

Using Microsoft[®] Outlook[®] 2003 for Electronic Mail

*This document describes how to use Outlook 2003
to handle your e-mail.*

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Using Microsoft[®] Outlook[®] 2003 for Electronic Mail

1 INTRODUCTION

1.1 *Before you begin*

This guide covers using Microsoft Outlook 2003 for dealing with electronic mail on campus at the University of Bradford. It assumes an understanding of Windows 2000 or XP. If you are unfamiliar with Windows features, you are recommended to attend a staff training course or read the document:

Introduction to Microsoft Windows XP

This document is available from the JB Priestley Building Reception, and on the Web at:

<http://www.brad.ac.uk/lss/documentation/windowsxp-intro/intro-windows-xp.pdf>

1.2 *About this guide*

The aim of this document is to provide the basic skills required for processing your electronic mail with Outlook 2003. It provides a series of numbered instructions that you are recommended to follow in the order in which they appear.

1.3 *Document conventions*

File - A word in bold directs you to a menu, command or key on the keyboard.

1.4 *Outlook features available at the University of Bradford*

Outlook also has the following features:

- Calendar
- Contacts
- Tasks
- Notes

The above features are only available for your personal use on your machine. Documentation on Outlook may suggest that these features can be shared within an organisation, but this requires a special server which isn't available at the University of Bradford. In particular, Meeting Maker must be used as the shared diary and scheduler.


2 CONFIGURING OUTLOOK

2.1 Configuration Fast Track

The following steps must be followed when using Outlook on a computer for the first time. As Outlook stores your settings 'locally' you must configure Outlook on each computer that you regularly use.

2.1.1 Installing Outlook

- 1) From the **Start** menu, select **Programs – Microsoft Office – Microsoft Outlook 2003**.

After Microsoft Outlook has been installed for the first time, a quicker way to start Outlook is to click on the Outlook icon  which you will find in the Task bar, to the right of the **Start** button.

2.1.2 To make the Bradford University Inbox the default folder

- 1) From the **Tools** menu, choose **Options – Other tab – Advanced Options** button.
- 2) Click on the **Browse** button next to **Startup in this folder**.
- 3) Locate and select **Bradford University Inbox –OK – OK – OK**.

For further details see section 2.4 *Making your Inbox the default folder*.

2.1.3 Copy Sent Mail to Bradford University Sent-Mail Folder (Create Rule)

- 1) From the **Tools** menu, choose **Rules and Alerts – New Rule** button.
- 2) Select **Start from a blank rule** then **Check messages after sending – Next**.
- 3) Select **through the specified account**, click on **specified** in the bottom window and choose **Bradford University – OK – Next**.
- 4) Select **move a copy to the specified folder**, click on **specified** in the bottom window and locate and select Bradford University **sent-mail** folder– **OK – Next**.
- 5) Click **Next** as no options are required in the 'Exceptions' window.
- 6) In the **Specify a name for this rule** box, give the rule a name, eg Bradford University Sent-mail rule – **Finish**.

For further details see section 2.5 *Connecting to your Sent-mail folder*.

2.1.4 Set up a Signature

- 1) From the **Tools** menu, choose **Options – Mail Format** tab – **Signatures ...** button.
- 2) Click on the **New** button, type in a name for the signature – **Next**.

- 3) Type in the required text for the signature – **Finish – OK**.

For further details see section 4.1.6 *Signature files*.

2.1.5 Turn off the Reading Pane (Optional)

- 1) From the **View** menu, choose **Reading Pane – Off**.

Note: This must be repeated for all folders.

For further details see section 3.2 Opening the current message in a new window.

2.1.6 Add 'To' and Remove 'From' Fields in the Sent-mail Folder

- 1) In the *Sent-mail* folder, right click on the Header area (grey bar containing From, Subject etc) and choose **Customize Current View**.
- 2) Click on the **Fields** button and replace **From** with **To** in the right hand box – **OK - OK**.

In order to display the information in the *To* field, you now need to update the Sent-mail folder.

- 3) From the **Tools** menu, choose **Options – Mail Setup** tab – **Send-Receive** button - **Edit** button.
- 4) Click to add a tick in the check box next to **sent-mail** and then select **Download complete item including attachments – OK – Close - OK**.
- 5) Click on the **Send/Receive** button on the Outlook toolbar.

For further details see section 8.6 *Displaying the To: field to sort sent messages*.

2.1.7 Check that Microsoft Word is your E-mail Editor

- 6) From the **Tools** menu, choose **Options – Mail Format** tab – make sure that check box next to **Use Microsoft Word 2003 to edit e-mail messages** is ticked.

2.1.8 Organise the Tasks Pane (Optional)

- 1) Right click on the **Outlook Tasks** pane (see diagram on page 6) and choose **Navigation Pane Options**.
- 2) Use the **Move up/Move down** buttons to rearrange the list so that *Mail* and *Contacts* are at the top - **OK**.
- 3) With your pointer positioned over the top of the pane (above the Mail border), drag down so that only *Mail* and *Contacts* are displayed.

For further details see section 3.1 *Managing the panes*.

2.1.9 Customise the Favorite Folder List (Optional)

To remove the existing folders from the Favorite Folders list:

- 1) Right click on each folder and choose **Remove from Favorite Folders**.

To add a *Bradford University* folder to the Favorite Folders list:

- 2) Drag the folder from the **All Mail Folders** list to the Favorite Folders area.

For further details see section 2.6 *Moving your useful folders to the Favorite Folders pane*.

2.1.10 Set Outlook to open the next/previous message after deleting a message (Optional)

See section 4.3 *Options for displaying messages*.

2.1.11 Set Outlook as the default e-mail program (Optional)

- 1) Open **Internet Explorer**.
- 2) From the **Tools** menu select **Options**.
- 3) Click on the **Programs** tab.
- 4) In the e-mail box select **Microsoft Office Outlook**.

2.2 Key Features of Outlook

Feature	See Section
Auto complete e-mail addresses	5.1 Recently used addresses
Find/add University e-mail addresses	5.3.2 Finding people in the Bradford University directory
Filtering messages (rules)	7.6 Using rules to process messages automatically
Sorting e-mails	3.3 Sorting messages
Word editing features	8.8 Formatting text

2.3 Understanding your Outlook folders

Outlook is set up to store all messages on your PC, in an area called 'Personal Folders'. At the University we strongly advise that staff store their messages on the Bradford University central e-mail server; this way you can access your messages from any PC, and even over the internet via web-mail.

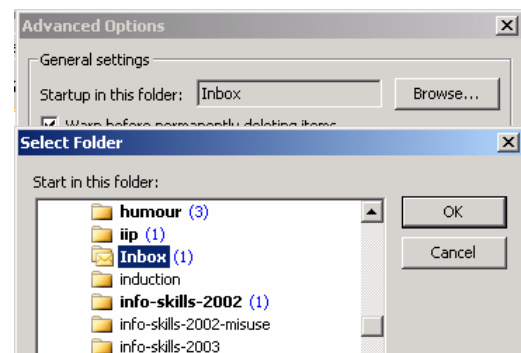
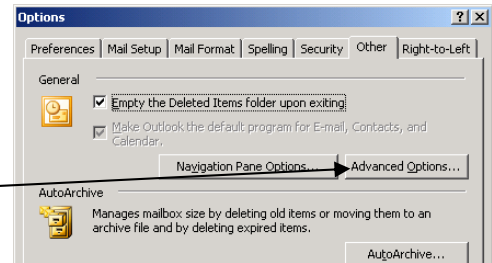
In order to set up access to your e-mail folders on the Bradford University e-mail server, follow the instructions below.

2.4 Making your Inbox the default folder

It is likely that the first thing you want to do whenever you open Outlook is check for new messages in your Inbox.

To make your University of Bradford Inbox the default folder to be opened at start-up:

- 1) Select **Tools** from the menu bar, then **Options**, then click on the **Other** tab.
- 2) Click on the **Advanced Options** button.
- 3) Click on the **Browse** button, which will open a list of folders identical to the one shown in the All Folders pane.
- 4) Scroll down the list until you find **Bradford University**, (click the + to expand it if necessary) and then scroll down again until you find your **Inbox**.
- 5) Click on Inbox to select it.
- 6) Click on **OK** until you return to the main Outlook window.

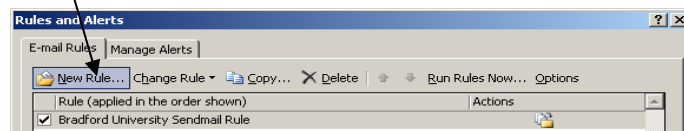


2.5 Connecting to your Sent-mail folder

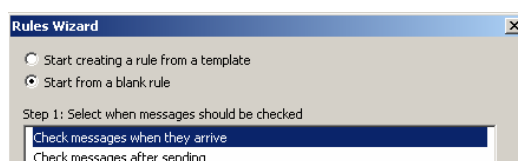
Ideally, you should store copies of any messages you send on the central mail server; they will then be accessible to you whatever computer you are using, whether on or off campus. If you do not follow the steps below, copies of any messages you send will be stored in the Sent Items Personal Folder instead (on the hard drive of your PC).

To store your sent mail on the central University mail server:

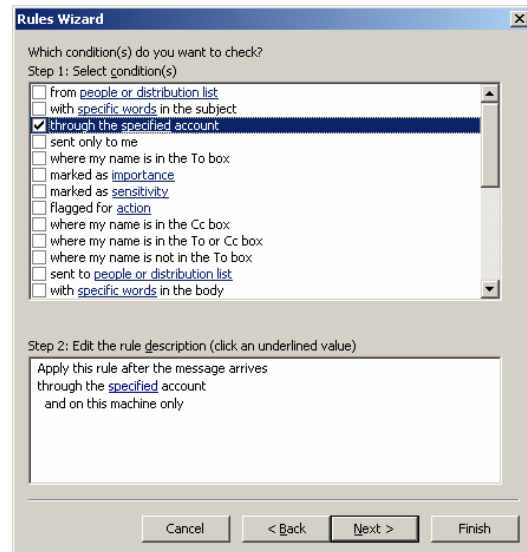
- 1) From the **Tools** menu, select **Rules and Alerts**.
- 2) Select the **New Rule...** button.



- 3) Click in the **Start from a blank rule** check box to select this option.



- 4) Select **Check messages after sending** and then click on **Next**.
- 5) In *Step 1:*, select **through the specific account**.
- 6) In *Step 2:*, click on **specified** – this should display Bradford University, click on **OK** then **Next**.
- 7) In *Step 1:*, select **move a copy to the specified folder**.
- 8) In *Step 2:*, click on **specified** and then locate and select your **sent-mail** folder under Bradford University.
- 9) Click on **OK** then **Next** and **Next** again to move to the **Finish rule setup** window.
- 10) In the **Specify a name for this rule** box give it a name, eg:
Bradford University sent-mail rule
- 11) Click on **Finish**.



Implementing this rule will ensure that a copy of each message you send, is stored in the sent-mail folder on the central mail server.

2.6 Moving your useful folders to the Favorite Folders pane

The folders that you use regularly can be moved to the *Favorite Folders* list. Then, when you want to access a folder, all you need to do is click on it in the list.


Note: Your Outlook *Inbox* and *Sent-mail* folders should now be connected to the central mail server.

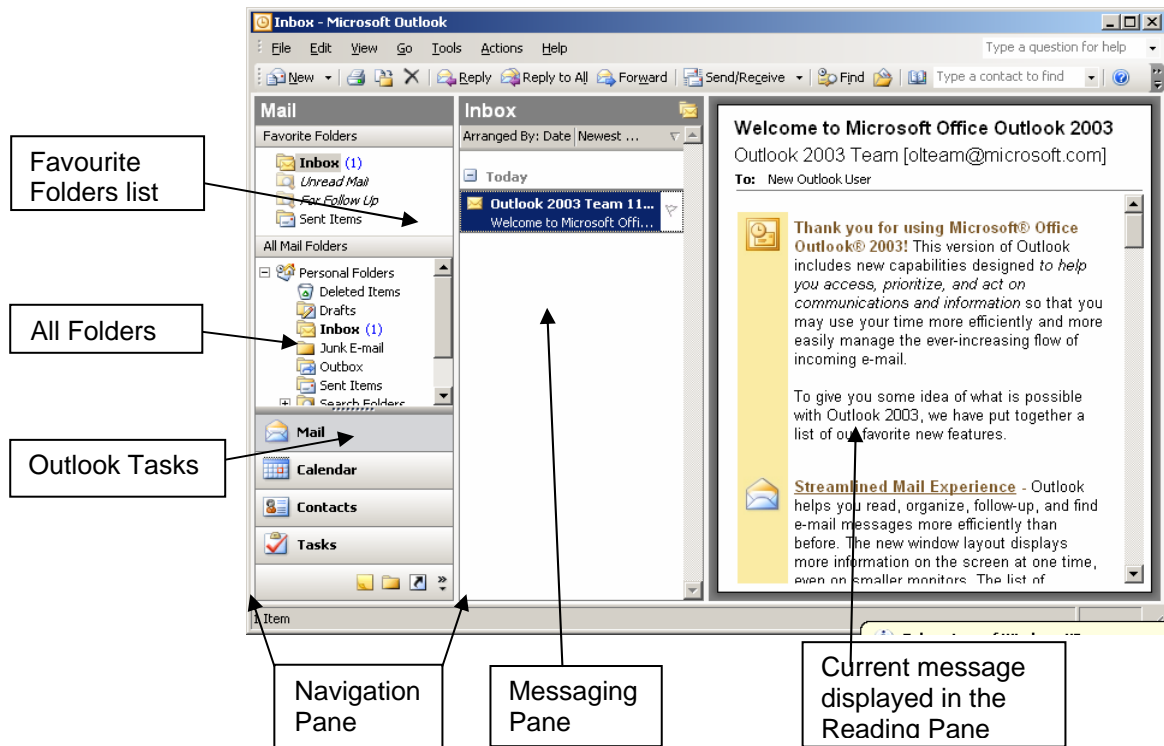
- 1) Remove the short-cut to the **Inbox** in your *Favorite Folders* list by **right-clicking** the mouse on it and selecting **Remove from Favorite Folders**.
- 2) Remove all the other folders in the same way.
- 3) Scroll down to **Inbox** under University of Bradford (you may have to click on the + to expand the folder).
- 4) Drag the *Inbox* folder into the **Favorite Folders** list area.
- 5) Add any other frequently used folders into your *Favorites*.

3 THE OUTLOOK WINDOW

To start Outlook:

- 1) From the **Start** menu, select **Programs**, then **Microsoft Office** and then **Microsoft Outlook 2003**.

After Microsoft Outlook has been installed for the first time, a quicker way to start Outlook is to click on the Outlook icon , which you will find in the Task bar, to the right of the **Start** button.

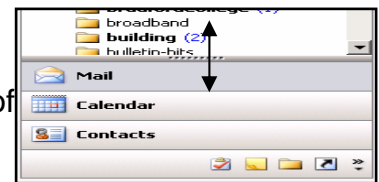


Outlook automatically sees all of the messages and folders that you had in the 'Post Office' (ie on the Bradford University e-mail server) in ExecMail or Eudora. If you have messages in your 'Local Folders' area in ExecMail or Eudora (ie on your computer), then you will have to move them to the 'Post Office' before you can view them in Outlook.

If you have problems doing this, you can e-mail ictservicedesk@bradford.ac.uk and someone from the Computer Centre will come and do this for you.

3.1 Managing the panes

Each of the main parts of the Outlook window (Folders, Outlook Tasks, Messaging Pane and Reading pane) are separated by a resizing bar. This allows you to resize any of the panes to make viewing easier. For example, you may wish to resize the *All Folders* pane.



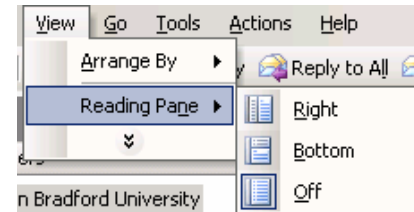
To resize a pane, hold your mouse over the border and when the pointer becomes a double-headed arrow, drag the border to the position required.

3.2 Opening the current message in a new window

It is possible to display the current message in a separate window. The advantages of this are that more of the message details are displayed (who it is from, when it was sent etc) and further options are available from the tool bar (see section 4.2 Reading messages).

To do this, select the **Reading Pane** option from the **View** menu and then choose the **Off** option.

To display a message, double click on it in the Messaging pane.



3.3 Sorting messages

You can display the list of messages in the Messaging pane in a variety of different ways by clicking on the column headers.

- Clicking on the **From** column header will sort the messages in that folder into an alphabetical list of senders.
- Clicking on **Received** will sort them into an ascending order of when they were received into the folder (or descending if you click it again).

In addition, when messages are sorted into date order, they will be subdivided into messages received today, yesterday, last week, two weeks ago etc.

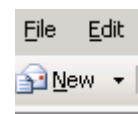


4 GETTING STARTED

4.1 Composing a message

To compose a new message from the Outlook main screen:

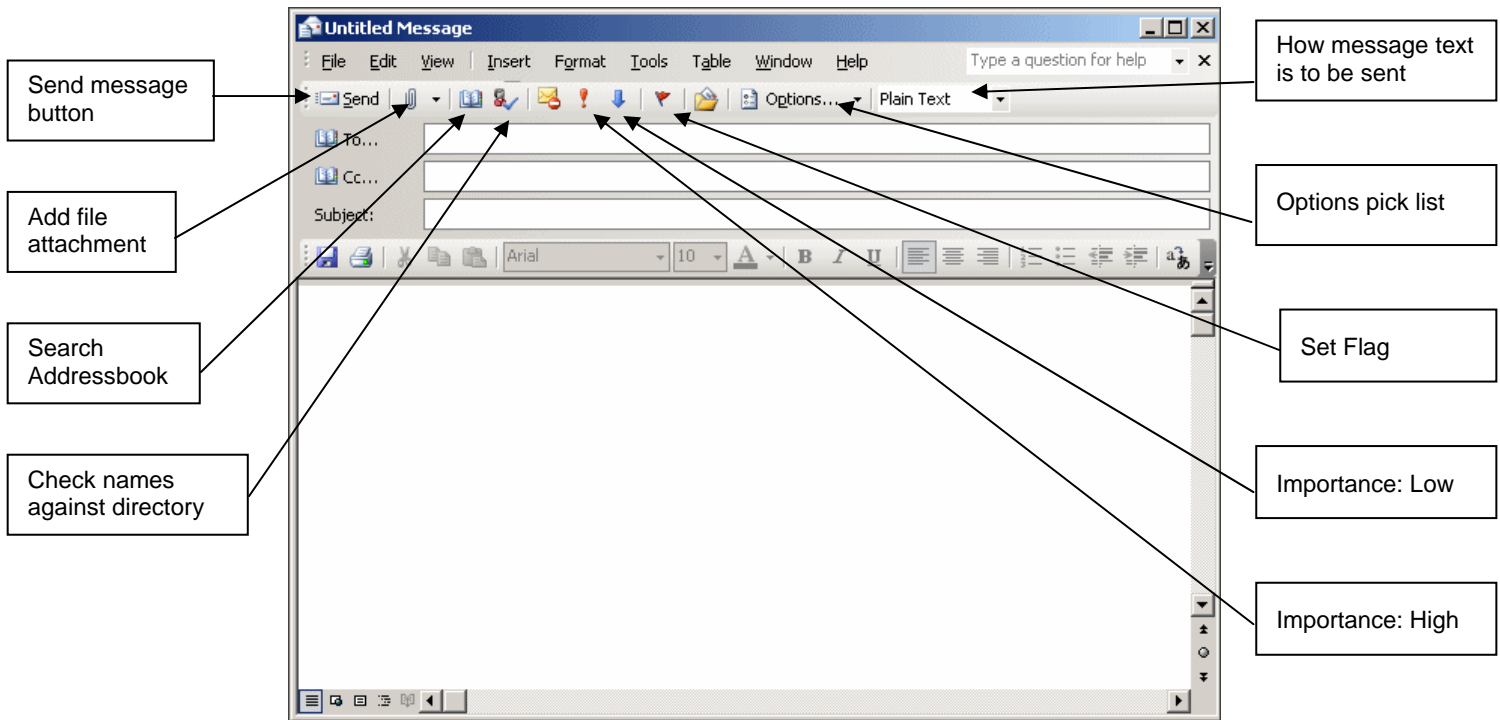
- 1) Select the **New** icon on the toolbar. (Do not click on the down arrow next to *New* as this will give a range of other options.)



Note: If you have a message open and want to compose a new message, select **New** from the **File** menu and then **Mail Message**.



- 2) This will open a new message window. Outlook has been configured to use Microsoft Word as the default editor for new messages and you will see several of Word's toolbars and menus in this window.



Note: If your new message window does not use Microsoft Word you will need to change your settings. For instructions on how to do this please see section 2.1.7 *Check that Microsoft Word is your E-mail Editor.*

4.1.1 Selecting recipients at Bradford

You need to type the e-mail address of the recipient in the **To:** field. The easiest way to do this, if the person is at Bradford University, is to type in their surname.

If there is only one person with that surname, it will be expanded automatically into their full e-mail address after a few moments.

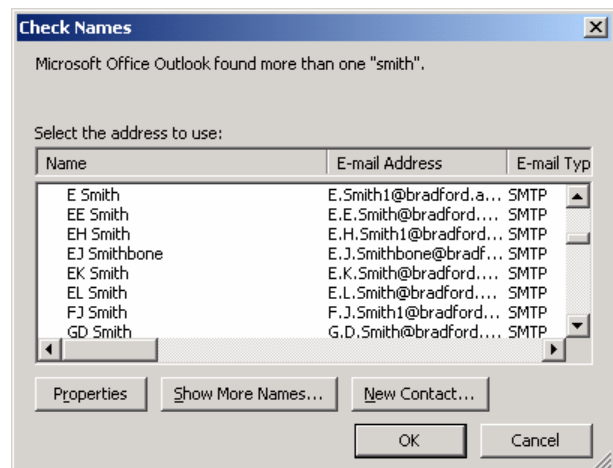
If there is more than one person with that surname, this will be indicated by a red wavy line under the name. To select the correct person with that surname:



- 1) Click the **Check Name** icon on the toolbar.

This will display a list of all the people at Bradford with that surname. For many staff and students, the forename is also available and these can be searched as well. Type the forename into the **To:** field and then **Check Name** as in step 1 above.

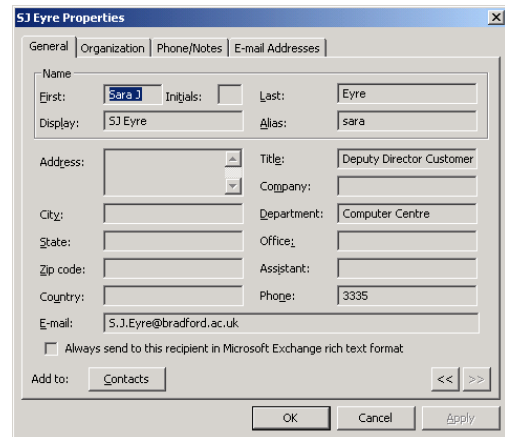
Note: If there are a large number of people with the same name, an extra window may appear (see point 4 below).



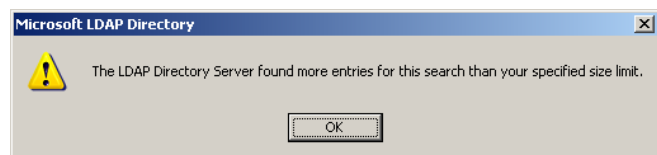
- 2) Select the e-mail address you think may be correct and then click on the **Properties** button to show more information about that person.

Information such as their first name, department and phone extension may also be displayed.

- 3) Once you have selected the correct person, click on **OK** twice and the e-mail address for that individual will be included in the **To:** field of the new message.



- 4) If there are a large number of people with the same name, the window opposite will appear. Click **OK** (the window may appear more than once) to continue the search. Sometimes this window appears *behind* the other windows – check the task bar. You cannot continue until you have clicked OK in this window.



Note: Any messages you send to mailing lists at Bradford, such as *abuse@bradford.ac.uk*, or *lsshelp@bradford.ac.uk*, will need to be typed in full, including the @bradford.ac.uk.

4.1.2 Recipients not at Bradford

If the person you want to send the message to is not in the Bradford University directory, you will need to type in their e-mail address in full, including the *@site.network.country*. Once you have used an e-mail address, it will be much simpler next time (see section 5.1 *Recently used addresses*).

4.1.3 Addressing to Multiple Recipients

If you are sending the e-mail to more than one person, each of the addresses should be separated with a comma or semicolon in the **To:** field.

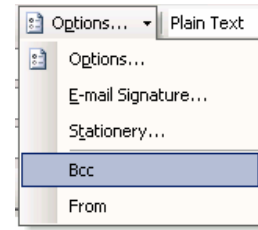
4.1.3.1 Carbon Copies

4.1.3.2 To send a copy of your message to other e-mail users, enter their e-mail addresses in the Carbon Copies field Cc: .

4.1.3.3 Blind Carbon Copies

The *Bcc* field of an e-mail message allows you to send Blind Carbon Copies to other users. This means that they will receive a copy of the message but those named in the *To:* and *Cc:* fields will not know this.

To display the *Bcc* field when composing a new message, click on the down arrow next to the **Options** button and select the **Bcc** option.



4.1.4 Entering the text of a message

Make sure that you add a brief description in the **Subject** field to identify the purpose of your message.

You can now enter the text of the message in the message area of the Compose (New Message) window. Outlook has been configured to use Microsoft Word as the editor, so many features of Word will be available to you as you type in the text. For instance, some typing errors will be auto-corrected for you; first words in sentences will be capitalised; words not recognised by Word's dictionary will be underlined with a red wavy line and can be corrected by right-clicking the mouse on them.

While in the Compose (New Message) window, spelling and grammar settings can be changed - from the **Tools** menu select **Options** and then the **Spelling & Grammar** tab.

To change the AutoCorrect settings, from the **Tools** menu, select **AutoCorrect Options...**

4.1.5 Sending an e-mail

When you have finished composing your message, click on the **Send** button to post your message.

4.1.6 Signature files

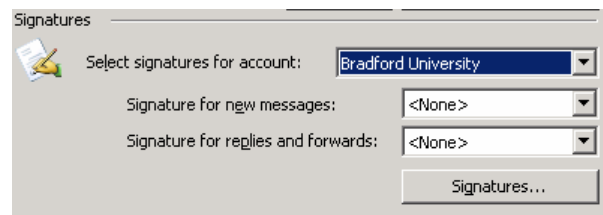
When sending messages, it is normal to add your contact details at the bottom of the message. This information is called a signature. In Outlook you can have a variety of different signatures and choose which one to use depending on who you are sending a particular message to. However, if you wish to change signatures, you need to do this *before* you compose your message.

To set up a signature:

- 1) Go to the **Tools** menu on the main Outlook window, choose **Options** and select the **Mail Format** tab.
- 2) Select the **Signatures** button to edit your signature or add a new one.
- 3) Click on **New** to open the *Create New Signature* window.
- 4) Type in a name for this signature and then click on the **Next** button.
- 5) Type in the **text** for your signature and then click on **Finish**.

To add this signature to the bottom of all messages that you compose:

- 6) Click on the down arrow next to the **Signature for new messages:** box and choose the signature you want to be added automatically.



To add this signature to the bottom of all reply and forward messages:







- 7) Click on the down arrow next to the **Signature for replies and forwards:** box and choose the signature you want to be added automatically.

If you would like to change the signature within a new/reply/forward message:







- 8) Right click on the existing signature in the message.
- 9) Select the required signature from the list in the shortcut menu.

4.2 Reading messages

Any messages sent to you will be stored in your Inbox. When you display the contents of your Inbox, the author, subject and date and time of receipt will be displayed. The icons to the left of each message indicate whether the message has been read or not and if there is a file attached to it. If a message is unread, the message details will appear in bold.

-  An unread message.
-  A message that has been read.
-  The message has a file attached.
-  The message has been marked as important by the sender.
-  The message has been marked as low importance.
-  The message has been replied to or forwarded to another person.

To read a message, you can either left click on the message in the Messaging pane to display it in the Reading pane, or double click on the message to open it in a new window. In both views the following buttons are available on the tool bar:

-  Reply Reply to the sender only.
-  Reply to All Reply to the sender and all recipients.
-  Forward Forward (send) the message on to someone else.
-  Print the message on the default printer.
-  Move the message to a folder.
-  Mark the message for deletion.

If the message is open in a separate window, additional toolbar buttons are available:



Go to the previous message.



Go to the next message.



Display the message in a range of different font sizes.

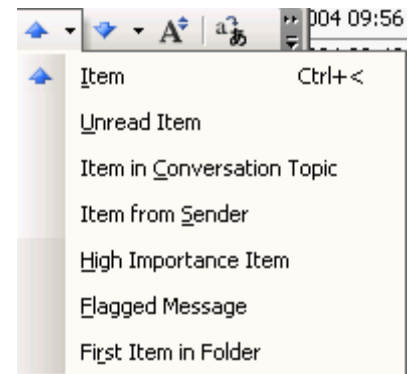


Translate the message into different languages.

4.2.1 Following message threads

Sometimes you will receive a variety of messages from different e-mail users which relate to a single topic; these are called threads. If you want to read all of the messages relating to a single thread in consecutive order, you can use the **Next** and **Previous** pick lists to do this. Simply click on the down arrow and then select **Item in Conversation Topic**.

As you can see there are various other options available from this menu, to read items from a particular sender, to read messages marked as important etc.




4.3 Options for displaying messages

If the message window closes after deleting a message instead of displaying the next message, you can change this.

- 1) From the **Tools** menu, choose **Options** and then the **Preferences** tab.
- 2) Select the **E-mail Options** button and then click on the down arrow next to **After moving or deleting an open item:**.
- 3) Choose **open the next item** if you would like the next item displaying or select the option of your choice.



4.4 Deleting and undeleting messages

After you have read a message, if it is not relevant to you or you have no further use for it, you can click on the delete button  to mark it for deletion. The message will be greyed out and struck-through in the Messaging pane. If the message is open in a separate window, the next message in the folder will be displayed (even if it has already been marked for deletion). When using the Reading pane, you will need to click on the next message you wish to read.

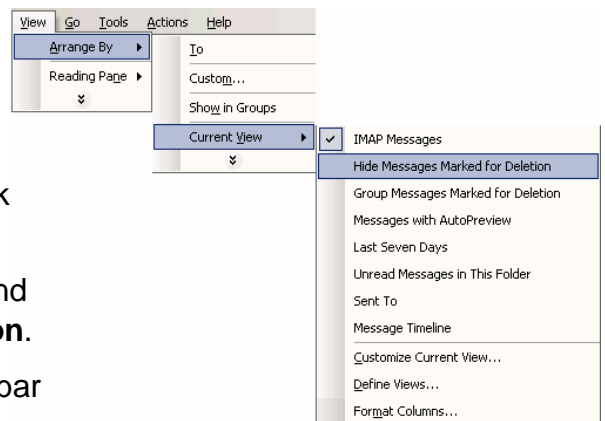
If you want to undelete a message, right click the mouse on the deleted message and choose the **Undelete** option.

4.5 Hiding deleted messages

It can sometimes be easier to work in Outlook if the messages that have been marked for deletion are hidden. To do this:

- 1) Select the **View** menu in the main Outlook window.
- 2) Select **Arrange by**, then **Current View** and then **Hide Messages marked for Deletion**.

Alternatively, you can use the Advanced toolbar (see section 8.2 *Advanced Toolbar*).





4.6 Purging messages

Hiding messages that have been marked for deletion does not actually delete them. This **MUST** be done manually and, in order to stay within your allowed storage quota for e-mail, please make sure this is done regularly.

In Outlook you can only purge (permanently delete) deleted messages in the current folder. If you have deleted messages within other folders and want to purge them, you will need to open each of the folders in turn. To purge all deleted messages within a folder:


- 1) Select the folder.
- 2) From the Outlook toolbar select the **Edit** menu and then **Purge Deleted Messages**.

4.7 Replying to and forwarding messages

When a message is displayed, you can choose to reply to the *sender* or the *sender and all recipients* of the message by clicking on either  Reply or  Reply to All. A Reply window will be opened with the appropriate e-mail address(es) already completed in the *To:* and *Cc:* fields.

Note: If somebody has been sent a Blind Carbon Copy of the message, they will NOT be included in the reply even if *Reply to All* has been selected.

The subject of the original message will also be added to the *Subject* field, preceded with the letters *Re:*. The original content of the message will be included in the text area. The window will be very similar to the Compose (New Message) window and will allow Word features to be used.

Similarly, you can *Forward* a message to other recipients by choosing the  Forward button. This time the text *Subject* field will start with the letters **FW:**

See section 8.4 *Forward and reply options* of this guide which describes how Replies and Forwarded messages can be configured differently.

4.8 Redirecting messages

Occasionally you will receive an e-mail that is better dealt with by somebody else. It is possible to redirect (bounce) such messages and have any replies to the message, sent to the e-mail user you redirect the original message to. To do this:

- 1) Chose to **Forward** or **Reply** to the message.
- 2) Click on the **Options** button, which allows you to select the **From** option. This adds another field to the header of the message.
- 3) Type or select an e-mail address to go in this field.
- 4) Send the message.


Their response will be sent to the person named in the **From** field rather than to you.

Note: Your name will be visible to the recipient of the message.

Alternatively, you can set replies to go to another e-mail address.

- 1) Click on the **Options** button while a new message or reply/forward is open.
- 2) Under **Delivery options** select the **Have replies sent to** check box and enter the alternative e-mail address in the box next to it or select an e-mail address using the **Select Names** button (see section 5.3.2 *Finding people in the Bradford University directory*).


4.9 Checking for new mail

Your Inbox is set by default to check for new messages every five minutes. If you are expecting new mail, you can click on the  button to update your Inbox.

4.10 New mail notification

When new messages arrive in your Inbox, a closed envelope icon will appear in the system tray on the task bar at the bottom right of your screen. You can also choose to have other forms of notification by going to the **Tools** menu and selecting **Options**. Then on the **Preferences** tab, click the **E-mail options** button and from the next window click on the **Advanced E-mail options** button.

4.11 Closing Outlook

To close Outlook, from the **File** menu choose **Exit**. Alternatively, click on the close window button  on the Outlook main window.

5 USING DIRECTORIES AND CONTACT LISTS

5.1 Recently used addresses

Every time you send a message, whether composing a new message or replying to others you have received, the e-mail addresses of the recipients are added to your address *history file* automatically. Your history file contains the e-mail

addresses of people you regularly have e-mail contact with. This saves having to look them up in either the Bradford Directory or in your personal Contacts list.

Once your history file is populated, when you start to type an e-mail address of a recipient, a drop down list showing all those people whose e-mail address starts with the letters you have


just typed will be displayed.

The list is in the order of the last used addresses.

Entering more of the e-mail address will shorten the list of possible addressees.



If the e-mail address of person you want is listed, make sure it is selected (use the down arrow key if necessary) and then press the **Enter** key. The full e-mail address of that person will appear in the *To:* (*Cc:* or *Bcc:*) field of the message you are composing.


Alternatively you can click on the **Check Names**  button in the toolbar. This displays a list of matching surnames in a separate window. If there are several matches, the Microsoft LDAP Directory window appears to inform you that the LDAP Directory Server found more entries for the search than your specified size limit. Click on **OK** in this window and it will then bring up the list in another window.

Note: If you cannot see the list window then check the Windows Task bar to see if there is a button called **Microsoft LDAP Directory** and then click on it to display the window.

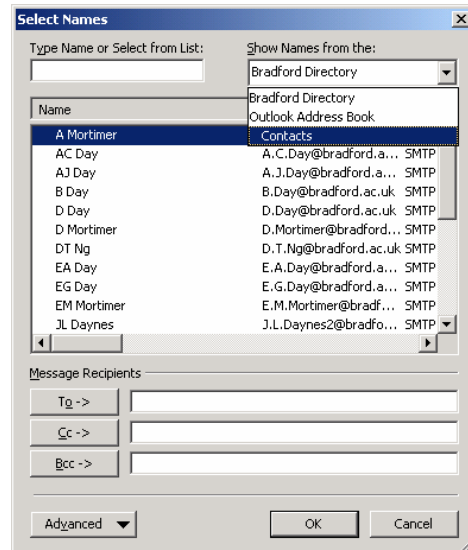
5.2 Contact lists

Some of your e-mail contacts will not be at Bradford University and you may want to store these addresses. The Outlook Contacts folder can be used to store details of both individuals and personal distribution lists.

5.2.1 Adding new contacts

- 1) To create a new entry in your personal contacts list, select the **Contacts**  button from the **Outlook Tasks** pane.

- 3) This will open the *Select Names* window which displays a list of names generated from any recent searches of the Bradford directory. Click on the down arrow in the **Show Names from the:** box.
- 4) Select the **Contacts** option under Outlook Address Book. This will display your Outlook Contacts.
- 5) Click on the name you want to send the message to and then click on the **To->** button in the *Message Recipients* section. The contact e-mail address will be added to that field.



Note: You can add other entries from your contacts list to the Cc and Bcc fields within this window.


- 6) Click on **OK** to return to your new message window and the recipients of the message will be completed for you.

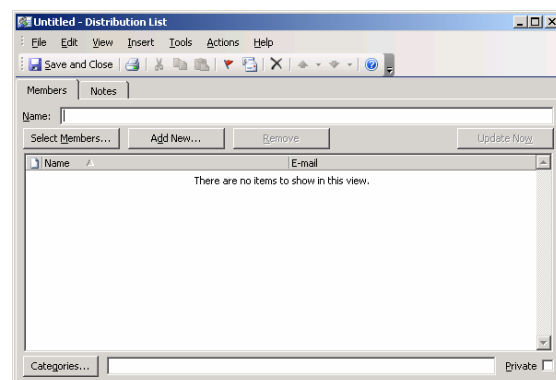
Alternatively, if you are in the Contacts folder, you can **right click** the mouse on a contacts entry and select **New Message to Contact**.

5.3 Distribution lists

If you regularly send messages to the same group of individuals, you can set up your own e-mail distribution list within the Outlook contacts folder. Bear in mind that this list is only available to you personally; if other people need to use the same lists it is more efficient to setup one up centrally. This can be requested by sending an e-mail to ICTServicedesk@bradford.ac.uk.

5.3.1 Creating a distribution list

- 1) Click on the **Contacts**  button from the **Outlook Tasks** pane.
- 2) Click on the down arrow next to the **New** button.
- 3) Select **Distribution List**.
- 4) Type a name for the list in the **Name:** box.
- 5) Click on the **Select Members...** button.
- 6) Select the required members.
 - a) To add people from your Contacts list, click on the **Show Name from the:** down arrow and choose **Contacts** under *Outlook Address book*.



- b) To add people from the Bradford Directory, select **Bradford Directory** from the **Show Name from the:** box and then follow the steps in section 5.3.2 Finding people in the Bradford University directory.
- 7) When all the required contacts have been added, click on the **Save and Close** button.


5.3.2 Finding people in the Bradford University directory

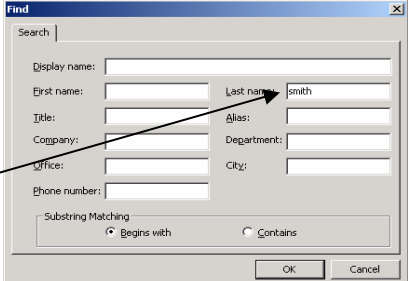
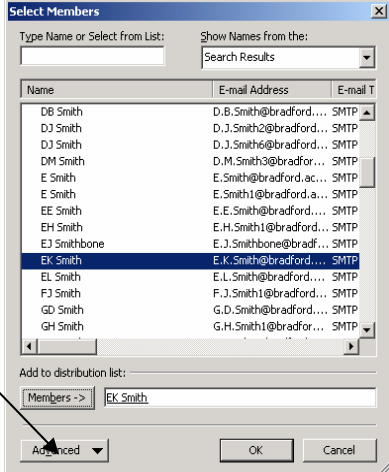
You can also search for people in the Bradford University directory to add to your distribution list.

- 1) Click on the **Advanced** button at the bottom of the Select Member window and select **Find**.
- 2) Type the last name of the person you need to find in the **Last name:** box and then click on **OK**.
- 3) All the people who fit that description will be displayed. Click on the entry for the e-mail address you think is correct.

Note: If you need to check that this is the correct e-mail address for the person you want, go to **Advanced** and select **Properties**.

- 4) Click on the **Members ->** button and they will be added to your distribution list.

An entry for a mailing list will appear in your contacts folder with several heads next to the name e.g. **Learning Support Centre** .

Name	E-mail Address	E-mail T
D6 Smith	D.B.Smith@bradford...	SMTP
DJ Smith	D.J.Smith2@bradford...	SMTP
DJ Smith	D.J.Smith6@bradford...	SMTP
DM Smith	D.M.Smith3@bradford...	SMTP
E Smith	E.Smith@bradford.ac...	SMTP
E Smith	E.Smith1@bradford.a...	SMTP
EE Smith	E.E.Smith@bradford...	SMTP
EH Smith	E.H.Smith1@bradford...	SMTP
EJ Smithbone	E.J.Smithbone@bradf...	SMTP
EK Smith	E.K.Smith@bradford...	SMTP
EL Smith	E.L.Smith@bradford...	SMTP
FJ Smith	F.J.Smith1@bradford...	SMTP
GD Smith	G.D.Smith@bradford...	SMTP
GH Smith	G.H.Smith1@bradfor...	SMTP

5.3.3 Sending an email using a distribution list

To use the list to send a message:

- 1) **Right click** on the list name and select the **New Message to Contact** option. This will open a Compose (New Message) window with the list name in the **To:** field with a plus sign next to it.

You can click on the plus sign to expand the list. This allows you to delete list member(s) for that mailing if you need to do so. This will not remove them from the mailing list.

5.3.4 Update a distribution list

To update a distribution list, double click on the name. You can then select new members to add or remove existing ones.

6 USING FILES

6.1 Reading attachments

If you receive a message that has a file attached to it, there will be a paperclip icon next to the message in the messaging pane.

To open the attachment:


- 1) Open the message.
- 2) Double click on the filename shown in the message header area.

You will be prompted to *Open* it or *Save* it to disk. If you select **Save**, you will be able to navigate to the directory you want to save the file in. The name of the file will be completed automatically.

Note: If you delete a message which has an attachment without saving the attached file first, the attachment will no longer be available.

6.2 Attaching files to messages

To attach files to messages ready to send to your e-mail contacts:

- 1) Compose your e-mail as usual and fill in the e-mail addresses of anyone who is to receive a copy.
- 2) Click on the **Insert File** button . The *Insert File* window will be displayed.
- 3) Locate and select the file you wish to attach to the message.
- 4) Click on the **Insert** button. An extra field will be displayed in the message header *Attach...* and the file name and size will be shown.

If the recipient does not receive the attachment or they receive gobbledegook in the body of the e-mail instead of the attachment:

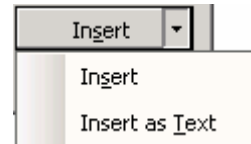
- 1) From the Outlook window, open the **Tools** menu and choose **Options**.
- 2) Select the **Mail Format** tab.
- 3) Click on the **Internet Format...** button and remove the tick from **Encode attachments in UUENCODE format when sending a plain text** check box.
- 4) Click on **OK** and **OK** again to return to the main Outlook window.

6.3 Inserting Files

It is also possible to include the contents of a text file into the body of a message. This is useful if you frequently send a standard message to others users, eg to report a phone message has been left, or a member of staff is not in on that day.

- 1) Position the cursor in the message area where you want to include the text stored in a file.
- 2) Click on the **Insert File** button.
- 3) Locate and select the text file you want to insert.

- 4) Click on the down arrow next to the **Insert** button and select **Insert as Text**.

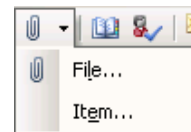


Note: Because Microsoft Word is used as the editor in the Compose (New Message) window, you can also select Word documents and insert them into the body of the message.

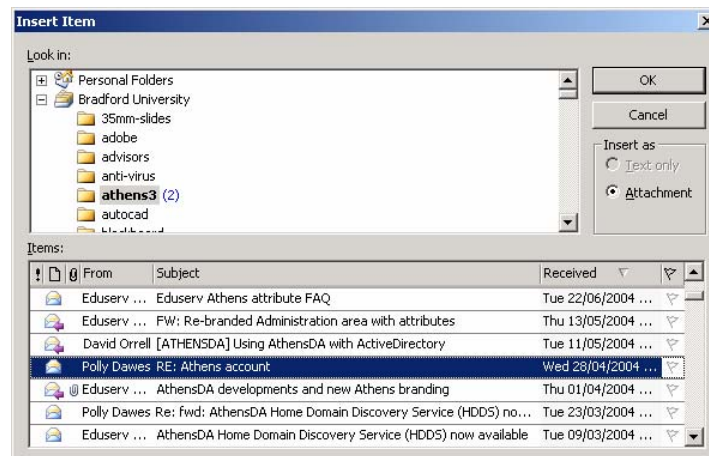
6.4 Attaching mail messages

As well as forwarding or replying to e-mail messages you receive, it is also possible to attach existing e-mail messages to new messages. This can be useful if you have to send the full message, including all the contents of the original message header, to another person, eg if you are complaining about the content of the message.

- 1) Address and compose the message as usual.
- 2) Click on the down arrow next to the **Insert** button and select **Item...**
- 3) Navigate to the e-mail folder where the message is stored and select it. You may need to expand the Bradford University entry to show all the mail folders stored on the central mail server.



The messages stored in this folder should be displayed in the *Items:* box.



Note: If they are not displayed, you will need to go back to the main Outlook window, select that folder from the Navigation pane and open it to list the messages. It will then open correctly in the Insert item window.

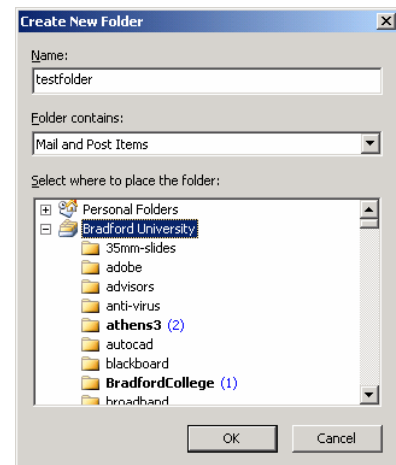
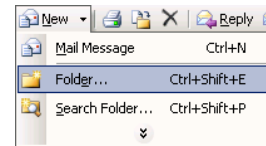
- 4) Click on the message you want to attach and ensure that the **Attachment** option is selected under the **Insert As** section.
- 5) Click on **OK** and the message will be placed as an attachment to the message you have composed.
- 6) Click on **Send** to send the message.

7 USING FOLDERS AND FILTERS

It is advisable not to have too many messages in your Inbox, as this will slow down the mail server and it can also be difficult trying to find them again. It is very easy to create new folders and move messages into folders.

7.1 Creating new folders and sub-folders

- 1) From the Outlook main window, click on the arrow on the **New** button.
- 2) Select the **Folder** option.
- 3) In the **Name:** box type in the name of the folder you want to create.
- 4) Select where to store the new folder from the list of folders in the **Select where to place the folder:** box.
 - a) If you want to have the new folder at the top level of your folder list, select the **Bradford University** folder.
 - b) If an existing folder is selected within (Bradford University), the new folder will be created as a *sub-folder*.




Note: Even though the same name can be used for both top-level and sub-folders, this is not recommended as it will lead to confusion when moving messages – see the next section.

- 5) Click on **OK**.

The presence of a sub-folder is indicated in the Navigation pane by a plus or minus sign next to the higher level folder. Clicking on the plus sign expands the folder so that sub-folders are displayed. Clicking on the minus sign will collapse the folder.

7.2 Moving messages to folders

When you read new messages in your Inbox, it is very easy to move them into a folder.

- 1) Click on the **Move to Folder**  button. (This is available in both the Outlook main window and the message window.) A drop down list showing the most recently used folders and the Move to Folder option will open.
 - a) If the folder you want to move the message to is shown, simply **scroll down** until it is highlighted and **click** on it.

Note: If you have folders and sub-folders with the same name, you cannot differentiate between them from this list, which is a good reason for not doing it!

- 2) If the folder you need is not shown, choose the **Move the Folder** option and then select the required folder. Then click on **OK**.

Note: You can also create a new folder at this point by clicking on the **New..** button. This will open the **Create New Folder** window as described in the previous section.

It is also possible to move messages to folders from the list of messages displayed in the Messaging pane. You can do this in either of the following ways:

- Right click on the message and select the **Move to Folder** option.
- Select the **Move to Folder** option from the **File** menu when the message is open.
- Drag and drop the message(s) - see section 7.4 *Dragging and dropping messages between folders*.

7.3 Selecting several messages

It is easy to process several messages in one operation in Outlook. This allows you to move them from one folder to another, or select a number of messages for deletion and then purge them.

If the messages are consecutive in the folder:

- 1) Click to select the first message to be deleted or moved.
- 2) Scroll down to the last message required, hold down the **Shift** key and then click on that message. This will select all of the messages between (and including) the first and last selected.
- 3) Release the **Shift** key.
- 4) Click on the **Delete** or **Move to folder** button.

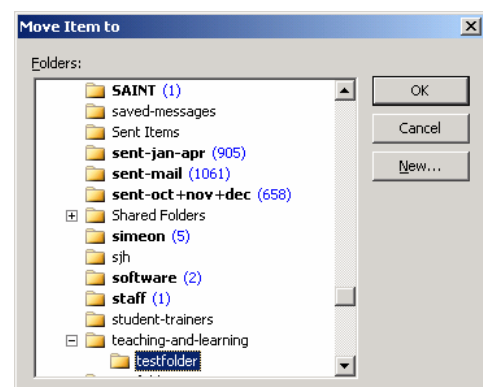
Note: Do not forget to select **Purge Deleted Messages** from the **Edit** menu if you want to delete them permanently!

If the messages are not consecutive in the folder:

- 1) Click to select the first message to be deleted or moved.
- 2) Hold down the **CTRL** key and select each individual message required.
- 3) When all required messages are selected, release the **CTRL** key.
- 4) Click on the **Delete** or **Move to folder** button.

7.4 Dragging and dropping messages between folders

You can also move messages between folders. Select the required message(s) in the Messaging pane and then drag them onto a

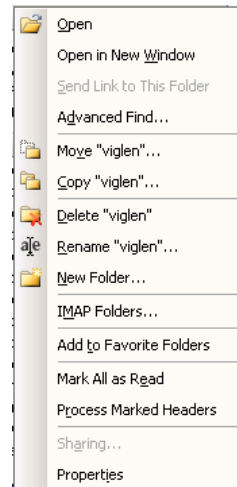


folder in the **All Folders** list.

7.5 Renaming or Deleting folders

The easiest way to rename or delete a folder is to right click on the folder name in the Navigation pane. A shortcut menu will appear offering a selection of options for you to choose from.

Note: If you delete a folder, all of the messages within the folder will also be deleted, but you will be prompted to confirm that this is what you want to do.



7.6 Using rules to process messages automatically

In Outlook you can set up rules that can be used to divert messages automatically to a particular folder, either as they arrive, or after they are sent. In the Outlook main window:

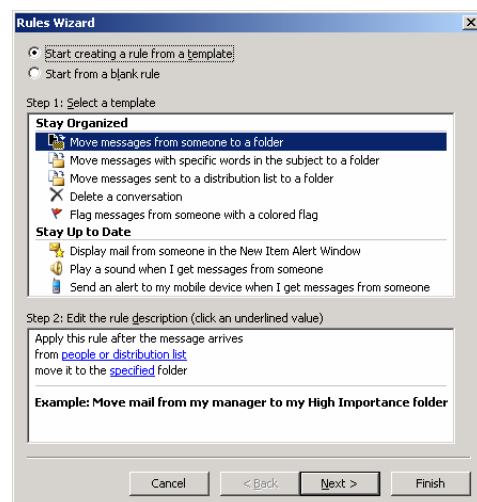
- 1) Select the **Tools** menu and then the **Rules and Alerts** option.

This will display a window that should already have one rule installed which was set up earlier in this document (see section 2.5 *Connecting to your Sent-mail folder*). This rule automatically saves any messages you send to your sent-mail folder.

- 2) Double click on the sent-mail rule to see what actions have been set. Do not make any changes.
- 3) Click on **Cancel** to close the window.

To create a new rule, eg to divert all messages from a particular individual to a specific folder:

- 4) Click on the **New Rule** button in the *Rules and Alerts* window. This will open the Rules Wizard to help you create the new rule.
- 5) In the *Step 1:* box, select the action required; in this instance **Move messages from someone to a folder**.
- 6) In the *Step 2:* box, click on **people or distribution list**. This will allow you to search for the e-mail address of the person whose messages you want to process, in the same way as you would find people in the Bradford University directory or your Contacts list.
- 7) Click on the **From ->** button to enter the required e-mail address into the rule and then click on **OK**.



Note: A window may appear warning you that this folder does not support Unicode... etc. Click **OK** to continue.

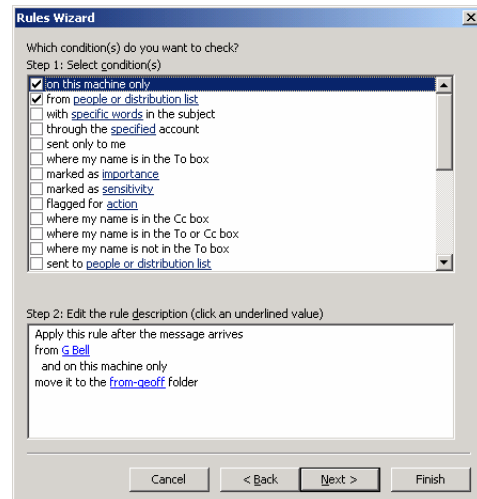
8) Click on **specified** folder to choose which folder you want messages from that person to be stored in. You can create a new folder if necessary.

9) Click on the **Next >** button once the folder has been selected and displayed.

You can now select more options for when the rule is to be applied, eg if the message has gone to you alone, whether it was marked as important etc.

10) In the *Step 1:* box, select the required conditions by clicking on the check box next to each of the conditions you want to apply.

11) Click on the **Next >**.



You now need to decide what you want to do with the message after it has been processed. You can move or copy it to the folder you have previously selected, delete it, purge it, flag it etc.

12) In the *Step 1:* box, select the required conditions by clicking on the check box next to each of the conditions and then click on the **Next >** button.

You will now be asked if there are any exceptions when the rule should not be applied, eg it was marked as important or the subject field contained particular text.

In some instances, when a new condition is added to the rule description a further option will be added in the *Step 2:* box. You will need to click on this option to specify more details. For example, if you choose an exception by message importance, you will need to select which level of importance is to be used by clicking on the underlined text and choosing high, normal or low.

Note: If you forget to do this, you will be prompted to do so when you click the *Next >* button.

13) Click to select the required exceptions and then click on the **Next >** button.

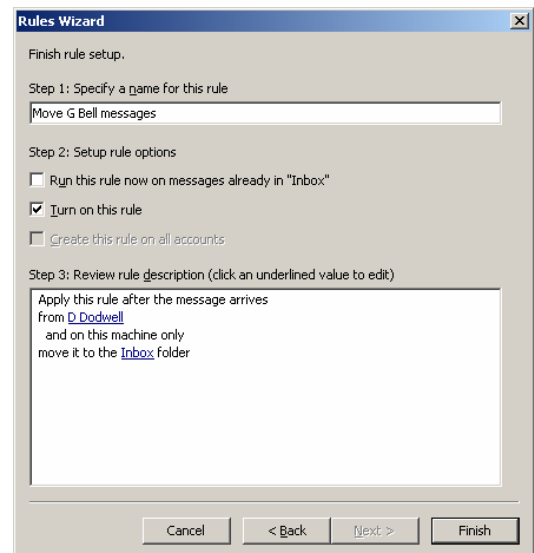
Finally, you need to add a name for the rule. You can then select the required options from this window.

- Turn on the rule. You can use this option to disable/reapply the rule at any time.
- Run the rule for existing messages in your Inbox.

14) Click on **Finish**.

15) Click on the **Apply** button to activate the new rule in the *Rules and Alerts* window.

16) Click on **OK** to close the *Rules and Alerts* window.




7.7 Searching for messages

The easiest way to find a message from a particular person, or one that was sent on a certain date, is to sort the contents of the folder into an appropriate order using the column headings in the Messaging pane.

The **Arrange By** option in the **View** menu also provides a full list of the fields that can be used to sort the display. The **Custom** option of that menu allows full control of what information is displayed for each message and how that is used to sort the messages.

Searching of folders can be also be carried out by using the **Find** button.

- 1) Select the folder to be searched in from the **All Folders** pane.
- 2) Click on the **Find**  button on the main Outlook window toolbar. This will open the Search Toolbar.



- 3) Type in the character string you are looking for in the **Look for:** box
- 4) Press the **Enter** key or click on the **Find Now** button to display all the messages which contain that text.

More advanced searching can be conducted by clicking on the **Options** down arrow and choosing **Advanced Find**.

Note: The 'Search Folders' options that you may read about in other Outlook documentation/guides can only be used to search Personal folders and therefore is not useful at Bradford University.

7.8 Turning off the Auto Archive feature

Most people prefer to archive their old messages manually, eg by moving them to a folder named 'Old Messages'. To turn off Auto Archive:

- 1) From the **Tools** menu select **Options**.

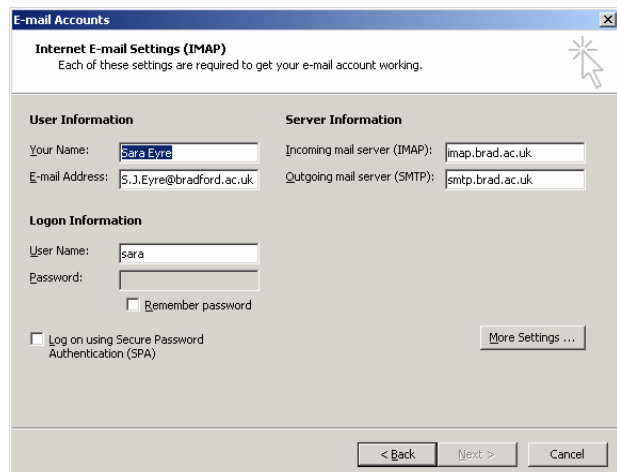
- 2) Select the **Other** tab.
- 3) Click on the **AutoArchive...** button.
- 4) Remove the tick from the top check box.
- 5) Click on **OK** and **OK** again to return to the Outlook window.

8 OPTIONS AND ADVANCED FEATURES

8.1 Personal Details

Outlook is configured at the University to match the person who is logged in, to their own personal details. These may not match your personal preferences for what you are called. If you wish to change the way your name is sent to other e-mail users:

- 1) From the **Tools** menu, choose **E-mail Accounts...** and then select **View or change existing e-mail accounts**.
- 2) Click **Next >**.
- 3) Click on the **Change..** button.
- 4) Type the name you wish to be known as into the **Your Name:** box, but do not change any of the other settings on this screen.
- 5) Click on **Next >** and then **Finish** to confirm your changes.



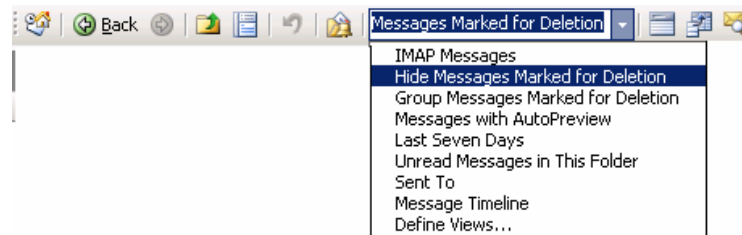
8.2 Advanced Toolbar

Outlook has an advanced toolbar which displays extra buttons that you may find useful. The Advanced toolbar can be displayed by:

- Right clicking the mouse on the standard toolbar (not over any of the icons) and selecting **Advanced**.
- From the **View** menu, select **Toolbars** and then **Advanced**.

One particularly useful feature changes the view in the message window to hide or display deleted messages.

To do this click on the down arrow of the **Current View** button and choose either **IMAP Messages** or **Hide Messages Marked for Deletion**.



Another feature is to be able to see a preview of each message. To do this, choose **Messages with AutoPreview** from the **Current View** list.

8.3 Viewing full message headers

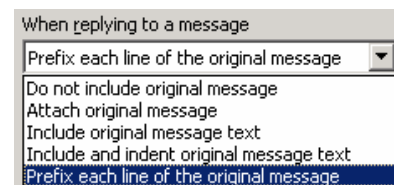
It is sometimes useful to view the full details contained in the header of an e-mail message. This displays further details about the how the message arrived at Bradford and who sent it. To do this:

- 1) Open the message.
- 2) From the **View** menu, select **Options**.
- 3) Use the scroll bar to read through details displayed the **Internet Header** box.

8.4 Forward and reply options

You can change the way that Outlook deals with messages that you are forwarding or replying to.

- 1) Open the **Tools** menu on the main Outlook window and choose **Options**.
- 2) From the **Preferences** tab, click on the **E-mail Options...** button.
- 3) Click on the down arrow in the box underneath **When replying to a message** and also **When forwarding a message** to see the different options available.



Note: Most find that the **Include original message text** option for both replying to and forwarding messages is useful.

- 4) Select the required options and click on **OK** and then **OK** again to close the Options window.

8.5 Junk e-mail

There are two ways to minimise the quantity of junk e-mail which is sent to your Inbox. The first is to use the system on the mail sever, which analyses all messages arriving on site and allocates them a 'spam score' based on the content of the message. Any message which scores more than 6 will be automatically filtered into a folder called **junkmail**. You can see what spam score a message received by looking at its full header – see earlier in this document.

It is important to check the contents of your junkmail folder regularly to ensure messages which are not spam are identified. Any messages in your junkmail folder that are older than 14 days will be deleted automatically.

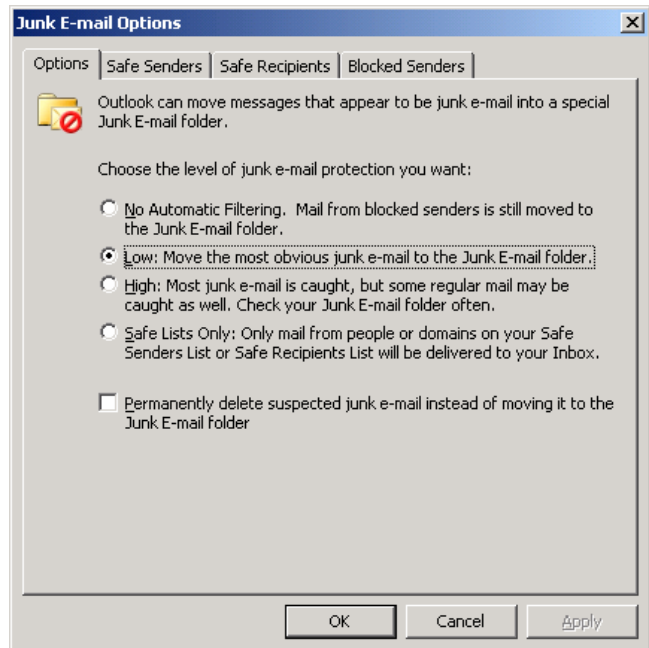
Outlook will also try to separate junk e-mail messages for you. You can control what level is filtered out.

- 1) From the **Tools** menu, select **Options** and make sure the **Preferences** tab is selected.
- 2) Click on the **Junk E-mail...** button in the E-mail section of the window.

Note: The filter is set to Low initially. Any spam messages identified are stored in the Junk E-mail folder.

Again, it is important to check that valid messages are not being stored here and also to delete all messages in the folder periodically.

- 3) Change the options as required and then click **OK** and then **OK** again to close the Options window.



8.5.1 Adding Safe Senders to Junk E-mail

Occasionally Outlook may incorrectly detect a genuine message as Junk E-mail due to certain words in the subject field. To stop e-mails sent from Bradford e-mail addresses (ie staff emails) inadvertently being filtered into the Junk E-Mail folder:

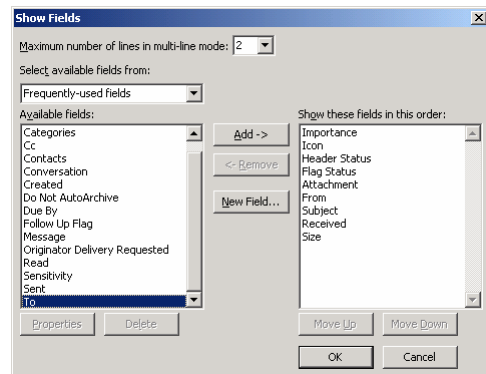
- 1) Click on the Inbox (within Bradford University)
- 2) From the **Actions** menu, select **Junk E-mail** and then **Junk E-mail Options**.
- 3) Select the **Safe Senders** tab.
- 4) Click on the **Add** button and type
`*@bradford.ac.uk`
- 5) Click on **OK** to close the add window; click on **Apply** and then **OK**.

8.6 Displaying the To: field to sort sent messages

When viewing messages that you have sent, initially the display will be sorted in date order with the From: field included. Since all the messages sent are from you, this is of little use. Usually you will want to see who the message was sent to. To display this information:

- 1) Right click on the column headers area and select **Customize Current View**.

- 2) Click on the **Fields** button.
- 3) Scroll down the *Available fields:* box and select **To**.
- 4) Click on the **Add ->** button. The *To* field will now be included at the bottom of the *Show these fields in this order:* box.
- 5) Click on the **Move Up** button so that the *To* field is displayed above the *From* field.



To remove the *From* field (optional):

- 6) Select the **From** field in the right-hand box.
- 7) Click on the **<-Remove** button.
- 8) Click on **OK** twice to return to the messaging pane.

Note: The instructions above will work for your sent-mail folder but may not work for other folders.

To ensure that information in the *To:* field is updated and displayed you will need to:

- 1) Open the **Tools** menu and choose **Options**.
- 2) From the **Mail Setup** tab, click on the **Send/Receive** button.
- 3) Check that **All accounts** is selected and then click on the **Edit** button.
- 4) Scroll down the list of folders until you find the one which needs the *To* field displaying, eg Bradford University sent-mail folder.
- 5) Click in the check box next to it (or them).

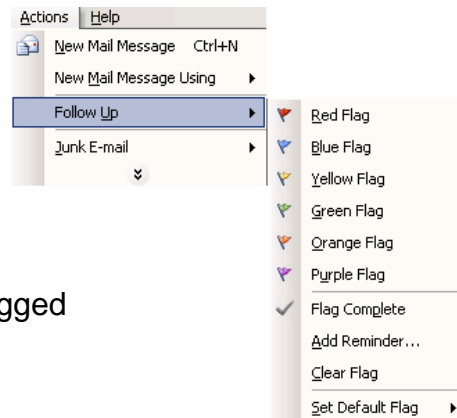
Note: Do not do this for all of your folders as Outlook will be considerably slow at start-up.

- 6) Click to select **Download complete item including attachments**.
- 7) Click on **OK**, then **Close** and then **OK** to return to the Outlook main window.
- 8) Open the folder where the *To* field is required and click on the **Send/Receive** button to display the correct information.

8.7 Flagging messages

You can use Flags to set reminders for messages, eg follow it up, reply to it, etc.

- 1) Click on the message you want to flag.
- 2) From the **Actions** menu select **Follow Up** (or right click on the message).
- 3) Click on the coloured flag required. This will now be displayed to the right of the message.



If you want to set yourself a reminder for the flagged message:

- 1) Repeat steps 1) and 2) above.
- 2) Click on **Add Reminder....**

This will allow you to set a deadline date and time for dealing with the message. Once the deadline time has expired, the message will be displayed in red in the Message pane.

8.8 Formatting text

It is important to be certain that the recipients of your e-mail messages can read them. Not all recipients will be using Outlook and some e-mail packages cannot process messages in particular formats. For this reason, the University recommends that you send e-mails formatted as Plain text. This option is available in the Compose (New Message) window.

- 1) Click on the **Message Format** button on the toolbar.
- 2) Select one of the options (Plain Text, Rich Text or HTML).

Note: If you select the Rich Text or HTML options, the formatting buttons on the Word tool bar become active. You can then use these to change the font, font size, colour etc.

It is possible to send messages with the body of the message containing formatted text and even pictures. (This is not recommended for University mail.) Do ensure that all your intended recipients can read the essential part of the message; send a trial e-mail before sending out any containing important information! Also remember that e-mails containing pictures, backgrounds etc will take up far more storage space than plain text messages. As a result, you will run of allocated space more quickly if you use these options frequently.

8.8.1 Selecting fonts for composing and reading messages

You can select which character set, size and colour is used for composing new messages and for displaying those you receive. If a message has been sent with formatting included, ie as RTF or HTML, it will be displayed the way the sender designed it.

1. From the main Outlook window, open the **Tools** menu and chose **Options**.
2. On the **Mail Format** tab, click on the **Fonts...** button under the Stationery and Fonts heading.
3. You can now use the **Choose Fonts...** buttons to select the character set and size that you prefer for new messages, when forwarding or replying to a message, or reading a message which has been sent as plain text.
4. Click on the **OK** button in each window to confirm you choices and return to the Outlook main window.

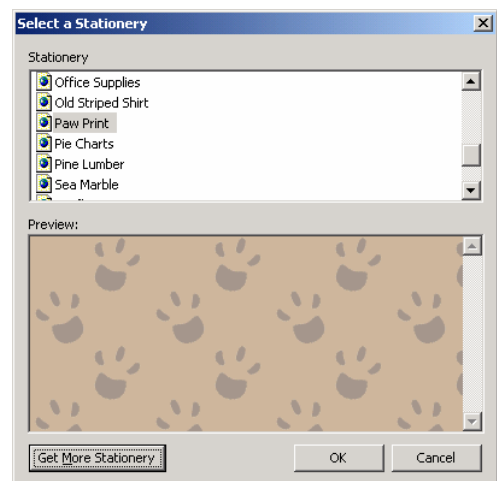
8.8.2 Stationery and backgrounds

Once you have established what your e-mail recipients can and cannot process, you may also want to experiment using 'stationery' with your messages. Outlook supplies a number of standard stationery templates for you to use. To access them, from the main Outlook window:

- 1) Select the **Actions** menu, then **New mail Message Using** and then **More Stationery**.
- 2) Choose the stationery required and click on **OK** to apply it.

The Compose (New Message) window will open. This will automatically change the message to HTML format.

You can also change the colour of the background of your messages and insert pictures on to them. Please **do not** use this as the normal way of sending messages – it will take up valuable storage space and can be very annoying!



- 1) In the Compose (New Message) window, change the message formatting to **HTML**.
- 2) Click in the main message area.
- 3) From the **Format** menu, choose **Background**.
- 4) Select a colour for the background.

Note: You may also need to change the colour of the text so that it remains visible.

To include a picture on the background

- 5) From the **Format** menu, choose **Background** and then **Fill Effects**.
- 6) Click on the **Picture** tab.
- 7) Click on the **Select Picture...** button.

8) Locate and select the required picture and click on the **Insert** button.

Note: The picture must be in .bmp, .gif or .jpg format.

9) Click on **OK**.

8.8.3 E-mail templates

In Outlook, messages with pre-defined text in the To:, Subject:, etc fields, and also in the body of the e-mail are called Forms. (If you previously used Eudora as your e-mailer, this was known as Stationery.)

To compose a form you first need to turn off Word as your e-mail editor.

1) From the **Tools** menu, choose **Options**.

2) Select the **Mail Format** tab.

3) Remove the tick from **Use Microsoft Word 2003 to edit e-mail messages**.

4) Click on **OK**.

Note: Remember to turn this feature back on again when you have finished creating the form.

To create a form:

1) Create the message by filling in all of the required fields and add the text that you want on your form.

2) From the **File** menu, choose **Save as**.

3) Type in a name for the form and then in the **Save as type** box, choose **Outlook Template**.

4) Turn Word back on as your e-mail editor.

To open a form:

1) Click on the down arrow to the right of the **New** button.

2) Select **Choose Form....**

3) In the **Look in** box, select **User Templates in File System**.

4) Select the form from the list and then click on **OK**.

8.9 Sending URLs and other long lines of text

When you enter a web address as part of a new mail message, Outlook will automatically recognise it as a URL and turn the text into an active hyperlink. If the hyperlink contains many characters, it will be wrapped onto more than one line and will not open the hyperlink when the recipient clicks on it.


By default, Outlook is set to send lines that are 76 characters long. This option can be changed by selecting **Options** from the **Tools** menu and then choosing the **Mail Format** tab and then the **Internet Format** button.

Rather than setting a very long line length, which may mean the recipient has to scroll left and right to see the end of the line, you can send the message in **HTML**

format. This can be selected from the **Message Format** button in the Compose (New Message) window tool bar.

8.10 Drafts folder

There may be occasions when you need to interrupt your work before you have completed the e-mail you are editing. If this happens you can save the e-mail as a draft without sending it.

- 1) Compose the message as normal.
- 2) Click on the **Save**  button on the Word tool bar to save a copy of the message in the **Drafts** folder under Personal Folders.
- 3) You can now close Outlook.

When you restart Outlook, you can continue composing the message by opening it from the Drafts folder. When you re-open the message, there will be reminder above the To: field showing that this message has not yet been sent.

A draft of an e-mail can also be saved to the Drafts folder by closing the Compose (New Message) window. A message window will appear asking if you want to save a copy of the message.

Outlook is also configured so that if you do not use your computer for three minutes while composing a message, a copy will be automatically saved in your Drafts folder.

8.11 Read Receipts

If you would like to receive confirmation that your message has been opened:

- 1) In the Message window, click on the **Options...** button in the toolbar.
- 2) Click in the check box to add a tick next to **Request a read receipt for this message**.
- 3) Click on the **Close** button.

Note: Whether or not you receive a receipt depends on the recipient, as they are given the option to send or cancel the read receipt when they open the e-mail.

8.12 Importing Address Books from Execmail and Eudora

If you would like to import your e-mail contacts from your current e-mail program into Outlook, please contact ICT Service Desk (see section 9.1.1 Setting up a Shared Folder)

9 RE-DIRECTING YOUR E-MAIL

You may need to have your e-mail re-directed for a number of reasons, eg:

- Short term, eg annual leave, conference, external course
- Long term, eg maternity leave, sabbatical
- Leaving the University

Unfortunately it is not possible for you to set Outlook to automatically reply to incoming e-mail messages at Bradford, but there are other options that you can consider. These are described in the following sections and you need to think carefully before choosing the most suitable option for you and your colleagues.

9.1 Shared folder

It is possible to set up a shared folder with a group e-mail address which can be accessed by a number of staff. An example of a shared folder is the e-mail address used by the LSS staff training team – training@bradford.ac.uk. Each member of the training team has access to this folder so that they can process bookings for courses and answer questions on specific software (Word, SAINT) etc. Without a shared folder, these e-mails would go into one person's inbox. If that person was absent from work, none of these e-mails would be seen and course bookings would not be processed.

Advantages	Disadvantages
You can set replies to be sent to the group e-mail address.	If a system for dealing with 'shared' e-mail is not agreed, some e-mails may not be processed.
Subfolders can be created within the shared folder. By setting up a system within your team, you can organise messages into for example, <i>Incoming</i> , <i>Pending</i> and <i>Completed</i> subfolders.	You will need to educate people from whom you receive mail that work-related messages should be sent to the group e-mail address rather than to you personally.
In the case of unexpected absence, others can answer/process the e-mails.	Deleting/purging messages will remove them from the original shared folder, not just from your view of the folder! Also

Note: If any of those with access to the shared folder deletes it (eg if they decide they no longer wish to see it), then this will delete the original folder and nobody will be able to access it.

9.1.1 Setting up a Shared Folder

You need to contact the ICT Service Desk requesting that a shared folder be set up and explain why you require this service.

To do this either e-mail ictservicedesk@bradford.ac.uk or see: <http://www.bradford.ac.uk/lss/it-services/support/faults.php>.

9.1.2 Subscribing to shared folders

If you have some shared folders, but cannot see them in Outlook, then you need to subscribe to the folders.

- 1) In the **All Folders** pane, right click on Bradford University and choose **IMAP Folders....**
- 2) Click on **Query**.
- 3) Scroll down the list to find the required shared folder.
- 4) Click in the check box to select it.
- 5) Click on **Subscribe**.
- 6) Click on **OK**.

9.2 Granting temporary access to your inbox

If you are going to be away from the University for a long period of time, you can arrange for another member of staff to have access to you inbox temporarily. You need to request this via ICT Service Desk (see section 9.1.1 Setting up a Shared Folder) and contact them again on your return to remove access.

Advantages	Disadvantages
You mail will be dealt with regularly.	The other person will be able to access any personal mail that you receive.

9.2.1 E-mail forwarding service

If you are leaving the University, you should arrange for your e-mail to be forwarded to another e-mail address.

Advantages	Disadvantages
If you haven't managed to inform all of your contacts that you have left, the messages will still be dealt with.	Email will be delivered to your forwarding address only – there will not be a copy in your Bradford email account. This address will receive all of the mail sent to your Bradford address – including the junk email.

Please discuss this option with your line manager to check whether messages sent to your work email address should be redirected to someone within the department. If you then decide that this service is required, please contact the ICT Service Desk (see 9.1.1 Setting up a Shared Folder) and explain why you require this service.