



How to Enhance your Outlook on the Web Experience



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Introduction

For over 20 years, our customers have relied on Messageware solutions to secure and enhance their Microsoft Exchange infrastructure. Our customers range in size from large Fortune 100 multinationals to mid-size enterprises in all industries, in over 50 countries.

Our security solutions are designed to protect organizations from data loss and to strengthen logon and session security. This eBook identifies areas of concern and will focus on our solutions that enhance user productivity and increase user satisfaction. To learn more about OWA security solutions that are not included in this ebook, please visit our website at www.messageware.com.

For a number of years now, we have witnessed an accelerating trend amongst Microsoft Exchange users toward the adoption of browser-based software on PC's, tablets and smartphones to access email, both on-premise and with Office 365. Ease of use, lower costs for licenses and support, and everywhere access are some of the reasons contributing to the higher adoption rates of Outlook Web versions (OWA / Outlook Web / Office 365). There are, however, a number of issues that arise in the move from the desktop version of Outlook to the Web version that have an impact on user acceptance, frustration and productivity.

It is our hope that this eBook will help overcome some of the key issues faced by organizations moving from desktop Outlook, while improving the Outlook Web experience for all users. It offers practical solutions to challenges that are associated with setting up browser email: sending an email; attaching documents; receiving mail notifications and using Outlook Web contacts for email campaigns.

I hope you find it useful!

Mark Rotman
CEO Messageware Corporation

The Challenges Companies Face Moving to Outlook Web

Most organizations that deploy Outlook Web or Office 365 as their default mail client are coming from environments where their users are accustomed to desktop Outlook. Our customers tell us that there are three key challenges they have experienced in moving to Outlook Web.

Authentication

With Outlook client, users click on the Outlook icon, and they go to work. The whole authentication process is seamless through a single click when they log on to their computer. However, with Outlook Web the user must first start a browser session; then enter the server address and finally enter their credentials and log on to their email. That is a task they may need to perform several times throughout the day depending on the OWA timeout defaults. And if they're working in another application or forget to log on when they return from a meeting, they run the risk of missing vital emails and meeting alerts.

Desktop Real-Estate

Another common challenge has to do with efficient use of the desktop display space. With Outlook Web, you must have a browser open and visible if you want to see new email and calendar notifications. This takes up considerable space on the desktop, so users often overlay other application windows, minimize the browser window or simply close the browser tab entirely. When this happens, users will miss all their messaging notifications. One possible solution is to provide users with an additional monitor, but this becomes costly.

Performance

Lastly, but by no means least, speed and performance. In most cases, when companies are looking to migrate from desktop Outlook and replace it with Outlook Web, performance becomes an issue. The biggest pushback is from users

complaining that Outlook Web versions are slower than the desktop version. In fast paced customer facing environments, where responsiveness is critical, speed can be the difference between a happy customer and a disgruntled customer.

This eBook aims to help you overcome these challenges and improve your Outlook Web deployment.

Real-world example: Multi-National Bank

A large multi-national bank found a solution in [OWA Desktop](#). Their major pain point was their users requirement for better new mail notifications and calendar reminders than they were receiving in native OWA. The problem they faced occurred when OWA users minimized their web browser and stopped seeing new mail notifications. Because OWA only shows notifications in it's window, they simply did not see email and calendar notifications when the window was hidden behind another window or minimized. Users were missing critical emails because they were unaware mail had arrived in their inbox. By implementing OWA Desktop, calendar reminders and new mail notifications now show up regardless of whether the OWA window is hidden or not ... just as they would with desktop Outlook.



Making Outlook Web Your Default Mail Client

In fast paced offices and time-constrained environments such as call centers, managers are constantly looking for new ways to motivate their employees and boost their productivity levels. And while there may not be a magic bullet to maintain productivity and high morale, providing users with access to the tools they need to stay productive is a key part of any solution.

“Outlook Web offers companies ease of use, reduced support costs, and anywhere access, but is it frustrating users and making them less productive?”

So, how do you give users Outlook Desktop functionality without the overhead of the Outlook Desktop Client?

Unfortunately, there is no native functionality to make OWA or Outlook Web your default email client. There are, however, tools available that enhance the Outlook Web experience, giving users Outlook-like functionality will have a positive effect on improving productivity and user satisfaction.

Consider ‘Mail To’ and ‘Send To’ functionality. They are two standard “right-click” features in desktop Outlook that most users take for granted until they lose them. When companies deploy OWA, users no longer have the ability to click on the ‘Send To’ link to email a file from an Office application. This means that a user working in a contact management system, for instance, using Outlook Web or Office 365, would need to copy and paste every email in the campaign into a newly composed message. If they’re sending a lot of emails a day, this becomes cumbersome and hugely inefficient. It’s even worse if, as part of their daily job, an end user needs to send attachments such as invoices, specification sheets, correspondence, etc. They have no choice but to manually attach these documents

to send them via OWA, which will add many additional clicks per email.

While there is no native functionality to make Outlook Web your default mail client, you can use a third party product such as Messageware's OWA Desktop. One of the many features of OWA Desktop is its single click convenience to integrate Outlook Web / OWA into your office applications in the same way that desktop Outlook does.

Enabling the 'Send To' functionality through OWA Desktop makes it possible for users to send emails directly from within their working documents, as well as allowing them to use the single click File/SendTo command to send documents directly from their desktop and Windows Explorer. 'Mail To' functionality with Outlook Web is also enabled, so users can take advantage of mail to links within webpages to compose emails.

Contact us to schedule a demo or a free trial

How to Improve Notifications and Reminders in Outlook Web / Office 365

Another limitation of Outlook for the Web relates to email notifications and calendar reminders. When a new email arrives the user may or may not see a notification informing them that they have mail. The user will only see a new mail notification if:

- **Outlook Web is open and connected;**
- **Outlook Web is not minimized;**
- **The top right hand corner of Outlook Web is not covered by another window;**
- **The user is looking at the screen at the precise time that the notification occurs.**

The notification will flash at the top right of the Outlook Web / OWA window, for a second or two, so if a user's focus is not on the Outlook Web window at the time the user will not see the notification, even if all three of the other conditions are met. The reason for this is that browsers cannot create notifications outside their windows. In native OWA it is difficult for a user to know when new emails arrive.

Calendar reminders are somewhat more useful, because the reminder remains on the screen until it is dismissed by the user. However, as with new mail notifications, the user will only see the appointment reminder if:

- **Outlook Web is open and connected;**
- **Outlook Web is not minimized;**
- **The upper right corner of the Outlook Web window is not covered by another window.**

The user cannot rely on the default email notification and calendar reminders in Outlook Web or Office 365, and there is a good possibility users will miss a new mail or a calendar notification, especially when they are working in other applications.

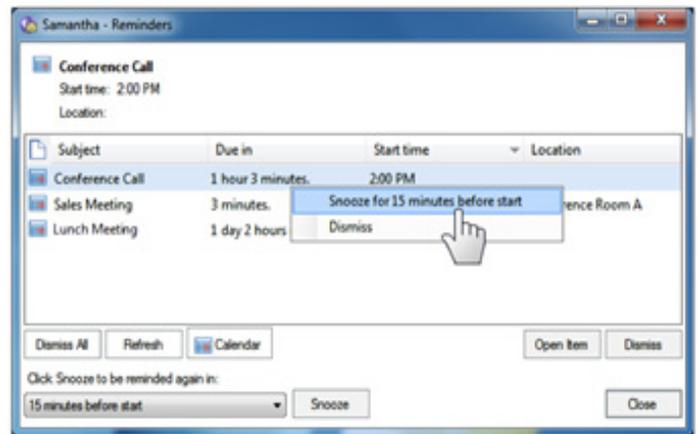
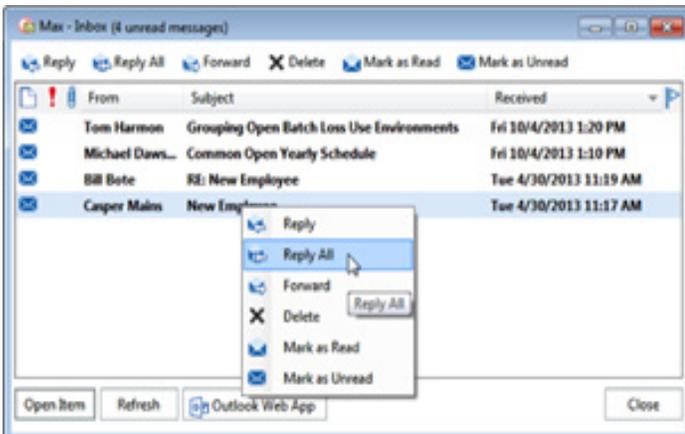
There are, however options available to give users Outlook desktop-like notification functionality with Outlook Web.

If you are looking for a solution to the notification problem, then check out [Messageware OWA Desktop](#). OWA Desktop upgrades your Outlook Web and Office 365 notifications to Outlook desktop quality or better.



In its simplest form, OWA Desktop can be configured to have a balloon style pop-up notification, or the more functional notification pop-up shown below, whenever a new email arrives, regardless of whether or not the user has Outlook Web / Office 365 open in a browser.

Active Inbox and Reminder pop-ups can be displayed. Not only notifying users of a new email or calendar reminder, but also showing them a list of unread mail and allowing them advanced options to process the email, or update calendar reminders.



Contact us to schedule a demo or a free trial

How to Export Contacts From Outlook / Office 365 / Outlook Web

There are any number of reasons a user may need to export their contacts from Outlook; to use those contacts in a mail merge; to create an invite list for a specific event; or to import them for use in another application (such as personal email or CRM).

Regardless of the reason, there are different ways of exporting contacts depending on the user's version of Microsoft Outlook and Outlook Web. Take for example a user who needs to export their contacts from Outlook to send a marketing communication note using a 3rd party emailing tool.

The first thing you want to do is establish which [version of Outlook](#) (you will need to be logged into your Microsoft account to access this resource) the user is running.

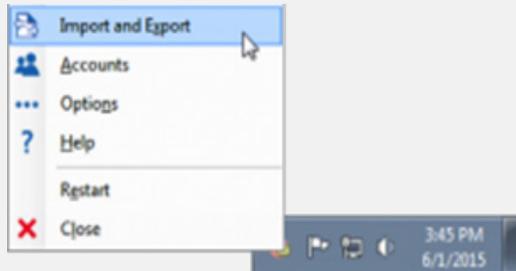
Exporting Contacts From Outlook Web App (OWA)

Microsoft does not support the export of contacts using native Outlook Web. Instead users must install the client version of Outlook to export their contacts and then they can follow the appropriate instructions above.

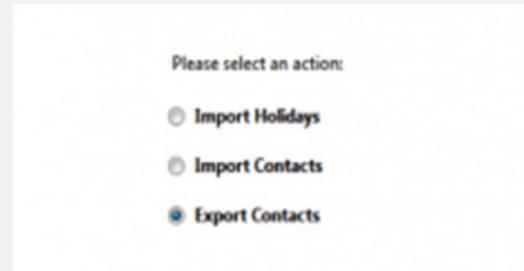
As an alternative to purchasing and installing Outlook, Messageware offers this functionality through its [OWA Desktop](#) product. OWA Desktop has a rich feature set and included is the ability to export contacts without installing the Outlook client application.

Here's how a user would export their contacts using OWA Desktop:

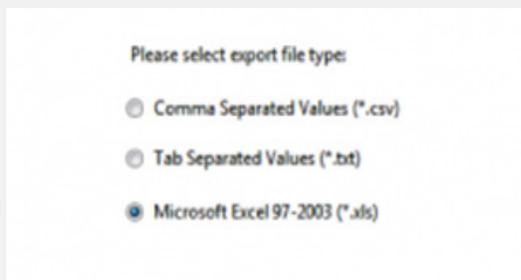
1. Click the OWA Desktop Commander in the system tray and select > Import and Export.



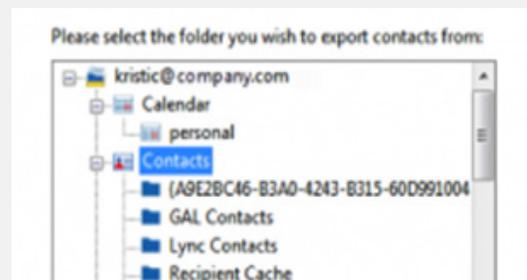
2. Select the Export Contacts



3. Select the format you would like to export the contacts.



4. Select the location you would like to save the export.



Once the export is complete, the CSV file can be used to import contacts into most 3rd party applications.

In addition to exporting contacts, OWA Desktop brings advanced functionality to the user's desktop, mirroring the desktop Outlook experience, but with the added benefit of a thin client. Like Outlook on the desktop, there is no need for a log-on every time a user would like to view or send a message, or access their calendar. New mail and appointment alerts, with one-click access to expanded features, are presented to the user in real time – giving users all the functionality they have come to expect and depend on from Outlook.

Contact us to schedule a demo or a free trial

How to add holidays to Outlook Web/ OWA & Office 365

Users often need to add national and religious holiday calendars to their Outlook calendar. For employees collaborating with co-workers or customers spread across geographic locations, it helps to know when they will be out of the office. There may also be employees who observe certain religious holidays and wish to add these holidays to their calendar.

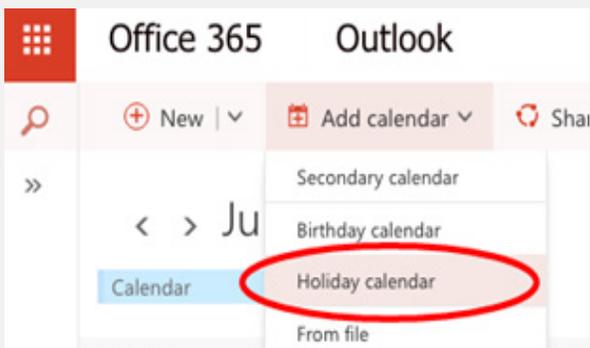
Add holidays to Outlook in Office 365

Adding holidays to an Office 365 calendar is fairly straightforward; just follow these few steps:

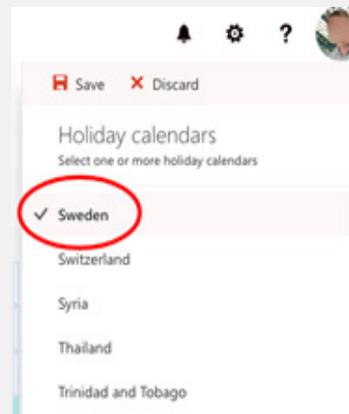
1. Start by selecting the calendar tile when you logon.



2. Select the Add Calendar tab from the drop down menu, and click the Holiday calendar

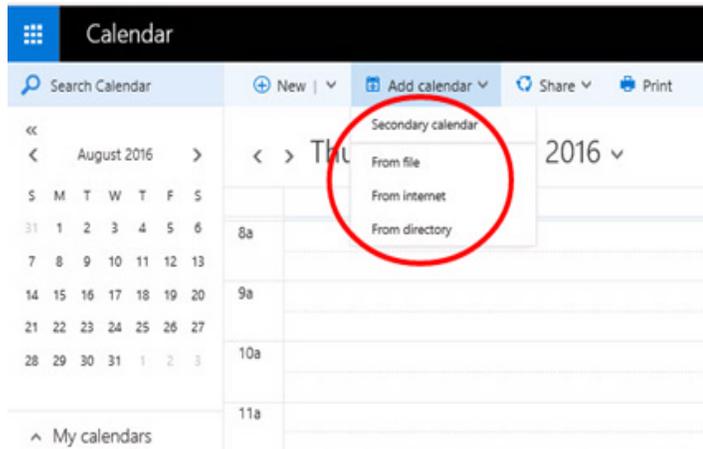


3. The Holiday calendars dialog box will appear to the right. Select the country whose holidays you'd like to add. If you have already added a country's holidays, you will see a check next to the country name.



4. Click Save and the holidays will be added to your calendar.

Add holidays to Outlook Web/OWA calendar:



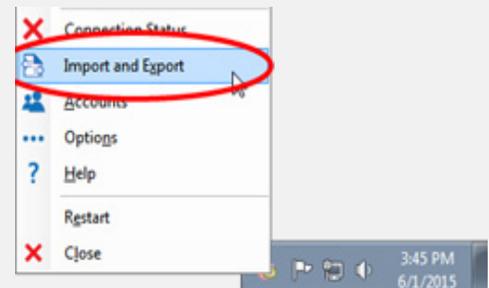
Unfortunately, there is no easy way to add holidays to Microsoft Outlook Web/OWA. The Holiday calendar option is not available from the Add calendar drop down.

However there are alternatives that provide this functionality (and more). [Messageware's OWA Desktop](#) provides a solution that gives users the ability

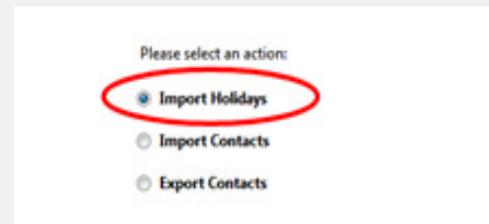
to enhance Outlook Web / OWA with Outlook desktop features such as holiday calendars, appointment reminders, enhanced new email notification and single click access to Outlook Web. All features frequently requested by users who have migrated from desktop Outlook.

Adding holidays to Outlook on the Web / OWA calendar is straightforward when you are using OWA Desktop:

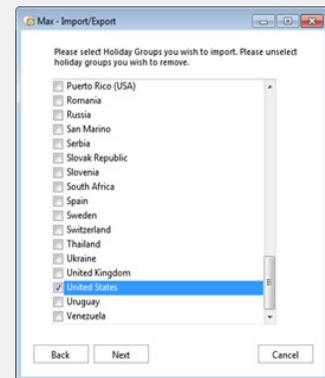
1. From the System Tray on the Taskbar, select the OWA Desktop Commander. Then select Import and Export.



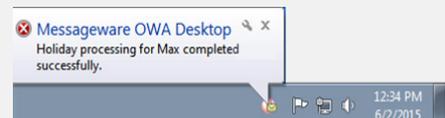
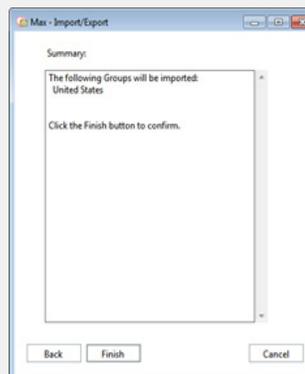
2. Select Import Holidays.



3. The Holiday Groups dialog box will appear. Select the country whose holidays you'd like to add. If you have already added a country's holidays, you will see a check next to the country name.



4. Once complete, a Summary dialog box will confirm the selection.



OWA Desktop not only provides users with the ability to easily add Holiday calendars, it goes much further providing a host of time-saving features not found in native desktop Outlook, including:

- **Instant, Outlook-like Access to OWA when you start your computer, without having a browser window open;**
- **Single Click Inbox and Calendar Views and one click to compose emails, appointments and tasks;**
- **New Mail Notification and appointment alerts;**
- **The power and access of Microsoft Outlook Web / OWA provided right from the system tray.**

For companies wanting to reduce costs and support overheads associated with Outlook client deployments, OWA Desktop extends Outlook Web to provide the power and access of Microsoft Outlook on the desktop.

Conclusion

With the trend toward cloud computing accelerating, companies are taking the opportunity to review their desktop application strategies and many are opting to migrate onto web-based email and scheduling applications. As such, Microsoft's Outlook Web (OWA) and Office 365 are rapidly gaining acceptance with organizations wanting to provide users with anywhere access, improve ease of use, and reduce the costs associated with support and licensing.

OWA Desktop is designed to address the challenges associated with migrating to Outlook for the Web. With OWA Desktop it is not necessary for a user to log on to Outlook Web / Office 365 when they start-up their computers – OWA Desktop will ensure the connection remains active, notifications will be highlighted, desktop real estate will be freed up and more.

If you are interested in improving user productivity by adding Outlook-like functionality when you use Outlook Web, we would be happy to send you a [free trial](#) or [schedule a demo](#).



OUTLOOK CLIENT SUITE

Bringing desktop Outlook
functionality to the OWA user

Schedule a Demo

About Messageware

Messageware is the market leader in securing, enhancing, and customizing Microsoft Exchange and Outlook Web. Messageware is a trusted Microsoft Gold Certified Partner.

Messageware products are used by Fortune 100 companies and over 2,500 enterprises worldwide, in all major industries and verticals. Our applications provide DLP, attachment and logon security, desktop integration, enhanced features for Outlook Web and Office Store Applications, allowing companies to securely deploy Microsoft Exchange with confidence, protect their confidential documents and files, and achieve a greater return on messaging investments.

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