

Using Email with **MICROSOFT OUTLOOK**



University Computing and Information
Services

Training Guide

For additional help,
contact the UCIS Help Desk at (910) 521-6260 or helpdesk@uncp.edu,
or visit www.uncp.edu/ucis

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ABOUT OUTLOOK 2003


Outlook is an email software package which enables users to communicate with one another from their personal workstation. Outlook provides you with a highly effective tool for creating, organizing, sending and receiving messages.

HELP WITH OUTLOOK

THE OFFICE ASSISTANT

Anytime you need help, just click the Office Assistant to get the help you need. If Clippit is not displayed, select Help, Show the Office Assistant.

When you're in the middle of a task, the Assistant will guess what kind of help you might need and display a **"What would you like to do?"** box containing a list of relevant help topics. If the list doesn't include the information you want, type a question in the white textbox.

1. Click select Help, Show the Office Assistant.
2. Double Click the Office Asssistant.
3. **IN THE TEXTBOX, TYPE YOUR QUESTION.**
4. Click the **S**earch button.
5. From the list of help topics, select the statement that best answers your question.
6. An information window opens with instructions.
7. When finished, click the close  button in the upper right hand corner of the help window.
8. Press ESC or double click on the Office Assistant to close the question window.



Note: A light bulb appears when the Assistant has a tip. To see the tip, click the light bulb.



To Hide the Office Assistant

Select Help, Hide the Office Assistant or right click on the Assistant and select Hide.

To Change the Assistant

The default Office Assistant is a paper clip named Clippit. Other assistants include The Dot, Merlin, Mother Nature, F1 (Robot), and Links – to name a few.

1. Right-click the Assistant and select Choose Assistant...
2. From the **G**allery tab, you can scroll through the different Assistant cartoon characters by clicking the <**B**ack and **N**ext> buttons.
3. Click **OK** when you have chosen a new Assistant.

To Animate the Office Assistant

Right click on the Office Assistant and choose Animate.

Turn the Office Assistant Sound On or Off

To play most sounds, your computer must have a sound card.

- 1 Right click on the Office Assistant and choose Options
- 2 On the **O**ptions tab, select or clear the **M**ake sounds check box.



Note: To display the Assistant after you display a help topic, click anywhere in the outlook window, or close the help topic.

EMAIL ADDRESSES@UNCP



New email addresses for **faculty and staff** will consist of **firstname.lastname@uncp.edu** (john.doe@uncp.edu) unless two users have the same names.

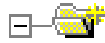

New email addresses for **students** will consist of **loginname@uncp.edu** (ncp001@uncp.edu). Student email addresses will consist of a 6 character combination. The first three letters are the first initials of the student's first, middle and last name. The last three are sequence numbers for students with the same initials. 001 indicates the first student with those initials while 002 indicates the second student with same initials.

UNCP EMAIL LISTS

To	Email Address
Send message to all faculty	faculty@papa.uncp.edu
Send a message to all staff	staff@papa.unp.edu
Send a message to all faculty and staff	faculty_staff@papa.uncp.edu
Receive a list of all listservs at UNCP	listserv@papa.uncp.edu Subj: (leave blank) Message: List Global
Receive a list of all Internet listserv lists	listserv@listserv.net


EXPANDING AND COLLAPSING

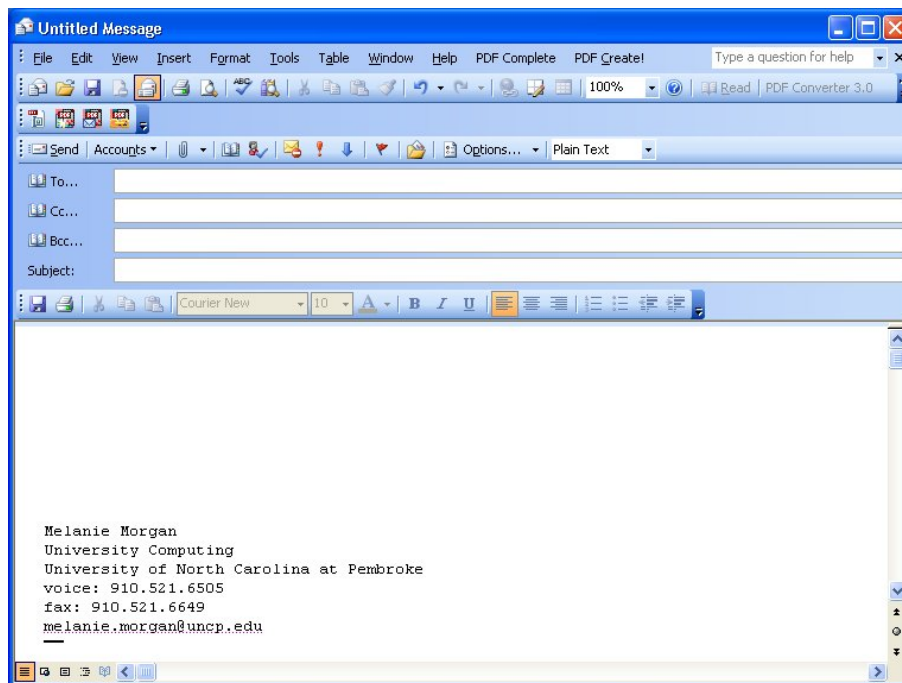
 **Expanding** allows you to view the contents of an object such as message service, folder or message group. Any object that can be expanded has a plus  sign to the left. Click on the plus (+) sign to expand the object.

 If an object has been expanded, a minus  sign will appear. To **collapse** an object click on the minus (-) sign to the left of the object.

SENDING AN EMAIL

SENDING A MESSAGE

1. Click on the **New**  button or from the menu, select **File, New, Mail Message** to start a new message. The **Message** box opens. Within the **Message** box, note the message fields and signature. The signature can be adjusted. Creating signature files will be discussed later.



Guidelines For Fields

To: Enter the email address.

Subject: Enter a few words that describe message

Cc: (Carbon Copy): Enter the email address

Bcc: (Blind Carbon Copy): Enter the email address





Note: To select an email address from your contacts list for the To: cc: lines click on the To or cc button. For example, if you wanted to enter the address john.doe@uncp.edu and the address was already listed in the address book, click on the the **To** button. You may choose the desired email address from the contacts list.



Note: The recipients email address typed in the **Cc:** line will receive a carbon copy of the email with the primary recipients knowledge. The recipients email address typed in the **Bcc:** line will receive a carbon copy of the email without the primary recipients knowledge. The **Bcc** line does not show by default. To get the **Bcc** line click the **To** or **Cc** line and select **Bcc**.



Note: To move from field to field, press <Tab> or use the mouse to click in the field.

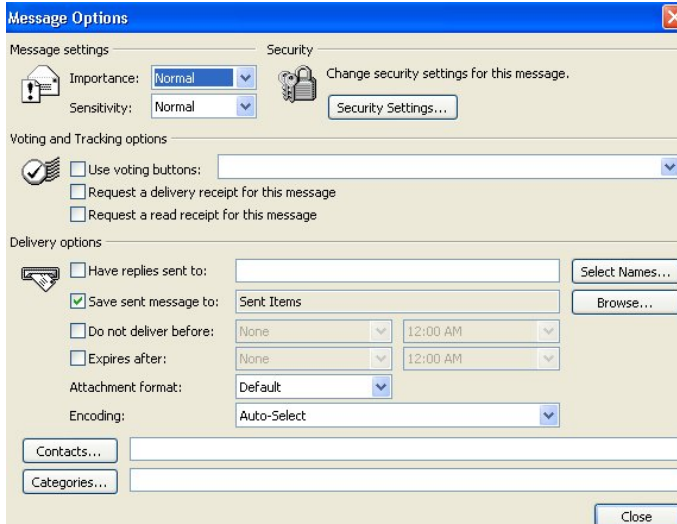
3. Click in the text area and type your message. Outlook will automatically wrap the lines of text.
1. To check your message for spelling position the cursor at the beginning of the message. From the Tools menu click **Spelling**.
2. When finished, click the **Send**  button. If you want to cancel the email message, from the menu, select **File, Close** or click the **Close**  button.

SELECT DESIRED SETTINGS

In the **New Message** box, from the toolbar, click the

 **Options...** **Option** button.

The **Message Options** box opens. Set options and click **Close**.




READING AND DELETING MESSAGES

READING A MESSAGE

1. Messages will be listed under email.uncp.edu in the Inbox folder.



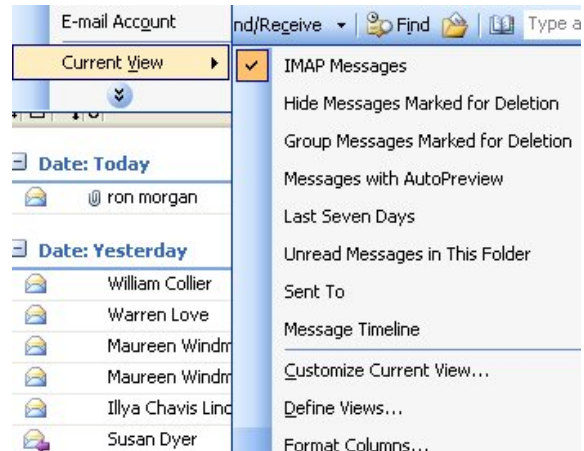
Note: A new message is indicated by an unopened  folder.

2. Close the message by clicking on the **Close** button in the upper right hand corner of the message window, or from the menu, select **File, Close**.

****NEW 2003 feature****

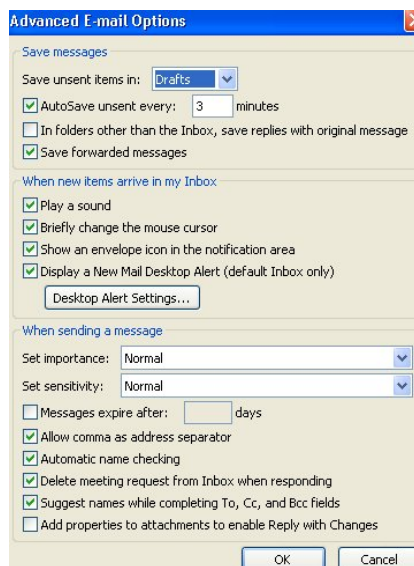
Outlook provides several views for working with email. The **IMAP Messages** view displays all email including deleted mail **Hide Messages marked for deletion** view will not display deleted email. Your deleted mail will remain until you Purge it. To see the current view or to change the way you view your email click on the **View Menu** select **Arrange By** and **Current View**.

A new view concept introduced in Outlook 2003 is **Intelligent Grouping**. This allows you to group your email by the current view. You simply turn grouping on by going to the View Menu. Select **Arrange By**, and **Show in Groups**. A check mark is an indication that it is turned on.



NEW MAIL NOTIFICATION


To get notification that you have new mail Go to the Tools menu. Select Options. At the options dialog box click the Preferences Tab. Select the Email Options button. At the email options box select the Advanced email options button. In this dialog box you will see an area When new mail arrives in my inbox.



The options you have for new mail notification are:

- ❖ **Play a sound**
- ❖ **Briefly change the mouse cursor**
- ❖ **Show an envelope icon in the notification area**
- ❖ **Display a New Mail Desktop Alert (default Inbox only)**


DELETING A MESSAGE

Click on the message you want to delete and click the **Delete**  button. The message will remain there until you purge deleted messages.



Note: You will need to purge deleted messages every so often.

UNDELETE A MESSAGE


1. From the **Edit Menu**, click the **Undo**  to undo an action.

CLEAN MAIL OR PURGE DELETED MAIL

All messages can be purged or deleted from the Inbox by going to the **Edit Menu** and clicking **Purge Deleted Messages**. To clean other folders, follow the same procedure.





PRINTING A MESSAGE




To print a message, left click on the message and from the toolbar, click the **Print**  button. Or, select the message and from the menu, select **File, Print**.

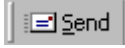
REPLYING TO AND FORWARDING MESSAGES

REPLYING TO A MESSAGE

1. Open the message to which you want to reply.
2. Click the **Reply**  button in the top of the message window. Click the **Reply to All** button  to reply to all who received the message.
3. A **Reply** box, with the **To:** and **Subject:** lines filled out, appears.
4. Type your message and click the **Send**  button. A message that you have replied to is indicated by .

FORWARDING A MESSAGE

1. Open the message you want to forward.
2. Click the **Forward**  button in the top of the message window.

3. A Forward box, with the **Subject:** line filled out, appears.
4. Type your message and click the **Send**  button.

ADDRESS BOOK

CREATE A CONTACT

Use Contacts to keep your contact information current and easy to find. You can sort and file contacts any way you want; store several addresses, phone numbers, and e-mail addresses for each contact; and go directly to any contact's World Wide Web page.

To create a contact, point to New on the File menu, and then click Contact.


1. Click on the drop down arrow on the **New**  button. Select Contact.

OR

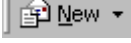



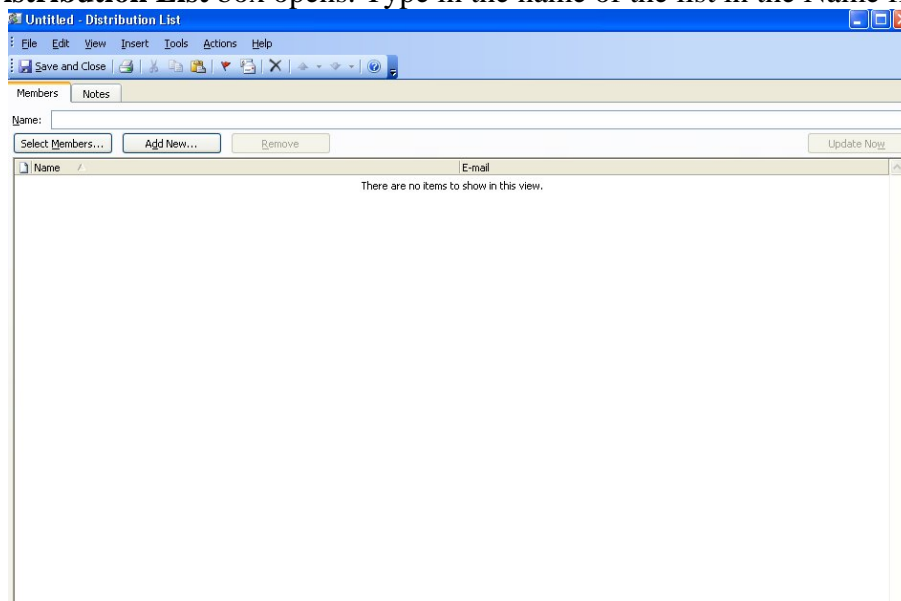
Click the **Contacts**  button from the Outlook Shortcut Bar.



2. In the **Contact** box, Type a contact name in the Full Name box, and then enter the information you want to include for the contact. To save the contact, click **Save and Close**.

3. **Contacts are NOT stored on the server** and are only accessible by the user from the machine on which the contacts reside.
4. To send email to names listed in contacts, right click on the name in contact. Left click New Message to Contact. A **Compose** box opens with email addresses in the To: field.
5. To **edit** a listing, double click on the item.
6. To **remove** a contact, left click on the item. Click the **Delete**  button.

CREATE A LIST

1. Click on the drop down arrow on the **New**  button. Select **Distribution List** .
2. The **Distribution List** box opens. Type in the name of the list in the Name field box.




3. To add a listing to the list, click on the **Add New...** button. Or to Select a Member from your contacts click on the **Select Members...** button.
4. To send email to a list, click on the **New** message to contact  button.
5. To edit the list, double click on the list and from the **Contacts** window.
6. To delete a list or individual from a list, click on the list or the individual within the list and click the **Delete**  button.

ORGANIZING YOUR MAIL WITH FOLDERS

CREATING A FOLDER

Right click on the **Inbox**. From the menu, select **New Folder**. Type the name of the new folder and click **OK**.

DELETING A FOLDER

1. Right click on the folder, and from the menu, select **Delete**, or from the toolbar, click the **Delete**  button.

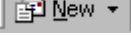
2. You will be prompted from Outlook asking if you are sure you want to delete the folder and its contents. Click **Yes**.

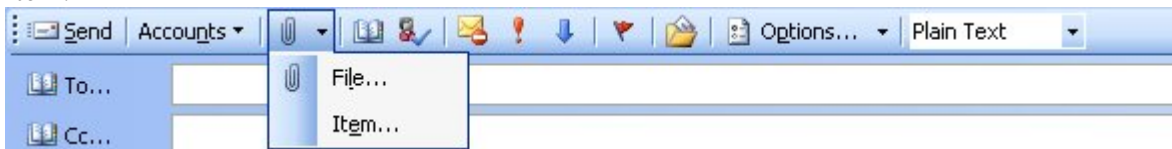
MOVING A MESSAGE TO ANOTHER FOLDER

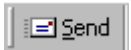


Click and drag the message to the desired folder . A copy of the message is placed in the desired folder. There is also a deleted copy of the message left in the original folder.

ADDING ATTACHMENTS TO EMAIL

1. Click the **New**  button to create a new message. From the toolbar, click the down arrow next to the **Paper Clip** image. You have the option of adding an file or an item.

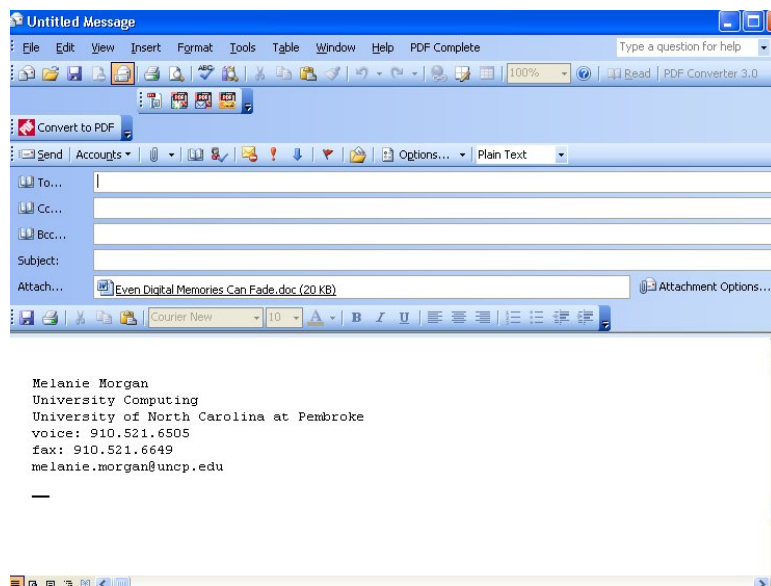


2. To add a file. Click **File**. The **Insert File** box opens. Locate the file to attach and click **Insert**. The attachment now appears in the heading of the **New Message** box. Below the subject line you should now see a line titled **Attach..**.The attachment appears in the **Attach..**line. To add another attachment, repeat the previous directions.
3. To remove the attachment, right click on the attachment. From the menu, select **Clear**.
4. Click the **Send**  button to send the message and the attachment(s).
5. You can also send items from your personal folder by selecting **Item** instead of file.

RETRIEVING ATTACHMENTS

Double-click on the attachment to open the attachment. Or, right click on the attachment. From the menu, select **Open**.

1. Open the message. In the **Attach** line double click the file to open.



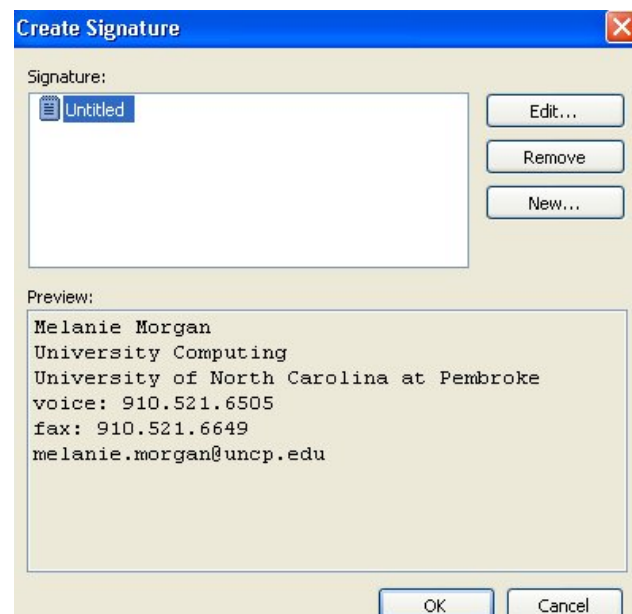
INCLUDING TEXT BY COPY AND PASTE

1. Open both Microsoft Outlook and the application in which you created the file, such as Word or WordPerfect.
2. Open the file containing the text you want to include in your message in the other Windows application.
3. Highlight the portion of the text you want to appear in your message and click on the **Copy** button of the application you are using.
4. Switch to Microsoft Outlook.
5. Click on the new message button to start a new message and complete the To: and Subj: fields using the <Tab> key to move down through the fields.
6. Click or <Tab> down to the message area and press <Ctrl> + <V> or click on the **Edit** menu and click on **Paste**.
7. Complete any additional editing and click on the **Send** button to send the message.

CREATING A SIGNATURE

Outlook offers you the option to place a signature at the end of every message you send. A signature is a few lines of information about yourself generally including your name, position, address, phone number, and preferred email address. You are the author and creator of the signature file and can decide when and when not to use the signature.

1. From the menu, select **Tools, Options**. The **Options** box opens. Click the **Mail Format** tab.
2. Click **Signature Picker** in the bottom right corner above the Apply button.
3. Click the New button and enter a name for the signature file. Click **Next** and type the preferred information for your signature. And click **Finish**.



A general format would be:

- Line 1: separation characters
- Line 2: name (*optional name and position*)
- Line 3: position
- Line 4: department or UNC Pembroke
- Line 5: telephone and/or e-mail address
- Line 6: separation characters

SENDING OR OPENING A WEB PAGE ADDRESS OR URL IN A MESSAGE

TO SEND A WEB PAGE URL

1. Open the new message.
2. Type the complete URL (ie. <http://www.uncp.edu>)
3. Do not include any punctuation at the end of the URL, such as a period or parenthesis.

TO OPEN A URL IN A MESSAGE

Double click on the URL. Your default Internet browser will open to the URL.



Note: URL will appear with blue underline.

SAVE MESSAGE TO FILE

1. Open the message. From the menu, select **File, Save As**.
2. The **Save As** box opens. Save the message to the desired location.

CUSTOMIZING OUTLOOK OPTIONS

1. To customize the various Outlook options, from the menu, select **Tools, Options**.

WEBMAIL

To check your email from off campus or from the Internet, visit <http://webmail.uncp.edu>

WEB SITES OF INTEREST

Faculty and Staff Computing Services

www.uncp.edu/ucis/facultyandstaff

Online Guides

www.uncp.edu/ucis/guide

Student Computing Services

www.uncp.edu/ucis/students

ADDITIONAL HELP

For additional help, please contact the **UCIS Help Desk**:

Phone: (910) 521-6260

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Internet: www.uncp.edu/ucis