

Email Support Levels and Documentation Matrix

- ✔ Fully supported.
- ✘ Not supported. You are advised to use external third-party support.
- Documented but not supported.

Overview of features available depending on client types



[OWA](#)



[Outlook 2013](#)



[Thunderbird](#)



[Thunderbird \(Add-Ons\)](#)



[Outlook 2011](#)



[Mac Mail](#)

Account Settings

	OWA	Outlook 2013	Thunderbird	Thunderbird (Add-Ons)	Outlook 2011	Mac Mail
1. Connect/log in	✔	✔	●	●	✔	●
2. Set Auto Reply	✔	✔	✘	✘	✔	●
3. Set Forwarding	✔	✘	✘	✘	✘	✘
4. Change Reading Pane View	✔	✔	●	●	✔	●
5. Junk Email	✔	✔	✘	✘	✘	●
6. Setting up a POP Account	✘	✘	✘	✘	✘	✘
7. Change Display Name	✘	✘	✘	✘	✘	✘

Managing Messages

1. Delete an Email	✓	✓	●	●	✓	●
2. Delete Multiple messages	✓	✓	●	●	✓	●
3. Add an Attachment	✓	✓	●	●	✓	●
4. Add a Signature	✓	✓	●	●	✓	●
5. Create a Message Rule	✓	✓	●	●	✓	●
6. Show/Hide BCC Field	✓	✓	●	●	✓	●
7. Emails in HTML/Plain Text	✓	✓	●	●	✓	●
8. Search for Messages	✓	✓	●	●	✓	●

Managing Folders

1. Create a New Folder	✓	✓	●	●	✓	●
2. Deleting a Folder	✓	✓	●	●	✓	●
3. Renaming a Folder	✓	✓	●	✗	✓	●
4. Moving Emails	✓	✓	●	●	✓	●
5. Sharing a Folder	✓	✓	✗	✗	✓	●
6. Opening a Shared Folder	✓	✓	✗	✗	✓	●

Contacts and Address Book

1. Searching the GAL	✓	✓	✗	●	✓	✗
2. Create a New Contact	✓	✓	●	●	✓	✗
3. Delete a Contact	✓	✓	●	●	✓	✗
4. Find a Contact	✓	✓	●	●	✓	✗
5. Create a Contact Group (local distribution list)	✓	✓	●	●	✓	✗
6. Calendar						
7. Set Up Calendar	✓	✓	✗	●	✓	✗
8. Change Calendar View	✓	✓	✗	●	✓	✗
9. Create an Appointment	✓	✓	✗	●	✓	✗
10. Modify an Appointment	✓	✓	✗	●	✓	✗
11. Create a Meeting	✓	✓	✗	●	✓	✗
12. Create a Repeated Meeting	✓	✓	✗	●	✓	✗
13. Create an All-Day-Event	✓	✓	✗	●	✓	✗
14. Modify a Meeting	✓	✓	✗	●	✓	✗
15. Share Your Calendar	✓	✓	✗	●	✓	✗
16. Accept a Calendar Request	✓	✓	✗	✗	✓	✗
17. View Other Peoples Calendar	✓	✓	✗	✗	✓	✗

