

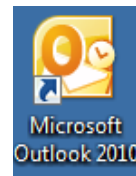
Learning Services: IT Guides Basic Outlook

This guide is an introduction and will show you how to:

1. open Microsoft Outlook
2. send an email
3. reply to and forward an email
4. send attachments
5. organise your emails
6. keep track of your emails
7. delete emails

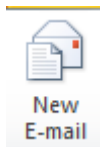
Opening Microsoft Outlook 2010

To open your Outlook email, double click on the **Microsoft Outlook** icon on the desktop. Outlook will open up in the Inbox view. The **Inbox** is where all your incoming mail arrives and is listed. It is also where mail can be sent from.



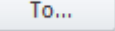
To send an email

- ❖ Click on the new mail button



A new message form will appear, see below.

In the **To** box enter the email address of the person you are sending the mail to.

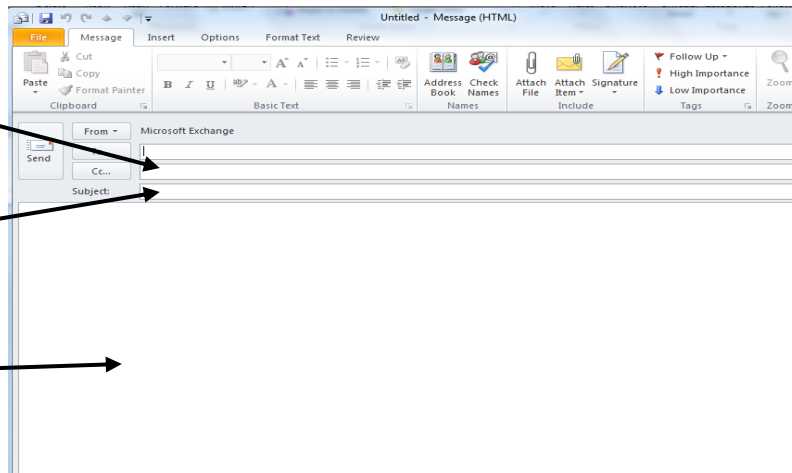
If the recipient is within LIPA you can click on the to button  and choose a name from the list by double clicking on it, click **OK**.


You can send an email to as many addresses as you like.

You can enter another address here if you want to send someone a courtesy copy of the email

A subject can be entered in this box

Enter your message here



Once you are happy with the message click on the send button  to send it!

Replying to and forwarding emails

- ❖ Click on the message you wish to reply to in your **Inbox**.



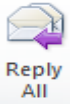
- ❖ Click on the **Reply** button on the Outlook toolbar. A message form will appear with the recipient's address and subject of the email already entered in. The text of the original message and details of who sent the email and when it was sent will appear in the main body of the message. Enter any text you wish to add and click send as usual.

- ❖ Follow these instructions to forward a message on to another address – but using the



forward button

- ❖ If a message was sent to others as well as yourself you can use the reply to all button



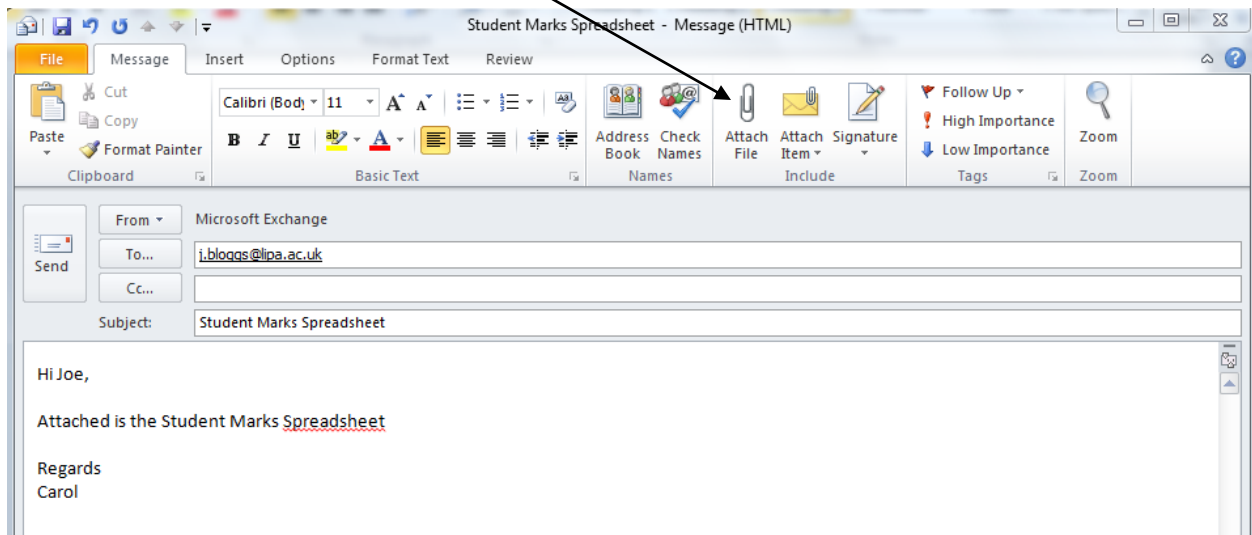
to send a reply to all the message recipients as well as the original sender.

Sending Attachments.

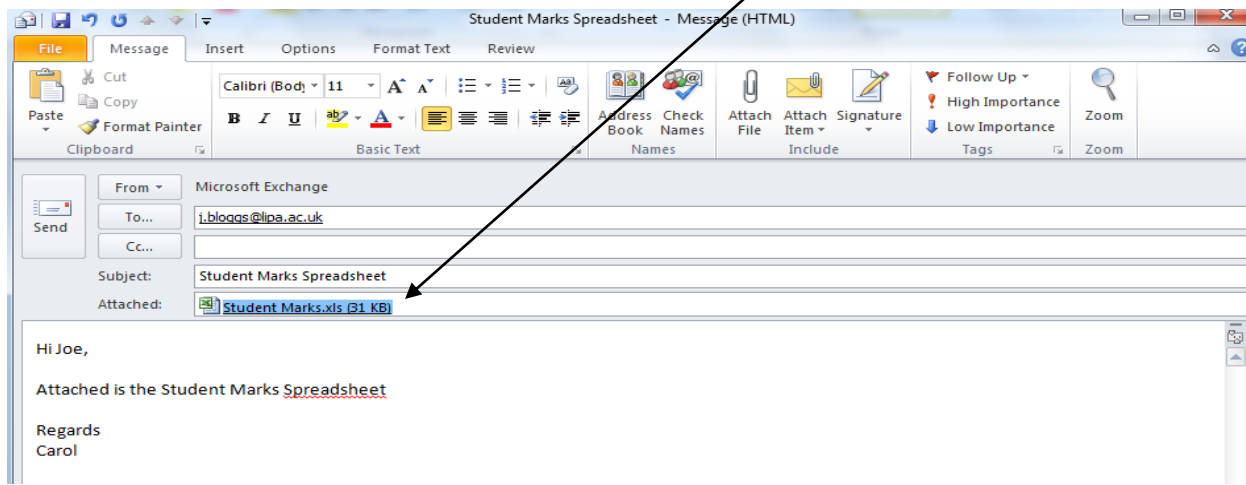
You can attach documents created in other applications such as word or excel to emails. This allows others to open and save a copy of the document which they can then work on.

To attach a document to an email.

- ❖ Open a new email form, adding the address, subject and text as usual.
- ❖ Click on **Attach File** icon on the ribbon, from your E drive or pen drive select the file you wish to include and click on **Insert**



- ❖ The Icon and title of the file will now appear in the Attached box below the subject of the email

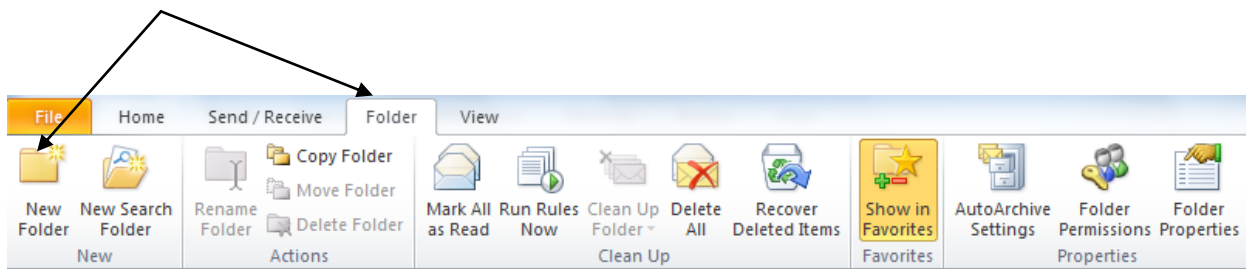


- ❖ To open an attachment that has been sent to you double click on the title. Messages which include attachments can be identified by the small paper clip symbol which appears next to them in the inbox.

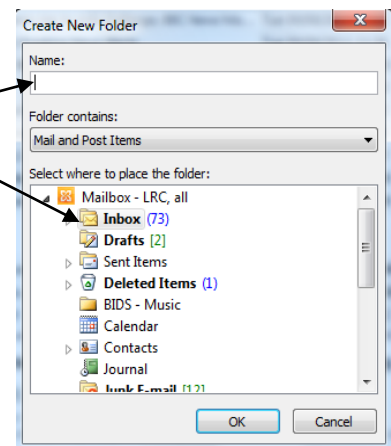
Organising your emails

It is possible to subdivide the inbox into new folders. This allows you to organise your incoming email and store it according to subject or who has sent it.

Click on the **Folder** Tab on the ribbon and select the **New Folder** icon



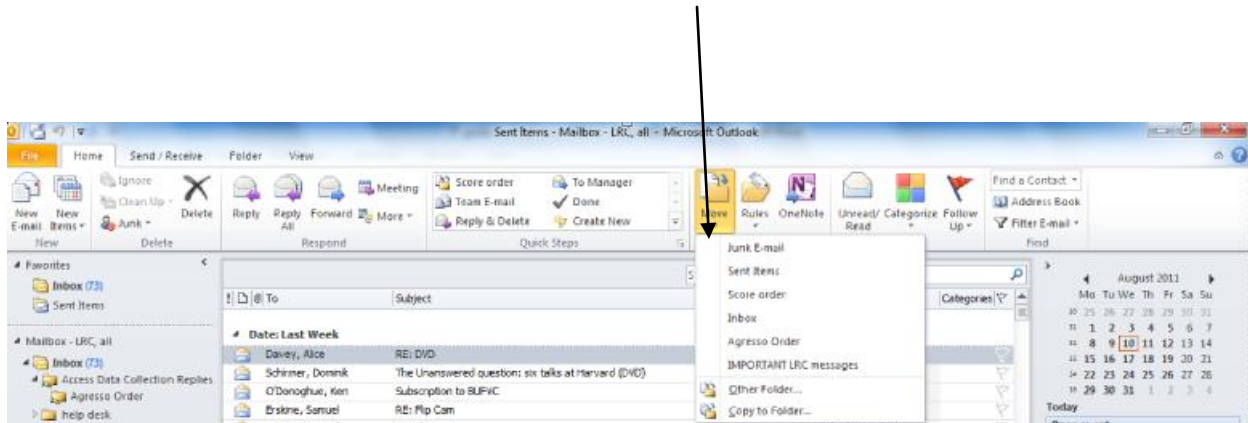
- ❖ In the **Create New Folder** Box give the folder a name and select where in the navigation pane you would like the folder to appear, then click OK. The New folder will now appear in the Navigation pane on the left of the screen



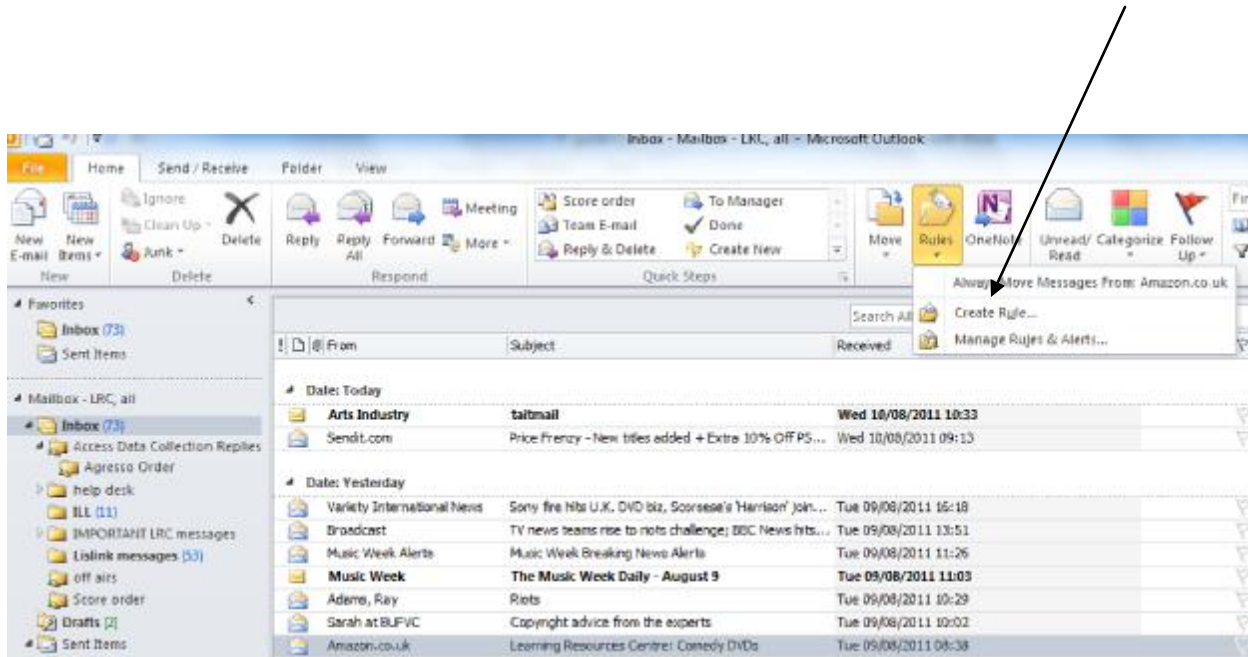
To organise mail into folders.

You can choose to move an individual message to your new folder or create an instruction to move all future messages from a chosen sender to a specific folder.

To move an individual message you will need to select the message you wish to deal with by clicking on it in the inbox or sent items list. From the **Home** tab click on **Move** and select the folder from the list you wish to move the message to.

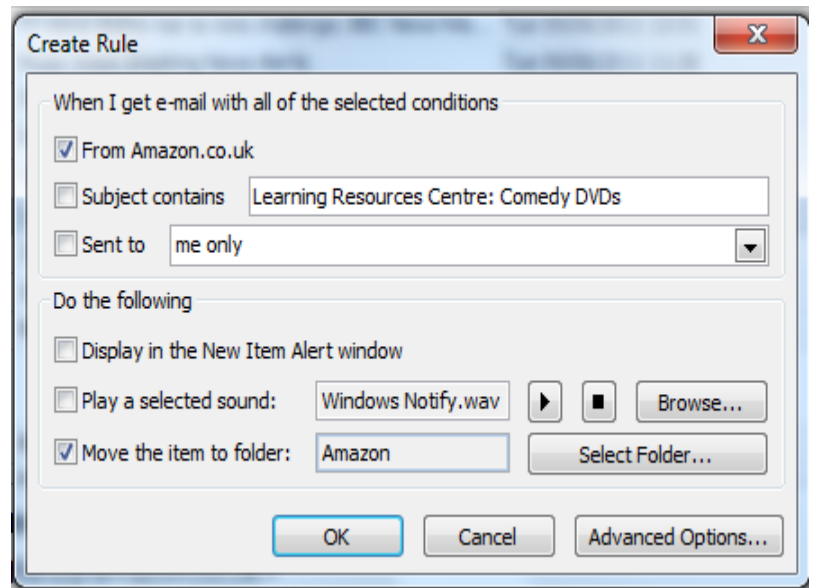


To Create an instruction for incoming mail to go straight to a specific folder you must highlight the message in the inbox and from the **Home** tab select **Rules** then **Create Rule**



In the **Create Rule** box tick the appropriate check boxes, select from the options available and click **OK**.

Here all emails from Amazon.co.uk will automatically be delivered to the folder Amazon in our inbox directory



Keeping track of your emails

Email messages may take the form of a conversation, with the sender and receiver sending and replying to emails over a period of hours or days. It is possible to view these messages by clicking on the **Click here to find all related messages** link in the message header.

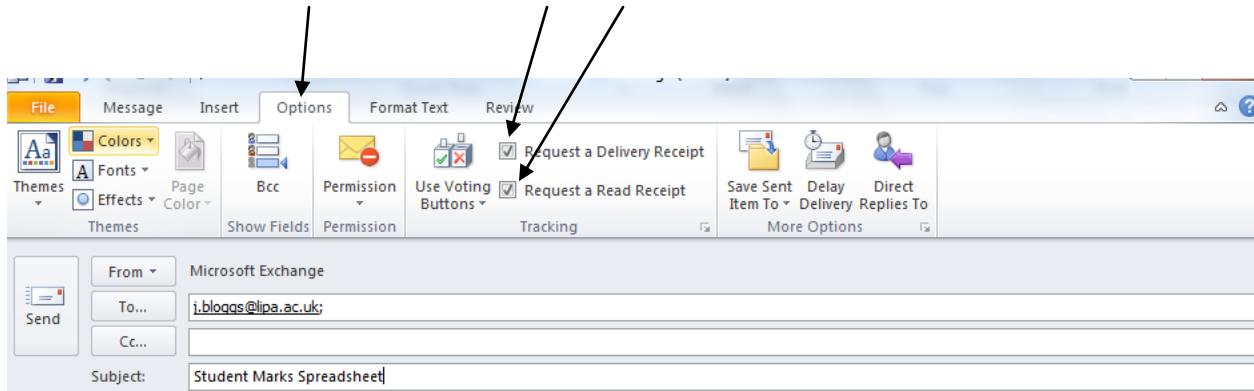


Related messages are those, which have used the **Forward, Reply or Reply All** commands.

Delivery & Read Receipt of Mail

Once you send a message it is possible to request notification from Outlook informing you when your email has been received and/or read by the recipient.

Before sending the email click on the **Options** Tab on the ribbon and click on the check boxes for **Request a Delivery Receipt** and **Request a Read Receipt**



❖ Recalling a message

It is possible to recall or replace a Sent message **before** the recipient has opened it. In the **Sent Items** folder open the message you want to recall by double clicking it.

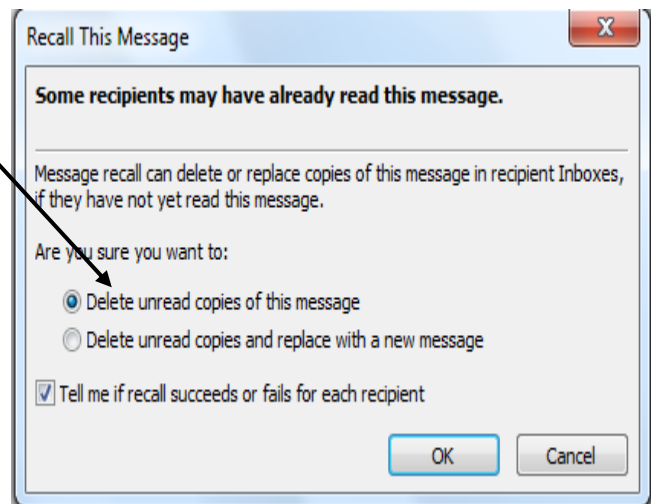
In **Actions**, choose **Recall this Message**



and the following window will open

Choose **Delete** or **Delete and Replace with a new message**

If you choose **Delete and Replace with a new message**, then a new message window will open to be edited and you then send as normal.



Deleting emails

It is important that you do not allow your email account to become full of old messages. There are limits as to how much memory your email account can take up, once you begin to near these limits you will begin to have problems sending, and eventually receiving emails.

❖ **To delete messages from your Inbox**

Click on and highlight the message you wish to delete in your Inbox

Press the **Delete** key on your keyboard or click on the **Delete** button on the screen

To delete a number of messages at once hold down the **Ctrl** key on the keyboard and click on the various messages you wish to delete, or hold down the **Ctrl** and **Alt** keys, then use the up or down arrow keys to select a group of messages which lie directly below or above each other. Then press **Delete**.

Note: You will also need to delete items from your **Sent Items** folder. This folder stores copies of all the messages you have sent.

Deleted messages do not automatically disappear, instead they are sent to your **Deleted Items** folder. This means you have the opportunity to retrieve any messages you may have deleted accidentally. This also means that until you empty your **Deleted Items** folder the messages are still taking up space in your Outlook account.

❖ **To empty the Deleted Items folder**

Items can be deleted individually by opening the **Deleted Items** folder and selecting the items and pressing the **Delete** key, as with the Inbox.

Alternatively the entire contents of the **Deleted Items** folder can be deleted at once. To do this - click on the **Deleted Items** icon with the right hand mouse button and choose **Empty Folder**.

