

[For faculty] How to use Sophiamail OWA (Outlook Web App)

Sophia University ICT Office

Ver 1.2

Sep.2024

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1. Sophia ICT Account

1-1 Notes on sophiamail ID and initial password

Sophiamail ID and initial password can be found in your Sophia ICT Account Notice. “Microsoft365 Username” is for logging in to OWA and other services.

1-2 Change password for Sophia ICT Account

You can change your password from Sophia University ICT Office website. As soon as you receive a notification, register for reminders and change your password to one that is difficult for others to guess. Please manage your password responsibly and do not forget it.

<https://ccweb.cc.sophia.ac.jp/en/userguide/password/pass-02-en/>

1-3 Password reissue

Password reissue is available only at the ICT Office.

*Faculty id card required

<https://ccweb.cc.sophia.ac.jp/en/userguide/password/pass-03-en/>

1-4 What you can do with a Sophia ICT account

Please refer to [Sophia ICT Account] in the User Guide on the ICT Office webpage.

<https://ccweb.cc.sophia.ac.jp/en/userguide/general/nu-01-en/>

1-5 Prohibitions and precautions regarding the use of staff

1-5-1. PC Classroom and Moodle-related educational services

The above services for faculty and students will not be provided to staff. Do not use it.

1-5-2. Viewing sophiamail at home, smartphones, etc.

The use of e-mail outside of working hours is generally prohibited.

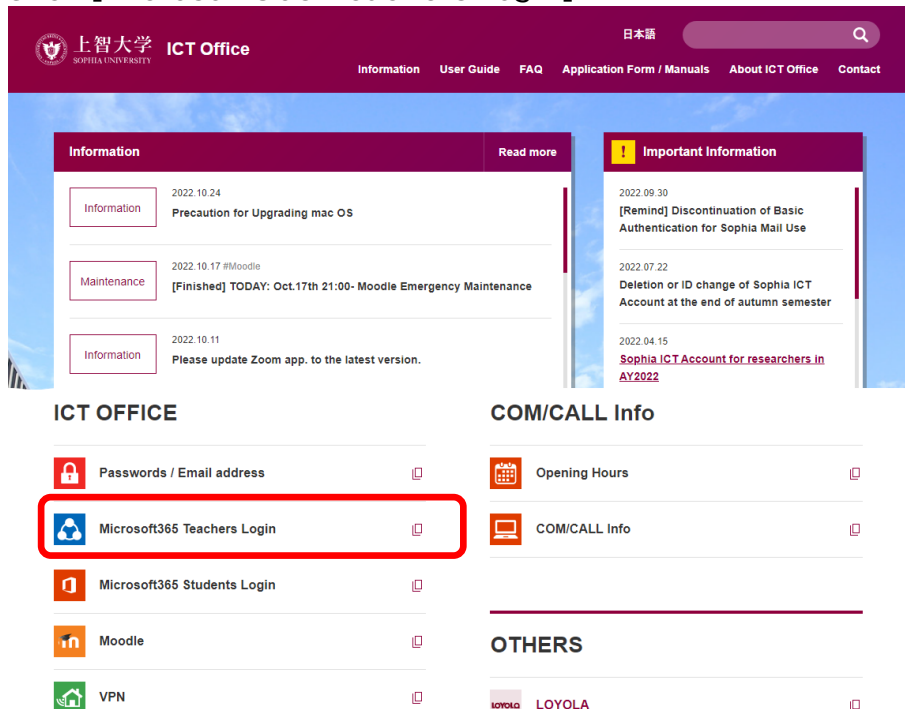
2. Sign in to Sophia Microsoft365 Portal

2-1 How to Sign in

(1) Open Sophia University ICT Office website.

<http://ccweb.cc.sophia.ac.jp/>

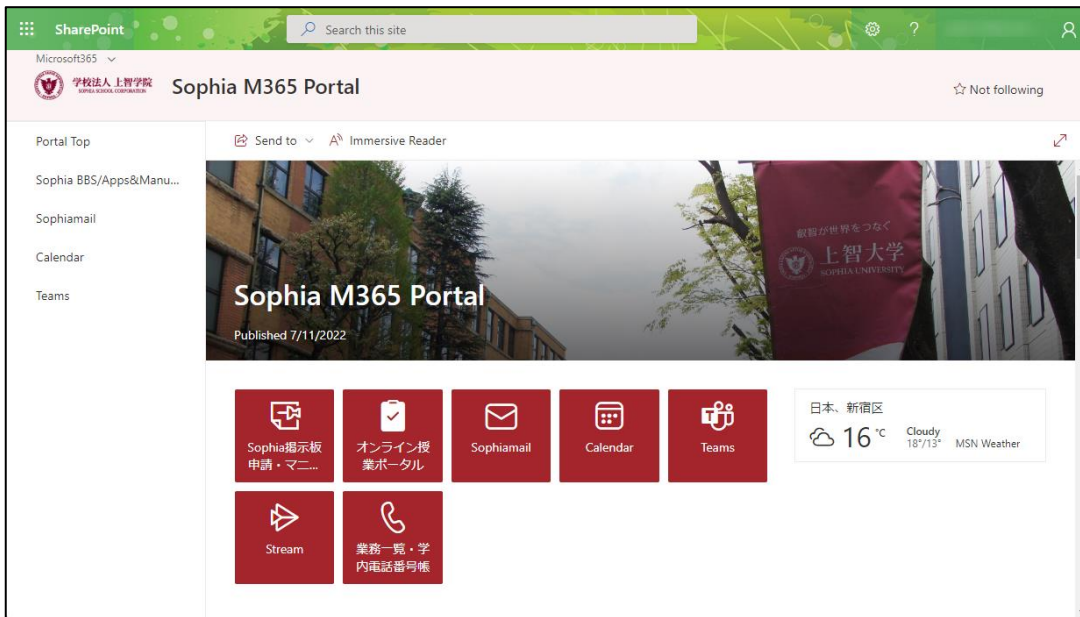
(2) Click [Microsoft365 Teachers Login].



(3) Enter your 'Login ID for system on campus' and 'password' for Sophia ICT Account, then click [Login] button.

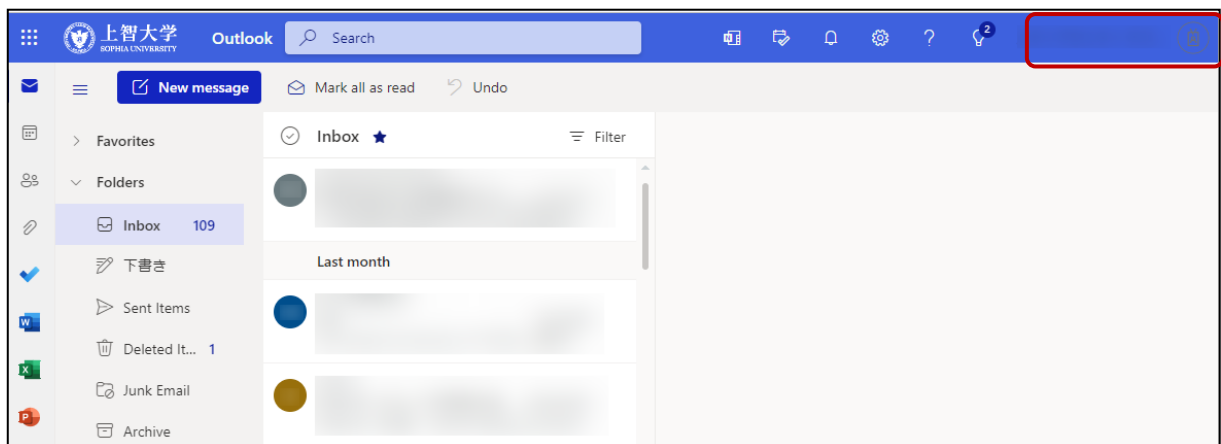
*If you have logged in to Loyola, Moodle, etc. first and access Sophia Microsoft365 Portal without closing your browser, the Sophia Microsoft365 Portal top page will open immediately without logging in.

(4) After signing in, you will be transferred to Sophia M365 Portal.

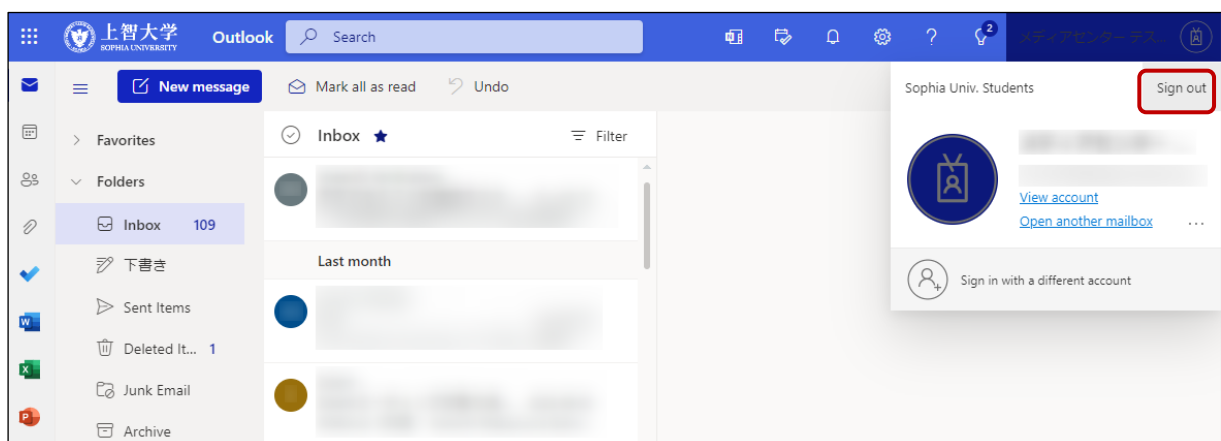


2-2 How to Sign out

(1) Click the icon on top-right corner of the screen.



(2) Click “Sign out”.



3. Overview of Sophia Mail and Microsoft365 and Precautions for use

3-1 How Sophia Mail works and announcement

Sophia Mail is operated using Microsoft's Office365 cloud service, which, like Google's Gmail and other services, offers a variety of services including email, address book, and calendar.

Office365 is constantly adding and improving its services. For more information on how to use the services, please refer to the official Microsoft web page.

[Reference] [Basic tasks in Outlook](#)

Sophia Mail is maintained for educational and business purposes, so not all functions of Office365 can be used due to limitations. Also, please note that there are some free Office offerings that can only be used by current students and employees due to licensing reasons.

3-2 Microsoft365 services

Service	Brief Explanation	Support
Mail(E-mail)	Mail	○
People	Contact management	○
Calendar	Schedule management	○
Tasks	Task management	○
OneDrive	Cloud storage service	○
Office Pro Plus	Free office	○
Teams	Chat, Team collaboration	○
SharePoint	Team site (browser)	×
Forms	Survey tool	△
Stream	Video Distribution	△
Install Office	Install office on your PC	△
Sway	Create and share reports and presentation	×
Delve	Get personal insights and relevant information	×
Power Automate	Create workflows	×
Yammer	Share information and organize around project	×


3-3 Differences between students, alumni, retirees, and faculty

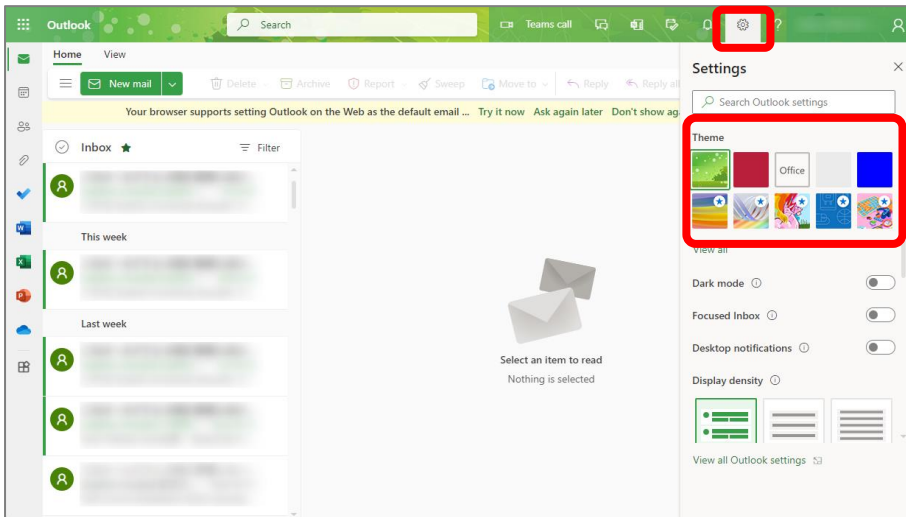
Students and graduates/retirees are colored green, and faculty and staff columns are colored blue, but the Office365 data is divided between these two units, creating a fundamentally different content.

Service	Students/Graduates/Retirees	Faculty/Staff
Mail, People	@eagle.sophia.ac.jp	@sophia.ac.jp
	Mutual email addresses cannot be referenced	All faculty and staff email addresses can be referenced
Calendar	Schedule cannot be referenced in the initial state	Mutual schedule can be referenced

4. Customize “Office365”

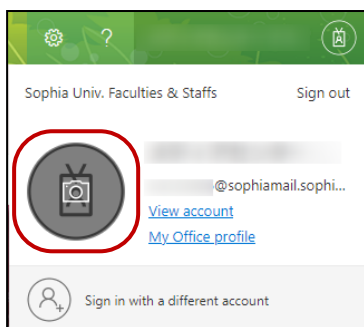
4-1 Theme

Click on “Settings”  in the upper right corner of the screen.
Choose your favorite from “Theme”.

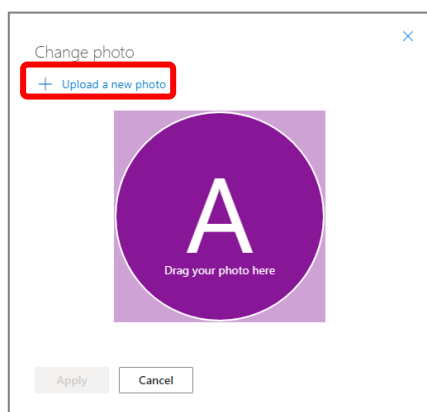


4-2 Change your profile

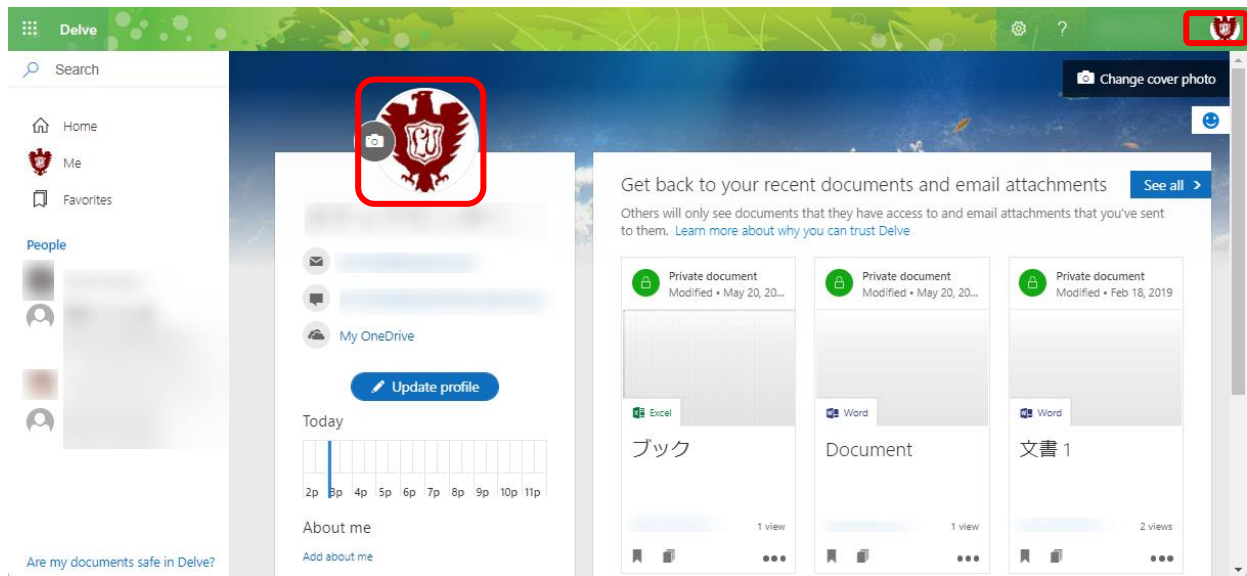
(1) Click the icon on top-right corner of the screen, and click people icon.



(2) **[Reference]** Click [Upload a new photo] and choose image.



- (3) Your profile photo will be changed. The photo will also be used as an icon in contacts, emails, calendars, etc.



POINT

- ★ Use a photo or illustration that identifies you for your profile photo.
- ★ Please avoid using family photos and illustrations that are not related to you.

5. Note on using OWA (Outlook Web App)

Please remember followings when you use OWA (Outlook Web App)

5-1 Recommended Browsers

Use the latest version of the following browsers.

- Microsoft Edge
- Firefox
- Google Chrome
- Safari

※Microsoft may change the recommended browsers without notice.

5-2 Mailbox Storage Limits and Message Size Limits

OWA cannot send to more than 500 destinations at once. (as of Feb, 2020)

Items	Limitation
mailbox storage limit	50GB
sending message size limit (text + attachments)	35MB(※You may not send a message because limitation of the addressee.)
receiving message size limit (text + attachments)	25MB
address book limit	500
file attachments limit	250
recipient rate limit (sending messages limit / 1 day)	10,000 / 1 day
message rate limit (sending messages limit / 1 minute)	30 / 1 minute

5-3 Limitations of the Mailbox

A warning message will be sent to you from administrator when your used space close to the limitation. If you receive the message, please delete your emails, and increase free space.

5-4 Mailbox Storage Limits

The amount of the mailbox storage is **50GB** that is included whole Inbox, Outbox, Sent folder, Drafts folder, Trash folder and Junk Email folder.

If your inbox limit is exceeded, you cannot send, receive, or forward email.

5-5 Invalid Extensions

The extensions that will be blocked are as follows.

When an e-mail is received with a file with the corresponding file extension attached, a text file will be attached stating that the original attachment has been discarded and deleted by the filter.

List of the Invalid Extensions

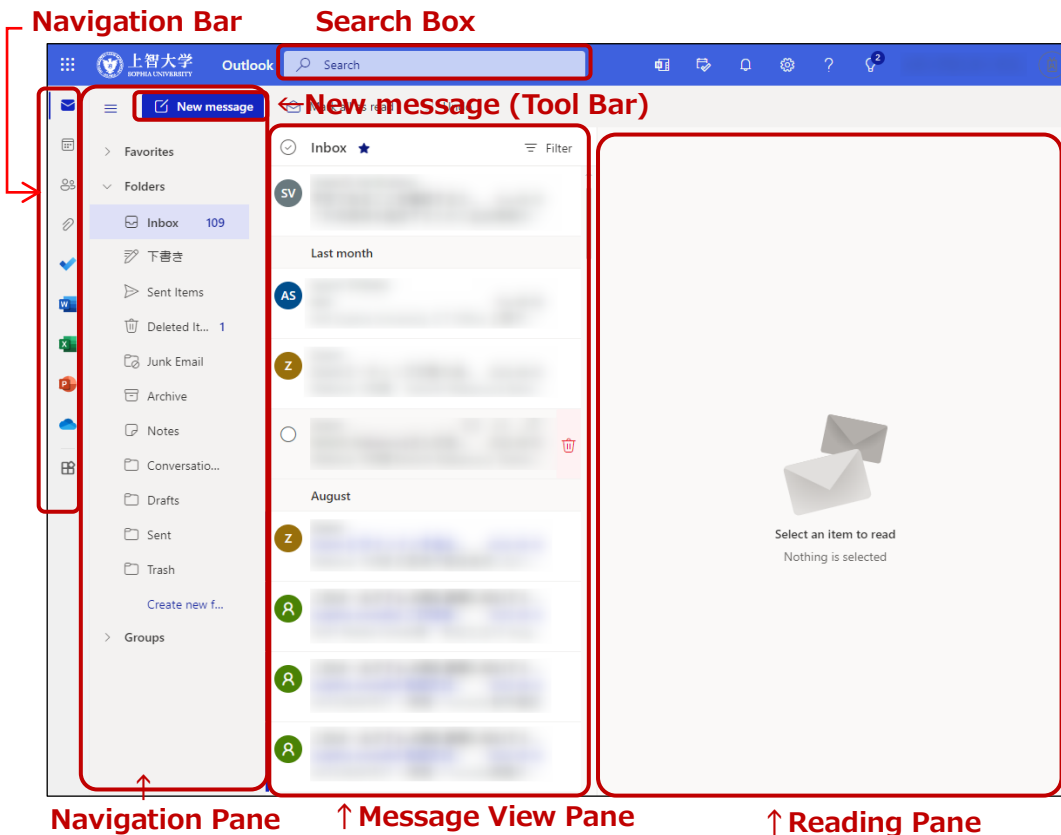
.exe,.ade,.adp,.bas,.bat,.chm,.cmd,.com,.crt,.hlp,.hta,.ins,.isp,.ise,.lnk,.mde,.mda,.mdt,.mdw,.mdz,.msc,.msh,.msi,.msp,.mst,.pcd,.pif,.reg,.scr,.sct,.shb,.shs,.url,.vbe,.vbs,.wsc,.wsf,.wsh,.app,.cpl,.csh,.fxp,.inf,.ksh,.mdb,.ops,.prf,.prg,.scf,.xsl,.ht,.zi,.vb,.js,.cer,.der,.pwl


※Due to the lack of public information from Microsoft, this is subject to change without notice.

6. Screen Layout of OWA

6-1 Screen Layout

OWA's pane are arranged as below.



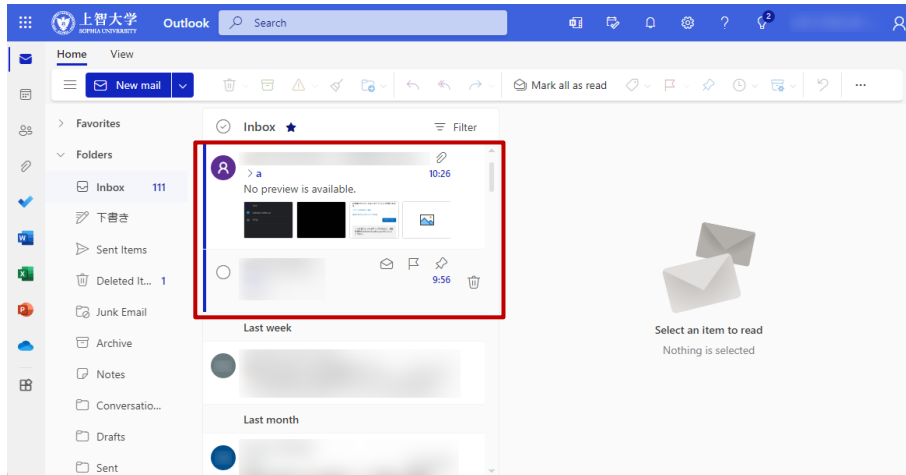
Names	Functions
New Email	By clicking + [New] button, you can create new items. That means Message, Schedule, Contact, Task and so on. You can create those kinds of items on the OWA.
Navigation Pane	On the Navigation Pane, you can access directories in your mailbox. (ex. Inbox, Contacts and so on) You can also access whole directories, which are created on the pane. Those folders are showed as tree structure.
Search Box	You can search messages or users from this box. If you input keyword, message list that include the keyword will appear.
Tool Bar	This button is used when you need to operate your message.
Message View Pane	When you select a directory on the Navigation Pane, the insides are shown on Message View pane.
Reading Pane	The contents like message and contacts are shown on this pane.
Navigation Bar	You can select another Office 365 services from title button on the top-left corner of the screen. You can confirm service status or alert from [Notifications]. When you click [Settings] or [Help], the screen will move to different page that you have selected. By clicking  [Settings], you can change advanced OWA settings. By clicking [Help] the Product help will appear.

7. Receiving and Preview Messages

7-1 Receiving new messages

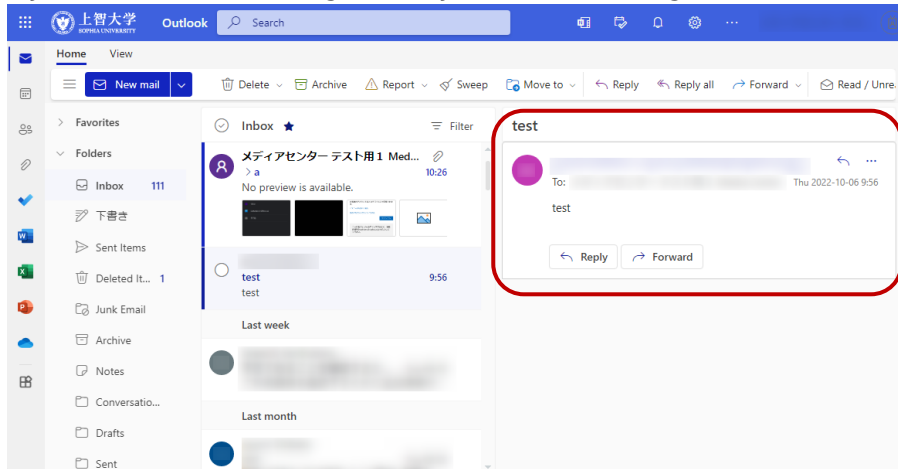
If you receive a message during sign in, new message icon will appear on the top-right of the screen and disappear automatically.

Blue ribbon is arranged on the left of the unread mails. The subject and date are shown as blue character.



7-2 Confirm Message


When you select a message. Body of the message will be shown on the Reading Pane.

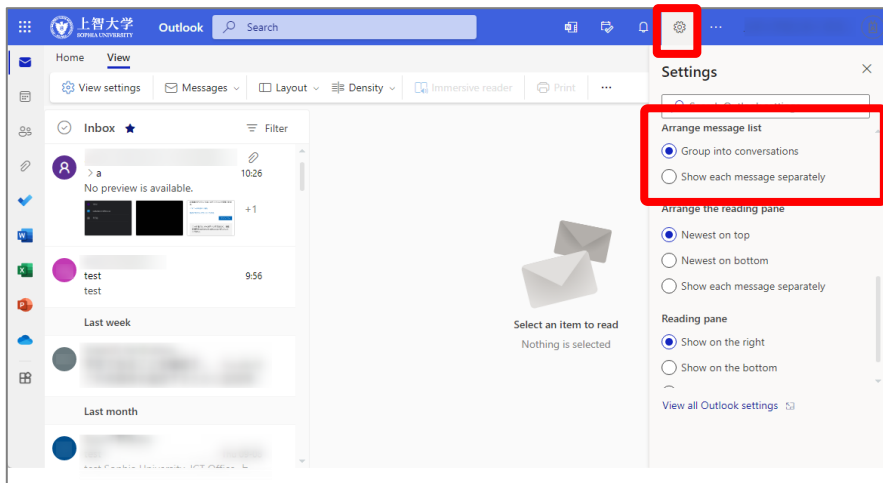


7-3 How to switch to threaded view

By default, the mail list in Outlook Web Edition is in threaded view.

In threaded view, a series of replies are displayed in a tree-like format. This is convenient because you can see all the messages at once, but if you prefer to see them in chronological order one by one, you can change the display.

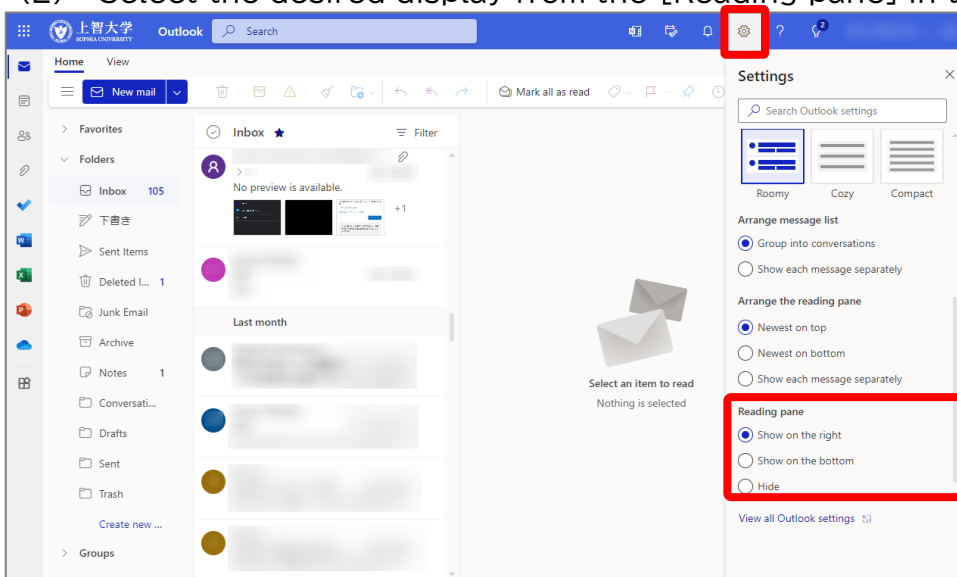
- (1) Click on "Settings"  in the upper right corner of the screen.
- (2) Select the desired display from the [Arrange message list] in the menu.



7-4 How to Change Reading Pane (Preview Window)

When you select a message, reading Pane will appear right side of the screen. You can change display settings of the pane.

- (1) Click [settings] on the Navigation bar
- (2) Select the desired display from the [Reading pane] in the menu.



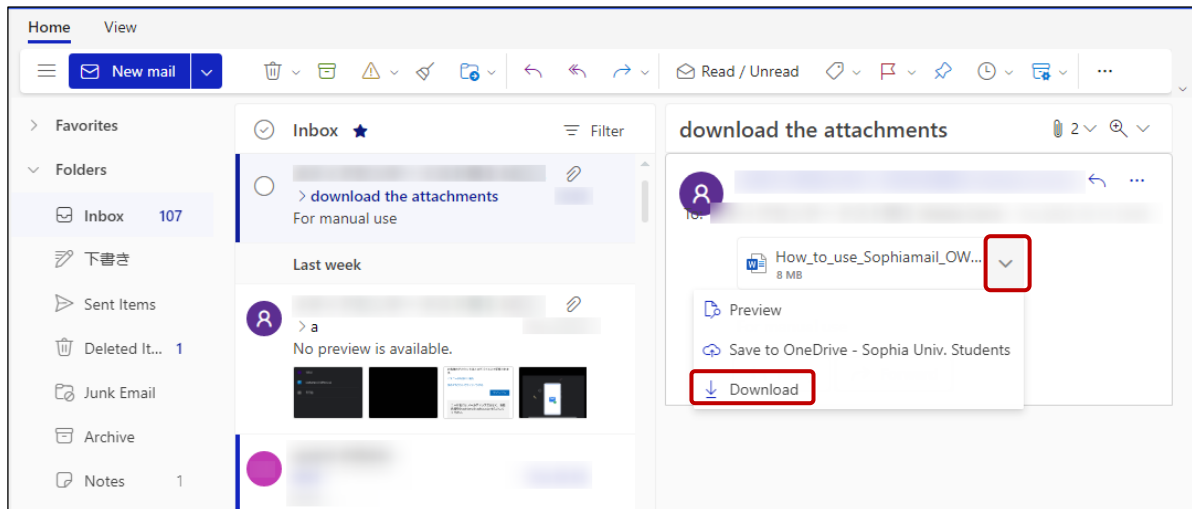
8. Downloading and Preview Attachments

8-1 About Attachments

When you receive the message with attachments, clip icon will appear next to the message.

8-2 How to download the Attachments

(1) Click [✓] next to the attachment name and choose [download].

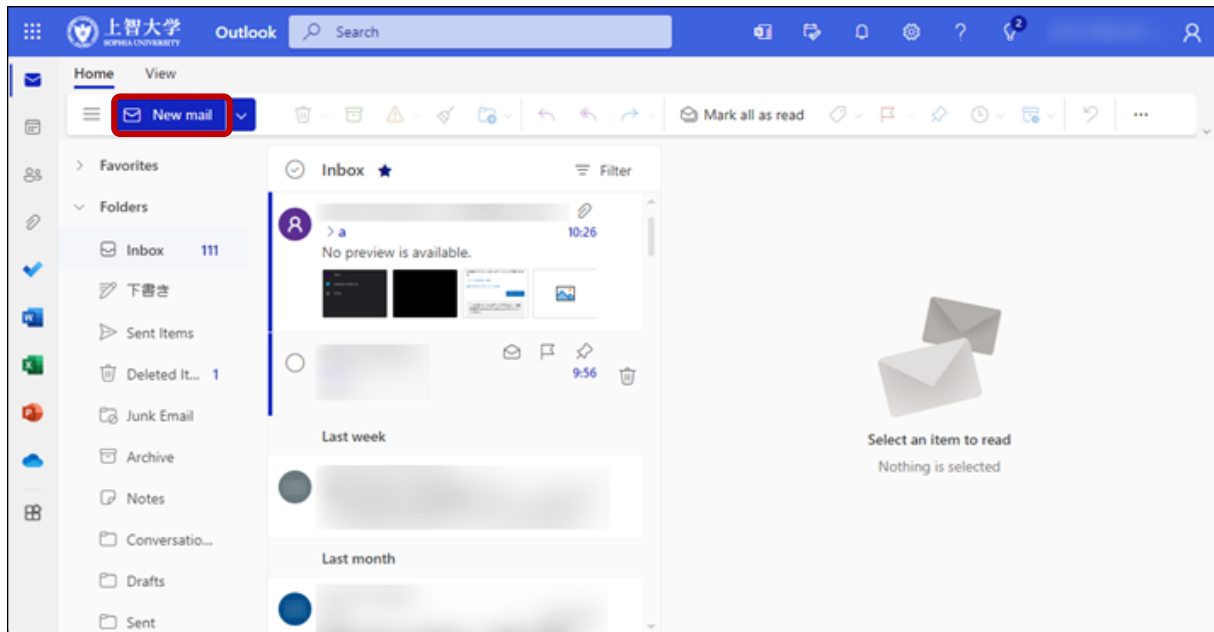


- ✓ In case of Word file or Excel file, you can preview the file by clicking file name.
- ✓ The file will automatically be saved in the “download folder”.

9. How to compose a message

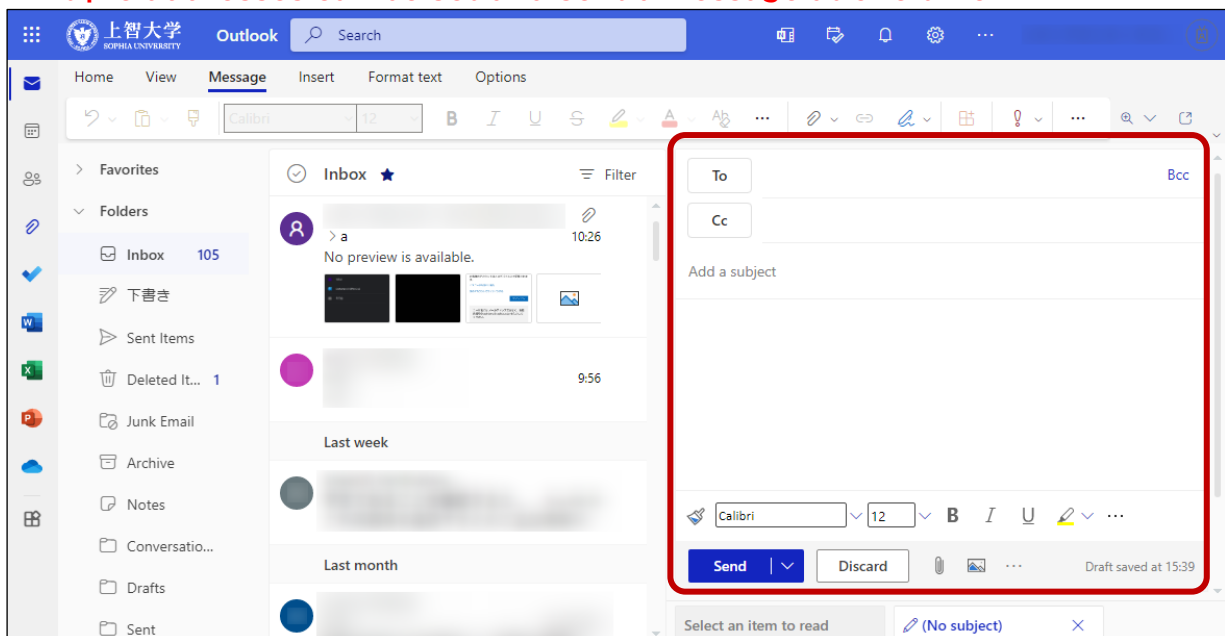
9-1 Compose New Message

(1) Click [New mail].



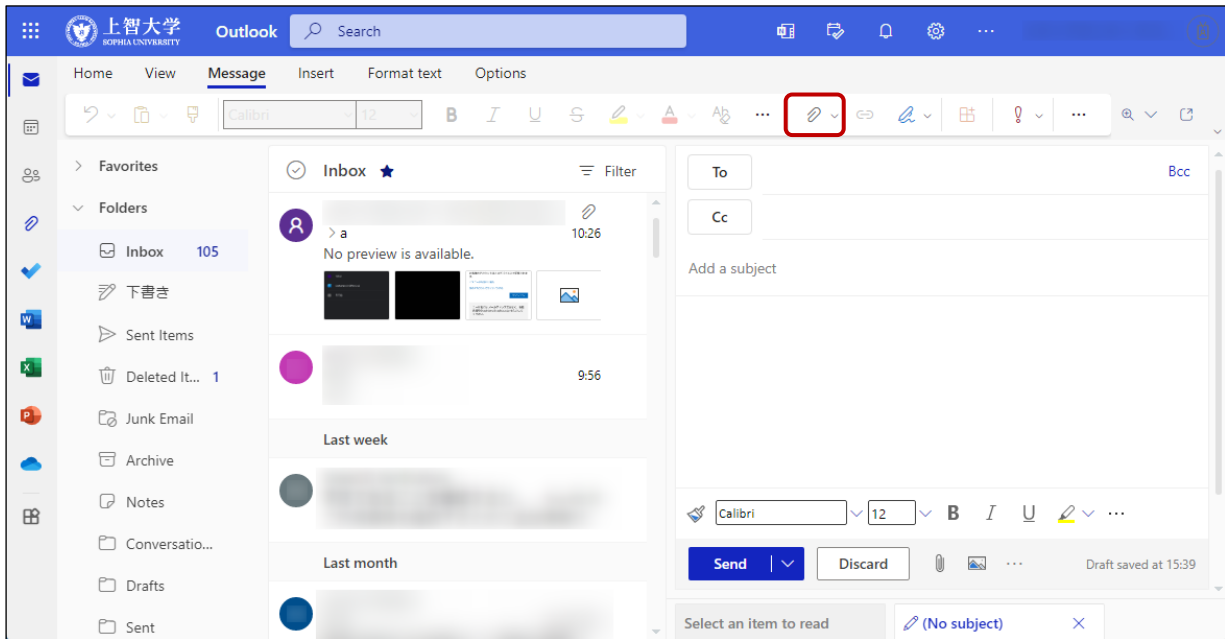
(2) Enter Address, Subject and Body and click [Send]. Message will be sent.

Multiple addresses can be set and sent a message at one time.

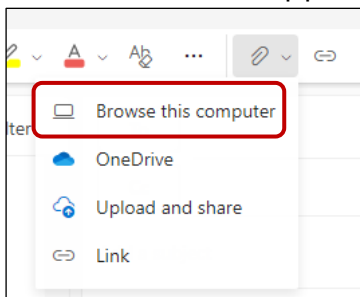


9-2 Attach File

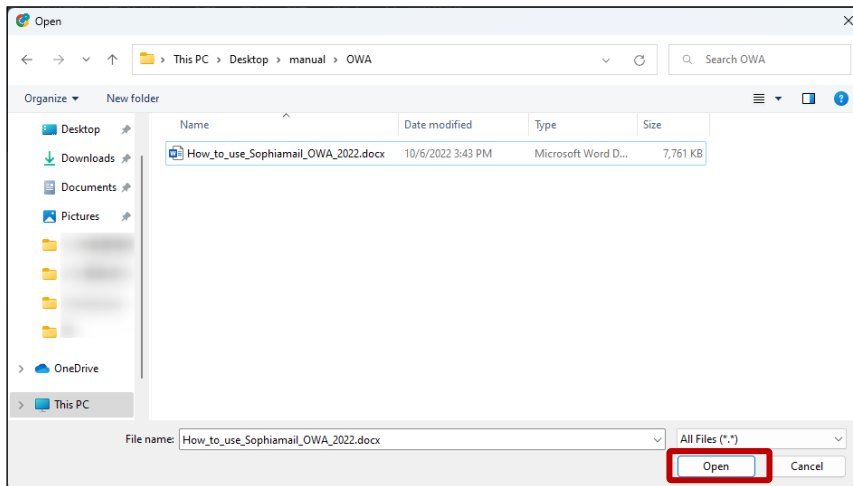
(1) Click [Attach] on the new message window.



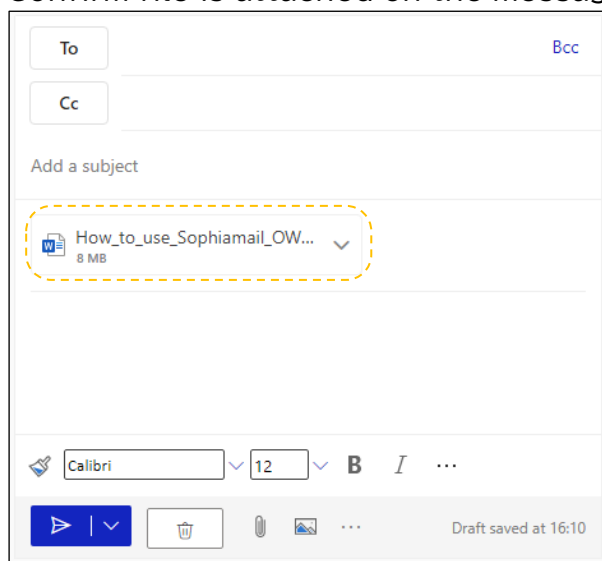
(2) New screen will appear. Select [Browse this computer].



(3) Select attachment file and click [Open].

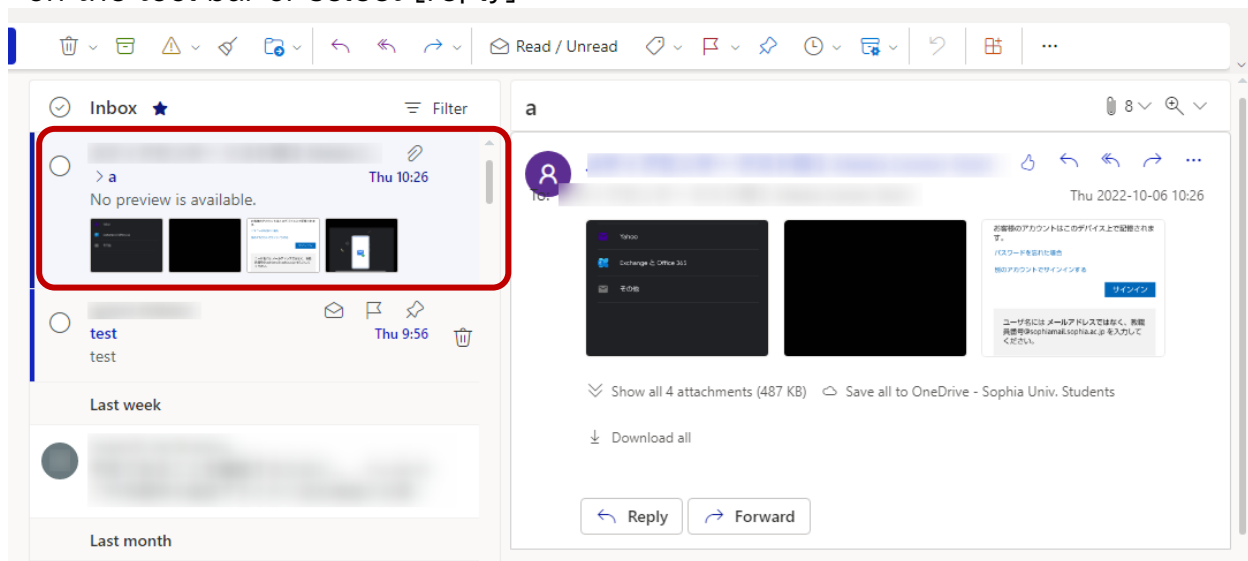


(4) Confirm file is attached on the message.

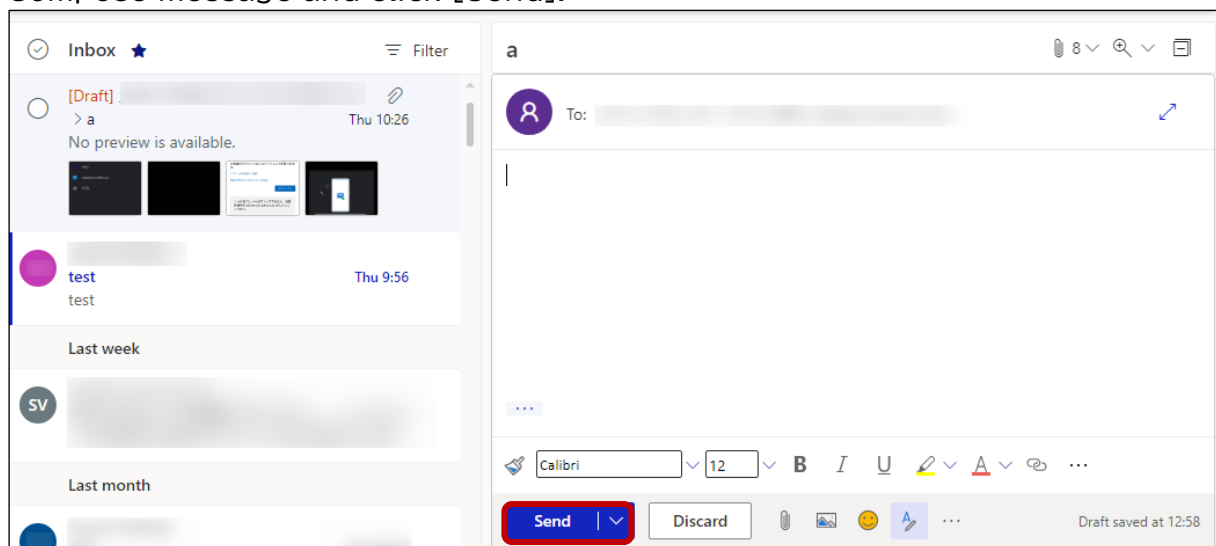


9-3 Reply Message

- (1) Select the message that you want to reply and click button next to the [Reply all] on the tool bar or select [reply]



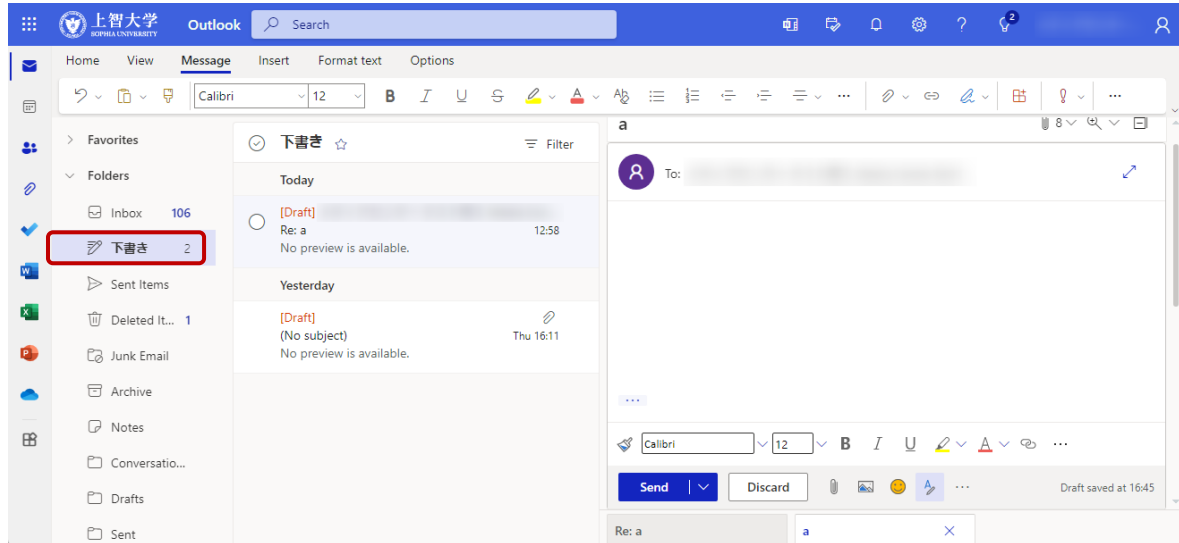
- (2) Compose message and click [Send].




- ✓ If you choose [Reply all], you can reply message whole addressees except you at one time.

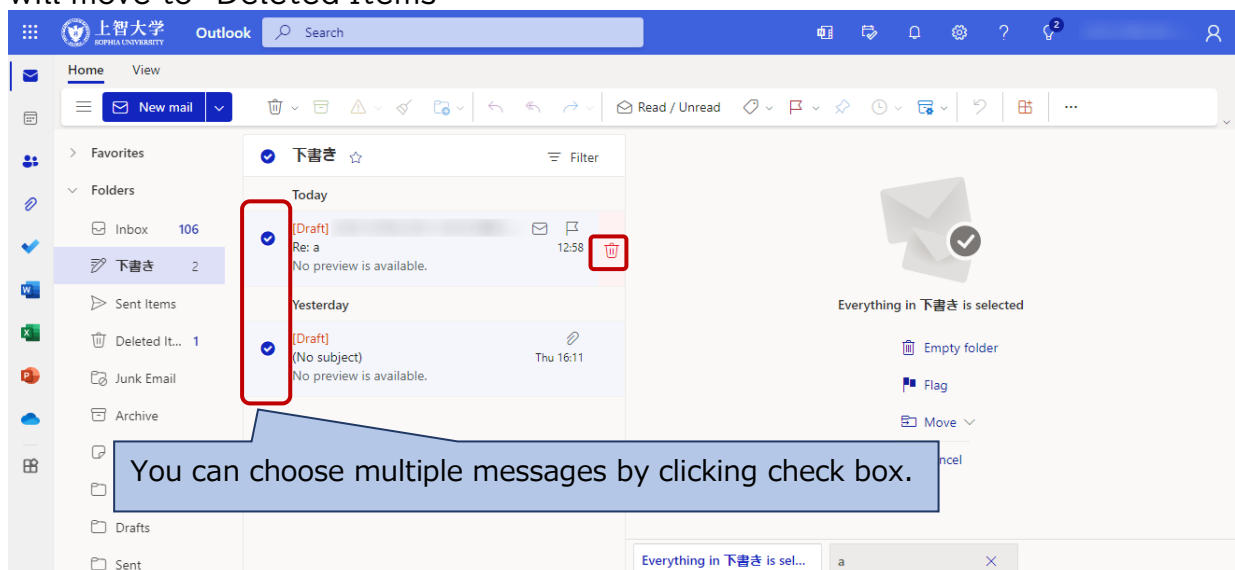
9-4 Save Draft

Emails that are being edited are automatically saved as drafts. When you want to edit it again, select message in the Drafts and edit it on the Preview Window. The message move from “Draft” to “Sent Items” when you finish editing and sending.



9-5 Delete Message

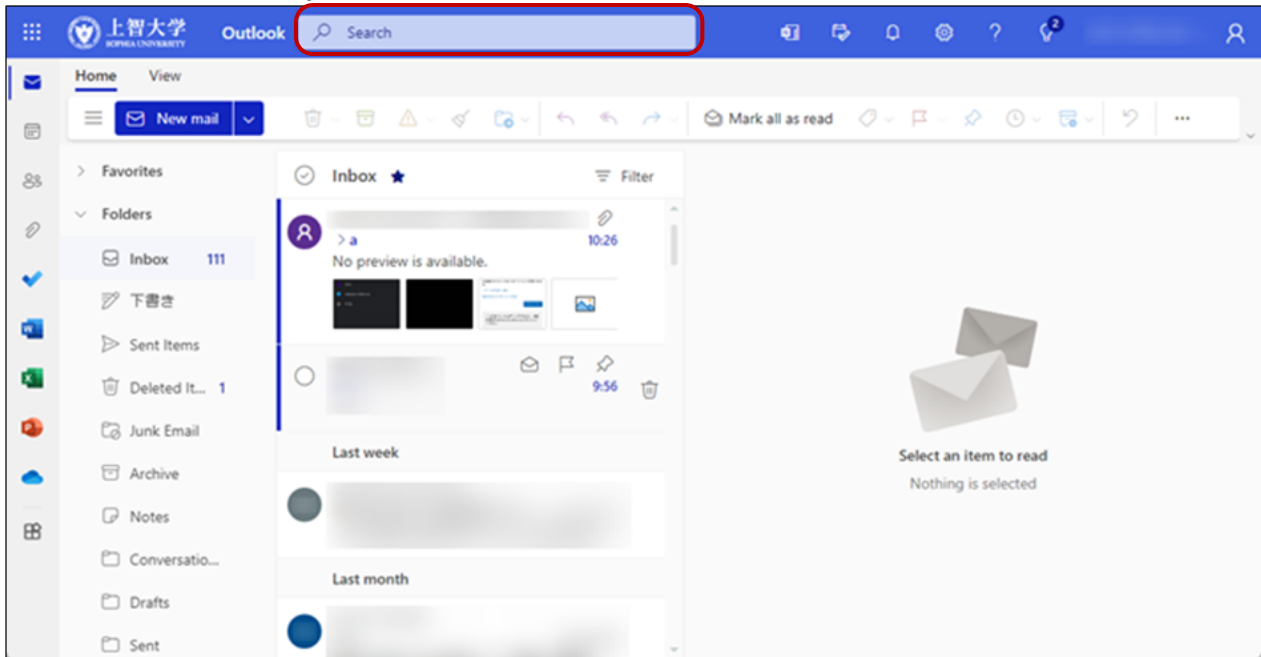
Choose message that you want to delete and click  [Delete]. Deleted message will move to “Deleted Items”



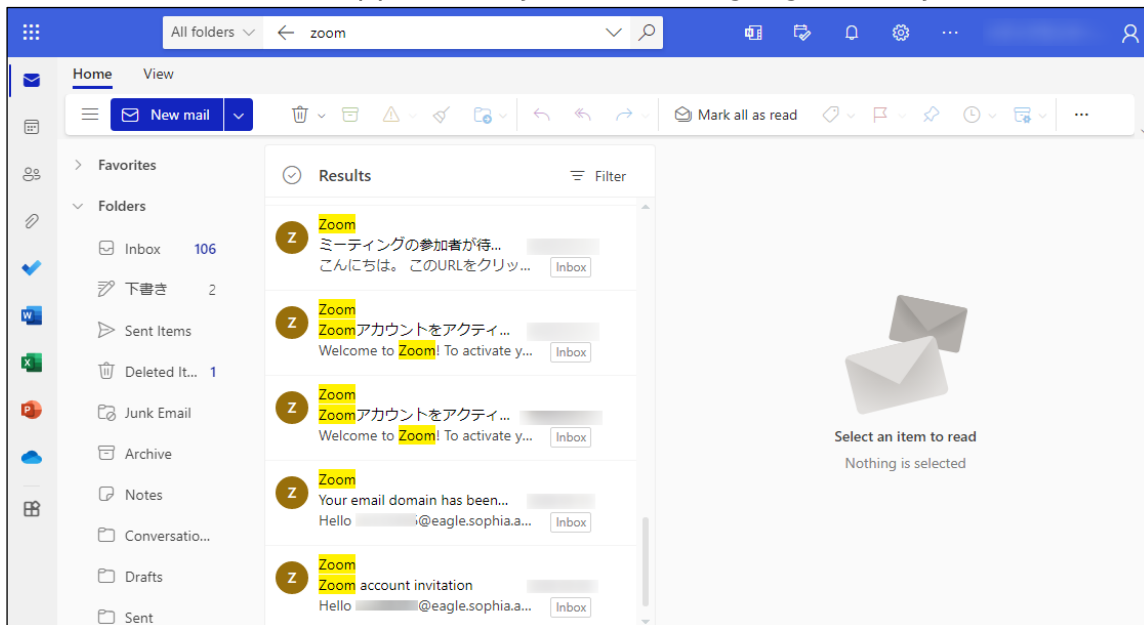
- ✓ Within 30 days, you can restore deleted message from “Deleted Items”.
- ✓ After 30 days of deletion or further deletion from ”Deleted Items”, the e-mail will be completely deleted. **Once an email has been permanently deleted, it cannot be recovered.**

9-6 Search Messages

(1) Enter search keywords into “Search box”

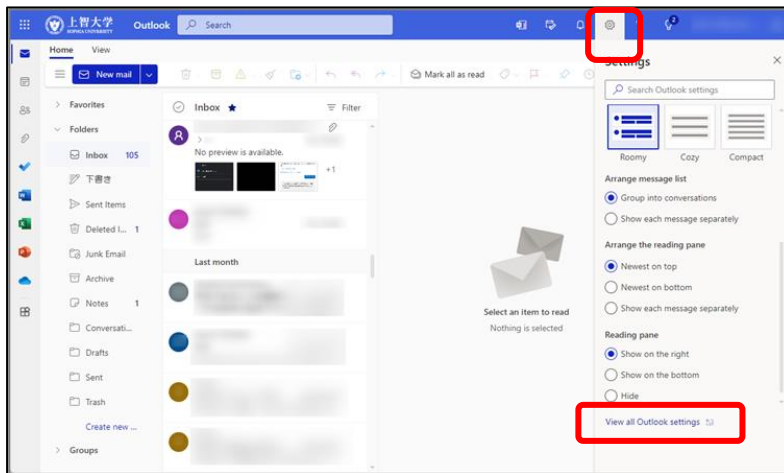


(2) Search result will appear. (Keywords are highlighted in yellow.)

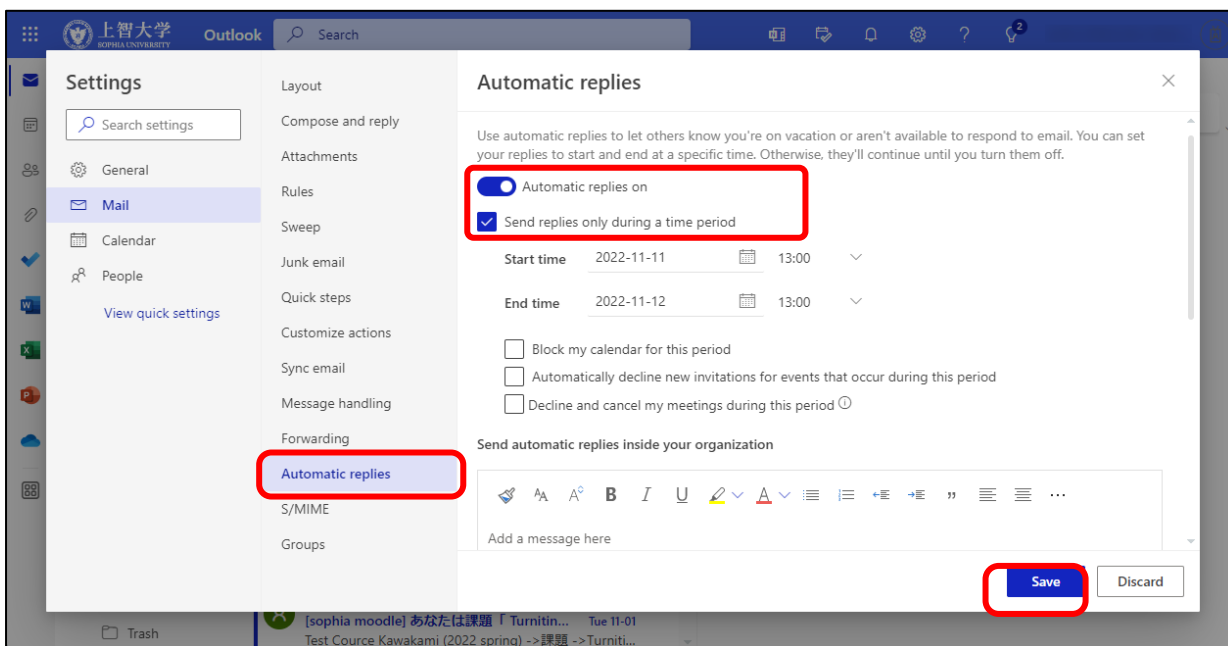


9-7 Automatic Reply

- (1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



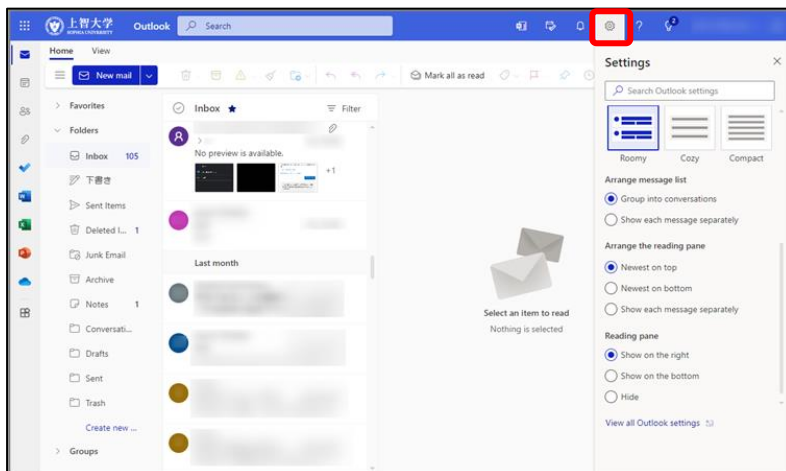
- (2) On the Navigation Pane, click [Mail] > [Automatic replies]. Click [Turn on automatic replies]. Make the necessary settings and click [Save].



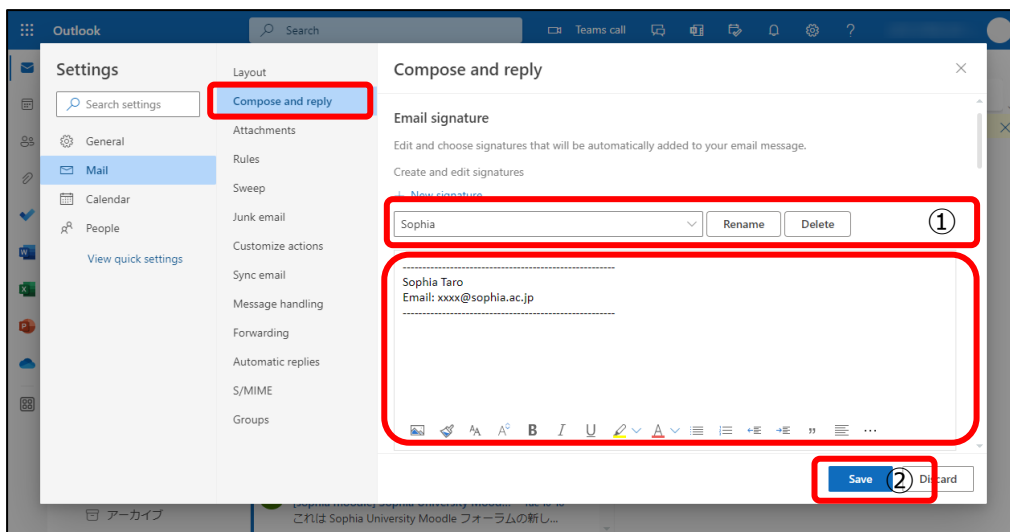
9-8 Create Signature

Create a signature to be inserted into the email.

- (1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].

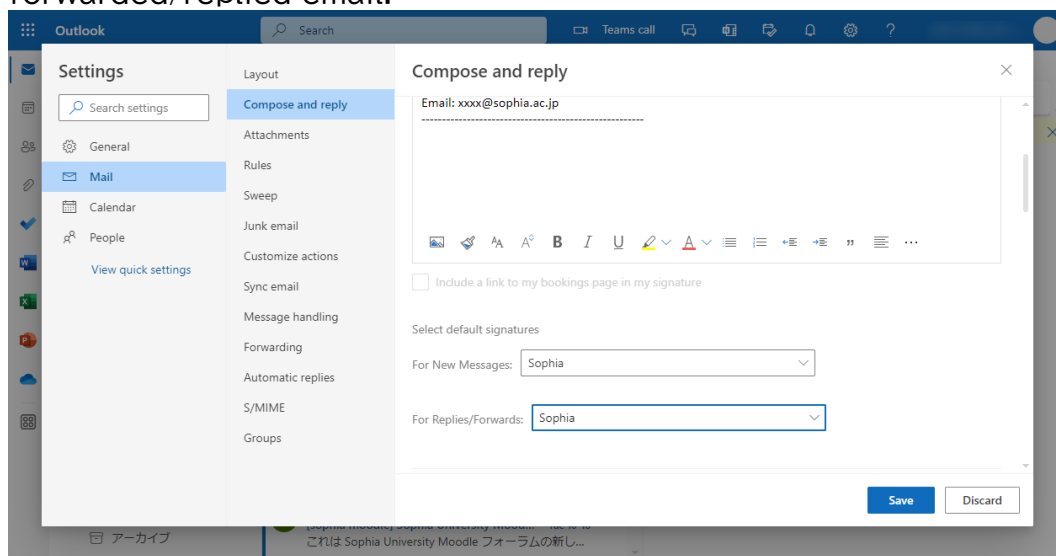


- (3) On the Navigation Pane, click [Mail] > [Compose and reply]. In the [Email signature] box, make the signature and click [Save].



✓ Select default signatures

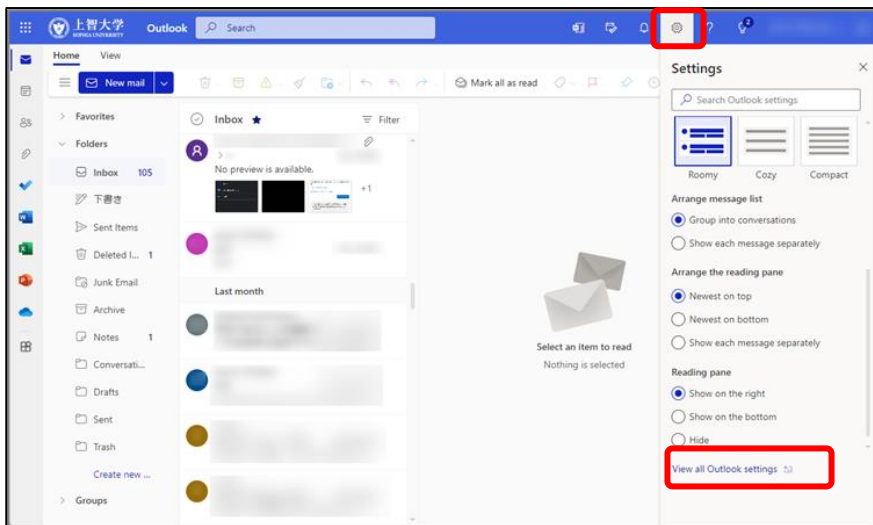
- ① For New Messages: Select the signature you want to add to a new email.
- ② For Replies/Forwards: Select the signature you want to add to the forwarded/replied email.



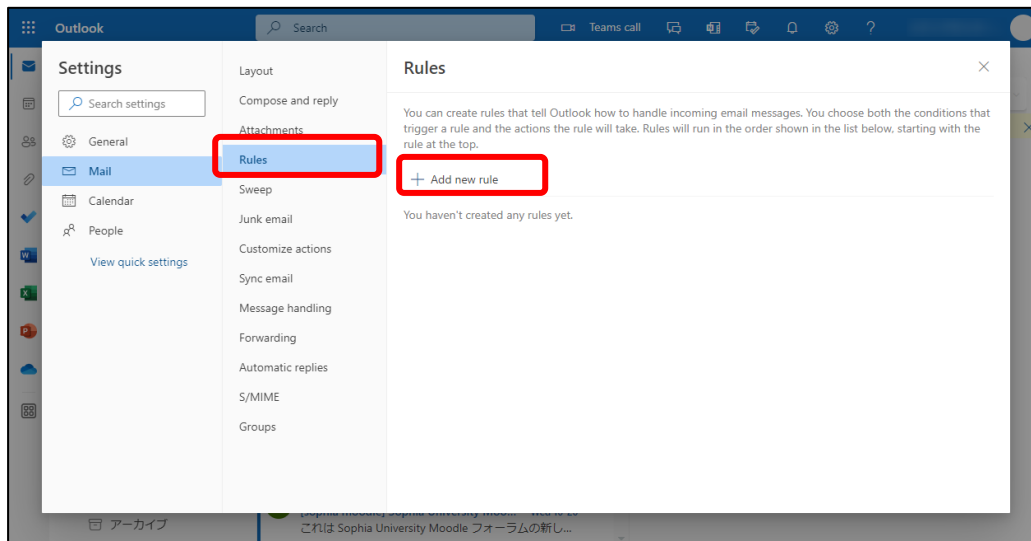
9-9 Inbox rules

Organize your incoming mail so you don't miss or lose important emails. It is helpful to set rules for your inbox.

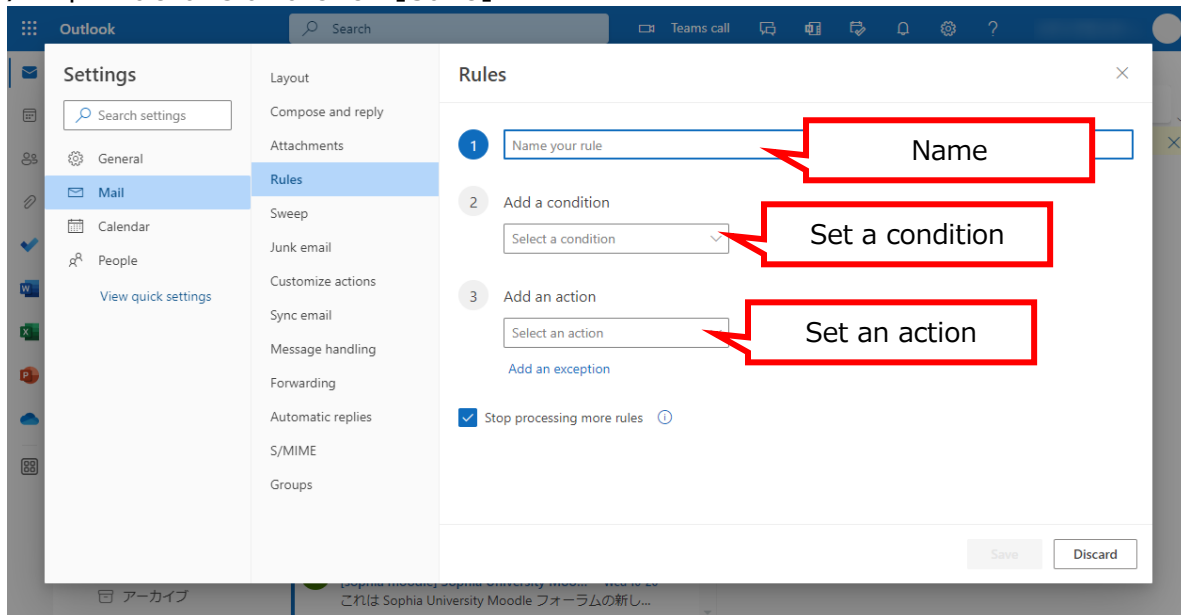
- (1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



- (2) Select [Mail] > [Rules] > [Add new rule].

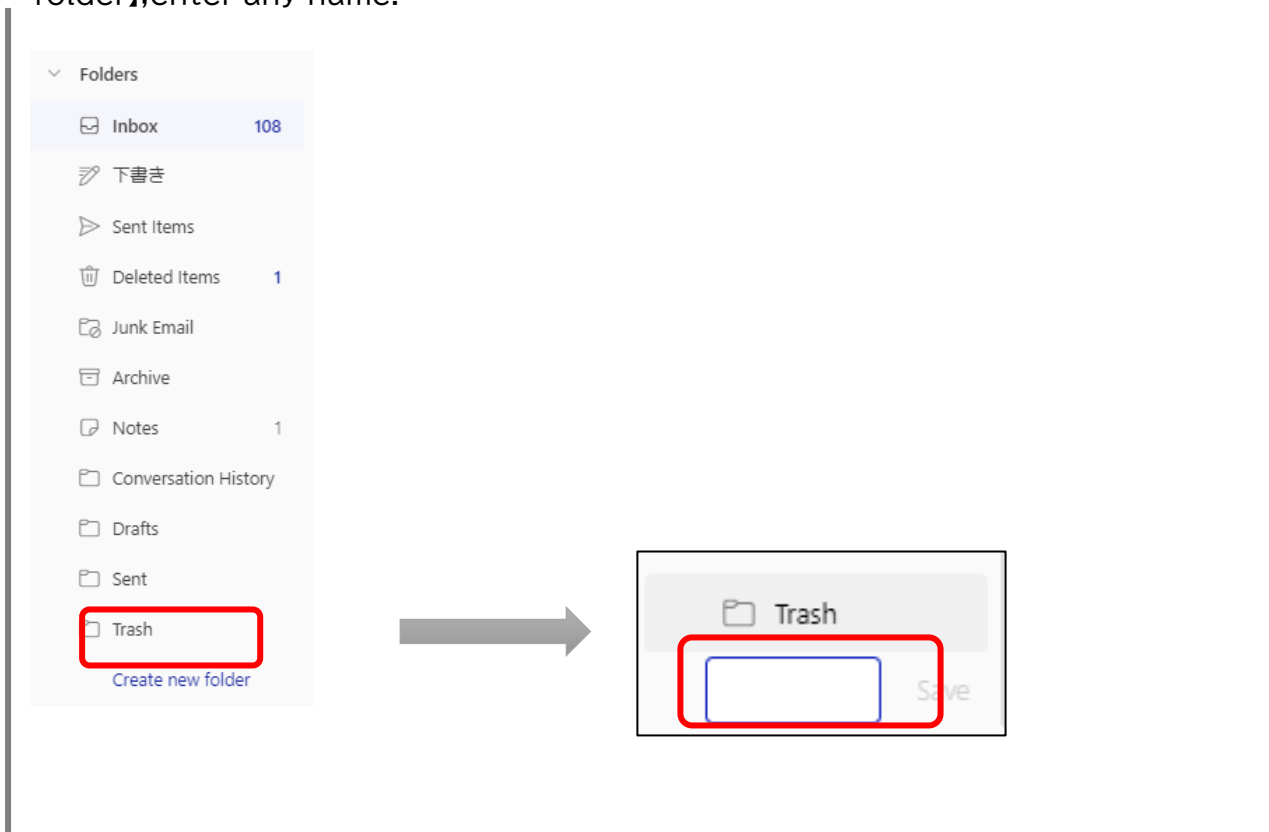


(3) Input details and click [Save].



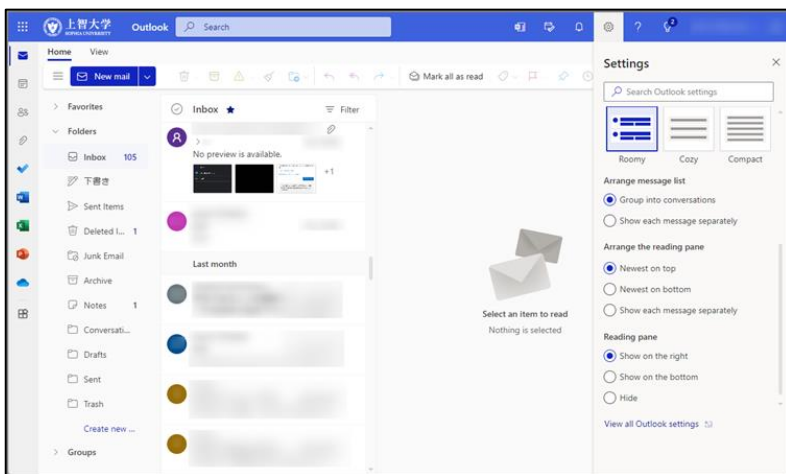
Create new folder

Mail folders can be created for convenient sorting of mail. Click【Create new folder】,enter any name.

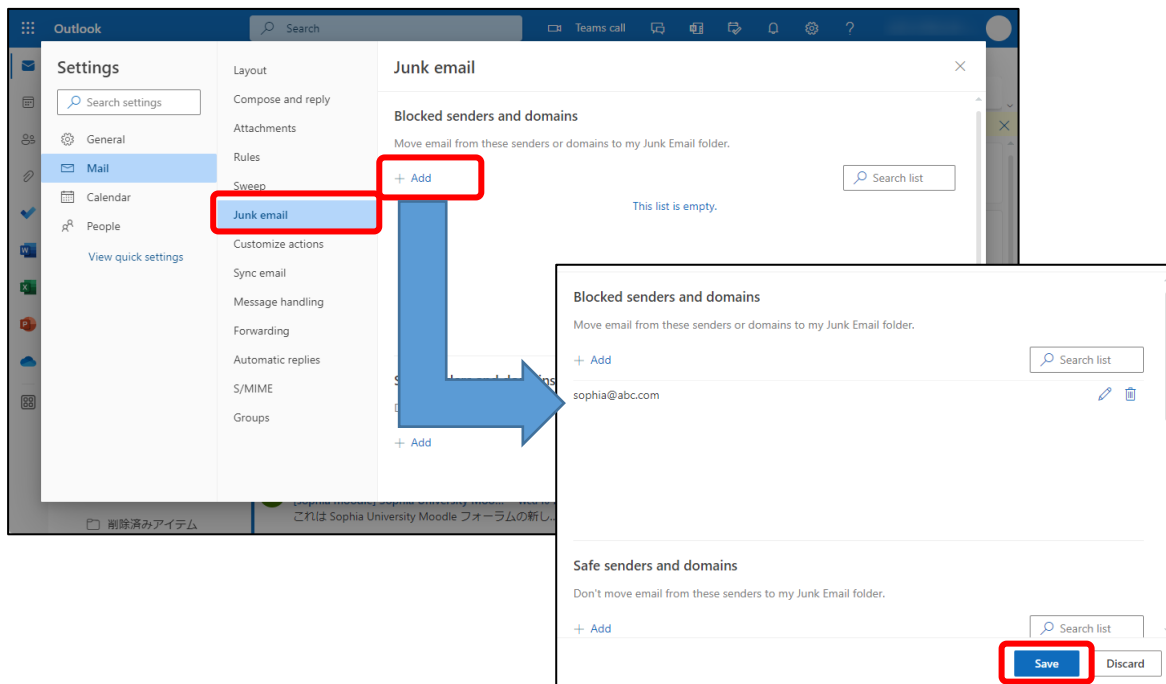


9-10 Settings to block incoming mail

(1) Click [Options] on the top right of the screen. Next, click [View all Outlook settings].

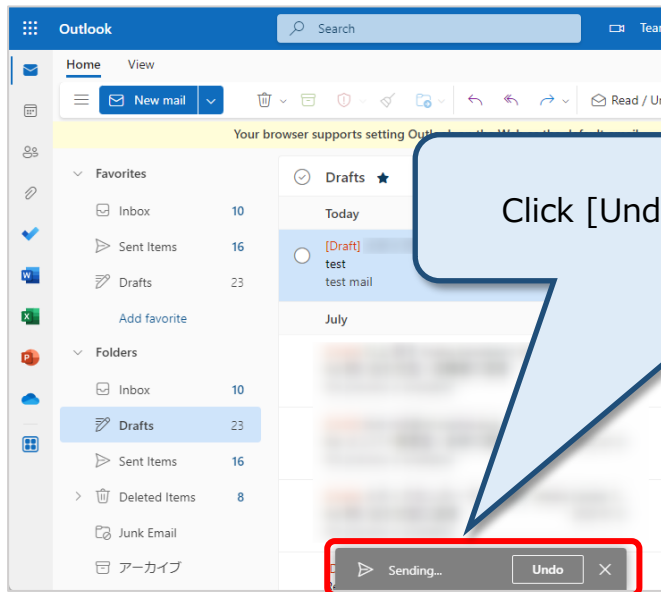


(2) Click [+add] in the [Blocked senders and domains], enter your e-mail address or domain name and click [Enter]. After that, click [Save] to save the settings.



9-11 Undo sends

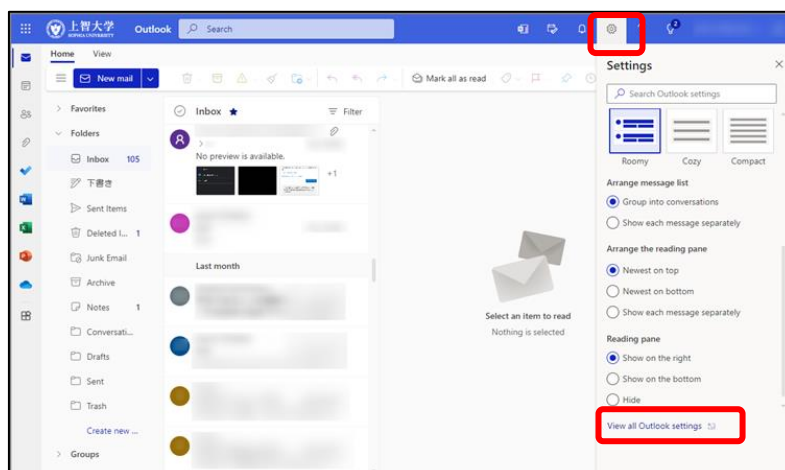
Messages that have been accidentally sent can be undone for up to 10 seconds. To undo a message, click "Undo" at the bottom of the message list within the predetermined time.



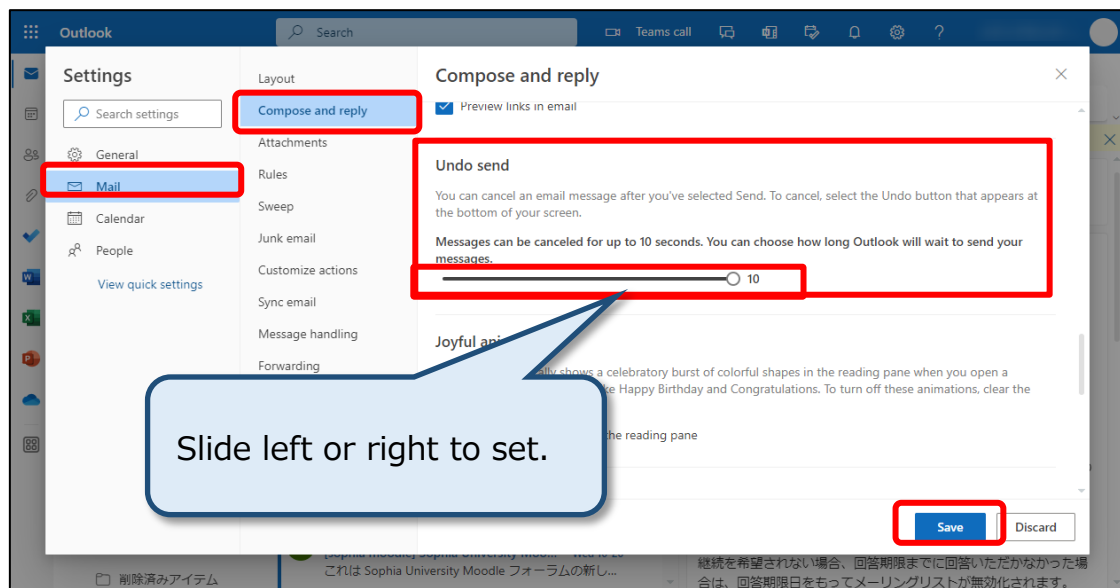
This function cancels the transmission process only when the "Undo" is pressed within a certain time after the "Send". It is not possible to undo a message that has already been sent.

In addition, ICT Office cannot erase them. This is policy, and the same applies to emails of any level of importance. Please reconfirm the destination and attachments text before sending.

- (1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



(2) Select [Mail] > [Compose and reply] > [Undo send], and slide the indicator to the left or right to set the time. Then click [Save] to save the settings.

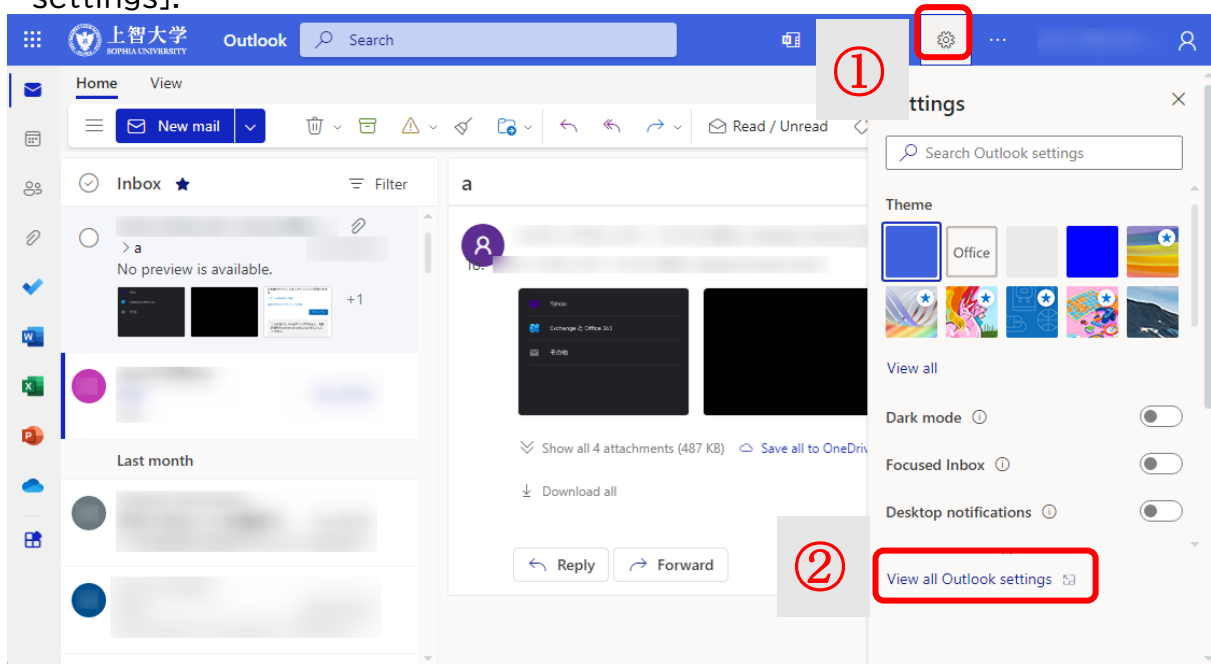


10. Forwarding settings

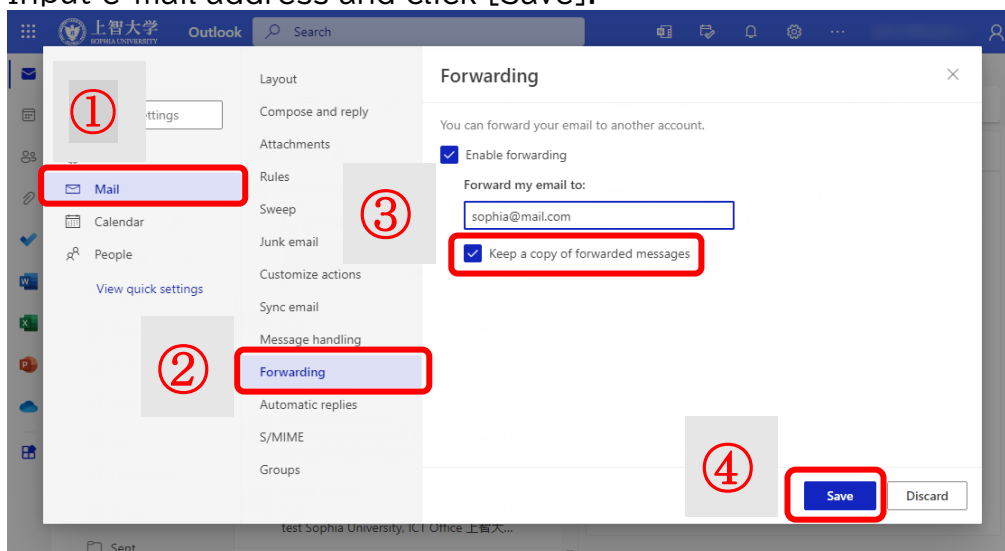
10-1 Forwarding settings

We do not recommend forwarding incoming Sophia Mail messages to your smart phone or any other email address. Please install Outlook application (free) on your smart phone to receive Sophia Mail. If you must forward your mail, please follow the instructions below.

(1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



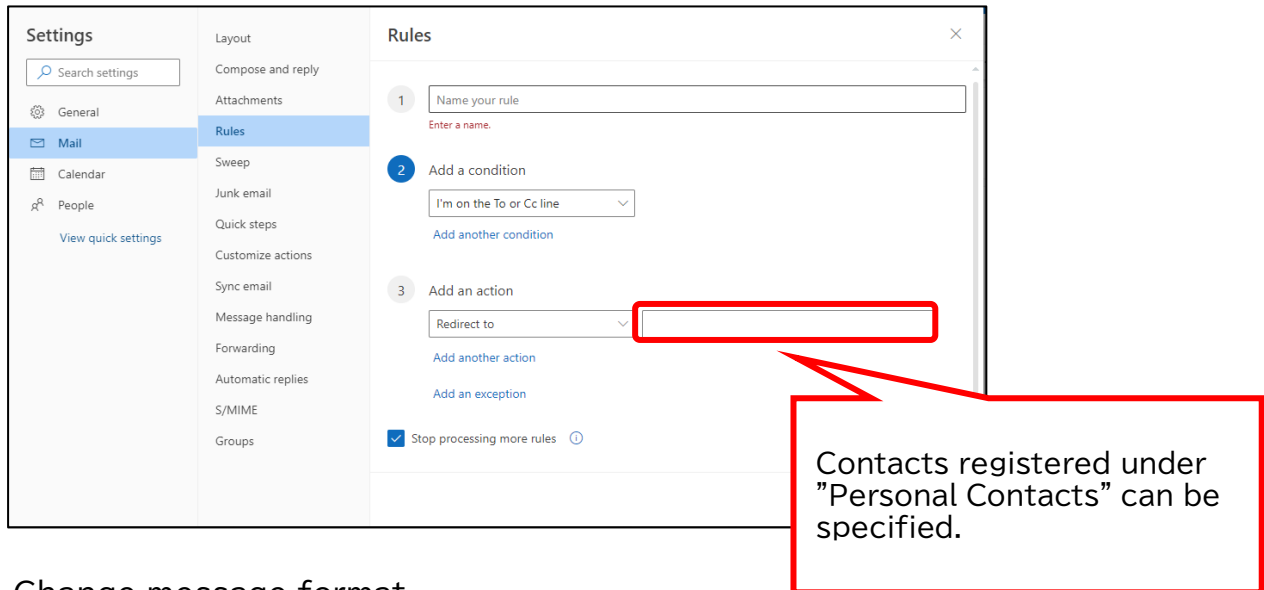
(2) On the Navigation Pane, click [Mail] > [Forwarding]. Select [Enable forwarding]. Input e-mail address and click [Save].



※ If [Keep a copy of forwarded messages] is **not checked**, received messages **will be deleted** after they are forwarded.

10-2 Setting redirects using rules

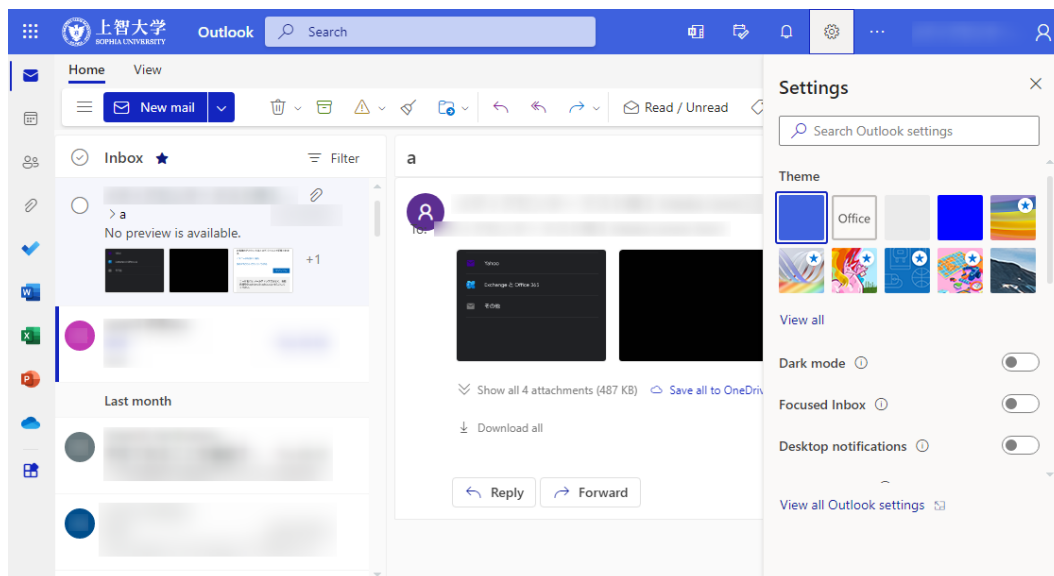
The redirect function may cause problems such as settings not being saved or forwarded depending on the media used. If the forward cannot be successfully performed, you can set the rules introduced in Section 9-9 to make it work.



10-3 Change message format

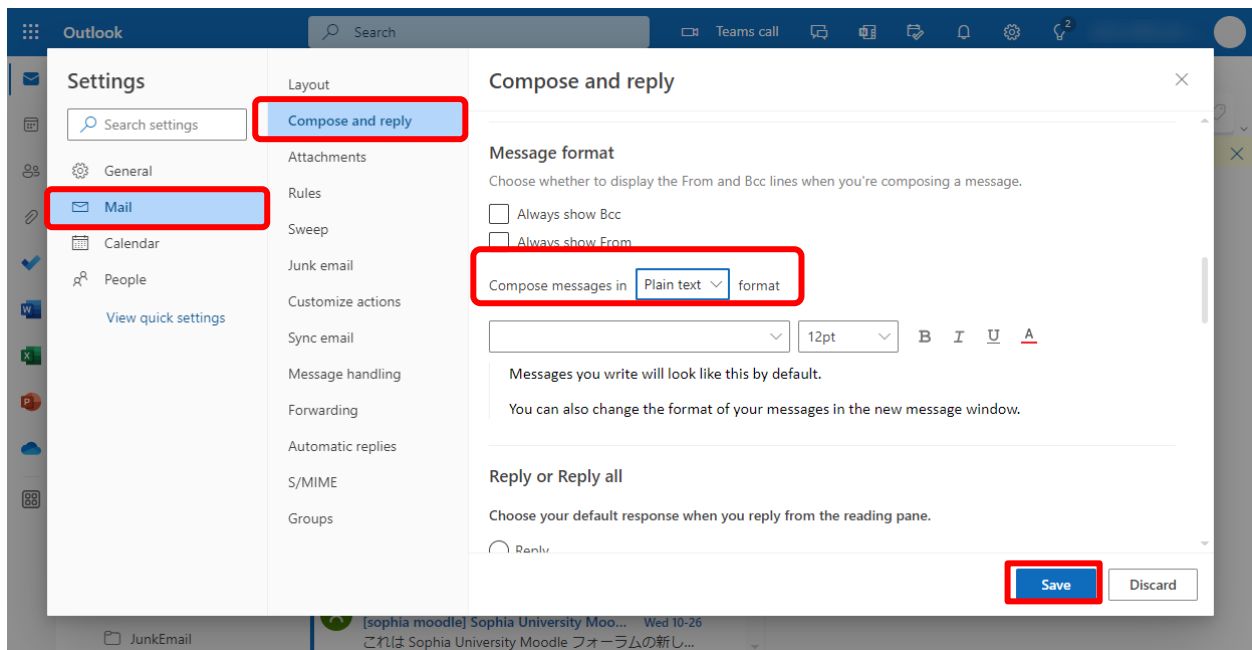
Sophiamail is composed as "HTML format". "HTML format" e-mails are convenient because they can be freely formatted. However, the file size can be large, and some media may not accept it. We will show you how to change to the traditional "text format".

(1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



(2) Click [Mail] > [Compose and reply].

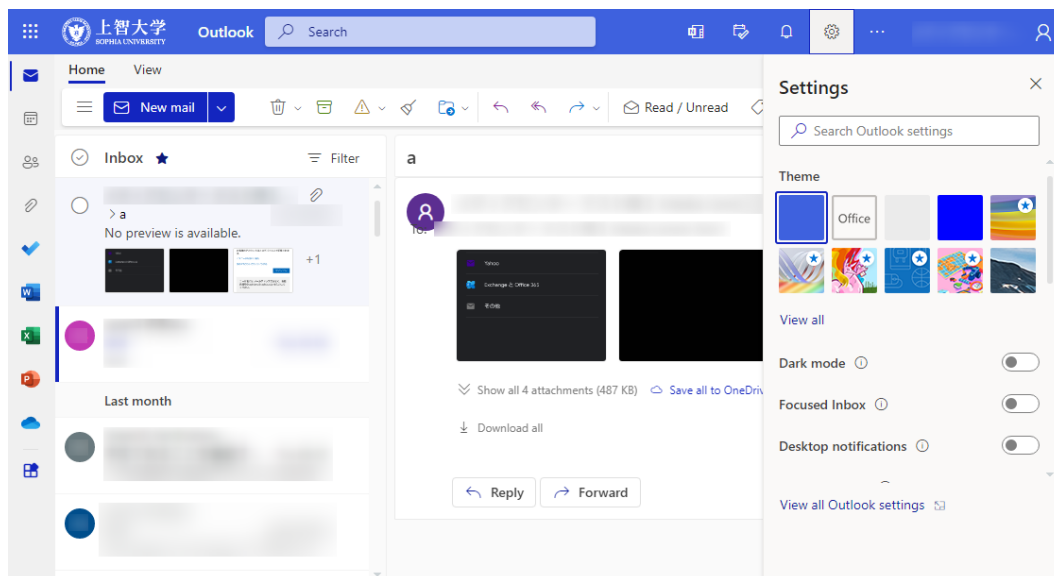
(3) Select [Plain text] in [Message format]. Then click [Save].



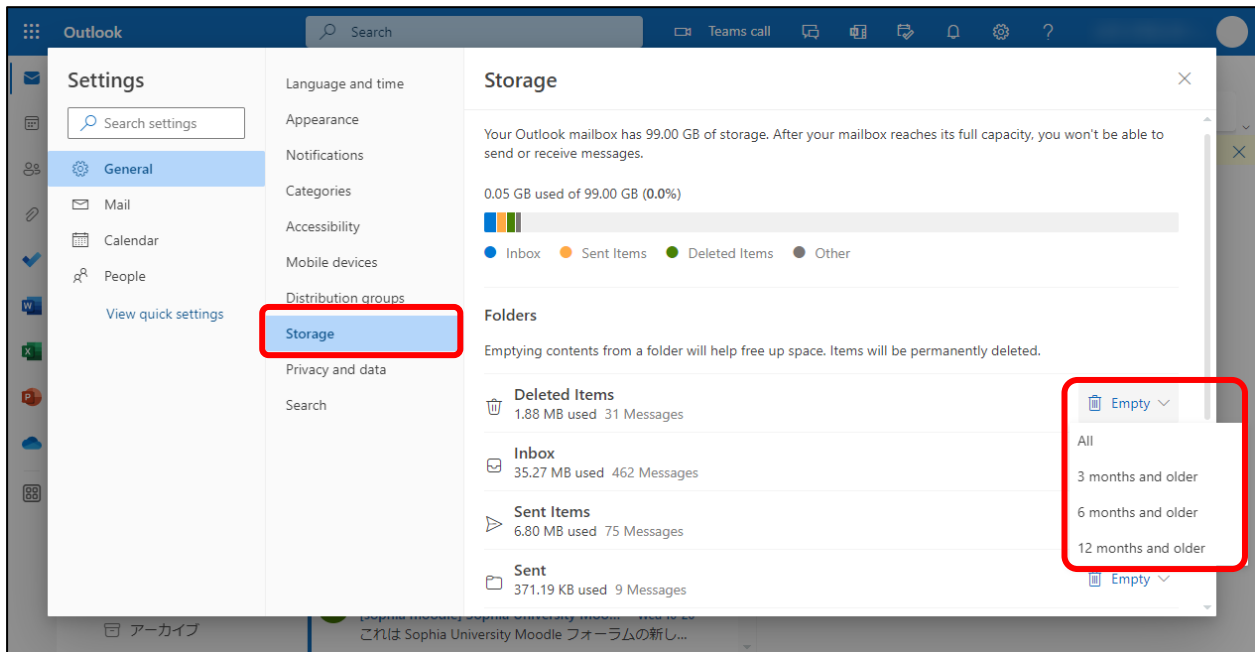
10-4 Mailbox cleanup

You can delete unwanted mail by specifying a period of time. As the mailbox expands, the mail system will slow down. Be sure to clean up regularly.

(1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



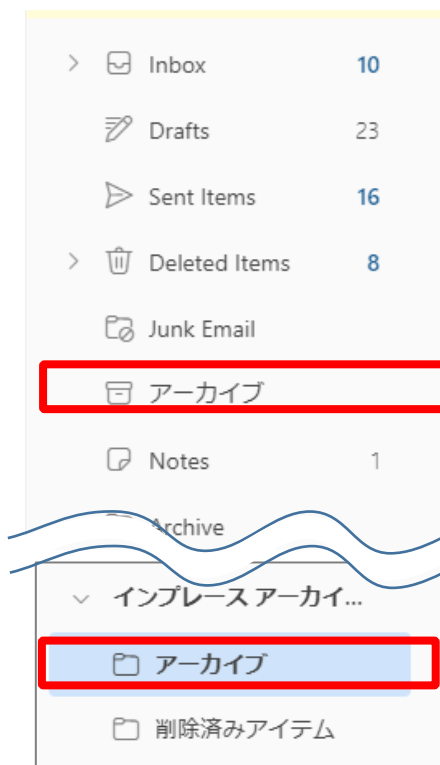
- (2) Click on the trash can icon for each folder and select the period of time for the mails to be deleted.



10-5 Automatically move past emails to the archive area

The mailbox capacity allocated to each individual is approximately 50 GB. When the capacity is exceeded, the oldest mail is automatically deleted, so it is possible that important mail may be lost. Past e-mails can be automatically moved to the archive area.

- ※ The location to be moved is the In-Place Archive (online archive in the Outlook desktop application). It is not the Archive folder in the Inbox.

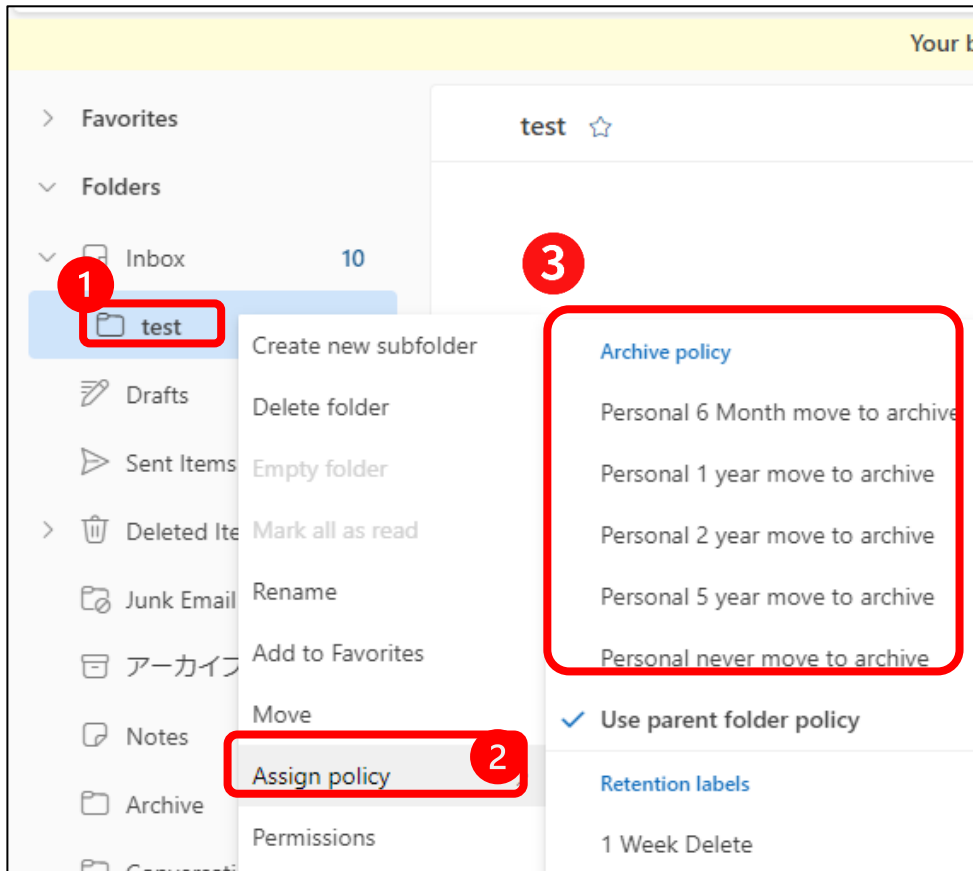


← ✘ Not in this Archive.

← ◎ Go to the In-Place Archive here

Set the folder whose capacity you want to reduce.

- (1) Right-click on the folder name.
- (2) Click [Assign policy].
- (3) Click Period to be archived.

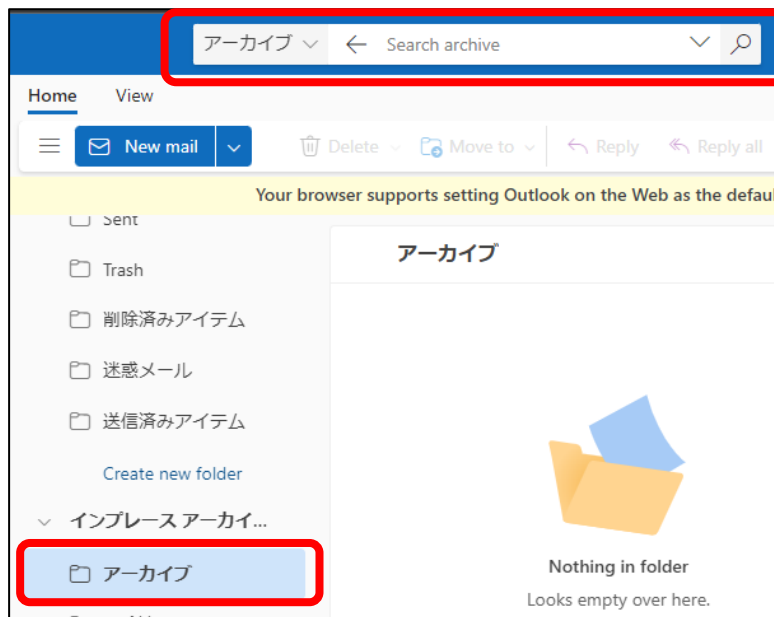


- (4) A folder with the same name will be created at the same level in the In-Place Archive about a week after the setting.

★ Automatically moves past mails within a set time period.

Hints!

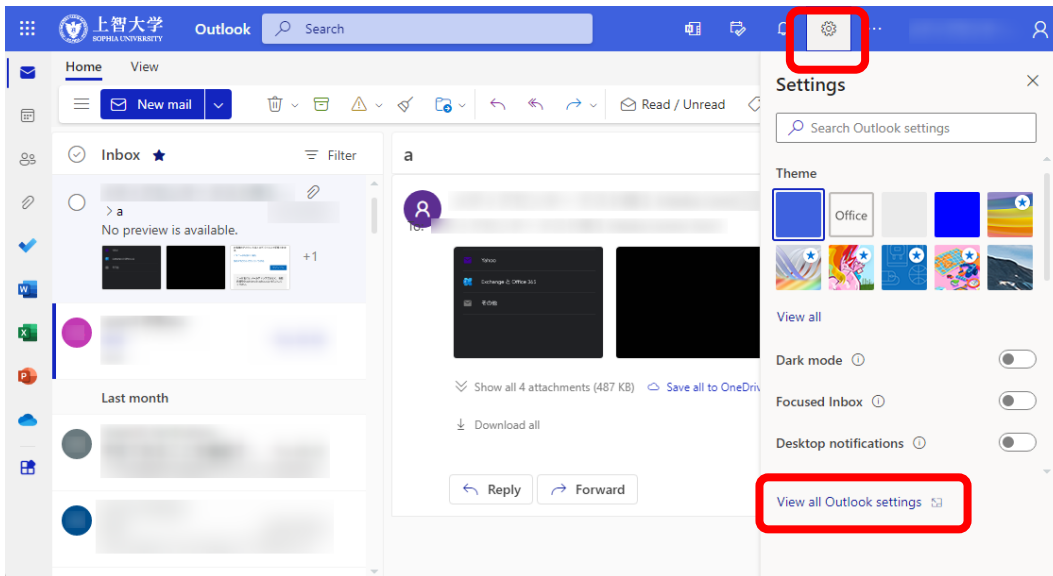
- After setup, the migration process is done once every 7 days.
- It is not recommended to manually move (by dragging) folders to the in-place archive on a per-folder basis.
- If you wish to search for mail that has been moved to the in-place archive, please search within the in-place archive. Ordinary searches cannot search for mail in the archive area.
 - ① Select a folder in the in-place archive.
 - ② Use the search box.



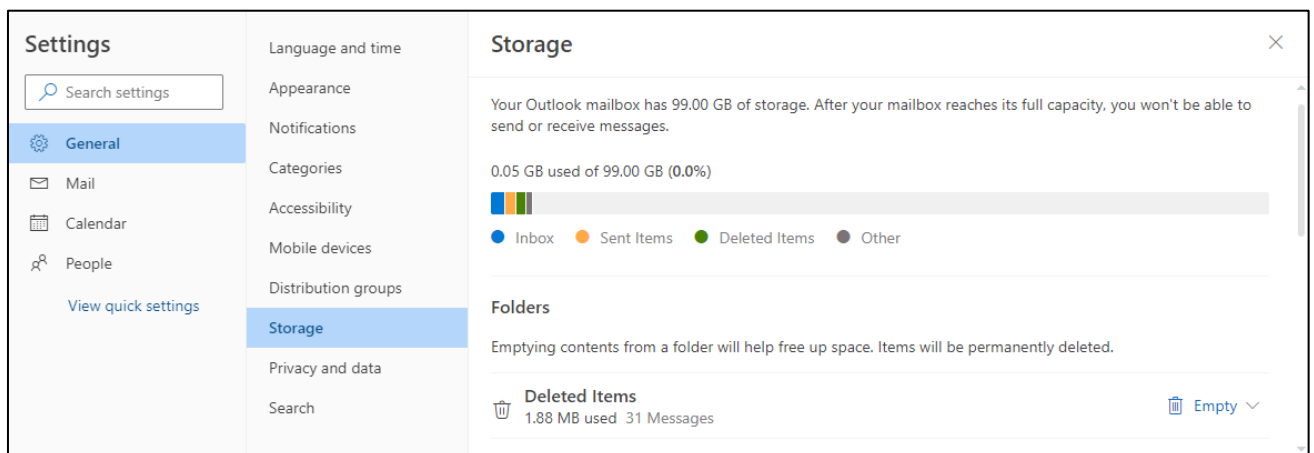
◆Reference: Checking mailbox capacity

Check mailbox capacity on OWA.

(1) Click [Settings] on the top right of the screen. Next, click [View all Outlook settings].



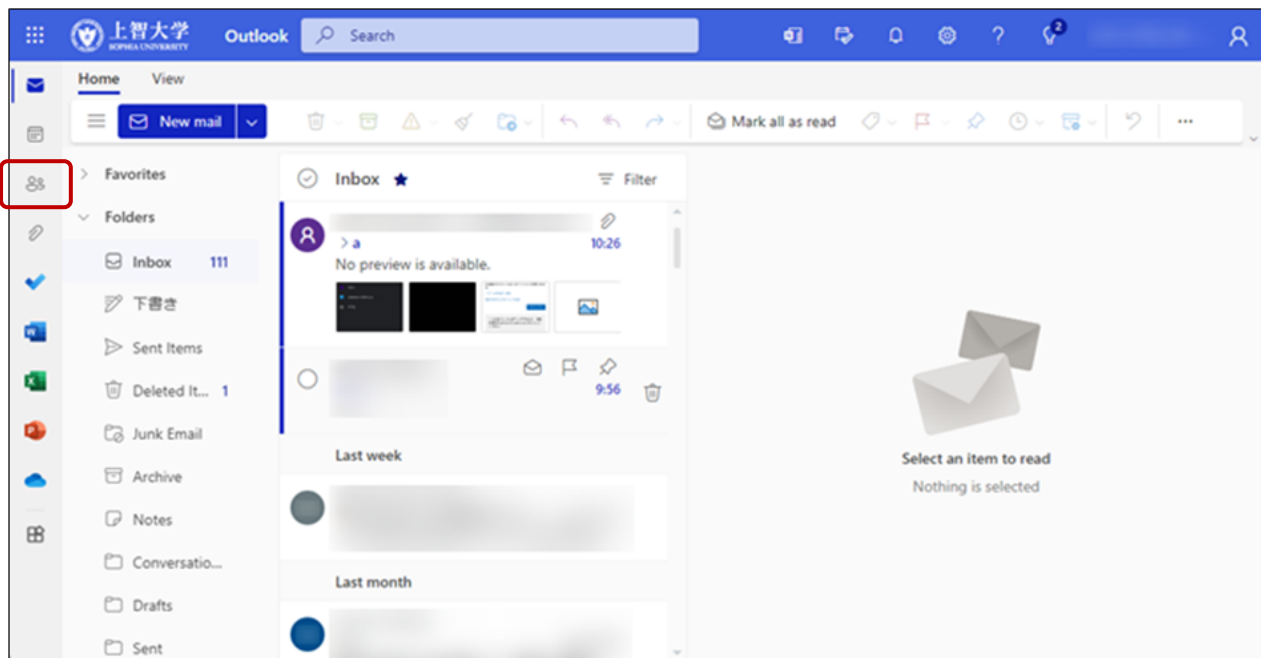
(2) Select [General] > [Storage]. You can check large folders and free space.



11. Contact settings

11-1 Open Contact

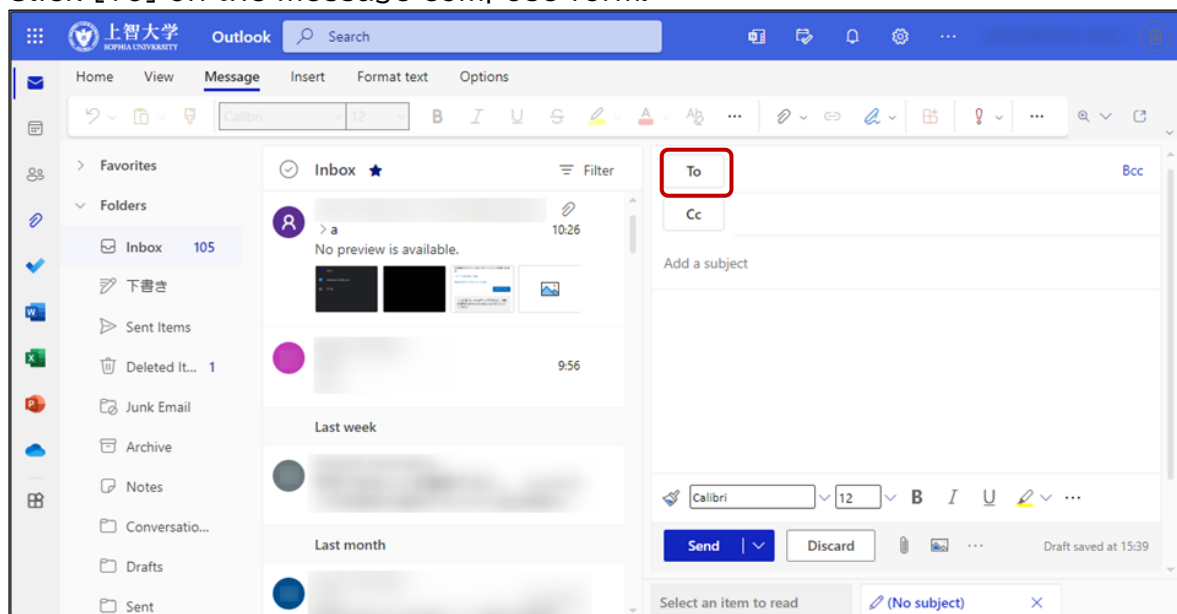
Click [People].



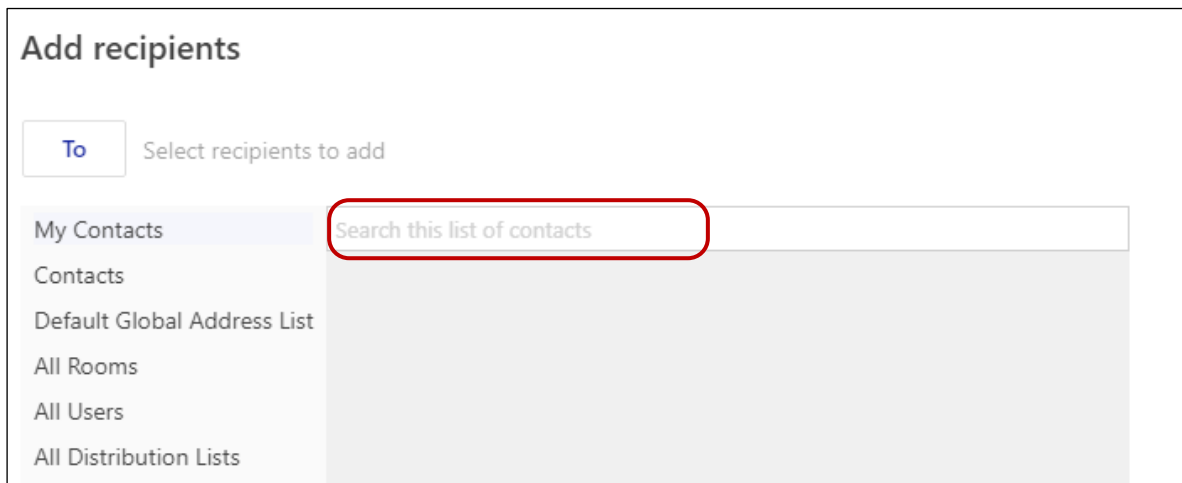
11-2 Search Contact Address

“My Contacts” is an address book that is added and managed privately by user. You can choose contact address from the address book when you send a message.

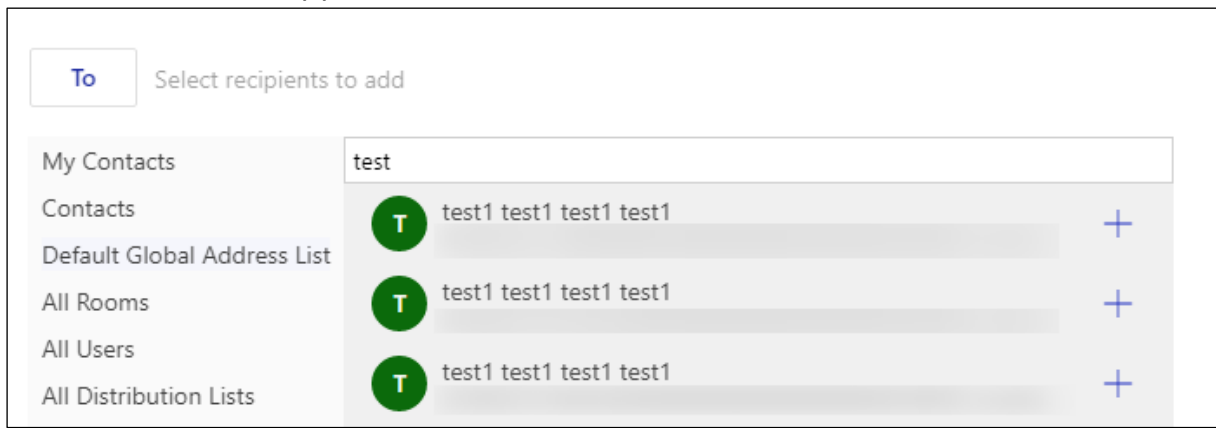
(1) Click [To] on the message compose form.



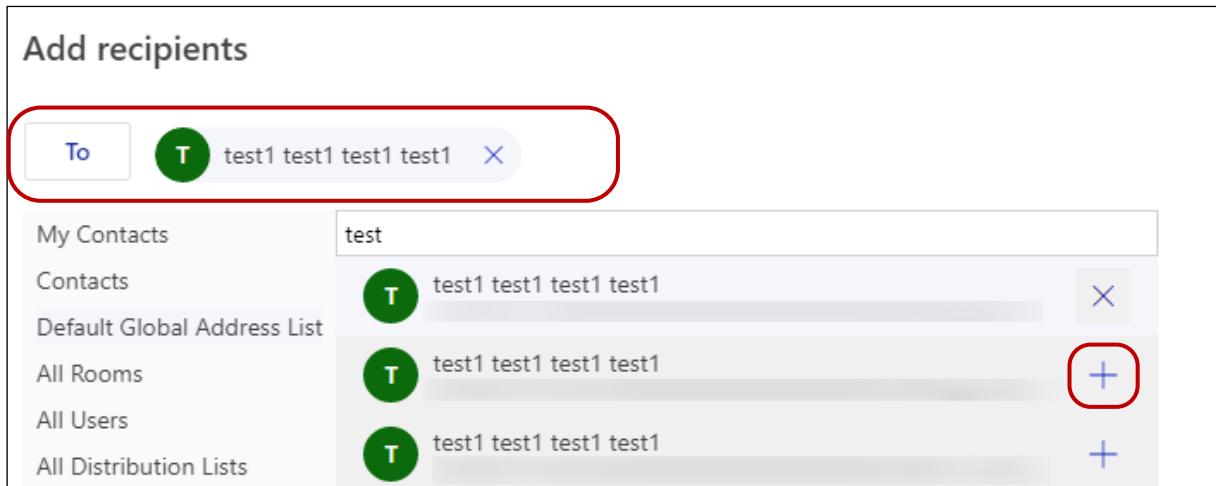
(2) “Add recipients” will appear. Input search keyword and press enter or click. Partial match search is available.



(3) Search result will appear.



(4) Select user who you want to add to "TO:". (Figure 1)
Click [+] (Figure 2) and add to "TO:"



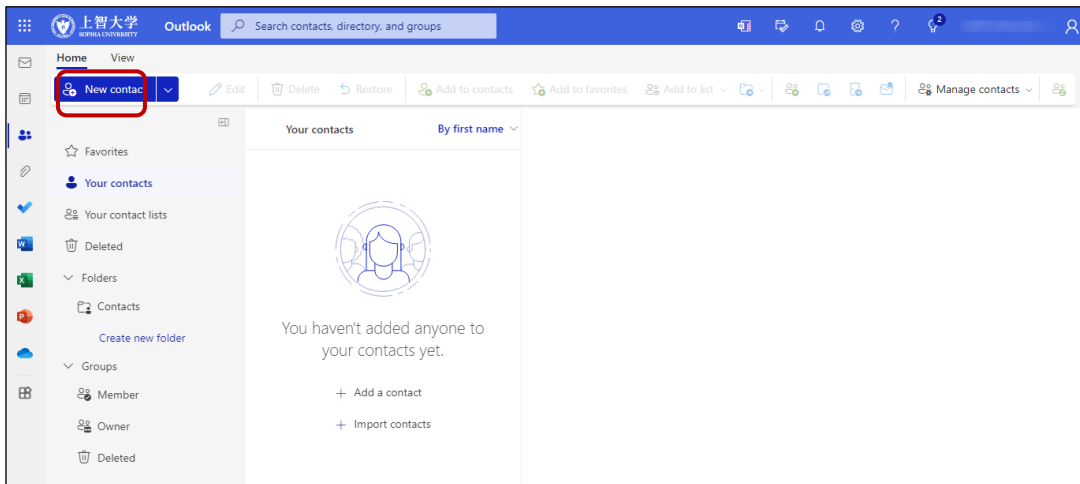
※ If you want to add extra addresses, the following instruction is same as the method that is mentioned at (2).

11-3 Add Contact

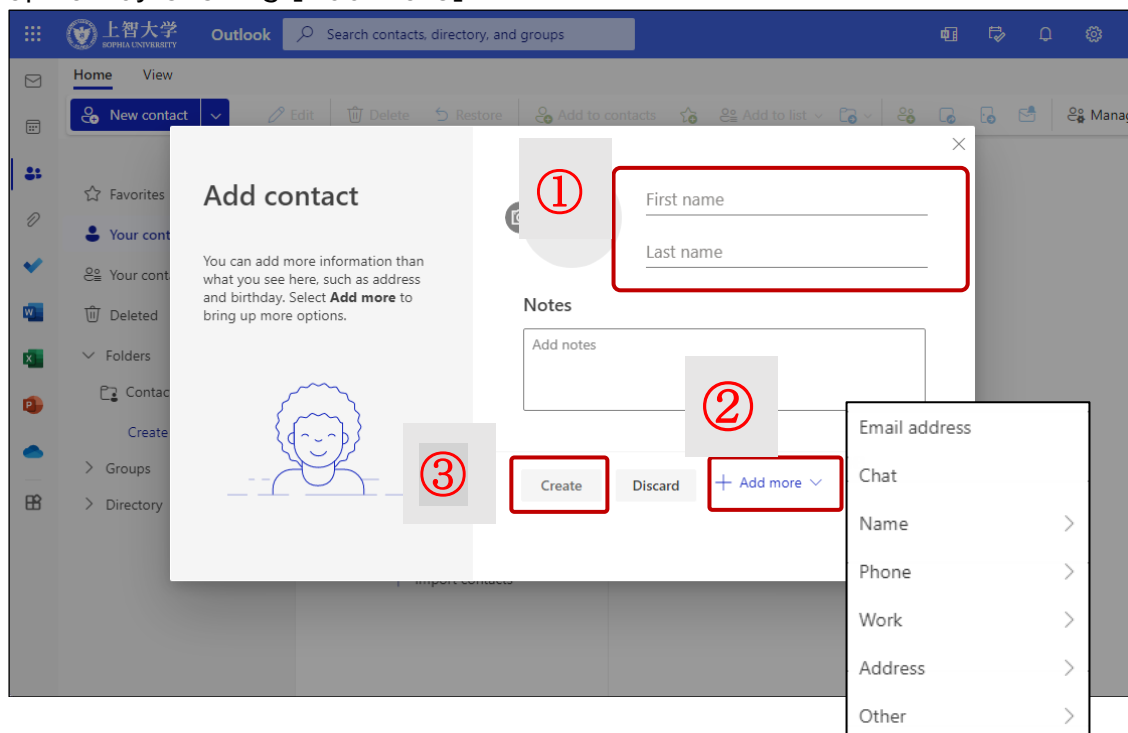
You can add addresses of people to whom you frequently send mail to Contacts. Once adding the people to the Contacts, you can select the address from Contact Screen when you compose a message. You can also sort or group the Contacts by specific information.

<How to add new contact>

- (1) Click [Menu] on the Navigation bar and select [People].
- (2) Click [New].

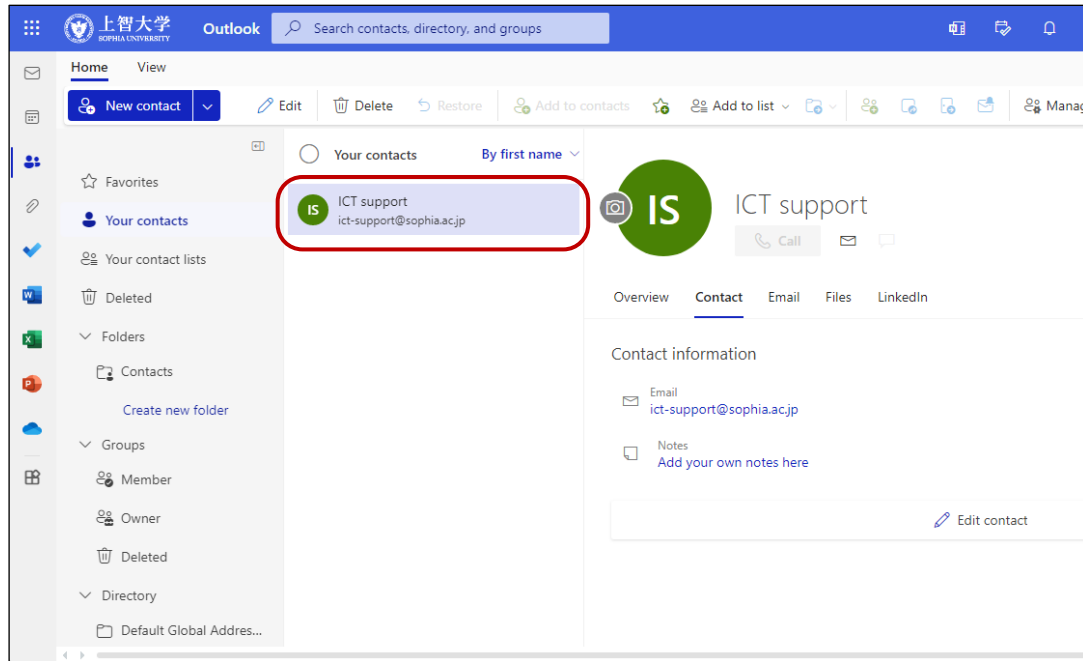


- (3) Enter user information to the form. You can confirm detailed information and option by clicking [Add more].



※ You can add followings as contact information.

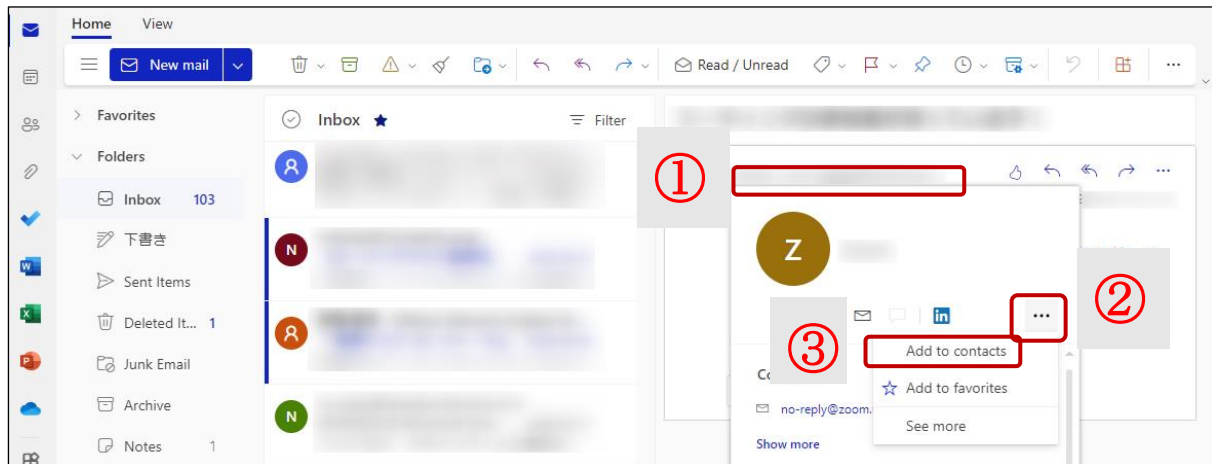
(4) Please confirm you can add the contact properly.



<Add address from receiving e-mail>

Point the cursor to sender name or e-mail address on the Reading Pane. Contact window will appear.

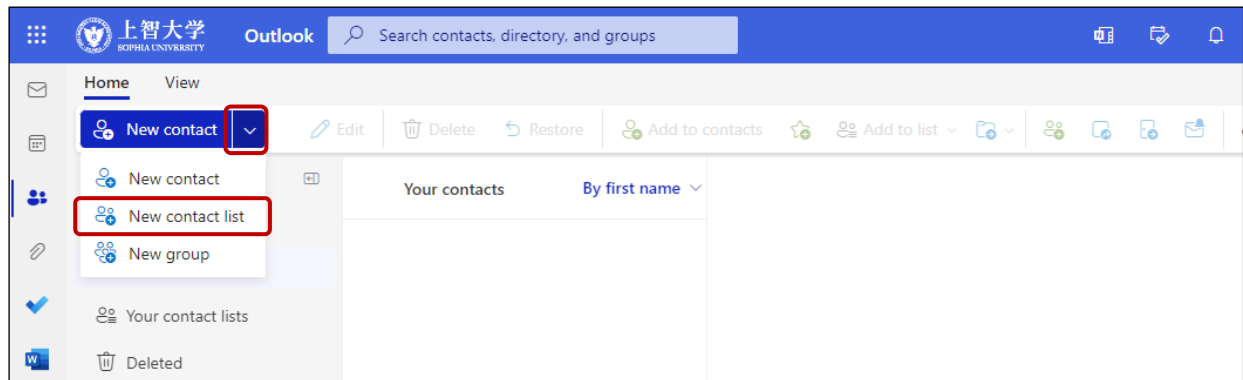
The rest is the same as in 10-3 (3).



11-4 Add to Contact List

By using Contact list, you can group contacts and broadcast same message at one time. It is useful to add contacts to whom you frequently send mail.

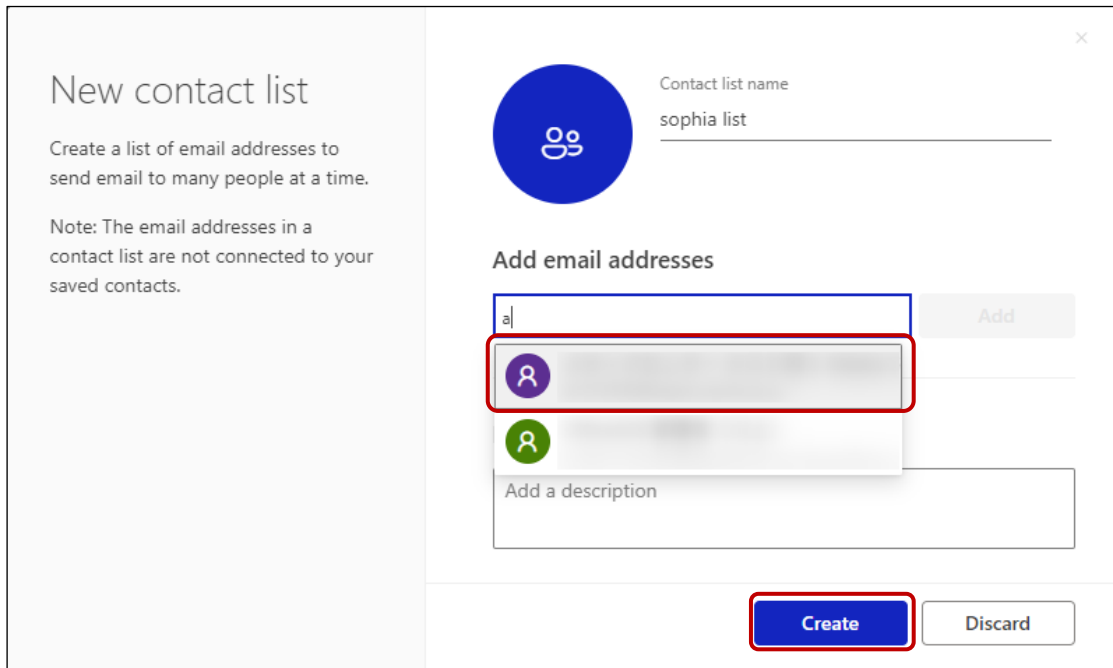
(1) Click [∨] icon next to “New contact” on the Tool bar and select [New contact list].



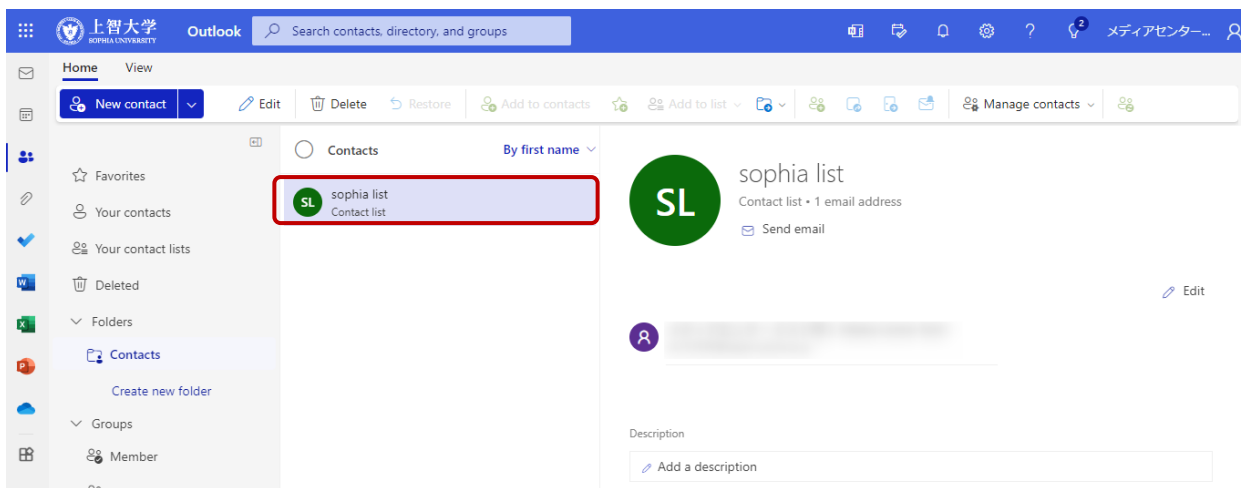
(2) “New contact list” window will open. Enter list name to the [Contact list name].

 A screenshot of the 'New contact list' window. On the left, there is a sidebar with the title 'New contact list' and instructions: 'Create a list of email addresses to send email to many people at a time.' and a note: 'Note: The email addresses in a contact list are not connected to your saved contacts.' The main area contains a blue circular icon with a contact list symbol. To its right is a text input field labeled 'Contact list name', which is highlighted with a red box. Below this is a section titled 'Add email addresses' with a text input field 'Type a name or an email address' and an 'Add' button. Further down is a 'Description' section with a text input field 'Add a description'. At the bottom right, there are two buttons: 'Create' (blue) and 'Discard' (grey).

(3) Enter a name who you want to add to Contact list in the [Add email addresses]. When you enter a part of the name, “Search Directory” dialog will appear. Select the member who you want to add and click [Create].



(4) Confirm the contact list is added in the “Contacts”.



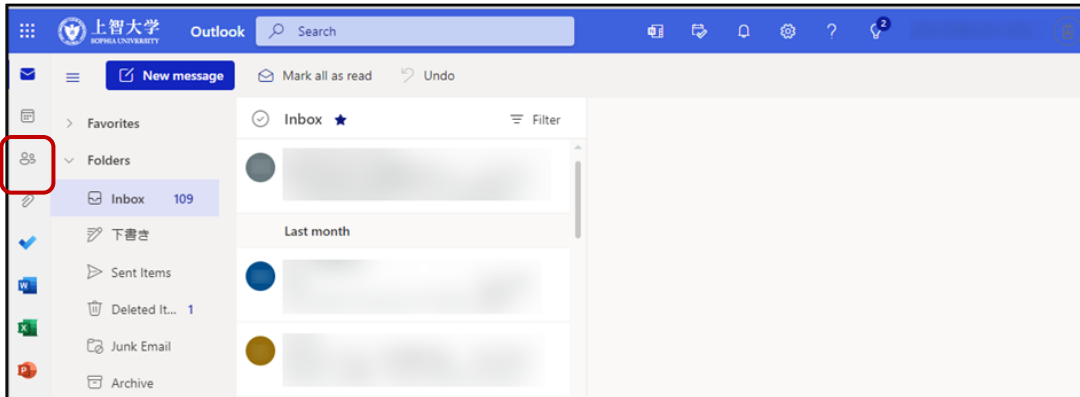
12. Schedule

On Outlook Web App, you can manage personal schedule and invite meeting by using [Schedule] function.

All items are hidden among students, except for the grant of authentication.

The content in the calendar cannot be shared between faculty, staff, and students.

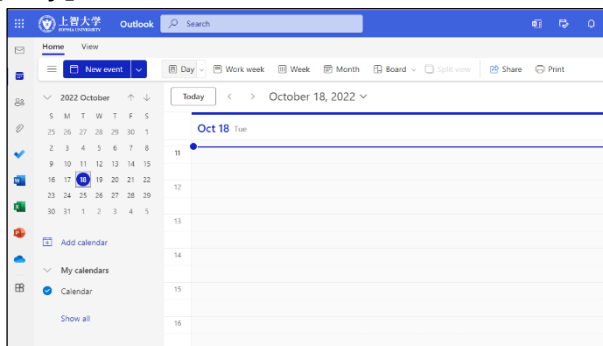
Click on [Schedule] to refer the schedule.



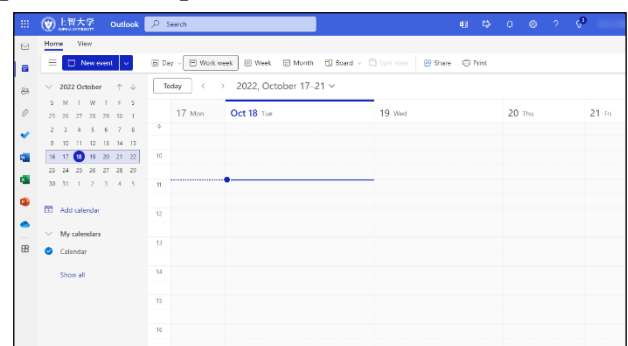
12-1 Refer Schedule

You can switch view of the schedule. [Day], [Work week], [Week], [Month] are selectable.

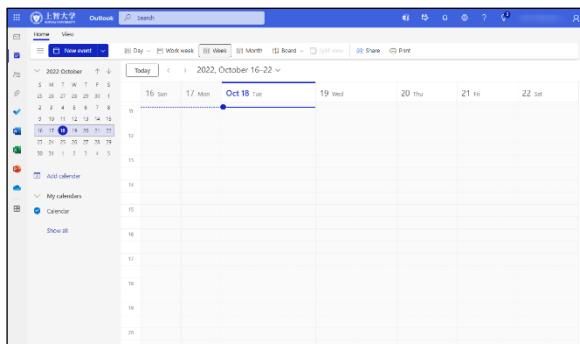
[Day] view



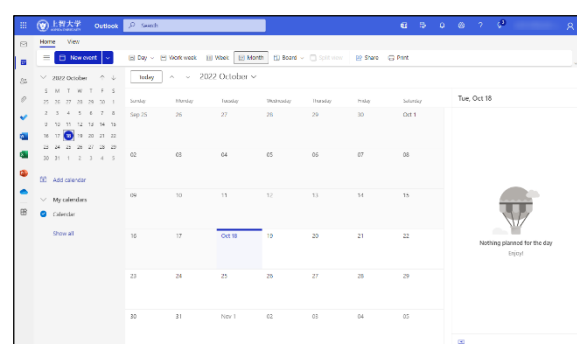
[Work week] view



[Week] view



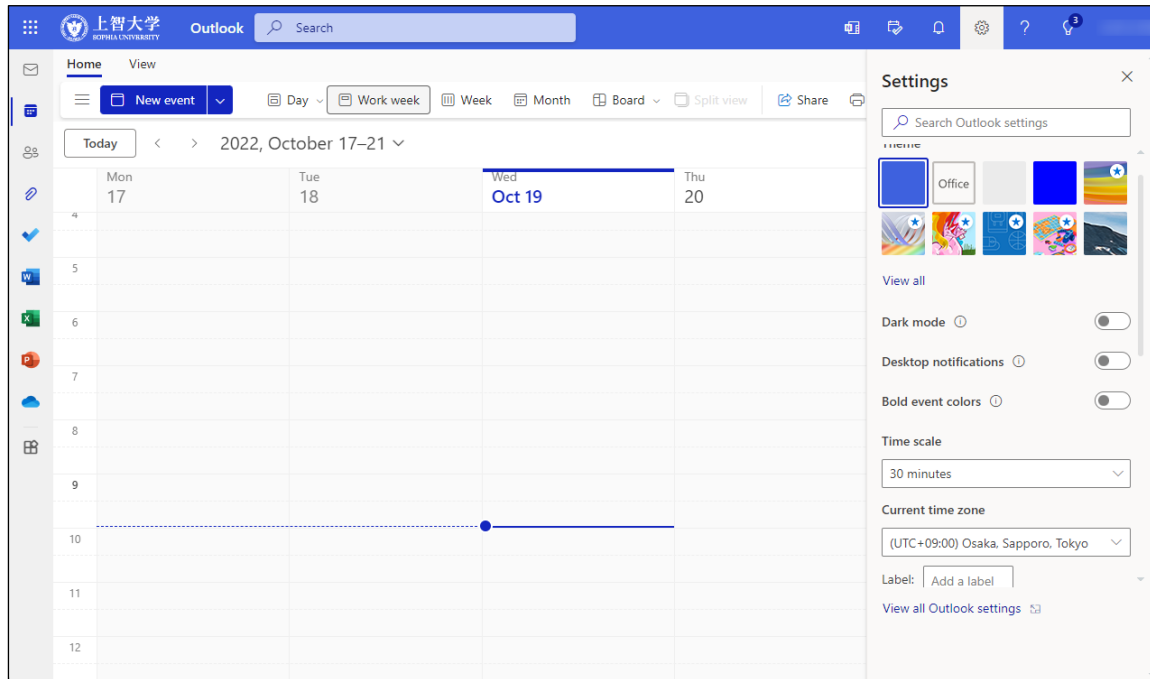
[Month] View



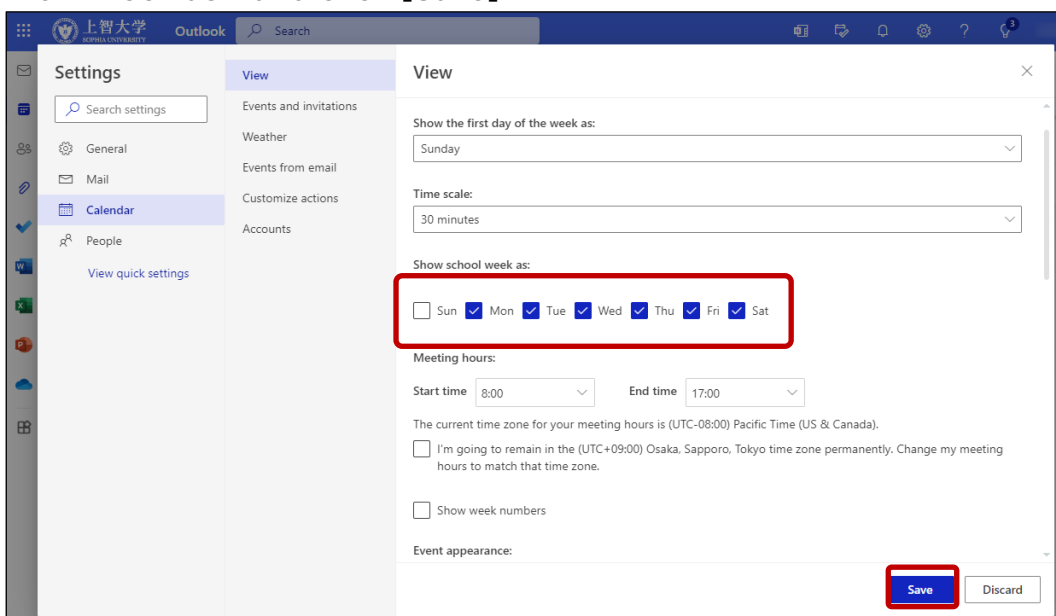
12-2 Change the day of the week to be displayed

- ✓ On the default settings [Work week] view show Monday to Friday and 9:00 to 17:00. You can change those settings.

- (1) Click the [Settings] on the Navigation bar. and select [View all Outlook settings].

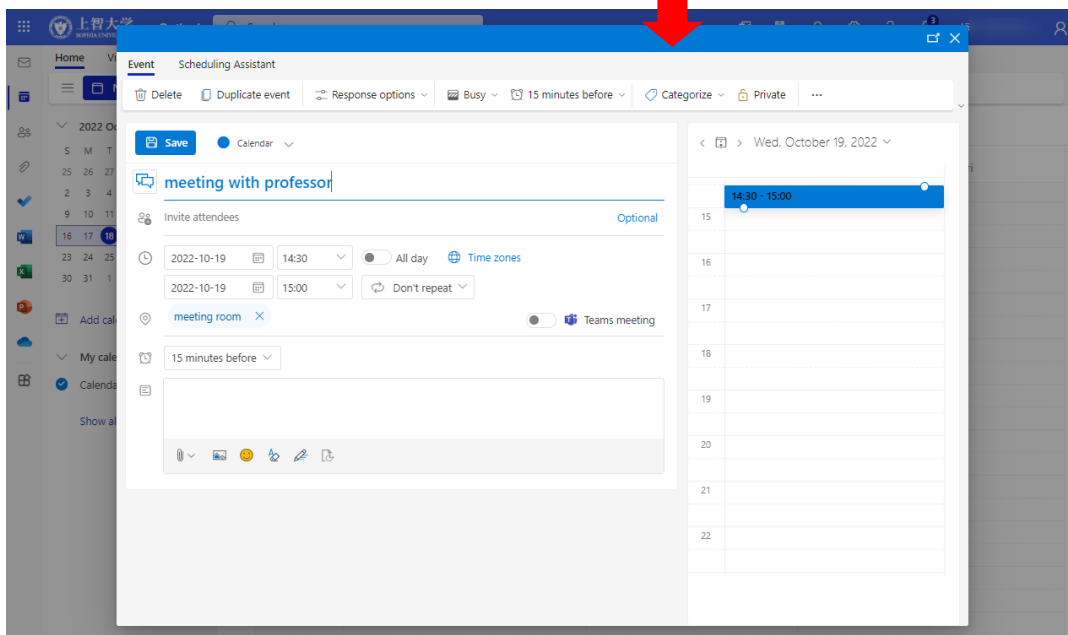
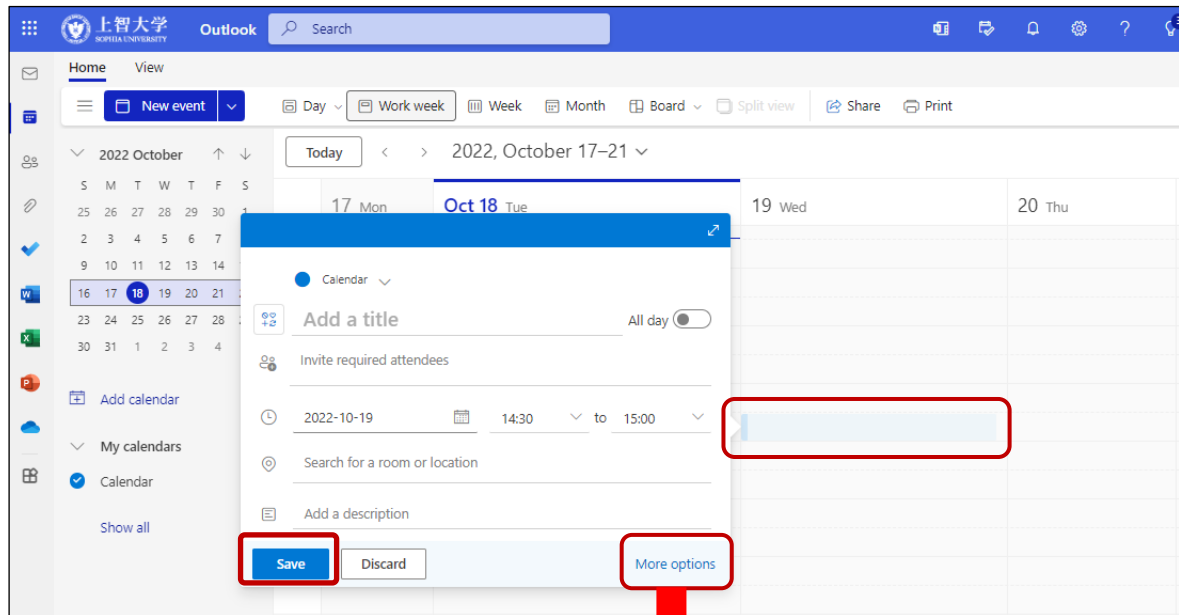


- (2) Click [View] in [Calendar] that is on the left side of the screen. Change “Show work week as:” and click [Save].



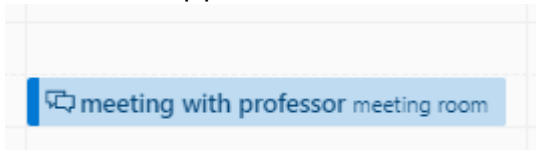
12-3 Input Personal Schedule

- (1) Show [Schedule] and select date which you want to create schedule. Select and click the timeline which you want to create schedule. Next input details (title, location, time) and click [Save] and close window.

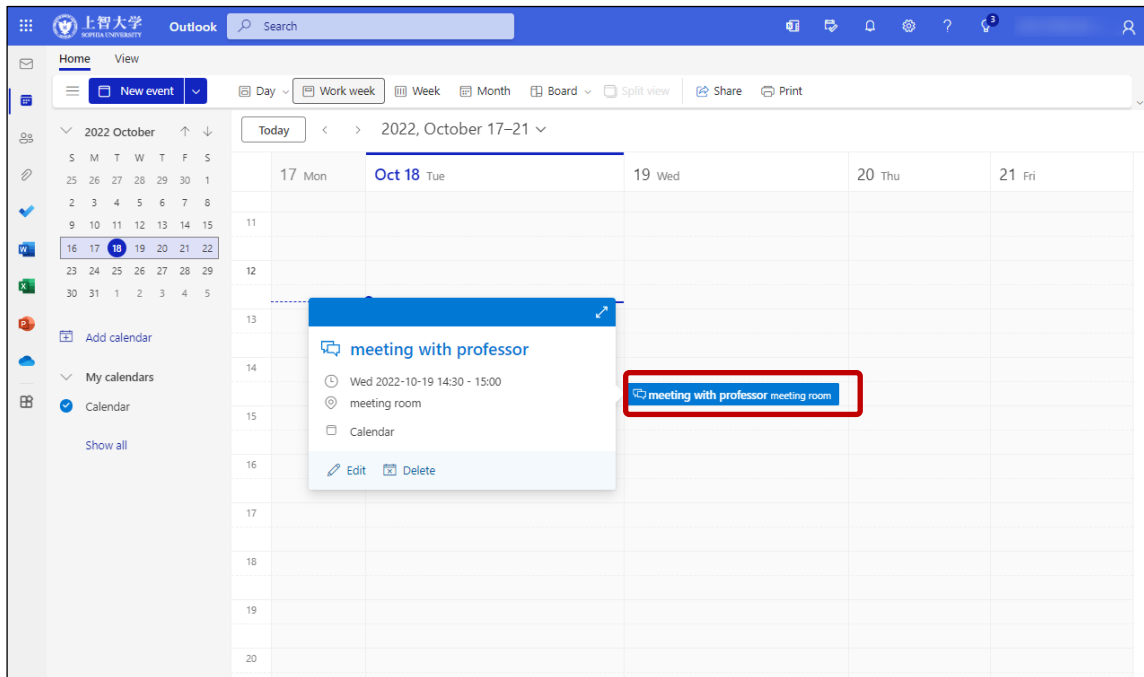


- ✓ If you check [All day], you cannot set time.
- ✓ If you check [Private], the event will be concealed. Other users recognize there is an event on the time; however, they cannot see title of the event.
- ✓ If you set [Reminder], alert will be shown before the event.

- (2) Event will appear on the Schedule.



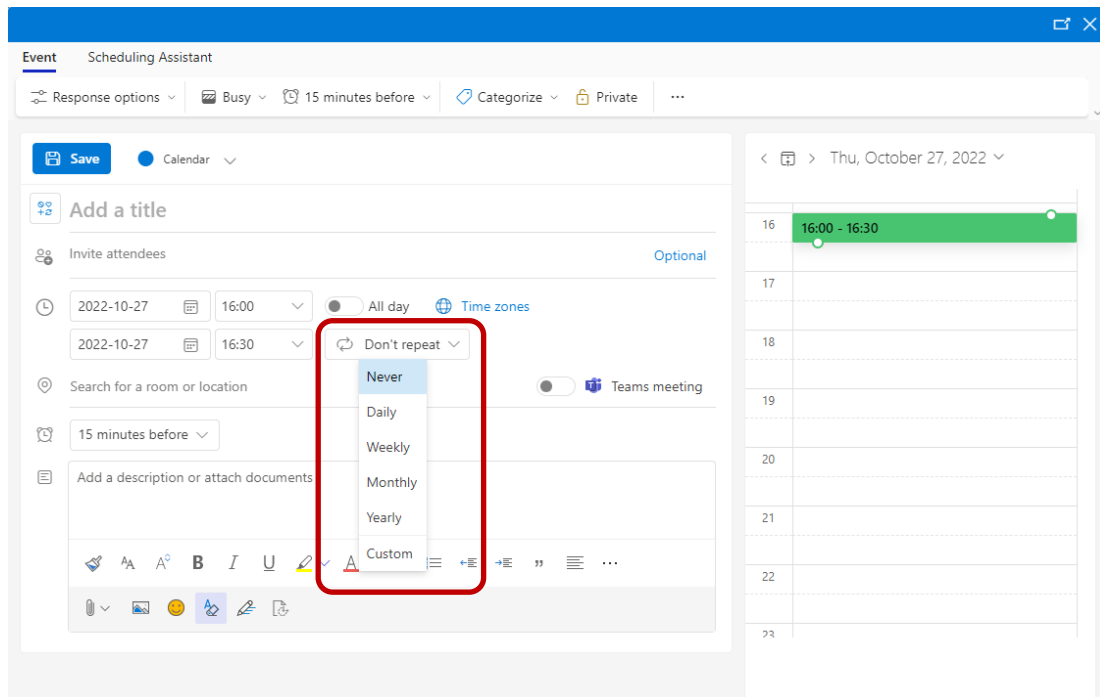
- (3) You can edit or delete schedule by clicking the event.



12-4 Create a recurring schedule

Schedule that are held regularly, such as weekly, monthly, etc., can be set to repeat.

Set the desired period from [Don't repeat] on the create "Event" screen.



How to use Sophiamail OWA (Outlook Web App)

Date Created: Jan 18, 2016

Date Revised: Sep 30, 2016

Date Revised: Feb.2023

Edit / Publication: Sophia University ICT Office(Media Center)

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OWA 202302