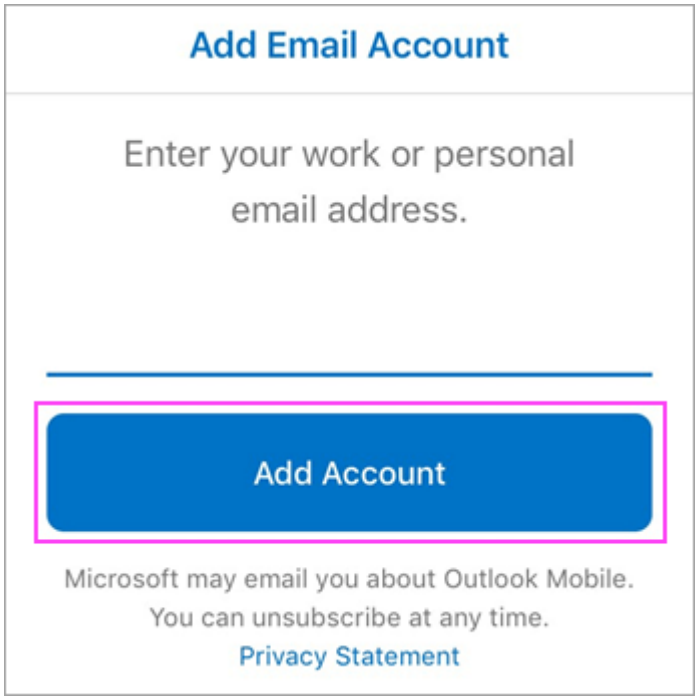
5. Setup to Receive Email by 'Outlook' Apps in IOS or Android Device

1. Search, download and install '**Outlook**' from IOS's Apple Store or Android's Google Play, and open the 'Outlook' apps after installation.

2. Go to **Settings** > **Add Account** > **Add Email Account**.

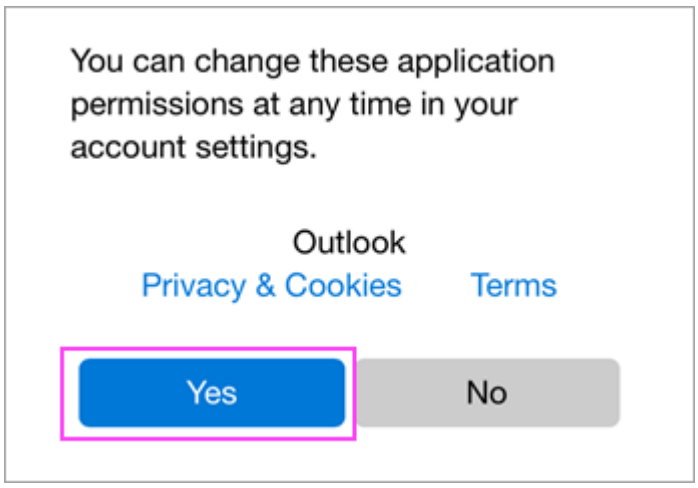


3. Type your full email address, then tap **Add Account**.



4. Enter your email account password and tap **Sign In**.

5. Tap **Yes** or **Allow** to give Outlook permission to sync calendar, contacts, etc.



6. You're now ready to use Outlook for iOS

VIII. Microsoft 365 Apps for enterprise

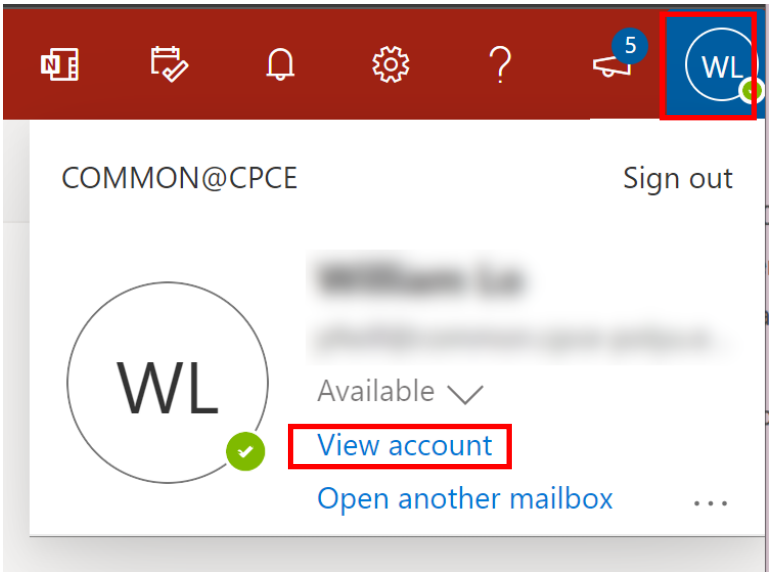
With Microsoft 365 Apps for enterprise feature, you can install latest version of MS Office to your PC/Mac, tablet or smart phone. It includes Word, Excel, PowerPoint, Outlook, Access, One Note, Publisher and Skype for Business. You can install Office on 5 Pcs or Macs, 5 tablets (Windows, iPad, and Android) and 5 phones.

Note: This feature provides for CURRENT STAFF ONLY. Once you are no longer a CURRENT STAFF, this feature will be removed. User is required to purchase your own Microsoft 365 license.

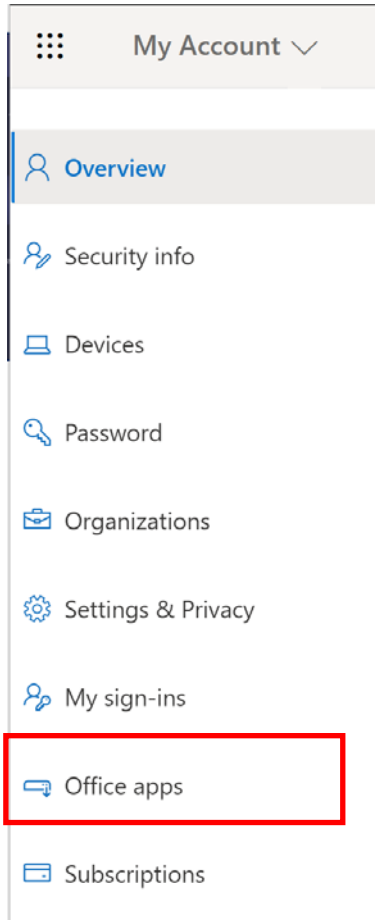
Download and Install Microsoft Office

1. Login Office 365 at http://email.cpce-polyu.edu.hk, input your staff user name and password.

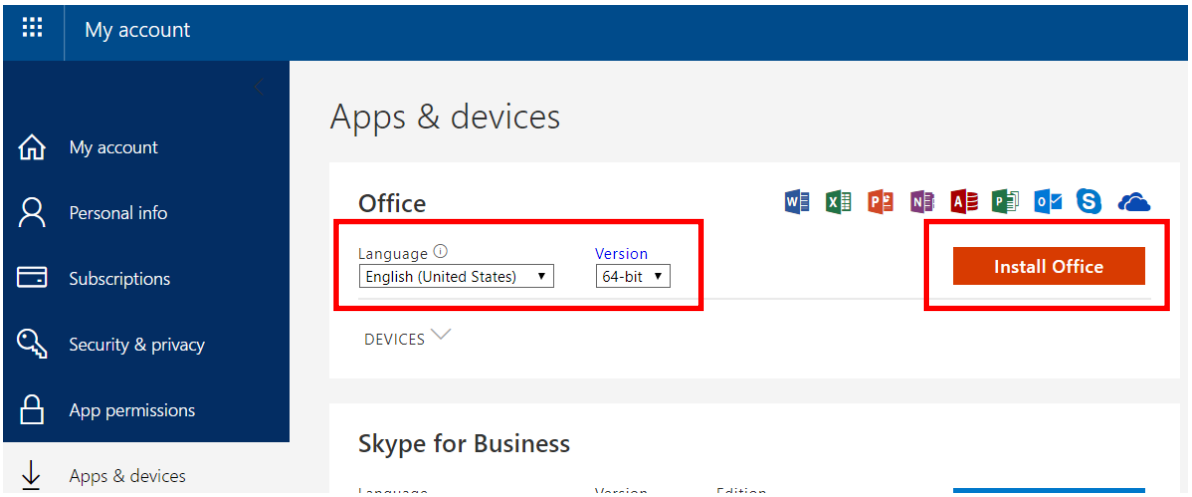
2. . Click the account icon at the top right corner, click '**View account**'



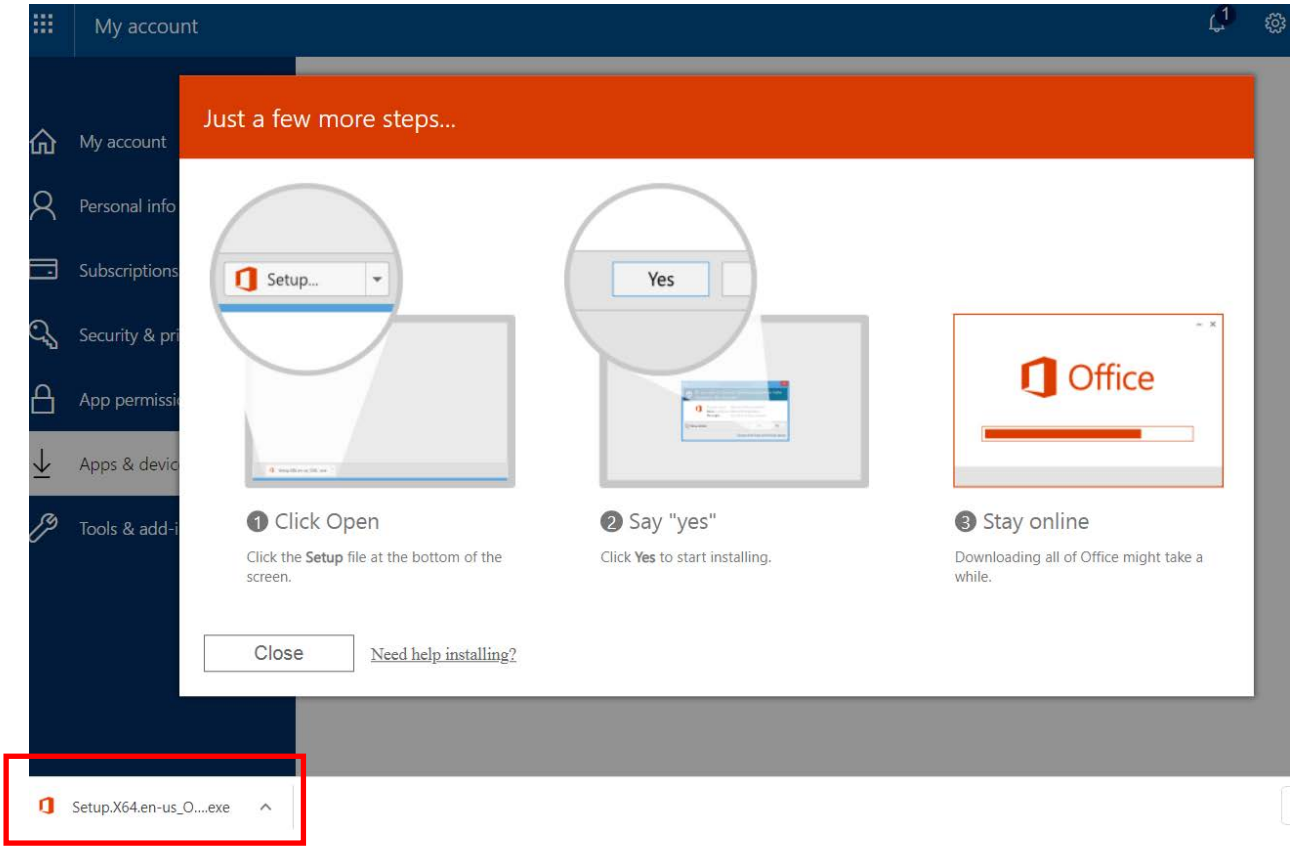
3. Click '**Office apps**'



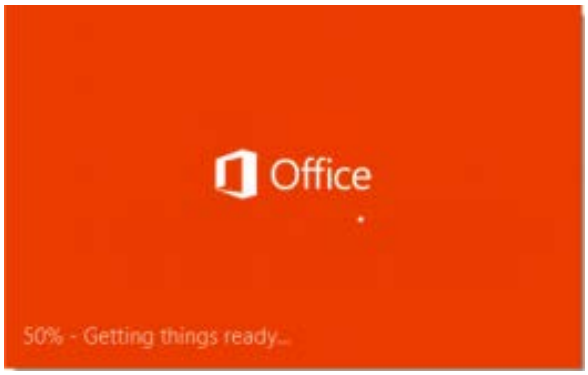
4. For Windows OS, select the Language and your Window OS version and then click the '**Install Office**' button



5. An installation .exe will be downloaded, click Open and follow the steps in the popup message.



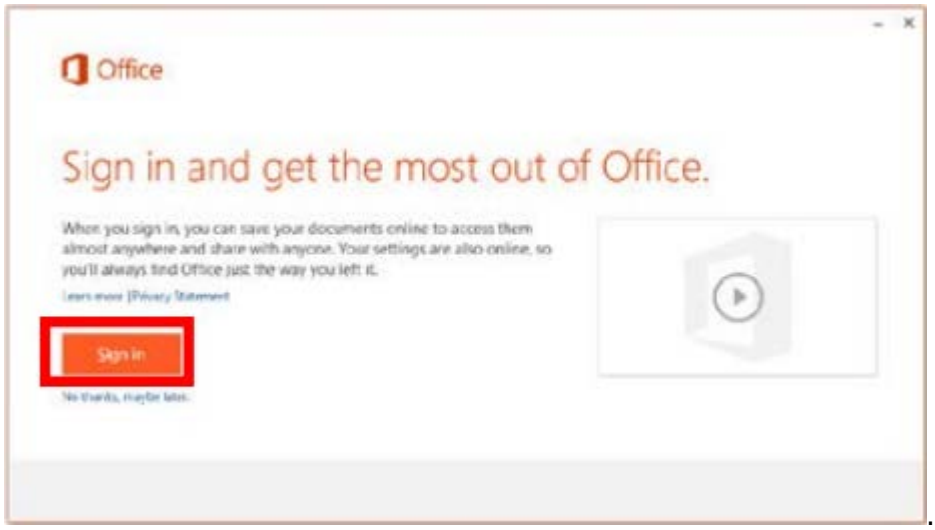
6. Wait for the installation to complete.



7. Click **Next** when installation was completed.

8. If the '**First things first**' screen is shown, click '**No thanks**', and then click '**Accept**'.

9. Click '**Sign In**', in this screen.



10. Enter your email account address and then click '**Next**'.

11. Enter your password and then click '**Sign in**'.

12. Follow the instruction to personalize the Office.

13. Click '**All done!**' when the installation is finished.