


Outlook 2007 - Introduction to E-mail

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Getting Help

Outlook has an on-line Help feature.

Select **Help | Microsoft Office Outlook Help**, press **F1**, or click on the  **Help button** located on the Outlook standard tool bar.

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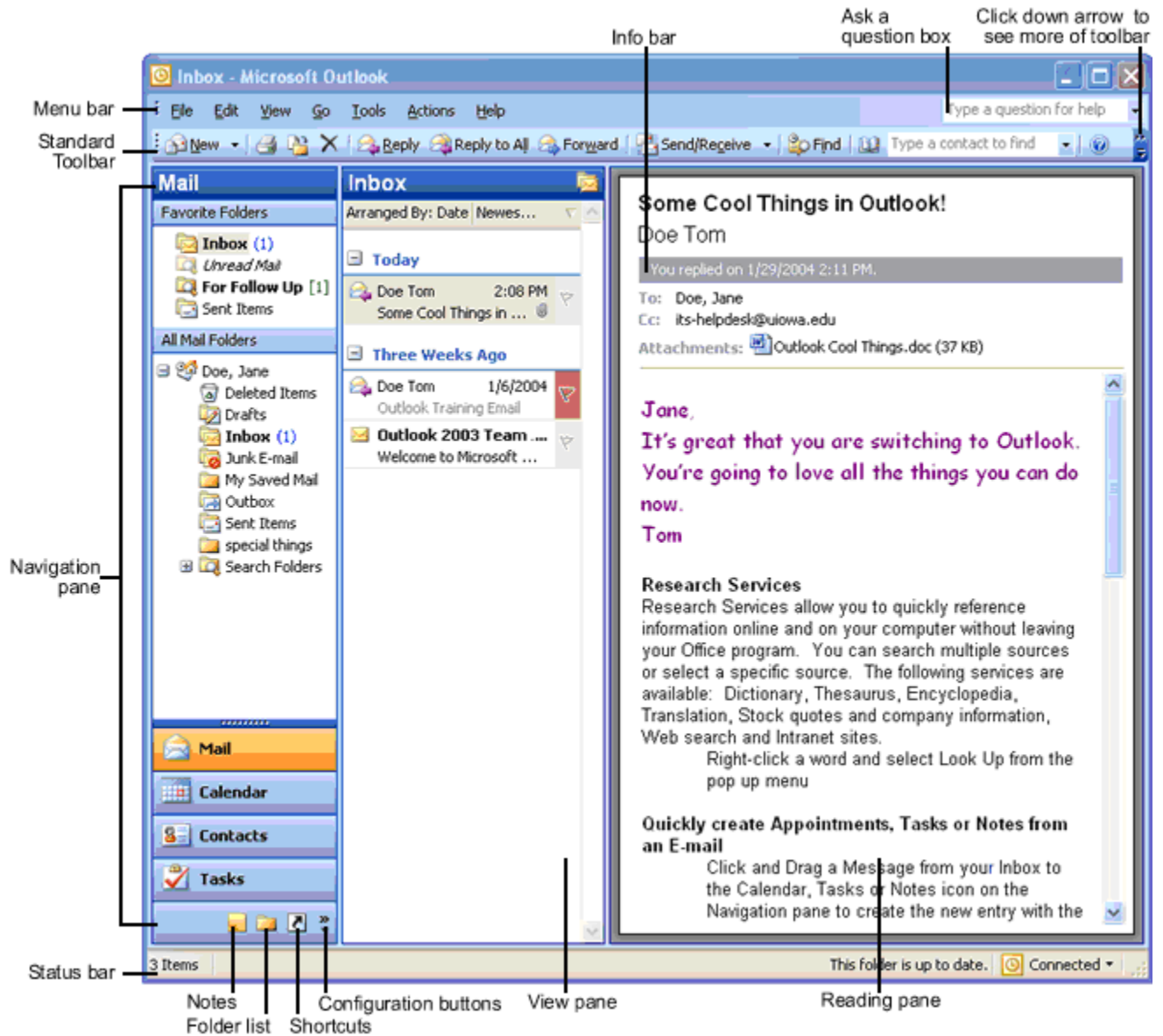
Starting Outlook









1. Click the **Start** button on the Windows taskbar.
2. Point to **All Programs**.
3. Select **Microsoft Office Outlook 2007**.

Note: If you have signed on to your computer, then you will not be prompted for a password when you start MS Outlook.

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Navigation Pane





Default Navigation Pane Buttons	What they will display
 Mail	Favorite folders and all mail folders list. E-mail folders that you use frequently can be added to your favorite folders list.
 Calendar	View your calendar and view other people's shared calendars side-by-side with your own.
 Contacts	View and manage all the contacts folders you can open – whether stored on your computer or on a network location.
 Tasks	View and manage things you need to perform or personal or group projects you are managing.
 Notes	View electronic “sticky or post-it notes” which store text information.
 Folder List	Display of all folders in Outlook including Public Folders.
 Shortcuts	Icons that offer quick access to a folder in Outlook.
 Configure Buttons	Select to show more or fewer buttons and to set Navigation Pane Options.

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Creating and Sending a Message

Do one of the following to start a New Message:

1. Open the **Mail Pane** by doing one of the following:
 - Press **CTRL + 1**
 - From the **Go** menu | select **Mail**
 - Click the  **New** **New e-mail button** on the **Navigation Pane**.
2. Start a new message by doing one of the following:
 - On the Standard toolbar, click the **New button**
 - Press **CTRL + N**
 - Press **Ctrl + Shift + M**
 - Click the  **New** **down arrow** on the **New** button then select **Mail Message**
 - From the **File** menu choose **New** then select **Mail Message**
 - From the **Actions** menu choose **New Mail Message**.
3. Type an e-mail address in the **To...** field.
4. Press **Tab** and type in the **Cc...** field e-mail address (optional).
5. Press **Tab** and type in the **Bcc...** field e-mail address (optional).
6. Press **Tab** to move the cursor to the **Subject:** field.
7. **Enter the subject** of your message (optional but highly recommended):

- o At a minimum the subject should:
 - * Let you see, at a glance, the main topic of the e-mail.
 - * Help you distinguish legitimate e-mail from spam.
 - * Help you track an e-mail conversation as it develops.
 - * A good subject line should be short and to the point, but not so short that it is cryptic.
- 2. Press **Tab** to move to the body of the message.
- 3. **Type your message.**
- 4. Click the **Send** button.

Tip: You can type multiple addresses in the **To...**, **Cc...**, or **Bcc...** fields, as long as you separate them with semicolons (e.g., helpdesk@mercer.edu; tom-doe@mercer.edu; jane-doe@mercer.edu)

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Using the Mercer Online Directory

You can use the Global Address Book to look up and select names, e-mail addresses, and distribution lists when you address messages.

When you type a name in the To, Cc, or Bcc box of an e-mail message, Microsoft Outlook automatically checks to see if the name you typed matches a name in the Address Book. If there is a match, the name is resolved — the Display Name and e-mail address are filled in — allowing you to send the message. If there is no match, the Check Names dialog box prompts you for more information or you can create a contact by clicking New Contact. If more than one name contains the letters you typed, you can select a name from the list.

In addition to using the Address Book to address messages, you can look up names and other information, such as office locations and telephone numbers, by typing the name in the Find a contact box on the Standard toolbar (toolbar: A bar with buttons and options that you use to carry out commands. To display a toolbar, click Customize on the Tools menu, and then click the Toolbars tab.).

Several types of address books can be displayed in the Address Book:

Global Address List (GAL)

This feature requires you to be using a Microsoft Exchange Server e-mail account.

The Global Address List contains the names and e-mail addresses of everyone on the MU Exchange server. It can also contain global distribution lists and public folder e-mail addresses. The Microsoft Exchange Server administrator creates and maintains this address book from Active Directory. Departmental Lists will automatically be pulled from Active Directory.. So each department will no longer have to maintain their lists and new hires will be added automatically. Subsets of the Global Address List are displayed in the Address Book when you choose an entry under All Address Lists on the Show names from the list. You can download the Global Address List for use offline.

When you right-click on a name in the GAL you can choose to view the properties for that person. This will display more in depth information about the person such as their phone number and office location. You can add people from the GAL to your Contacts and Address Book.

Outlook Contacts/Address Book

The Outlook Address Book is created automatically and contains the contacts in your Contacts

folder that have a contact entry in the E-mail or Fax boxes. These contacts display in the Address Book dialog box when you click Contacts in the Show names from the list.

If you create additional contact folders, you can set the properties on each folder to include the contacts as part of the Outlook Address Book.

Auto Complete

When you start to type an e-mail address or name in the To..., Cc..., or Bcc... address boxes Outlook Auto Complete will suggest a list of possible matches drawn from names or addresses you have typed in before. Use the Down and Up Arrows to select the name you want and then press the Enter Key to have it entered in your address field. Of course you may manually type an address also.

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Get an Address from the Global Address List (GAL)

The Global Address List is a list of all accounts on the Outlook server.

1. Begin a new message, click on the **To...** button, **Cc...** button, or the **Bcc...** button in front their prospective address fields to open the Address book.
2. Type the **first or last name** of the of the individual you are looking for and click **Go**.
3. Double click the **name** to select it from the list.
4. Click the **To->**, **Cc->**, or **Bcc->** button to add the name to the Message Recipients field.
5. Repeat until all user names are added.
6. Click **OK** to close the dialog box.

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Creating a Signature File

1. Select **Tools | Options | Mail Format** tab | Click the **Signatures** button near the bottom of the window.
2. Click the **New** button | **Enter a Name** for the Signature | choose if you want to start this signature from a blank one or an existing one | click **Next**.
3. Type the text you want in your signature and format it.
4. Click **Finish** | click **OK**.
5. Back on the **Mail Format** tab of the **Options** window you can **select the signature** you want for the default for **new messages** or for **replies and forwards** by selecting the signature name from the drop down list for each.
6. Click **OK** or **Apply**.

Note: A different signature may be selected for each account you have setup.

Note: You may **change your default signature** from within an e-mail message. **Right-click** on the **Signature** then **Select a different signature** from the Pop-up list. You can also choose to type over a signature or highlight it and delete it.

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Out of Office Assistant (Vacation Message)

To turn on a vacation message or an out of the office message:

1. Select **Tools | Out of Office Assistant** (OOA)
2. On the "Inside My Organization" tab, select **Send Out of Office auto-replies**
3. Select the time range to send the messages
4. Click the "Outside My Organization" tab.
5. Select who you want auto replies to go to - My Contacts only or Anyone outside my organization
6. Type the message you would like to have sent to let people know you are out, when you expect to return, and any other information they may need.
7. Click **OK**.
If you need special handling for messages about a certain topic or from a specific person you can click the Add Rule button to create the special handling. For example: messages about your current project could be forwarded to a co-worker. These Rules will only run while the OOA is turned on.

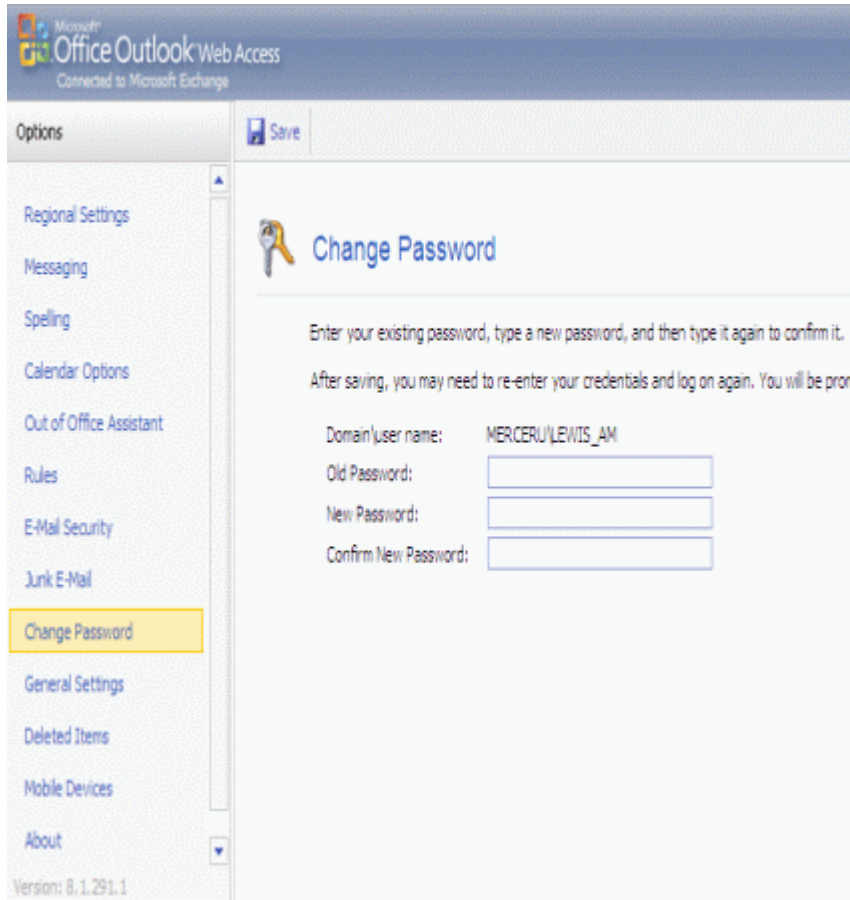
Note: You can have the internal message be different than the external message also. The Out of Office Assistant will take priority over any rules or junk mail filters you have set.

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Changing your Password

You can change your E-mail Password using Outlook Web Access (OWA).

1. Log into [Outlook Web Access \(OWA\)](#)
2. Select **Options**
3. Select **Change Password**
4. Enter the following information:
 - Old Password
 - New Password
 - Confirm New Password
5. Click **Save**



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AutoArchiving your E-mail

1. On the **Tools** menu, click **Options**, and then click the **Other** tab.
1. Click **AutoArchive**.
2. Select the **Run AutoArchive every *n* days** check box.
3. Type or choose a number in the box for how often you want AutoArchive to run.
4. Click OK.

***NOTE:** We do not activate this feature by default.

For more information on the AutoArchive feature click [here](#).

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Saving a Message in Progress

The following are 3 ways to save a message in progress.

- With the message open | on the **File** menu select **Save**.

Or

- With the message open | click the **red X (Close)** button in the upper right corner of the window.
You will be asked if you want to save the message. Click **Yes**.

Or

- With the message open | on the **File** Menu select **Close**.
You will be asked if you want to save the message. Click **Yes**.

Note: Messages are saved in the **Drafts** folder. Double-click the saved message to open it for editing.

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Spell Checking a Message

Outlook includes a built-in spelling checker. It can be used to check for misspellings in the body of current message composition windows, text files, and signature files. It includes a built-in dictionary and also allows for the creation of a custom user dictionary. By default, when you are typing a message, the spell checker will look for misspellings. If you wish to turn this off, choose **Tools | Options | Spelling | Spelling & Auto Correction and deselect "Check spelling as you type" and click OK**. You would then need to follow the steps below to perform manual spell checks.

1. To check the spelling of a current composition window, text file, or signature file, do one of the following:

- Select Spelling | Spelling and Grammar

Or

- Press F7
(If text is selected, Outlook checks only the spelling of the selected text.)

1. If a misspelled, unknown, or repeated word is found, the Check Spelling dialog is displayed with words listed in the Suggestions.
2. Click on the correct spelling or type your correction over the misspelled word. Click Change to change the spelling or **Ignore** to keep the current spelling or if the word is spelled correctly but not in the Outlook dictionary click the **Add to Dictionary** button.
3. A dialogue box will pop up telling you when Spell Check is complete click **OK**.

Note: If you mistype a word but the result is not a misspelling (for example, "from" instead of "form" or "there" instead of "their"), the spell checker will not flag the word.

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Turn on Message Queuing and Sending Queued Messages

By default messages are sent immediately. You can change this from Immediate send to Queued by the following:

1. Select **Tools | Options**
 2. Select the **Mail Setup tab**
 3. UnCheck the box in front of **Send Immediately when connected** **Note:** If you click OK at this point messages will only be sent when you click the Send/Receive button on your standard toolbar.
 4. To Schedule and automatic Send/Receive click the **Send/Receive button** (on the **Tools | Options | Mail Setup** tab)
 5. Place a check in front of **Schedule and automatic Send/Receive every**
 6. Set how often you want the Send/Receive done by entering the **## of minutes**.
 7. Click **Close**.
 8. Click **OK**.
 - To send a message click the **Send/Receive** button on the Standard toolbar
- Or
- Press the **F9** function key.

This will send all messages in the Outbox from any account that is included in the Send/Receive Groups.

Note: Queued messages are stored in you Outbox until they are sent. Once a message has been sent it can be found in your Sent Items folder.

See [Include Account in Send/Receive](#) to be sure messages from your account is sent when you click the Send button.

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Include Account in Send/Receive or Automatic Send/Receive

1. For those who check more than one e-mail account. Do one of the following:
 - o On the **Tools** menu | select **Send/Receive | Send/Receive Settings | Define Send/Receive Groups**

Or

- Press **Ctrl + Alt + S**.
2. Select the **All Accounts Group**.
 3. Place a check next to **Include this group in send/receive**.
 4. If you'd like Outlook to automatically send and receive, place a check next to **Schedule an automatic send/receive every ## minutes**. You can choose how often.
 5. Click the **Edit** button.
 6. Your accounts will appear on the left. Select each account that you want to include on the left then check the **Include the selected account in this group** checkbox.
 7. **Uncheck** any accounts you don't want in this group.
 8. Click **OK**.
 9. Click **Close**.

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Checking for and Receiving Mail

- To check all e-mail accounts:
 - Click the **Send/Receive** button on the Standard toolbar or press the **F9** function key.
- To check one individual account (if you have more than one configured) do one of the following:
 - Click the **drop down arrow to the left of the Send/Receive button** then select the account you want to Send/Receive from the list or type the number in front of the account name.

Or

- Press **Alt + C** then select the account you want to Send/Receive from the list or type the number in front of the account name.

Note: New mail will show up in the Inbox for the account it was received for. Unread messages will appear in **bold** text in the View pane. Double-click on the message to open it.

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Preview Messages

Outlook allows you to preview a message in 2 ways:

1. Preview the first three lines of messages in the View pane: (only plain text will show, not images)

- From the **View** menu
- Select **AutoPreview**.

2. *Preview* the content of any item in the Reading Pane:



- From the **View** menu
- Select **Reading Pane**
- Then Select **Right** or **Bottom**. (select **Off** to hide the Reading Pane)

In the Reading Pane, you can read the content of an item, open attachments, follow a hyperlink, use voting buttons, view the follow-up information in the InfoBar (InfoBar: Banner near the top of an open e-mail message, appointment, contact, or task. Tells you if a message has been replied to or forwarded, along with the online status of a contact who is using Instant Messaging, and so on.), and respond to meeting requests.

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Replying to a Message

1. With the message open or selected in the mailbox,
2. Do one of the following:

- Click the  Reply  Reply to All **Reply or Reply to All** button on the Standard toolbar or Choose from the Actions Menu.

Or

- Press **CTRL + R** (reply)


Or

- **CTRL + SHIFT + R** (reply to all)
- A new message will be created that contains the contents of the original message. The Subject line will be the same as the original with 'RE: ' added in front of it.

- o The Reply button will address your response to the Sender of the message only.
- o Reply to All button will address your response to the Sender of the message and to everyone listed in the To... and Cc... fields.
- o You may add or remove recipients in the same manner as you would a new message.
- o Add any additional text you want then click the Send button or press **Alt + S**.
- o The message will be sent on the next scheduled Send/Receive. Press F9 to Send/Receive all queued messages immediately.

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Forwarding a message

1. With the message selected (highlighted) or open
2. Do one of the following:
 - o Click the  **Forward** button on the Standard toolbar or Choose from the Actions menu.
 - Or
 - o Press **CTRL + F** (forward).
3. A new message will be created that contains the contents of the original message. The Subject line will be the same as the original with 'FW: ' added in front of it.
4. You may add or remove recipients in the same manner as you would a new message.
5. Add any additional text you want then click the **Send** button or press **Alt + S**.
6. The message will be sent on the next scheduled Send/Receive.

Note: To Send/Receive all queued messages immediately press **F9**.

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Changing the Reply-to Address Redirecting a Message

Outlook doesn't have a "Redirect" option. Instead, you forward the message and change the Reply-to address.


1. **Forward** the message (**Ctrl + F**).
2. Add any comments that you need to. Perhaps a note that you are redirecting this e-mail. E-mail courtesy suggests that you not do much editing of the message you're redirecting. If you must add comments, put them in []s with your initials, like: [Don: This is from Mary. Please reply to this right away. SD] .
3. Click the **Options** dropdown on the **Ribbon**.
4. Check **Have replies sent to:** and **type the reply-to address in the box**.
5. Click **Close**.
6. Send the message (**Alt + S**).

The message will show as coming from you but when the recipient presses Reply the response will go to the address you put in the **Have replies sent to:** box.

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Transferring Messages between Folders and Sub-folders

- In the Folder Contents list
 1. Select the message you want to transfer
 2. Press **Ctrl + Shift + V**
 - Or
 3. Select **Edit | Move to Folder.**
 4. Select the folder you want to move your message to and click **OK**
 - Or
 5. Click on the message and Drag and Drop it to the folder you want to move it to.

- With the Message Open
 1. Do one of the following:
 - Press **Ctrl + Shift + V**
 - Or
 - Select **File | Move to Folder**
 - Or
 - Click on the  **Move to Folder** button on Ribbon.

 2. Click on the folder you want to move your message to and click OK.

Tip: You can create a new mailbox and transfer a message into it all in one step. Instead of selecting an existing mailbox, select New...


Tip: If you transfer a message and decide you put it in the wrong mailbox, select Edit | Undo Move.

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Printing a Message

1. Select or open the message you want to print.
 - Select **File | Print.**
 - Or
 - **Right-click** on the message | choose Print from the drop down menu

Or

- Click the  **Office button** and choose Print.
- Click **OK**.

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Deleting a Message

There are many ways to delete a message or messages, as follows:

*** Be sure you are selecting the message and not the Folder itself.

- Select the message(s) you want to delete in the Folder list then select **Edit | Delete**.

Or

- Open the message(s) you want to delete then click the  **Office button** and choose **Delete**.


Or

- In an open mailbox window, select the message(s) you want to delete. Press the **Delete key**.

Or

- Select or open the message(s) you want to delete. Select **Move to Folder | Deleted Items**.

Or

- Select or open the message(s) you want to delete. Click the  **Delete button** on the Ribbon.

Note: All deleted messages are moved to the Deleted Items folder.

Warning: Items in the Deleted Items folder still count against your Quota. See **Empty the Deleted Items Folder** and **Empty the Deleted Items Folder on Exit** to learn how to empty the folder.

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Empty the Deleted Items Folder

Manually empty the Deleted Items folder as follows:

- From the Tools Menu | select **Empty "Deleted Items" Folder** | Answer **Yes** to confirm Delete of items and subfolders in the Deleted Item Folder.

Or

- Right-click on the Deleted Items folder | select **Empty "Deleted Items" Folder** from the

pop up menu | Answer **Yes** to confirm Delete of items and subfolders in the Deleted Item Folder.

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Empty the Deleted Items Folder on Exit

- From the **Tools** menu | select **Options** | select the **Other tab** | place a **Check** in the **Empty the Deleted Items Folder** upon exiting check box.

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Mark as read

After reading a message, you may want to mark is as unread to keep it in your unread mail folder for future action. Any of the following will mark a message as unread:

- While in the Folder List | **Right-click** on the message and choose **Mark as Unread**.
Or
- While in the Folder List with the message highlighted | from the **Edit** menu | choose **Mark as Unread**.
Or
- While in the Folder List with the message highlighted | Press **CTRL + U**.

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Attaching a File

Any file (e.g., a Microsoft Word, WordPerfect, or Excel document) can be attached to and sent with a Outlook message.

1. To attach a file to a current outgoing message, select **Insert** and click the **Attach File icon**. The Insert File dialog is displayed.
2. **Locate the File, Select it** and click on the **Insert** button to attach the file to the message.
3. The attached file appears as an icon within the message text.

Note: The maximum attachment size is 10MB. Also, the recipient must also have software that can read the attached file.

Warning: Some file extensions are blocked by Outlook as they are tagged as being potentially unsafe. For example files with a .exe extension. These files may be sent by renaming the file to a different extension or WinZip it prior to sending it.

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Receiving an Attached File

When there is message with an attachment, the attachment will appear just below the subject line.

1. To open or save an attachment **Double-click** on the attachment name or its icon.
2. An opening Mail Attachment Dialog box will open asking you if you want to open or save the attachment.
3. Clicking **Open** will launch the application that created the document so that you can view the attachment.
4. Click **Save** to save the file to your computer.

Note: If Outlook doesn't know which application to use or the application is unavailable, it will bring up a directory window and ask you to locate the application.

Note: Attachments in Outlook are part of the message. When you delete a message in Outlook the attachment is also deleted. Any attachments you want to keep will need to be saved per the instructions above. Attachments also count against your quota while the message is in your mailbox on the Outlook server.

Warning: Some file extensions are blocked by Outlook as they are tagged as being potentially unsafe, for example, files with a .exe extension. You will need to ask the sender to rename the file to a different extension or use a packing program such as WinZip and then resend it. When a file is blocked a shaded warning box will appear in the Infobar of the e-mail explaining "Outlook blocked access to the potentially unsafe attachments: filename" Do NOT open files of these types unless you expect or are expecting to receive them.

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Viewing a URL

If someone sends you a URL (Uniform Resource Locator) in a message, you can hover your mouse pointer over the URL to see the address it is directed to (if it is different from the link showing). You can **click on the URL** (e.g., <http://www.mercer.edu/it>) to open the web location (provided you have a web browser such as Netscape or Internet Explorer and have access to the web via the campus network or through an Internet Service Provider).

Note: When entering a URL into an e-mail you need to add a space at the end of the URL to make it live (i.e. clickable).

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Creating an Address Book or Adding Contacts

The Address Book is a collection of address books or address lists. When you first open the Address Book, the default address book (usually your Global Address List) is displayed. You can change the default address book and also set other Address Book preferences, such as which address book to check first when sending a message and the location to store personal addresses. The terms Address Book and Contacts are often used interchangeably in Outlook.

- To open the address book select **Tools | Address Book**


Or

- Press **Ctrl + Shift + B**

You can create two types of entries – a Contact or a Distribution List. A Contact contains information for a single person. A Distribution List contains a lists of e-mail addresses for a group of people.

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Add a New Contact

- Do the following:
 1. Click the  **New** **New Contact button**
 2. **Enter any information** you have for your contact
 3. Then click **Save and Close**

Or

- Do the following:
 1. From the **File menu**
 2. Select **New**
 3. Select **Contact**
 4. **Enter any information** you have for your contact
 5. Then click **Save and Close**

Tip: To add the current message sender's address to your contacts: **Right-click the sender name** on the **From Line** then choose **Add to Outlook Contacts** and click **Save and Close**.

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Add a New Distribution List

- Do the following:
 1. From the **File menu**
 2. Select **New**
 3. Select **Distribution List**
 4. **Type a name** for the Distribution List
 5. You can click the **Select Member button** to choose members from your existing contacts

Or


Click the **Add New button** to add members without individual contacts.

6. When done click **Save and Close**.

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Add a New Distribution List from an E-mail

- Open your e-mail to read it.

1. On the To: or Cc: fields Click and Drag across the e-mail addresses to select them.
2. Press **Ctrl + C** to copy them to the clipboard
3. Click the Office Button 
4. In the "Create New Outlook Item" field, select **Distribution List**
5. Type a name for your Distribution List in the Name: field
6. Click the **Select Members...** button.
7. Click in the dialog box to the right of the Members-> button
8. Press **Ctrl + V** to paste the names you copied in step 2.
8. Click **OK**
9. Repeat step 7-10 to add additional members. (You may manually type the addresses or return to the e-mail to copy additional names)
10. When done click **Save and Close**.

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Organize your Inbox – Apply Colors

Use colors to flag messages from or to a particular person.

1. Select a message from or to the person you want to see in a different color.
2. Select **Tools | Organize**
3. In the Organize pane select **Using Colors**.
4. Select **From** or **Sent** to in the first dialog box.
5. The persons whose e-mails you wish to color should show up in the second dialog box
6. Select the **color** you want in the third dialog box
7. Click **Apply**.

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Flag a Message for Follow up

Use flags to remind yourself to follow up on an issue or to indicate a request for someone else. You can also use flags to set a reminder for the message or contact. You can set flags for follow up based on Today, Tomorrow, This Week, Next Week, No Date or Custom.

There are many ways to flag a message, as follows:

- While in the Folder List | **Right-click** on the message and choose **Follow Up** | then select the **flag color you want**
- Or
- While in the Folder List | **Right-click** on the shadowed flag to the right of the message and choose the **flag color you want**.
- Or
- With the message open | from the **Actions** menu | choose **Follow Up** | then select the **flag color you want**.
- Or
- With the message open | On the Ribbon click the Red Flag | then select the the **flag color**

you want.

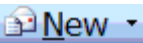
The quickest way to find these messages again is in the To-Do bar window. All items flagged for follow up are displayed.

Note: If you choose **Add Reminder** then set a Due by: date and time a reminder will pop up for the message at the assigned time. If you have not cleared the follow up flag and it is past due, it will turn red.

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Create Folders and Sub-folders

Sometimes you may want to create additional folders to store some messages in. Outlook allows you to create Folders and Sub-folders

1. To create a new Folder do one of the following:
 - o Select **File | Folder | New Folder**
 - Or
 - o Click the **down arrow** on the  **New** button then select **Folder**
 - Or
 - o **Right-click** on your folder list and select New Folder
 - Or
 - o Press **Ctrl + Shift + E**
2. **Type the name** you wish to give your folder.
3. **Select where** you want the folder placed i.e. Your mailbox, a sub-folder to your Inbox or where ever you want it to go.
4. Click **OK**

Note: You can move messages into the new folder by clicking and dragging them. See **Transferring Messages between Folders and Sub-folders** for more information.

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Searching for Messages

1. To do a **Simple Find** do one of the following:
 - o Select **Tools | Instant Search | Instant Search**
 - Or
 - o Press **Ctrl + E**
 - Or
 - o Type your search criteria in the "Search Inbox" field.

2. **Type the text** you want to search for in the "**Search inbox**" dialog box
 3. Click **the magnifying glass or press Enter**
1. To do an **Advanced Find** do one of the following:
 - o Select **Tools | Find | Advanced Find**.
 - o Select **Tools | Instant Search | Search all mail items**

Or

 - o Press **Ctrl + Shift + F**
- Or
- o Click the **Find** button on the **Standard** toolbar | then click the **Options** button and select **Advanced Find**
2. Fill in your information in the dialog box.
 3. Click the **magnifying glass**.

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Saved Searches and Search Folders

Once you've executed a search as described above you can save your search criteria to enable you to easily run it again.

1. Once you've clicked Find Now for the Search and received some search results – click the **Options** button
2. Choose **Save Search as Search Folder**.
3. Type a **descriptive name** for your search.
4. Click **OK**.

To view the results of your saved search:

1. In your **Mailbox** or **Folder List**:
2. Open your **Search Folders** folder by double clicking on it
3. Select the **search name you would like to see** the results for.

Note: The results are updated at the time you click on the saved search. i.e. message that are new after the original search was run will show up and messages that were deleted will not.

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Sorting Messages

- Sort your messages on a single field by clicking on the **Column Heading**
 - o Click the column heading **once** to sort the list in Ascending Order
 - o Click the column heading a **second time** to sort the list in Descending Order

Or

- Do the following:
 - Select **View | Arrange By**
 - Select the **field** you want to sort by
 - **You can choose **Show in Groups** from the **Arrange By** menu also. For example if you sort by date then show in groups you will see messages grouped from Today, Yesterday, Last Week, etc.

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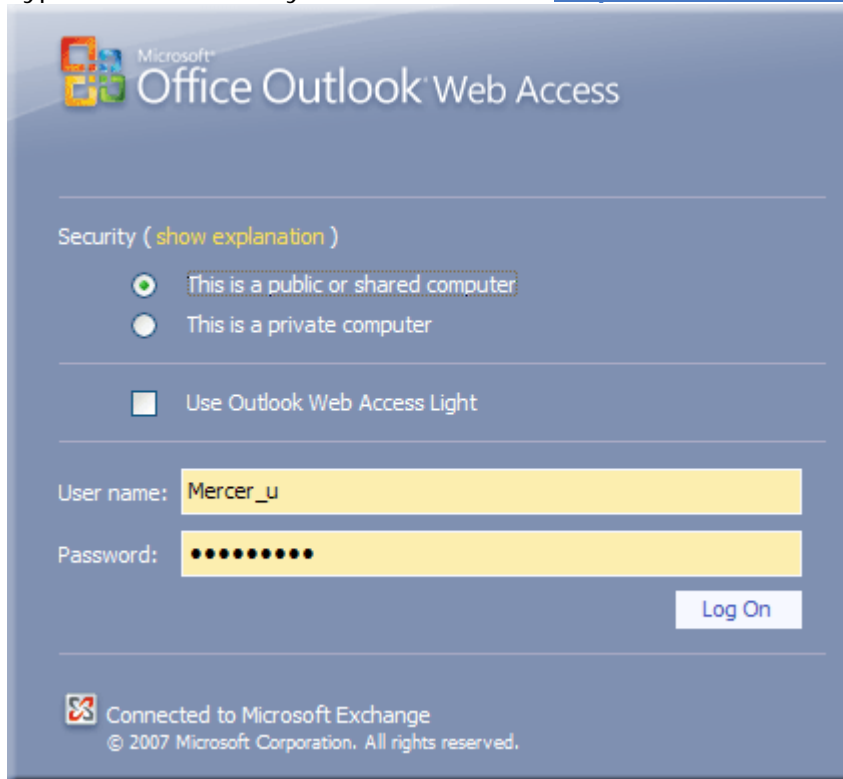
Exiting Outlook

- Select **File | Exit** to exit from Outlook.
- Or
- Click the Red **X** in the upper right corner of the Outlook application.

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Outlook Web Access

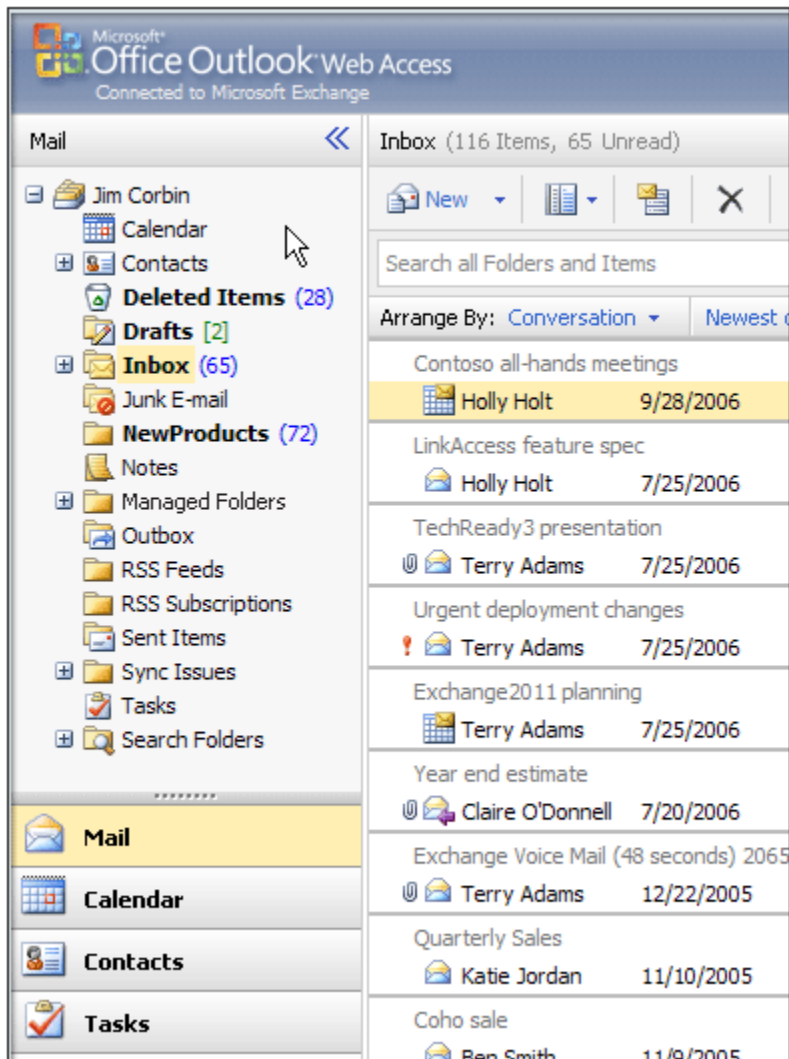
1. Type this address in your email browser <https://owa.mercer.edu>



2. Enter your user name: ex. **smith_j**
3. Select your security preference - **Public\shared computer** or **Private computer**.

4. Click the **Log On** button.

Note: The Mercer University [Outlook Web Access \(OWA\)](#) interface looks and feels almost the same as the desktop version of Outlook.



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Outlook Quick Tips

Here's a list of some neat things you can do in Outlook.

- **AutoArchive Feature**
AutoArchive helps manage the space in your mailbox or on the e-mail server you are using by automatically moving items to an archive location. For more information on the AutoArchive feature click [here](#).
- **Research Services**
Research Services allow you to quickly reference information online and on your computer without leaving your Office program. You can search multiple sources or select a specific

source. The following services are available: Dictionary, Thesaurus, Encyclopedia, Translation, Stock quotes and company information, Web search and Intranet sites. Select or Highlight the word | Right-click on it | then select Look Up

- **Quickly create Appointments, Tasks or Notes from an E-mail**

Click and Drag a message from your Inbox to the Calendar, Tasks or Notes icon on the Navigation pane to create the new entry with the e-mail details. The appropriate new entry dialog box will pop up to allow you to enter more details. Click Save and Close when done.

- **Desktop Alerts**

You can turn on an alert to pop up when a new message is received. It will show you who the message is from and the first couple lines of the message. Tools | Options | Preferences Tab | Email Options | Advanced Email Options | place a check next to Display a New Mail Desktop Alert | click the Desktop Alert Settings button | set the display duration and transparency | you can click preview to see how it looks | click Ok until you are back to the Outlook interface.

- **Message Reminders**

When you flag a message you can also set a reminder or due date. Right-click on the flag and select Add Reminder or right-click on the message and select Add Reminder from the Follow-up menu | Set a due date and time | Click Ok. When that time comes up you will receive a reminder about the message.

- **Auto Preview a Message**

Auto Preview allows you to toggle the first 3 lines of a message on and off in the View Pane. View | Auto Preview

- **Reading Pane**

The Reading Pane allows you to read the message when you select it in the View Pane. The message displays beside the view pane and you don't have to double click it to open it. This marks the message as read. This can be set differently for each folder. View | Reading Pane | select Right / Bottom / Off

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