

# Working towards ECDL

## Information and Communication Module

### Task 8

## Using Microsoft Outlook

As well as using Yahoo another email application is Microsoft Outlook. This is a Windows based application and the files are normally held on your POP3 server or Web based account. Skills and knowledge from internet based emails can be transferred to Microsoft Outlook.

This task demonstrates the basics of using Outlook.

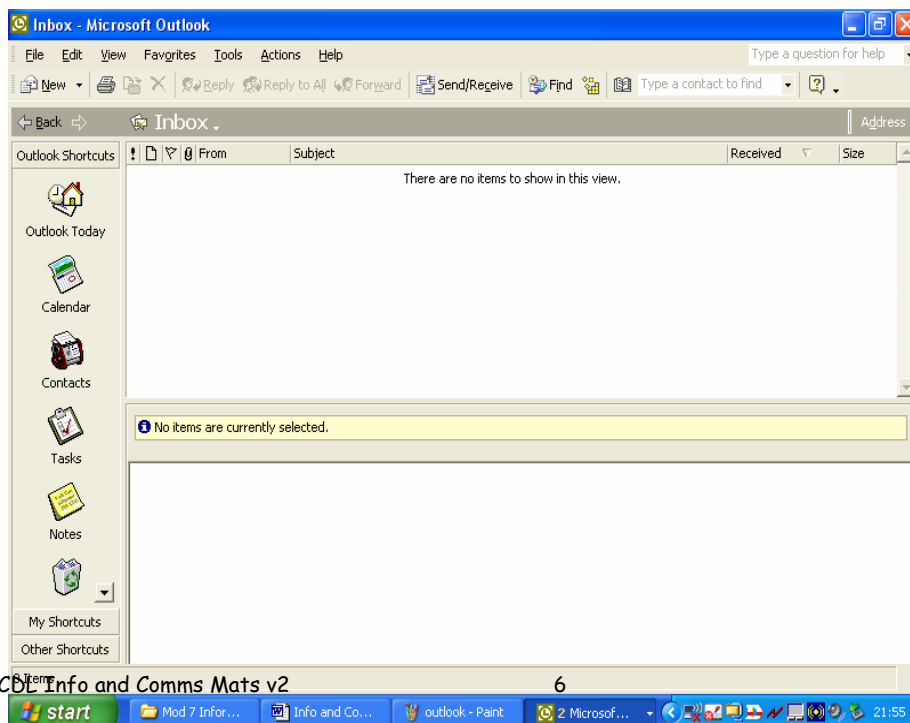
- Send and receive an email
- Reply to an email
- Forwarding an email
- Delete and retrieve an email
- Address Book

There are several ways of opening Outlook:

- Start - programs - Microsoft Outlook
- Double clicking the Outlook icon on the desktop



Once open your screen should look similar to the one below



Move your mouse around the screen and familiarize yourself with the different menus and icons.

### Send and Receive Messages

To create a new message, click the New on the toolbar. An alternative way is to select File - New Mail Message. A panel will appear like the one below. Send a message to someone who has an email address.

**To:** enter the email address of the person you are sending the message to. If you want to send the message to more than one person, separate the addresses with a semi colon (;).

**cc** means carbon copy. You can complete this box if you want others to get your message.

**Main Area** In the main area, type your message.

You can also a **bcc-** means blind carbon copy. Addressees in this field will receive a copy of the message but other recipients will not be able to tell that they have been included in the message. If the Bcc is not displayed, it can be obtained by selecting Options - Bcc.

**Subject**  
Insert a subject. This heading will appear in the Inbox of the person receiving the

There are a number of additional options that can be applied to your message:

Send Message      Address Book      Low Priority

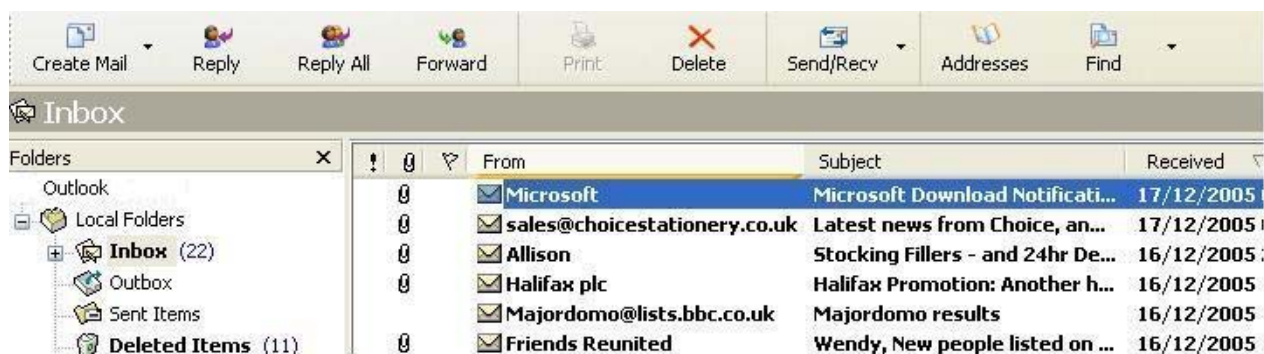
Attach Files      Make High Priority

The priority options are simply 'flags' attached to the email. They do not effect how the email is managed. You can use the flags to remind yourself to follow up on an issue or to indicate a request for someone else. You can also use flags to set a reminder for the message.

When you have completed the message, click **Send** and your message will be sent from the **Outbox**. Messages will only be sent if you are connected to the Internet, otherwise they will stay there until a connection is made.

## Inbox

Messages are received in the inbox. They appear as a list in the View Pane:



You see the following symbols:

- Open Envelope indicated that the message has been read
- Closed Envelope indicates that the message has not been read.
- Paper Clip indicates there are attachments with the message
- Exclamation Mark indicates a "high priority" message

To **read** the message fully, double click on the envelope icon and a separate window opens for your convenience.

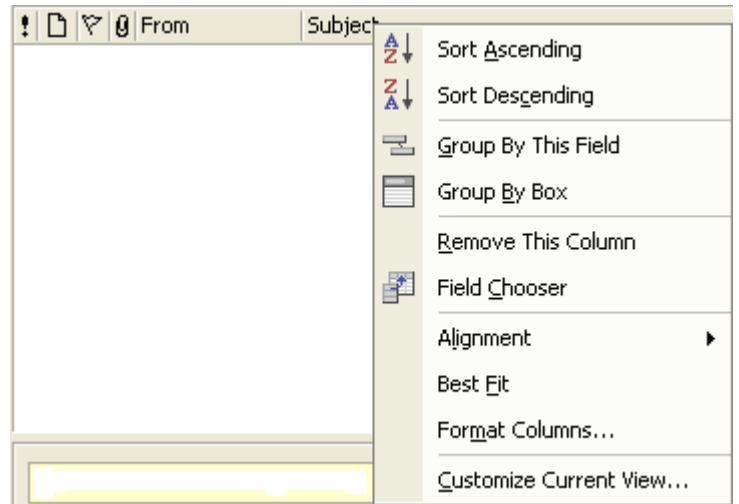
If you decide to **delete** the message click the Delete key on the toolbar. The message will then be moved to the Deleted Items box. This is very similar to the Recycle Bin.

If you deleted a message by accident, you can **retrieve** the message by selecting Deleted Items in the left panel of the screen. Highlight and drag the message back into the Inbox.

### Organising Messages

You can change how the information is shown in your inbox by right clicking in the top grey area of your inbox. A panel like this will appear.

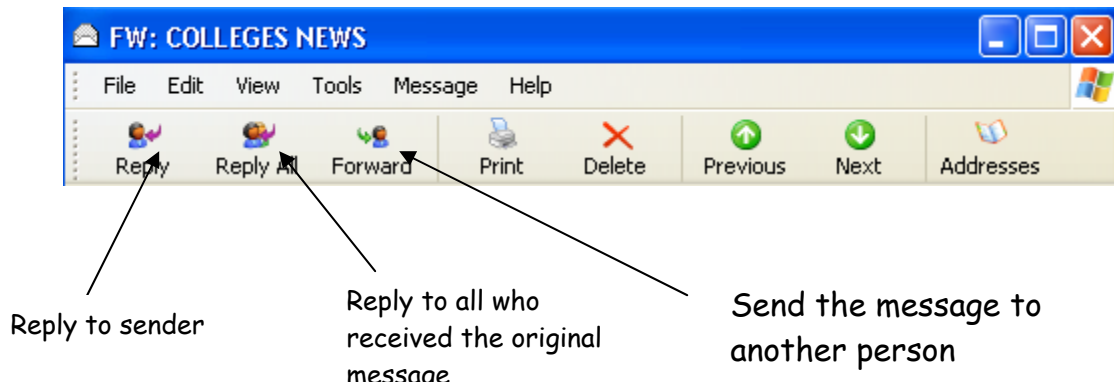
Explore the different options and use the Help feature within the email to gain a better understanding.



The main 2 features are sorting the messages into Ascending and Descending order by choosing a specific column.

### Replying and forwarding messages

If you want to reply to a message, you do not need to start from New. At the top of your email message when you have it open on a full screen, you will find the following icons.



To reply to the sender, click the Reply icon. Your cursor will appear at the top of the main area with the sender's message below. Type your reply and then click Send.

If you click on the Reply to All icon, all the original recipients are included in the To: box.

Clicking on the reply icons reduces the chances of making a mistake and that the original message is included in the reply so that the recipient knows exactly what you are replying to.

## **Forwarding Messages**

If an email has been sent to you by mistake or you know of someone who would like the email, you can click on the Forward icon. You will then be able to select an email address by clicking on To... The subject box will contain the original subject, prefixed with FW: In the main area of the box, you can then type in your message to why you have forwarded this message.

## **Attachments**

As with Yahoo, you can also attach files to Outlook. On the screen where you are creating your message, in the toolbar you will see a Paperclip. Click this to open a dialogue box. Here you will then be able to locate single or several files and attach them to your message.

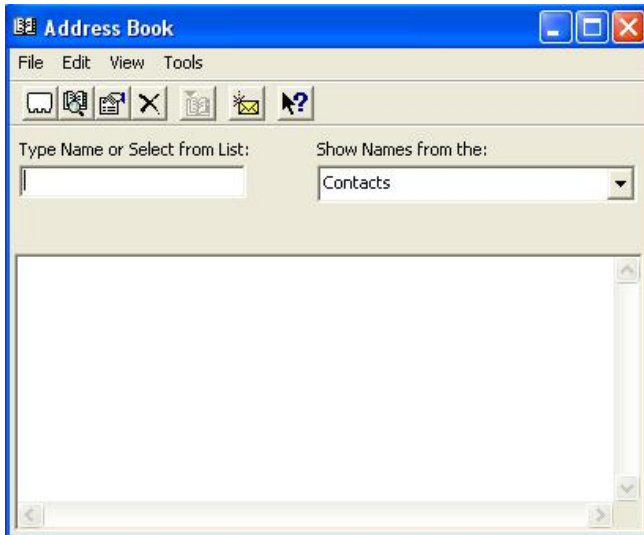
You can also delete attachments if you have added them on by accident by highlighting the file and pressing the Delete key on your keyboard.

When attachments are sent to your inbox, there will be a small paper clip displayed next to the message. To read the attachment, you can double click the file. Alternatively you could right click to display a menu and then click Open. A panel will appear giving two options:

- Open it - the attached file will be opened using the application identified on your system to work with that particular type of file.
- Save it to disk - the Save as panel will appear for you to decide on where you want to save the file.

### Address Book

The address book in any email account is very useful because you don't have to type in address every time if you email a person regularly. Mistakes can be avoided and amendments can be made easily.



To access the address book, click the Address icon and the following panel will appear. Familiarise yourself with the icons on the screen.

To add an entry, click File - New - New Contact. Start by adding the individual's contacts. Once the details have been entered click the Save and Close icon.

From this list you will then be able to create distribution lists.

Now when you're creating your email and you know that the address is in your address book. Click onto the To: A panel appears. From here you can then select the names to be show in the To, Cc and Bcc boxes. Once they are all selected, click OK and you will return back to your email screen.

