

What is electronic mail?

Electronic mail (e-mail) is a means of sending and receiving electronic messages.

- ☒ There are six folders that can contain messages: the **Inbox**, **Drafts**, **Outbox**, **Sent Items**, **Deleted Items** and **Junk E-Mail** folders.
- ☒ To access one of these folders, click **Mail** in the navigation bar (or **Ctrl** 1) then click the button corresponding to the folder displayed in the folder pane.
- ☒ Outlook uses a message editor based on Microsoft Word 2013 which allows you to have many of the Word 2013 features and commands available. This editor is integrated into Outlook and does not require Microsoft Word 2013 to be installed on your computer.

Changing mail folder views


- ☒ Open the folder whose view you want to change.
- ☒ In the **VIEW** tab, click the **Change View** button (**Current View** group).
- ☒ Click the option that corresponds to the view you want to use.


Compact To show messages in a list in which the message information (subjects, senders or recipients...) appear on two header lines followed by a line showing a preview of the message text. Messages are arranged by date and the reading pane is displayed to the right of the list.

Single To show messages in a list in which the message information (subjects, senders or recipients...) appear on one header line followed by a line showing a preview of the message text. Messages are arranged by date and the reading pane is displayed to the right of the list.

Preview To show the messages in a list in which a line shows a preview of the messages texts. Messages are arranged by date, their information (subjects, senders or recipients...) is displayed on a single header line and the reading pane is hidden.

Sent To To show messages in a list by recipient name instead of by sender's name. Messages are arranged by date, their information (subjects, senders or recipients...) are displayed on two header lines followed by a line showing a preview of the message text and the reading pane is displayed to the right of the list.


 To **Apply Current View to Other Mail Folders**, click on the **VIEW** tab then click the **Change View** button and select the corresponding option.

 To restore the original view settings, select the mail folder you want, then click the **VIEW** tab and then click the **Reset View** button (**Current View** group). Then click **Yes** in the confirmation message that opens. If the **Reset View** button is greyed out, this means that the original view settings have not been changed.


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Changing a message folder's content arrangement

*An arrangement is a predefined combination of a grouping and a sort order. Outlook has fourteen standard default arrangements available for **Table** view.*

- ☒ Open the folder whose arrangement you want to change. Remember that this folder must be in a table view.
- ☒ For certain arrangements, folder items cannot be grouped unless the **Show in Groups** option is active. Use **VIEW - Arrangement - More** button and make sure the **Show in Groups** option is checked.
- ☒ Click the **VIEW** tab and point to the **More**  option in the **Arrangement** group to open the gallery containing the available arrangements.
- ☒ Click the option that corresponds to the arrangement you would like for the current folder:

Date (Conversation)	Groups items by date and sorts them by conversation.
Date	Groups and sorts items by date.
From	Groups items by sender then sorts them by date.
To	Groups items by the recipient name visible in the To line and sorts them by date.
Categories	Groups items by category then sorts them by date.
Flag: Start Date	Groups items that have been flagged and then sorts them in ascending order of their start dates.
Flag: Due Date	Groups items that have been flagged and then sorts them in ascending order of their due dates.
Size	Groups items under several size categories (Huge , Large , Medium , Tiny , etc.).
Subject	Groups items by subject then sorts them by date.
Type	Groups items by type (messages, meeting requests, task assignments), then sorts them by date.
Folder	Groups messages by folder name in alphabetical order then sorts by date received. This arrangement is only available for search folders.
Attachments	Separates items into two groups, With Attachments and No Attachments , and then sorts them by date.
Account	Groups items by e-mail account then sorts them by date.
Importance	Groups messages by level of importance (low, normal or high), then sorts them by date.

-  To restore the default view settings of the selected folder, click the **VIEW** tab and then click the **Reset View** button (**Current View** group).

-  You can also apply a new arrangement to a folder in which **Compact** view is active by clicking the column heading **By: arrangement name** (for example **By Date**, **By Categories...**) then clicking the option that corresponds to the arrangement you would like.


Sending a message

Using the Conversation view

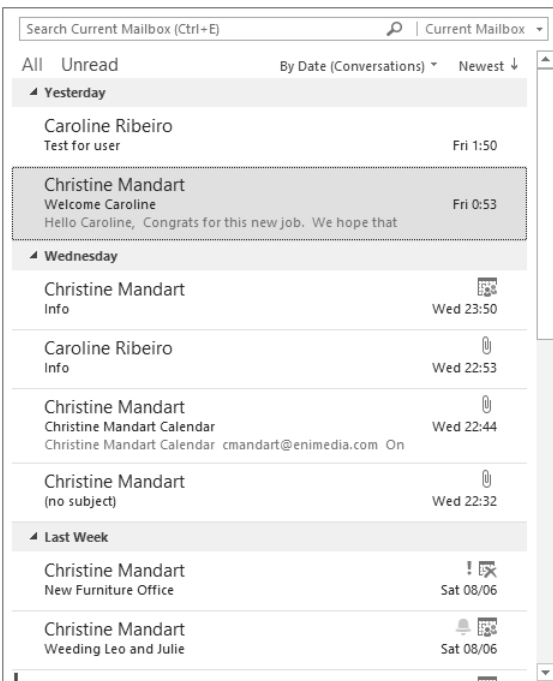
You can arrange messages by conversation in the Outlook Mail folders. A conversation groups messages which are connected to the same original message and whose subject is the same, allowing you to improve the follow up and management of your messages.

- ☐ Select the **Mail** folder you want (**Inbox**, **Sent Items**, **Drafts**...).
- ☐ To enable the Conversation view, click the **VIEW** tab and check the **Show as Conversations (Messages group)**.


Then click the **All mailboxes** button in the message that appears in order for the change to apply to all Mail folders. If only the current folder messages need to be organised by conversation, click the **This folder** button.

- ☐ To open a conversation, click the  symbol to the left of the header.

All messages from the conversation are now visible, ordered by newest or oldest.



You may notice that messages coming from other folders are displayed in grey. In the above example, you can see in the Team Building event conversation that the second message is part of the **Sent Items** folder and not the **Inbox** folder which is the active folder. A dark grey horizontal line marks the end of a conversation.

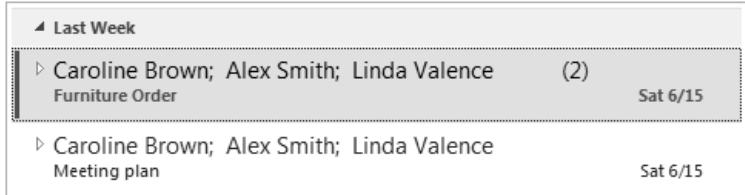
- ☐ To select a message from the conversation and therefore view its content in the reading pane, click the message.
- ☐ To minimise a conversation's display, click on the  symbol to the left of the conversation's header (subject) you want or click on a message which is not part of this conversation.

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- ☒ To deactivate Conversation view, click the **VIEW** tab then uncheck the **Show as Conversations** option in the **Messages**.

Choose whether to deactivate Conversation view for all Mail folders or just for the active folder by clicking the **All mailboxes** or **This folder** button.

- ☞ If the conversation contains unread messages, the subject of the conversation is bold and the number of unread messages is displayed next to the subject, if the number is higher than 2.



- ☞ The position of a conversation in the message list is based on the last message related to the specific subject. Therefore, when receiving an existing conversation related message the entire conversation is displayed at the top of the message list.

To change the options for displaying messages in conversations, in the **VIEW** tab, click the **Conversation Settings** button in the **Message** group then check the options for the settings you want to activate: you can choose to display messages from other folders in the conversations (this option is active by default), display sender names above the subject when the conversation is minimised, maximise a conversation by clicking its header, and use the classic indented display. For more details on managing Conversation view, please refer to the heading *Managing the Conversation display* in the *Mail Configuration* chapter.

Creating and sending a message

- ☒ Go to a message folder (such as **Inbox**, **Sent Messages**, etc.) and in the **HOME** tab, click the **New E-mail** button (**New group**).

You can also use the **Ctrl** + **M** keyboard shortcut from any Outlook folder.

The message window appears.

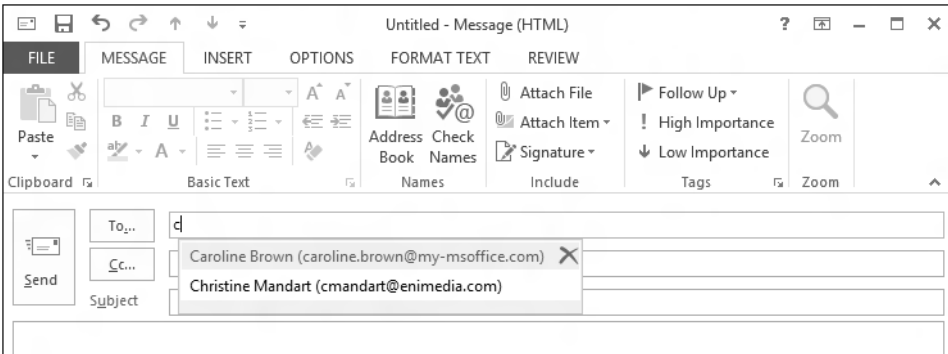
- ☒ If you are using several mailbox accounts, click the **From** button then click on the account you want to use to create this message.

For more information on mailbox accounts, see the *Mailbox accounts* chapter.


- ☒ Enter the address(es) of the message's recipient(s) by doing one of the following:
 - Type the address of the message recipient in the **To** text box. If there are several recipients, their names should be separated by semi-colons.

Sending a message

When you enter the beginning of an address that could correspond to several of your contacts, Outlook automatically displays these contacts in a list. You need to have entered the recipient's address at least once so that it can be proposed in the suggestions list.



If in the suggested recipients list you see the one to add, click their name to insert them in the To field.

Clicking the  symbol on the right of the highlighted name allows you to delete it from the list.

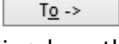


- Click the  button to select the recipients from an address book in which you have previously entered them.

The **Select Names** dialogue box appears displaying possible recipient addresses.

If you have several address books available to you, open the **Address Book** list and select the one you want to use.

All your **Contacts** folders are displayed at the top of the list (cf. Contacts - Creating a new contact).

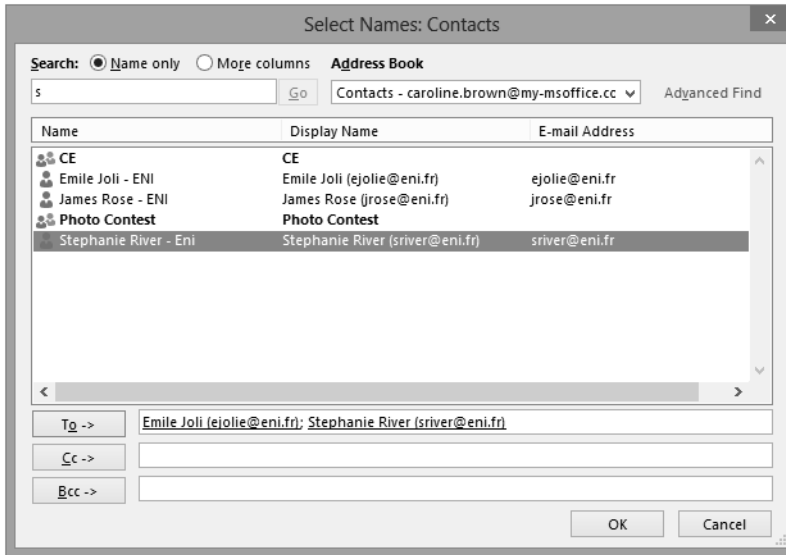
If necessary, select the **Name only** option.

For each recipient to add, select their **Name** from the list, then click the  button or double-click the name. You can select several recipients at a time by holding down the  key for a continuous selection or the  key for a discontinuous selection.

From this dialogue box, you can also choose a distribution list (cf. Contacts - Creating a Contact Group).

If you would like to display a name in the list quickly, type its first few letters in the **Search** text box.

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You can also find names by using columns (Name, Full name, E-mail address, Work phone...). To search like this, activate the **More columns** option and enter the text to search for in the text box and click **Search**. Only those names matching your search appear in the list. Continue in this way to add as many recipients as you want into the **To** text box.



To remove a recipient from the list, click his/her name in the field associated with the

To -> button, then press the **Del** key.


Confirm your recipient selection by clicking the **OK** button in the **Select Names** dialog box.

*If Outlook recognises the address it appears underlined once you leave the **To** field provided that the **Use Auto-Complete List to suggest names while typing in the To, Cc, and Bcc lines** option is active in the **Outlook Options** dialog box (**FILE** tab - **Options** - **Mail** category - **Send messages** frame).*

*If you are using an Exchange Server 2010 or 2013 account, the **MailTips** bar informs you when the recipient's address from your organisation is no longer valid or also when the number of recipients is too great, or when a sender sends an automatic reply.*

 **Christine Mandart**  : Automatic reply: " I'll be back in the office on Monday morning."

*If you have chosen to use a distribution list, you can expand it to view all its members by clicking the **+** button in front of the list. You can then remove one or more members from this list.*

- ☐ Click in the **Cc** (Carbon copy) field, then enter the address(es) of the recipients to whom you want to send a copy of the message, or click the  button to select them from an address book.