

USING THE INBOX TO MANAGE MESSAGES

6

You can use the Outlook Inbox folder—as well as the other mail-item folders (Drafts, Outbox, and Sent Items)—to receive, send, and manage email, and send fax messages. Here's how these folders are normally used:

- ◆ Incoming email messages are delivered to your Inbox by a mail account or by an email information service.
- ◆ While you are composing a message, before you send it, it's normally stored in the Drafts folder.
- ◆ When you send a message, it's temporarily stored in the Outbox folder until the next time Outlook connects to the mail server to process outgoing messages, thereby sending it to the recipient. Sometimes messages are transmitted immediately and are stored in your Outbox only briefly, because Outlook connects to your mail server right away to send the outgoing message.
- ◆ A copy of each message you send is normally stored in your Sent Items folder.

In this chapter, you'll learn how to:

- ◆ Receive email messages in your Inbox.
- ◆ Read email messages and open or save file attachments.

- ◆ Use Instant Messaging
- ◆ Send email messages
- ◆ Send fax messages
- ◆ Organize your messages with rules
- ◆ Block junk email

✓ **Tips**

- The instructions in this chapter assume that you've already set up your email and fax accounts or information services, as explained in Chapter 1, "Setting Up Outlook 2003," and Appendix A, "Configuring Outlook."
- The instructions also assume that you've opened your Inbox or another mail-item folder. (Otherwise, you won't find some of the commands mentioned.)
- The different ways to open folders are explained in "Opening an Outlook folder" in Chapter 2, "Getting Started Using Outlook." Keep in mind that with the initial Outlook setup, the icons for the Inbox, Drafts, Outbox, and Sent Items folders are in the Folder List.

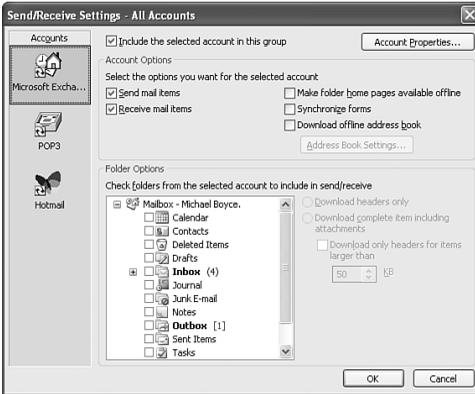


Figure 6.1 Send/receive groups control how and when messages are sent.

Receiving Email Messages

You can have Outlook automatically receive your email messages from one or more accounts at specified intervals, or you can manually receive them at any time. If you don't set up automatic receiving, then you'll have to receive manually.

The procedure for setting up automatic receiving depends upon whether an email account uses a full-time Internet connection or a dial-up connection. A full-time connection is one that provides access to the Internet at all times, usually through a company local area network (LAN) connected to your computer. A dial-up connection uses a modem in your computer and is typically made only when you are actually exchanging email or accessing an Internet site.

Outlook uses send/receive groups to logically manage mail accounts. Send/receive groups consist of one or more email accounts in any combination (**Figure 6.1**). This section explains how to use send/receive groups to process messages. See Chapter 12, “Using Advanced Features,” to learn how to create, change, and manage send/receive groups.

✓ Tips

- The different types of connections are described in the section “To add a Mail Account with the Internet Connection Wizard” in Appendix A.
- When Outlook receives email messages, it might also transmit outgoing email messages from your Outbox, as described later in the chapter.

To receive email messages automatically for all accounts:

1. Choose Tools > Options and click the Mail Setup tab in the Options dialog box.
2. Check the Send/Receive button to display the Send/Receive dialog box.
3. In the Send/Receive Groups dialog box, highlight the Group Name you want to configure. Check the box Schedule an Automatic Send/Receive Every “number” Minutes. Enter the desired interval in minutes at which you want Outlook to automatically receive your email messages. Then, click Close.
4. If one or more of your email accounts uses a dial-up connection, check the Automatically Dial During a Background Send/Receive option (**Figure 6.2**) in the Mail Setup tab. (If you don't check this option, a dial-up account will be skipped when Outlook automatically receives email.)
5. Click the OK button.

Outlook will then begin receiving your email messages at the interval you specified (**Figure 6.3**), automatically dialing your modem for any account that uses dial-up access. It will place any messages you receive in your Inbox folder.

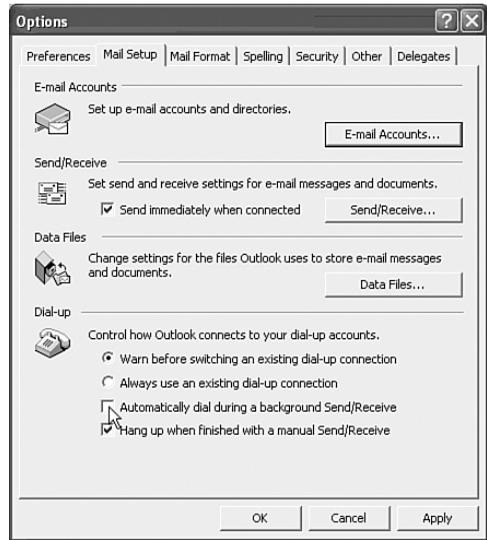


Figure 6.2 Selecting options on the Mail Setup tab of the Options dialog box to have Outlook automatically receive your email messages (via a full-time or dial-up account).

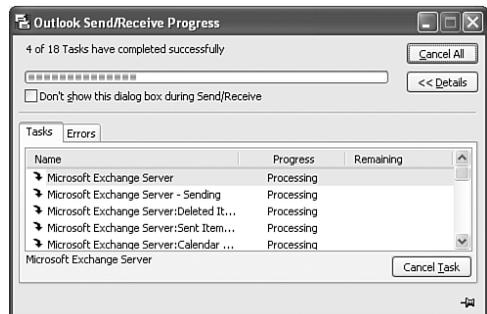


Figure 6.3 The dialog box that Outlook displays when it's receiving and sending email.

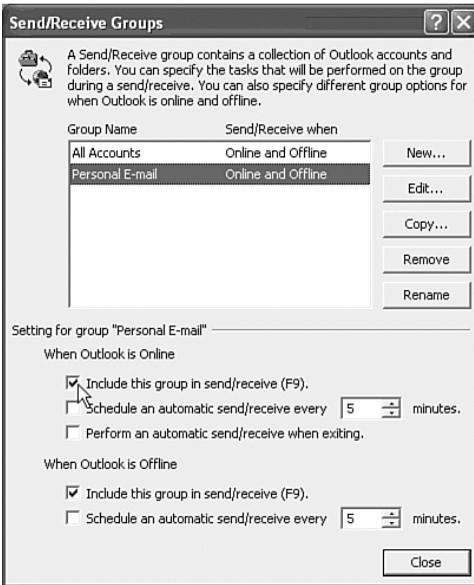


Figure 6.4 The Send/Receive Groups dialog box.



Figure 6.5 The Offline icon on the Status bar indicating that you're working online or offline.

✓ Tips

- Outlook will automatically receive email only from accounts that have the Include This Account When Receiving Mail or Synchronizing option checked. To access this option, choose Tools > Options, click the Mail Setup tab and click Send/Receive. In the Send/Receive Groups dialog box, select the group name and check the box Include This Group in Send/Receive (F9). Then click Close (**Figure 6.4**). (This option is enabled by default.)
- If you do not configure an email account to store your password, Outlook will prompt for the password each time it attempts an automatic send/receive. To fully automate the process, direct Outlook to save your password for the account when prompted.
- If you are working offline, Outlook will not automatically receive email from an account with full-time Internet access. It will, however, continue to automatically dial up and receive email from an account with dial-up access. To switch between working online and working offline, choose File > Work Offline. When you're working offline, an Offline icon appears at the right end of the status bar and the right end of the System Tray (**Figure 6.5**).
- If you're working offline and manually receive email messages (as described next), Outlook switches you back to working online temporarily for the Send/Receive process, and then switches back to working offline.
- You can also open the Send/Receive Groups dialog box by choosing Tools > Send/Receive > Send/Receive Settings > Define Send/Receive Groups. You can also press Ctrl+Alt+S to open the dialog box.

To receive email messages manually:

- ◆ To receive email from all your enabled email accounts, click the Send/Receive button on the Standard toolbar, or choose Tools > Send/Receive > Send/Receive All, or press F9.

or

To receive email from a specific account (whether or not it's enabled), choose Tools > Send/Receive and then choose the name of the Send/Receive group from the submenu (**Figure 6.6**).

Outlook will then connect with the email account or accounts, and it will place any messages you receive in your Inbox folder.

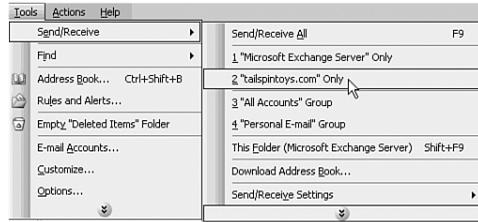


Figure 6.6 Receiving messages from just the tailspintoy.com account.

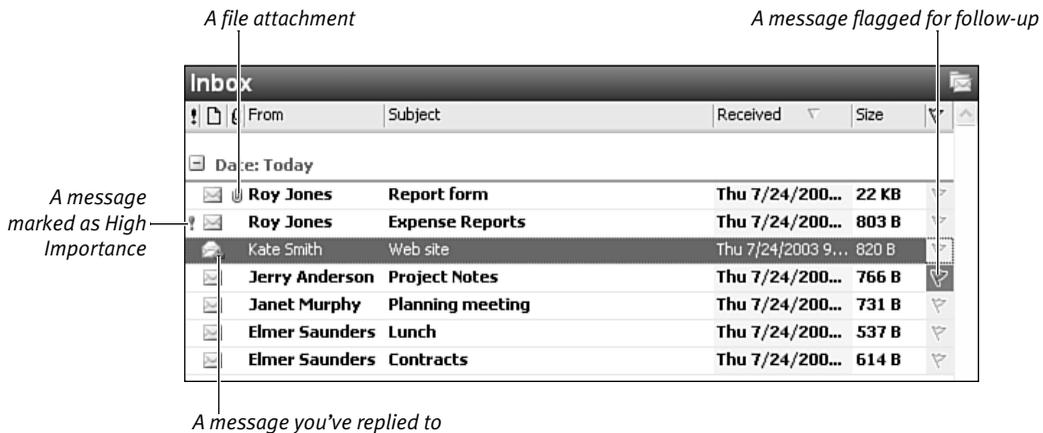


Figure 6.7 Email messages listed in the Inbox.

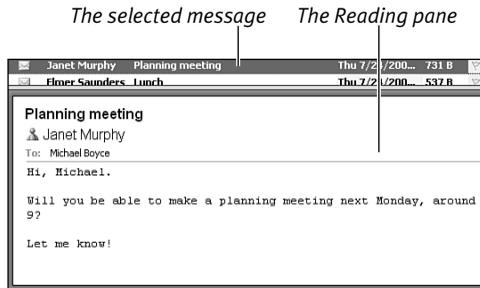


Figure 6.8 Reading a message in the Reading pane.

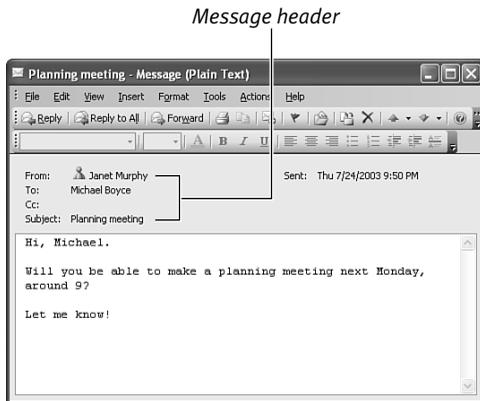


Figure 6.9 Reading a message in the Message form.

Reading Email Messages

Outlook will deliver your incoming email messages from all email accounts to your Inbox (**Figure 6.7**). You can read any email message it contains either by using the Reading pane or by opening the message in a Message form.

To read an email message:

1. Open the Inbox folder and click the email message to select it.
2. If the Reading pane isn't currently displayed, click the Reading Pane button on the Advanced toolbar or choose View > Reading Pane and select either Right or Bottom depending on your preference. You can then view the selected message in this pane, without having to open it (**Figure 6.8**).

or

Double-click the message, or use one of the other methods for opening an item described in "To open an item" in Chapter 3. The message will be displayed in a Message form (**Figure 6.9**).

✓ Tips

- In the Outlook window, an unread message is marked with bold formatting (**Figure 6.10**). You can change the marking of a message by selecting it and choosing Edit > Mark As Read or Edit > Mark As Unread, or you can choose Edit > Mark All As Read to remove the bold marking from all messages in the folder.
- If you've chosen Word as your email editor, a message will be opened in Word rather than in the Outlook Message form (unless the message is in HTML format). See "Email editors and formats," later in the chapter.
- If you want to flag a message for special attention, open the message and click the Flag For Follow Up button on the form's toolbar. Then define the flag in the Flag For Follow Up dialog box (**Figure 6.11**).
- You can hide or show the message header in the Message form (**Figure 6.12**) by choosing View > Message Header. When you hide the header, only the From and Sent fields are shown.
- You can set other options for a message by opening the message in a form and choosing View > Options to open the Message Options dialog box (**Figure 6.13**). This dialog box also lets you view the message's Internet headers, which show technical information on the sending and routing of the message. Often, you can determine the true sender of a message by viewing the header; for example, determining if a message is from someone you know or from a spammer (someone who sends unsolicited junk mail).

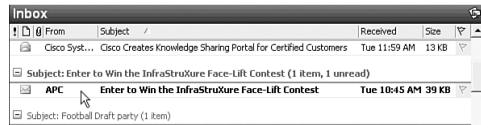


Figure 6.10 Unread messages appear in bold.

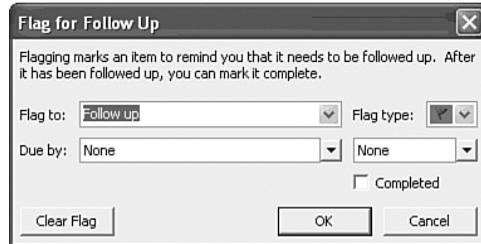


Figure 6.11 The Flag For Follow Up dialog box.

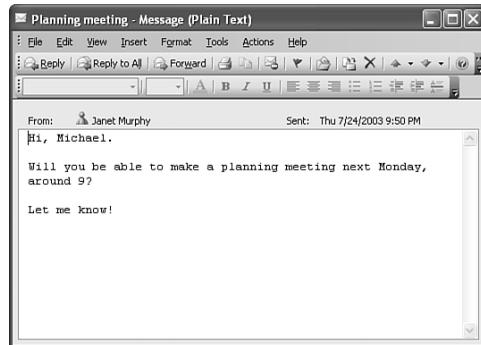


Figure 6.12 The header removed from the message form.

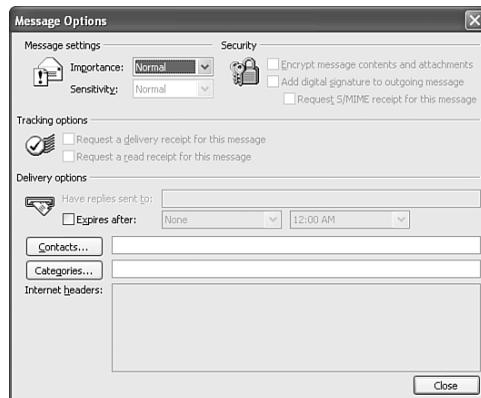


Figure 6.13 The Message Options dialog box for an incoming message in the inbox.

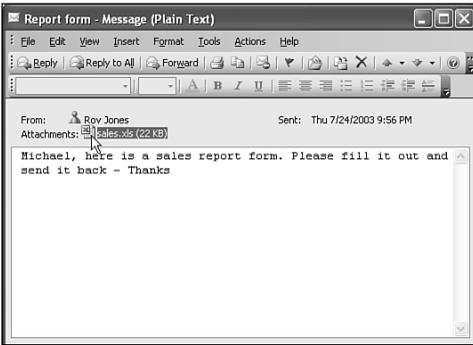


Figure 6.14 Double-clicking a file attachment icon to open the file.

Right-click here to open the menu

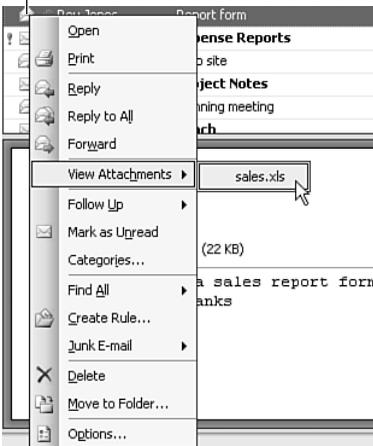


Figure 6.15 Opening a file attachment by using the drop-down menu.

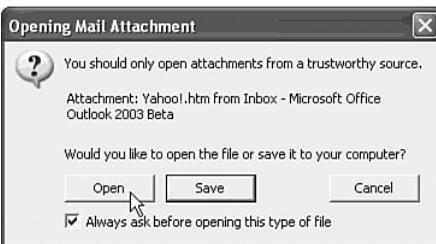


Figure 6.16 Choosing to open a file attachment in the Opening Mail Attachment dialog box.

To open a file attachment included in an email message:

1. View the message in the Reading pane or open it in a form, and double-click the icon for the file attachment (**Figure 6.14**).

or

In the Inbox, right-click on the message, choose View Attachments, and choose the name of the attachment from the submenu (**Figure 6.15**).

2. If Outlook displays the Opening Mail Attachment dialog box (**Figure 6.16**), select Open and click the OK button.

The file attachment will then be opened in the appropriate program. For example, if you have Microsoft Word installed, a file attachment with the .doc extension will be opened in Word.

✓ Tips

- Don't open a file attachment in a message from an unknown source! Certain types of attachments can contain viruses, and opening an attachment might allow a virus to harm your computer.
- Outlook blocks certain types of attachments, preventing you from opening them. Outlook refers to these as Level 1 Attachments. You can find a list of these attachment types by opening Help and opening the following Help document from the Table of Contents: Security and Privacy\Security\Attachment file types blocked by Outlook. If you need access to a particular blocked attachment, export the message to Outlook Express and read it there, or forward it to a Web-based email account such as Hotmail, where you will be able to download the attachment.

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- Exchange Server supports Level 2 attachments, which Outlook does not allow you to open directly, but which you can save to disk from Outlook in order to open. An Exchange Server administrator must configure Level 2 attachments on the Exchange Server—you cannot control these attachment types from Outlook. If you remove attachment types from the Level 1 list (see previous tips), Outlook treats them as Level 2 attachments.

To save a file attachment in a disk file:

1. In the Outlook window, select the message that has the attachment you want to save.
2. Choose File > Save Attachments, and then from the submenu choose the name of the individual attachment you want to save (**Figure 6.17**), or choose All Attachments to save all in one step.
3. In the Save Attachment dialog box (**Figure 6.18**), select the disk location where you want to save the file. If you wish, you can change the name of the file by typing a new name in the File Name text box.
If you wish, you can change the name of the file by typing a new name in the File Name text box.
4. Click the Save button.

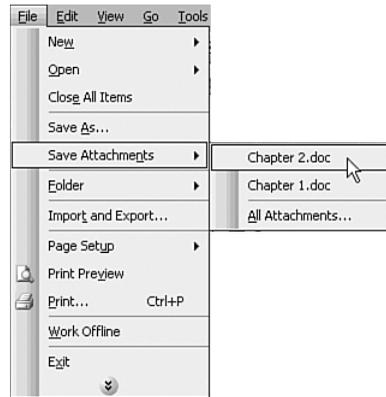


Figure 6.17 Saving the Chapter 2.doc file attachment.

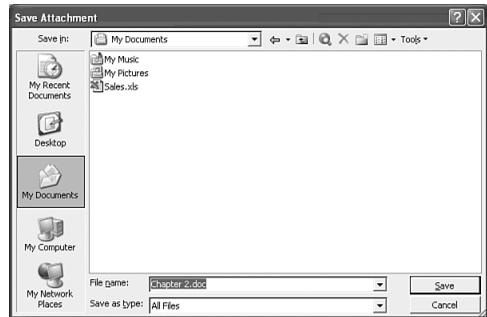


Figure 6.18 Selecting a disk location for a file attachment in the Save Attachment dialog box.

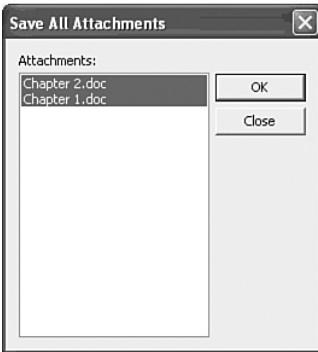
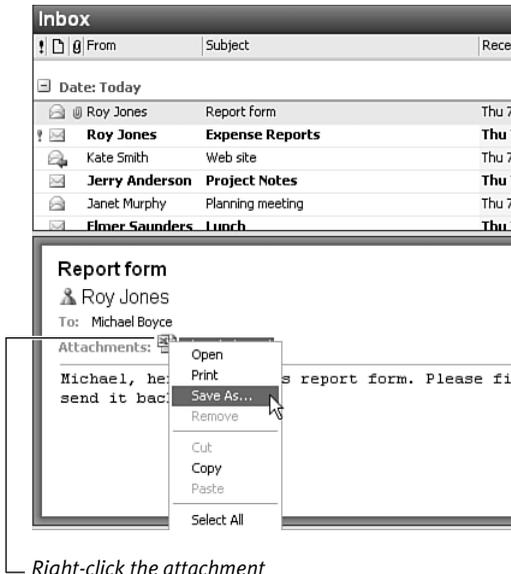


Figure 6.19 The Save All Attachments dialog box.



Right-click the attachment

Figure 6.20 Saving an attachment from a pop-up menu.

✓ Tips

- If a message has more than one file attachment, you can save several attachments at once by choosing File > Save Attachments > All Attachments in step 2 and then selecting the specific attachments you want to save in the Save All Attachments dialog box (**Figure 6.19**).
- If a message is open in a form, you can save one or more attachments by choosing File > Save Attachments.
- If a message is displayed in the Reading pane or opened in a form, you can save a single file attachment by right-clicking the attachment's icon and choosing Save As from the pop-up menu (**Figure 6.20**).

Sending Email Messages

Sending email normally consists of the following two main steps:

1. Create the email message. You create an email message in the Message form. You can either create a new message or reply to or forward a message that you've received. When you click the Send button in the form, the message is initially stored in your Outbox folder. In the following two cases, however, a message is stored in your Outbox for only a few seconds, making it appear as if the message never reached your Outbox:
 - ▲ If the Send Immediately When Connected option is checked, and if a message is sent via a full-time connection or a dial-up connection that's already connected, the message will be sent immediately. You access this option by choosing Tools > Options, and clicking the Mail Setup tab (Figure 6.21).
 - ▲ With an Exchange Server account working in online mode, messages are delivered immediately to the server, remaining in the Outbox only briefly.
2. Transmit your email messages from the Outbox to their recipients.

Outlook makes a copy of each transmitted message in your Sent Items folder, provided that the Save Copies of Messages in Sent Items Folder option is checked. You access this option by choosing Tools > Options and clicking the E-mail Options button on the Preferences tab (Figure 6.22).

The instructions for completing these two steps are given in the following sections.

Check this option

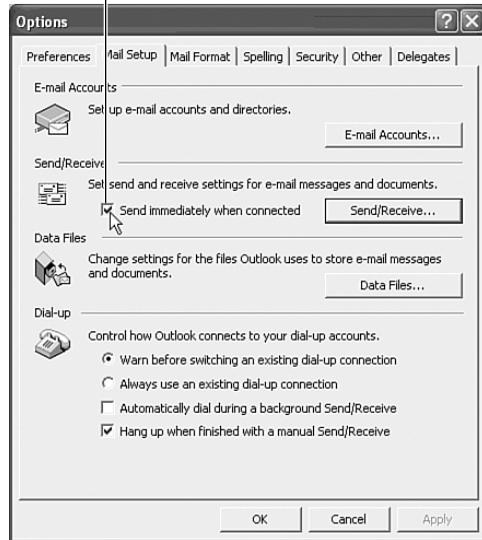


Figure 6.21 Having Outlook immediately transmit messages as soon as you click the Send button in the Message form.

Check this option

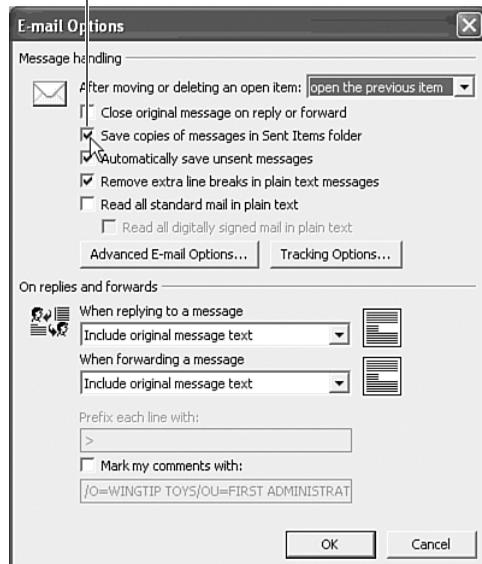


Figure 6.22 Having Outlook save a copy of each transmitted message in your Sent Items folder.

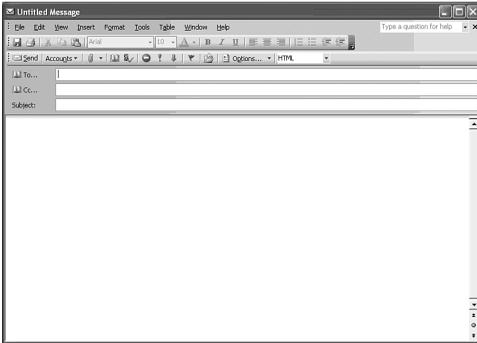


Figure 6.23 A blank Message form for creating a new outgoing email message.

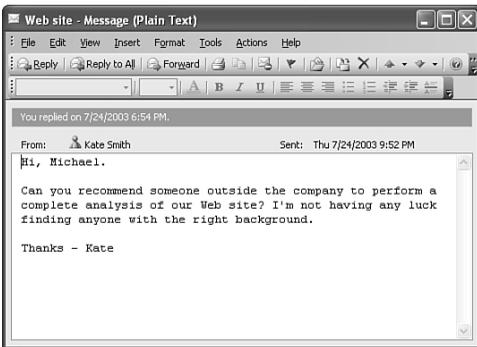


Figure 6.24 The Message form that is opened when you reply to an incoming email message.

To create a new email message:

1. Open a mail-item folder such as Inbox and click the New button on the Standard toolbar, or choose Actions > New > Mail Message, or press Ctrl+N.
or
Press Ctrl+Shift+M. (Any folder can be open.) Outlook will open an empty Message form (**Figure 6.23**).
2. Complete the Message form and send the message, as explained in “To complete the Message form,” later in the chapter.

To reply to or forward an email message:

1. Open the folder containing the incoming message you want to reply to, or forward and select the message.
or
Open the incoming message in the Message form.
2. Click one of the following buttons on the Standard toolbar in the Outlook window or in the form:
 - ▲ **Reply.** The new message will be addressed to the sender of the incoming message, and its subject will contain the subject from the incoming message, prefaced with RE: (**Figure 6.24**).
 - ▲ **Reply to All.** The new message will be addressed to the sender of the incoming message, and copies of the message will be sent to everyone who originally received a copy of the incoming message (that is, their addresses will be inserted in the Cc field, which you’ll learn about later). The new message’s subject will contain the subject from the incoming message, prefaced with RE:.

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- ▲ **Forward.** The new message's subject will contain the subject from the incoming message, prefaced with FW: (Figure 6.25).

Whichever button you click, the new message body (the large text box) will contain the header and text from the incoming message.

3. Complete the Message form and send the message, as explained in “To complete the Message form,” below. If you're replying to a message, type your reply above the original text. If you're forwarding a message, you can type a comment or explanation, if you wish, above the original text.

✓ Tip

- You can modify the way Outlook formats the original text in a reply or in a forwarded message by choosing Tools > Options, clicking the E-mail Options button on the Preferences tab, and selecting options in the On Replies and Forwards area of the E-mail Options dialog box (Figure 6.26).

To complete the Message form:

1. Enter the message recipient or recipients in the To text box. For details on how to do this, see “To address a message” later in the chapter.
Figures 6.23 through 6.25 show several Message forms, before new information has been entered.
2. If you want to send a copy of the message to one or more other people, enter them in the Cc text box. For details on how to do this, see “To address a message” later in the chapter.

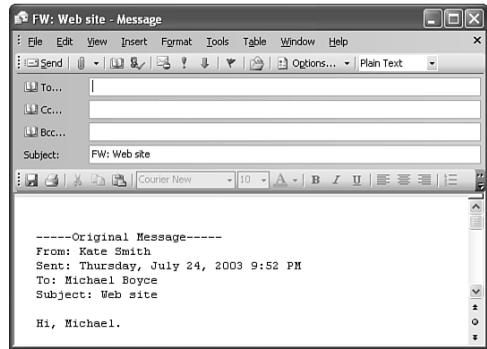


Figure 6.25 The Message form that is opened when you forward an incoming email message.

Select options here to modify the way Outlook formats the original text it inserts in replies or forwarded messages

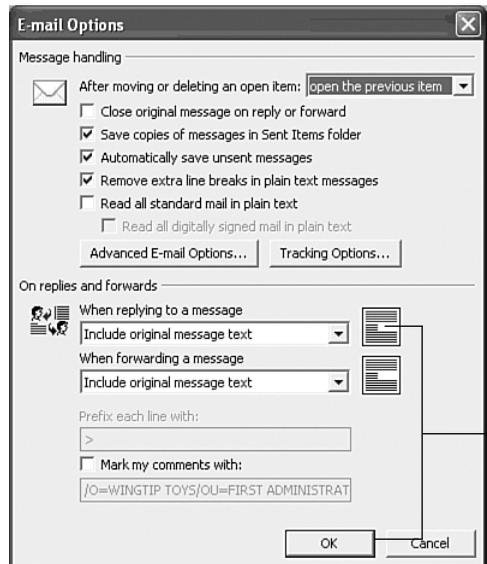


Figure 6.26 Modifying the way Outlook formats the original text in replies and forwarded messages.

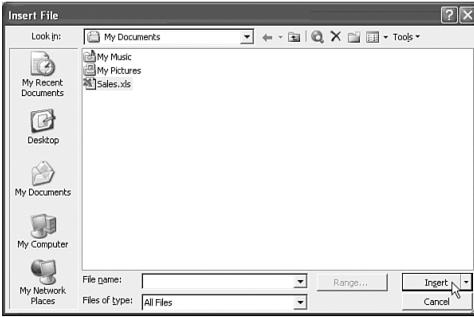


Figure 6.27 Inserting a file into an email message.

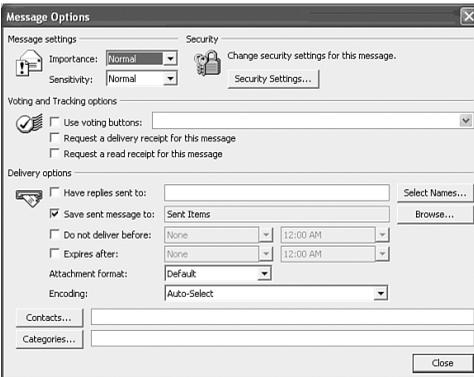


Figure 6.28 Selecting message options.

3. Type a message subject in the Subject text box. The recipient will see this text in his or her email program before opening the message.
4. Type the body of the message in the large text box. See the section “Editing Items” in Chapter 3 for information on entering, editing, and formatting the text.
5. If you want to attach a file to the message, click the Insert File button on the form’s Standard toolbar, or choose Insert > File. Then, in the Insert File dialog box, select the file and click the Insert button (Figure 6.27).
6. To select options for the message, click the Options button on the Standard toolbar, or choose View > Options. Then select the desired options in the Message Options dialog box (Figure 6.28) and click the Close button.

Figure 6.29 shows a completed Message form.

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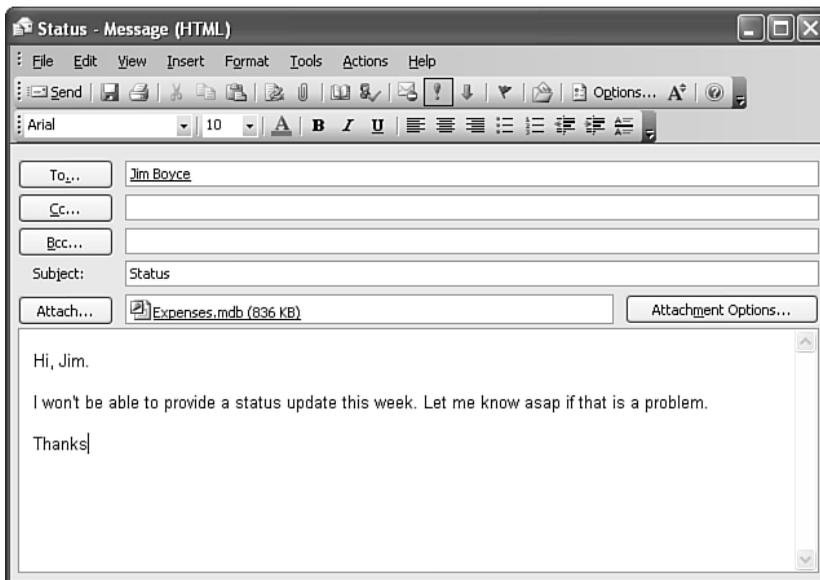


Figure 6.29 A completed message, ready to send.

7. Click the Send button on the form's Standard toolbar.

At this point, Outlook will normally place the message in your Outbox, and you'll need to transmit it to the recipient, as explained later in the chapter. (See the exceptions that were discussed at the beginning of "Sending Email Messages," earlier in the chapter.)

✓ Tips

- If you have more than one email account, you can specify the account that will be used to send the message by clicking the Accounts button adjacent to the Send button on the form's Standard toolbar and choosing the name of the account from the drop-down menu (**Figure 6.30**). (If you just click the Send button, the message will be sent using your default email account.) This applies to new messages as well as replies and forwards.
- The header for a message in your Outbox that's ready to transmit is formatted in italics (**Figure 6.31**). If you reopen the message before it's transmitted, be sure to click the Send button again. Otherwise, the message won't be transmitted (as indicated by its non-italic formatting).
- The forms and dialog boxes shown in this section are those displayed when you're using Word as your email editor. They are somewhat different if you use Outlook email editor and the Microsoft Outlook Rich Text format or select another email format. See "To change your email editor or format," later in the chapter.

Select an account

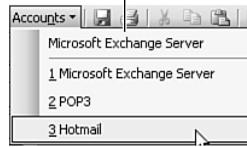


Figure 6.30 Choosing a specific account for sending a message.



Figure 6.31 A message in the Outbox that's ready to transmit.



Figure 6.32 Two email addresses typed directly in the To text box.



Figure 6.33 After I typed **Fred** in the To text box, Outlook found a unique matching name in my Contacts folder. It then completed and underlined the name.

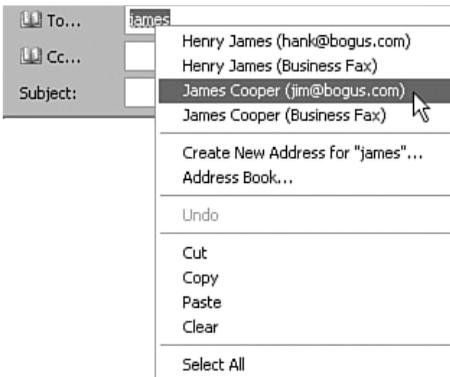


Figure 6.34 After I typed **james** in the To text box, Outlook found two matching contacts and underlined the name with a red wavy line. I right-clicked the name and chose the recipient I wanted, James Cooper, from the pop-up menu.



Figure 6.35 The result of choosing the name from the pop-up menu shown in **Figure 6.34**.

To address a message:

- ◆ In the Message form, type the recipient's exact Internet email address directly in the To or Cc text box. If you want to enter several addresses in a single text box, separate them with semicolons (**Figure 6.32**).

or

If the recipient's email address is in your Contacts folder (or if you want to search for it using an Internet directory service), type part or all of the person's name as it appears in Contacts in the To or Cc text box. When you exit the field, Outlook automatically looks for the name in Contacts. Then:

- ▲ If Outlook finds a unique match, it completes the name (if necessary) and underlines it with a solid black line to indicate that the name has been verified (**Figure 6.33**). Outlook will use the email address (if any) associated with the contact to address your message.
- ▲ If Outlook finds more than one contact matching the name you typed, it underlines the name with a wavy red line. Right-click the name and choose the person you want from the pop-up menu (**Figures 6.34** and **6.35**).
- ▲ If Outlook finds more than one contact matching the name you typed, but you previously typed the same name and chose a name from the pop-up menu, it displays your previous choice and underlines it with a dashed green line. You can right-click the name and choose another name if you want.
- ▲ If Outlook doesn't find a match, it leaves the name as is, and you'll have to type another name or use one of the other addressing methods.

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or

Click the To or Cc button in the message header, or click the Address Book button on the form's Standard toolbar, or press Ctrl+Shift+B. Outlook will open the Select Names dialog box (**Figure 6.36**), which lets you transfer names to the To, Cc, and Bcc message fields from your Contacts folder or from an Internet directory service. Outlook will use the email address associated with each name you transfer. You work with this dialog box as follows:

- ▲ Select a name in the list of contacts and then click the To, Cc, or Bcc button to copy the name to the To, Cc, or Bcc field in your message.
- ▲ To quickly locate a name in a long list of contacts, type the start of the name in the Type Name or Select from List text box at the top of the dialog box.
- ▲ If you have more than one contact-item folder, you can view the items in a particular one by selecting it in the list box.
- ▲ To look up an email address using an Internet directory service, select the directory service in the Show Names From The list box. Click the Advanced button and select Find from the menu. In the Find dialog box (**Figure 6.37**), type the person's name in the Display Name text box, and click the OK button. If matches are found, they are displayed at the bottom of the dialog box, and you can select the name you want and click the To, Cc, or Bcc button to copy the name and address to the corresponding field in your message.

Select an alternative contact-item folder or address list here

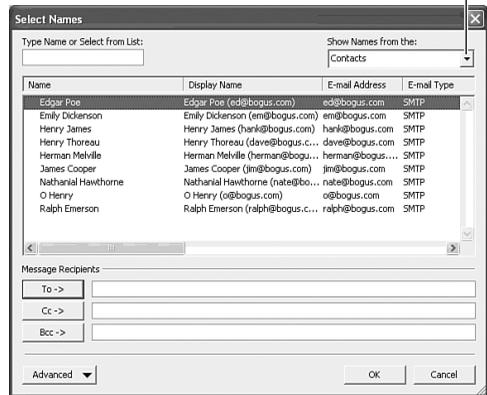


Figure 6.36 The Select Names dialog box.

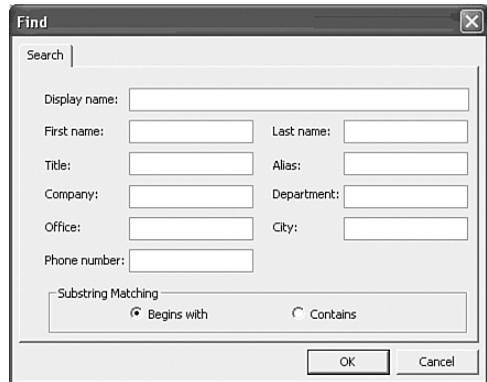


Figure 6.37 The Find dialog box.

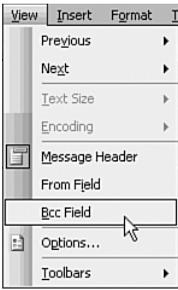


Figure 6.38 Click to show the Bcc field.

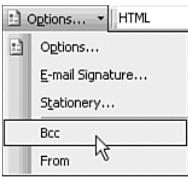
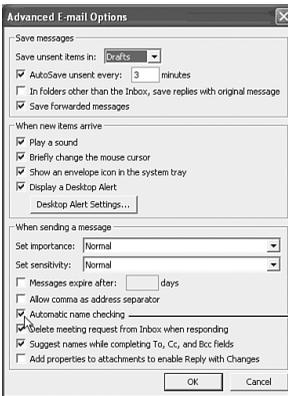


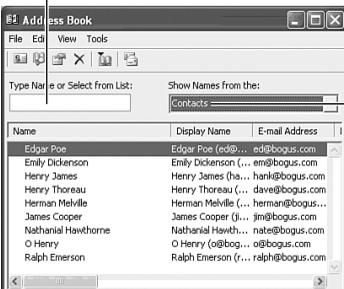
Figure 6.39 Show the Bcc field for only the current message.



Check this option

Figure 6.40 Turning on automatic name checking.

Type a name to locate in the address book



Click to search for a person using an Internet directory service or other address list

Figure 6.41 The Address Book dialog box.

✓ Tips

- The Find box in directory services (**Figure 6.37**) allows searching with more fields than just a name. Use the Contains and Begins With options to specify how the information you enter is matched by Outlook against the LDAP server.
- If you enter an address in the Bcc message field, a copy of the message will be sent to that address, but other message recipients won't see the address. (An address that's entered in the Cc field is generally revealed to all message recipients.) To display a text box for the Bcc field with Outlook as your email editor (**Figure 6.38**), choose View > Bcc Field. To display the Bcc field with Word as your email editor (**Figure 6.39**), choose the down arrow on the right of the Options button and choose Bcc from the menu.
- To have Outlook automatically check names in the To, Cc, and Bcc fields, the Automatic Name Checking option must be checked. You access this option by choosing Tools > Options, clicking the E-mail Options button on the Preferences tab, and then clicking the Advanced E-mail Options button (**Figure 6.40**).
- If automatic name checking is turned off, you can check names manually by clicking the Check Names button on the form's Standard toolbar.
- In the main Outlook window, you can open the Address Book dialog box (**Figure 6.41**) by choosing Tools > Address Book or pressing Ctrl+Shift+B. Like the Select Names dialog box, it lets you access the items in your Contacts folder or search for people using any of your address lists

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- Rather than selecting an individual name from your Contacts folder, you can select a distribution list, which sends the message to an entire group of people. For information on defining distribution lists, see “Creating Contact Items” in Chapter 8, “Using the Contacts Folder.”
- If you have more than one email information service, the particular service that will be used to transmit the message depends upon which account is set as the default account (**Figure 6.42**). To change the default account, highlight the desired account and select Set as Default (**Figure 6.43**). That account is then displayed at the top of the order list.

or

Choose Move Up or Move Down to set the order of processing for the accounts. The account at the top automatically becomes the Default account.

- To send a message from a specific service account, click on the Accounts button and choose the account desired (**Figure 6.44**). The email item will then be sent from that account.
- Rather than selecting an individual address from your Contacts address list, you can select a distribution list, which sends the message to an entire group of people. For information on defining distribution lists in the Contacts folder, see “Creating Contact Items” in Chapter 8.

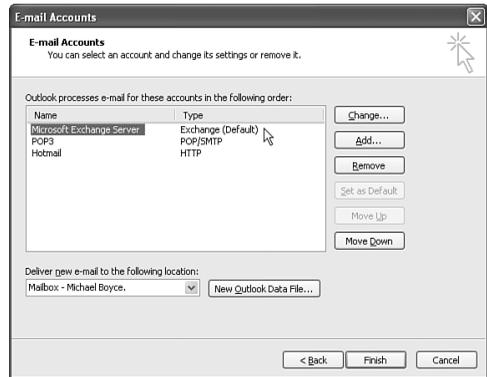


Figure 6.42 The top account sends outgoing messages by default.

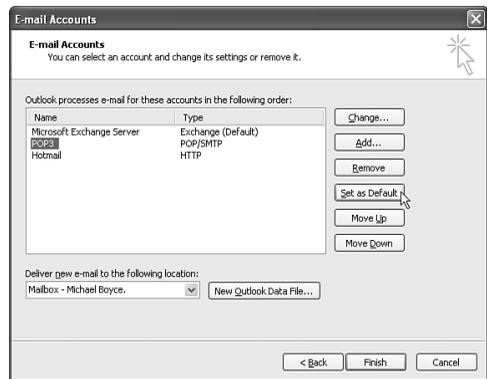


Figure 6.43 Setting a different default mail account.

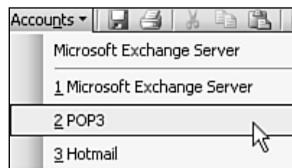


Figure 6.44 Selecting the outgoing account while composing the message.

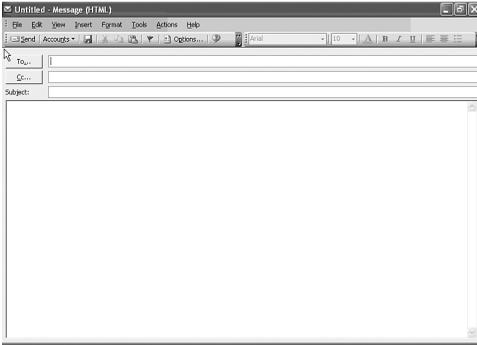


Figure 6.45 Using the Outlook editor to compose a message.

Email Editors and Formats

You can use either of the following two editors to read or send email messages:

- ◆ The built-in **Outlook editor**, which is used in the standard Message form. The Outlook editor is fast and probably has all the features you need (**Figure 6.45**).
- ◆ The figures presented so far in this chapter have shown the **Word editor** and the advanced Message form. Although it's slower starting, it provides many sophisticated features not available in the Outlook editor—for example, alternative document views; formatting styles; automatic insertion, correction, and formatting of text; and checking of spelling as you type.

Whichever editor you employ, you can use any of the following basic formats for the new email messages you create:

- ◆ **Plain text** doesn't let you format text or add graphics, but it can be read by virtually any recipient. If you use this format, the formatting and graphics commands in the Message form are disabled. Deceptively, in Word you can use the formatting or graphics commands, but formatting and graphics are removed when you save or send the message.
- ◆ **Rich Text** lets you format text—change fonts, italicize, indent paragraphs, and so on—and insert graphics. Many recipients, however, won't be able to view the formatting. With this format, you can use the formatting commands described in the section “Formatting Text” in Chapter 3.

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- ◆ **HTML** (hypertext markup language, the format used for Web pages), lets you format text, insert pictures, assign styles to text (such as Heading 1 or Bulleted List), apply a background picture or color to the message, insert horizontal dividing lines, and get a head start in creating attractive messages by using predesigned stationery. Many recipients, however, won't be able to view these HTML features. **Figure 6.46** shows some of the additional commands available in the Message form with the HTML format.

✓ Tips

- When you reply to or forward an email message, Outlook matches the format of the incoming message.
- If a recipient's email service or program doesn't transmit or display Rich Text or HTML, a plain text version of the message will generally be displayed. But you can avoid wasted effort by not sending formatted or graphical messages to such users.

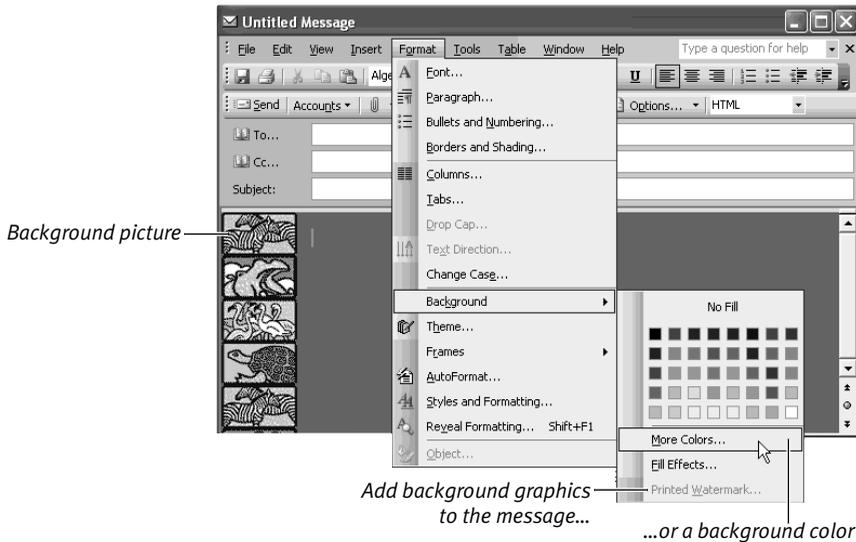


Figure 6.46 Commands available in the Message form only when you use the HTML format. Not shown are the Insert menu commands for inserting a horizontal line, a picture, or a hyperlink.



Figure 6.47 The Mail Format tab of the Options dialog box.



Figure 6.48 The Stationery picker dialog box.

To change your email editor or format:

1. Choose Tools > Options and open the Mail Format tab in the Options dialog box (Figure 6.47).
2. Select options as desired:
 - ▲ Choose the email format you wish to use in the Compose in This Message Format list box.
 - ▲ If you want to use Word as your email editor, check Use Microsoft Word to Edit E-Mail Messages. In this case, *none of the options described in the remainder of this list will be available.* You'll have to select the desired options within Word itself.
 - ▲ To select the default fonts used in your messages, click the Fonts button and select options in the Fonts dialog box.
 - ▲ If you selected the HTML format, you can choose default stationery to be used for your new messages in the Use This Stationery by Default list box. Or you can click the Stationery Picker button to preview each type of stationery in the Stationery Picker dialog box (Figure 6.48) and select the one you want. Using stationery to create a message adds a background picture and initial text to give you a head start in creating an attractive message for a particular purpose (such as a party invitation, formal announcement, or holiday card).

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- ▲ You can have Outlook automatically insert a signature at the end of the email messages you create for each account. Select the account desired from the Select the Signatures to Use with the Following Account list box (**Figure 6.49**). Choose the signature from the Signature for New Messages and/or Signature for Replies and Forwards list box. A signature is a block of text that usually contains your name, profession, address, Web page, or other information. If you haven't yet created a signature, you'll need to click the Signatures button and then click the New button in the Create Signature dialog box (**Figure 6.50**) to compose a signature.

3. Click the OK button.

✓ Tips

- You can create a new message using any email format, overriding the default, by choosing Actions > New Mail Message Using and then choosing a format on the submenu (**Figure 6.51**).
- If you're using the Outlook editor by default, you can create a single message in Word—using the current default email format—by choosing Actions > New Mail Message Using > Microsoft Word (Format), where Format is the name of the current default email format (Plain Text, Rich Text, or HTML).
- ◆ If the recipient's email program does not support or accept HTML messages, the background does not appear in the message but (depending on the program) will be attached to the message as a file.

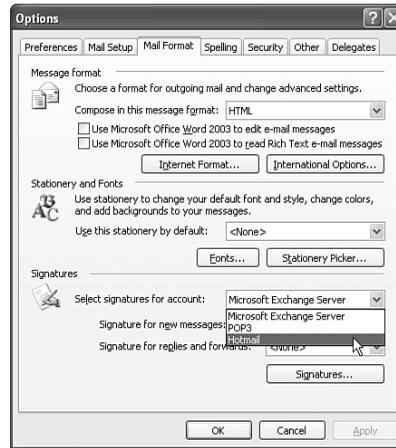


Figure 6.49 Selecting an account to assign a signature.

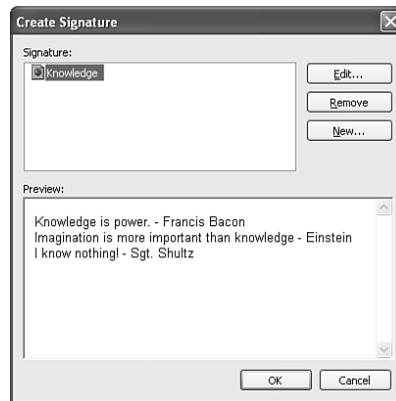


Figure 6.50 The Create Signature dialog box lets you view, edit, or create a signature.

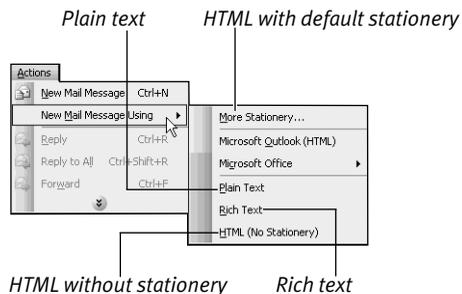


Figure 6.51 Creating a new email message with a specific format, overriding the default format.

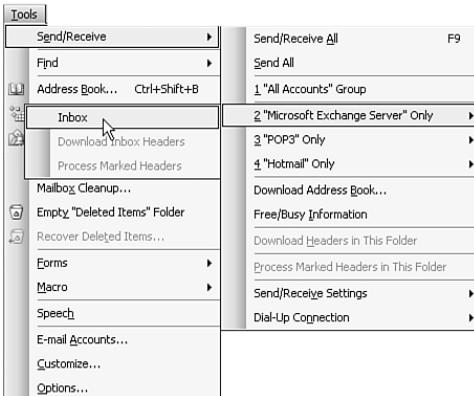


Figure 6.52 Sending and receiving messages using a specific email account.

To transmit messages from your Outlook:

- ◆ To transmit all messages in your Outlook, without receiving email, choose Tools > Send/Receive > Send All.
- ◆ To transmit all messages in your Outlook and to receive email from all enabled accounts or email information services, click the Send/Receive button on the Standard toolbar, or choose Tools > Send/Receive > Send/Receive All, or press F9. (For instructions on enabling specific accounts or information services for receiving email, see the earlier section “To receive email messages manually.”)
- ◆ To transmit only messages that are to be sent using a particular account or information service and to receive messages from that account or information service only, choose Tools > Send/Receive and then choose the account or information service name from the submenu (**Figure 6.52**). Outlook will transmit each message using the appropriate mail account or information service.

✓ Tips

- If you want to resend a message—perhaps as a friendly reminder if the recipient hasn’t yet replied—open the message (it will normally be stored in your Sent Items folder) and in the form choose Actions > Resend This Message.
- You can send a fax message using a fax modem. To send an outgoing fax from Outlook, you must add the Fax Transport service to your profile (choose Tools > E-mail Accounts, click Add a New Email Account, Next, Additional Server Types) or use a third-party fax service. You can also print a document to the Fax Printer, which Windows adds automatically when you add a fax modem. However, faxing is not covered in this book.

Organizing Your Messages with Rules

You can organize your email messages using the general techniques presented in Chapters 3 and 4. For example, those chapters show how you can create new folders for storing messages and how you can copy or move messages from one folder to another.

Chapter 3 (the section “Using the Organize Page”) explained in general how to use the Organize Page to organize your Outlook items. In a mail-item folder, the Organize Page (**Figure 6.53**) provides several unique features for organizing and managing messages:

- ◆ You can have Outlook move a message to a specified folder.
- ◆ You can have Outlook color-code messages from or to a particular person. The messages will be displayed in your Inbox using the color you specify.

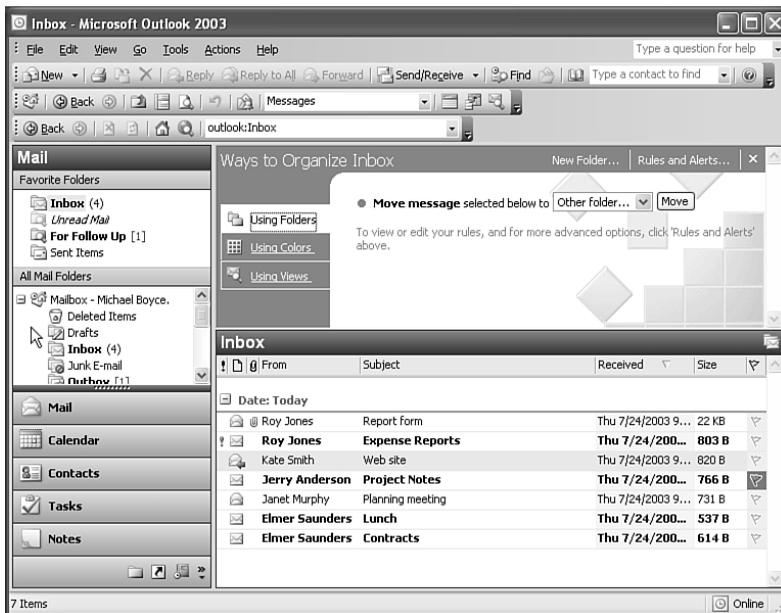


Figure 6.53 Displaying the Organize Page in the Inbox folder.

✓ **Tips**

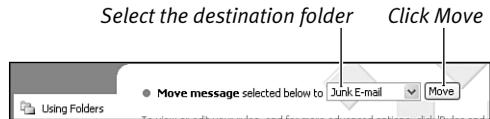
- When you're done using the Organize Page, you can remove it by clicking the Close Organize button in the upper-right corner of the page.
- The Rules Wizard provides much greater flexibility for creating rules than the Organize Page, but the Organize Page is generally easier for novices to use to create rules. See the section, "Using the Rules Wizard to have Outlook sort adult-content email," later in this chapter to learn more about the Rules Wizard.
- To quickly create a rule from an existing message, right-click the message and choose Create Rule. Outlook displays a Create Rule dialog box in which you specify the conditions for the rule and the action you want the rule to take. This method provides a limited number of conditions and actions, but is great for quickly creating rules to move or notify you about messages that fit the specified conditions.

To move a message:

1. In a mail-item folder, select a message you want Outlook to move.
2. Choose Tools > Organize to open the Organize Page.
3. Click Using Folders to display the folder options (**Figure 6.54**).
4. Select a message and click Move (**Figure 6.55**).

To have Outlook color-code messages for a particular person:

1. In a mail-item folder, select a message from or to the person whose messages you want Outlook to color-code. You must open a mail-item folder, but selecting a message is optional, because you can later type the name.
2. Choose Tools > Organize to open the Organize Page.
3. Click Using Colors to display the color-coding options (**Figure 6.56**).
4. Use the Color Messages fields to describe the color-coding you want Outlook to perform (**Figure 6.56**).

**Figure 6.54** The folder options on the Organize Page.**Figure 6.55** Moving a message.**Figure 6.56** The color-coding options on the Organize Page.

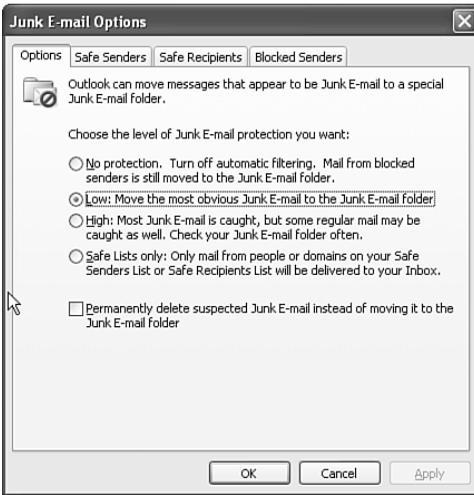


Figure 6.57 The Junk E-mail Options dialog box.

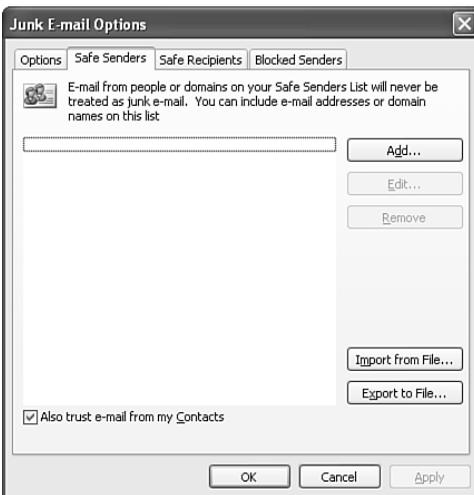


Figure 6.58 Configuring the Trusted Senders list.

Blocking Junk Email

Outlook's built-in junk email filter blocks messages using two methods: the Junk E-Mail Lists and a new feature that determines whether an email is junk based on the message structure and other properties. This new filter is enabled by default.

To view and modify junk email settings:

1. Choose Tools > Options, and click the Junk E-mail button.
The Junk E-mail Options dialog box appears.
2. Click the Options tab. Select the level of protection desired, or turn it off completely by choosing No Protection (Figure 6.57).
3. Click the Safe Senders tab. Click the Add button and type the email address or domain name of the senders whose messages you do not want to be filtered as junk email.
You can also remove a selection from the Safe Senders list by selecting an entry and clicking Remove (Figure 6.58).
4. Click the Safe Recipients tab. Click the Add button and type the target email address or domain for messages you do not want to be filtered as junk email.
In other words, the Safe Recipients tab lets you identify acceptable messages based on the address or domain to which they are sent. You can also remove a selection from the Safe Recipients list by choosing Remove.
5. Click the Blocked Senders tab and click Add to add individual addresses or domains whose messages you want to explicitly block.
6. Click OK to close the Junk E-Mail Options dialog box.

✓ Tips

- Although advanced, the Junk E-Mail filter is not 100% effective. Periodically check the messages that are filtered to ensure that the filter is working properly.
- The Safe Senders list serves as a *whitelist* that identifies messages that should not be treated as junk, based on the address or domain of the sender. Use this list to allow incoming messages from known senders or domains, regardless of the message content. If you specify a domain, Outlook accepts all messages from that domain regardless of the sender.
- The Safe Recipients list serves as a whitelist that identifies messages that should not be treated as junk, based on the address to which the message is sent (or the domain of the address to which it is sent). Use this list to allow incoming messages that are not addressed specifically to you, such as messages sent to a discussion list in which you participate.
- The Blocked Senders list is a *blacklist* that explicitly identifies individual senders or domains whose messages you want Outlook to block.
- You can import or export a standard text file into the Safe Senders, Safe Recipients, or Blocked Senders list to share the list with other users or move it to another computer. To export a list, click Export to File in the Junk E-mail Options dialog box, specify the file path and name, and click Save. To import a list, click Import from File in the Junk E-mail Options dialog box. You see the Import Blocked Senders dialog box (**Figure 6.59**). Browse to the text file location, select it, and click Open. Outlook will import it into the list (**Figure 6.60**).

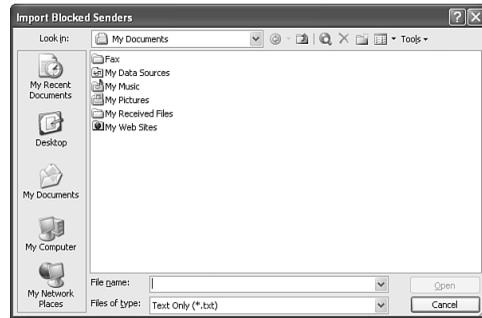


Figure 6.59 Importing addresses in the Blocked Senders list.

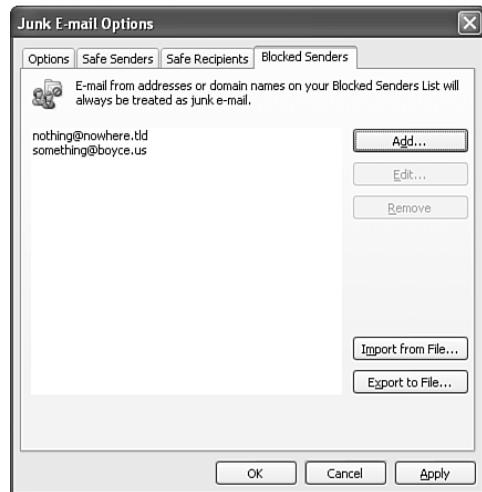


Figure 6.60 Configuring the Blocked Senders list.

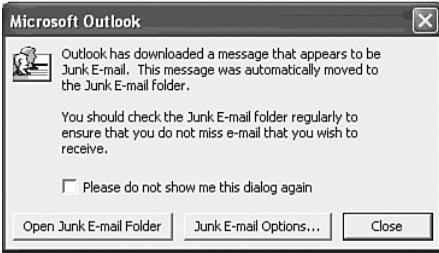


Figure 6.61 Outlook warning about a junk message.

- When Outlook receives a message it identifies as junk mail, it displays a warning message (**Figure 6.61**). Click Open Junk E-mail folder to view the junk email contents or Junk E-mail Options to view the filter configuration settings. Click Close to close the dialog box without taking any action.

