The Ribbon: Home tab

New Email – to send a new mail
New Items – to send a new mail, a new appointment, a new meeting, a new contact, a new task, a new Lync Meeting
Ignore – to ignore a request
Clean Up – to clean up items in the mailbox
Junk – to indicate something is junk
Delete – to delete a message
Reply – to reply to the sender
Reply All – to reply to everyone on the message
Forward – to forward the message to someone else
Meeting – to create a new meeting
IM – to use Lync IM to communicate with someone
More – to use the phone feature of Lync
Quick Steps – to use features that are repetitive in a quick fashion
Move – to move a message to a folder
Rules – to set up rules for email messages
OneNote – to use the OneNote Feature
Unread / Read – to see only unread or read email messages
Categorizes – to create categories in the email box
Follow up – to mark a message as follow up
Address Book – to view the address book
Filter Mail – to filter messages in the mailbox

Mailbox Views
There are several different ways to have your Mailbox appear. To change the view click the “View” tab on the ribbon.

Current view options:
1. Click Change View.
2. Select Compact, Single, or Preview to change how you view your inbox. You can also set up a view yourself and save it as a new view. This view applies to your current folder by default. You can apply to multiple folders at once or set up each folder individually.
3. To add new columns to your inbox view, click View Settings.
4. Select column.
5. Add the columns you wish to see in your inbox, then click OK.
6. Click Reset View to revert inbox the back to the default view settings.
Layout options:

There are three different layout options that allow you to show or hide specific panes of information in your mailbox.

Folder pane has options related to how you see your folders appear on the screen. You can turn it into tabs via the minimize option, hide it, show or hide the favorites category, and select options for the order in which the folders appear.

Reading pane contains options for having a pane show up next to your folder that will allow you to read full messages without opening the email in a new window. You can set up the reading pane to mark a message as read or leave it unread by selecting options.

The To-Do bar adds a pane that can contain a combination of tasks, calendar information, or people.

Creating a New Message
1. Click New Email on the Home tab of your Mail screen.
2. Enter in your recipients’ addresses or use the To button to search your address book. Separate addresses with a semi-colon.
3. Use different features on the Ribbon to format your font, insert pictures, tables, add attachments and receipt requests and more.
4. Click Send when finished to send the message.

Creating Folders
1. On the Folder tab, in the New group, click New folder.
2. Name the folder.
3. In the folder pane, click where you want to insert the new folder.
4. Click OK.

Bcc & From Line

By default, the From line and Bcc line are hidden from view when writing an Email. You can make them visible from a message window.
1. Create a New Email message.
2. Click the Options tab on the Ribbon.
3. Select From and/or Bcc in the Show Fields area.
Renaming Categories
1. Highlight a message.
2. Select Categories from the tool bar.
3. Select the Category color.
4. Rename the category to something meaningful.
5. Enter the new name in the Name box.
6. Click Yes

Using Categories
1. Select the message that you wish to categorize.
2. Select the appropriate category.
3. The category name displays next to the color.

Create or Select an existing Signature
*Note: Signatures do not carry over between clients & devices. You must create a new signature on each pc, mac, or mobile/tablet device and on Outlook Web Application separately.
1. Open a new message.
2. Select the Message tab on the Ribbon.
3. Select Signatures in the Include area.
4. Select the signature you wish to use from the list of ones you have created and send your message when finished.
5. To create a new signature, select Signature from the drop down.
6. Select new and name your signature.
7. Create your signature in the Edit signature area.
8. Click Ok when you have finished editing.
9. Select your new signature form the drop down to add it to your message.

Attachments
One way to attach a file:
1. Use the paperclip in the Include group to navigate to desired file.
2. Double click to attach.
Searching
Outlook searches your current mailbox location by default.

1. Search your current location (Mailbox, Calendar, Folder, etc).
2. You can use the dropdown menu at the end of the search bar to search different areas of Outlook.
3. To search the mailbox, go to the Search Current Mailbox at the top of the mailbox window, where the messages are.
4. Enter the terms to search.
5. A list of results will display automatically.
6. When searching, a new tool bar opens on the Ribbon with extended search functions. Here you can refine your search to message senders, subjects, messages with attachments only, and more.
7. Select the appropriate information from the list.
8. To clear your search results click the close search icon in the search bar.

People Pane:
The people pane opens a collapsible area at the bottom of email messages where you can find information about previous contacts with those people involved in the email.
Follow up:
Follow up allows a user to flag an Outlook item (Email, meeting, task, and more) with a request for follow up.

You can choose a preset follow up flag or create your own custom flag. You can also set reminders for yourself, or others, to follow up on an item. Any item you mark for a follow up is also turned into a Task. Once a follow up is completed you can mark it as complete or clear the flag.

Follow up on an inbox or folder item:
1. Select the item.
2. On the Home tab, select the appropriate follow up, create your own, and add a reminder if needed.
3. Mark Complete when done.

Send a request for follow up in an Email:
1. Create a New Message.
2. Make sure you are on the message tab.
3. After adding all recipients and finishing the message select the appropriate follow up or create your own.
4. Set a reminder if it is needed for the recipients.

Auto reply:
1. Click the File tab on the Ribbon.
2. Click Automatic Replies.
3. Select a time frame if needed, leave unchecked if auto reply is to be always on until turned off.
4. Enter the message you want internal NIU users to receive in the Inside My Organization tab.
5. Click the Outside My Organization tab.
6. Uncheck the Auto-reply to people outside my organization box to exclude non-NIU emails from getting replies.
7. If you wish to send auto replies outside the organization, mark the check box.
8. You can choose to auto-reply to outside people in your contacts list, or to anyone.
9. Click OK when finished.
10. You can turn automatic replies off in your inbox or by clicking on file and selecting turn off in the automatic reply area.
**Requesting delivery and read receipts:**
In Outlook, you can request a delivery and read receipt from those you send items to. The delivery receipt notifies you that the message has been delivered to the recipient’s inbox. The read receipt sends you a message once the user reads the item**.

**Note:** The recipient can choose to not send a read receipt. This is also something they can make a default choice and they will no longer be prompted to send the receipt. If you are concerned a person has not read a message be sure to follow up with them.

1. Create and type your new message.
2. Click the **Options** tab on the Ribbon.
3. Select the checkbox for delivery receipt and/or read receipt.
4. Finish and send your message. Remember, receipts will by default show up as messages in your inbox. If you frequently use this feature you may want to create a rule to place them in their own folder.

**Rules**
Rules can be used to help organize your mailbox and folders.

1. Select **Rules** on the Home tab.
2. Select **Manage Rules & Alerts**.
3. Click on **New Rule**.
4. Select a rule template from Step 1 of the Rules wizard.
5. Click on the links in Step 2 of the wizard to edit the rule description. The rule description sets the criteria to activate the Rule and what the Rule does when the criteria are met.
6. Click **Finish**.
7. Review active rules and their description then click **OK**.