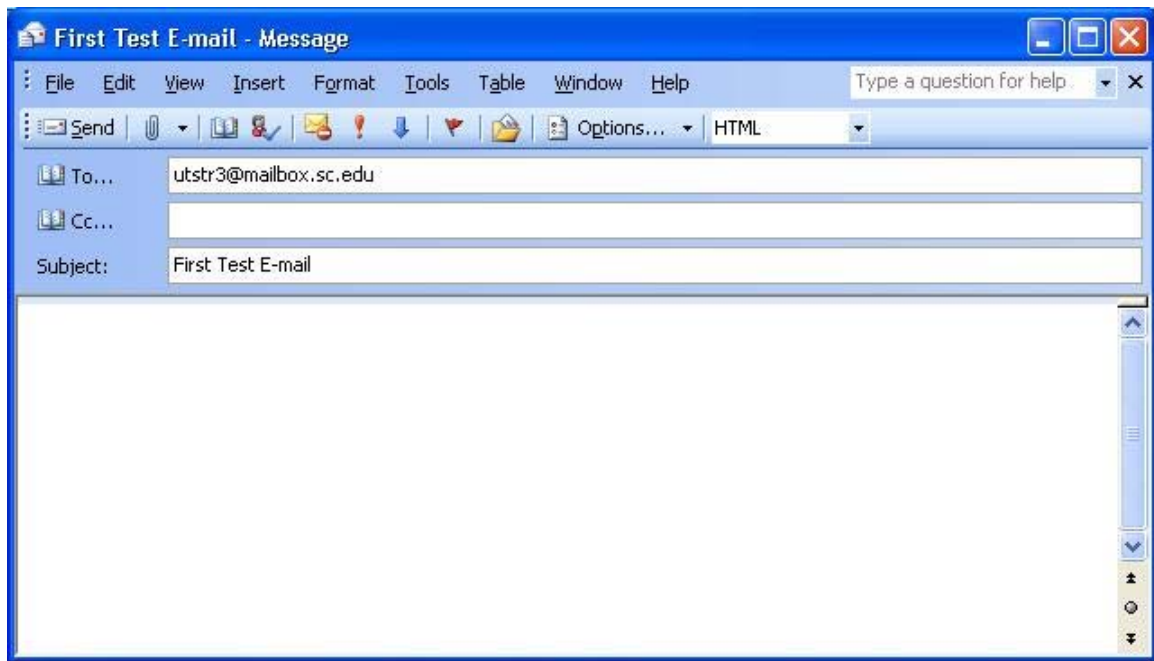


Mail

Exercise 1: Sending a Message

1. Click *Mail* in the *Navigation Pane*.
2. Click *New* in the upper left corner of the standard toolbar (along the top) to open a new message box.



3. Enter **utstr3@mailbox.sc.edu** in the *To* box.
4. Press the tab key or use the mouse to move down to the *Cc* box. Enter the address that you were given to use today to send a copy to yourself.
5. Use the tab or the mouse to move to the *Subject* box and enter **First Test E-mail**.
6. Use the tab or the mouse again to move to the *Message* box.
7. Enter a short message.
8. Click *Send* in the upper left corner of the toolbar to send the message.
9. Click *Send/Receive* on the standard toolbar.

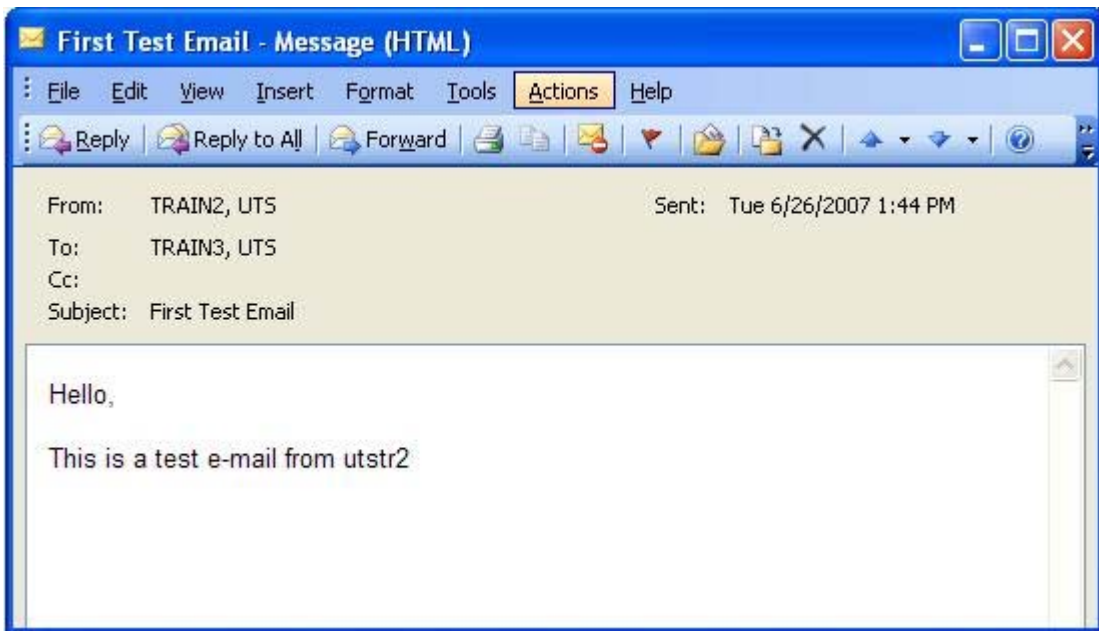
Exercise 2: Receiving a Message

You should now see **First Test E-mail** in the list of e-mail messages.

1. Select the message. It will then be highlighted.

You can now read the message in the **Reading Pane**. If the message is long you will need to use the scrollbar. You could click **Reply** in the standard toolbar to reply to this message since it is selected.

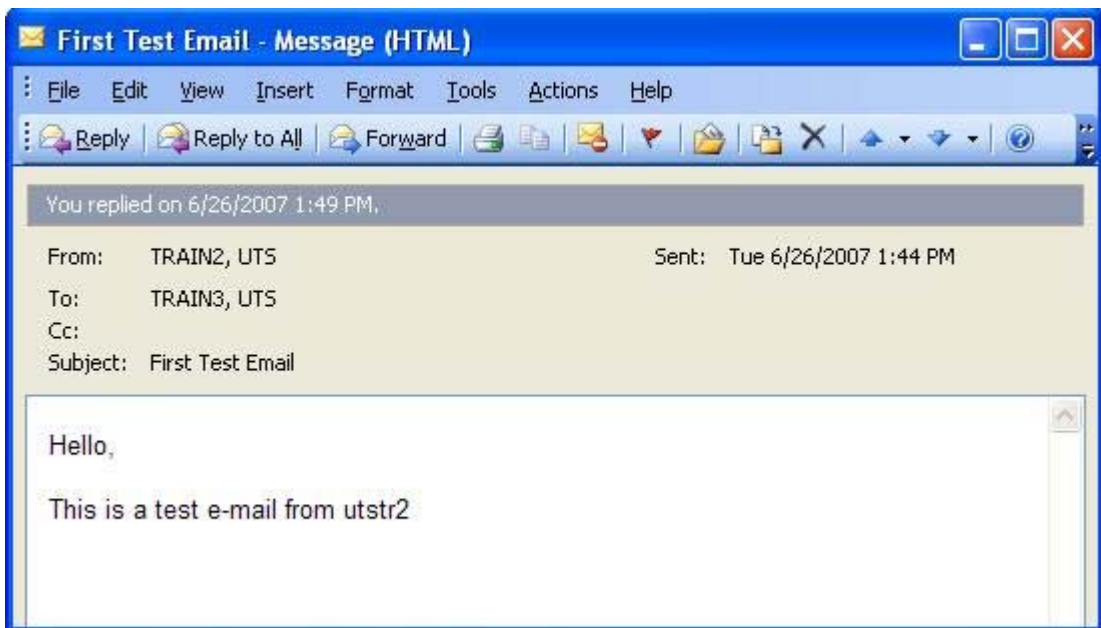
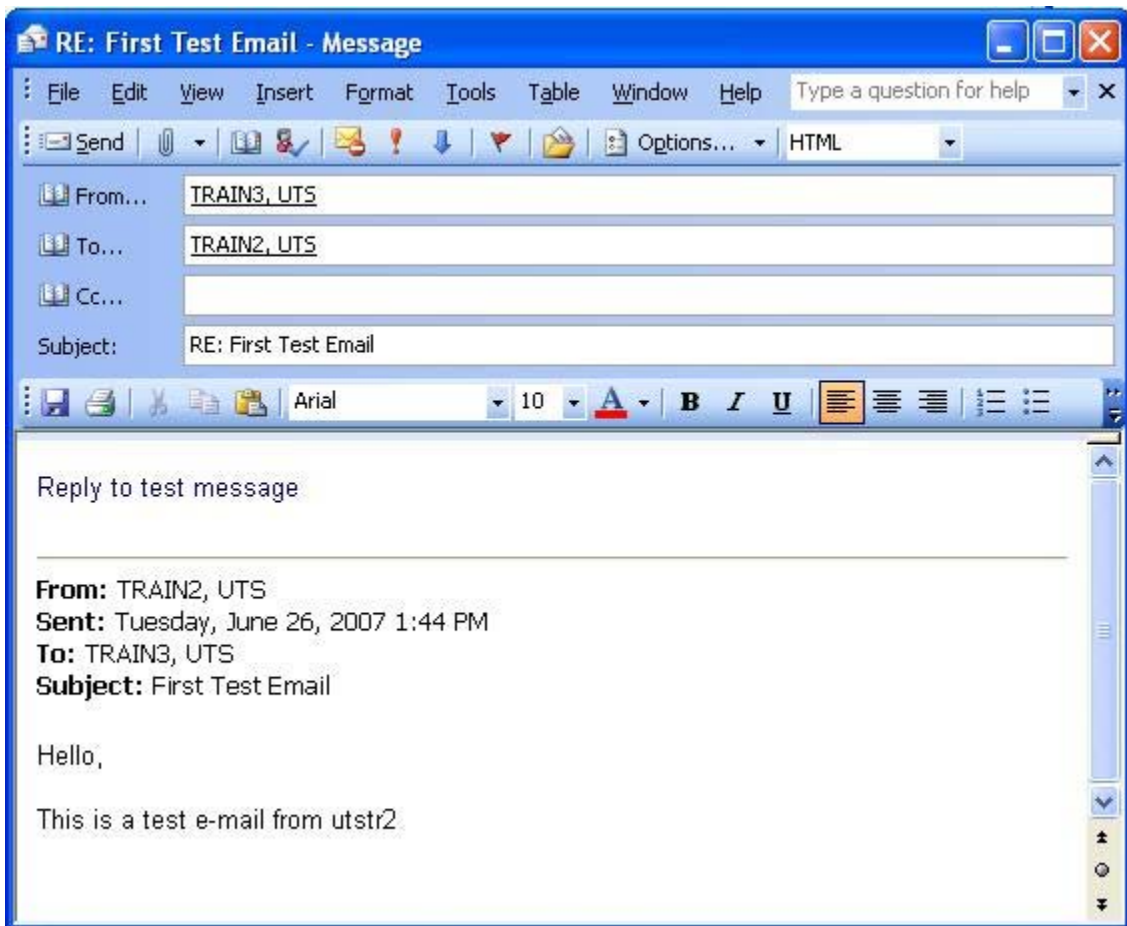
2. Open the message in a new window by double-clicking the message in the list. It may be easier to read in this window than in the **Reading Pane**.



Exercise 3: Replying to a Message

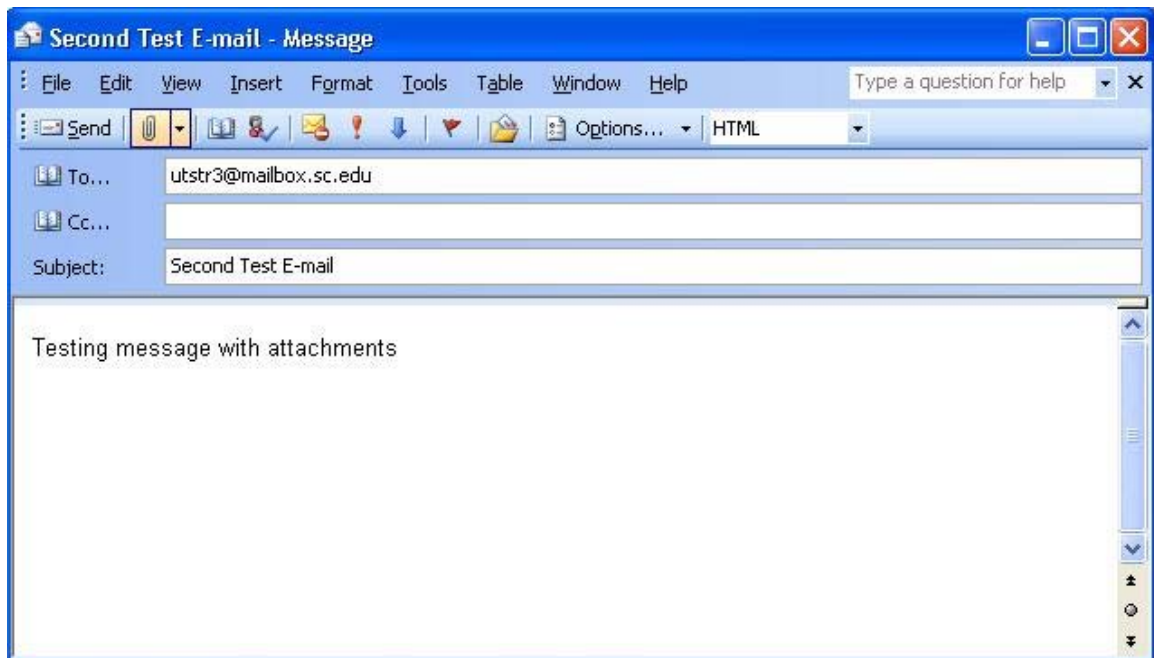
After you have opened the message:

1. Click **Reply** in the toolbar in the upper left corner of the message box and a new message box will open with the sender's address in the **To** box.
2. Enter a short message above the original the message box.
3. Click **Send**. The message box will close.

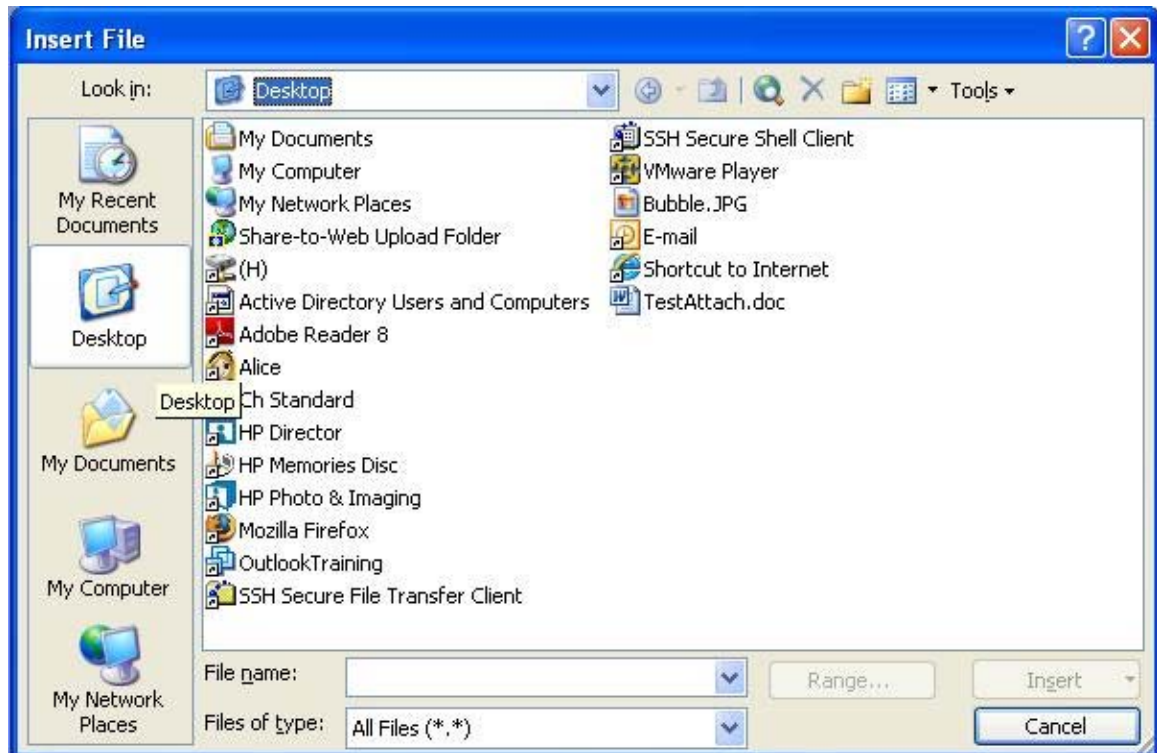


Exercise 4: Attaching a File and Setting Importance Level

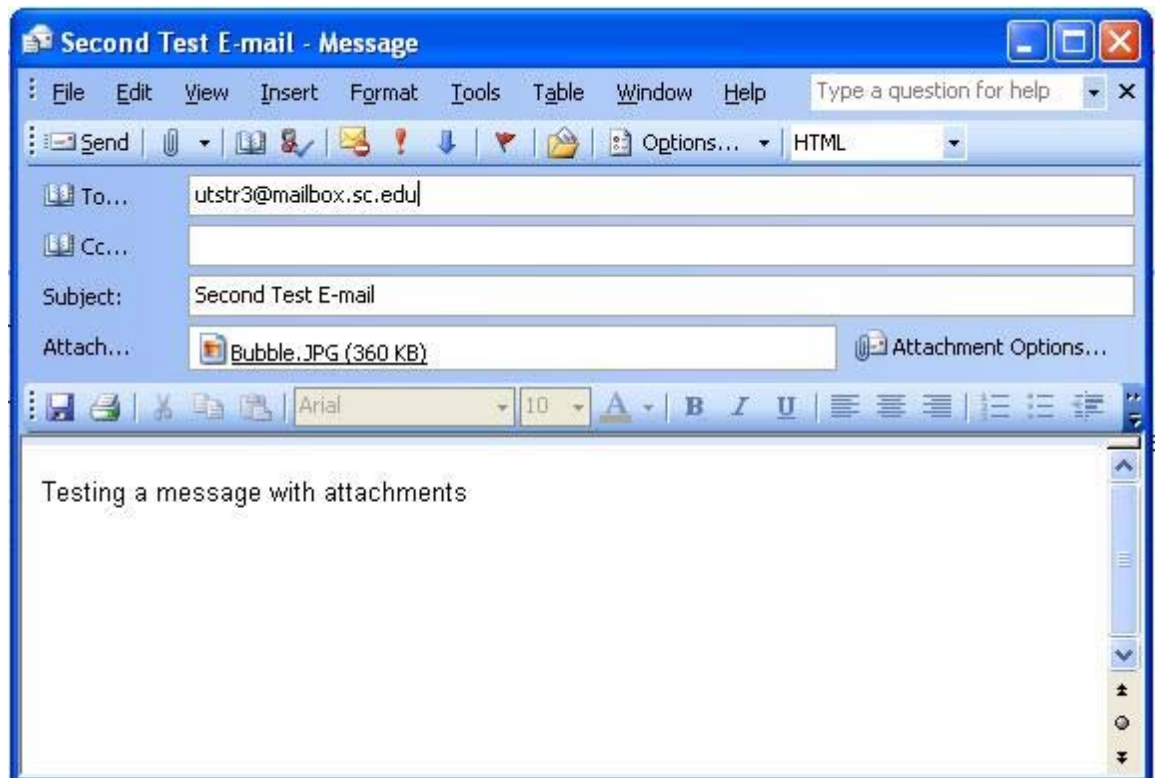
1. Click *New* on the standard toolbar.
2. Enter **utstr3@mailbox.sc.edu** in the *To* box.
3. Move down to the *Cc* box. Enter the address that you were given to use today.
4. Move to the *Subject* box and enter **Second Test E-mail**.
5. Move to the *Message* box.
6. Enter a short message in the message box.
7. Click the *Insert* icon (paperclip icon) on the toolbar to open the *Insert File* dialog box.



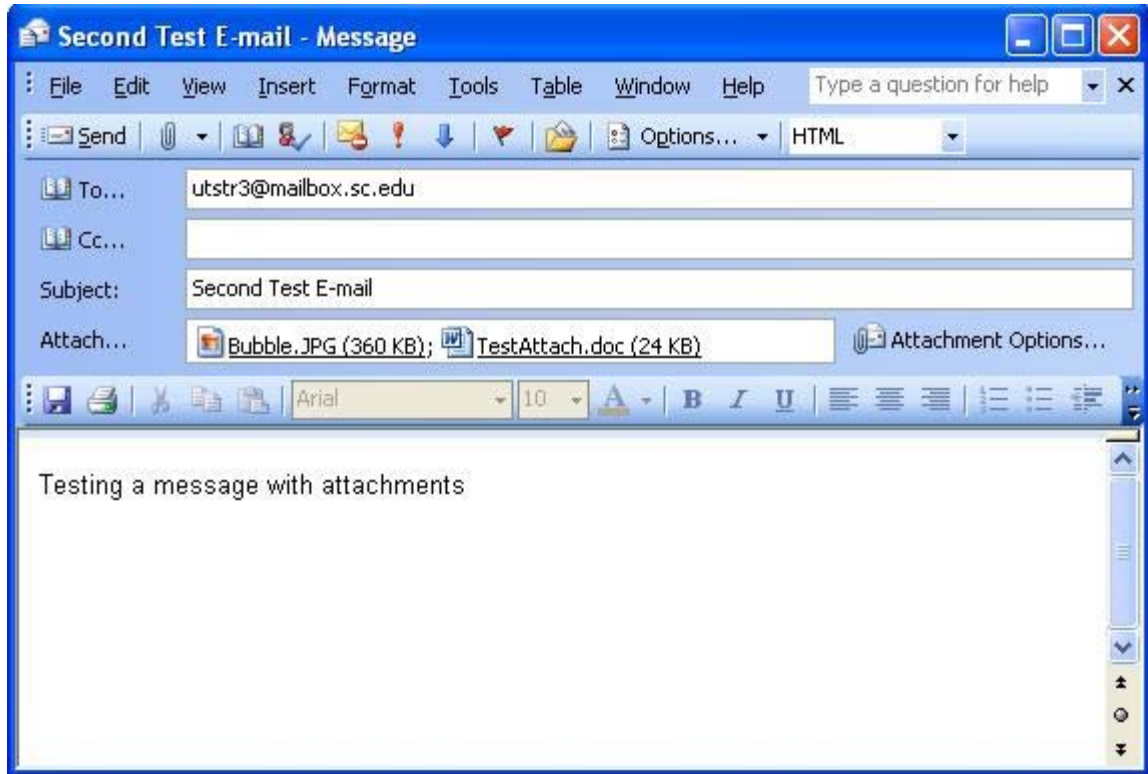
8. Click *Desktop* on the left.
9. In the right-hand pane, select **Bubble.JPG**, and click *Insert*.



10. On the message box, **Bubble.JPG** will appear in the *Attach* textbox under the *Subject* box.






11. Attach another file by clicking the **Insert** icon and attaching **TestAttach.doc** file from the **Desktop**. There should be two files in the **Attach** textbox.



12. Delete the **TestAttach.doc** from the **Attach** list by clicking on it to highlight it and pressing the delete key or the backspace key on the keyboard. (If you double-click it will open the attachment.)
13. Re-attach **TestAttach.doc**.

Setting the Importance Level indicator on this message:

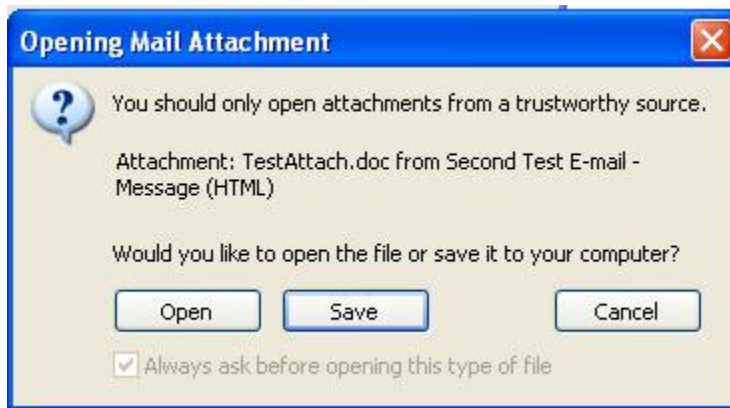
14. Select the importance level icon from the toolbar to indicate to the recipient that the e-mail is important. **Importance High** 
15. Now switch to low importance; select the icon for **Importance Low** .
16. You changed your mind; click the low importance icon again to remove it. The level of importance is now set to normal (No indicator)
17. You decided it is extremely important so select the icon from the toolbar for **Importance High**  again.
18. Click **Send**.

19. Click the *Send/Receive* button.

Exercise 5: Opening Attachments

1. Look at the message list and notice the importance indicator.
2. Open the **Second Test E-mail** message by double-clicking on it in the list.
3. Double-click on one of the attachments in the attach list.
4. If the attachment is an image it will open in a viewer. Close the viewer. If it is not an image, an alert box will open asking if you want to *Save*, *Open* or *Cancel*. Select *Open*.

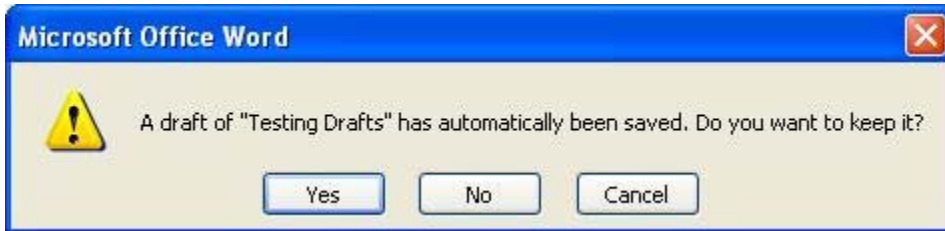
Note: You can right-click on an attribute name in the attribute list and select *Save As*.



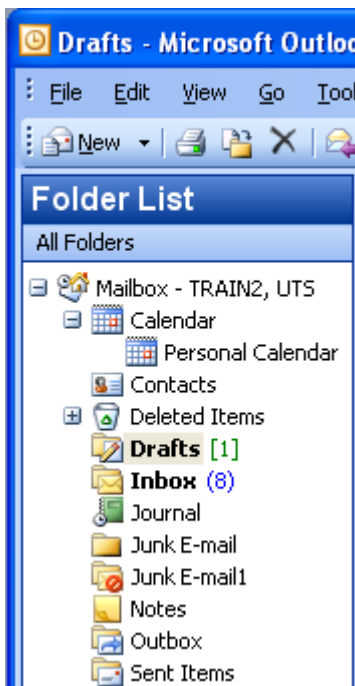
5. Close the file.
6. Close the e-mail message.

Exercise 6: Creating a Draft (A message that you plan to finish and send later; a work in progress)

1. Click *Mail* in the *Navigation Pane*.
2. Open a message box by clicking *New*.
3. Enter **utstr2@mailbox.sc.edu** in the *To* box.
4. Enter **Testing Drafts** in the *Subject* box.
5. Close the message box by clicking the **x** in the upper right corner. An alert box will open.
6. Click *Yes* on the alert box. The message will be saved to your *Drafts* folder.

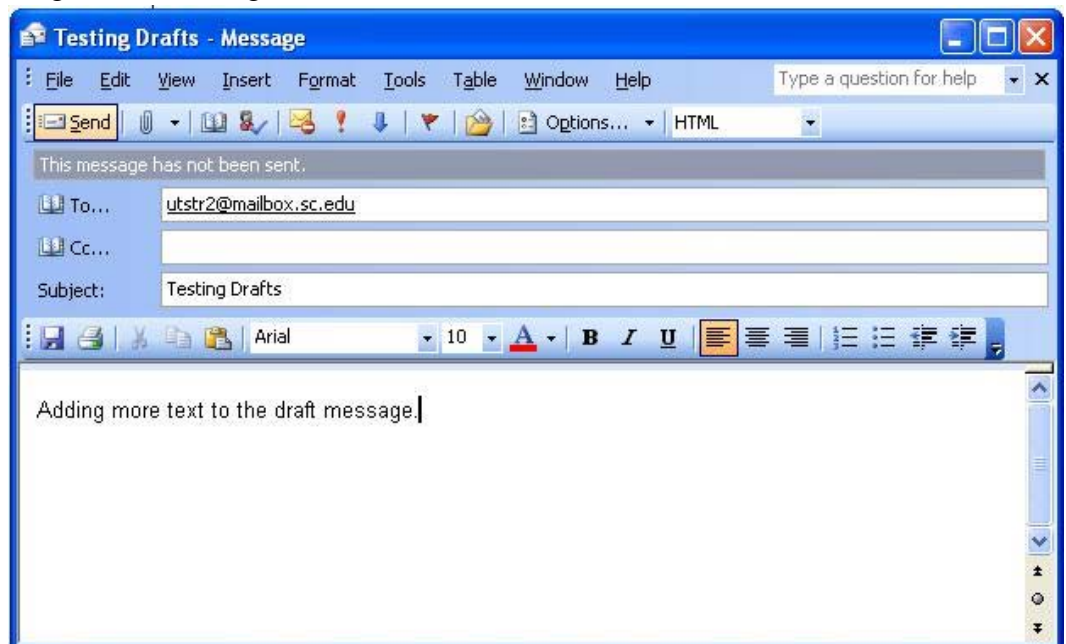


7. You can see [1] to the right of *Drafts* in the *Folder List* in the *Navigation Pane*. It represents the number of drafts in the folder.



8. Open the *Drafts* folder by clicking on it in the *Navigation Pane* and you will see the **Testing Drafts** message in the message list.

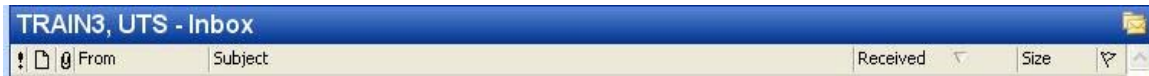
9. Open the draft.



10. Add more text to the message.
11. Click **Save** (floppy disk icon) on the toolbar and close the message box. Alternatively, close the message box and then click **Save** on the alert box that appears.
12. Open the message and click **Send**.
13. Open the **Sent Items** folder and look at the messages.

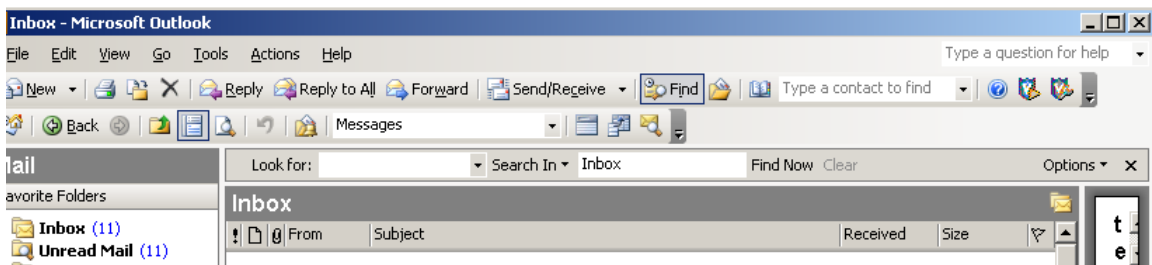
Exercise 7: Sorting Messages

You can sort the messages by the date and time it was received, the sender, the subject, the size, if it has attachments, the importance indicator, flag status, and by icon (e-mail, meeting request, undelivered e-mail notice, read receipt, etc.). To sort the message list in ascending order, click on the name of the column in the **Display Pane**. A small arrow will appear at the top of the column. Click on that column header again to change the sequence to descending order. The arrow will then point the opposite direction. Try these out as you continue through the exercises.



Exercise 8: Searching

There is a toolbar just above the **Display Pane** that contains a **Look for** textbox, **Search In** textbox, and a **Find Now** button. If that toolbar is not there click **Find** on the standard toolbar and it will appear. Enter what you are searching for in the **Search In** textbox and select the folder that you want to search by clicking the arrow between **Search In** and the textbox containing **Inbox** to open the drop-down menu. **Inbox** is the default. Select the folder and click **Find Now**. The messages will be displayed in the **Display Pane**. To change back to displaying your **Inbox**, click **Inbox** in the folder list in the **Navigation Pane**.



Exercise 9a: Deleting Messages — Moving Items to and from the *Deleted Items* Folder

1. Select the third message on the list in the *Inbox* by clicking to highlight it.
2. Click the *Delete* icon on the standard toolbar (x icon) to delete it. The message is no longer on the *Inbox*.
3. Open the *Deleted Items* folder to see the deleted message.
4. You decide that you deleted the wrong message and you want to get the message back from the *Deleted Items* folder. Select the message in the *Deleted Items* folder and move it back to the *Inbox* (hold the left mouse button down, drag and drop the message onto *Inbox* in the *Folder List*).

Note: Items will remain in the *Deleted Items* folder for seven days unless you open the *Deleted Items* folder and delete them again. They can still be recovered for 30 more days. (See Exercise 9c).

Exercise 9b: Deleting Messages — More on Deleting Messages

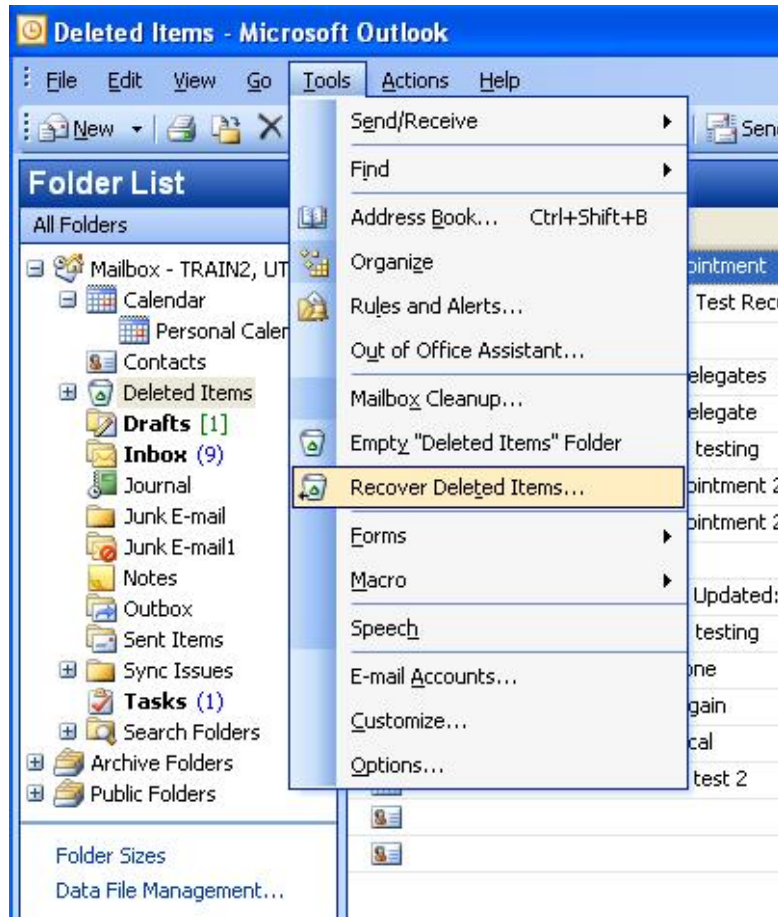
You decide that you want to delete the first, third and fourth messages in the *Inbox* folder.


1. Select the first, third and fourth messages in the list by clicking the first message to highlight it and holding the **Ctrl** key down click on the third and then the fourth.
2. Click the *Delete* icon on the standard toolbar to move them to the *Deleted Items* folder.
3. Open the *Deleted Items* folder to see the deleted messages.
4. Select the first three messages in the *Deleted Items* folder by clicking on the first message and then while holding the **Shift** key down click on the third message
5. Click the *Delete* icon to delete these messages from the *Deleted Items* folder. (We did not wait for them to be deleted in seven days we went ahead and deleted them ourselves.)
6. You have changed your mind; you need the first two messages after all. If it has been less than 30 days you can still recover items that were deleted from the *Deleted Items* folder no matter whether you deleted them or they were automatically moved after 7 days.

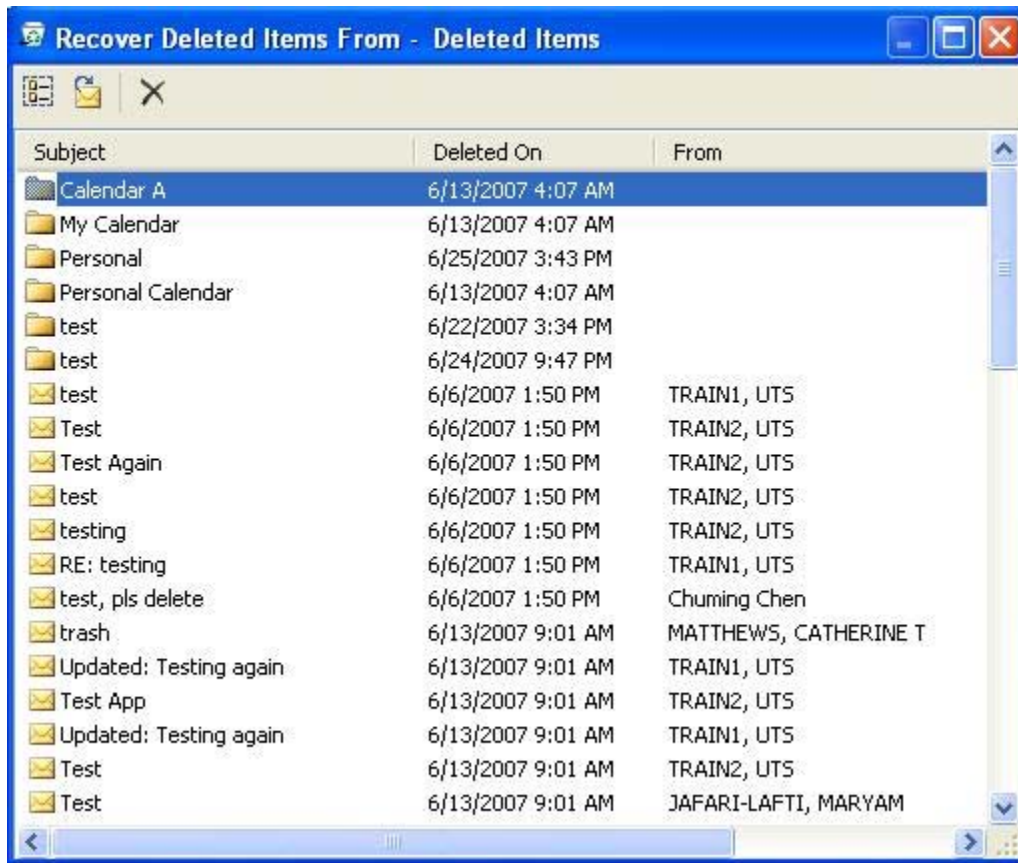
Exercise 9c: Deleting Messages – Recovering Deleted Items

For the first seven days you can move items out of the *Deleted Items* folder. After they are removed from the *Deleted Items* folder you can still recover them for 30 days.

1. Open the *Deleted Items* folder.
2. Click *Tools* on the menu bar and select *Recover Deleted Items* and a new window will open (*Recover Deleted Items From – Deleted Items*)



3. In the new window, select the items that you want to recover.
4. There are three icons at the top of the window. If you hold the mouse over each one you can read what they are. Click the middle one, *Recover Selected Items* . The selected items will be moved to the *Deleted Items* folder. You can then move them to the *Inbox* or to any folder that you want.



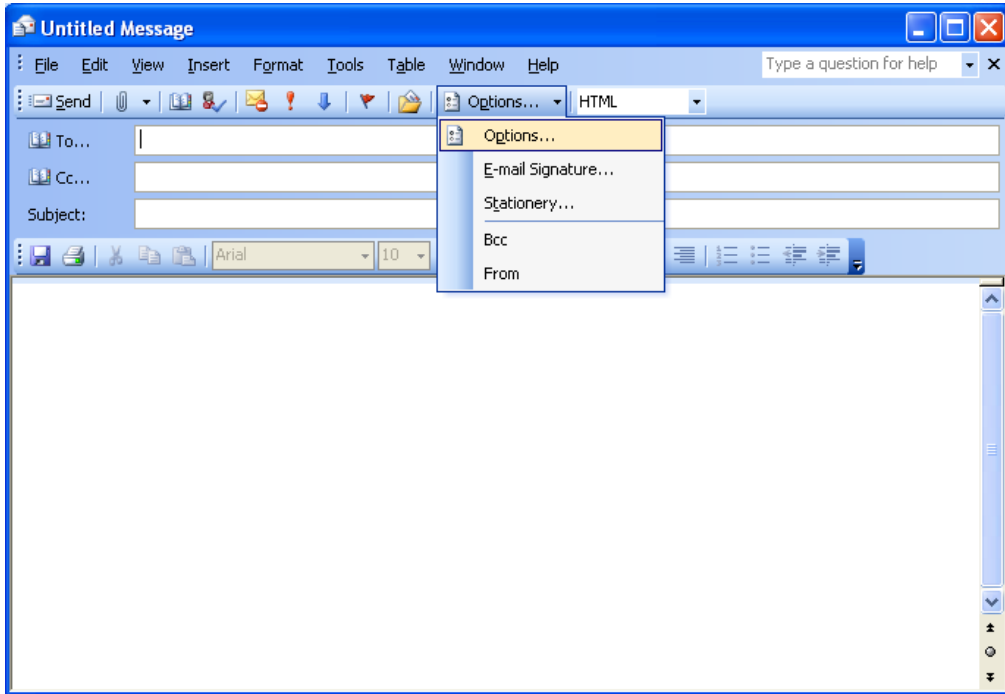
Exercise 10a: Requesting Delivery and Read Receipts

Note: This is similar to Proxy in GroupWise but does not give you as much information. Unlike with GroupWise, with Outlook you will not be able to find out if an email message was opened unless the recipient chooses to respond to your **Read Receipt**. If a colleague, a co-worker, or your boss requests a **Read Receipt** you would certainly comply. In the business world, **Read Receipts** are only requested when they are needed. You cannot find out if an email was deleted.

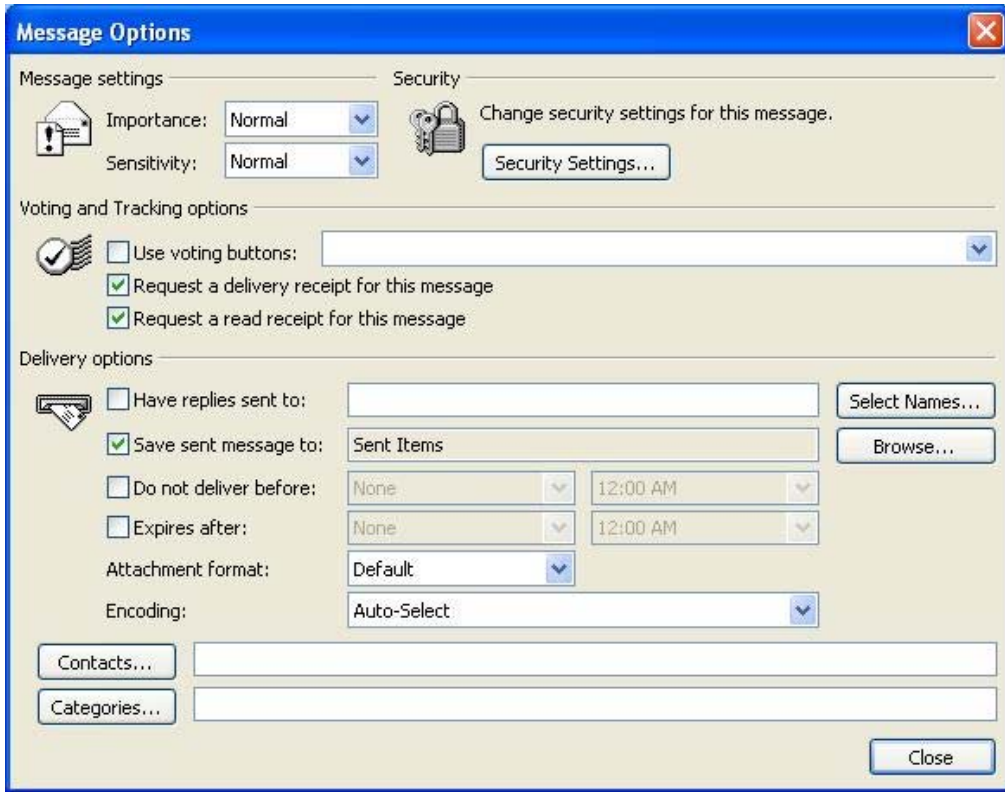
You can also request to be notified when the message that you sent is delivered (**Delivery Receipt**). If a delivery receipt is requested, when the e-mail is delivered the sender will get an e-mail stating that the e-mail was delivered.

To request a delivery receipt and a read receipt:

1. Click **Mail** in the **Navigation Pane**.
2. Open a new message box by clicking **New** on the standard toolbar.
3. Click **Options** on the toolbar and the **Message Options** dialog box will open.
4. Check the checkbox next to **Request a delivery receipt for this message**.

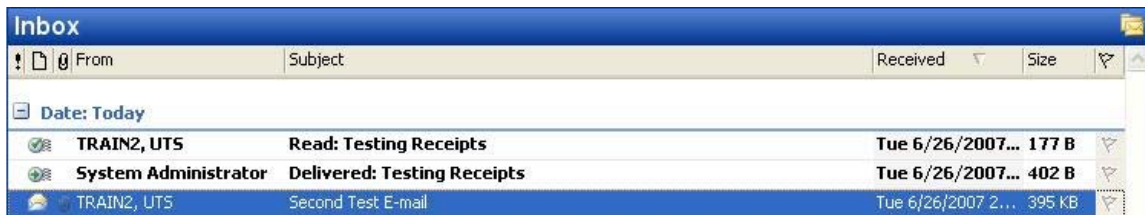


5. Check the checkbox next to *Request a read receipt for this message*.
6. Click *Close*.



7. Enter a classmate's class e-mail address in the **To** box, and enter **Testing Receipts** for the **Subject** and also for the message.
8. Click **Send**. You will receive the **Delivery Receipt** from the **System Administrator** in your **Inbox**.

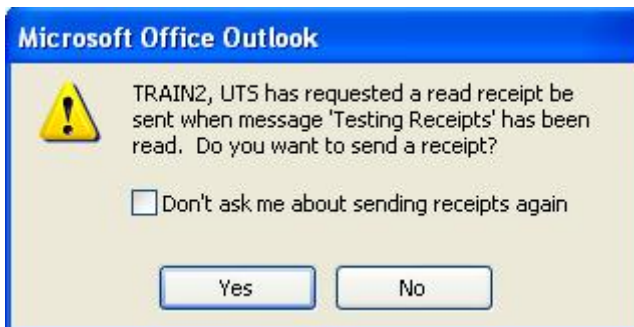
Note: When the message that you sent is opened, the recipient can choose not to send the receipt or can set Outlook so that it never sends a **Read Receipt**.



Exercise 10b: Sending or Rejecting Read Receipts

When you open the message an alert box will open asking if you want to send a receipt. If you click **Yes** the sender will receive a message stating the date and time that the message was opened. If you click **No** the receipt is not sent and the sender has no way of finding out if the message was ever opened.

1. Open the message from your classmate.
2. An alert box will open asking if you want to send a receipt. Click **Yes**.
3. Close the e-mail message.



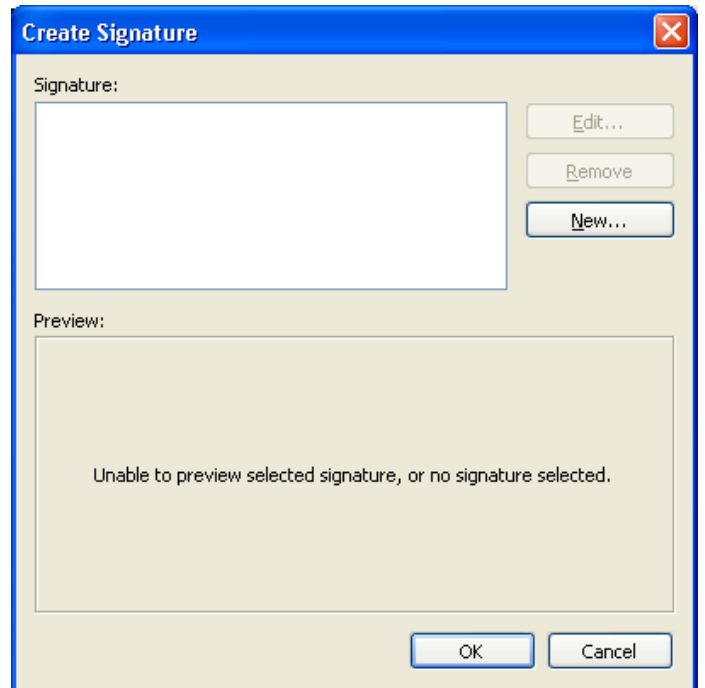
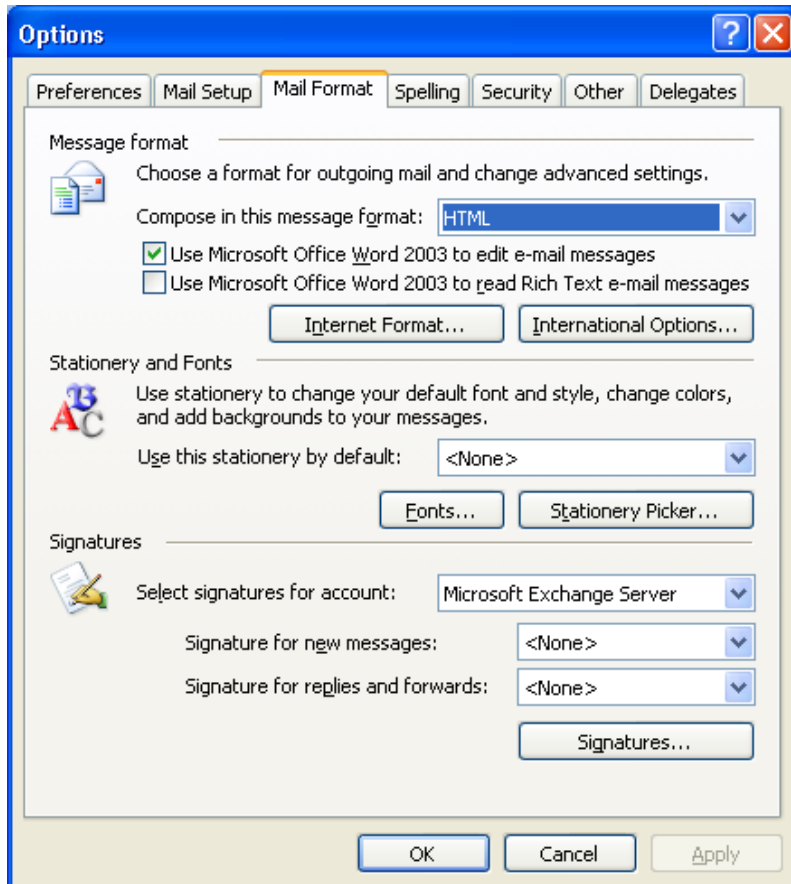
Exercise 11: Creating a Signature

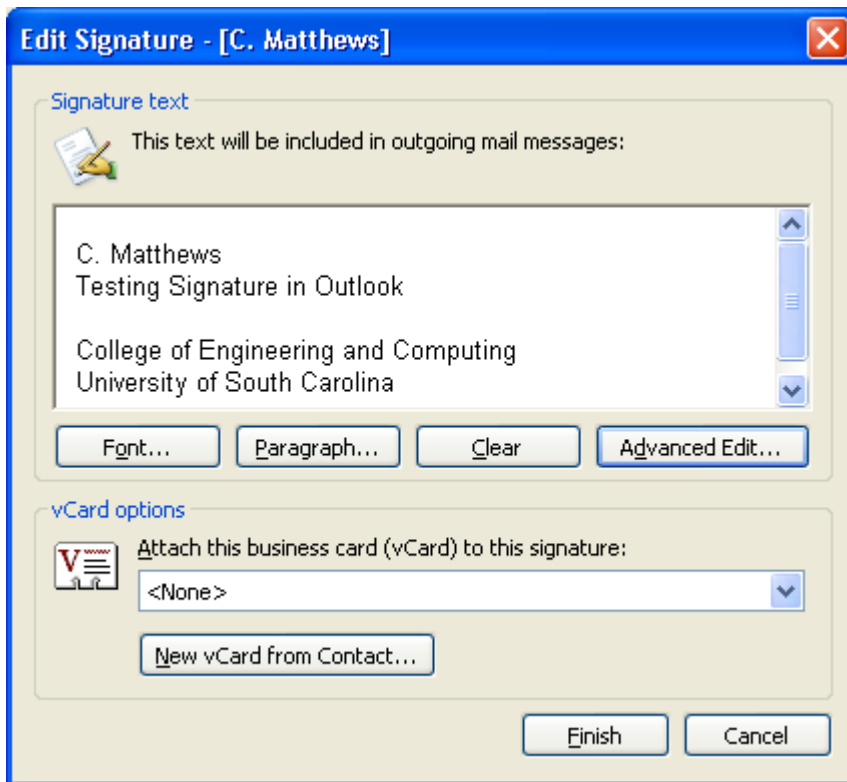
You can create a signature so that information such as your name, phone number, department name, etc. will automatically appear at the bottom of your e-mail.

To create a signature:

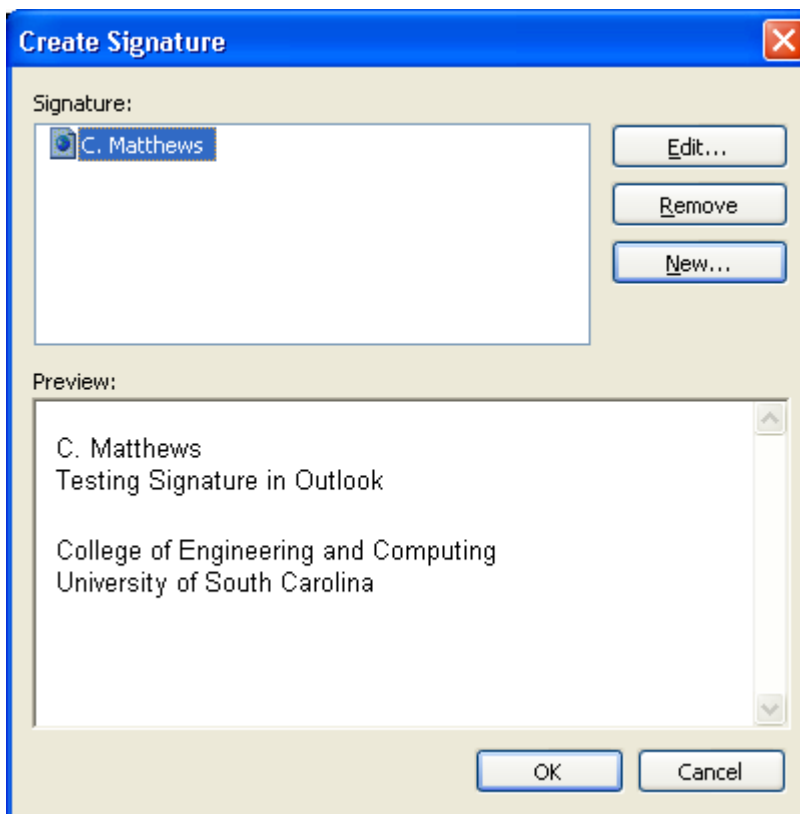
1. Click **Tools** in the menu bar, and click **Options**.
2. Click **Mail Format** (tab along the top) on the **Options** dialog box.

3. Click the **Signatures** button at the bottom of the dialog box. The **Create Signature** box will open.
4. Click **New** on the right and the **Create New Signature** box will open.
5. Enter your name for the signature and click **Next** and the **Edit Signature** box will open.

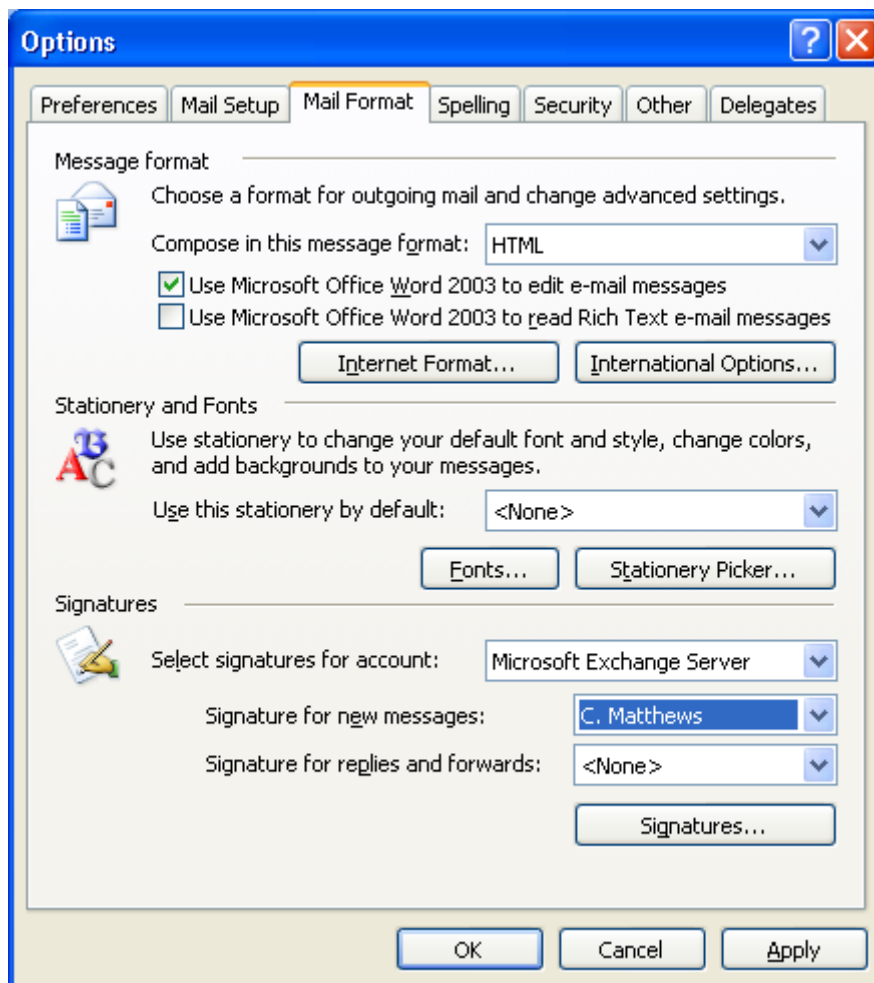




6. Enter your name and any other information you want the signature to include, and click ***Finish***.



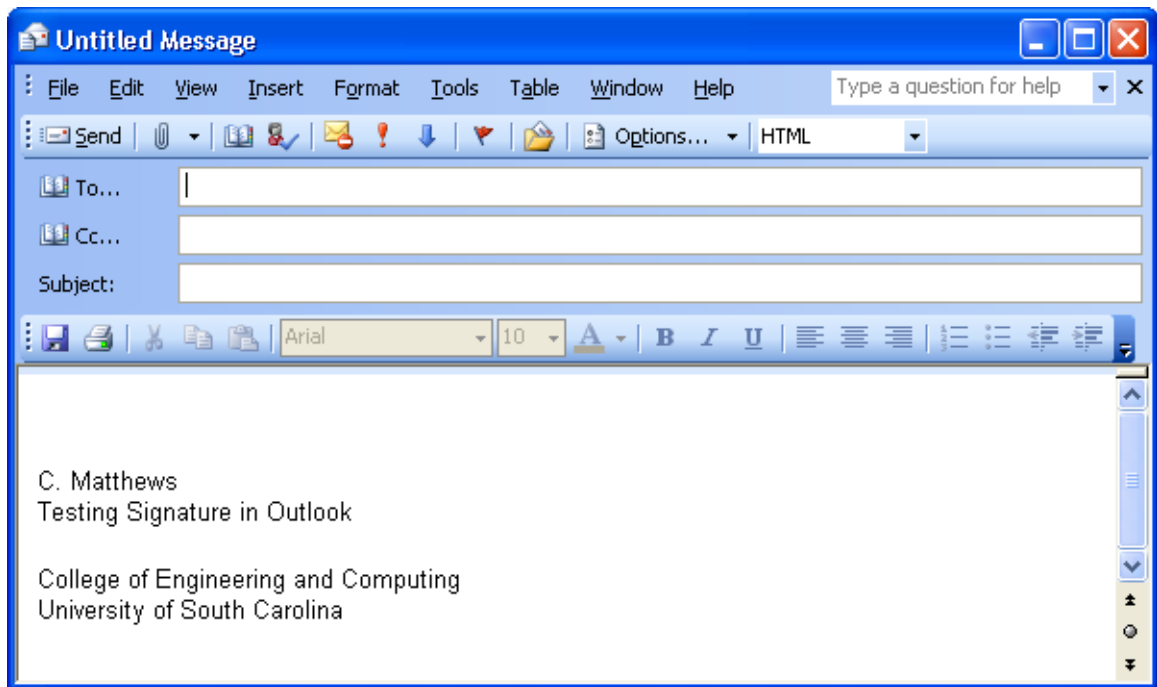
7. Click **OK** and the **Create Signature** dialog box will close leaving the **Options** dialog box showing again.



8. Click the arrow to the right of the **Signature for new messages** near the bottom of the box and select the signature.

Note: You can set up a different message for replies and forwards by repeating the process and selecting that signature for **Signature for replies and forwards** at the bottom of the **Options** dialog box.

9. Try this out, click **New** and look at the signature that appears in the message box.



Exercise 12: Out of Office Assistant

To automatically send an out of office message:

1. Click *Mail* in the *Navigation Pane*.
2. On the menu bar, click *Tools* and then click *Out of Office Assistant*. The *Out of Office Assistant* dialog box will open.
3. Select *I am currently out of office*.
4. In the text area provided, type the desired auto-reply message.
5. If you do not want to add any additional rules for auto-reply messages, click *OK*.

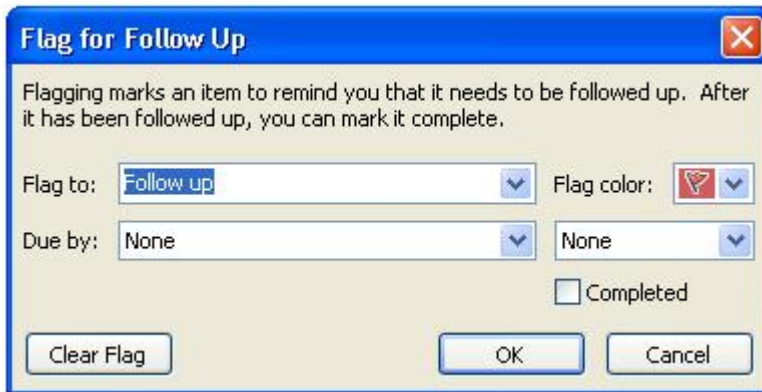
Note: By default and without additional rules, the *Out of Office Assistant* replies to e-mails sent from external mail systems as well as from within USC.

Flagging Items

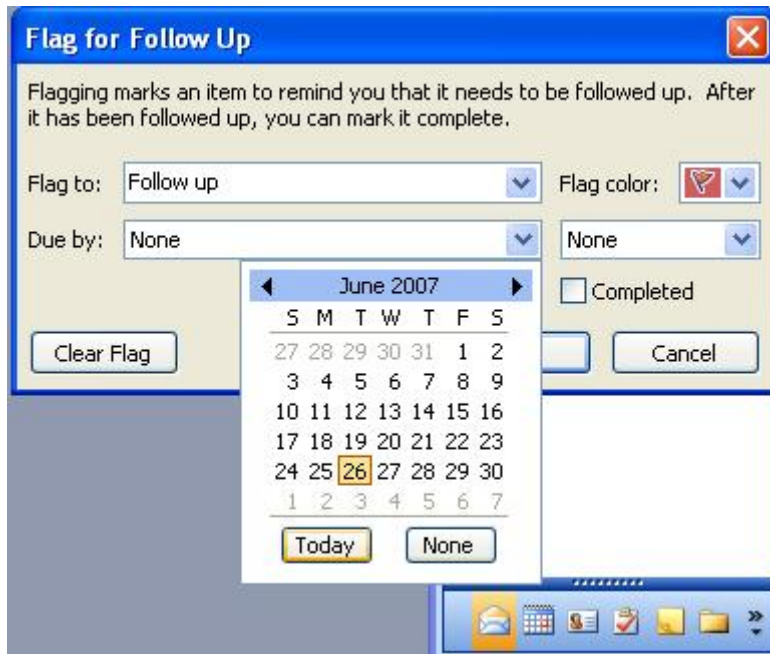
The flags are to remind you to follow up on a message. The flag can be set to one of six colors and a reminder can be set so that you are reminded at a specific time that you need to follow-up on that particular message. After you have followed-up on that message you can change the flag to a check mark to indicate completion. You can sort by flag. (See Exercise 7)

Exercise 13a: Flagging an Item

1. To flag an item in the **Inbox**, right-click the gray flag to the extreme right of the item in the **Display Pane**.
2. On the pop-up menu that appears, click **Add Reminder** and the **Flag for Follow Up** dialog box will open.



3. Click on the arrow to the right of the **Flag to** box, and select **Follow up** from the drop-down menu that appears.
4. Click on the arrow to the right of the **Flag color** box, and select the color you want the flag to be.
5. Click on the arrow to the right of the **Due by** box, a **Date Navigator** box opens. Click **Today**.



6. To the right of the **Due by** box is another textbox that contains the word **None**. Click on the arrow to the right of that box and the drop-down menu containing times will open. Click 11:30 AM on the list.
7. Click **OK** and the original gray flag for the item will be displayed in the color you selected.
8. At the specified reminder time, a **Reminder** dialog box will open, showing the item you the flagged and any other items with set reminders.
9. Select the flagged item from the list and click **Dismiss**.
10. An alert box will open asking you to confirm whether you are sure you want to dismiss the reminder, click **OK**.



Exercise 13b: Clearing Flags

1. Right-click the colored flag for the item in the previous assignment and the pop-up menu will appear.
2. Click *Clear Flag*. The flag will return to its original gray color and the reminder is removed.