

Outlook 2003

Outlook is a Microsoft computer program you can use to manage your email messages, calendar, contact information, and tasks.

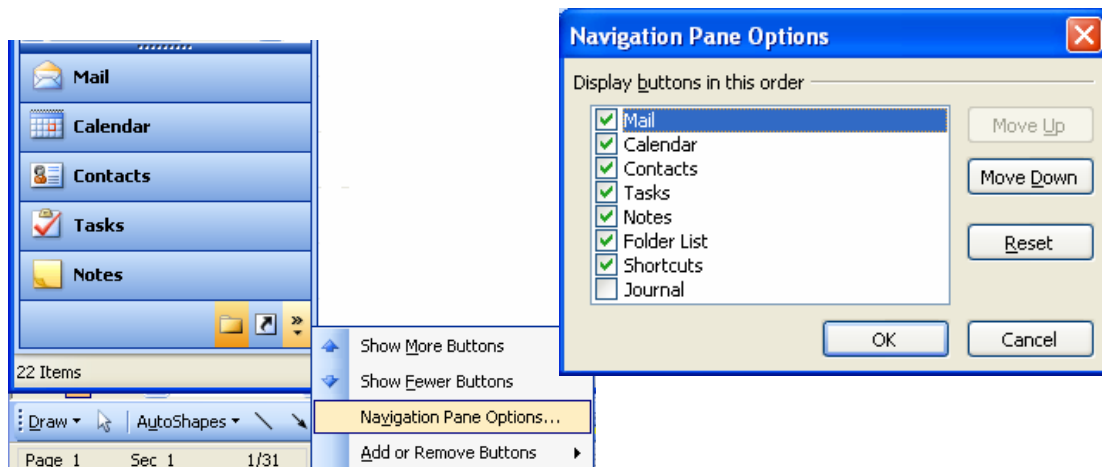


Starting Outlook

Click on the **Outlook** icon on your desktop or Start Menu to open the program. You might be prompted to login with your username and password.

Outlook is like a file cabinet containing “folders” that hold specific information. Some of the folders are named Mail, Calendar, Contacts, Tasks, and Notes. They are located on the Navigation Pane, where you will also find icons for the Folder List and Shortcuts.

The default (automatic) view opens to the **Mail** folder and displays the **Navigation Pane** (which allows easy movement between folders), the **Inbox** messages, and the **Reading Pane**. You can customize your Navigation Pane by clicking on the arrows at the bottom of the pane and choosing Navigation Pane Options.



Get Help in Outlook

By default, the Office Assistant helper is turned **off** in Outlook 2003. You can turn it back on by opening the **Help** menu and choosing **Show the Office Assistant**.

You can also simply open the **Help** menu and click on **Microsoft Office Outlook Help**. A new panel will appear on the right side of your Outlook window. Type your question into the search box at the top of the panel and then click on the green arrow button. A list of possible answers will appear, and you can click on each answer for more information.

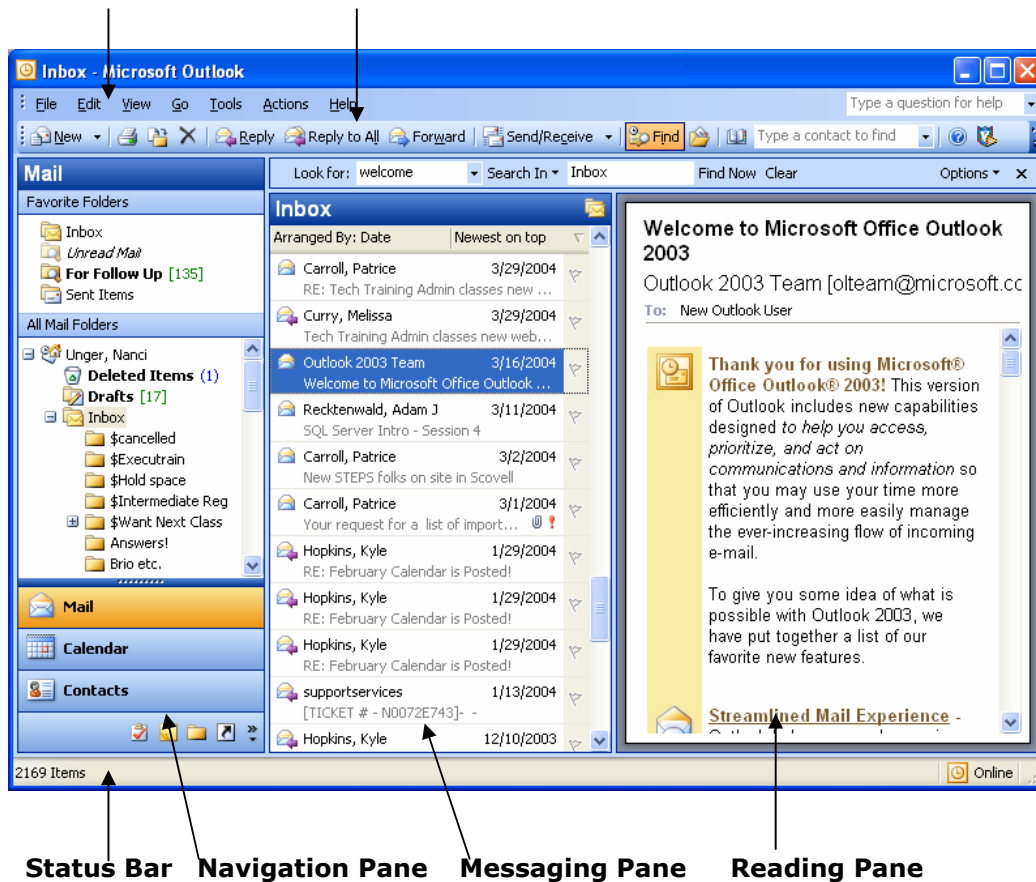
Exiting Outlook

When you have finished using Outlook, open the **File** menu and select **Exit**.

The Outlook 2003 Screen

When you open Outlook, you will see a screen similar to the one below. The default (automatic) view opens to the **Mail** folder and displays the **Navigation Pane** (which allows easy movement between folders), the **Inbox** (which is the list of messages), and the **Reading Pane** (which shows the contents of the selected email message).

Menu Bar Standard Toolbar



The **Menu Bar** gives you access to Outlook commands on menus, including the File, Edit, View, and Tools menus.

The **Standard Toolbar** is displayed below the Menu Bar and provides shortcut buttons to the most commonly used commands, such as Create a New item, Print, and Delete.

Add the **Advanced Toolbar** by right-clicking anywhere in the toolbar area and selecting **Advanced** from the pop-up menu. Buttons include Back, Forward, Print Preview, and Reading Pane.

The text below the toolbar indicates which folder is currently selected; in the above screen, this folder is **Mail**.

The **Status** bar at the bottom of the Outlook window shows how many items you have in that folder.

The **Navigation Pane** is on the left side of the screen and contains panels for viewing the various Outlook folders, the Outlook Folder list, and the Shortcuts. For example, the screen shown displays the default **Mail** window, which includes sections for **Favorite Folders** and **All Mail Folders**. The **Favorite Folders** list includes by default the **Inbox** and **Sent Items** mail folders and the **Unread Mail** and **For Follow Up** search folders. You can customize these lists by right-clicking on a folder and choosing either "Add to Favorite Folders" or "Remove from Favorite Folders."

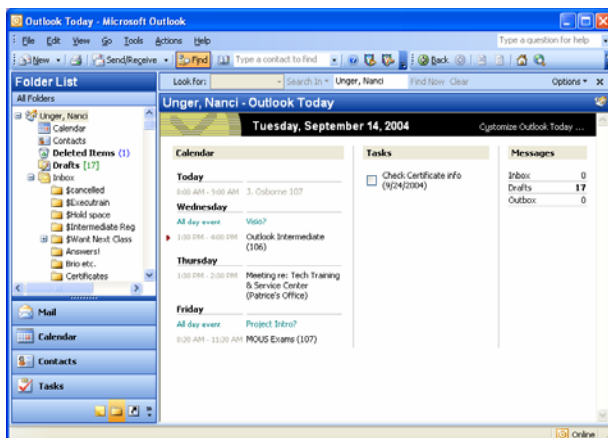
The Navigation Pane lets you view eight content panes and the sections they contain. By default, the first four are displayed as buttons on banners. As you change folders, the menu options and toolbars change to show the commands available in that part of Outlook. You can also customize all of the views.

- **Mail** – contains the **Favorite Folders** pane and **All Mail Folders** section.
- **Calendar** – contains the date navigator and a section listing other Calendar folders.
- **Contacts** – displays a list of your available Contacts folders and a section for Contacts available to you in Public Folders.
- **Tasks** – displays a list of your Tasks.


The next four buttons are displayed on the bottom banner as icons:

- **Notes** – a clickable list of your Notes folders.
- **Folder List** – a hierarchical list of all your Outlook folders, including Public Folders.
- **Shortcuts** – your customized list of shortcuts and some default shortcuts.
- **Configure** Button

The **Reading Pane** on the right lets you preview Outlook items without opening them. To move or turn the Reading Pane on or off, open the **View** menu, click on **Reading Pane**, and then choose **Right, Bottom** or **Off**.



Outlook Today

 **Outlook Today** can be opened via the Advanced Toolbar (right-click the Standard Toolbar and select **Advanced** from the pop-up menu). The Outlook Today button is on the far left.







Outlook Today displays a snapshot of your current appointments, tasks, and mailboxes.

Email Communication

Reading your email

When you receive an email message, it is stored in your **Inbox** folder. The number of unread messages will be displayed in parentheses next to the Inbox shortcut, displayed both in the Favorites Folder and All Mail Folders.

The list of messages displays the author, subject, and date and time received for each message. The icons to the left of each message indicate whether the message has been read and whether it has an attachment. If a message is unread, the message details will appear in bold type.

-  **Unread message**
-  **Message you have read**
-  **Message with an attachment**
-  **Message you have replied to**
-  **Message you have forwarded**
-  **Meeting request**

The **Reading Pane** on the right displays the contents of a message without opening it. You can move from message to message by using the up arrow and down arrow keys or by clicking on a message with the mouse. Double-click on a message to view it in its own window.

Close the message by clicking on the **Close** button  in the message window.

The **Status** bar at the bottom of the Outlook window indicates how many items you have in the displayed folder. The number of unread messages will be displayed in parentheses next to the Inbox shortcut, which is displayed both in the Favorites Folder and All Mail Folders.

New Mail Notification

The new mail notification alert appears briefly on the bottom right of your screen when you are working in another application. The alert shows you the message sender, message subject, first line of message text, importance of message and whether it has an attachment.

You can take action on this message and choose to open the item, flag the item, delete the item, or mark it as read.

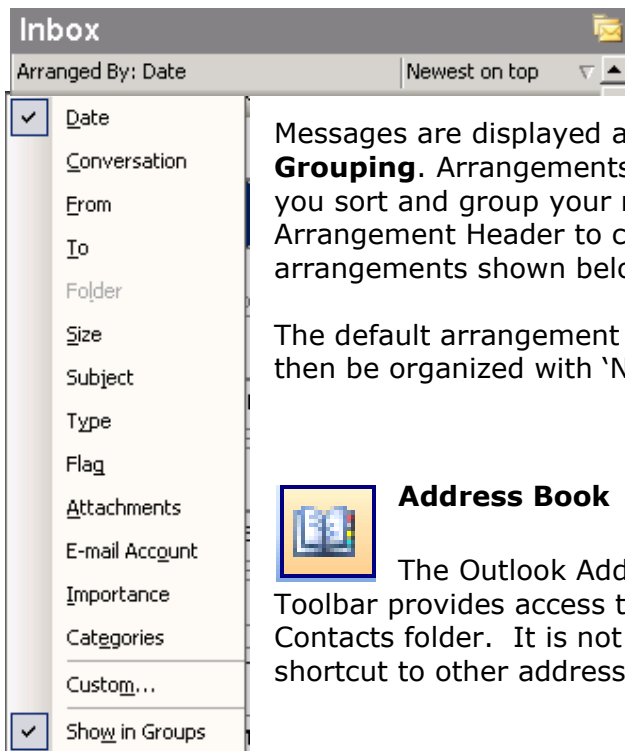
Modifying New Mail Notification

You can use the drop-down list on the right side of the alert to Disable the feature or open the Desktop alert settings.

These settings can also be changed using the Tools menu.

1. Open the **Tools** menu -> select **Options** -> select **E-Mail Options**
2. Select **Advanced E-Mail Options**
3. Click on **Desktop Alert Settings**.

You can also modify the Duration and Transparency of the alert message; use the **Preview** feature to check the appearance.



Sorting Your Messages

Messages are displayed as **Arrangements** and **Intelligent Grouping**. Arrangements are customized views that let you sort and group your messages. Right-click the Arrangement Header to choose from the standard arrangements shown below:

The default arrangement is by **Date**. The arrangement can then be organized with 'Newest on top' or 'Oldest on top'.



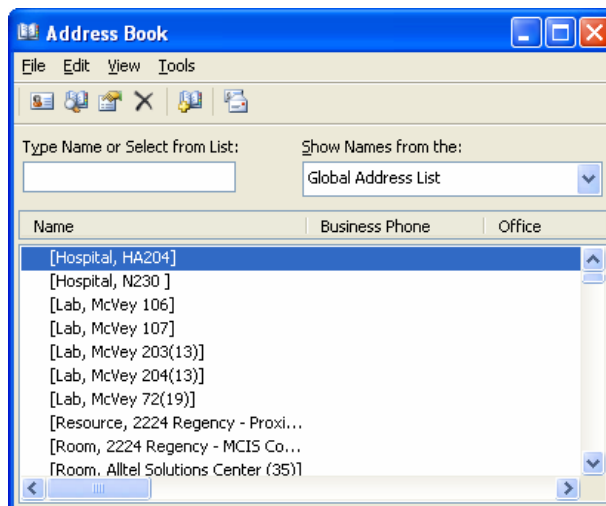
Address Book

The Outlook Address book button on the Standard Toolbar provides access to the Global Address List and your Contacts folder. It is not a physical address book but a shortcut to other address information.

Global Address List

The Global Address List (GAL) resides on the Exchange server and contains information for staff, faculty, and students at the University of Kentucky who have an email account.

You cannot create entries in the GAL; only the system administrator can do this. The GAL is visible in the Address Book.

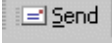


Replying to messages

Reply to sender



You can reply to a message when you open it or by selecting it on the message list.

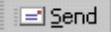
1. Click on the **Reply** button to open a message window.
2. The name of the sender is automatically entered in the **To:** field and the original subject is copied into the **Subject** field, with the prefix RE:
3. The original text of the message is included and you are able to add your own text and edit the original.
4. When finished, click on the Send button. 

Replying to all recipients

Choose **Reply to All** and the new message will be addressed to the sender and copied to all of the original recipients.

Forward a message

Use this feature to send a message that you have received to one or more third parties.

1. Select the message you want to forward.
2. Click on the **Forward** button.
3. The **To:** field will be empty -- enter the email addresses of the recipients.
4. The subject of the original message will be copied into the Subject field with the prefix FW:
5. Add your own comment to the original message.
6. Click on the **Send** button 

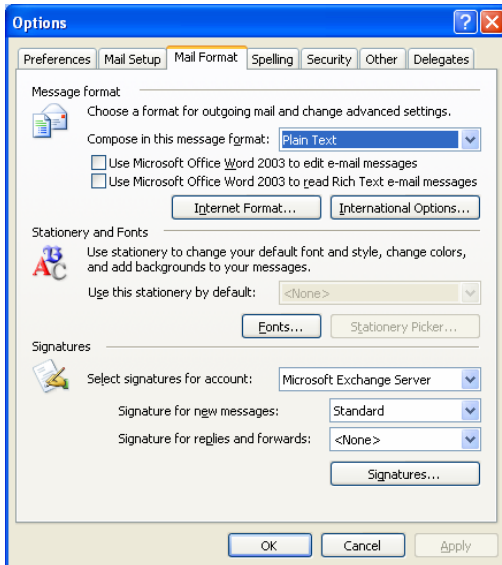
Set Message Options

1. Address and compose the message.
 2. On the menu bar, select View → Options
OR click Options button on the Message toolbar.
- **Importance** marks messages as High, Normal (the default), or Low importance.
 - **Sensitivity** marks messages as Normal (the default), Personal, Private, or Confidential.
 - **Voting** incorporates voting buttons into your messages.
 - **Tracking** asks that you be notified when the message has been delivered and/or read.
 - **Delivery Options** indicate who receives replies to your e-mails (if not you), where incoming mail is stored, and other options.

Signatures

Instead of typing your name and phone number at the end of each message you send, you can create and save a signature that contains this information.

1. Open the **Tools** menu, select **Options**, and click on the **Mail Format** tab
2. Click on 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 a name for your signature and click **Next**
5. Type the text for your signature into the Signature text box and click **Finish**



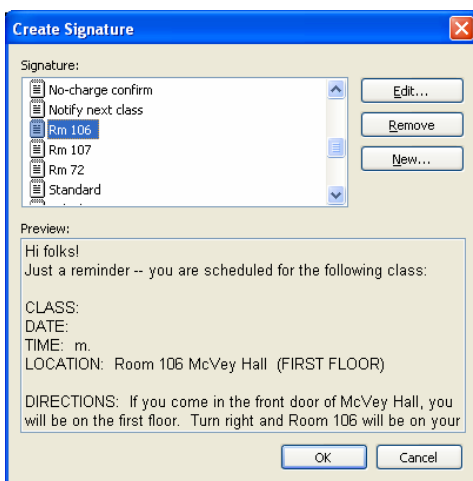
You will see the named signature and a preview of the text in the window below.

6. Click **OK**

Once you have created your signature, you can choose to manually insert it into each email or have Outlook add it to the end of new messages automatically.

Automatically insert signature

1. Open the **Tools** menu and choose **Options**
2. Click on the **Mail Format** tab
3. Find the box **Signature for new messages** and select the name of the signature you want added automatically to new messages (You can also add a signature to replies and forwarded email).
4. Click **OK**



Manually insert a signature

1. After you have typed your message, position your cursor where you want the signature to be placed.
2. Open the **Insert** menu on that email and choose **Signature**
3. Choose the signature that you want to use and click **OK**. The signature will be inserted into your message

You can create more than one signature, such as a professional and a casual signature. You can also type longer messages and use them as signatures by inserting them into emails as needed.

Attachments

Opening attachments

When you receive a message that has an attachment, a small paperclip icon will be displayed next to the entry in the message list. Open the message and double-click on the attachment filename. You will be prompted to **Open it** or **Save it to disk**. If you choose to save it, navigate to the location where you wish to save the file by clicking on the down arrow next to the **Save in** field. The name of the file will be entered into the **File name** field for you. Click on **Save** and a copy of the attachment is saved to that location.

Attaching a file to a message



1. Address and compose your message as usual.
2. Click on the **Insert** menu on the message and choose **File**, or click the **Insert File** button that looks like a paperclip.
3. In the **Insert File** dialog box, locate the file you want to attach and click **Insert**. The filename will appear on the message in a field labeled **Attach** (located under the **Subject** field).

Inserting text into a message

1. Position your cursor in the message field where you want the text inserted
2. Open the **Insert** menu on the message and choose **File** (or click the Insert File button that looks like a paperclip).
3. In the **Insert File** dialog box, find the text file you want to insert and click **Insert**.
4. Click on the down arrow next to the **Insert** button and select **Insert as Text**.

The text will be automatically inserted into your message.

Saving a message without its attachment

Sometimes you need to keep an email message but not its file attachments.

1. Open the message.
2. Right-click on the filename of the attachment.
3. Select **Remove**.
4. Close the message and you will be prompted to save your changes.

Add Information to Contacts

1. Click the Address Book button on the standard toolbar to open the dialog box.
2. In the "Show Names from the" drop-down box, choose **Contacts**.
3. Click the New Entry button.
4. Choose the type of entry you want to create and click **OK**.
5. Enter the person's name and e-mail address in the appropriate fields.
6. If you want, type in the street address, phone numbers, and other information.
7. Click the **Save and Close** button to save the information.
8. Repeat steps 3 through 7 to add more contacts or distribution lists.
9. When finished, close the Address Book dialog box.

TIP -- To save the address from an e-mail message in your Contacts folder, open the message, then right-click the sender's name or e-mail address in the From field. Click **Add to Contacts**.

Build a Distribution List

1. On the **File** menu, point to **New**, and then click **Distribution List**.
2. In the "Name" box, type a name. The distribution list is filed in your Contacts folder by the name you give it.
3. Click the **Select Members...** button. In the "Show names from the" list, click the address book that contains the e-mail address(es) you want in your distribution list.
4. In the "Type name or select from list" box, type a name you want to include. In the list below, select the name, and then click **Add**. To add a new name that isn't already in one of your address lists, click on the "Add New..." button. Fill in the "Add New Member" dialog box.
5. Click the **Save and Close** button.

Outlook will put the distribution list in your Contacts folder. To send an e-mail to the distribution list, simply type the list name in the **To:** field.



Outlook Web Access

You can access your Outlook e-mail on the Web! Go to the site:
<http://exchange.uky.edu/>

and select the link "Microsoft Outlook Web Access."

A box will appear where you will enter your User name and Password. **NOTE:** You must type the domain in front of your user name – usually this is ad\

Click **OK**. Outlook will appear with your Inbox open. When you are ready to exit Outlook, be sure you click on the Logout shortcut icon and then close your browser!

Deleting Items

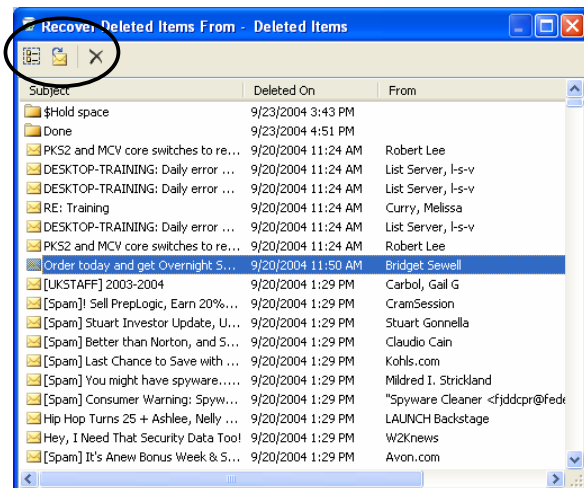
When you delete a message or other Outlook item, it goes into the **Deleted Items** folder. To get an item back, simply drag it from that folder to the appropriate Outlook folder.

IMPORTANT: Empty the Deleted Items folder regularly!

1. Right click on the Deleted Items folder to display the menu
2. On that menu, left click on: Empty "Deleted Items" Folder
3. To control how you are prompted when removing items from the "Deleted Items" folder, go to the menu under **Tools** -> **Options...** and make selections under the **Other** tab.

Recover Deleted Items!

If you delete an email, empty your Deleted Items folder, and then realize you need the item, don't despair – you might still be able to retrieve it. Here's how:



1. Open the **Deleted Items** folder
2. Open the **Tools** menu
3. Click on **Recover Deleted Items**
4. A new window will open, showing you a list of items you deleted recently.
5. To recover an item, select it and then click on the button that looks like an envelope with an arrow on it, in the upper left corner of the window.
6. The item will go back to your **Deleted Items** folder.

Now you can drag the item into the appropriate Outlook folder.