

How to use Sophiamail OWA (Outlook Web App)

Sophia University ICT Office

Ver 1.2

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Contents

1. Overview of Sophia Mail and Microsoft365 and Precautions for Use	4
1-1 How Sophia Mail works and announcements	4
1-2 Typical Microsoft365 services.....	4
1-3 Differences between students, alumni, retirees, and faculty.....	4
2. Note on using OWA (Outlook Web App)	5
2-1 Recommended Browsers	5
2-2 Mailbox Storage Limits and Message Size Limits	5
2-3 Limitations of the Mailbox	5
2-4 Mailbox Storage Limits.....	5
2-5 Invalid Extensions	5
3. Sign in to OWA.....	7
3-1 How to Sign in.....	7
3-2 How to Sign out.....	8
4. Screen Layout of OWA	9
4-1 Screen Layout.....	9
5. Receiving and Previewing Messages.....	10
5-1 Receiving new messages.....	10
5-2 Confirm Message	10
5-3 How to switch to threaded view	10
5-4 How to Change Reading Pane (Preview Window)	11
6. Downloading and Previewing Attachments.....	12
6-1 About Attachments.....	12
6-2 How to Download the Attachments.....	12
7. How to compose a message	13
7-1 Compose New Message	13
7-2 Attach File.....	14
7-3 Reply Message.....	16
7-4 Save Draft	17
7-5 Delete Message.....	17
7-6 Search Messages.....	18
8. Forwarding settings	19
8-1 Forwarding settings	19
9. Contact settings	20
9-1 Open Contact.....	20
9-2 Search Contact Address.....	20
9-3 Add Contact	22
9-4 Add to Contact List.....	24
10. Schedule.....	26
10-1 Refer to Schedule	26
10-2 Change the day of the week to be displayed	26

10-3 Input Personal Schedule.....28

10-4 Create a recurring schedule29

1. Overview of Sophia Mail and Microsoft365 and Precautions for Use

1-1 How Sophia Mail works and announcements

Sophia Mail operates using the Microsoft 365 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 Microsoft 365 features 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.

1-2 Typical Microsoft365 services

Service	Brief Explanation	Students	Graduates /Retirees	Faculty /Staff
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	×	×	○

1-3 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

2. Note on using OWA (Outlook Web App)

Please remember the following when you use OWA (Outlook Web App)

2-1 Recommended Browsers

Use the latest version of the following browsers.

- Microsoft Edge
- Firefox
- Google Chrome
- Safari

※Microsoft may change the recommended browsers without notice.

2-2 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(※A message may not be sent due to limitations on the number of permitted recipients)
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

2-3 Limitations of the Mailbox

A warning message is sent by the administrator when the used storage is approaching the limit. When this message is received, emails should be deleted to increase the available storage.

2-4 Mailbox Storage Limits

The total storage limit for all message items, including Inbox, Outbox, Sent Items, Drafts, Deleted Items, and Junk Email, is **50GB**. When the storage limit is exceeded, sending, receiving, and forwarding email becomes unavailable.

2-5 Invalid Extensions

The list of blocked file extensions is shown below.

When an email containing an attachment with one of these extensions is received, the original attachment is discarded, and a text file indicating that it was deleted by the filter is attached.

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

※This information is subject to change without notice, as no public documentation is provided by Microsoft.

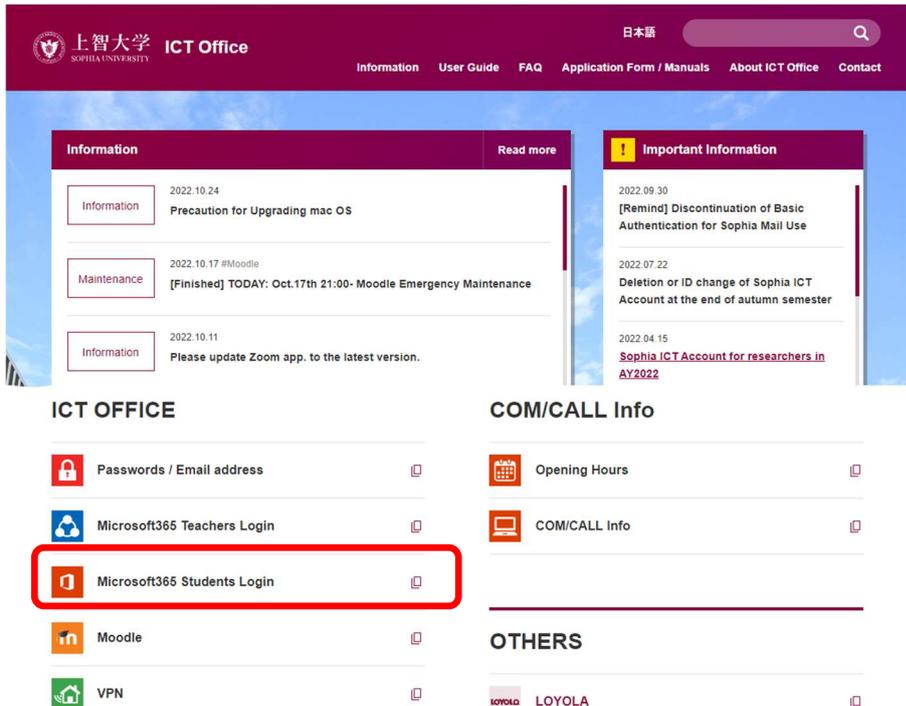
3. Sign in to OWA

3-1 How to Sign in

(1) Open Sophia University ICT Office website.

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

(2) Click [Microsoft365 Students Login].

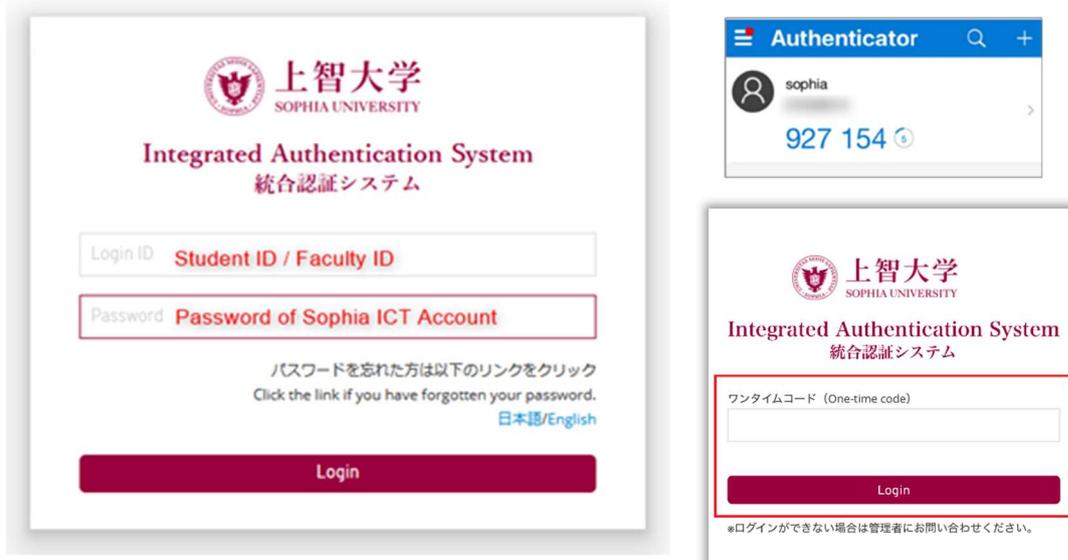


(3) Enter the Sophia ICT Account 'Login ID for system on campus' and password on the Integrated Authentication System login screen, then click [Login]. Enter the one-time code to complete the login to the Integrated Authentication.

For detailed login procedures, refer to the link below:

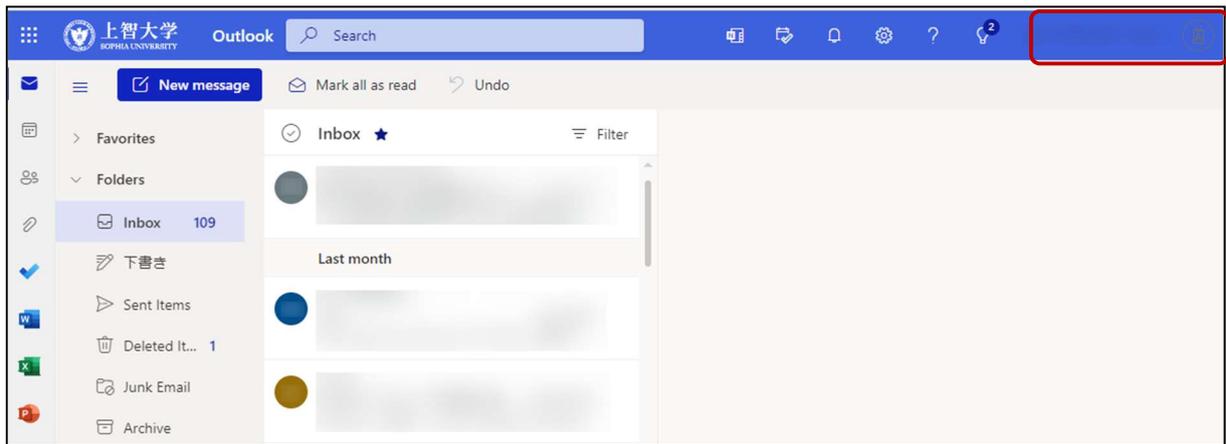
<https://ccweb.cc.sophia.ac.jp/en/userguide/newuser/sso2024/>

(February 26, 2026- *Multi-factor Authentication/MFA is required)

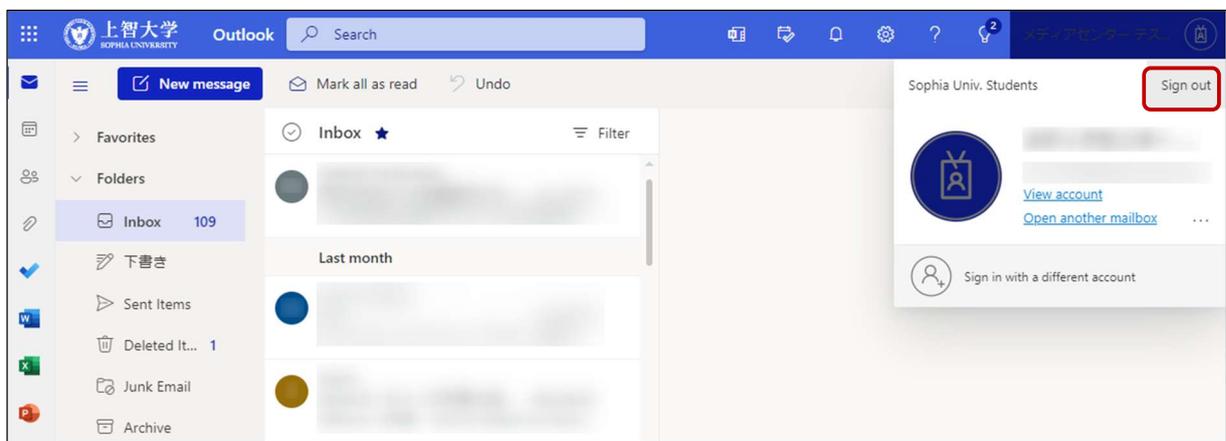


3-2 How to Sign out

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



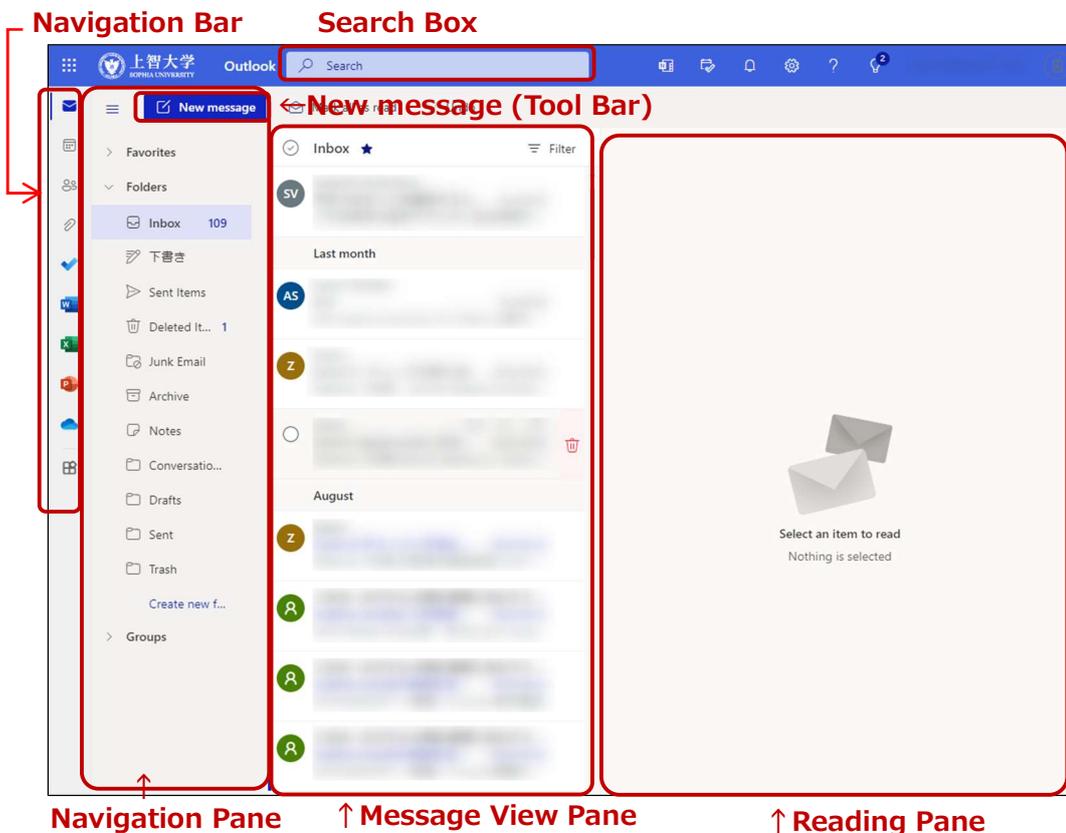
(2) Click “Sign out” from the menu that appears.



4. Screen Layout of OWA

4-1 Screen Layout

OWA's pane is as follows.



Navigation Pane

↑ Message View Pane

↑ Reading Pane

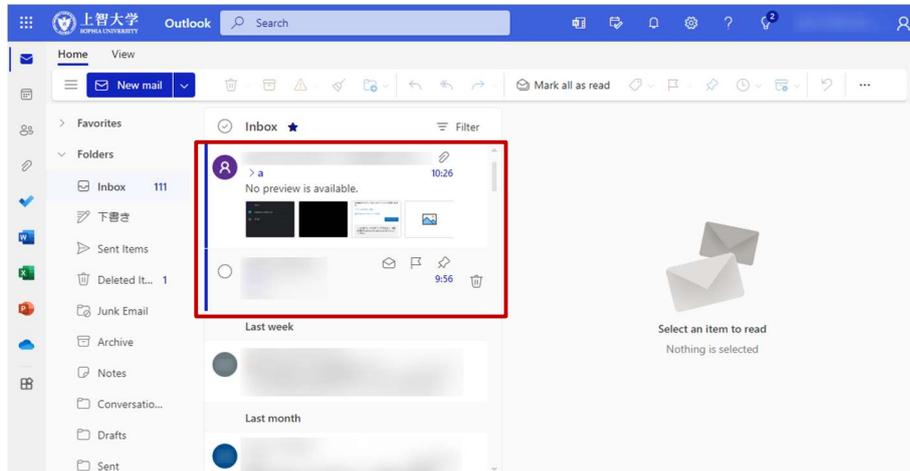
Names	Functions
New Email	By clicking + [New], new items can be created, such as messages, schedules, contacts, tasks, and so on. These types of items can be created in OWA.
Navigation Pane	On the Navigation Pane, directories in the mailbox can be accessed (e.g., Inbox, Contacts, etc.). Directories created within the pane can also be accessed. These folders are displayed in a tree structure.
Search Box	Messages or users can be searched in this box. Entering a keyword displays messages containing that keyword.
Tool Bar	Used to operate messages.
Message View Pane	When a directory is selected in the Navigation Pane, its contents are displayed in the Message View pane.
Reading Pane	The contents, like messages and contacts, are shown on this pane.
Navigation Bar	Microsoft 365 services can be selected from the title button in the top-left corner of the screen. Service status and alerts can be checked from [Notifications]. Selecting [Settings] or [Help] moves the screen to the corresponding page. [Settings] allows advanced OWA settings to be changed, and [Help] displays product help.

5. Receiving and Previewing Messages

5-1 Receiving new messages

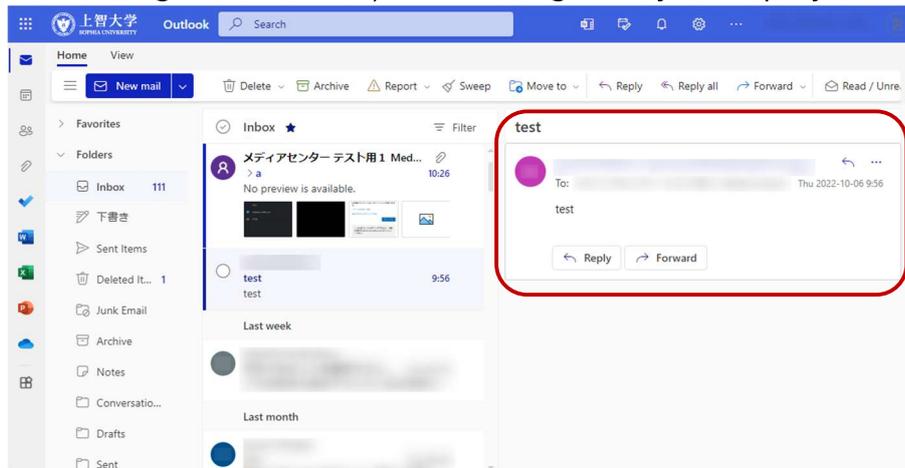
If a message is received during sign-in, a new message icon appears at the top-right of the screen and disappears automatically.

A blue ribbon is displayed to the left of unread messages, and the subject and date are shown in blue text.



5-2 Confirm Message

When a message is selected, the message body is displayed in the Reading Pane.

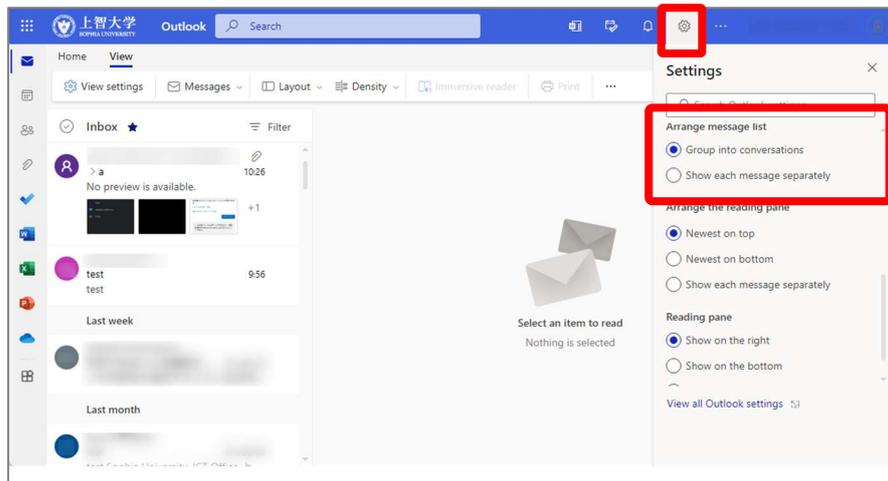


5-3 How to switch to threaded view

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

In threaded view, a series of replies is displayed in a tree-like format, allowing all related messages to be viewed together. If a chronological, one-by-one display is preferred, the view settings can be changed.

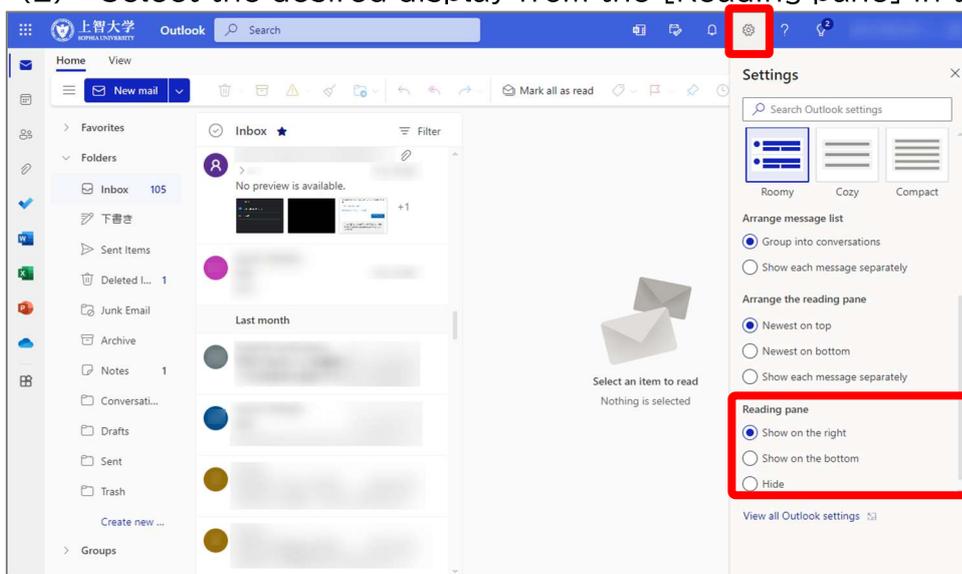
1. Click on “Settings”  in the upper right corner of the screen.
2. Select the desired display from the [Arrange message list] in the menu.



5-4 How to Change Reading Pane (Preview Window)

When a message is selected, the Reading Pane appears on the right side of the screen. The display settings of the pane can be changed.

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



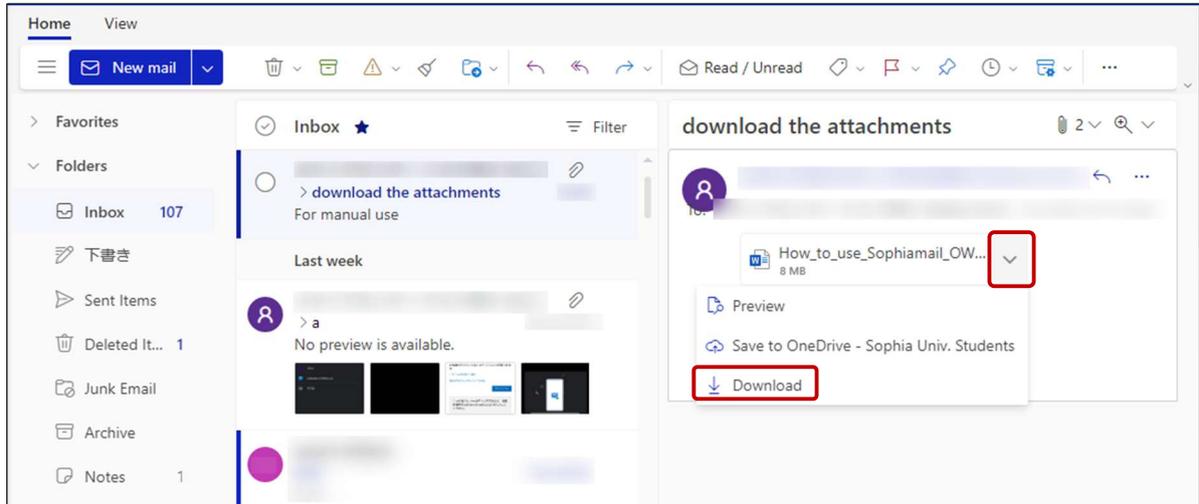
6. Downloading and Previewing Attachments

6-1 About Attachments

When a message with attachments is received, a clip icon appears next to the message.

6-2 How to Download Attachments

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

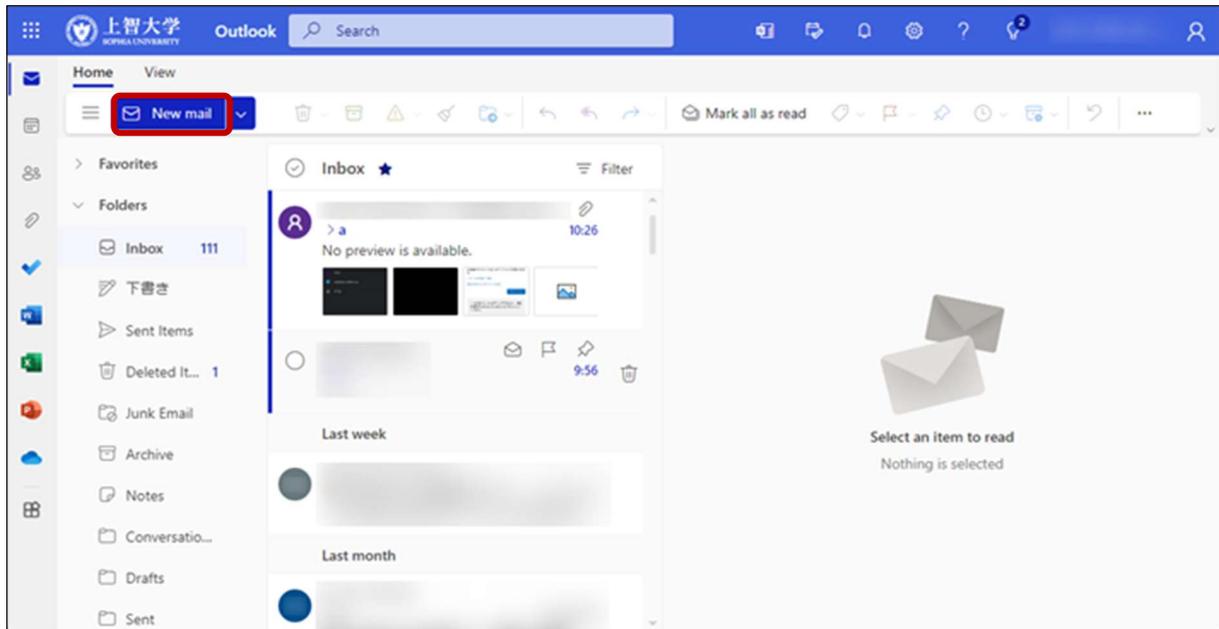


- ✓ For Word or Excel files, the file can be previewed by clicking the file name.
- ✓ The file is automatically saved in the “download” folder.

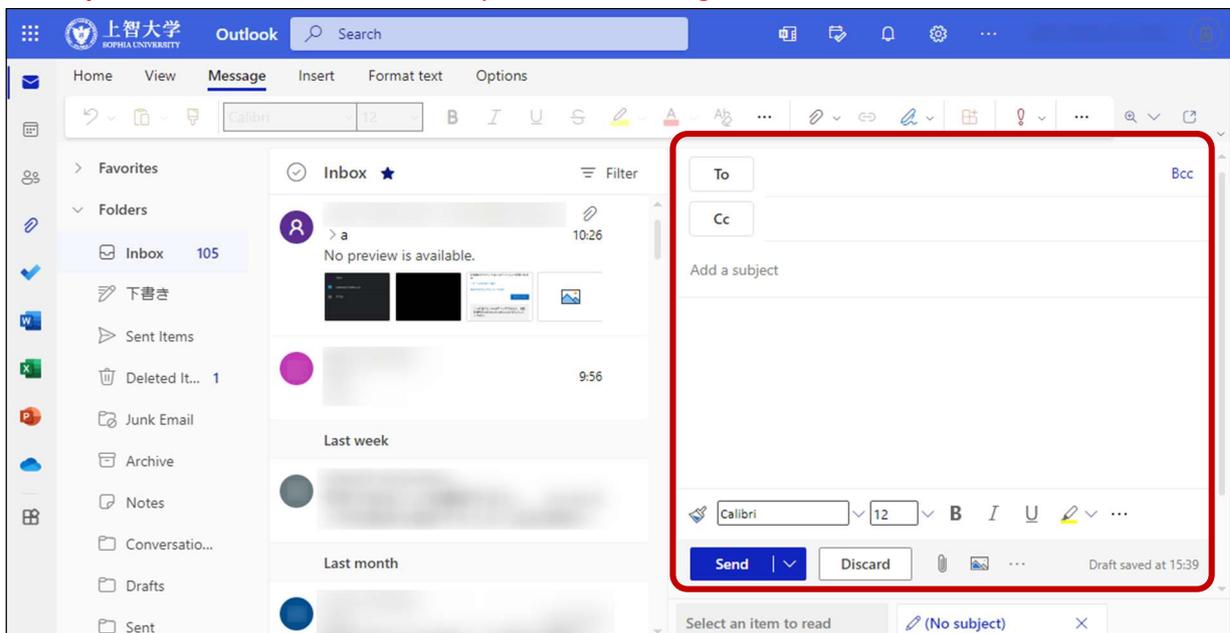
7. How to compose a message

7-1 Compose New Message

(1) Click [New mail].

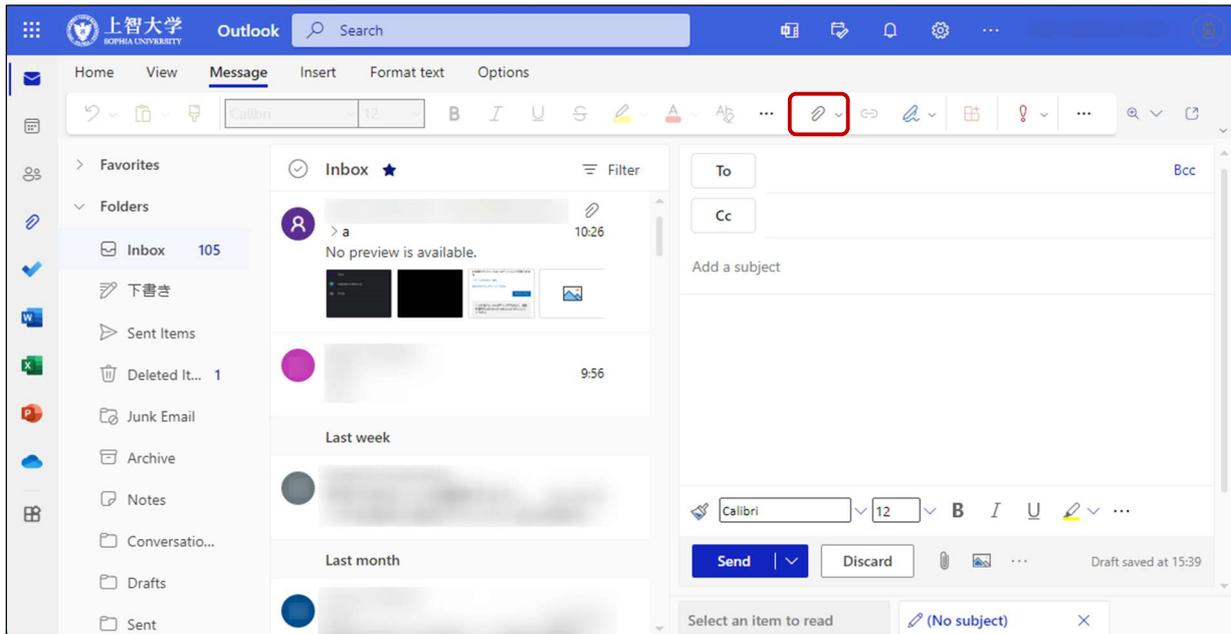


(2) Enter Address, Subject, and Body and click [Send]. The message will be sent.
Multiple addresses can be set, and a message can be sent at one time.

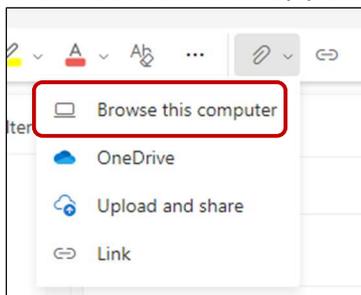


7-2 Attach File

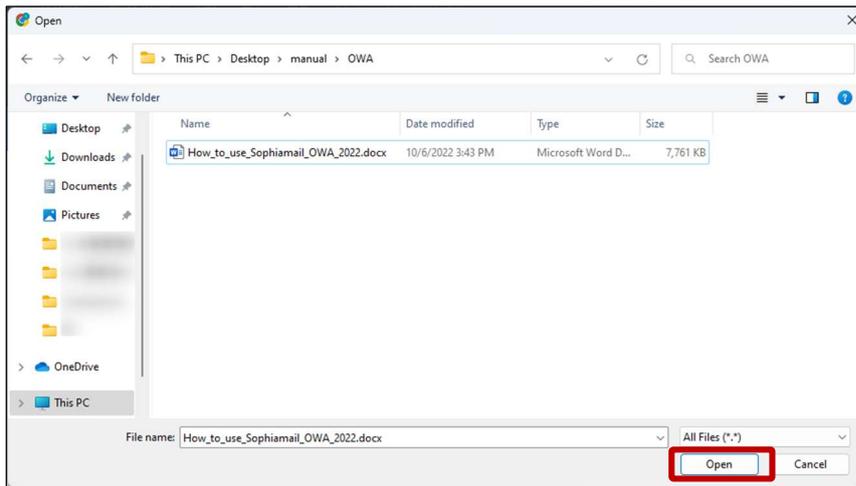
(1) Click [Attach] on the new message window.



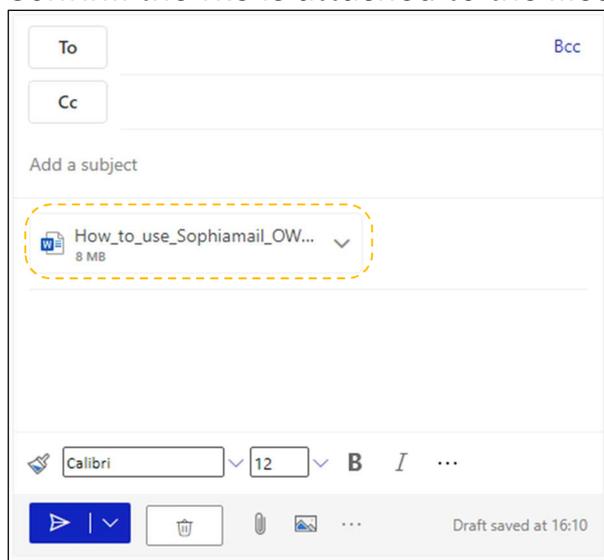
(2) New screen will appear. Select [Browse this computer].



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

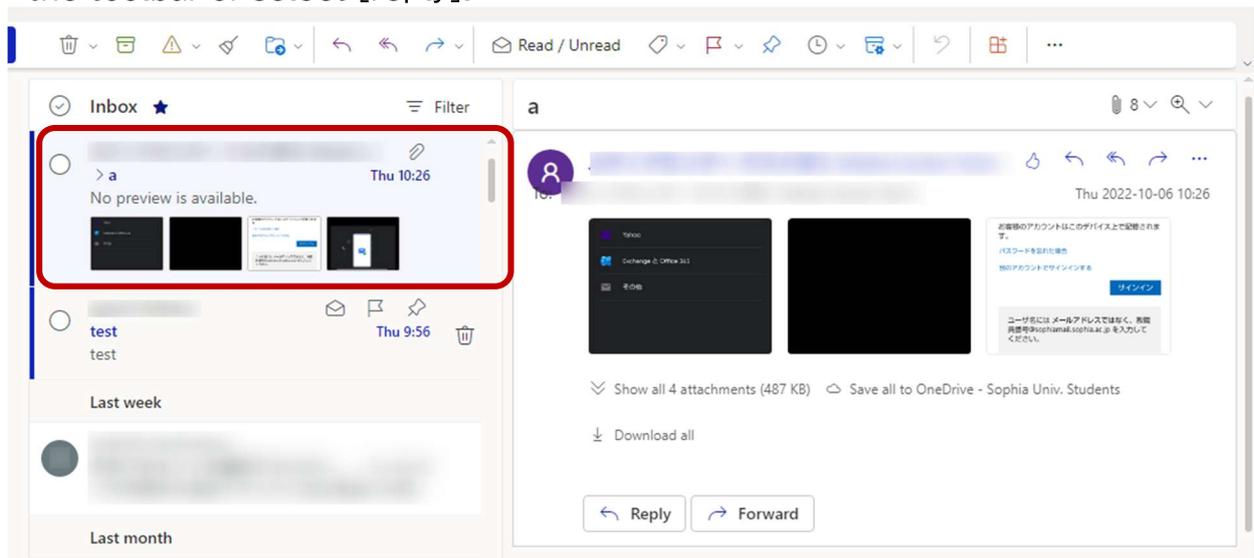


(4) Confirm the file is attached to the message.

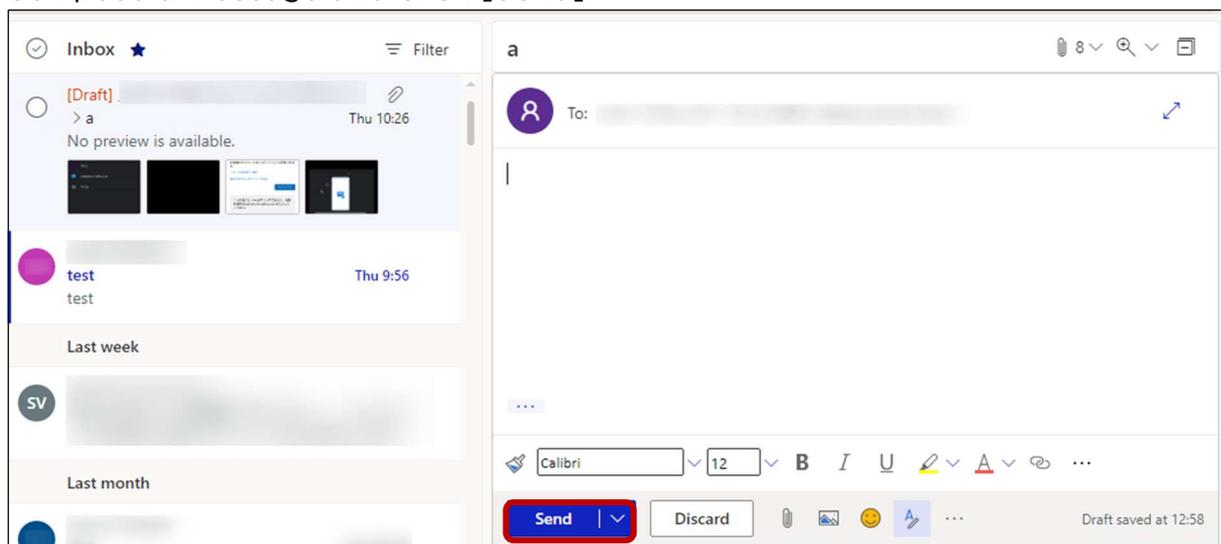


7-3 Reply Message

- (1) Select the message to be replied to, then click the button next to [Reply all] on the toolbar or select [reply].



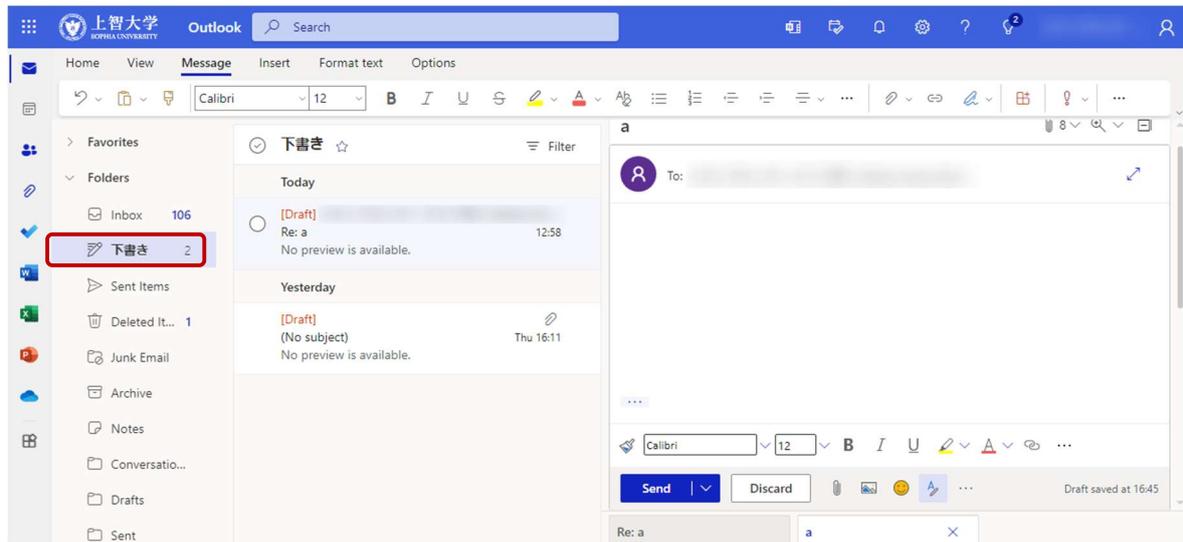
- (2) Compose a message and click [Send].



- ✓ When [Reply all] is selected, a reply is sent to all recipients except the sender.

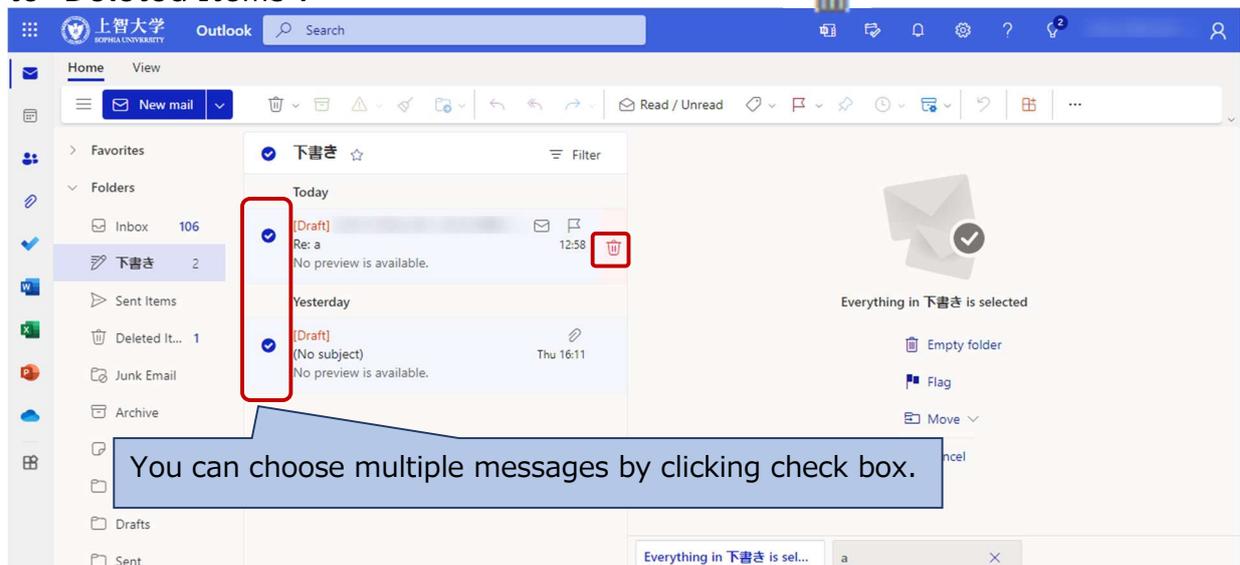
7-4 Save Draft

Emails being edited are automatically saved as drafts. To resume editing, select the message in Drafts and continue editing in the Preview Window. After editing is completed and the email is sent, the message moves from “Draft” to “Sent Items”.



7-5 Delete Message

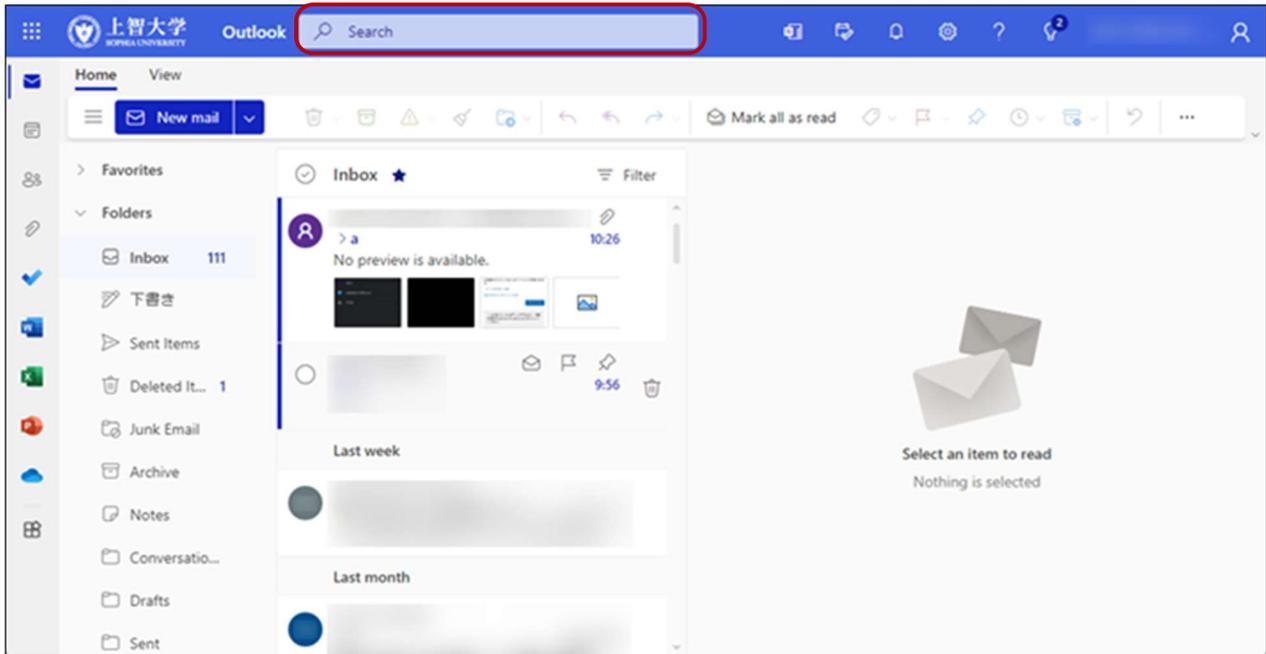
Select the message to be deleted and click [Delete]. The deleted message moves to “Deleted Items”.



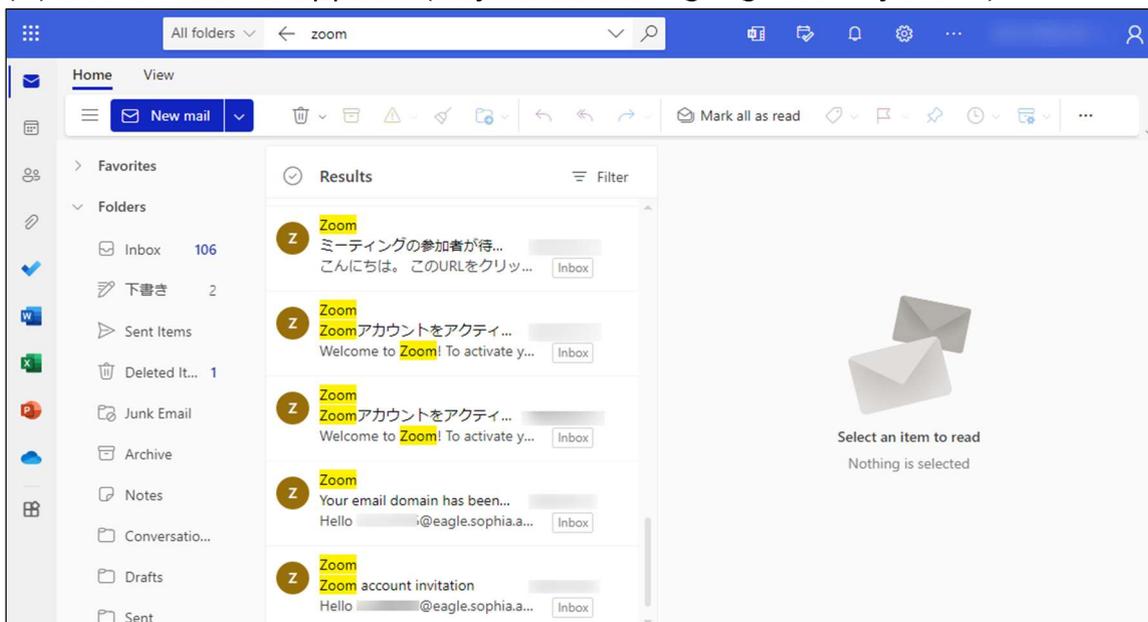
- ✓ Deleted messages can be restored from “Deleted Items” within 30 days.
- ✓ After 30 days, or if the message is deleted again from ”Deleted Items”, **the email is permanently removed and cannot be recovered.**

7-6 Search Messages

(1) Enter search keywords into “Search box”



(2) Search results appear. (Keywords are highlighted in yellow.)

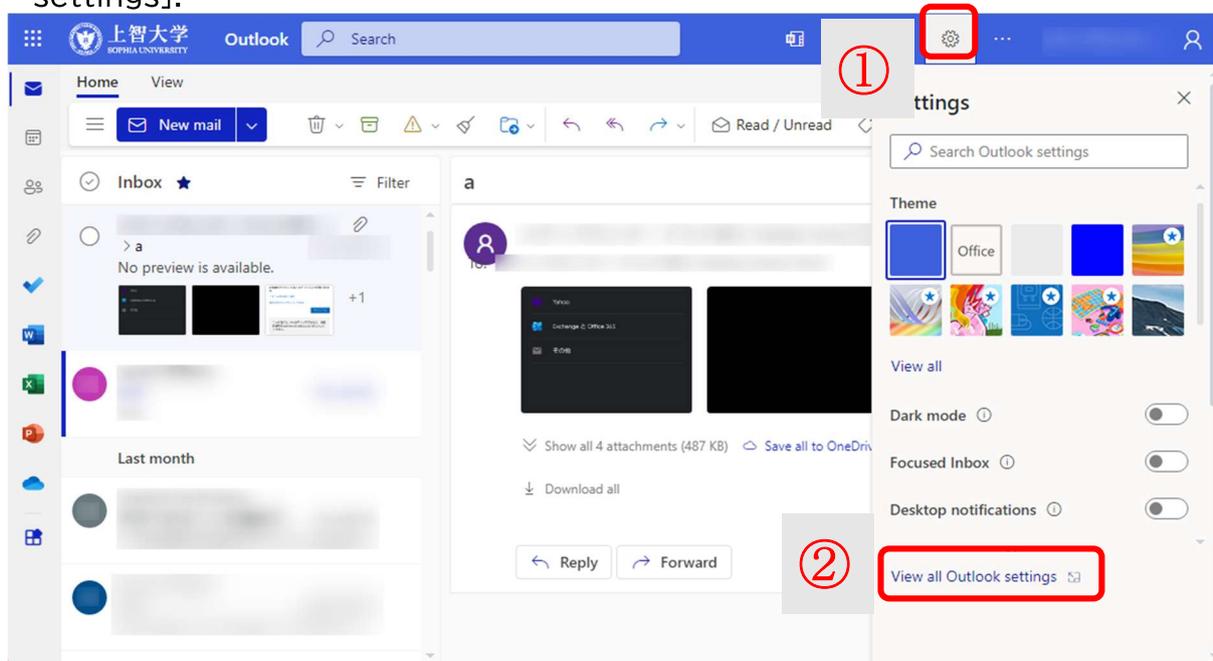


8. Forwarding settings

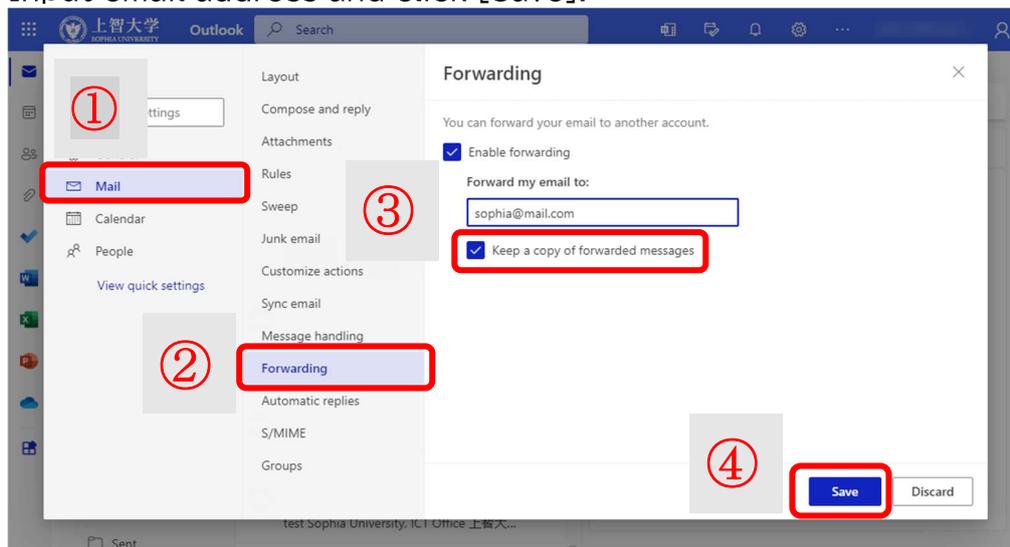
8-1 Forwarding settings

Forwarding incoming Sophia Mail messages to a smartphone or another email address is not recommended. To receive Sophia mail on a smartphone, install the Outlook application (free). If mail forwarding is required, follow the instructions below.

(1) Click [Options] 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 email address and click [Save].

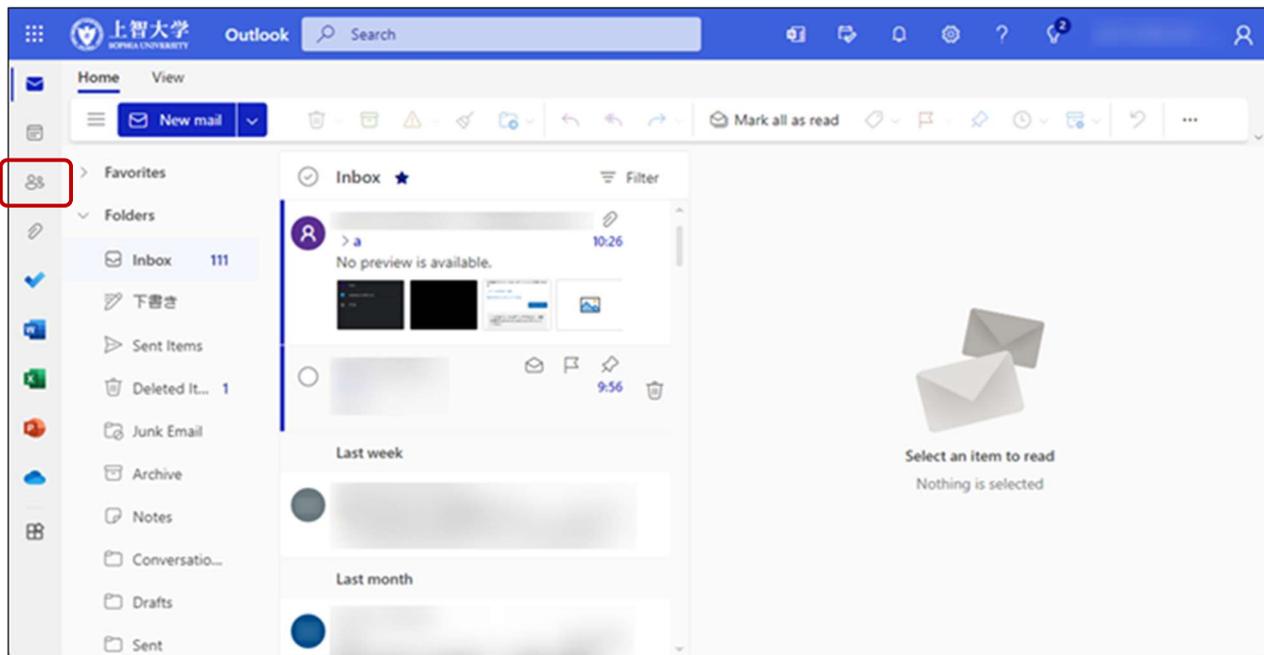


※ If [Keep a copy of forwarded message] is **not selected**, received messages **are deleted** after being forwarded.

9. Contact settings

9-1 Open Contact

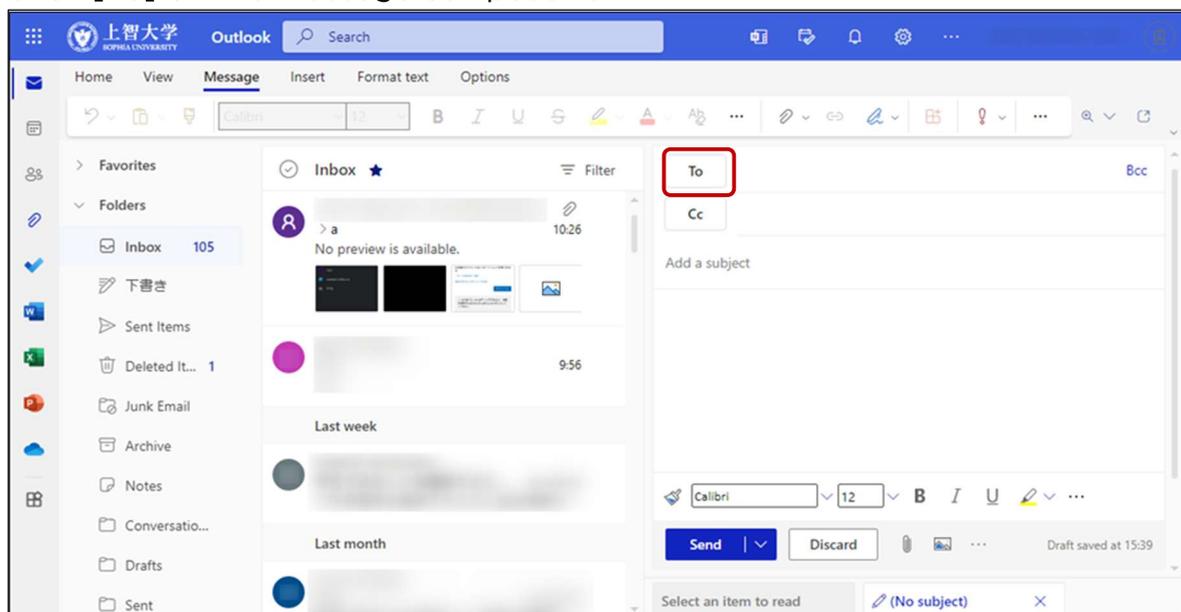
Click [People].



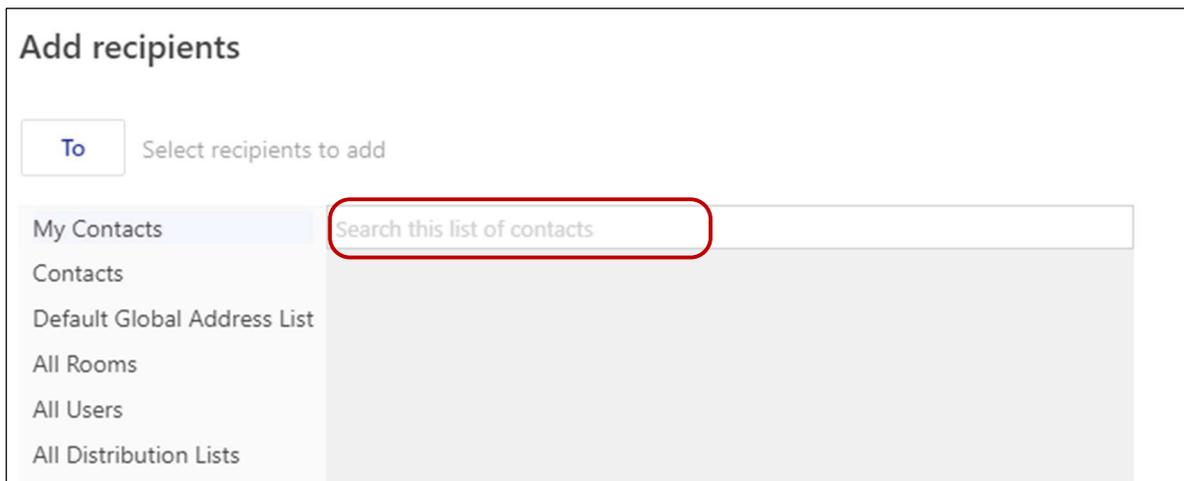
9-2 Search for Contact Address

“My Contacts” is a personal address book managed by the user. When sending a message, a contact address can be selected from this address book.

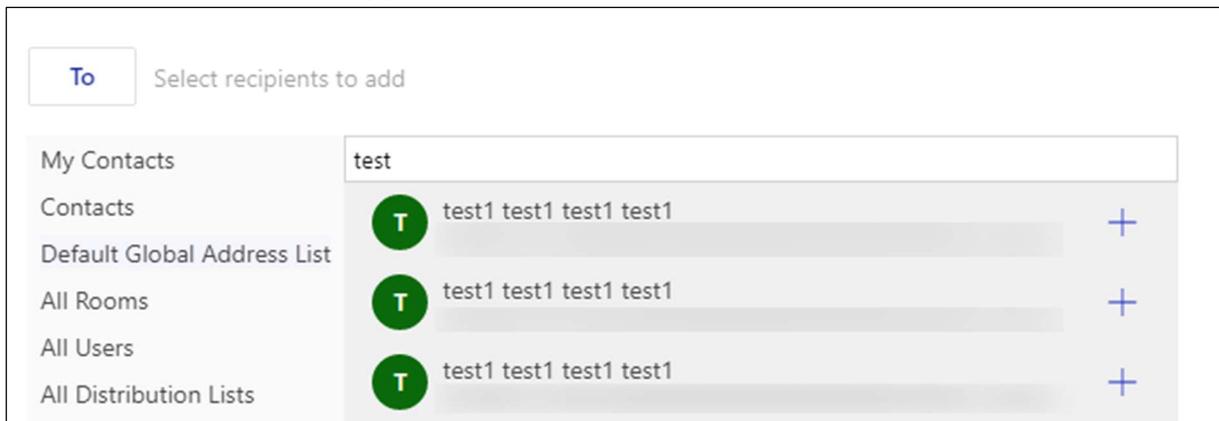
(1) Click [To] on the message compose form.



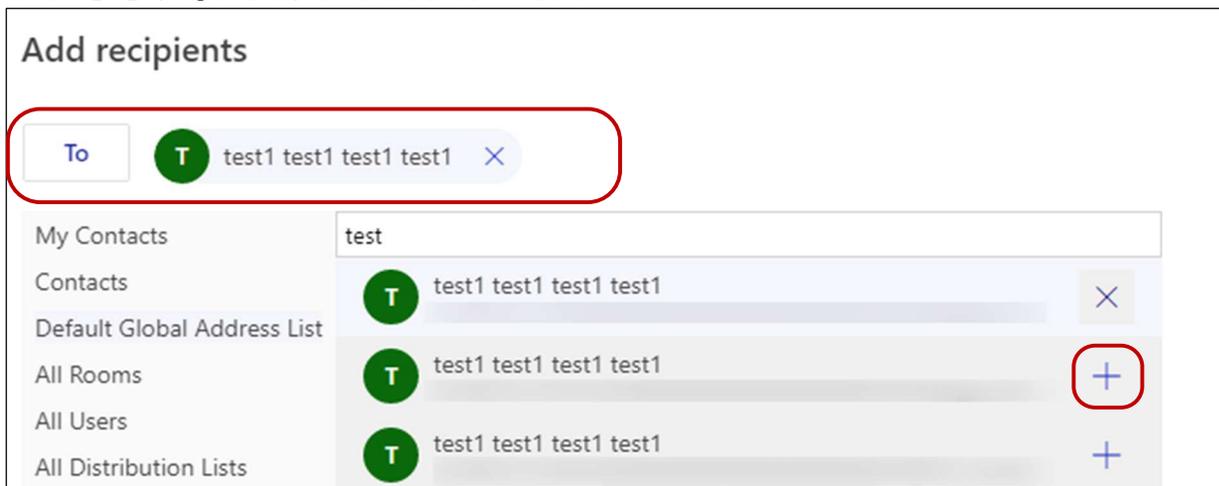
(2) “Add recipients” will appear. Input search keyword and press Enter or click. Partial match search is available.



(3) The search result will appear.



(4) Select the user to be added "TO:". (Figure 1)
Click [+] (Figure 2) and add to "TO:".



※ In additional addresses need to be added, follow the same procedure described in step (2).

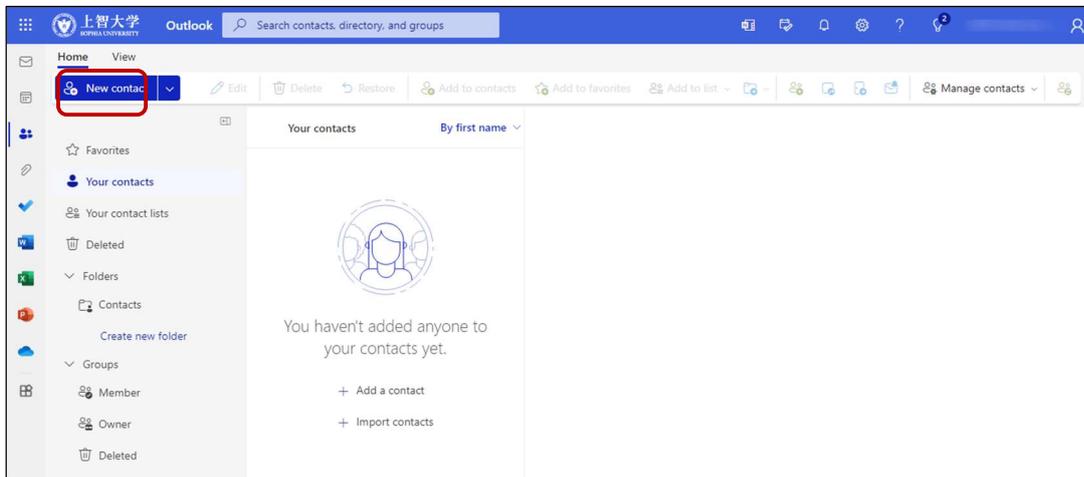
9-3 Add Contact

Addresses of frequent recipients can be added to “Contacts”. Once added, the address can be selected from the Contacts screen when composing a message. Contacts can also be sorted or grouped based on specific information.

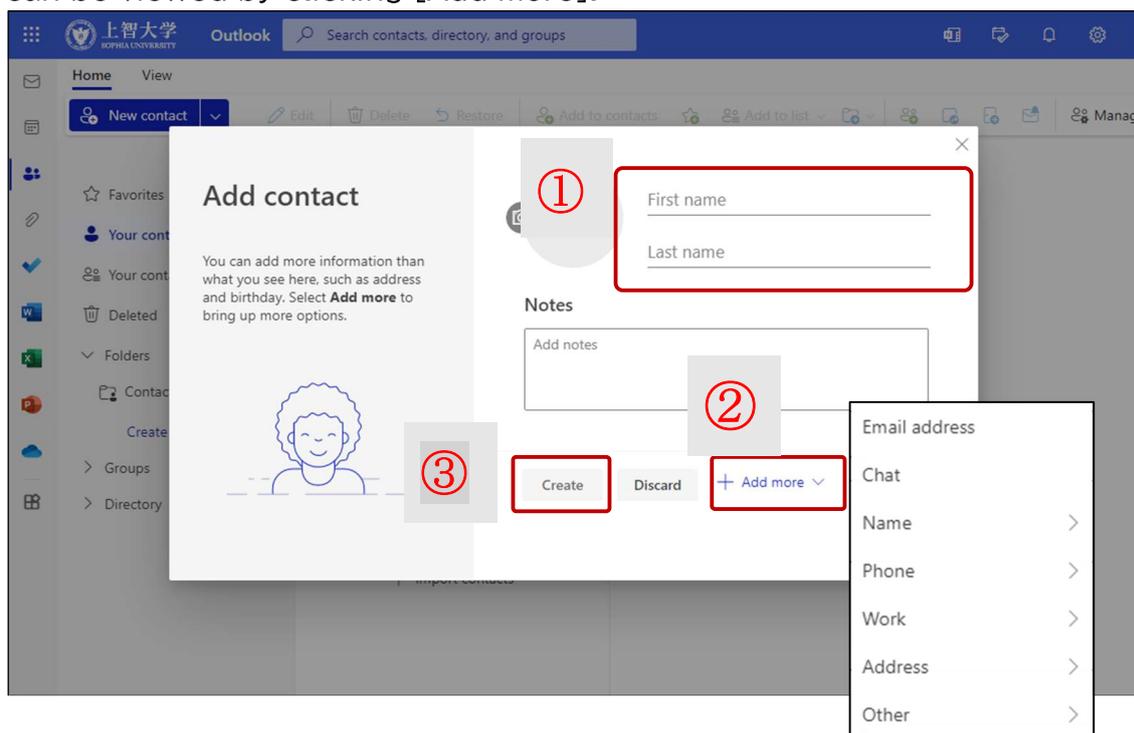
<How to add a new contact>

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

(2) Click [New].

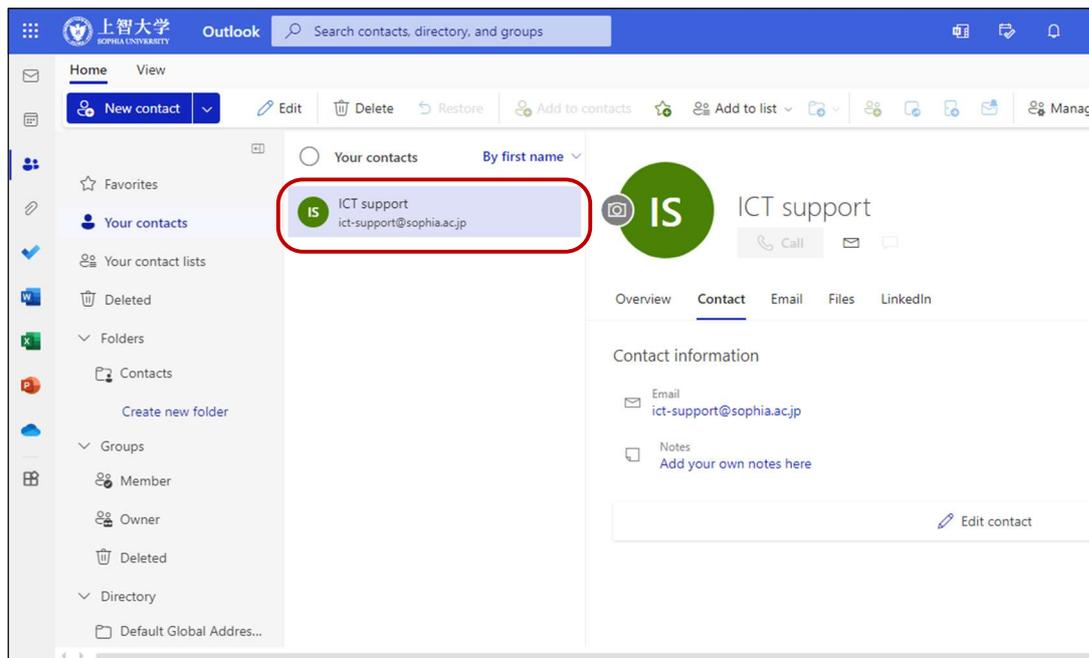


(3) Enter user information in the form. Detailed information and additional options can be viewed by clicking [Add more].



※ The following items can be added as contact information.

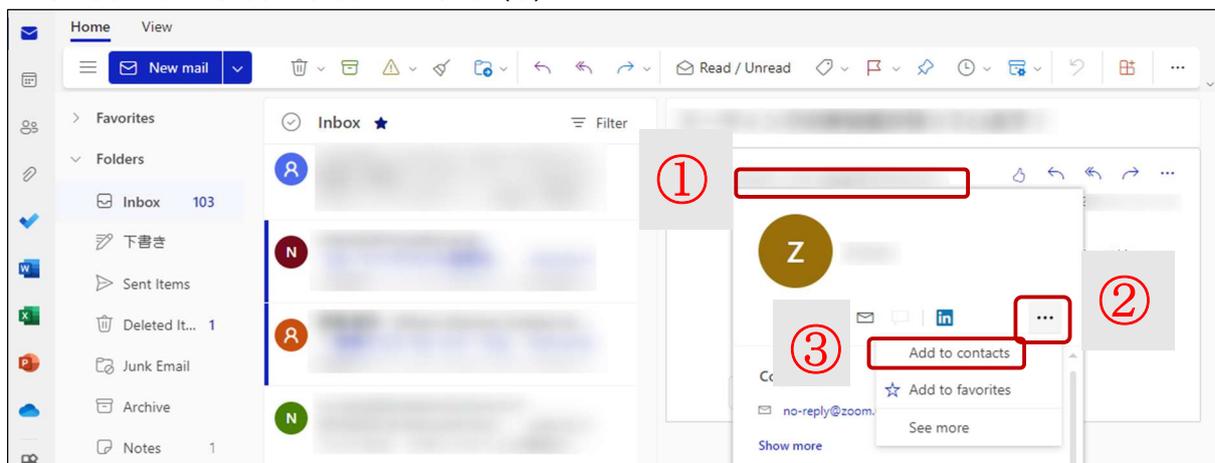
(4) Confirm that the contact has been added correctly.



<Add address from receiving e-mail>

Point the cursor to the sender's name or email address in the Reading Pane. A Contact window will appear.

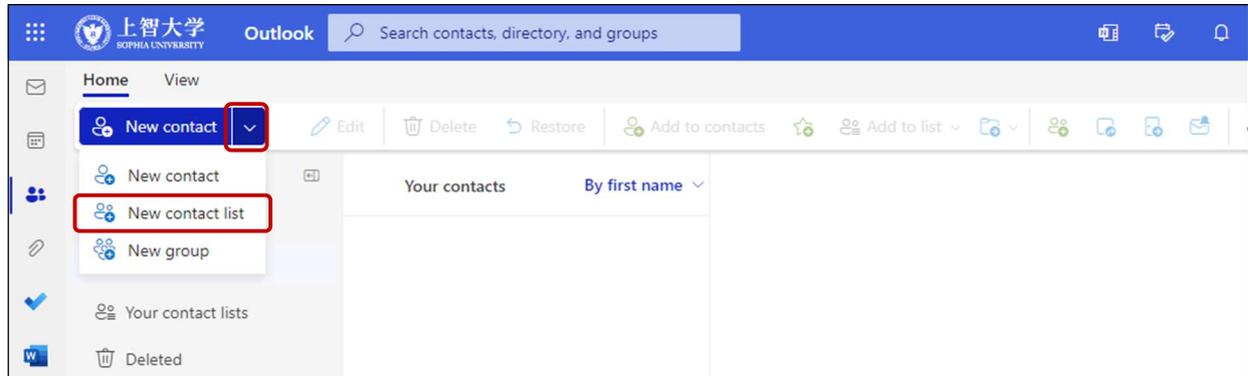
The rest is the same as in 10-3 (3).



9-4 Add to Contact List

By using Contact list, contacts can be grouped, and the same message can be sent to all members at once. It is useful to add contacts who are frequently emailed.

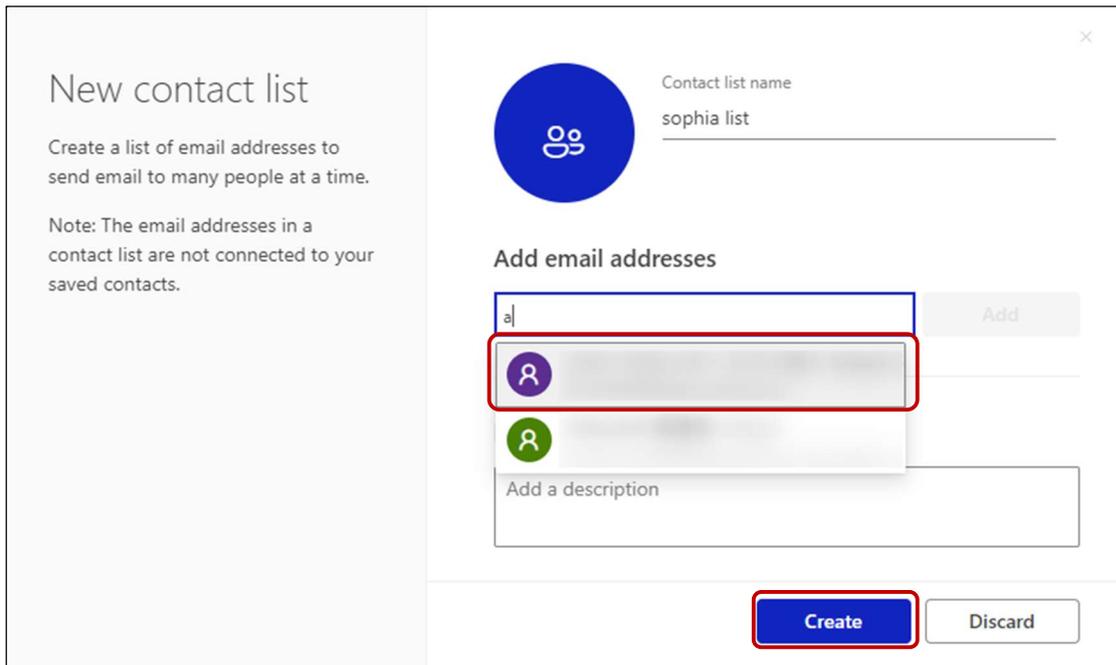
- (1) Click the [✓] icon next to “New contact” on the toolbar and select [New contact list].



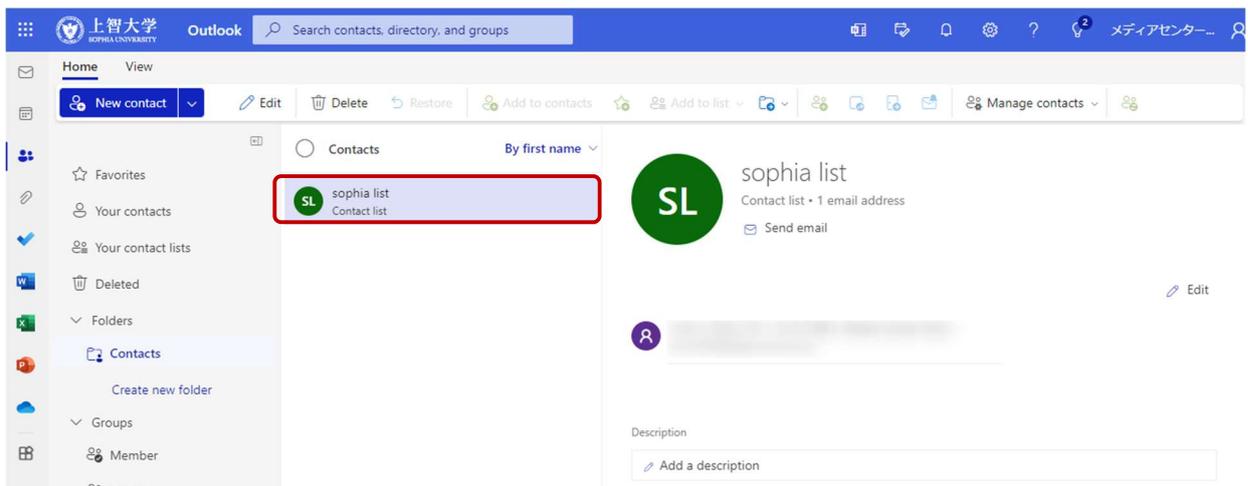
- (2) “New contact list” window opens. Enter the list name in [Contact list name].

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

- (3) Enter a name to be added to the contact list in the [Add email addresses]. When part of the name is entered, the “Search Directory” dialog appears. Select the desired member and click [Create].



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

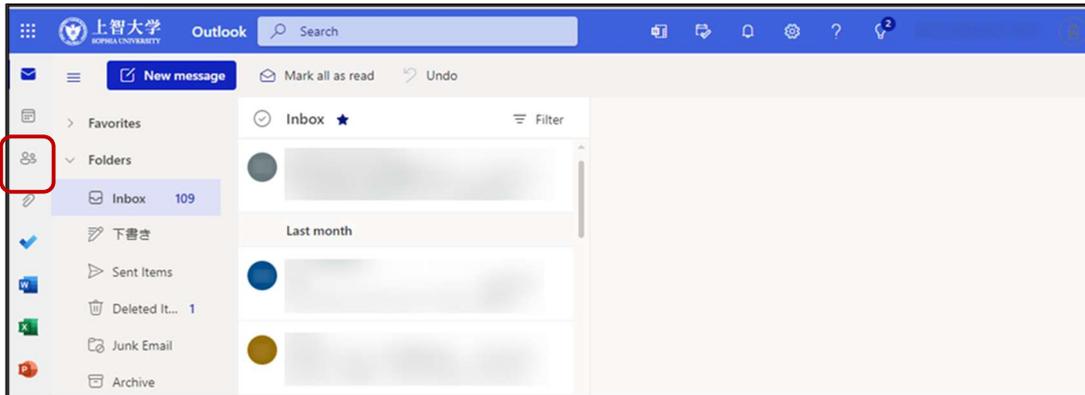


10. Schedule

On Outlook Web App, personal schedules can be managed, and meetings can be arranged using the [Schedule] function.

All items are hidden from students, except when authentication is granted. Calendar content cannot be shared between faculty, staff, and students.

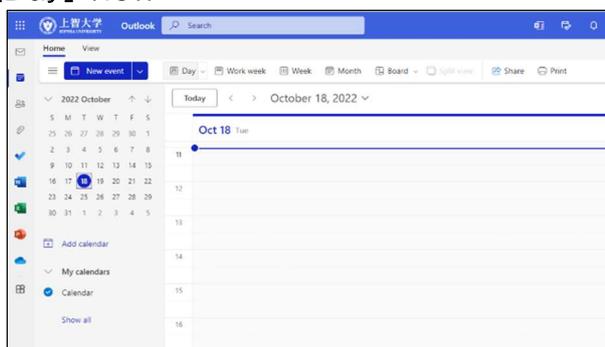
Click on [Schedule] to refer to the schedule.



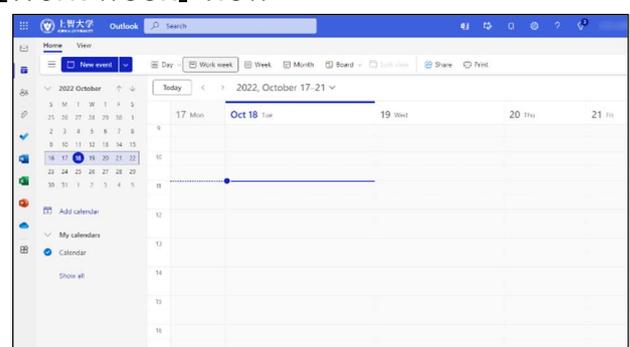
10-1 Refer to Schedule

The schedule view can be switched among [Day], [Work week], [Week], and [Month].

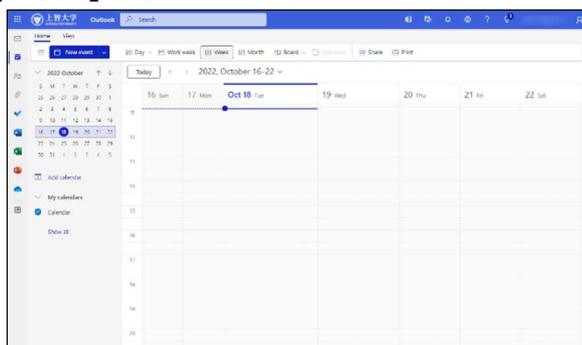
[Day] view



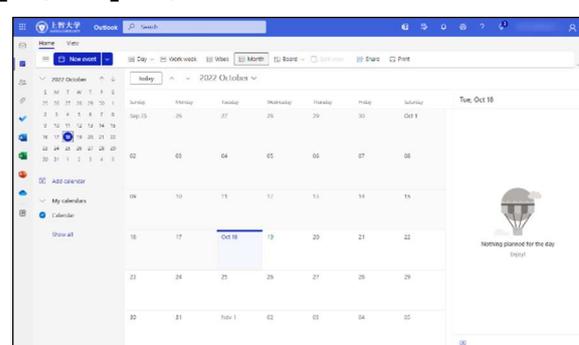
[Work week] view



[Week] view



[Month] View

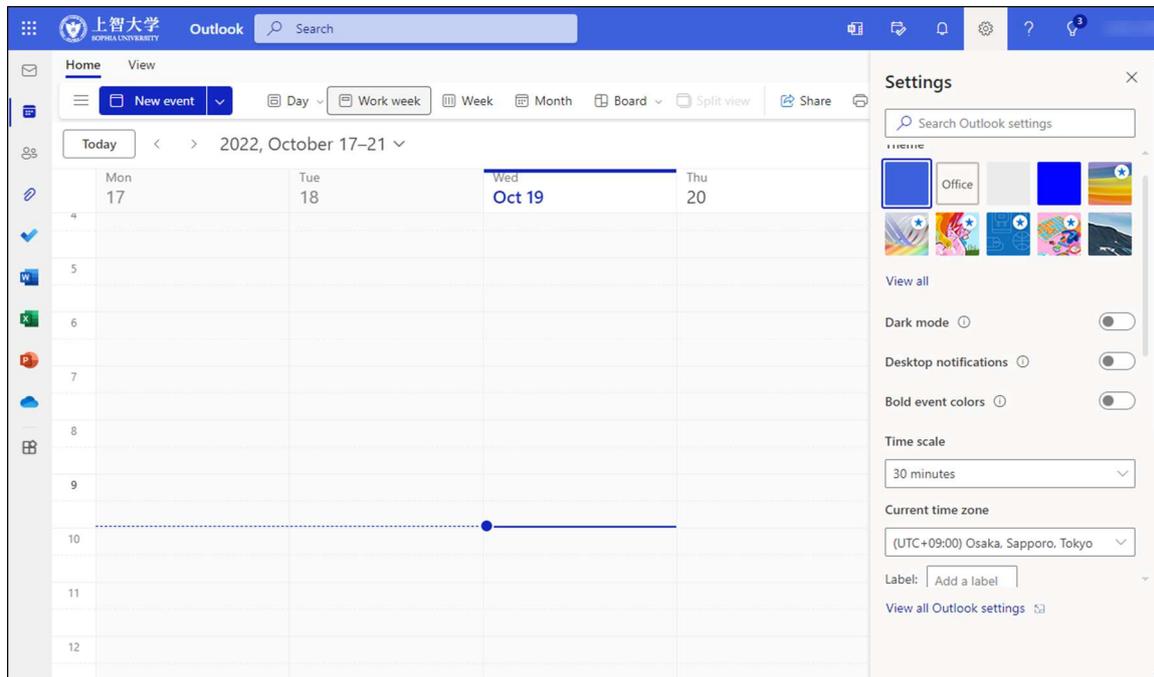


10-2 Change the day of the week to be displayed

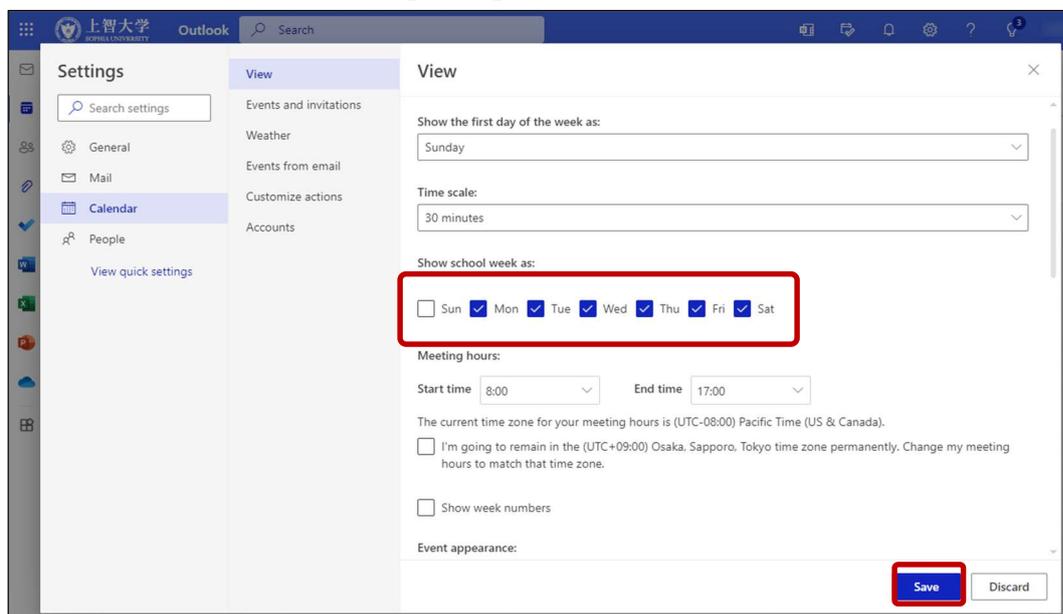
- ✓ On the default settings [Work week] view shows Monday to Friday and 9:00 to

17:00. It can be changed.

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

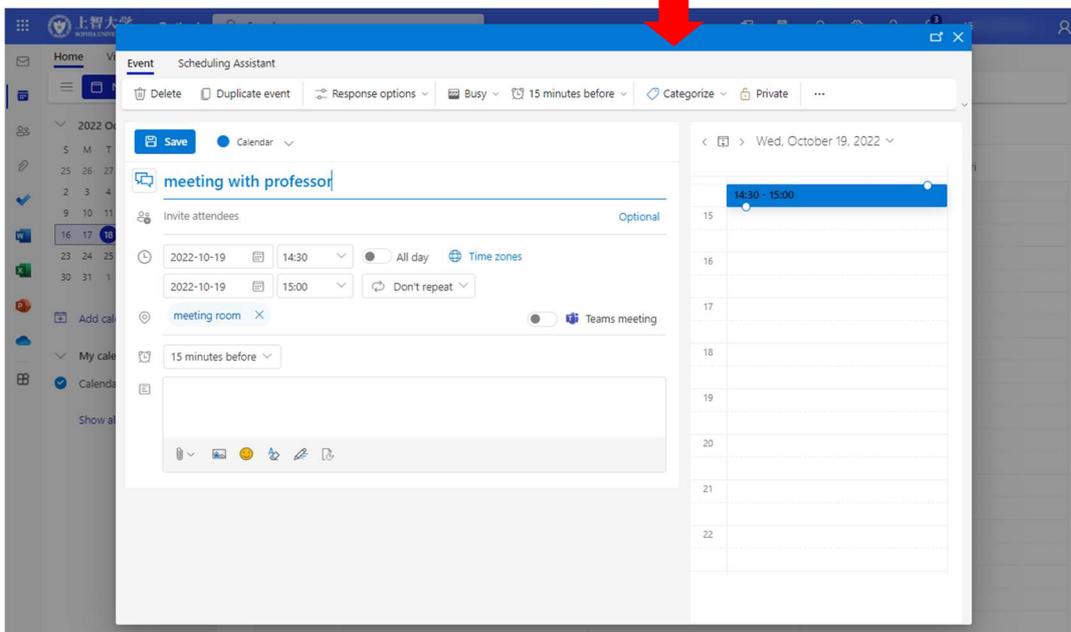
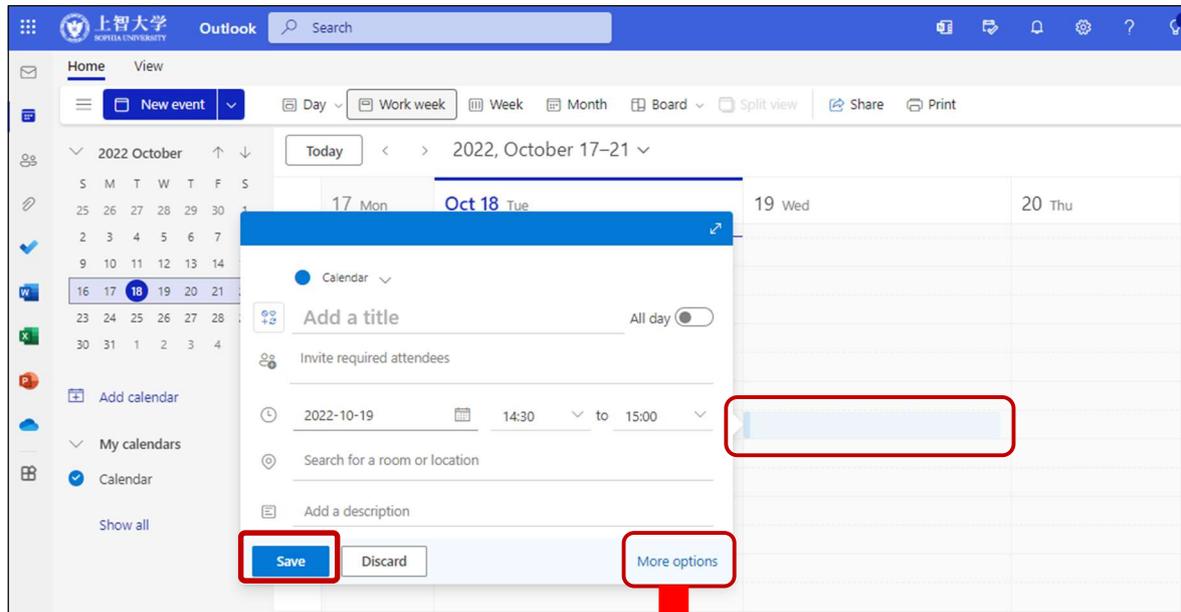


- (2) Click [View] in [Calendar], which is on the left side of the screen. Change “Show work week as:” and click [Save].



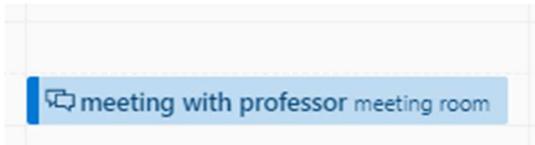
10-3 Input Personal Schedule

- (1) Display [Schedule] and select the date for creating the schedule. Select and click the desired time slot. Then enter the details (title, location, time), click [Save], and close the window.

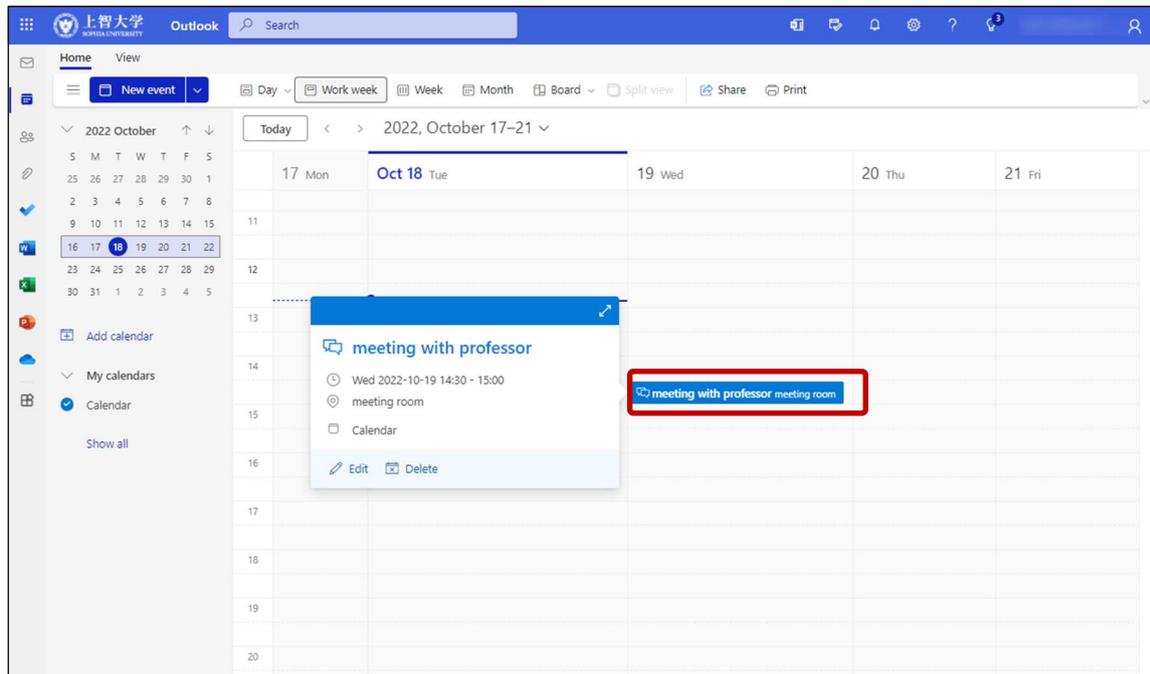


- ✓ When [All day] is selected, setting a specific time is not possible.
- ✓ When [Private] is selected, the event details are hidden. Other users will see that an event exists at that time, but the event title will not be visible.
- ✓ When [Reminder] is set, an alert will be displayed before the event.

- (2) The event will appear on the Schedule.



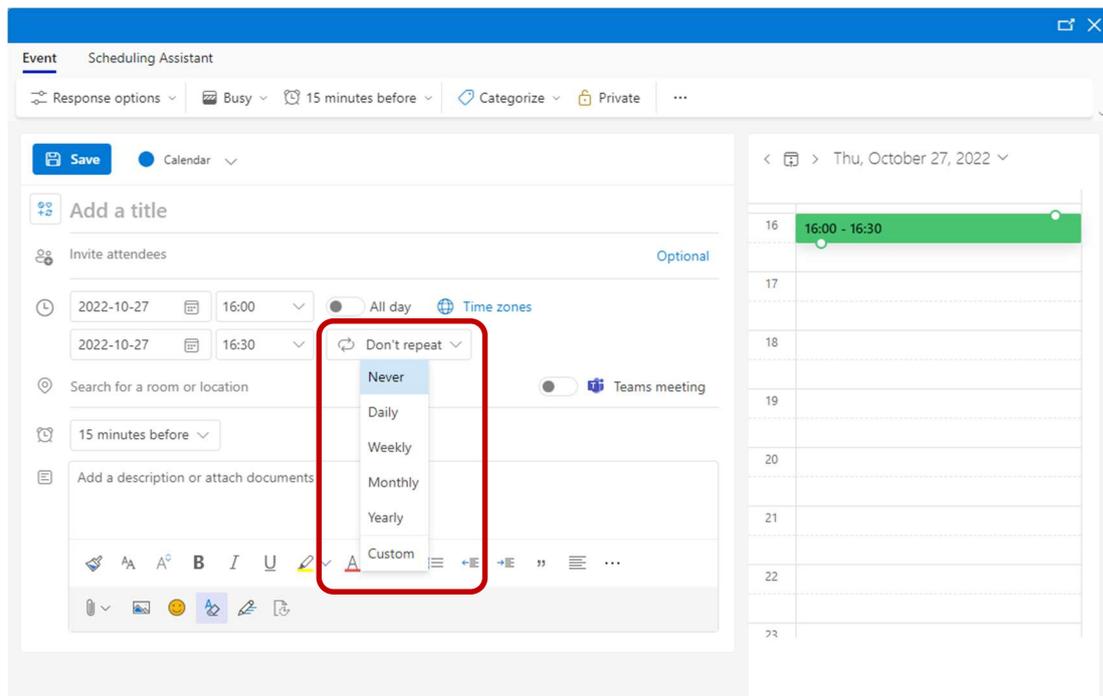
- (3) The schedule can be edited or deleted by clicking the event.



10-4 Create a recurring schedule

Schedules that occur on a regular basis, such as weekly or monthly events, can be set to repeat.

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



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Address: 〒102-8554

Tokyo-to Chiyoda-ku Kioi-cho 7-1

Phone: 03-3238-3101

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

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