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The Inbox

You will notice items in your inbox once you open Outlook. The following explains some of the graphic pictures (icons) next to message entries.

-  “Closed envelope” icon indicates a message which is new and unread
-  “Open envelope” icon indicates a message has been read
-  Open envelope icon with arrow pointing left indicates a message that has been read and replied to
-  Open envelope icon with arrow pointing right indicates a message that has been read and forwarded on to someone else
-  Paper clip icon indicates there is an attachment with the email.
-  Red exclamation point indicates message of high importance.
-  Blue down arrow indicates message of low importance.

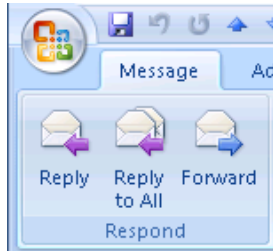
Reading email

Double click on any message in your inbox to read it.

Reading pane

The reading pane may also be used. Click View-Reading Pane and choose right or bottom. You will then be able to read a message's contents by clicking on the item and seeing the contents on the right side or bottom half of the screen.

Respond to an email



Reply to the sender of an email by clicking the Reply button.

Use "Reply to all" when you choose to respond to all individuals included on the original email.

Use the Forward button to forward a message to someone else.

Tip ~ mark a message as unread

If you've opened a message you can change it back to "Mark as Unread" by right clicking on the message and choose "mark as unread."

Why would you do that? Unread messages that have the closed envelope icon indicate you have not acted on that message (opened, replied, etc). If you've opened a message but don't have time to act on it, close it so you can act on it when you have the time.

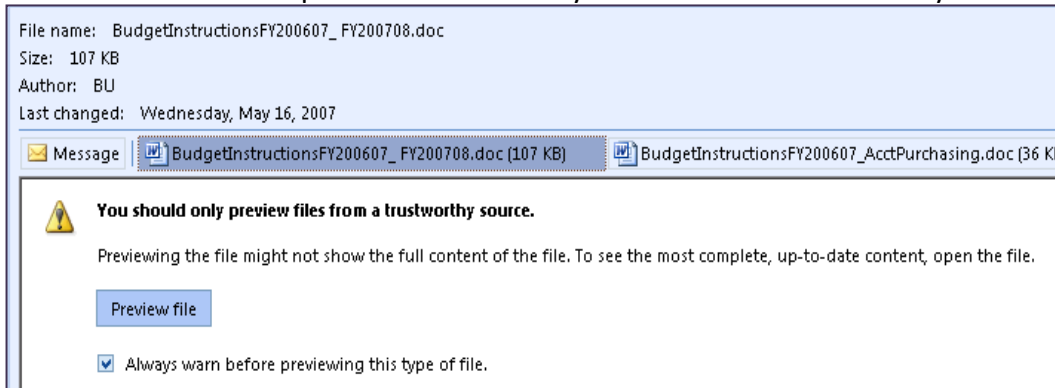
Email Attachments

A paper clip icon next to a sender's name in the Inbox indicates the email has an attachment



Preview attachments

Click on an attachment to preview it in the body area of the email. You may receive a warning message similar to this screen shot:



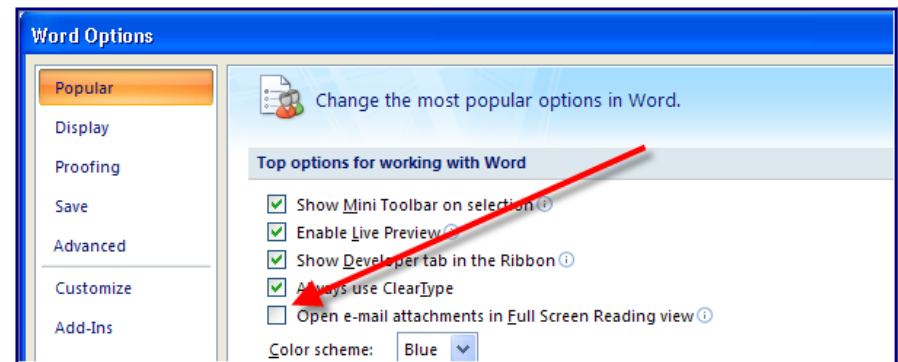
Click Preview File to preview the attachment.

If you wish to open the file, double click on it and it will open in the software it was originated in.

Reading layout in Word attachments

By default setting, Word attachments open in reading layout view. To change this:

- Open Word.
- Click on the Office button.
- Clear the checkmark out of the place that says "Open e-mail attachments in Full Screen Reading view."



Saving email

There are several formats you may save email in, including one option that will save the original email message along with any attachments. View this document for detailed information: <http://ot.bloomu.edu/Documents/OutlookNew/SaveMessages.pdf>

Composing email

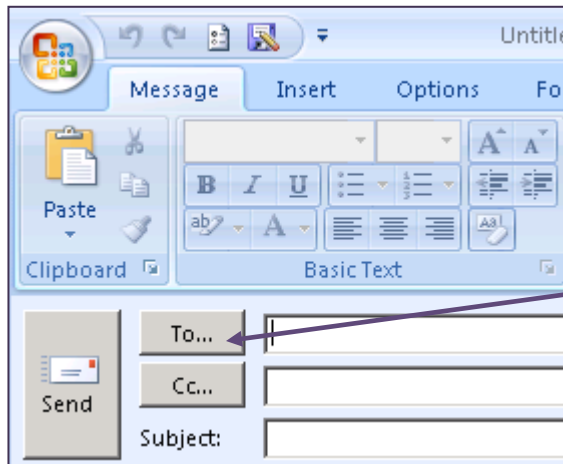
Make sure you are in the "Mail" area of Outlook.

Click on New icon

Or, click on File – New – Mail Message

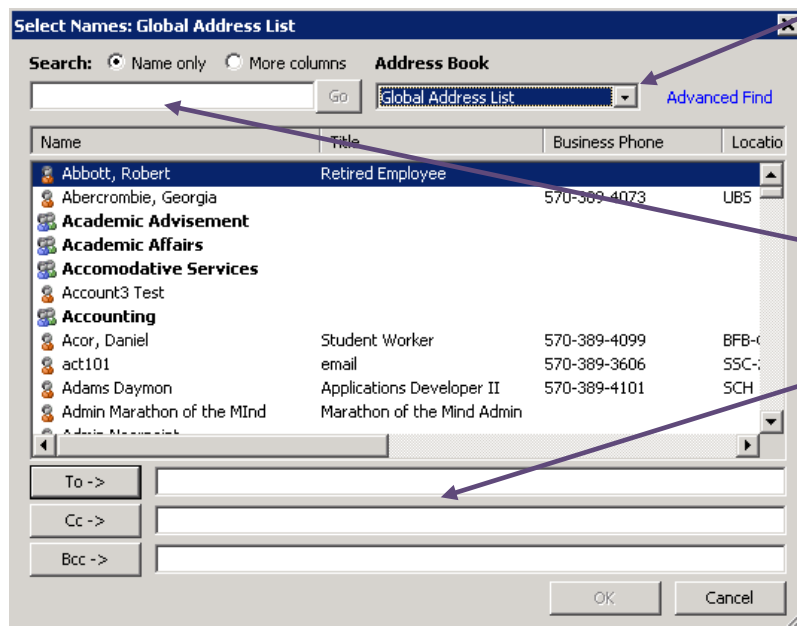


The following window will appear:



Click on To... which will open the address book.

The Select Names window appears:



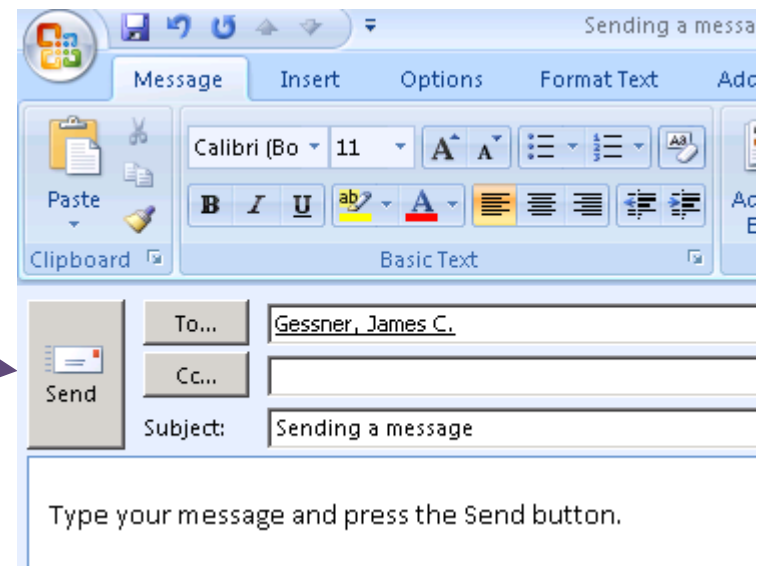
Note: The Global Address List is where you will find all employee names. Click on the drop down next to Global Address List to find your personal contacts and distribution lists (under Contacts).

Either scroll thru the names or begin typing someone's name in the white field under "Search." Once you locate the person:

- Double click on that person's name to add them to the To Field (or Cc or Bcc fields).
- Locate another person if necessary.
- Click OK when ready to go back to composing your message.

Ribbon area for formatting
your message! →

Enter a subject line.
Type the text of your email in the body area.
Use spellchecking feature if desired (using the icon for
Spellchecker or press F7 button on keyboard to execute).
Click the Send button when message is ready to go.



“Control K” Tip ~ a faster way to address emails

After clicking the New button to create a new email message, instead of clicking on the To button to use the address book, try this. Type the first few digits of a name in the white field after To. Then press Control K. One of the following things will occur:

- A name, based on previous addresses used, will populate the To field.
- If you had not previously sent email to this person, a new window will appear that shows all possible matches from the Global Address Book. Double click on the name you wish to send to and it will appear in your To field.

Autocomplete feature

After successfully sending an email to someone, the next time you send an email to that same person you would not have to use the Address Book. Simply type 3 digits of their last name in the TO field. It will autocomplete the rest of the address. That’s because there is now history recorded for that address. Autocomplete also keeps track of email address you may type in. It keeps track of everyone you correspond with.

Deleting autocomplete entry

If you type 3 digits of someone's last name and have entries appear that you do not want in your history, use your up or down arrows to highlight that particular entry. Then click the Delete button on your keyboard.

Autocomplete storage max – a drawback

The autocomplete cache will store up to 1000 entries. After it reaches that point, it maxes out and will rewrite files. If you notice at times that people you normally email are not coming up when using the autocomplete feature it is possible they've been overwritten in the cache. You will need to use the address book to find those entries.

Spellchecking

The spellchecking feature in Outlook can be executed by clicking the Spellchecker icon, or by pressing the F7 button on your keyboard.

Customizing your Spellchecker

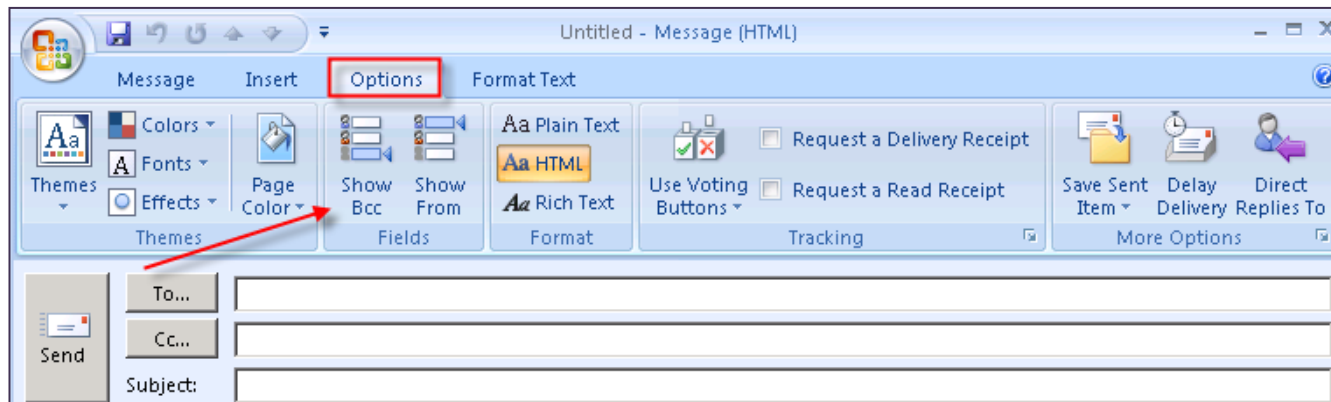
While in a New Message, click on the Office Button 

Then click on the button near the bottom right of the screen called Editor Options.

Next click Proofing to customize the Spellchecker and Autocorrect features how you would like to use them.

Confidential Mail – Use the Bcc Field (addresses/names not visible in email To field)

By default, the Bcc field (blind carbon copy) is not visible on the email form, just the To and Cc fields. This is a setting you can enable. To always see the Bcc field, click New to create a new email message. Use the Options tab on the ribbon bar. Click Show Bcc.



Why use a Bcc?

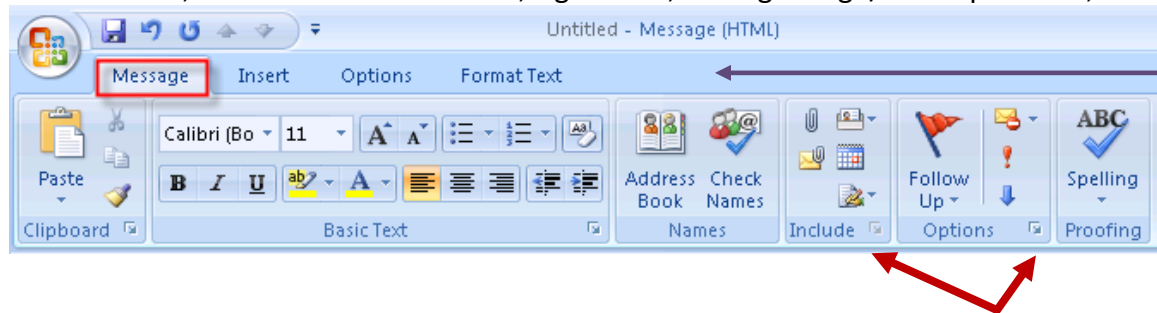
- To send e-mail confidentially. Place your email address in the To field and place the other addresses in the Bcc field to provide confidentiality to the group you are sending to. Their email addresses will be protected from being viewed by others.

Ribbon Technology

Ribbon technology brings the most popular commands to the forefront, so you don't have to hunt in various parts of the program for things you do all the time. The ribbon tabs and categories change as you have different needs in the different areas of Outlook. Example: The ribbon options available under a new email message differ from the ribbon options available under a new calendar appointment.

Sample of Message Tab

The message tab allows you to use copy, paste, clipboard features, formatting (bold, italic, font colors), insertion of names from the address book, insertion of attachments, signatures, setting of high/low importance, and spellchecking of messages.



Click on the other tab options (Insert, Options, Format Text) to see what groupings are available!

When you see this symbol, click to see additional options.

Setting Email Message Options

Create a new message. Under the Quick Toolbar, you will see an icon for options. Click on that.



You will be able to indicate an Importance level, Sensitivity level, request a read or delivery receipt, request replies be sent to someone else, along with other options.

Sent Items Folder

The Sent Items Folder is where Outlook copies items you sent to other people. This can be found in the Folder list. (Note: Be sure to look at this folder occasionally and delete items. The Sent Items folder counts towards your mailbox size quota.)

Printing emails

While in the message, click on the Office Button

Choose Print – you will see several options:

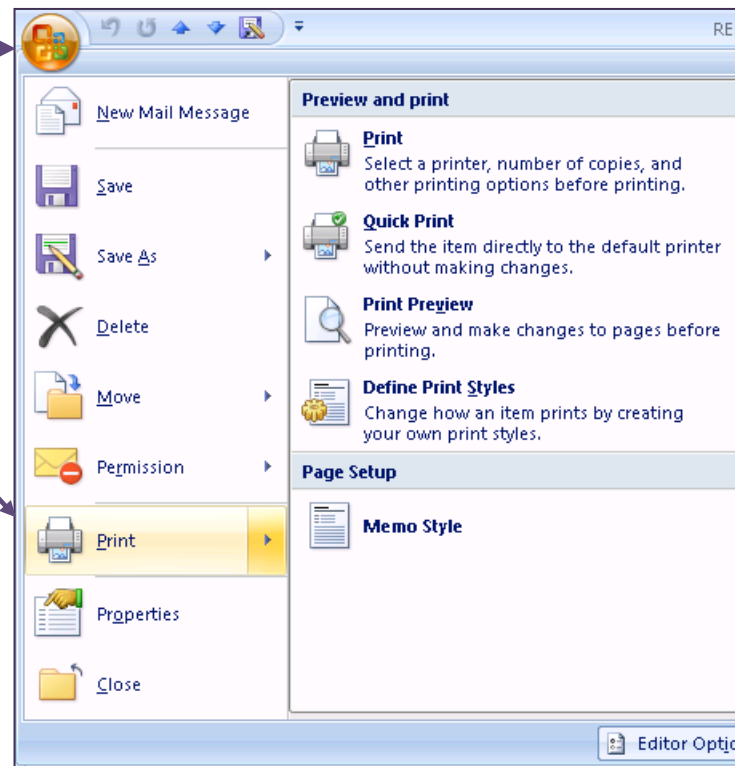
Print

Quick Print

Print Preview

Etc.

Read the description by each option for detail.



Deleting emails - Highlight the message you wish to delete. Press the Delete button on your keyboard or click on the X icon.

- Note: When deleting emails, they are simply moved into the Deleted Items folder. They are not permanently deleted. To permanently delete items, right mouse click on the Deleted Items folder and choose "Empty Deleted Items."
- Don't forget the Mimosa Archive! All mail that comes into, or is sent from, your Outlook software is stored on the Mimosa server. Click on the Mimosa folder in your folder list to view archived mail. There is training documentation on the Office of Technology website for the Mimosa archive system.

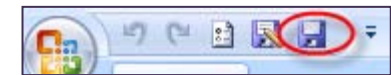
Restoring deleted items

There are two ways to do this, depending on how the items were deleted.

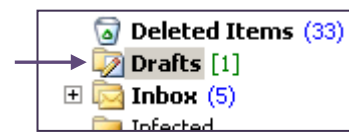
- If the item(s) were simply deleted (and are still in the Deleted Items folder), click on the Deleted Items folder and drag the item(s) back into the Inbox.
- If the item(s) are no longer in the Deleted Items folder, click on the Deleted Items folder. Next choose Tools-Recover deleted items. You will be able to recover anything deleted **within the last 14 days**. A new window will appear showing items deleted. Find the item(s) you need and click on the icon to restore it. (Note: item(s) will be restored to the Deleted Items folder. If you then need them in your Inbox, drag them there.

Saving Email Draft

If you should become interrupted when composing an email, you can save your email by clicking on the Save icon located in the Quick Access Bar.

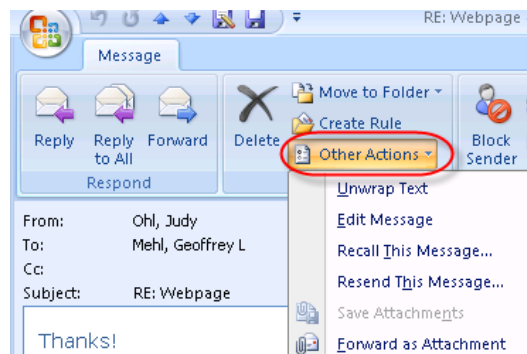


This will save the email in the Drafts folder. Click on Drafts to open that folder. Double click on the email to continue working on it. Send when ready.



Resend or Recall a Message

Click on Sent Items folder.
 Double click the message you wish to resend or recall.
 Click Other Actions and use Resend or Recall.
 See important note below about the recall feature!



Important note on recall feature

Unfortunately the “recall the message” feature does not work well in most situations.

- If you have any non-exchange recipients such as students or outside email addresses, their client will not support recalling the message at all.
- If a faculty/staff person is checking their email in certain ways which we support such as POP or IMAP (which should only be used from home, most likely), this means their account at the time is not set up as an Exchange account and will not be able to have the message recalled.
- A message cannot be recalled at all if a faculty or staff person has already read the message.

Even when all conditions are met and the exchange recipient has not read the message, recalled messages are not actually removed from a user's inbox. Instead, a second message is sent to the recipient with the word RECALL appended to the subject line. If the recipient opens the recall message, then the offending message will be deleted and a confirmation will be sent to the person who performed the recall. On the other hand, if the recipient opens the original message rather than the recall message, they will see the actual message that was sent by mistake and the recall message that was sent does nothing, since the recalled message was read.

- ✚ Keep in mind: If a recalled message is successfully removed, it will still be available in Mimosa Archive 2 years from delivery date.

In summary, the “Recall message” feature that Microsoft put into Outlook when running Exchange gives a false sense of security and does not work as well as one would think.

Stationery and Themes

Themes provide both a background and additional formatting, including a set font and font color. Outlook provides a variety of themes and stationery for your use.

Creating a new message with stationery or themes

- ✚ While in the Mail area of Outlook, click on Actions along the top menu. Choose New Mail Message Using – Choose “More Stationery...”
- ✚ Select the stationery or theme you wish and click OK. A new mail message form will open.

Applying stationery or a theme for ALL messages

Click Tools – Options – Mail Format – Choose Stationery and Fonts button. The following window appears. Click the Theme button and choose the stationery or theme you wish to use as a default for all messages.



Changing default stationery/theme

Click Tools – Options – Mail Format – Choose Stationery and Fonts button. Click the Theme button and apply changes.

Tips & Tools

Force the server to send new email

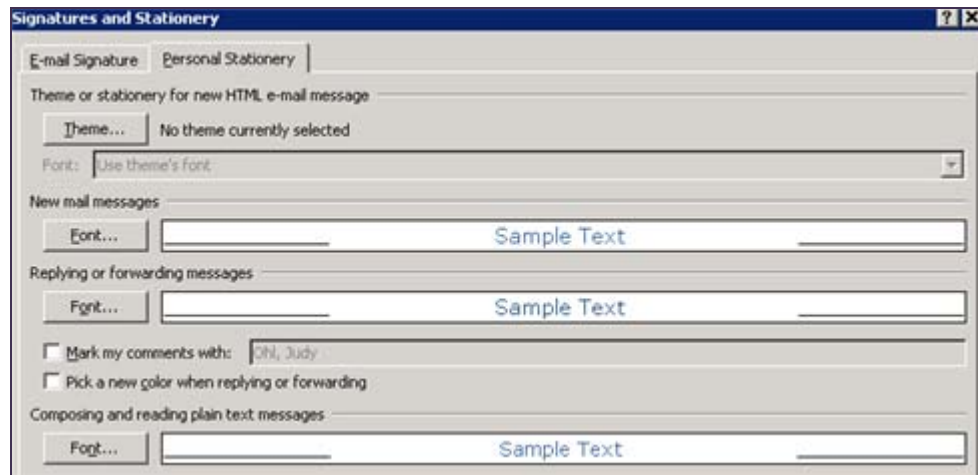
You can force the server to move a bit faster by clicking the Send/Receive icon on your Toolbar. This is generally found on the same toolbar as the “New” button, as illustrated below. If it’s not visible, click View-Toolbars. Make sure Standard is chosen.



Default font type, size, color

Click on Tools-Options-Mail Format. Chose Stationery and Fonts button.

- You can set your fonts for composing new messages, replying/forwarding, and composing and reading plain text. Click on the “Font” button for each section to set.
- Click OK when finished.



Format for E-mail (HTML)

Click on Tools-Options-Mail format tab – HTML should have a checkmark in it. This allows formatting when you are creating e-mails.

Formatting look strange in reply messages?

As noted in the tip directly above this, people are able to change the default formatting of their email to other options such as plain text. If you reply to a message and notice no formatting ability, try these steps:

- Click on Reply.
- Click on the Options Ribbon Tab. You will see whatever format was used in the original email is highlighted.
- Click to choose another option to change the format for the email you are composing.

Edit subject field on incoming email

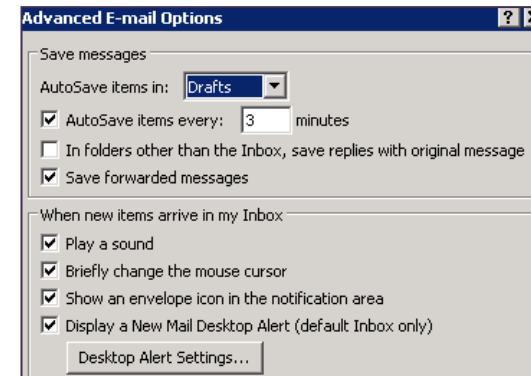
Type desired text in the subject field. Click Save icon. Close the email.

Why would you want to edit the subject? To add keywords so you can find it easier or to make it more informative, so you don't need to open the message to see what it's about.

Alerts when new e-mail arrives

You may notice as new e-mail is being delivered to your Outlook account, you will see a small window appear in the lower right corner. It's somewhat transparent and fades away in a few seconds. If you do not like seeing that window, follow these steps:

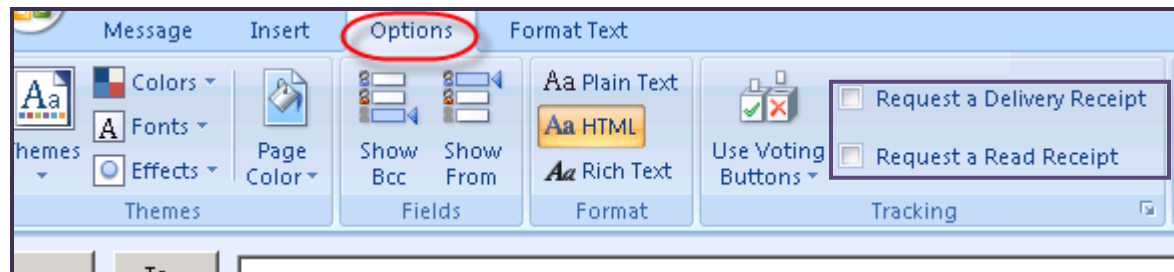
- Click on Tools-Options
- Click on button called "E-mail Options"
- Click on button called "Advanced E-Mail Options"
- Take the checkmark out of the area "Display a new mail desktop alert"



Need to know if your email was read or delivered? Request receipts!

If you need to know that a certain email was read (or delivered), follow these steps:

- **Compose your email.**
- **Using the Options tab on ribbon, Request a Delivery Receipt or Read Receipt.**




Request receipts on all email

If you need any of these features set for ALL messages, you can set them as system defaults. Follow these steps:

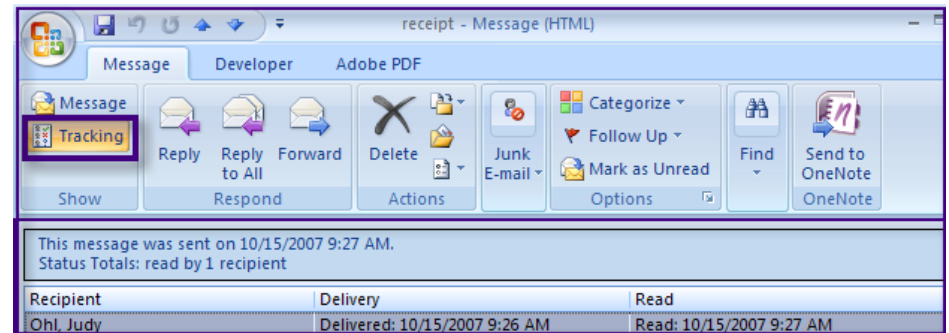
- At main Inbox window, choose Tools – Options.
- Under Preferences tab, choose button for E-mail Options. Click on Tracking Options to set them.

View tracking info after requesting receipts

- To see tracking info on a message you requested a delivery or read receipt on, click on your Sent Items folder listed in the Folder List. (You’ll see an icon like this  Oh!, Judy
- Open the sent message by double clicking on it.

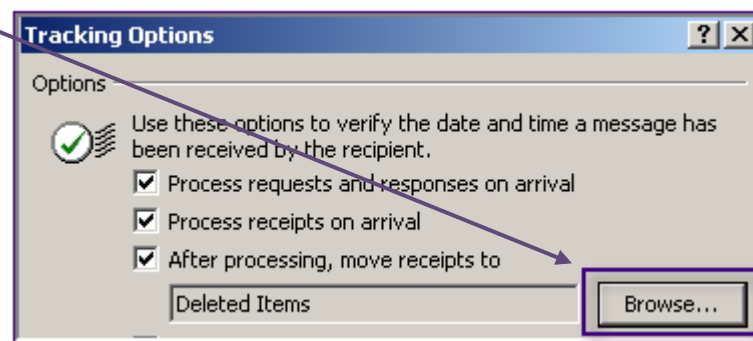
Click on the Tracking tab to view information.

This sample shows tracking information on a message requesting a delivery receipt and a read receipt.

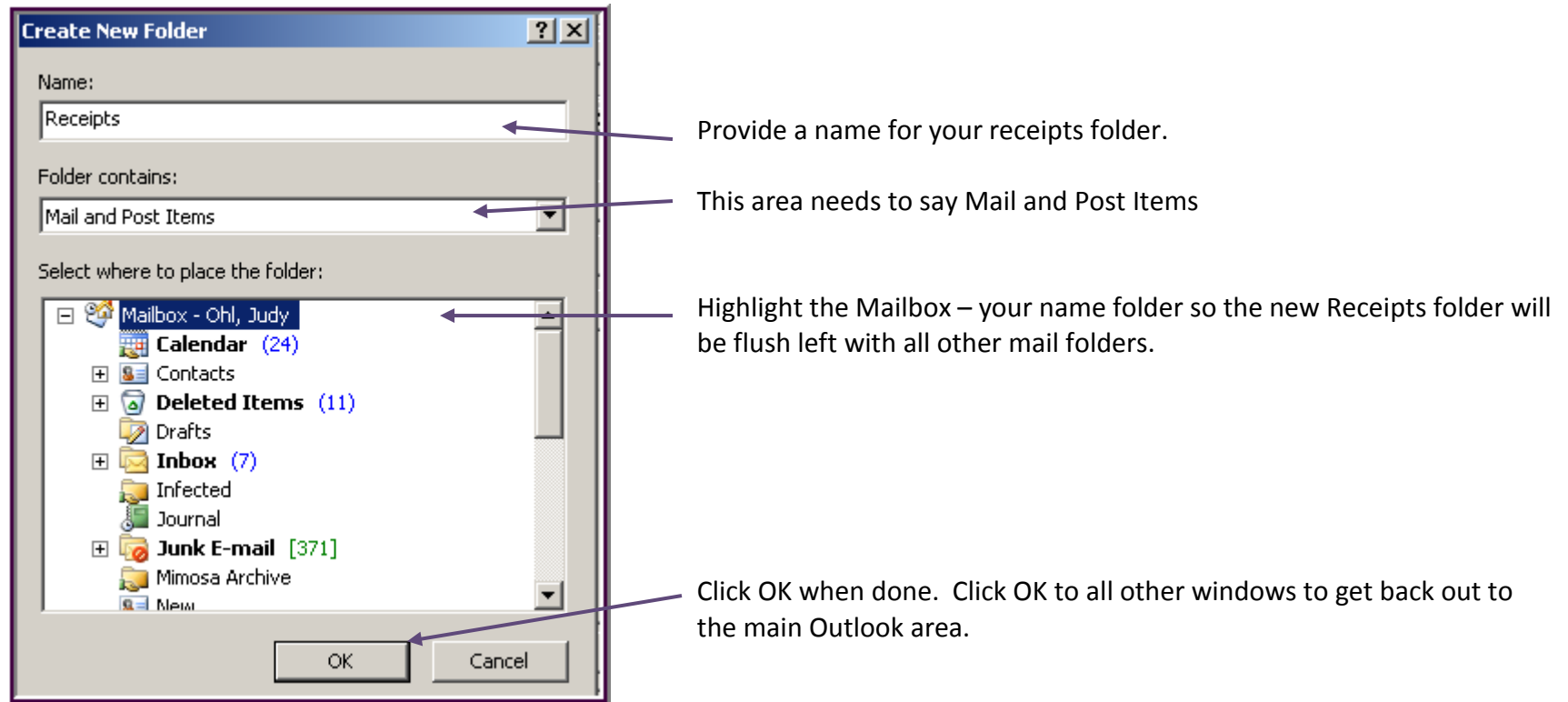


Where do the receipts go?

By default, receipts are moved to your Deleted Items folder. If you would like to create a separate folder specifically for receipts, do this:
 Click on Tools – Options
 Click the button called Email Options
 Click Tracking Options – click the Browse button



Click the New button – the following window will appear.

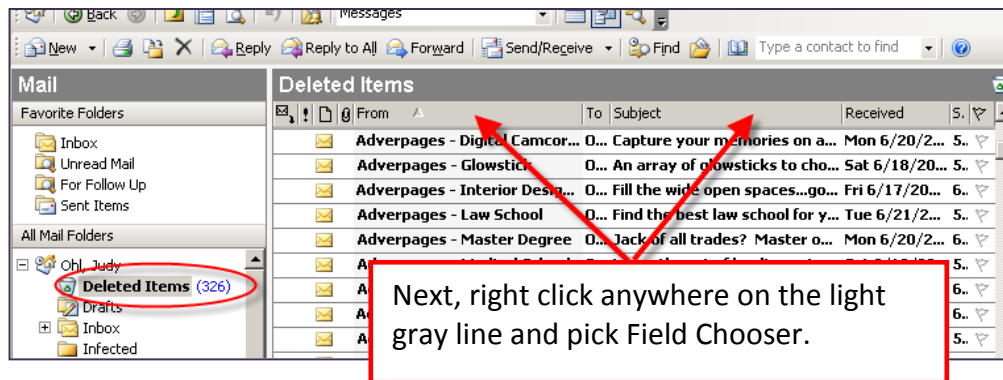


After doing this step, all future read and delivery receipts will be found in your Receipts folder.

Font size in your mail columns

If the font size in your message area is not the way you like, try this tip:

Right click on the light gray line at the top of the Inbox (where it says From, Subject, Size, etc.)



Choose "Customize Current View" - Click "Other Settings."

Try different font settings until you come up with one that you like.

Indenting reply and forward messages

Click on Tools-Options-Preferences tab.

Click on E-mail options button.

You'll see part way down the page you can set indenting options.

How to change what Outlook does when you move or delete an item in your Inbox

Outlook is defaulted to always return to the inbox after moving or deleting an open item. If you would like to change that default to something like "open the next message" after moving or deleting an item, that is possible. Click Tools-Options-Preferences.

Under the E-mail options button, you can change this near the top of the screen.

