

## **An Introduction to Outlook 2003**

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## Introduction

These instructions will serve as an introduction to the Microsoft Outlook 2003 client. Outlook with the Exchange Server offers an integrated package including email, address book, calendar, directory and more. The images you see in the following document were taken on a computer running Windows XP Professional and Outlook 2003 as the email client.

## Starting Outlook

To open Outlook, do one of the following:

- Double-click the shortcut on your desktop or
- Click on Start, click on E-Mail (towards the top of the Start menu on the left) or
- Click on Start, All Programs, Microsoft Office, Microsoft Office Outlook 2003

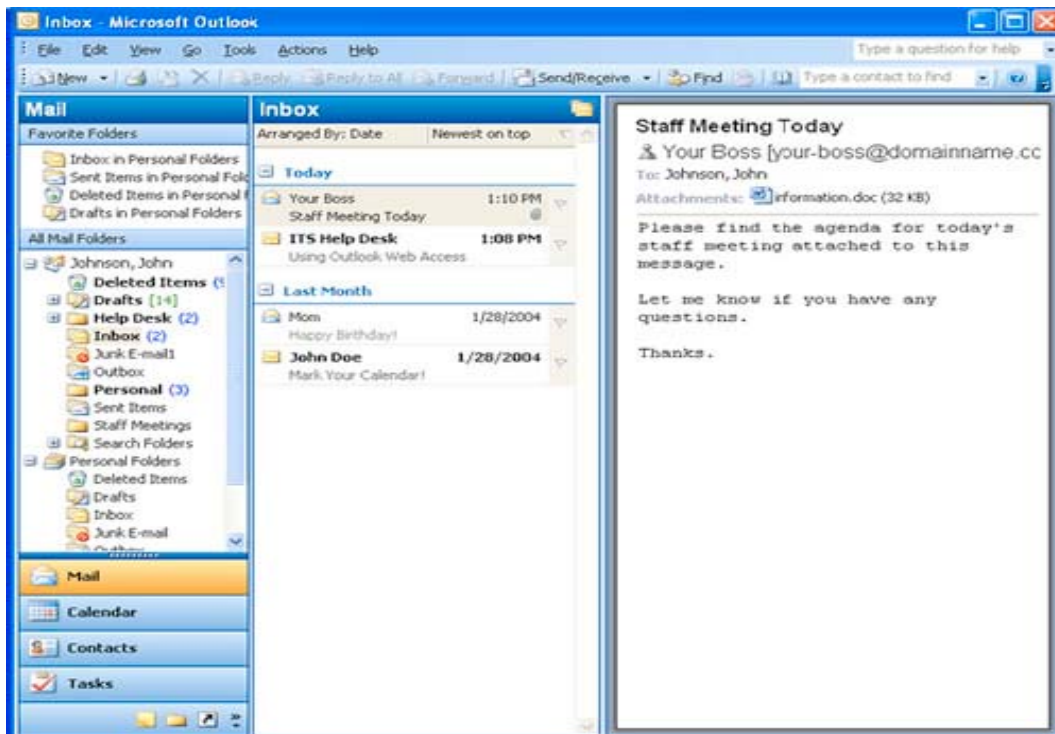
## Navigating Through Outlook 2003

If you are viewing Outlook for the first time (default configuration), you will notice there are three columns displayed after you select an email folder. The column on the left is the **Navigation Pane**, the middle column is the **View Pane** and the column to the right is the **Reading Pane**. These panes are customizable and sizable, so you may remove a pane or resize the pane with ease. Their purpose is listed below:

*Navigation Pane* – Allows you to select which function of Outlook you would like to use. You can navigate through different email folders in this pane, as well as access your Calendar, Contacts, and Tasks. By default, your email folders are displayed in the **Navigation Pane** when you start the application.

*View Pane* – Displays the contents currently stored in the folders you see in the **Navigation Pane**.

*Reading Pane* – Displays the contents of selected messages from the **View Pane** without the need to open a separate window. Click on the message you wish to view, and it will be displayed in the **Reading Pane**.



## Reading New Messages

Once you have launched the Outlook client, you can view your new messages by selecting the Inbox from your **Navigation Pane**.

From here, you can do one of the following:

- Select the message in the **View Pane** to display it in the **Reading Pane**.
- **Double-click** the message to display it in a new window.

When you are finished viewing the message, you are able to navigate to the next message by selecting it from the **View Pane**. If your message is displayed in a separate window, click the **X** in the upper right-hand corner of your message, and you will return to your **Inbox**.

## Understanding "Blocked HTML Content"

By default, HTML content (images, hyperlinks, etc.) is blocked when you view your messages. This feature is designed to help protect you against spam and privacy invasions. It will also cause most systems which track whether or not you have read an email to be ineffective. If the message you have received is from a **trusted source**, and you wish to view the content, you can do so by clicking the link at the top of the message which says, **Click here to unblock content**.

## Deleting Messages

If you would like to delete messages from your **Inbox**, you may do so by choosing one of the following options:

- Select the message(s) you wish to delete, and click on the **X** button on the **Tool Bar**, or
- Select the message(s) you wish to delete, then select **Edit/Delete** from the **Menu Bar**, or
- Select the message(s) you wish to delete, and press the **Delete Key** on your keyboard, or
- **Right-click** on the message(s) you wish to delete, and left-click **Delete**.

If you are viewing messages in a separate window, you have the ability to delete the message you are currently viewing by doing the following:

- Click the **X** button on the **Tool Bar**.

## Emptying Deleted Items Folder


Once you have deleted messages from your **Inbox** and other folders, they will be stored in your **Deleted Items** folder. To empty the **Deleted Items** folder, choose one of the following options:

- **Right-click** on the **Deleted Items** folder in the **Navigation Pane** and select **Empty "Deleted Items" Folder** or
- Select **Tools/Empty "Deleted Items" Folder** from the **Tool Bar**

## Recovering Deleted Items (Exchange Only)

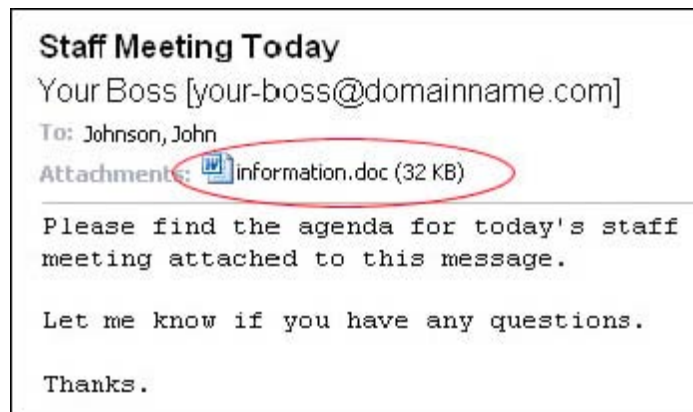
If you have recently emptied items from your **Deleted Items** folder, you now have the ability to recover data deleted within the past seven days. This is a new feature in Outlook, and was not available in Eudora. In order to use this feature, select **Tools/Recover Deleted Items** from the **Menu Bar**. Doing so will display the following window:



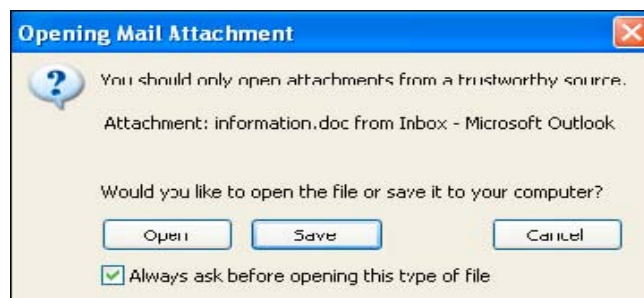
Select the message(s) you wish to recover, and then click the  (Recover Deleted) button in the **Tool Bar**. Your message(s) will then be moved back to the **Deleted Items** folder. From there, you have the ability to move the messages back to your **Inbox** and/or other folders.

## Viewing Attachments

If you receive a message with an attachment you would like to view, you can do so by **double-clicking** on the attachment name or icon, which is shown circled in red:



Clicking on this attachment will open a new window (as shown below), which will prompt you to either Open or Save the attachment. Click the **Open** button to open the file in a new window.

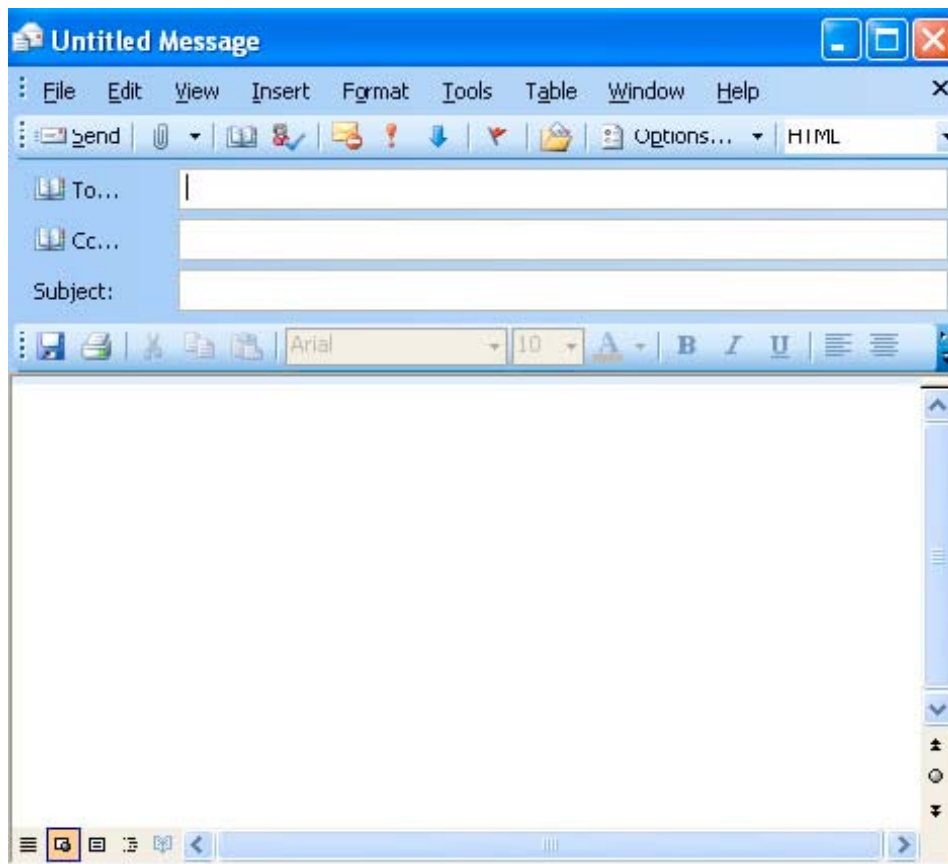


## Creating and Sending a New Message

There are a number of ways to create new messages in Outlook. From the Mail window, select one of the following:


- Click the **New** button on the **Tool Bar**, or
- Select **File/New/Mail Message** from the **Menu Bar**, or
- Press **CTRL + N**

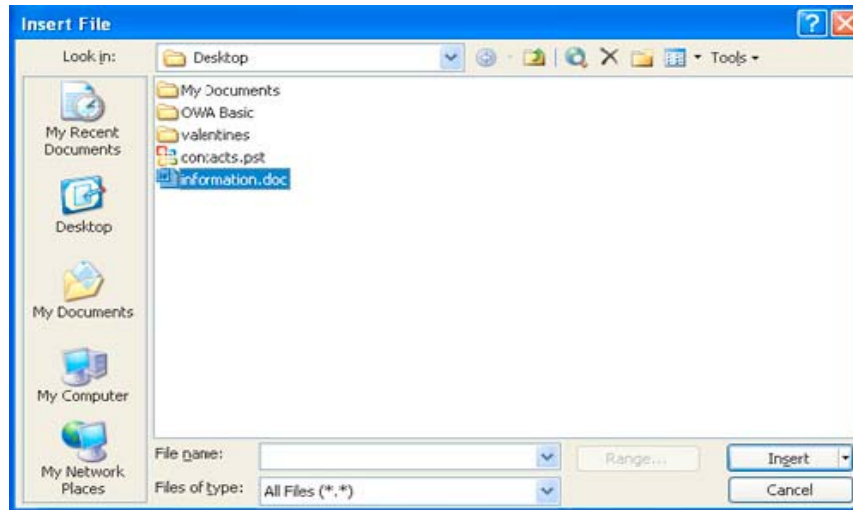
Doing any of the above listed options will display a new window, as shown here:



From this window, you can compose your message. Enter the recipient's address in the **To:** field, the subject of the message in the **Subject:** field, and any information you wish to include in the body of the message. When you are finished composing your message, click on the **Send** button in the **Tool Bar**. Your message will be sent and you will be returned to your **Inbox**.

## Adding An Attachment to a Message

If you have a file that you wish to include with an outgoing message, you can do so by adding an attachment to your message. From your **New Message** window, click on the  button in the **Tool Bar**. This will display a new window (shown below) where you will be able to navigate to and select the file you wish to attach. Once you have located and selected the file, click the **Insert** button at the bottom of the window.



Doing this will add a new field to the top of your message, titled **Attachments**. You will then see your file listed in this section. If you wish to add more files to the message, repeat the process explained above.

### **CAUTION: Resending email with an attachment**

In Outlook, unlike Eudora, the original version of the attachment file(s) remain tied to the original email message. If you make changes to the attachment, and wish to resend the email, you must first remove, then reattach the modified document to the email message before resending. Otherwise the original version of the attachment will be sent again.

## Creating a Signature

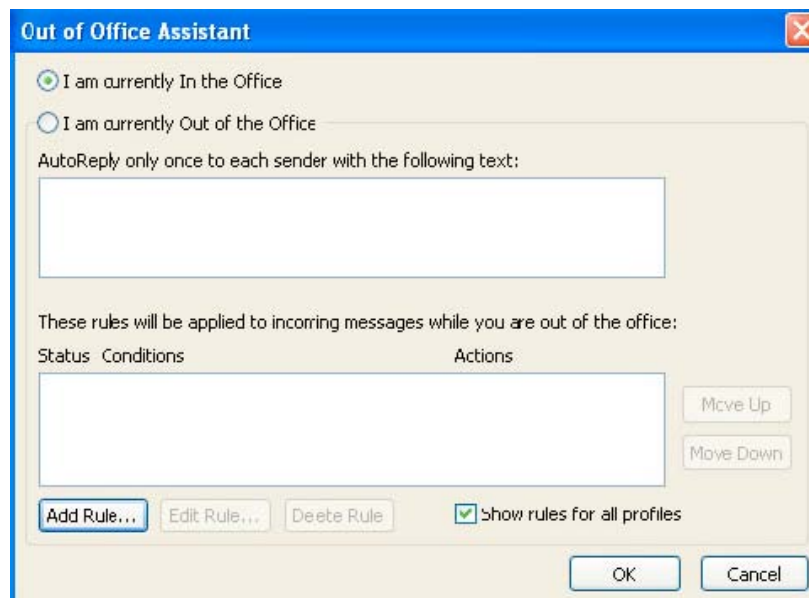
To automatically add a signature to your outgoing message, select **Tools/Options** from the **Menu Bar**. This will open a new window. From here, you will select the **Mail Format** tab. Click the **Signatures** button at the bottom of the window and click the **New** button in the subsequent window. Choose a name for your signature, and click the **Next** button. This will display the following window, where you can create your new signature:



Enter the information you wish to be displayed in your signature in the space provided. Once you have created your signature, click the **Finish** button at the bottom and click **OK** at the subsequent screen. Finally, click **Apply** and **OK** at the original **Options** window, and you will be returned to your **Inbox**.

### Creating a Vacation Message (Exchange Only)

The vacation message feature in Outlook is referred to as the **Out of Office Assistant**. If you will be away from your email, and would like senders to be notified, you can do so by selecting **Tools/Out of Office Assistant**. Doing this will open the following window, where you can turn the **Out of Office Assistant** on or off, as well as compose and modify your auto-response.



**CAUTION: Auto Reply**


- 1) An auto-response telling anyone who sends you email that you are away from your office implies that no one will be attending to your office, system, accounts and other services.
- 2) An auto-response confirms your email address to spam senders as a "valid" email address (potentially generating more spam for you).

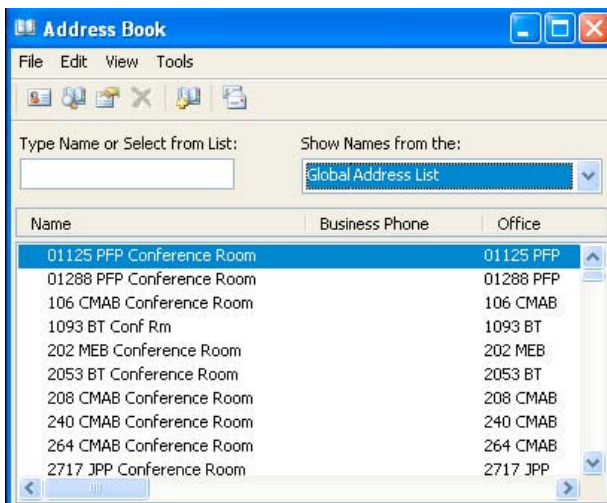
**Managing Your Contacts**

In Outlook, your email addresses are saved as **Contacts**. By clicking on **Contacts** in the **Navigation** pane, any personal contacts you've added will be displayed in the **View Pane**, as shown here:



**Searching for Contacts**

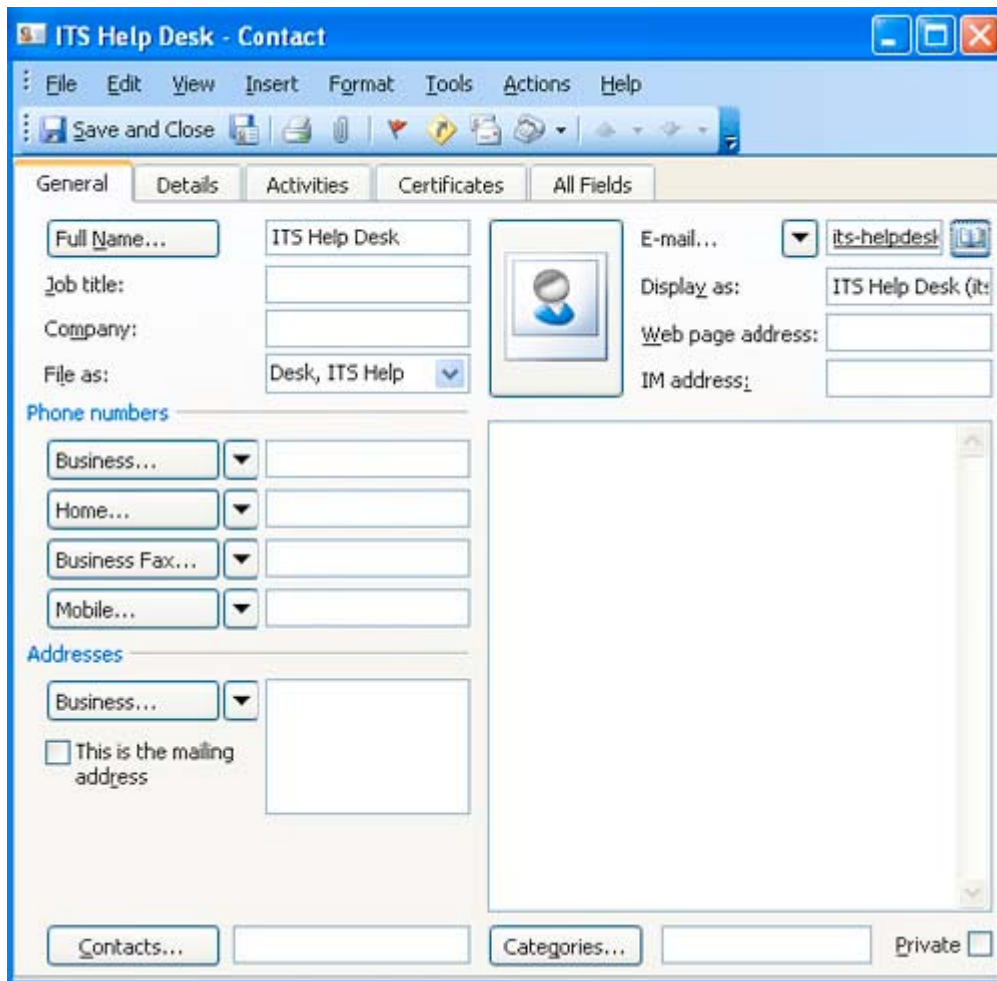
If you would like to look up information about a personal contact or College employee (phone number, email address, department, etc.), click on the  button in the **Tool Bar**. The following window will open where you can search both your **Personal Contacts** and the **Global Address List**. The **Global Address List** contains the names and email address of everyone on the College Exchange server. It can also contain conference rooms and global distribution lists.



Enter the name of the person you wish to locate, select which **Address Book** you wish to search, and hit your **Enter** key. Your results will then be displayed in the bottom window. Additionally, you can browse through the entire **Global Address List**, as it is displayed by default when you open the **Address Book** (as shown in the previous image).

### Adding Contacts to your Personal Contact List

If you would like to add a new contact to your personal Contacts list, click the **New** button in the **Contacts Tool Bar**, and enter any contact information you wish to retain in the fields provided, as displayed below:





The screenshot shows a window titled "ITS Help Desk - Contact" with a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar. The window is divided into several sections:

- General** (selected tab):
  - Full Name...: ITS Help Desk
  - Job title: [Empty]
  - Company: [Empty]
  - File as: Desk, ITS Help
  - E-mail...: its-helpdesk
  - Display as: ITS Help Desk (it:)
  - Web page address: [Empty]
  - IM address: [Empty]
- Phone numbers**:
  - Business...: [Empty]
  - Home...: [Empty]
  - Business Fax...: [Empty]
  - Mobile...: [Empty]
- Addresses**:
  - Business...: [Empty]
  - This is the mailing address
- Buttons**: Contacts..., Categories..., Private

When you have entered all contact information you wish to save, click the **Save and Close** button, which will return you to your personal **Contacts** window

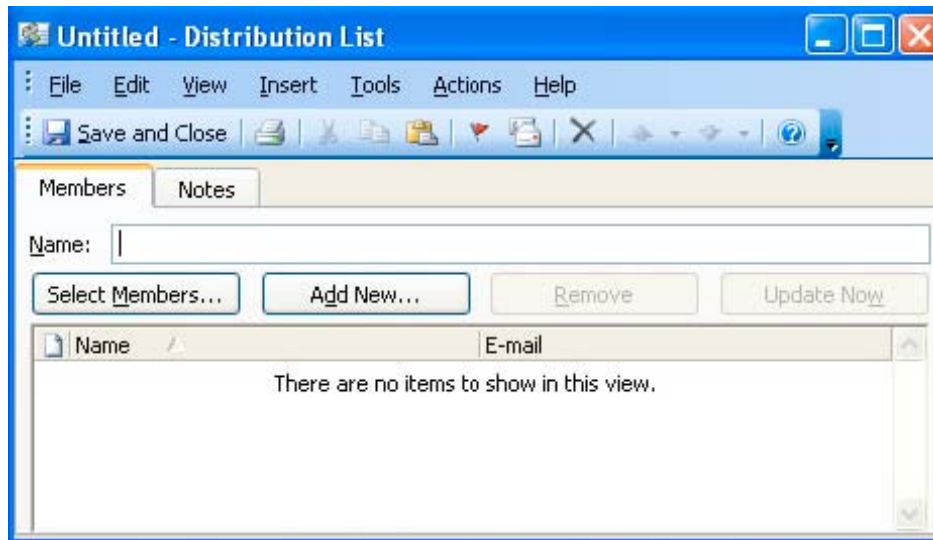
### Sending Messages to a Contact

If you would like to send a message to a **Contact**, you can do so using one of the following methods:

- Create a new message, click the **To:** field to search for and select the contact you wish to send to, or
- Select a contact from your personal **Contacts** and click the  (Send email to contact) button, or
- In the **Address Book** search window, search for and select recipient, click the  button

## Creating Distribution Lists

If you often send messages to the same group of people, it may be beneficial to create a **Distribution List**. In order to do this, you must first be in the **Contacts** screen. From there, click on the **New** drop-down menu and choose **Distribution List** (the default in the drop-down box will be **Contact**). Doing so will display the following window:




In this window, you will create the name of your **Distribution List** in the field provided for **Name**. From there, you will need to add the names of contacts you would like added to this list. You can do this by either of the following methods:

- Click **Add New**, manually type the Display Name and Email Address in the fields provided, or
- Click the **Select Members** button to search for and select members from your **Address Book**.

When you are finished adding names, click the **Save and Close** button, and you will be returned to your **Contacts** window.

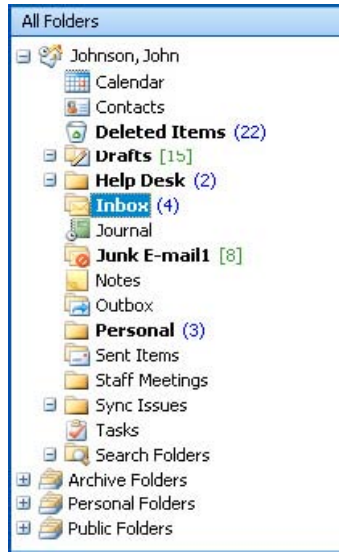
## Sending Messages to a Distribution List

Once you have distribution lists created, you can send a message to a select group of people, without adding each contact individually. As with sending a message to a **Contact**, there are a couple of options for doing this:

- Select a **Distribution List** from your **Contacts** and click the  button, or
- Create a new message, click the **To:** field and select the **Distribution List** you wish to send your message to, or
- Select a **Distribution List** from your **Contacts**, right-click and select **New Message To Contact**

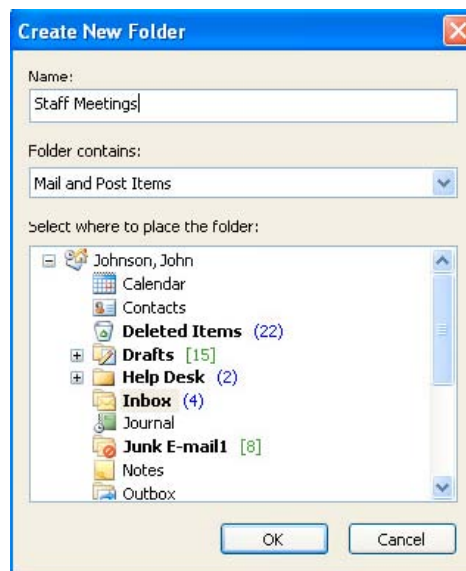
## Organizing Your Email

As messages begin to pile up in your **Inbox**, it gets difficult to locate particular items. For this reason, it is helpful to organize your email. To create new folders, organize your email or view your current folders, make sure you are in the **Folders** view. Clicking on the **Inbox** button in the **Navigation Pane** should display any folders you currently have created, as shown here:



## Creating a New Folder


If you would like to create a new folder from this view, click the drop-down menu on the **New** button, and select **Folder**. This will open a new window, shown here:



Type the name you would like to give the new folder in the **Name:** field, and select where you would like to put the folder by highlighting the folder. Click **OK** to create the folder. This will add your new folder, and return you to your previous window.

## Moving Messages To Folders

Once you have folders created, you can start moving messages from one folder to another. There are a number of ways to do this in Outlook 2003:

- **Highlight** and **drag** the message(s) to the appropriate folder, or
- Right-click on the message(s) and select **Move to Folder**, then select the appropriate folder from the window, or
- Select the message(s) and click on the  (Move to folder) button from the **Tool Bar**, then select the appropriate folder from the window.

## Searching for Messages

To search for particular messages in Outlook, do one of the following:

- Click the **Find** button, or
- Select **Tools/Find/Find** from the **Menu Bar**

Doing so will cause the following bar to be displayed under the **Tool Bar**:

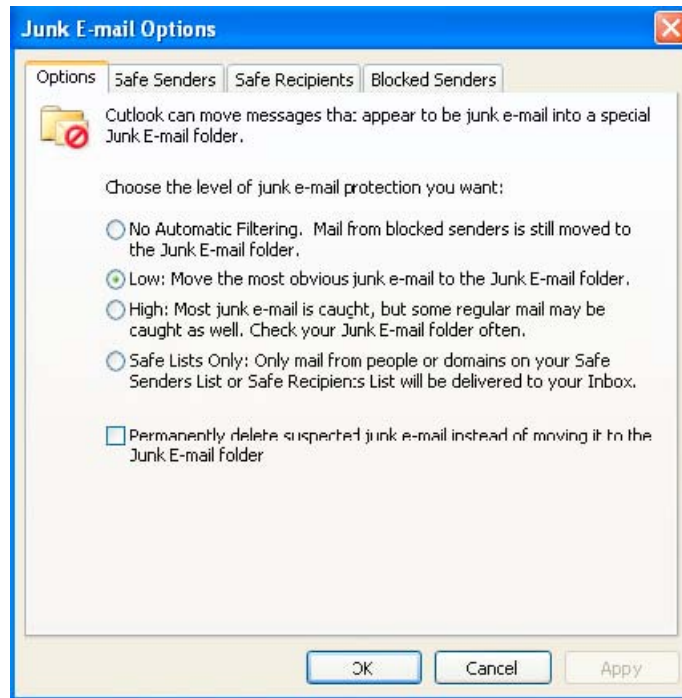


Enter your search criteria ("Look for:" and "Search In") and click the **Find Now** button to search for items.

## Junk Email

Outlook 2003 (as well as Outlook Web Access) comes equipped with a tool to evaluate whether or not a message you receive should be treated as **Junk Email**. The Junk Email Filter is based on a number of factors such as the time the message was sent, content of message, structure of message, etc.). This filter does not have the ability to single out any single sender, or a certain "type" of message. The filter is set to a low setting by default, and you have the ability to modify these settings. Any messages caught by this filter are automatically moved to the **Junk Email** folder. This folder is automatically set up when you create your email account.

To edit your Junk Email settings, click on **Tools/Options** in the **Menu Bar**. From this window, select **Junk Email** under the **Preferences** tab. This will open the following window:

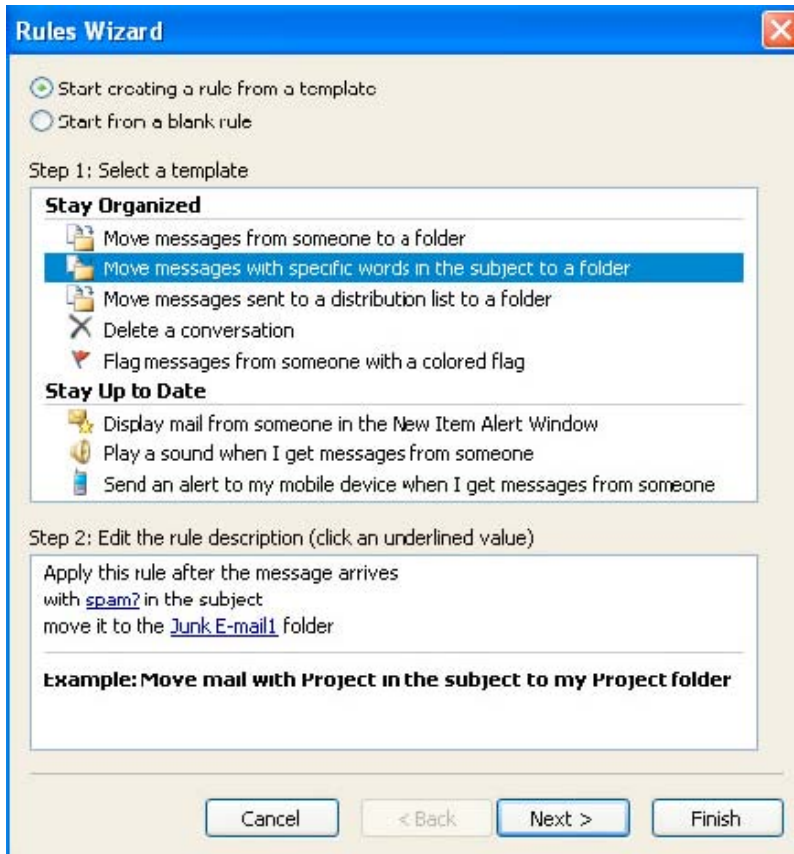


From here, you have the ability to modify your **Junk Email** filters. You can turn your **Junk Email** filter on and off, change the filter level, and add or modify people in your **Safe Senders**, **Safe Recipients** and **Blocked Senders** list.

## Rules (Filters)

You have the ability to manage your email by using **Rules** to automatically filter your incoming messages. After you create the **Rules**, they will be effective in both OWA and Outlook 2003 client.

To display **Rules** in Outlook, select **Tools/Rules and Alerts** from the **Menu Bar**. This will open a window, which displays any rules or alerts you currently have created. To create a new **Rule**, click the **New Rule** button, which will open the window below. In this example, we will create a **Rule** to send SPAM email to the **Junk Email** folder, by filtering messages with particular information in the Subject: line.



Select the method by which you plan to filter (in this case, by Subject) under Step 1, and specify the words and folder information in Step 2 (in this case, "spam?" and "Junk Email") by clicking on the blue links. Clicking **Next** will prompt a series of windows in which you can further specify the conditions, actions and add any exceptions you would like. After doing this, you will be prompted to name the rule, and click the **Finish** button. Your new **Rule** will then be displayed in the original **Rules and Alerts** window. Click **Apply** to save these settings, and click **OK** to return to Outlook.

## Exiting Outlook

When you are finished using Outlook, close the program by doing one of the following:

- Select **File/Exit**, or
- Click the **X** button in the upper right-hand corner

## Getting Help

Should you have problems while working in Outlook, please email support or call extension 4217.