Information Services

STAFFORDSHIRE
UNIVERSITY

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Microsoft Outlook 2007®
Introductory guide for staff

This document provides an introduction to the basic features of the email client *Microsoft Outlook 2007*® for staff PC users.

You may also find the following guide useful:
USER182 Introduction to *Microsoft Web Outlook*®

User guides are available on the Information Services website:
http://www.staffs.ac.uk/uniservices/infoservices/documents/it/index.php

1. Introduction

Microsoft Outlook 2007® has been selected as the email client software to use within the University. This will be used in conjunction with *Microsoft Exchange®* as the email server software.

As well as providing tools for reading, sending and organising your email, *Microsoft Outlook®* also provides tools for diary management, to-do lists and contact management.

If you wish to access your email when away from the University, you will need to use *Microsoft Outlook Web Access®*. A user document (USER 182) giving information on how to use this facility is available.

2. Getting started

To start *Microsoft Outlook®*:

- Click on the *Microsoft Outlook®* icon on the desktop

or

- Click **Start**, **Programs**, ***Microsoft Office®***, ***Microsoft Outlook®***

There is no need to log in to *Microsoft Outlook®*, as *Outlook®* uses the username and password that you use to log on to your PC to give you access to your email account.

Note: as you do not log in to email separately, it is important that you lock or log off your PC if you leave it unattended to prevent others from gaining access to your email.

3. The *Microsoft Outlook®* desktop

When *Microsoft Outlook®* opens, the main *Outlook®* window is displayed.

Folder list — Toolbar
Email inbox — Message list
Outlook shortcuts — Reading pane
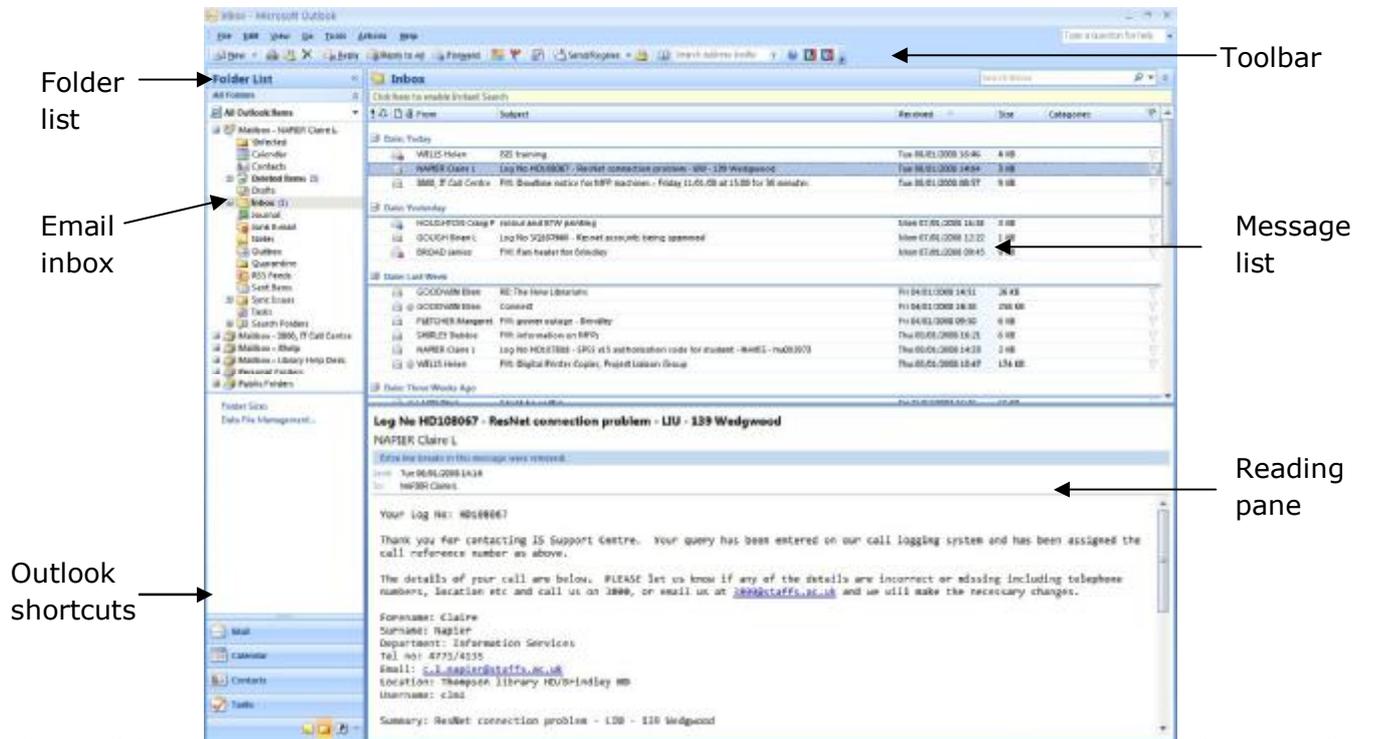
The Folder list on the left hand side of the window shows:

- **Inbox** – this contains recent email messages

- **Outbox** – contains messages waiting to be sent

- **Sent Mail** – copies of messages you have sent

- **Deleted items** – messages that have been deleted from your Inbox, but not removed permanently from the server

- **Personal folders** – *Microsoft Outlook®* folders you have set up on the hard drive of your PC

- **Public folders** – includes public shared folders such as All Staff, Staff Talk and IT Announcements

In addition, there may be other folders that you have created yourself.

4. Message list

The messages held in the selected folder, e.g. Inbox will be displayed on the right-hand side of the window. The number of new messages that have been received since you last logged in is shown in brackets to the side of the folder. Folders which have sub-folders will have a plus symbol (+) next to them. Click on the plus symbol to display the sub-folders, and click on the minus symbol (-) to hide them.

The list of messages shows the sender of the message, the subject, when the message was sent, whether it has been marked as high or low priority, and whether the message has a file attached. Unread messages are displayed in bold.

Symbols are used to describe the status of messages in the folder contents list:

bold	Unread messages are displayed in bold, with a closed envelope icon
	Messages that have been read have an open envelope icon
	A message with a paperclip has a document attached
	A message with an exclamation mark has been marked as high priority by the sender
	A message with a downward arrow has been marked as low priority by the sender
	A message that you have forwarded to someone else has a right-pointing arrow
	A message that you have replied to has a left-hand pointed arrow

5. Sending a message
To open a new message:

- Click **File**, **New**, **Mail Message** or click the **New Mail Message** button on the toolbar

  The message window will open

- Enter the email address(es) for the recipients in the To: box and if required the Cc: or Bcc: box. Multiple addresses should be separated by a semicolon

  Note: by default commas cannot be used a address separators. If you wish to enable this option:

  - Click **Tools**, **Options**

  - Click **Email Options**, **Advanced Email Options**

  - Check the box next to '**Allow comma as address separator**'

  - Click **OK**

- The email address should be entered in the format:

  a.n.other   for University staff

  xy123456@student.staffs.ac.uk   for students

  someone@somewhere.co.uk   for external messages

  See the section 'Address lists and Contact lists' for information on the use of address books and contact lists to locate email addresses.

- Type the subject of the message into the Subject box. It is important to always add a meaningful subject line to your messages

- Type the body of your message in the text box underneath

- Click **Send** to send the message

Saving a draft message

You can save an incomplete message without sending it, so that you can return to it at a later date.

- Close the window of your message

- You will be prompted to save the changes. Click **Yes**.

- The message will be saved in the Drafts folder

Note: *Outlook®* will automatically save a message after several minutes. If this is the case you will be asked if you want to keep the copy.

To resume work on the message:

- Click on the **Drafts** folder

- Double-click the message you require

Sent mail

A copy of all messages sent is automatically stored in the Sent Items folder. You should delete any sent messages which are no longer required to prevent using up your email quota.

6. Reading messages

When a new message arrives, it is automatically placed in the Inbox folder. To let you know a message has been delivered, *Outlook®* may sound a chime, display a message or change your pointer briefly. This depends on the options set. New (unread) messages are displayed in bold and will show the name of the sender, the subject of the message and the date/time that the message was sent.

- Make sure that the **Inbox** is selected

- Click once on a message to read the contents in the Reading pane

- Double-click on the message to open it in a separate message window

- To close the message window, click the Close button (**X**) in the top-right corner of the window.

If you have several new messages, you can read these without closing the message that you have open:

- To read the previous message – listed above the current message in the list, click the **Previous Item** button on the toolbar

- To read the next message – listed below the current one in the list, click the **Next Item** button

7. Reply to a message

After you have read a message, you may wish to send a reply immediately. You can reply to the sender only, or to everyone who has received the message.

- To reply to only the sender of the message, click the **Reply** button

- To reply to all of the recipients of the message, click **Reply to All**
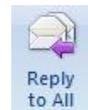
- By default, the received message will be included in the reply window. You can edit this as you wish and add your comments. Any text you enter automatically appears in blue.

- Click the **Send** button

- When you have replied to a message, *Outlook*® changes the icon of that message to indicate that a reply has been sent

8. Forwarding messages

To send a message you have received on to others for information or action:

- Click the **Forward** button while the message is open or highlighted in the message list

- Edit the message and/or add your own comments as required. Any text that you enter in a forwarded message will automatically appear in blue.

- Click **Send**

- Any attachments in the original message will also be forwarded

- To indicate that a message has been forwarded, *Outlook®* changes the icon of the message

Note: The icon displayed by the message indicates your last action on this message. If, for example, you replied to a message then forwarded it to someone else, the icon that appears will be the forwarded icon, as this was the last action.

9. Flagging messages

When you have read a message, you may decide that you need to do something with it, but do not have the time to do so immediately. You can add a 'flag' to the message to remind you to take action at a later date. *Outlook®* refers to these as follow-up flags.

To add a follow-up flag:

- Open the message or right-click on the message

- Click **Follow Up**

- Select from Today, Tomorrow, This Week, Next Week. Alternatively, choose No Date or Custom to select your chosen date

- An information line is added to the message window to indicate the details of the action selected

- A flag is also displayed to the right of the message in the folder list view

-

10. Sorting messages

Outlook® normally displays messages in the order in which they were sent, with the most recent messages at the top of the list. You can change the order in which you display messages by clicking on the column headings at the top of the Inbox window. Most options also allow the sort order to be reversed by clicking on the downward arrow on the toolbar.
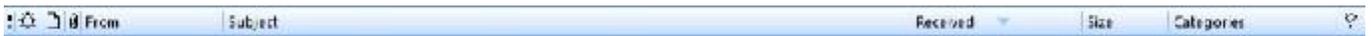
Arrow shows the
sort order

|	
!	Sorts messages with high priority at the top. Clicking on this button again will reverse the order, with low priority messages at the top
☼	Sorts messages according to any reminders that may be included
▯	Sorts messages into groups depending on the actions carried out on them. Unread messages are at the top and forwarded messages at the bottom
0	Sorts messages so that those with attachments are at the top
From	Sorts messages in alphabetical order according to who the message is from. Click again to display in reverse alphabetical order
Subject	Sorts messages so that those with the same subject are grouped together in date order
Received	Sorts messages so that the most recent messages are at the top. Clicking the downward arrow will reverse the order so that the oldest messages are first
Size	Sorts messages so that the largest file sizes are at the top. Clicking again will reverse the order

11. Address lists and Contact lists

There are several ways to address your message:

- Enter the full email address – if you know the email address, you can type this directly into the To: or Cc: line

- Enter the first part of the email address into the To: or Cc: box, then click the

  Check Names button . If there are several possible names *Outlook*® will display a list for you to select from. If there is just one person the name will be inserted automatically.

9

- You can also search for names in the **Global Address List**. In the New Message window, click on the To: or Cc: button. The **Select Names** window will open and display the list of names in the Global Address List.
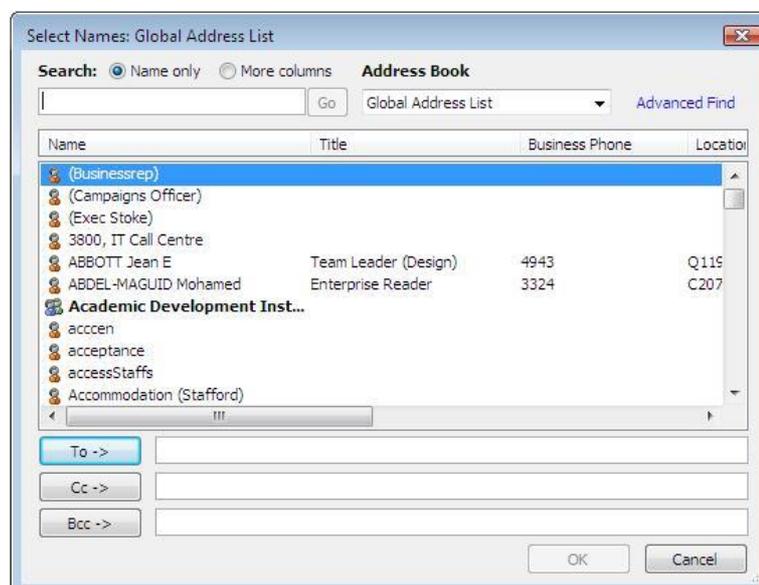
- Scroll through the list to find the name you require. The list is long so this may take some time. Alternatively, enter the surname in the Search box. As you start to type the list will scroll to the name you require. Select the name the choose To, Cc or Bcc as appropriate

- When you have selected all the recipients you require, click **OK** to return to the New Message window

Global Address Lists

The Global Address List contains all staff accounts within the University. New staff are automatically added to this as their IT accounts are set up. The list is arranged in alphabetical order and is obviously very large. The list may also contain information such as job title and phone number.

Public Contact Lists

In order to make finding addresses more manageable and to allow the creation of distribution lists for groups of staff, Public Contact Lists have been set up for all Faculties, Schools and Services. You can also create personal contacts and distribution lists for people you have regular contact with either inside or outside the University.

The Public Contact Lists group together all members of staff within a particular Faculty/School/Service or other grouping (for example Disability Forum, Unison or BLC Managers). This enables you to locate staff within a department more easily.

Each Public Contact List is managed by an administrator within the appropriate Faculty/School/Service who can create and delete entries.

The Contact Lists can contain both individual contacts within a Faculty/School/Service and distribution lists.

Distribution Lists

Distribution lists are used to provide an easy way to send messages to a group of people. If you frequently send messages to members of a committee for example, you can create a distribution list that contains the names of all members of the committee. A message sent to this distribution list will go to all the recipients listed in the distribution list.

Distribution lists may contain individuals within a particular Faculty/School/Service and external contacts.

Accessing Public Contact Lists

- In the Folder List click on the plus (+) to the left of **Public Folders** to expand this

- In the same way expand the folders **All Public Folders** and **Public Contacts Folders**

- Expand the folder for the Faculty, School or Service that you require

- You can then select individual contacts or distribution lists from these folders

- Click on the **New Message to Contact** button on the toolbar

To send a message to several contacts or distribution lists at once:

- Select the contacts or lists you require

- Click on the **New Message to Contact** button

Searching for contacts

- Open the **Contacts** folder

- In the **Search address books** box on the toolbar, type the name of the contact that you wish to find. *Outlook®* will search all the available address books. You can enter any part of the contact's details in the search, such as partial name, first or last name, email alias etc.

- To quickly open a contact you have previously searched for, click the arrow to the right of the **Search address books** box and select the name.

Creating Personal Contacts

You can store your own contacts in the **Contacts** folder. The contacts will be stored within your account on the *Exchange®* server.

- Open the **Contacts** folder

- Click **File**, **New**, **Contact** or click the **New** button

- Click the box next to **Full Name** to enter the name of the contact

- Enter the information you want to include for the contact. The minimum information needed is name and email address, but you can also include phone number, fax number, job title and more

- You can specify how you would like the contact's name to appear in the To: line of a message by typing the name in the **Display As** box

- To enter multiple entries in a field, such as more than one address or email address, click the arrow next to the field.

Creating distribution lists

To create a distribution list within your Contacts folder:

- Open the **Contacts** folder

- Click **File**, **New**, **Distribution** list

- A distribution list window is displayed. Enter a suitable name for your list in the box next to **Name**.

- To add the names of University staff to the list, click the **Select Members** button. The Global Address list is displayed. Select the name(s) you require, then click the **Members** button. When you have selected all of the names, click **OK**.
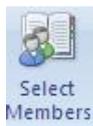
- To add external contacts to the distribution list, click the **Add New** button. Enter the name and email address of the contact. If you want this address to be added as an individual to your Contacts folder (so that you can email them separately as well as part of the list) tick the **Add to Contacts** box

12. More about sending messages

Formatting messages

Outlook® allows you to add formatting to a message in a similar way to using a word processor using different fonts, colours, bold and underlined text etc. You can also add bullet points, indent text or change the alignment of text.

Note: Take care when sending formatted messages outside the University, as people using different email systems may not see the message as you intended.

Select the formatting options you require from the buttons on the formatting toolbar which is displayed in the message window. Do not use too many different formats in your message, as this may make it difficult to read.

Checking spelling

You can check the spelling of your message before sending:

- Click the **Spelling** button

- *Outlook®* will check the spelling of the message and suggest correct spellings wherever possible

- Select the correct spelling from any of the options offered and click **Change** or choose **Ignore** if the word is correct.

- If all spelling is correct, *Outlook®* will display a message that the spelling check is complete.

- To check the spelling of an individual word, select the word by double-clicking it, then click the **Spelling** button.
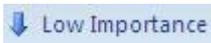
Options for sending messages

The toolbar in the New Message window allows you to change options for individual messages.

- To send a message as high priority, click on the **High Importance** button

- To send a message as low priority, click on the **Low Importance** button

Many other options are available, including delivery and read receipts and setting message priority. Click on the **Options** tab to view these options.

You can change the default options for all messages you send by clicking **Tools**, **Options** and selecting the **Email Options** button under the **Preferences** tab. Options are set up by default to contain the settings which are most suitable for staff. Care should be taken if you wish to change any of these options, as they may not have the result you wish.

Read receipts

A commonly used option is to set up a read receipt. This is useful if you want to know if someone had read your message. However, you should be aware that depending on the options that the recipient has set, they may choose not to send the read receipt message.

To set up a read receipt for a single message:

- With the new message window open, select the **Options** tab

- Check the box next to '**Request a Read Receipt**'

To set up read receipts for all messages:

- Click **Tools**, **Options**

- Under the **Preferences** tab (selected by default) click on the **Email Options** button

- In the window that is displayed, click on the **Tracking Options** button

- In the Tracking option window, check the **Read Receipt** box
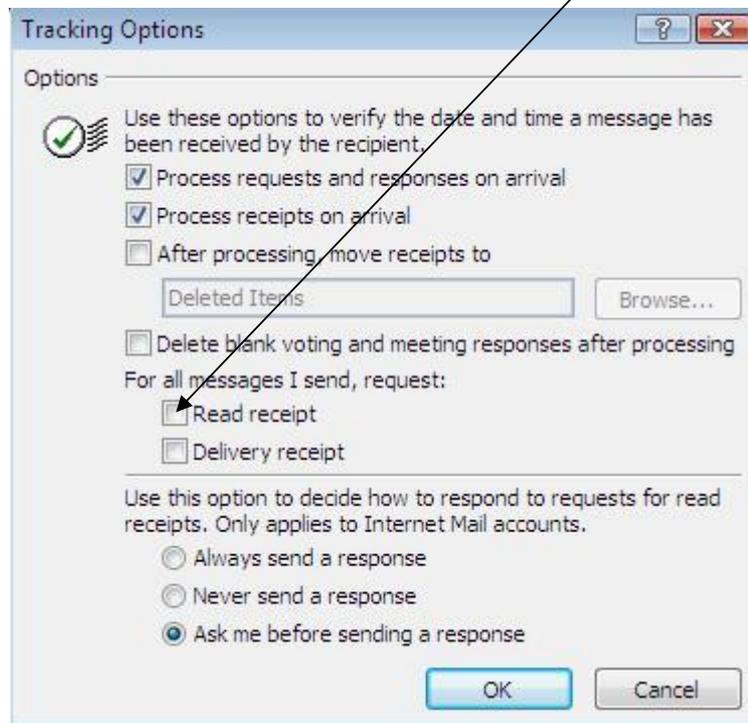
- This window also allows you to select the options for sending a read receipt – the default option is to prompt before doing do

- Click **OK** when the read receipt has been set up

13. Email quota

All email accounts have a storage quota on the *Exchange®* server. You can store as much as you like locally on your hard disk in a Personal Folder – the only limit is the amount of space on your hard disk.

As your server disk usage approaches the quota limit, you will start to receive warning messages. You should delete any unwanted messages or move them to local folders.

The quota limits are currently as follows:

280Mb of disk usage: first warning message

300Mb of disk usage:	further warning message and you will be unable to send email
500Mb of disk usage:	final warning and you will be unable to receive any more email until you delete items

To check the amount of quota that you have left:

- In the folder list right-click on **Mailbox-NAME**. This is your top-level folder on the server

- Click on **Properties for Mailbox-NAME** at the bottom of the pop-up menu

- In the Properties window, under the **General** tab (which is selected by default) click on the **Folder Size** button. You will be shown a complete breakdown of how much space is used in each of your folders on the server

14. Deleting messages

Messages that you no longer need should be deleted to prevent your quota on the mail server filling up. There are several stages in deleting items from the server so that they no longer count towards your quota.

You can delete a message by selecting it and clicking the Delete button on the toolbar.

To delete multiple messages:

- **Shift-click** to select a block of messages

- **Ctrl-click** to select several individual messages

- When all the messages are selected, click the **Delete** button

Deleted Items folder

When you press the Delete button, the message will not be permanently deleted immediately, but will be moved to the **Deleted Items** folder, in the same way that files go to the Recycle Bin on your PC desktop.

Messages that are moved to the Deleted Items folder will remain there, and continue to count towards your quota, until you choose to permanently delete them.

To permanently delete a message from this folder:

- Select the **Deleted Items** folder from the folder list

- Select the message(s) to delete

- Click the **Delete** button on the toolbar

- You will be prompted to confirm that you want to permanently delete the message

To delete all messages from the Deleted Items folder:

- Click **Tools**, '**Empty Deleted Items folder**'

- You will be prompted to confirm that you want to permanently delete all items

Recovering deleted files

Items deleted from the Deleted Items folder are moved to the Deleted Items cache. They are still stored on the mail server, but do not count towards your quota. Items remain in the cache for 30 days. If you have accidentally deleted an item that you still need, you can retrieve it from the cache during this time.

To recover a deleted item from the cache:

- Select the **Deleted Items** folder

- Click **Tools**, **Recover Deleted Items**

- A window will be displayed showing all your items in the cache

- Click the items you wish to recover, then click the **Recover Selected Item** button on the toolbar

Note: once an item has been deleted from the Deleted Items cache, it is not possible to recover it.
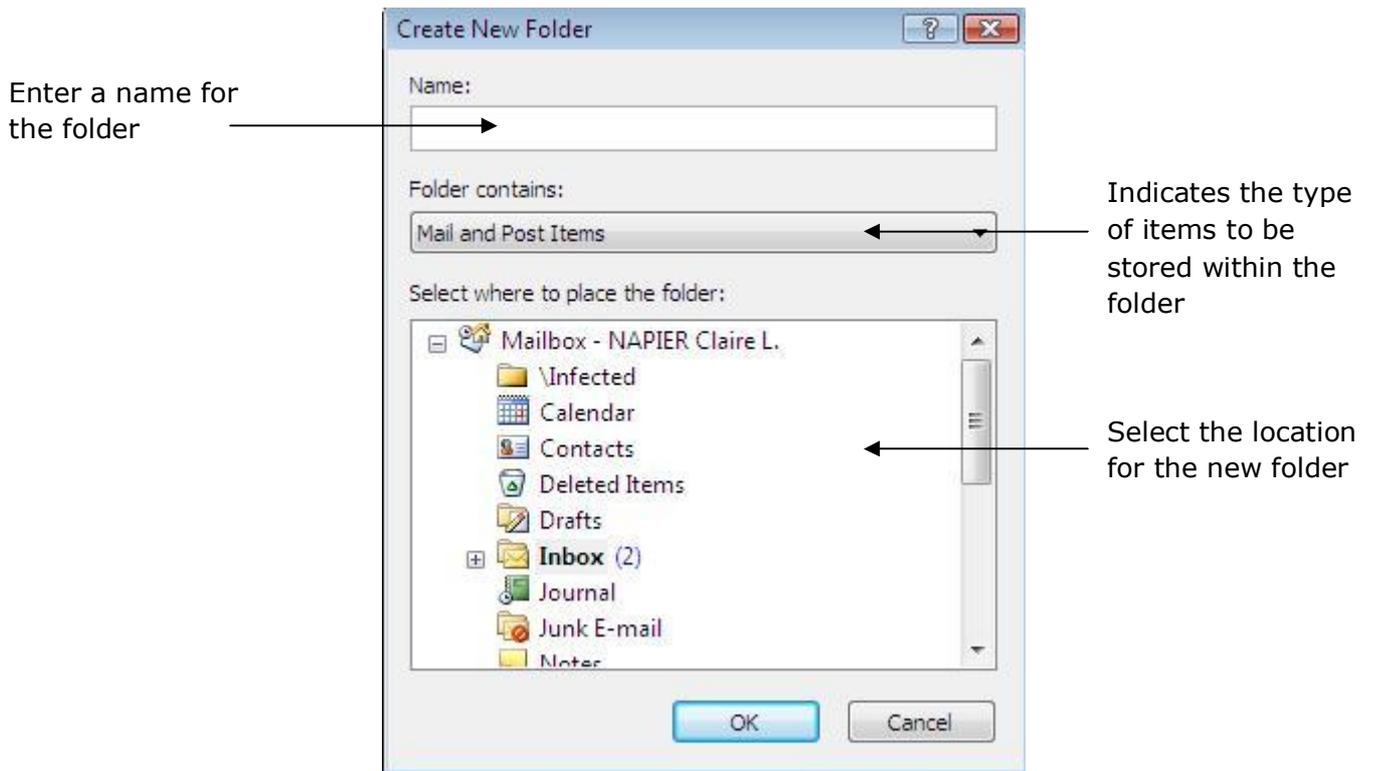
15. Using folders

Messages which you need to keep should be stored in suitably named folders for easier retrieval. *Outlook*® allows you to create folders in your mailbox on the server, or Personal folders on your local hard disk.

Folders on the *Exchange*® server

To create a folder on the mail server:

- Click **File**, **New**, **Folder**

- The Create New Folder window is displayed

Enter a name for the folder →

Indicates the type of items to be stored within the folder

Select the location for the new folder

- Enter a name for the folder

- The '**Folder contains**' box indicates the type of folder that you are creating. As you are creating a folder to store mail messages, you should make sure that you select '**Mail and Post Items**'

  Note: you can also create folders for other types of *Outlook*® items, such as calendar appointments, contacts and tasks

- Select the location of the folder. This can be inside the Inbox, or inside an existing folder within your mailbox. To create a folder in your Inbox, select **Inbox** in the folder list. To create a sub-folder within an existing folder, click on the plus sign (+) next to Inbox to expand it. Select the required folder.

- Click **OK**. You will be asked if you want to add a new shortcut to the *Outlook®* toolbar. Select Yes or No as appropriate.

- The new folder will be added to the location that you selected. Use the plus or minus sign by Inbox to display or hide the list of folders.

Creating a Personal folder

Personal folders are stored on the hard disk of your computer, so items stored here do not count towards your *Outlook®* quota.

Creating a personal folder is very similar to creating a folder on the server:

- Click **File**, **New**, **Folder**

- In the New Folder window, click on the minus sign (-) to minimise the folder list

- Select **Personal Folders**

- Enter a name for your folder

- Click OK

Moving mail to a folder

- Select the message that you wish to move

- Hold down the mouse button and drag it to the folder name in the folder list

Viewing mail in other folders

- Expand the folder list in your Inbox

- Click on the name of the folder that you wish to view

- Select the message from the list

Backing up Personal folders

As messages stored in your personal folders are on the hard drive of your computer, these are not backed up like those on the server. You must ensure that

you keep copies of these folders yourself so that they can be restored in the event of a problem with your PC.

Everything contained in your personal folders is stored within an **outlook.pst** file. You are not able to identify separate messages yourself, although *Outlook®* separates these out when you view the contents of the personal folders.

To back up your locally stored messages you must copy the outlook.pst file to CD or other removable media yourself.

**Note**: you must close *Outlook®* before attempting to back-up this file

16. Messages with attachments

You can send and receive a variety of files as attachments to messages in *Outlook®*. However, to prevent the spread of viruses by email, certain file types cannot be sent or received in this way. These include executable (.exe) files and screen savers (.scr) as these are amongst the most common type of file by which viruses can be spread. Virus protection software is installed on the *Exchange®* server. However, you should still treat attachments with care, particularly if they are from external sources or you are not expecting an attachment from someone. You should never open an attachment from an source that you do not trust.

Note: if you do need to send or receive an executable file by email, this can be done if the file is sent in a compressed format as a zip file. Software to create and expand zip files is installed on all staff image PCs. Contact IT Customer Services (3800) if you require advice on using this.

A message with an attachment will have a paperclip icon next to the message in the folder view list. To open the attachment:

- Open the message with the attachment

- The name, type and size of the attached file are displayed just above the main message window
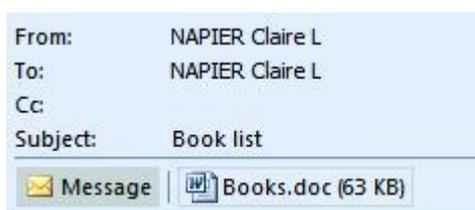
- To open the attachment, double-click on its icon. The appropriate application will be launched and the file will open. You should only do this if you are sure of the source of the attachment

- You can save the attachment by right-clicking on the icon. From the pop-up window, select **Save As**. Navigate to the folder where you wish to save the file and enter a new file name if required. Click **Save**.

To send an attachment with a mail message:

- Open a new message and complete the To and Subject boxes as normal

- Enter the text of the message, then click the **Attach File** button

- The **Insert File** window is displayed. Locate and select the file you wish to send

- Click the **Insert** button

- An icon for the file will appear just below the **Subject** line

- To attach further documents, click on the **Attach File** button again. Select and insert the files as required.

- If the attachment is being sent to someone outside the University, or if it was created in non-standard software, it is important to let the recipient know what type of file it is, e.g. *Microsoft Word 2007*®. Within the University, there should not be a problem sending and receiving files created with *Microsoft Office*®

17. Creating an email signature

You can give your messages a personal touch by adding a unique signature. A signature is added to the bottom of all of your messages and can provide contact details such as name, job title, department, address, phone and fax number etc.

To create a signature:

- Click **Tools**, **Options**.

- Select the **Mail Format** tab

- Click on the **Signatures** button towards the bottom of the window

- The **Signatures and Stationery** window will open. Click the **New** button

- In the **New Signature** window, enter a name for the signature and click **OK**

- In the box underneath **Edit Signature**, type in your information. You can format this if you wish, e.g. change the font, style or colour

- Repeat the process to create additional signatures if required, e.g. if your signature is quite long you may wish to create a shorter version for replies and forwards, to prevent the message being taken up with signatures as messages are passed from one person to another

- You can then set the option to add the signature to all messages. Under '**Choose default signature**', click the arrows next to **New messages** and **Replies/forwards** to select the appropriate signature

- Click **OK**

- If you now open a window to send a message, the signature will be added to the bottom of the message automatically

Signatures are stored as part of the *Outlook®* settings on your local PC, rather than on the *Exchange®* server. If you log on to a different PC to access your email, your signature will not be available. If you regularly work from different PCs, this can be overcome by creating a signature in *Microsoft Word®* which is stored on your H: drive.

18. Sending email from *Microsoft Office* 2007® applications

It is possible to send mail from inside *Microsoft Word 2007®* and other *Microsoft Office®* applications, to an *Outlook®* account. This can be useful if you want to create a quick document to send to someone, but do not need to keep it, or if you

already have a document open that you need to send to others. The document is added to your message as an attachment in the normal way.

- Open the document that you want to send

- Click the **Office button** then click **Send**, **E-mail**

- A new message window is displayed. The file you have open is automatically attached to the message

- The name of the document is automatically included as the Subject line, so this will most likely need to be changed. Click in the Subject box to edit this

- Enter the email addresses of the recipients in the normal way

- Enter the body of the message in the normal way

- Click the **Send** button. The message window will close and you will return to the original document.

19. Filtering mail into folders automatically

New messages can be filtered into folders as they arrive. This is done using the **Rules Wizard** under the **Tools** Menu. The Rules Wizard helps you automatically process and organise your messages and allows quite complex and sophisticated filtering techniques.

Error! Reference source not found.

Some of the actions you can specify with rules include:

- Move messages to a particular folder based on who sent them

- Move certain types of messages, such as Out of Office messages, to another folder

- Flag messages from a particular sender

- Set up a notification, such as a message or a sound, when important messages arrive

- Redirect a message to a person or to a distribution list

- Ask the server to automatically reply to a certain type of message by using a message that you have created

The use of the Rules Wizard to create a simple filter to move messages from a particular person to a specified folder is covered here.

Creating a rule from a message in your Inbox

If you would like to create a folder to store all messages from a particular person:

- Right-click on the message that you wish to base a rule on

- Select **Create Rule** from the pop-up window

- The **Rules Wizard** window is displayed. The top half of the window asks you to specify what you are checking for. Tick the check box '**from USERNAME**'
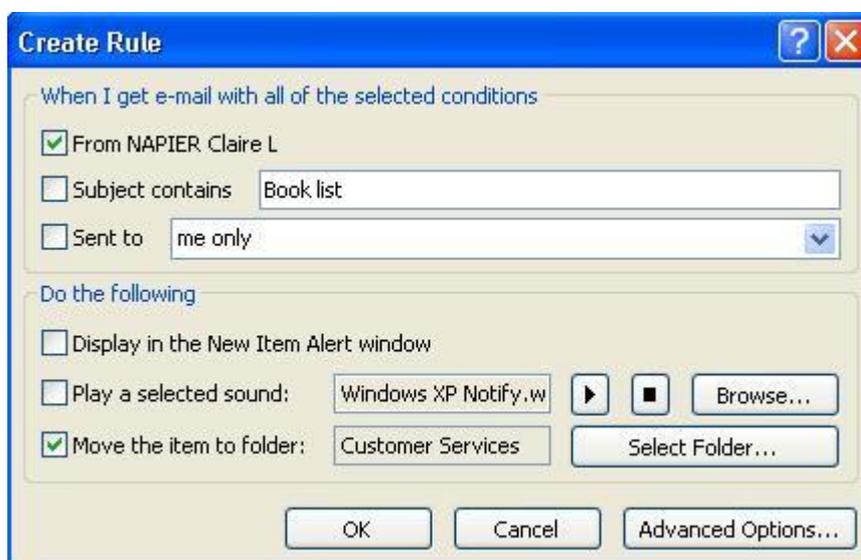
- The bottom of the window asks what you want to do with the messages from the person specified. Tick the check box next to '**Move the item to folder**'

- In the window that is displayed select the folder that you wish to save the messages in. You can create a new folder at this stage is necessary by clicking the **New** button.

- Click **OK**. The folder you have selected is now displayed in the rule description

- Once the rule has been set up click **OK**.

To create a rule without selecting a message:

- Click **Tools**, **Rules and Alerts**

- Click the **New Rule** button ![New Rule...]

- Follow the instructions in the Rules Wizard to create your rule

- Click the **Finish** button when the rule has been set up

20. Searching for messages and files

Outlook® has a built-in search facility to allow you to search through all received items to find those from a particular person or those containing a specific word or phrase.

To search your messages:

- Go to the **Search** box at the top of the screen ![Search Inbox]

- Enter the text that you wish to search for

- Press **Enter** on the keyboard or click the **Search** button ![search icon]

- *Outlook®* will search the Inbox only by default. If you wish to search other folders, click the arrow next to the Search button and select '**Search All Outlook Items**'.

21. Printing messages

Messages and attachments can be quickly printed from *Outlook®*:

- Select the messages you want to print. You can choose to print several messages at a time.

- To select adjacent messages, select the first message, then hold down the **Shift** key on the keyboard and click the last message

- To select non-adjacent messages, click the first message, then hold down the **Ctrl** key on the keyboard and click additional messages

- To select all messages, press **Ctrl** and **A** on the keyboard

- Click **File**, **Print**

- To print attachments, select the '**Print attached files**' check box

- Click **OK**

22. AutoArchive®

AutoArchive® is a feature within *Outlook®* to back-up any redundant items in your mailbox on the server to a location on your PC. *AutoArchive®* automatically **moves** old items to the archive location and discards expired items such as meetings in the calendar that have already taken place. When *AutoArchive®* is enabled, it will run automatically at scheduled intervals – every 14 days by default, and will **move** any items that meet a given archive criteria. By default the criteria is any items older than 6 months.

Advantages of *AutoArchive®*:

- Older items are automatically removed from the server

- It is easier to stay within the server quota limits

- The mailbox becomes easier to manage as there are fewer items to search

- It is an automatic process, so you do not have to remember anything

Disadvantages of *AutoArchive®*:

- Archived items are stored on the local PC by default, so you will need to use the same PC if you wish to access them

- Space on the local hard disk is used

- It is less secure, as archived items can be lost if a disk crash occurs

To set up *AutoArchive®*, click **Tools**, **Options**. Select the **Other** tab and click the **AutoArchive** button.

23. Public folders

Public folders such as All Staff, Staff Talk and IT Announcements can be viewed within *Outlook®*. To locate these folders:

- In the folder list, expand **Public Folders**. This is located at the bottom of the folder list

- Expand the folder **All Public Folders**

- Expand **Public Mail Folders**. The list of available folders will be displayed. Select the required folder
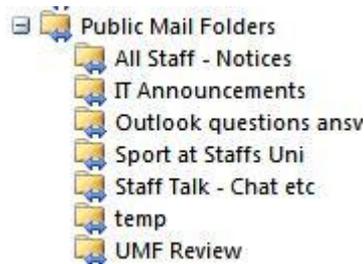
24. Dealing with 'Junk' mail

As the use of email has become more popular and widespread, so unfortunately has the amount of unwanted spam or junk mail. It is not easy to block these messages; however there is a facility within *Outlook®* which can help reduce them.

For further details of how to do this, see the following documents:

USER 190   Handling Unsolicited Commercial Email (UCE) or 'spam' using *Microsoft Outlook®* at Staffordshire University

USER 191   Setting up Microsoft Outlook® to reject unsolicited email (UCE or 'spam')

or go to the following website:

http://www.staffs.ac.uk/uniservices/infoservices/it/email/spam/

25. Out of Office Assistant

When you are away from the office, you can set up *Outlook®* to automatically reply to incoming mail for you, e.g. to state when you will return or to give the contact details of another person.

To switch on the Out of Office assistant:

- Click **Tools**, **Out of Office Assistant**

- Select '**I am currently Out of the Office**'

- Enter the message that you would like Outlook to send to others while you are away

- You can also specify more precise actions that *Outlook®* can take by setting up a rule. Actions can include moving the messages to a specified folder,

copying or forwarding them to someone else. Click the **Add Rule** button to do this

- If you subscribe to mailing lists, it is important that you set up the Out of Office Assistant to not send messages to the list. To do this, make sure that the '**Sent directly to me**' option is checked

26. Getting help

There is a very comprehensive Help system available while you are using *Outlook®*. To get help at any time:
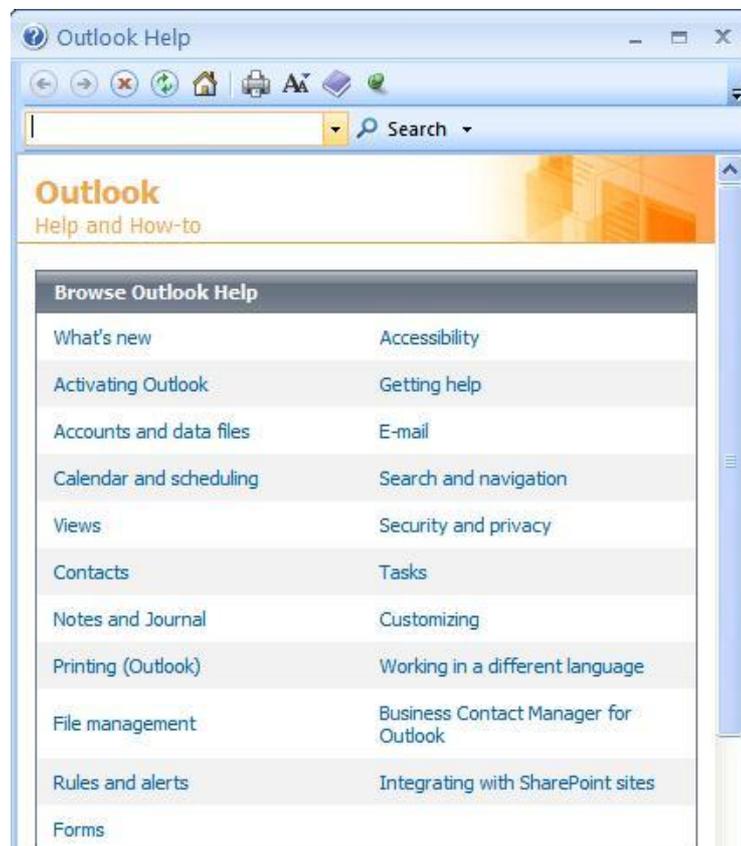
- Click on the **Help** button on the toolbar

or

- Press the **F1** key on the keyboard

or

- Click **Help**, **Microsoft Outlook Help**

The Outlook Help window will be displayed.

Further help can be obtained from the Microsoft website:
http://office.microsoft.com

Where to go for more help or information
Customer Services: 01785 353800
Email: 3800@staffs.ac.uk

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