

User Essentials for Microsoft® Outlook® Web Access 2007

Version 1.0

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Part # OWAUE2007-1.0, updated for Microsoft® Office Outlook® Web Access for Microsoft Exchange Server 2007 (SP1).

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Description

During this course you will send and reply to e-mail using the browser-based Microsoft® Office Outlook® Web Access for Microsoft Exchange Server 2007 (SP1).

You will use the Calendar to keep track of your Appointments and to schedule Meetings. While you are planning a Meeting you can check your co-workers' schedules to see who is available. You can reserve a room and other resources so that everything is in place when the meeting starts.

You will learn to how to keep track of your Tasks and record your progress in meeting your objectives.

You will create Contacts and Distribution Lists to help manage your relationships, as well as to assist in e-mail addressing.

Course goals

In this course, you will learn how to:

- log on to the Exchange Server to access Outlook Web Access
- send and receive e-mail
- use unread marks, view sorting, and search to locate important Messages
- use advanced Mail features such as signature, Out of Office Assistant, Rules, and the Safe Senders list
- use the Calendar to schedule Appointments and Meetings and check for free time in other people's schedules
- create Contacts and Distribution Lists for easy e-mail addressing
- create Tasks and record your work on a Task
- organize Messages and other items into folders, use categories to locate common items, and set follow up flags to increase your efficiency
- access files stored in Microsoft Windows® SharePoint® Services servers or Windows file shares
- create Posts in Public Folders
- access your mailbox using the Outlook Web Access Light version.

Audience

This course assumes basic personal computer and software skills and is designed for individuals who can:

- start and stop software applications in Microsoft® Windows™
- use Microsoft Windows Explorer to find and organize files
- use Internet Explorer 6+ to open and navigate Web sites
- use any other type of email
- create, format, and print documents using a graphical word processing software package.

Course design

This is a lecture/lab course that uses a task-oriented approach to learning the most widely used Outlook Web Access features.

Note: This course requires connection to a Microsoft Exchange Server 2007 (SP1) configured to run HTTP and Outlook Web Access and on which you have been registered as a mail user. Please consult the *Set Up* document for this course to make sure that the Exchange Server is configured correctly before starting the course.

Font conventions

This course follows these font conventions:

- *Italic* - database, view, page, form, document, macro, and field names, object event types, and new terms introduced in the text
- **Bold** - Notes menu options, command button names (whether Notes or developer defined), field labels, and accelerator keys
- **Courier** - user input, sample values, code examples
- **Helvetica** - URLs, HTML, and JavaScript code examples.

Notes

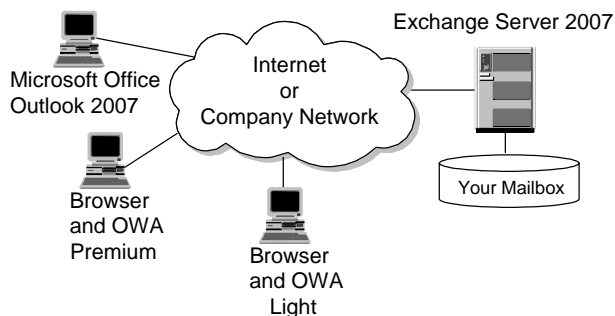
Topic 1: Get Started

Key points

In this course you will be using browser-based Microsoft® Office Outlook® Web Access for Microsoft Exchange Server 2007 (SP1). Using Outlook Web Access (OWA) you will not only send and receive e-mail but also use the **Calendar**, **Contacts**, and **Tasks** applications.

Ways to access your mailbox

All the items you create in OWA, such as Messages, Appointments, Contacts, and Tasks, are saved to your mailbox, which is stored on an Exchange Server. You can access your mailbox using Microsoft® Office Outlook® 2007 or Outlook Web Access over the Internet or while connected to your company network:



- **Outlook.** Outlook may be installed at your desktop computer at work or on your laptop if you have one. Outlook has the most features, but must be installed ahead of time and requires more training to use effectively.
- **Outlook Web Access.** Nothing needs to be installed ahead of time to use OWA, so you can walk up to any computer connected to the Internet, start a browser, and log on to the Exchange Server to access your mailbox. Although OWA has fewer features than Outlook, you can still do many things such as send and receive Messages in **Mail**, or work in your **Calendar**, **Contacts**, or **Tasks** applications.

There are actually two versions of Outlook Web Access:

- **Premium.** This version has lots of features but requires Internet Explorer® 6 (or later). We'll be using this version up until the last Topic.
- **Light.** Has fewer features than the Premium version but works in other browsers besides Internet Explorer, a wider variety of operating systems, and is faster over slow connections. We'll look at the Light version in the last Topic.

In some companies, only Outlook is used, and in others only Outlook Web Access. In most companies, however, you can switch back and forth between the two packages, because both open your same mailbox on the Exchange Server. Which package you use depends on what you want to do (many things can *only* be done in Outlook) and where you are located.

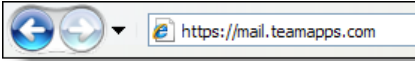
Applications included in Outlook Web Access


Outlook Web Access includes several applications that you are probably already familiar with if you have used Outlook or some other integrated e-mail package such as Lotus Notes:

Application	Use this application to...
Mail	Send and receive electronic Messages with people at work, other companies, or anyone with an Internet e-mail account.
Calendar	Schedule Appointments and Meetings.
Contacts	Keep a list of people you regularly keep in touch with so you can quickly send them Messages or remember everything about them, from phone numbers to birthdays. One click lets you send a Message, schedule a Meeting, or assign a Task to any of your Contacts. You can also use your company Address Book to look up names and e-mail addresses.
Tasks	Keep track of tasks so you don't forget to work on them, and mark them complete when you have finished.
Documents	Access files from Microsoft Windows® SharePoint® Services servers or Windows file shares.
Public Folders	Create, delete, move, and copy public folders where you can create Posts to share information and files with other people.

Exercise: Start Outlook Web Access

Follow these steps to start Outlook Web Access and take a quick tour of its user interface:

Step	Action
1	Start your computer and if necessary, log in to Windows using the training user name and password provided.
2	Start Internet Explorer. You must have version 6 or later to use the OWA Premium version.
3	<p>The Instructor will provide the URL to open your mailbox on the Exchange Server.</p> <p>There are several types of URLs, and the one you use will depend entirely on how your network is configured. Here is an example of an exact URL to the Exchange Server where your mailbox is stored:</p>  <p>Enter the URL provided.</p> <p>Or, you may be able to click a link on a company portal page that takes you to your mailbox without you having to know the exact URL to the Exchange Server.</p>

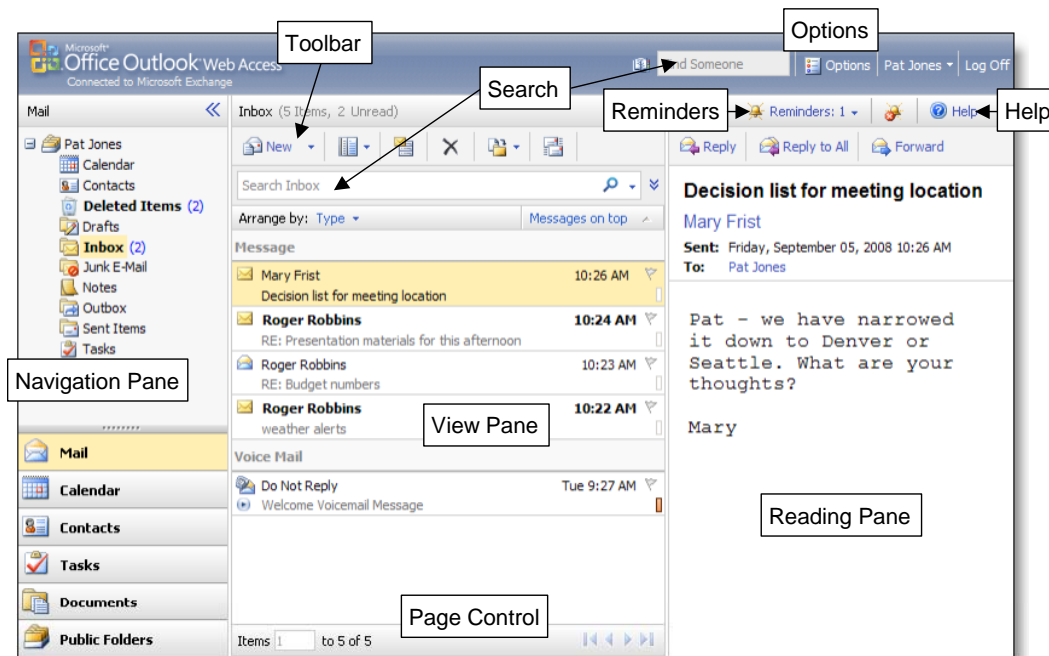
Step	Action
4	<p>You will be prompted to log on to the Exchange Server:</p>  <p>The next three Steps cover your log on options.</p>
5	<p>Public or Private computer.</p> <p>Select Private if the computer is in your office or you have physical control over who uses it. Otherwise, select Public.</p> <p>Click show explanation and then security risks under Public to read more about the security risks of using a Public computer and how to prevent the next user's snooping attempts.</p> <p>Your choice also affects how long your computer can be idle before the Exchange Server automatically logs you off. If you choose:</p> <ul style="list-style-type: none"> • Public, your connection to the Exchange Server will time out after only a few minutes and your e-mail address is cleared from the log on dialog box. • Private and it will take several hours of inactivity before your connection times out, plus when you log back in your e-mail address is remembered. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Warning: If prompted, do NOT allow the browser to save or remember your password for the next time you use the computer, especially if you are using a public computer.</p> </div>

Step	Action
6	<p>Use Outlook Web Access Light. For most of this course you will use the Premium version, so don't check this option.</p> <p>If this option is selected and you can't deselect it, this means you aren't using Internet Explorer 6 or later and can therefore only use the Light version.</p>
7	<p>Email Address and Password (depending on choices, this may alternatively say "domain/user name"). The Instructor will provide you with your training e-mail address and password.</p> <p>As with any log on credentials you should never share this information with other people, either explicitly or inadvertently by writing it down on a piece of paper that can be easily found in your office or briefcase.</p>
8	<p>Click Log On to continue the log on process using the options you selected.</p>
9	<p>The first time you log on with this e-mail address you are prompted to set the display to the "blind and low vision experience", pick your language/region, and current time zone:</p> <div data-bbox="427 1079 1130 1646" data-label="Image"> </div> <p>Click OK to continue.</p> <p>You won't see this prompt again unless you log on to the Exchange Server from a different computer. You can, of course, change these options at any time after OWA starts (under Options, which you will learn about later).</p>



Step	Action
10	Your account has already been created on the Exchange Server and Outlook has been configured to connect to the server using your identity.


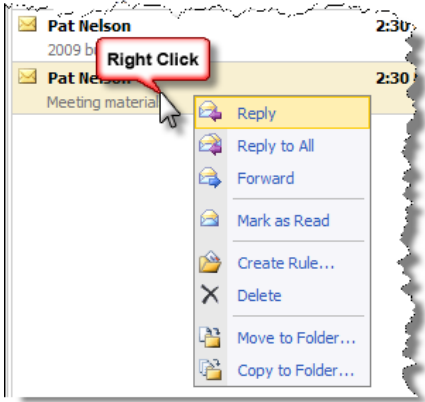
Outlook Web Access user interface

By default the **Mail** application opens to the *Inbox* in a multi-pane window:

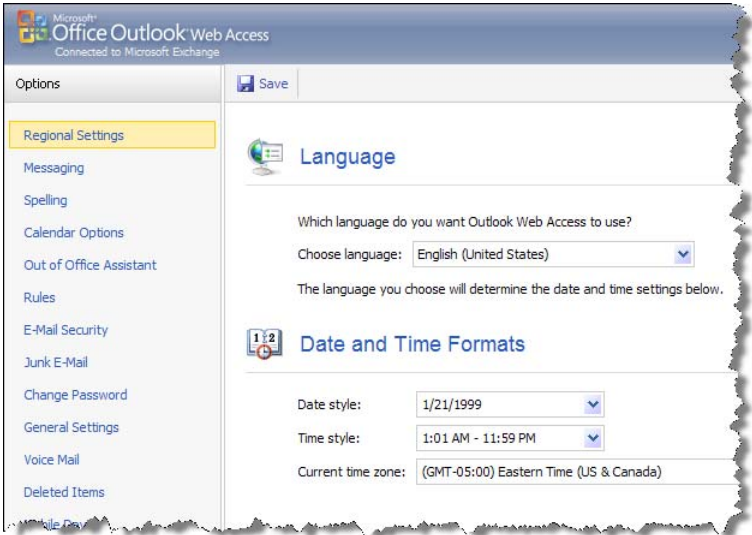


This table describes the features labeled above:

Part	Function
Navigation Pane View Pane	<p>In most applications the window is divided into these three panes: Navigation (left), View (center), and Reading (right or bottom of the View Pane or off).</p> <p>The panes are not fixed, meaning that you can collapse/expand them and drag their borders to increase/decrease their sizes.</p> <p>The Navigation Pane lets you switch between applications. The current application is highlighted in yellow and the View Pane shows content that is appropriate to that application. Click a different application name to open it in the View Pane. Keep an eye out for the   chevrons. These let you minimize/maximize the Navigation Pane.</p> <p>The three panes are related to each other; what you do in one pane changes what is displayed in another one. For example, click a folder name in the Navigation Pane (in Mail) and that folder opens in the View Pane.</p>
Reading Pane	<p>Select an item in the View Pane and it opens in the Reading Pane.</p> <p>The Reading Pane is optional; it shows you the contents of the item selected in the View Pane (Message, Appointment, Contact, etc.) without taking time to open the item in a new child window.</p>

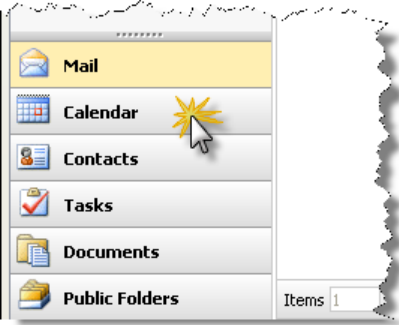
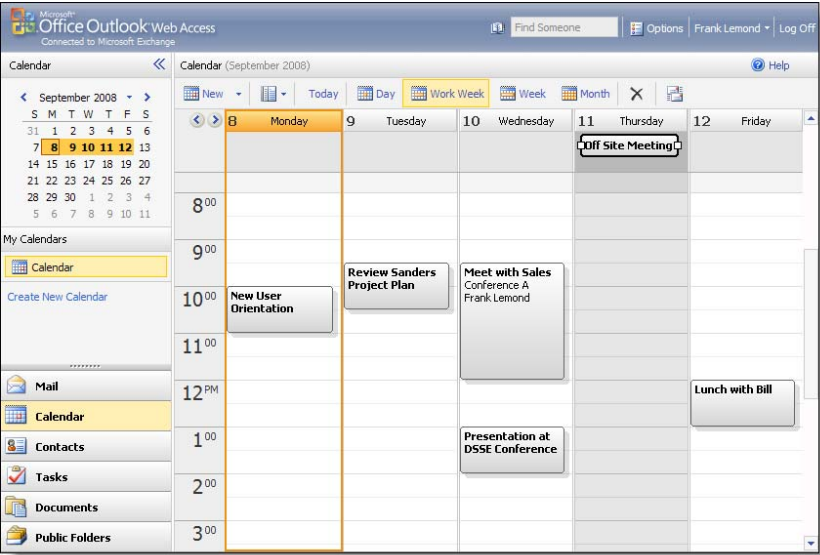
Part	Function
<p>Toolbar</p>	<p>The buttons on the Toolbar are the main way to tell OWA what to do.</p> <p>Notice that there is a Toolbar in the View Pane as well as a Toolbar with commands specific to the item open for viewing in the Reading Pane.</p> <p>Another Toolbar appears in the window that is opened when you create a new item, such as a new Message.</p> <p>Hover your mouse pointer over a button to see what it does.</p> <div data-bbox="526 684 1317 989" style="border: 1px solid black; padding: 5px;"> <p>Caution: Remember that OWA is an application running inside a browser, which itself has a menu and toolbar. In general you should never use the browser's menu or toolbar to navigate in OWA; use the OWA controls instead. The only exception is when you create a new item such as a Message and decide to cancel, OWA doesn't have a Cancel button, so you must click the Close button at the top right of the window: </p> </div>
<p>Right-click Menus (not shown above)</p>	<p>Right-click an the item to see a short list of commands specific to that item, for example the right-click menu for a Message selected in the <i>Inbox</i> folder:</p> <div data-bbox="526 1163 948 1562" style="border: 1px solid gray; padding: 5px;">  </div> <p>Every command is relevant to the item you have right-clicked, whether it is a Message or a folder in the Navigation Pane.</p>

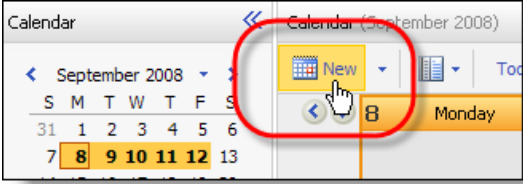
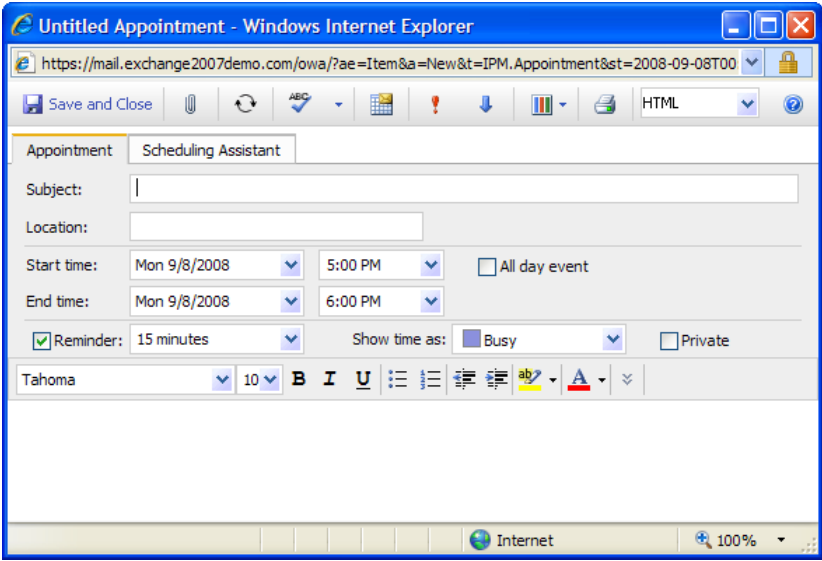
Part	Function
Search	<p>There are two search boxes that you can use to find information in OWA:</p> <ul style="list-style-type: none"> • Content. Looking for a particular Message, Appointment, or Task? By default your mailbox is fully indexed including the content from many attachment file types. Enter a word or phrase in the Search box and press Enter. The items containing the word or phrase are listed. Click the down arrow on the Search box for more options. • Global Address List. Search for a name in your Contacts and the company Address Book. <p>We'll come back to both of these search types later in the course.</p>
Reminders	<p>You can set a reminder on Messages, Appointments, Contacts, and Tasks, so you remember to follow up on the item at a later date and time.</p> <p>We'll come back to how to set a reminder later in the course.</p>


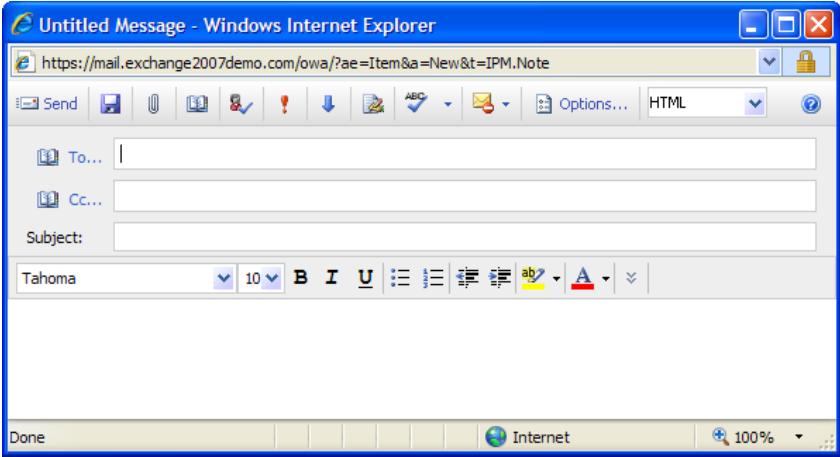
Part	Function
Options	<p>Click Options to configure OWA. The various Options pages are selected in the Navigation Pane, for example here are the Regional Settings you saw when you logged on to OWA for the first time:</p>  <p>After you make changes be sure to click the Save button (but if you navigate away from Options without saving you will be prompted to save).</p> <p>As the course progresses we'll look some of the options you can set.</p>
Help	<p>Open the Help window to find answers to your questions about how to use Outlook Web Access.</p>
Page Control	<p>Only so many items can be listed on each page in a View Pane, so most View Panes give you a way to go to the previous/first or next/last page of listings.</p> <p>In the case of the Calendar, this means to go to the previous or next day/week/month, depending on which Calendar you are currently looking at.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Optional Settings: Open Options - Messaging. The Message Options section lets you change the number of item to display per page. There is a tradeoff between seeing more items and performance; the more items, the longer it takes to change pages.</p> </div>

Exercise: Switch between OWA applications

Follow these steps to gain experience switching between the **Calendar** and **Mail** applications.

Step	Action
1	<p>Click the Calendar bar in the Navigation Pane to open the Calendar application,:</p>  <p>The screenshot shows the Outlook Web Access Navigation Pane. The 'Calendar' application is highlighted in yellow, and a mouse cursor is clicking on it. Other applications listed include Mail, Contacts, Tasks, Documents, and Public Folders. An 'Items 1' indicator is visible at the bottom right of the pane.</p>
2	<p>The Calendar application opens in the View Pane to the last calendar you had open, in this example <i>Work Week</i>:</p>  <p>The screenshot shows the Outlook Web Access View Pane. The 'Calendar' application is open in 'Work Week' view for September 2008. The view shows a grid of days from Monday to Friday. The 'Calendar' application is selected in the Navigation Pane. The View Pane shows the 'Calendar' application with a 'Work Week' view. The calendar shows several events: 'New User Orientation' on Monday, 'Review Sanders Project Plan' on Tuesday, 'Meet with Sales Conference A' on Wednesday, 'Presentation at DSSE Conference' on Wednesday, 'Off Site Meeting' on Thursday, and 'Lunch with Bill' on Friday.</p>

Step	Action
3	<p>Click the New button in the toolbar to create a new Appointment item in the Calendar application:</p>  <p>When you are in the Calendar application, by default when you click the New button in the toolbar a new Appointment is created.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tip: Want to create some other type of item in any application? Click the down arrow on the New button and choose the other type. Whatever item type you create will be saved to its corresponding application.</p> </div>
4	<p>A new Appointment opens:</p>  <p>Presumably you would enter the Subject, Location, and Start/End time/date values and then click the Save & Close button in the toolbar to add the Appointment to your Calendar.</p>

Step	Action
5	<p>For this exercise, however, click the Close button  to close the window and abandon the new Appointment.</p> <p>If you made any changes you will be prompted to click Cancel to return to the Appointment. Click OK and the window will close without any changes being saved.</p> <p>Or if you want to do other work in OWA and come back later to finish filling out the Appointment form, you can minimize the Appointment window or move it to the side so you can bring the main window forward.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tip: Press Esc to exit any child windows, like a new Appointment or Message. You will be prompted to save the item if there are any unsaved changes, and if there aren't any the window just closes.</p> </div>
6	<p>Click the Mail bar in the Navigation Pane to open the Mail application.</p>
7	<p>Click the New button in the toolbar to create a new Message.</p> <p>When you are in the Mail application by default when you click the New button in the toolbar a new Message is created.</p>
8	<p>A new Message opens:</p>  <p>Presumably you would enter the To and Cc addresses, Subject, and Message contents and then click Send button to send the Message.</p>
9	<p>For this exercise press Esc to close the window and abandon the new Message.</p>

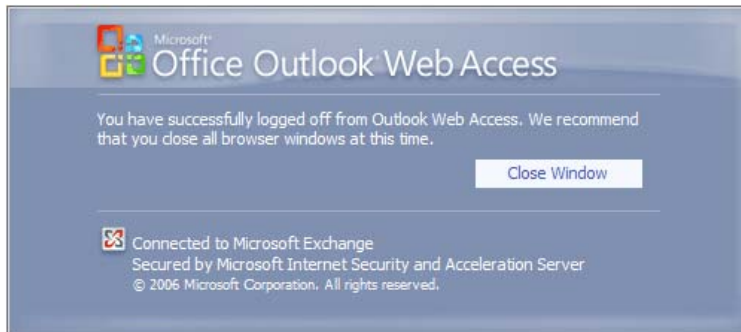
Log off and exit Outlook Web Access

As with any application running in a browser, to exit you can just exit the browser, for example with the **File – Exit** command or if using Internet Explorer 7 or later, close the tab in which OWA is running.

A better, more secure way to exit OWA that also lets the Exchange Server know you are finished, is to click the **Log Off** button in the upper right corner of the OWA window:



You will then be prompted to close all the browser windows, including the main OWA window:



This procedure is especially important if you are using OWA at a Public computer.

Note: If you close the main OWA window and have any child windows open (for example a new Message) they will remain open until you manually close them. If there are any unsaved changes, you will be prompted to save or send the item.

Topic 2: Send Mail Messages

Key points

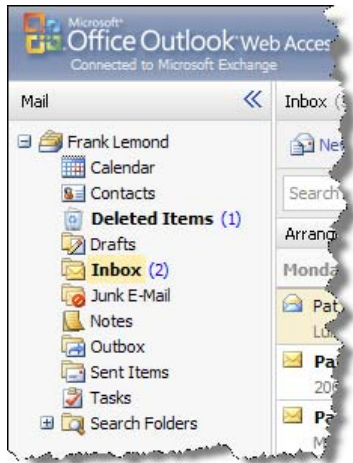
In this Topic you will create a new Message, attach a file, address it, and send it to a colleague. You will read and respond to the Message in the next Topic.


Open Mail application

Click the **Mail** bar in the Navigation Pane to open the **Mail** application.

Mail comes with a set of default folders, which are used to organize your Messages: ones you have received, sent, or deleted. You see later how to create your own folders to organize Messages in some manner that makes sense to you.

By default **Mail** opens to the *Inbox* folder. To switch to another folder click the folder name in the Navigation Pane under your mailbox name:



If your mailbox name is collapsed, click the  icon to expand the list of folders.

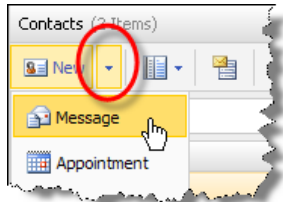
Not all of the items listed above are in fact folders to display or organize Messages; **Calendar**, **Contacts**, **Notes**, and **Tasks** actually are another way to open those applications.

This table describes the **Mail**-related folders:

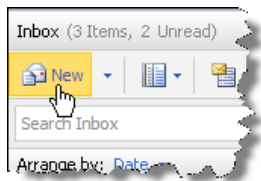
Folder	Description
Deleted Items	Messages that you delete are not immediately deleted from your mailbox; instead, they go into the <i>Deleted Items</i> folder first where you have a second chance to recover them.
Drafts	Where you can save a Message until you are ready to send it.
Inbox	Messages sent to you first appear in this folder. This is the folder you look in to see if you have any new e-mail.
Junk E-Mail	<p>Messages that OWA decides are junk are put into the <i>Junk E-Mail</i> folder. You will see later how to define a filter to identify incoming Messages as being “junk.”</p> <p>Open the <i>Junk E-Mail</i> folder to review the results of your filters and delete unwanted Messages.</p>
Sent Items	Displays only Messages you have sent.
Search Folders	<p>A Search Folder selects and lists all Messages that match your criteria, regardless of what other folders they are also saved to. Having Messages selected for you helps you be more efficient in responding to and managing your e-mail. You can set up multiple Search Folders based on your needs, for example:</p> <ul style="list-style-type: none"> • Messages to and from your manager or your biggest customer. • Messages marked as High importance. • Large Messages and Messages with attachments so you can archive and delete them to free up space in your Mailbox. <p>The only problem with Search Folders in OWA is that you can't create them! You can only create Search Folders in Outlook, so we won't be talking about them any further in this course. The good thing is that the Search Folders you create in Outlook can be seen and used here in OWA.</p>

Create a new Message

To create a new Message from anywhere in OWA, in this example working in the **Contacts** application, click the arrow on the **New** button in the toolbar and choose **Message**:

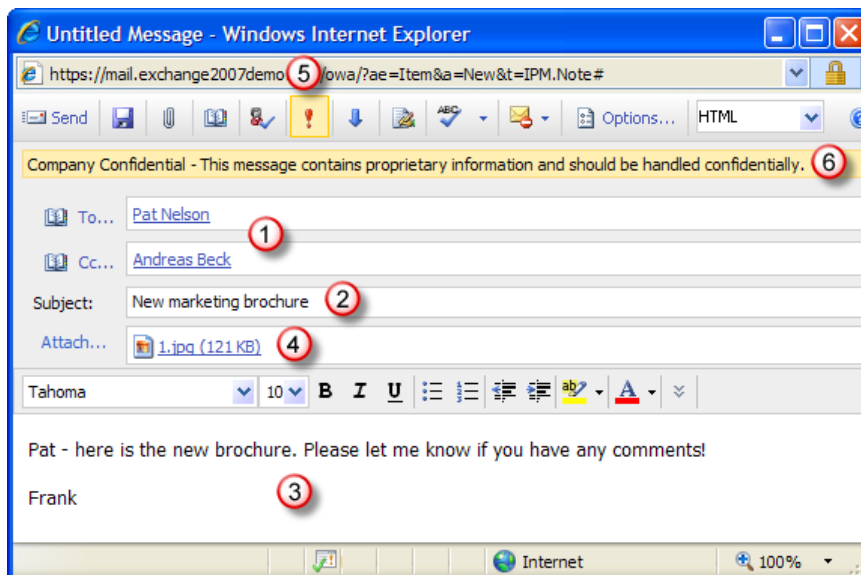


If you are already in one of the folders in the **Mail** application, just click the **New** button:



The default action of the **New** button while in **Mail** is to create a new Message.

A new Message window opens. Here is an example of a new Message, ready to send with all the fields filled in:



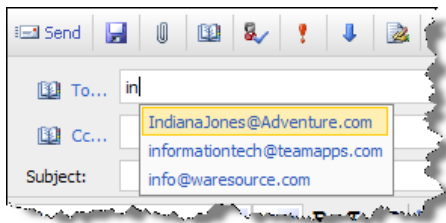
The following sections describe the numbered fields.

1 Addresses

The address fields tell the Exchange Server where to deliver the Message:

- The **To:** field contains the e-mail address of the primary Message recipient(s). You can enter the name of another OWA/Outlook user in your company (e.g. **Joe Smith**) or Internet e-mail addresses of people you know outside your company (e.g. **pat.jones@teamapps.com**).

If you have previously sent a Message to that address, OWA will start suggesting matching names/addresses using the letters you start to type, for example:



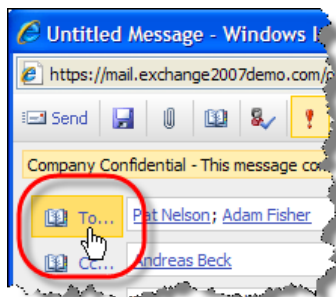
If one of the suggested names/addresses is the one you want to use, just click it.

To send the Message to more than one person, separate the names/addresses with semi-colons.

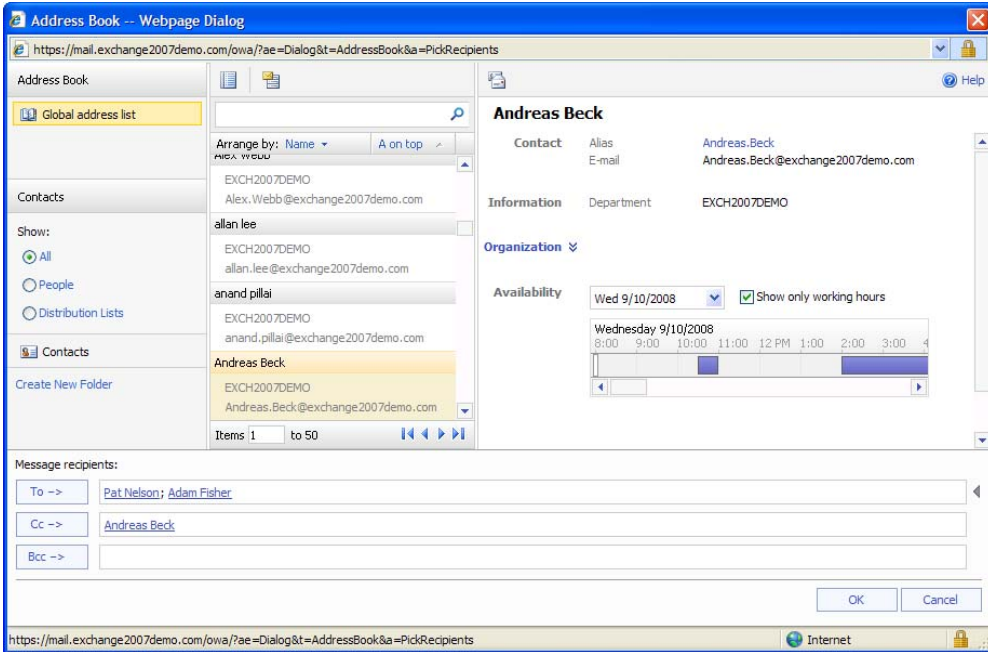
- The **Cc:** (copy to) and **Bcc:** (blind carbon copy to) fields send the Message to other addresses. Click the **Options** button in the toolbar and select **Show Bcc** to see the **Bcc:** field.

Look up addresses

Addressing e-mail requires absolute precision, or the Message will never get to the intended recipient(s). If you happen to know it and are a good typist you can type in the name/address of a recipient; but if you do not know a recipient's exact name, click any of the **To:**, **Cc:**, or **Bcc:** buttons (or the **Address Book** button in the toolbar) to pick names from your company's Address Book or your **Contacts**:



Any button opens the Address Book dialog box to your company's Global address list and your **Contacts**:



This window has a Navigation Pane on the left, View Pane in the middle where names are listed, and an optional Reading Pane on the right. The names you have selected appear at the bottom in one or more of the address fields.

By default the Reading Pane is open on the right to show the details for the person including his/her **Calendar** availability (this will become more useful when you are inviting people to a Meeting).

To select a name/address from your own **Contacts** application, click one of the radio buttons under **Contacts**.

Locate and select a name in the View Pane and then click the **To**, **Cc**, or **Bcc** buttons to put that person's name in the respective field. You can type in additional names/addresses in the three fields or copy/paste/delete any entry.

Click **OK** to close the Address Book dialog box and return to the Message. The names/addresses in the three fields are transferred to the Message.

Send Messages to people outside your company

If your Exchange Server Administrator has set up mail connections to other companies or to the Internet, you can exchange e-mail with people outside your company using their Internet e-mail addresses, which look like something like this (with a “dot-something” at the end):

`twilliams@act.com`

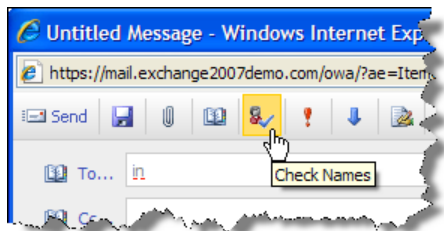
If you are unsure of an address, ask your Administrator for assistance and ask if a connection has been established to the other company or to the Internet.

Check names

OWA validates that all e-mail addresses are correct after you click the **Send** button. If all addresses are not valid, the Message will not be sent until you fix them. The validation is done differently depending on the type of address:

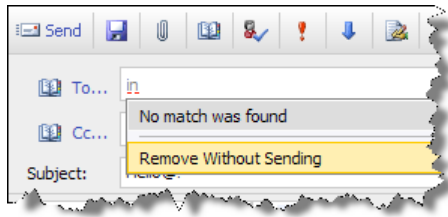
- If the address is an Outlook/OWA name (e.g. **John Smith**), this means the person is in your company. Consequently the name (and a corresponding e-mail address) must be found either in your **Contacts** or the in the company Address Book to be considered valid.
- If the address is an Internet e-mail addresses (e.g. **bobjones@teamapps.com**) it must follow standard formatting rules (mainly that it has an “@” between the person name and company domain name and that the domain name has “dot-something” at the end).

OWA will perform the validation automatically when you try to send the Message, or you can also click the **Check Names** button in the toolbar to force the validation all the recipient addresses before you send the Message:



If an entry in any of the address fields is underlined this means it has been verified as being listed in your **Contacts** or the company Address Book or it is a valid Internet e-mail address.

If any entry has a red squiggly line under it, this means the address is not valid. You will be prevented from sending the Message and must either correct any invalid address or remove it:



Once all the addresses have been validated, the Message can be sent.

Optional Settings: Open Options - General Settings. The **E-mail Name Resolution** section allows you to choose whether addresses are first validated from your **Contacts** or the company Address Book (Global address list). Select **Contacts** if you have most of your typical recipients listed, as this is faster than looking up names in the Global address list.

② Subject

The subject of the Message identifies it in the recipient's *Inbox* folder and also in your mailbox, initially in the *Sent Items* folder.

An effective Subject also helps the recipient decide whether or not to open your Message. The Subject should be a short yet descriptive phrase. Some useful ways to start a Subject are keywords like "Request:," "FYI:," "RE:," and "Need:." If the Message is indeed urgent or important, then use "Urgent:" or "Important:." (But don't overuse these two words, or people will learn to ignore your Messages!)

It is a bad practice to leave the Subject blank for several reasons:

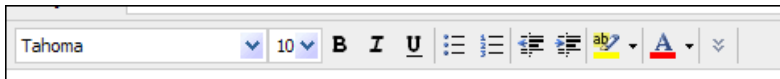
- It annoys recipients, forcing them to open the Message to know if it is important. It also makes it harder for Messages to be processed using Rules, which often scan the Subject field for matching words and phrases.
- Many spam filters reject Messages with blank Subjects as unsolicited junk e-mail.


3 Body

The area below the Subject is the Message body, where you type the contents of your Message.

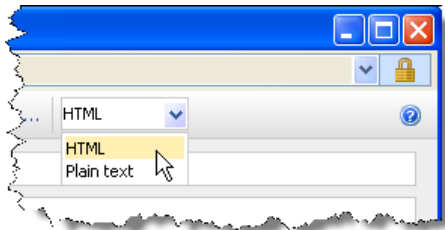
Most common Windows keystrokes work here, such as to copy and paste text from other applications.

Use the buttons in the toolbar to format the text:



Click the  button at the end of the toolbar to add or remove buttons from the toolbar.

Caution: By default, the Body field is formatted and sent as HTML, which may or may not be correctly interpreted by other e-mail software. Click the **Format** selector to change to **Plain text** if you are unsure of the capabilities of the recipient's e-mail software:



Optional Settings: Open **Options - Messaging**. The **Message Format** section allows you to set the default format, HTML or Plain text as well as the default font.

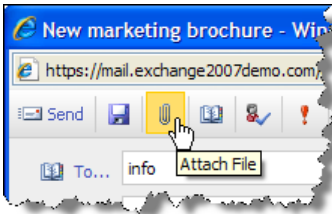
4 Attached file

You can attach any type of file (text, graphic, sound, executable) to a Message. This allows you to send the file in its native format that can be used by the recipients.

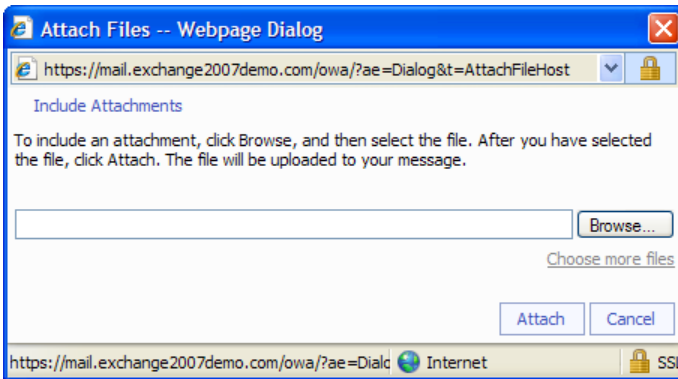
For example, the image file named **1.jpg** is attached to the Message shown above.

File attachments are useful when you want the recipient to have a copy of the original file that they cannot obtain otherwise from Windows SharePoint Services, Windows file shares, Public Folders in OWA, or some other Internet-based file sharing site.

To attach one or more files to a Message, click the **Attachments** button in the toolbar:



This opens the Attach Files dialog box:



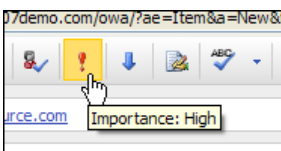
Click the **Browse** button to select a file name. To choose more files, click **Choose more files** to open up an additional field and **Browse** button.

Click **Attach** to include the attachment(s) and return to the Message.

To remove an attached file before you send the Message, click the attachment name and press **Delete**.

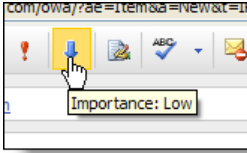
5 Importance

If a Message is significant or time-critical you can alert the recipient by marking it as highly important. To do this, click the **Importance: High** button in the toolbar:

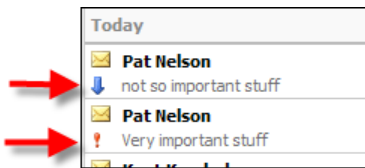


If you change your mind and want to return the Message to “normal” importance, click the same button again.

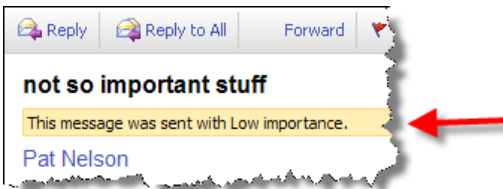
Conversely if a Message is not really significant, click the **Importance: Low** button in the toolbar:



If importance is set to **Low**, the recipient sees a down arrow icon next to the Message in the *Inbox* folder; if set to **High**, a red exclamation icon appears:



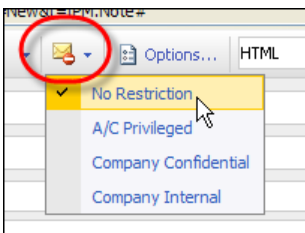
When opened for reading, the recipient sees the importance setting of the Message in the status area:



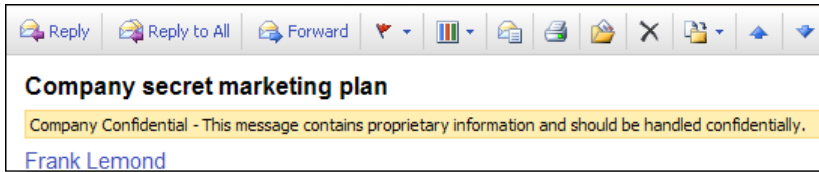
Note: The importance setting has no other functional value except that recipients can create a Rule that automatically processes Messages they receive by importance.

⑥ Sensitivity

Messages may contain proprietary or legally sensitive material so it is a good idea to let the recipients know the restrictions on how they can use the content. The **Message Classification** button in the toolbar lets you convey these restrictions:



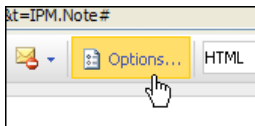
When opened, the recipient sees the restrictions placed on the Message content in the status area:



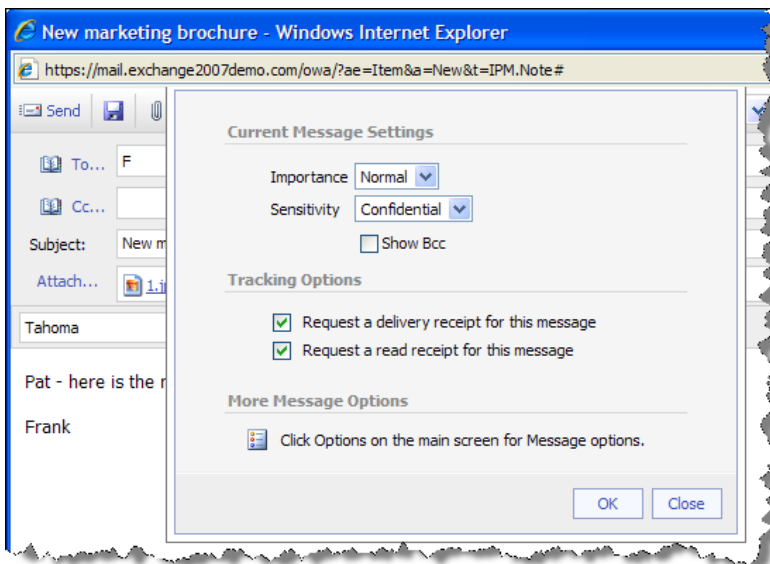
Note: In addition to what recipients see in the restricted Message, it is also possible for the Exchange Server administrator to set up a Rule that routes a copy of a restricted Message to another mailbox for archive or follow up, for example to the Legal Department if the Message is marked Attorney/Client Privilege.

Tracking Options

Message importance and sensitivity are two delivery options you can set using toolbar buttons, but there are two additional options related to Message Tracking you can set. Click the **Options** button in the toolbar:

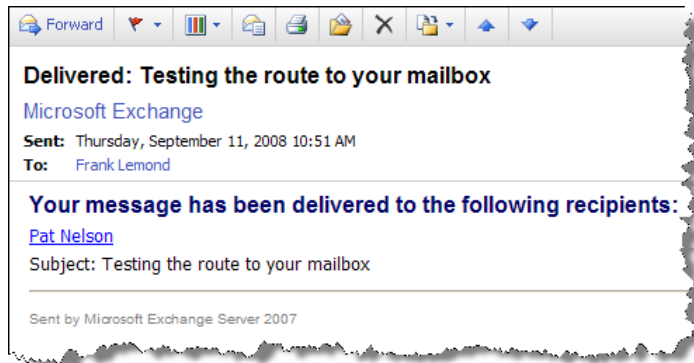


This opens the Options page:



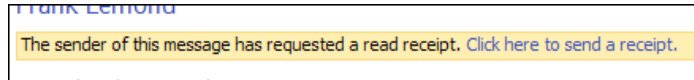
Choose one of these tracking options:

- **Delivery receipt.** Sends a delivery receipt back to you indicating whether the Message was successfully delivered (or not) to the recipient(s) mailbox(es). You will receive the delivery receipt from the Exchange Server:



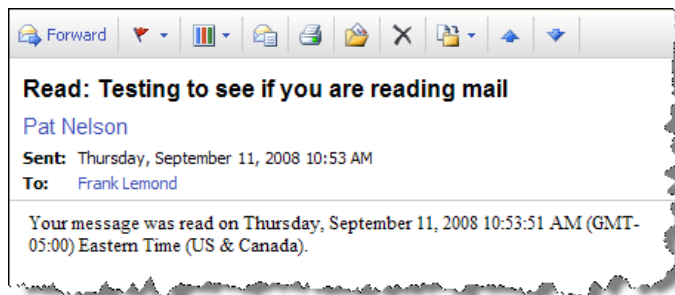
If successfully delivered, the receipt only means that the Message was delivered to the recipient's mailbox, not that it was read by the recipient.

- **Read receipt.** Sends a read receipt back to you if the recipient(s) opened your Message and also clicked the link in the status area to send a read receipt back to you:



Keep in mind that it is just as likely that the recipient won't click the link to confirm reading the Message, especially if they consider this an invasion of their privacy. If you need confirmation for compliance or legal reasons, be sure to state in the Body why clicking the link to send back a read receipt is mandatory.

If the recipient clicked the link, you will receive confirmation that the Message you sent was read:



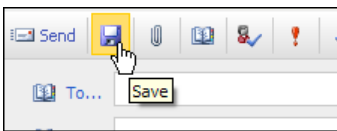
Again, this doesn't mean that your Message was actually read or understood, just that the recipient opened the Message and clicked the link.

Optional Settings: Open Options - Messaging. The **Message Tracking Options** section allows you to change your default response to requests for read receipts.

Note: Delivery and read receipts are guaranteed only with other Exchange Server users, but may also be supported by other e-mail software.

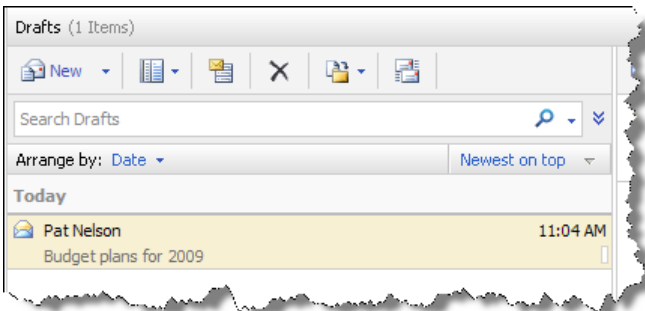
Save as draft

If you are working on a Message and want save it so you can decide to send it later, click the **Save** button in the toolbar:



Then close the Message window without sending.

Open the *Drafts* folder to find the saved Message:

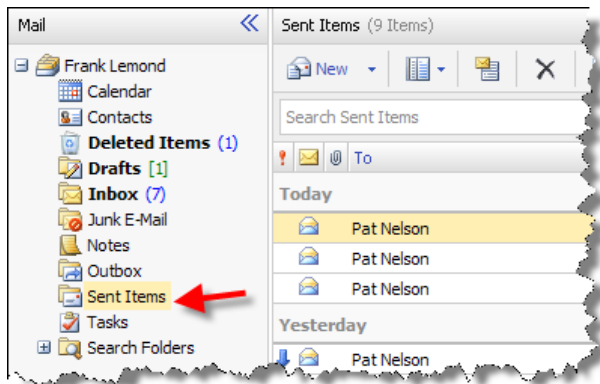


Double-click the Message to open it for editing. You can then save it again as a draft or send it when you are ready.

Send Message

Once you have precisely addressed the new Message, added a descriptive Subject, and meticulously crafted the content in the Body, you are ready to send it. Click the **Send** button in the toolbar.

Messages you send are automatically placed in the *Sent Items* folder:



Caution: Once you send a Message, you cannot stop it from being delivered. OWA does not have the Message Recall feature that is found in Outlook.

Exercise: Create and send Message

During this exercise you will create a Message and send it to a colleague in the classroom:

Step	Action
1	Pair up with a colleague with whom you will exchange mail.
2	Open Mail to the <i>Inbox</i> folder.
3	Click the New button in the toolbar. A new Message opens.
4	Click the To button to look up your colleague's name in the Address Book.
5	Leave the default Address Book as Global address list .
6	Select your colleague's name in the View Pane and click the To button. The name will be added to the To field.

Step	Action
7	Click OK to close the Address Book dialog box.
8	Add text to the Subject and Body of the Message.
9	Click the Send button in the toolbar.
10	Open the <i>Sent Items</i> folder. Locate the Message you sent to your colleague.
11	<p>Return to the <i>Inbox</i> folder opens, showing you the Messages you have received.</p> <p>Locate the Message you received from your colleague. You will open the Message in the next exercise.</p>

If a Message doesn't get delivered

Messages sent to other Exchange Server users in your company are considered “guaranteed service,” meaning that the mail will be delivered and if you asked for a Delivery Report under Options, you will receive a Delivery Report.

If the Message cannot be delivered for any reason, you will receive a Delivery Report reporting the delivery failure, even if you didn't ask for a delivery receipt.

Mail sent to outside Internet mail users, however, is “best effort service.” You simply won't know for sure if the recipient received the Message, or not.

There are several reasons why a Message you send may fail to be delivered:

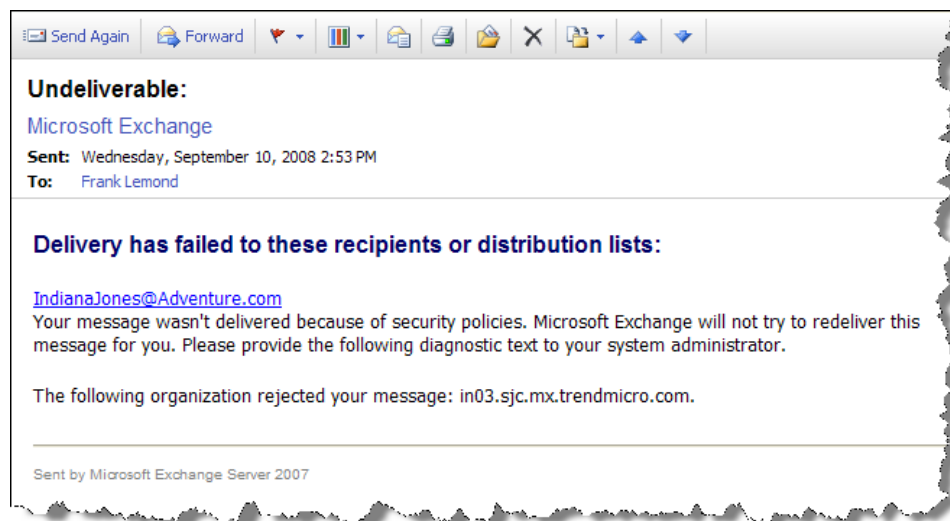
- incorrect addressing, such as you picked the wrong person or typed in an incorrect Internet e-mail address
- wrong Distribution List name or people you thought were in the Distribution List aren't
- technical problems, such as downed network or full disks on the Exchange Server
- no (working) connection in place between your company and the other company to which you're mailing, or with the Internet
- the recipient's mailbox has reached its maximum size and your Message cannot be accepted
- security or policy restrictions on your outbound Messages or on what is allowed by the recipient's e-mail system.

“Undeliverable Message” report

If a Message fails to be delivered, you may receive an “Undeliverable Message” report that explains:

- why your Message failed to route to the recipient
- what you should do to attempt resending the mail.

This screen capture shows an “Undeliverable Message” report:



If the problem persists after another attempt at sending the Message (by clicking the **Send Again** button in the toolbar), you will get another “Undeliverable Message” report, at which time you may want to find another way to tell the recipient about the problem as reported in the Undeliverable Message report. If everything else seems correct and you still can’t resolve the problem, ask your Administrator for assistance.

If you did not specify a valid Internet mail domain name, you will likely not receive any type of delivery failure report.

If you correctly specified the Internet mail domain name but incorrectly specify the user name, you *may* receive a delivery failure Message, but more often than not, you will not receive any notification that your Message didn’t go through.

Topic 3: Read Mail Messages

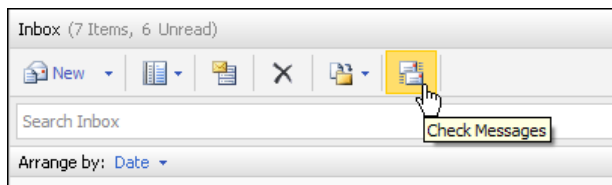
Key points

This Topic covers how to read Messages in the **Mail** application. It also shows you how to respond to Messages that you receive and how to keep organized by categorizing or filing them into folders.

Open Mail

New Messages are delivered to your mailbox even if you are not currently using OWA. New Messages sent to you appear in the *Inbox* folder even after you read them, and they stay there until you either delete them or move them to a folder that you have created to organize your Messages.

Even though new Messages are continuously added to your mailbox, the *Inbox* folder display may be out of date. To refresh the *Inbox* folder display click the **Check Messages** button in the toolbar:

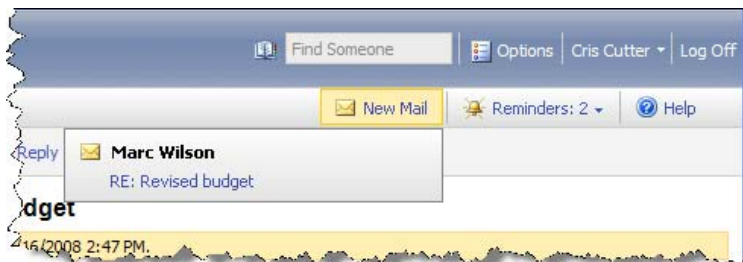


Or if you switch from some other folder to the *Inbox*, it will be initially refreshed to display any new Messages you have received.

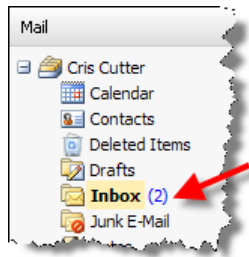
Unread Messages

There are several ways to learn if you have any new Messages to read:

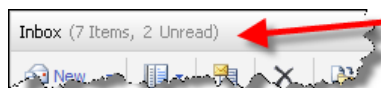
- While you are working anywhere in OWA you will see a New Mail notifier appear in the upper corner of the main window, for example:



- The Navigation Pane indicates the number of unread Messages in each folder, in this example there are two (2) unread Messages in the *Inbox*:



- The top of the folder displays the total number of Messages and the number of which have not yet been read:



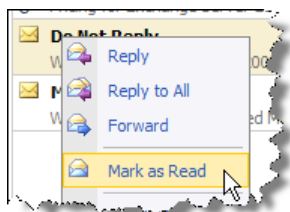
- Unread Messages appear in the folder with bold type and display an envelope icon, as is seen in the top Message:



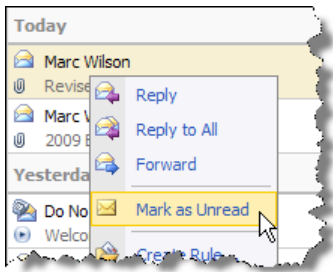
Once you read a Message or mark it read (see below), it appears in normal type and displays the opened envelope icon, as is seen in the second Message. The counters are updated when you refresh the folder display (click the **Check Messages** button in the toolbar to refresh the display).

Mark a Message as being read or unread

If you don't want to actually read an unread Message but want to mark it as being read, right-click it in the folder and choose **Mark as Read**:



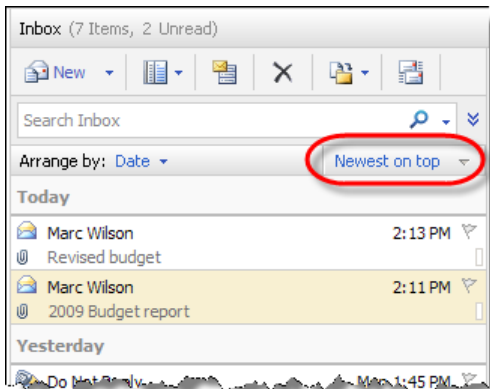
If you previously read a Message but want to mark it as unread so you will notice it later, right-click it in the folder and choose **Mark as Unread**:



Refresh the folder display to see updated icons and counters.

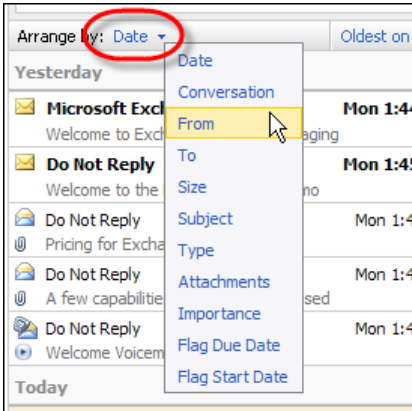
Message sorting

By default, new Messages appear at the top of the *Inbox* as it is sorted in descending order by the Date they are received (“Newest on top”), for example:



Click the **Newest on top** control to reverse the sort order so that the oldest Messages appear at the top (descending order). The control changes to show the current sort order, which is now **Oldest on top**.

To sort the Messages using a field other than the Date, click the **Arrange by:** control and choose another way to sort the Messages, for example by the **From** field (who sent the Message to you):

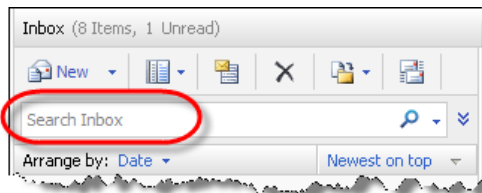


The sort order control will change to reflect the field you sort the Messages by, for example “A on top” when you sort by the From field.

OWA will remember the sort order and sort field you have chosen—even after you log off and log back on—until you repeat the process and choose another sort order or field.

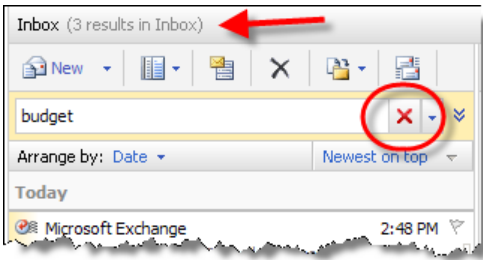
Search for a Message

If you can't locate a Message using the Page Control buttons at the bottom of the folders or by changing the sort order, you can search for words you think may appear in one or more Messages. Enter your search word(s) in the Search Inbox field at the top of the folder:



Just press **Enter** or click the magnifying glass button on the right to start the search. The matches appear in the View Pane.

The number of matching Messages is listed at the top of the folder:

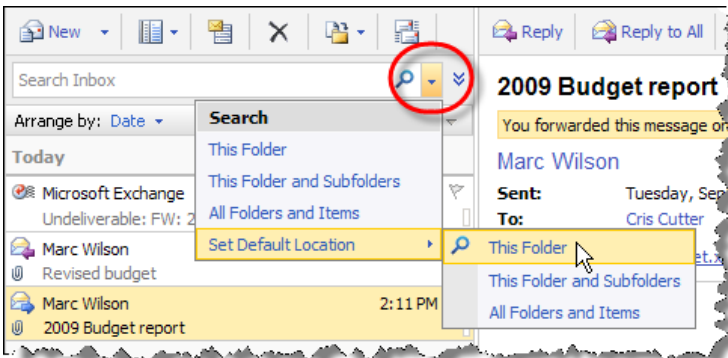


You can read or respond to the Messages just as you would from any folder.

Click the **Cancel** button on the right where the magnifying glass previously was (circled above) to clear the search results and return to the normal folder display.

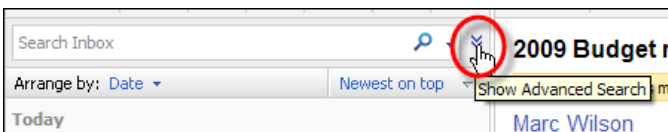
Search scope

By default your search only looks for Messages in the current folder. Click the arrow button to the right of the magnifying glass button to extend the search scope to include subfolders and all folders in your mailbox as well as to set the default search scope:

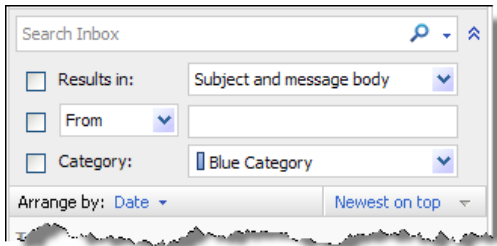


Advanced search

Click the **Show Advanced Search** button (down-chevron) at the far right of the search box to expand the advanced search options:

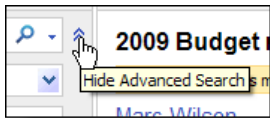


The advanced options fields are now displayed:



These fields help you narrow your search as well as search for categorized Messages, which we'll talk about later in this Topic.

Click the chevron again to hide the Advanced Search fields:



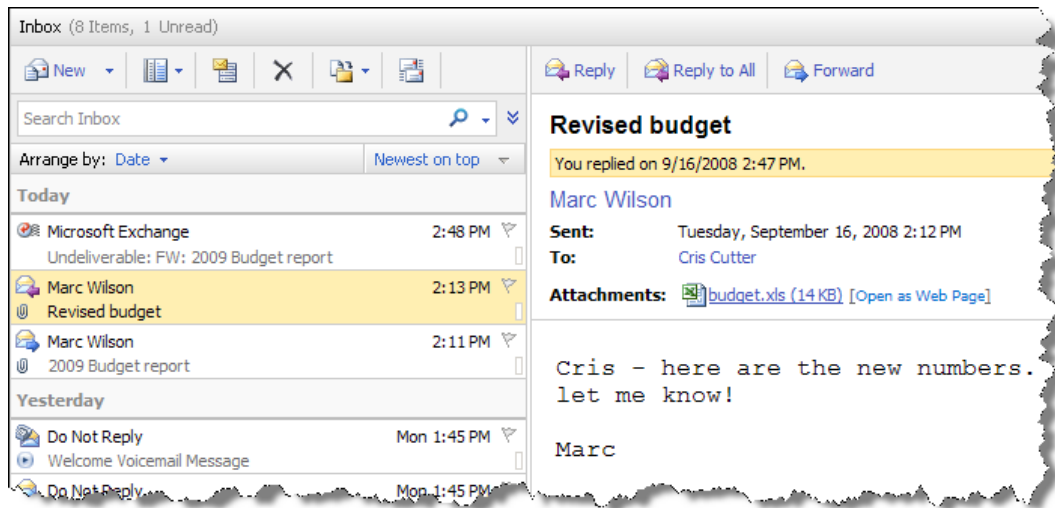
Type-down search

Another way to “search” for Messages is to use type-down search.

First sort the folder using the desired column, click the first Message, and then start typing the value you want to find in the sort column. The list jumps down to the first matching Message.

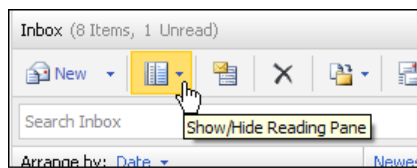
Read a Message in the Reading Pane

The Reading Pane lets you see the contents of a Message without having to actually open it. Select a Message in the folder and the contents opens in the Reading Pane. By default the Reading Pane is displayed to the right of the View Pane:



Notice that the Reading Pane has its own toolbar, which allows you to **Reply**, **Reply to All**, or **Forward** the Message. We'll talk about these commands later in the Topic.

Click the **Show/Hide Reading Pane** button in the toolbar to open the Reading Pane on the **Right** or **Bottom** of the View Pan or to turn it **Off**:



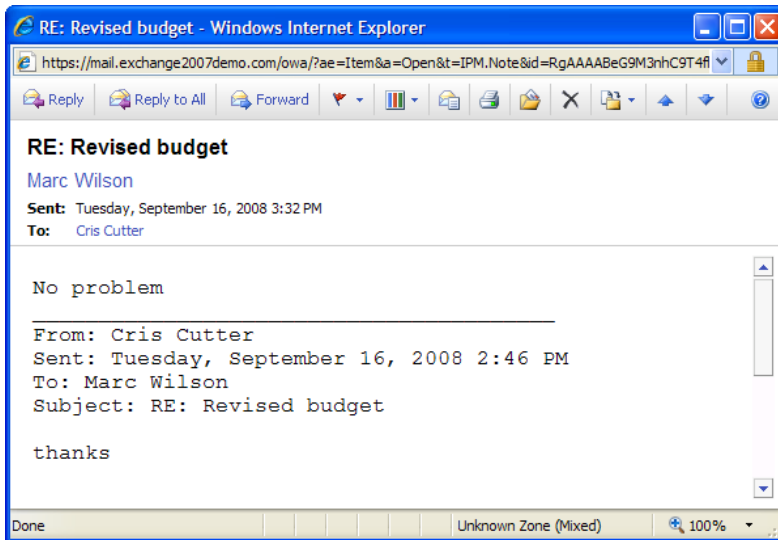
Optional Settings: Open Options - Messaging. The **Reading Pane Options** section determines how/if items viewed in the Reading Pane are marked as read.

Read a Message in a child window

To read a Message in a child window you can either:

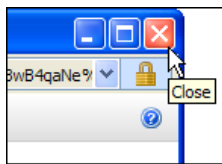
- double-click the Message in the folder
- single-click a Message to select it (turns yellow) and press **Enter**.

The Message opens in a new child window with its own toolbar, for example:



There are several things you should know about Messages you open in a child window:

- the child window stays open until you close it using the **Close** button, even after you have closed the main OWA window:


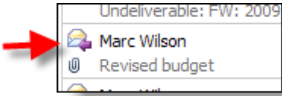
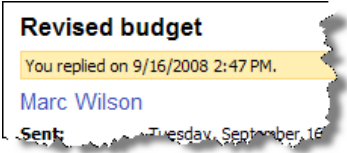




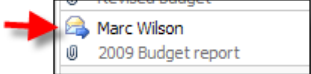
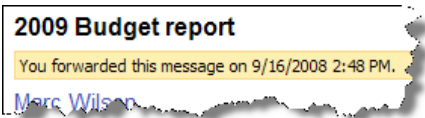

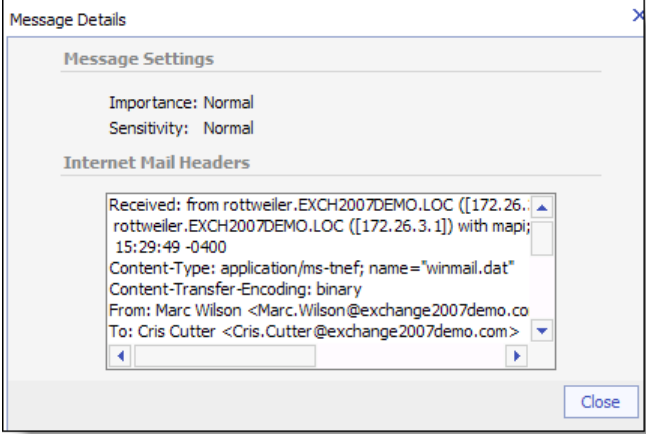
- you can open multiple Messages at the same time, each in its own child window.



Note: It is very inefficient to have the Reading Pane open *and* also open up a Message in a new child window, as you are essentially asking OWA to fetch the Message twice from the Exchange Server. Use one method or the other to read your Messages.


Basic things you can do while reading a Message

Here are basic things you can do while reading a Message in its own child window (we'll look at the more advanced buttons later in this and the next Topic):

Button	Description
<p data-bbox="337 485 415 516">Reply</p> 	<p data-bbox="496 485 1252 590">Creates a reply Message and addresses it to the person who sent you the Message. The new reply Message replaces the original Message in the child window.</p> <p data-bbox="496 625 1273 695">The Message includes the content from the original Message (Subject and Body) but doesn't include any attachments.</p> <p data-bbox="496 728 1295 905">The toolbar is the same one that you used when creating a new Message. After you type your response, click the Send button to send the reply Message. The child window closes and you are returned to the folder from where you opened the original Message.</p> <p data-bbox="496 938 1295 1008">After you reply to a Message (or reply to all), two things make it clear that you have replied:</p> <ul data-bbox="496 1041 1203 1113" style="list-style-type: none"><li data-bbox="496 1041 1203 1113">• The icon in the folder changes to include a red arrow pointing to the left:  <ul data-bbox="496 1287 1230 1358" style="list-style-type: none"><li data-bbox="496 1287 1230 1358">• If you re-open the Message you will see the status area indicates when you sent the reply: 
<p data-bbox="321 1577 435 1646">Reply to All</p> 	<p data-bbox="496 1577 1256 1646">Creates a reply Message to the sender as well as to all other recipients listed in the Cc and Bcc fields, if there are any.</p> <p data-bbox="496 1680 1305 1749">Use this button carefully, as you may not want everyone else to read your reply!</p>

Button	Description
<p data-bbox="321 285 435 317">Forward</p> 	<p data-bbox="496 285 1273 352">Creates a new copy of the original Message using its content but leaves the address fields blank.</p> <p data-bbox="496 390 1203 422">Any attachments are also included in the new Message.</p> <p data-bbox="496 453 1252 520">After you forward a copy of a Message, two things make it clear that you have done this:</p> <ul data-bbox="496 558 1219 632" style="list-style-type: none"> <li data-bbox="496 558 1219 632">• The icon in the folder changes to include a blue arrow pointing to the right:  <ul data-bbox="496 779 1300 852" style="list-style-type: none"> <li data-bbox="496 779 1300 852">• If you open the original Message you will see the status area indicates when you forwarded a copy: 
<p data-bbox="321 1035 435 1102">Message Details</p> 	<p data-bbox="496 1035 1284 1178">Displays the Message Settings and the Internet Mail Headers, which can be useful to your Exchange Server Administrator when diagnosing any problems you may be having with sending or receiving e-mail from someone:</p> 

Button	Description
Printable View 	<p>Opens the Message in a browser window and launches the browser's Print dialog box.</p> <p>Select a printer and pick any options before you click the Print button. Then close the browser window to return to the Message window.</p> <div data-bbox="496 520 1317 600" style="border: 1px solid black; padding: 5px;"> <p>Note: You may need to move the Print dialog box aside to see the window with the printer-friendly format.</p> </div>
Delete 	<p>Marks the Message for deletion. Messages marked for deletion are moved to the <i>Deleted Items</i> folder where you can decide later to permanently delete them or move them back to another folder, such as the <i>Inbox</i> to “undelete” them.</p> <p>After you delete the Message, the next Message in the folder opens in the same child window, or if you are at the end of the Messages in the folder, the child window closes.</p> <div data-bbox="496 947 1317 1455" style="border: 1px solid black; padding: 5px;"> <p>Optional Settings: Open Options – Deleted Items. The Deleted Items section has the option to empty the <i>Deleted Items</i> folder on logoff so you don't have to do this manually. Open Options – Messaging. The Message Options section has a setting to determine what should open after you delete an item. By default OWA opens the next item, but you can change this to open the previous item or return to the view.</p> <p>Also, once you permanently delete Messages, generally speaking they cannot be recovered. But if configured by the Exchange Server Administrator, you may be able to recover deleted items. Open Options – Deleted Items. If any deleted items appear in the Recover Deleted Items section, you may be able to recover them.</p> </div> <div data-bbox="496 1486 1317 1854" style="border: 1px solid black; padding: 5px;"> <p>Caution: Before you delete any Messages, review your company's e-mail retention policy that specifies which sent or received Messages should be retained and for how long (as required by various compliance regulations concerning electronic records retention, depending on your industry). For most companies, e-mail is intended for business purposes only, and may be recalled as evidence in legal, copyright, and securities matters. It is also quite possible that every e-mail you send or receive is automatically retained by the server before it even appears in your <i>Inbox</i> folder.</p> </div>

Button	Description
Previous / Next Item 	<p>Click these buttons to open the previous or next Message in the folder using the same child window. This makes it faster to read Messages without having to return to the folder each time.</p> <p>If you go past the top or bottom Message in the folder the child window closes and you are returned to the main folder View Pane.</p>

Exercise: Reply to a Message

Follow these steps to read a Message and reply to the sender:

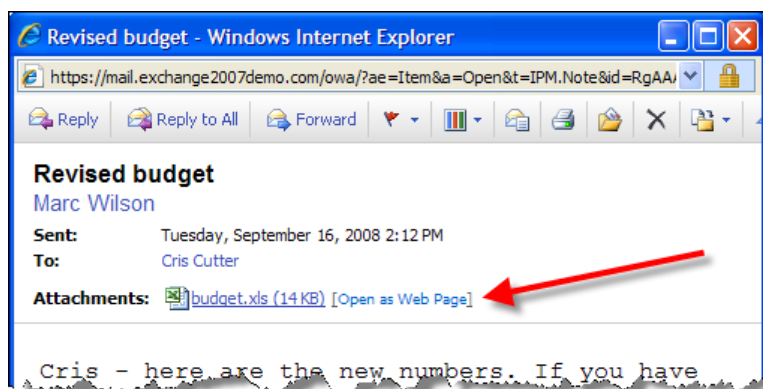
Step	Action
1	Open the <i>Inbox</i> folder.
2	Double-click a Message from your colleague to read it in a new child window.
3	Click the Reply button in the toolbar to create a new reply Message to your colleague.
4	<p>Notice that the Message is already addressed to your colleague and it replaced the original Message in the child window.</p> <p>Enter a short response in the Body field.</p>
5	<p>Click the Send button in the toolbar to send the reply.</p> <p>Look in the <i>Sent Items</i> folder to find your reply.</p>
6	Look in the <i>Inbox</i> folder for your colleague's reply to the Message you sent earlier.
7	Send a new reply to your colleague's reply.

Attachments

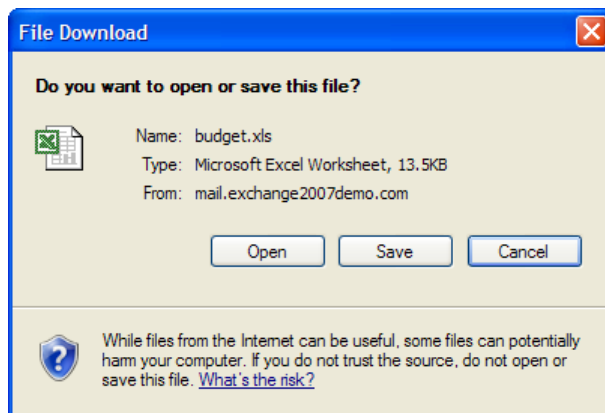
You'll know if a Message contains one or more attachments because it appears with a paperclip icon next to the subject in the *Inbox* folder, for example:



To work with the attached file(s), open the Message to find one or more attached files:



Click the attachment name to launch the file in the source application (assuming you have the software installed on your computer) or to save it to your computer's hard drive (or to a network drive). You will be prompted to Open or Save the attached file:



If you click **Save** you will be prompted for a location on disk to save the file.

By the way, if you want to make changes to an attached file before sending to someone else, you must save it first, make your changes to the saved file, and then re-attach it to the new Message before sending it.

Warning: Attachments can contain viruses. Do NOT save or launch an attachment from anyone you do not know and trust. Many virus software programs check the attachment for known viruses when you save it, but any viruses not recognized by your virus scanning software will infect your computer.

As such whether or not attached files can be opened or saved is configured by the Exchange Server Administrator, who may also decide if file access is allowed for Public and/or Private computers, and if particular file types are allowed, blocked, or forced to be saved first before opening (so a local anti-virus package can scan the file first).

WebReady Document Viewing

If the attachment happens to be a Word (.doc), Excel (.xls), PowerPoint (.ppt), or PDF (.pdf) documents, you will see the [\[Open as Web Page\]](#) link to the right of the attachment file name.

Click the link to view the file as a Web page. This option is very handy in the event that the computer you are using doesn't have the software needed to view the attachment (for example at an Internet Café or airport lounge kiosk) and you won't accidentally leave a copy of the file on a public computer.

This is also a safer way to view attachments than opening or saving an attachment, as viruses cannot be shared using WebReady Document Viewing.

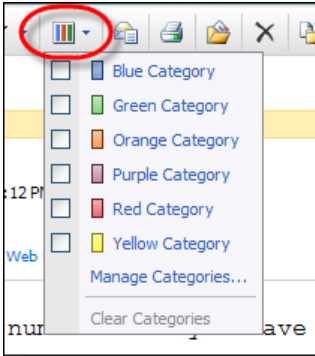
Note: The Exchange Server Administrator must enable WebReady Document Viewing, again for both Public and Private Computers. It is also possible for the Administrator to force you to use WebReady Document Viewing first, with the Open/Save link appearing on the Web page viewer.

Categorize Messages

You can tag and organize your Messages, Contacts, Appointments, Tasks, etc., using categories. The categories you assign have both a color and a name, both of which can be customized to help you stay organized and to enable searching for any item from any application that has been assigned the same category.

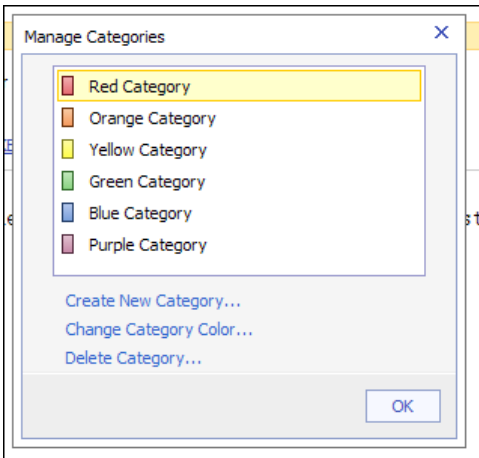
Apply a category

To assign one or more categories to a Message you have received, open the Message and click the **Categories** button in the toolbar:

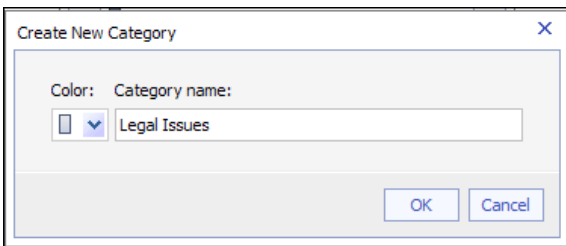


Create new categories

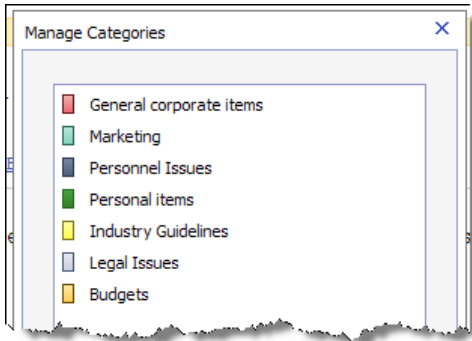
By default there are six categories (Blue, Green, Orange, etc.) you can assign to a Message. Obviously these categories don't make much sense, so choose **Manage Categories** to change the label:



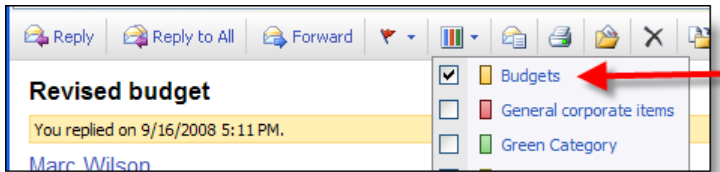
Use this dialog box to delete the default categories and create your own, for example:



Here is our list of categories:



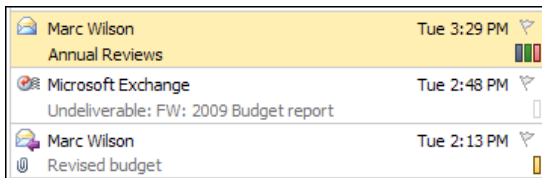
Now when you go to apply a category, your custom categories appear instead of the default color names:



The best time to add a category to a Message is while you are reading it in its own child window. The categories you apply are automatically applied when you close the window or navigate to the previous or next Message.

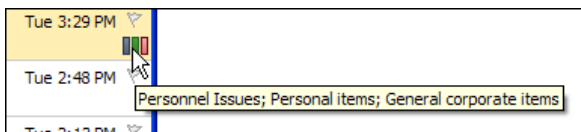
Where categories appear

Categories appear in the folder on the right as color-filled rectangles. Here are three example Messages:

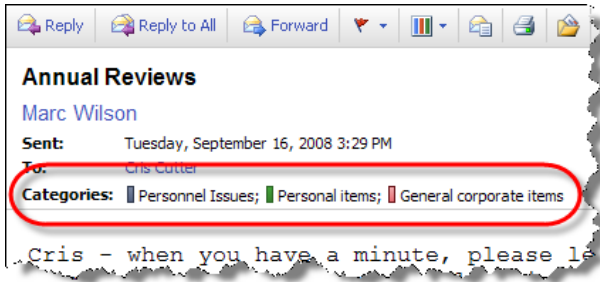


The first Message has three categories assigned, the second has none (hollow rectangle), and the third has one category.

Hover your mouse over the rectangle(s) to see the categories assigned to the Message:



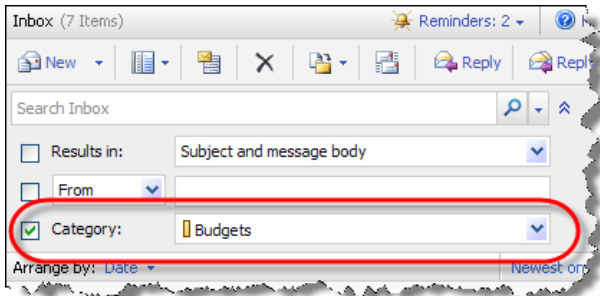
Open the Message to see the categories listed:



You can change the categories assigned to a Message at any time. Click the **Categories** button in the toolbar and de-select the categories you don't want, and select the ones you do want. There is also a **Clear Categories** command if you want to remove all the categories from the Message.

Search for items by category

As you learned earlier, you can use Advanced Search to find items using the same category:



Change the search scope to All Folders and Items if you have applied categories to items in different parts of your mailbox (**Mail**, **Calendar**, **Contacts**, etc.) and want to see all of them in one list.

Folders

When you first start using **Mail**, you won't have too many Messages to deal with. But soon you will have more Messages than you can keep up with. To stay organized, it is essential that you delete obsolete Messages you have sent and received and/or use folders to organize the Messages you want to keep.

Some possible folders may include ones for specific projects, Messages from/to your managers, key accounts, company announcements, and one for large attachments.

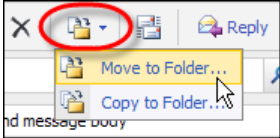
Once you have decided to keep a Message you have sent or received, it is generally a good idea to move it from the *Sent Items* or *Inbox* into a folder that contains other similar Messages. Not only will folders help you locate important Messages, you will also be able to better see the history and relationship between Messages if they are organized into one place.

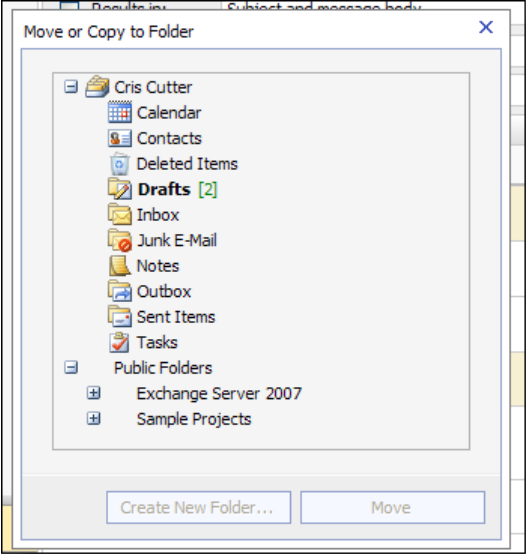
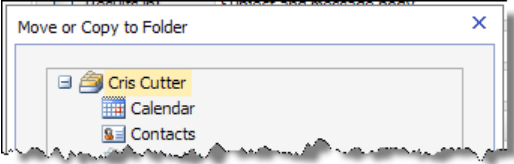
You can create any number of folders and put any number of Messages in each folder. And like paper documents, a Message can be copied and put into more than one folder.

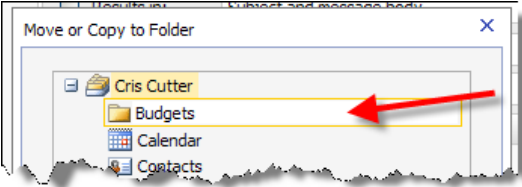
Note: We'll show you how to create folders and how to copy or move Messages you want to keep into them, but there is no way we can predict the best filing system for you. We suggest you take a few minutes to think about how to organize your Messages before creating any folders. Some possible folders may include ones for projects, key accounts, company announcements, and maybe one for Messages with attachments you want to keep. But don't worry if you don't get it right the first time, you can always rename or delete folders and create new ones to meet your emerging filing requirements.

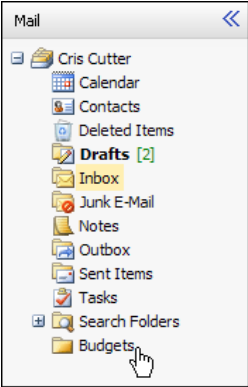
Move a Message to a new folder

Follow these steps to move a Message from the *Inbox* to new folder you will create:

Step	Action
1	<p>Open the <i>Inbox</i> folder. You can start the process in one of two ways:</p> <ul style="list-style-type: none">• Select the Message in the folder and click the Move or Copy to Folder button in the toolbar. In this example, choose Move:  <ul style="list-style-type: none">• Double-click the Message to open it in its own child window and again click the Move or Copy to Folder button in the toolbar.

Step	Action
2	<p>The Move or Copy to Folder dialog box opens:</p>  <p>The first time you use this dialog box just the default folders are listed and because no folder name is initially selected, the two buttons at the bottom are disabled.</p>
3	<p>Your first task is to create a new folder. To do this, first select where you want the folder to be put in the list. In most cases you will select the top-level, at the mailbox level:</p>  <p>If you have previously created a custom folder you can select that name to put the new folder under it.</p>

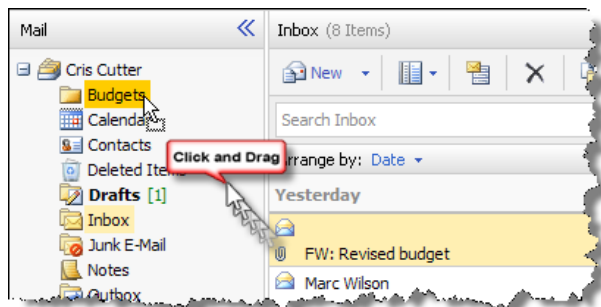
Step	Action
4	<p>Now that you have selected the target location for the new folder, click the Create New Folder button. A new folder is added and the cursor is put into the Name box. We're going to create a new folder named "Budgets":</p>  <p>Enter a meaningful name for the new folder. (You can always change it later.)</p> <p>We'll use "Budgets" in this example.</p> <p>Keep in mind that if you are creating a hierarchy of folders that the first folder you create may actually be the top folder under which you will create other folders. And in those folders you will create other folders, ad infinitum.</p> <p>Type in the new folder name and then click off the name to save it.</p>
5	<p>The folder is now ready to use. Select the target folder name and click the Move button.</p> <p>The Message is moved to the new folder.</p>

Step	Action
6	<p>To open the folder to find the Message, click its name in the Navigation Pane, for example:</p>  <p>The folder opens in the View Pane, where you will find the Message that you moved there. Because you moved the Message it will no longer appear in the <i>Inbox</i> folder.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: The new folder will appear at the bottom until you restart OWA, after which it will appear in alphabetical order.</p> </div>
7	<p>If in Step 1 you chose Copy to Folder, you will find the Message both in the <i>Inbox</i> and in the new folder you created.</p>

Drag and drop a Message to a folder

Once you have created a custom folder, you can use your mouse to drag a Message from one folder to another folder.

For example, while working in the *Inbox* folder, drag a Message and drop it on a folder in the Navigation Pane to move the Message there.



You can also press the **Ctrl** key before you drag the Message to create a copy of the Message before you drop it on a folder.

Note: You are stopped from trying to drop a Message on non-Mail folders, but that you can move Messages between any of the **Mail** folders, such as between *Deleted Items* to any of the custom folders you create, or back to the *Inbox*. Some moves, however, don't make sense even though they are allowed, such as moving a Message from *Drafts* or *Sent Items* to the *Inbox*.

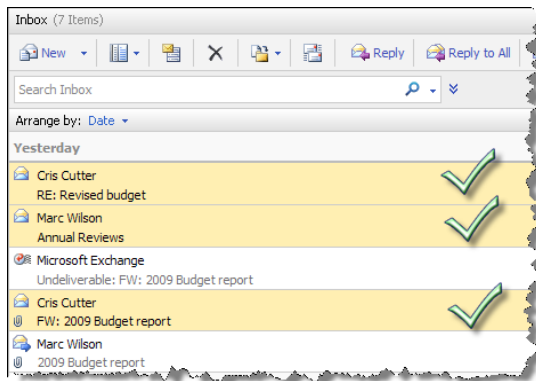
Select multiple Messages in a folder

To select a *single* Message in a folder/view, click it *once*.

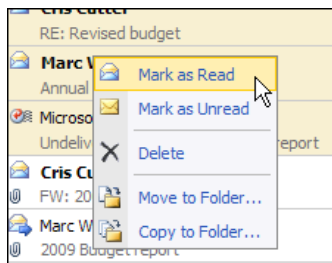
To select *multiple* Messages in a folder/view:

- press the **Ctrl** key before selecting additional Messages
- select one Message at the top of a contiguous range of Messages, press **Shift**, and then select the Message at the bottom of the range to select all Messages in the range.

This example shows three Messages selected (shaded in yellow; the big check marks on the right are ours to show which Messages are selected):



Whether you have one or many Messages selected, here are the things you can do with the Messages(s) selected in a folder using the right-click menu:

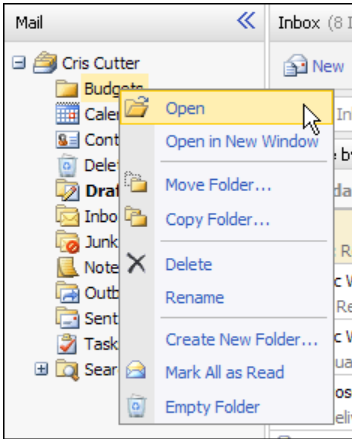


You can also drag all the selected Messages to the Navigation Pane and drop them on another folder to move them to that folder (or press **Ctrl** first before dropping them to create a copy in the target folder).

Make changes to a folder

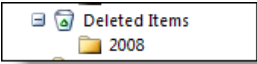
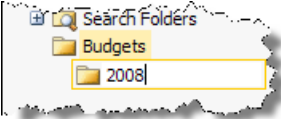
Once you create a folder you may need to change certain attributes, such as its name or where it is located in the Navigation Pane.

Right-click the folder name in the Navigation Pane to see a menu of commands that relate both to the folder itself as well as to any Messages it contains:



This table describes the commands:

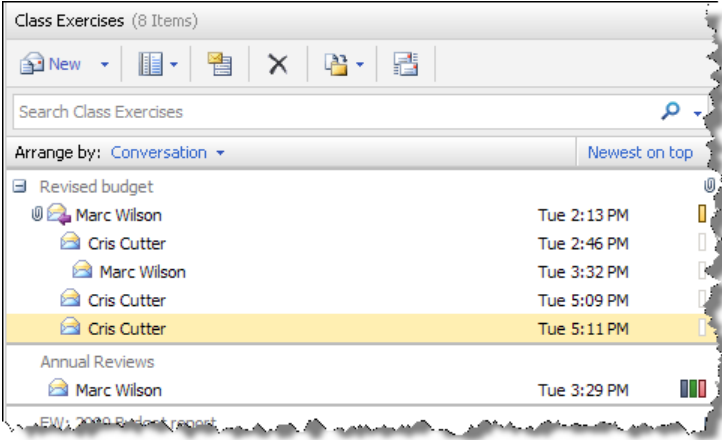


Command	Description
Open	This is the same as clicking the folder name.
Open in New Window	Opens the folder in a new browser window, minus the Navigation Pane.
Move Folder	Want to reorganize your folders? The Move command moves the folder and any Messages it contains to a new location you select. Or simply drag a folder in the Navigation Pane and drop it on some other “parent” folder or up to the top-level mailbox name.
Copy Folder	Creates a copy of the folder and all the Messages it contains.

Command	Description
Delete	<p>Deletes the folder and all its Messages. In spite of the fact that this is potentially dangerous if done by mistake, you are not prompted to confirm that you want to do this.</p> <p>Fortunately, the deleted folder and its Messages are moved under <i>Deleted Items</i>, where the folder and its Messages follow the same rules as any other deleted item:</p>  <p>To recover the deleted folder and all its Messages, just drag the folder from under <i>Deleted Items</i> and drop it somewhere else in the Navigation Pane.</p>
Rename	<p>Opens the folder name for renaming. Enter the new name and press Enter or click off the folder to save the name; press Esc to leave the original name.</p>
Create New Folder	<p>After you have created at least one folder (we'll call that the "parent" folder), you can optionally nest new "child" folders inside the parent folder. To do this, right-click the parent folder in the Navigation Pane and choose Create New Folder. Then name the new child folder. You will notice that the location for the new folder is already selected.</p> <p>For example, here we are creating a child folder named "2008" nested under "Budgets":</p>  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You can create many levels of nested folders, but after several levels the right vertical border of the Navigation Pane may need to be moved to the right to widen the pane.</p> </div>
Mark All as Read	<p>An easy way to mark all Messages in the folder as having been read.</p>
Empty folder	<p>Essentially deletes all the Messages in the folder, moving them to the <i>Deleted Items</i> folder. You are prompted to confirm the move/deletion.</p>

Exercise: Organize mail Messages into a folder

Follow these steps to create a folder and move the Messages you have sent and received from your colleague to that folder:

Step	Action
1	Open the <i>Inbox</i> folder.
2	Right-click your mailbox name at the top of the Navigation Pane and choose Create New Folder .
3	Name the new folder Class Exercises .
4	Press Enter to create the folder. Notice how the folder is added to the list of folders in the Navigation Pane.
5	Open the <i>Inbox</i> folder again.
6	Press the Ctrl key and using the mouse, select all of the Messages from your colleague.
7	Click the Move or Copy to Folder button in the toolbar and choose Move to Folder .
8	Select the <i>Class Exercises</i> folder. Click Move .
9	Notice that the Messages are removed from the <i>Inbox</i> folder.
10	Click the <i>Class Exercises</i> folder in the Navigation Pane. Notice that the received Messages are displayed in this folder.
11	Open the <i>Sent Items</i> folder.
12	This time select all the Messages you have sent to your colleague.
13	Drag all the Messages over to the Navigation Pane and drop them on the <i>Class Exercises</i> folder.
14	Click the <i>Class Exercises</i> folder in the Navigation Pane. Notice that the sent Messages are displayed in this folder.

Step	Action
15	<p data-bbox="431 281 1235 386">Click the Arrange by: control and choose Conversation. This groups Messages related to an original Message together (a “thread”), for example:</p>  <p data-bbox="431 890 1276 995">If you see the  icon to the left of a Message, this means there are other Messages related to the original one. Click  to expand the thread.</p> <div data-bbox="431 1024 1321 1110" style="border: 1px solid black; padding: 5px;"> <p>Note: Arranging a folder by conversation is useful only when both sent and received Messages are included.</p> </div>

