

# Microsoft Outlook 2010 – Level 1

## 4 – Receiving email



# RECEIVING EMAIL

## InFocus

Email messages are received in the Outlook **Inbox** in much the same way as letters are received in a letterbox. Messages can be made to appear here automatically or upon request.

You'll probably spend a fair proportion of your time with Outlook in the **Inbox** dealing with new messages as they arrive.

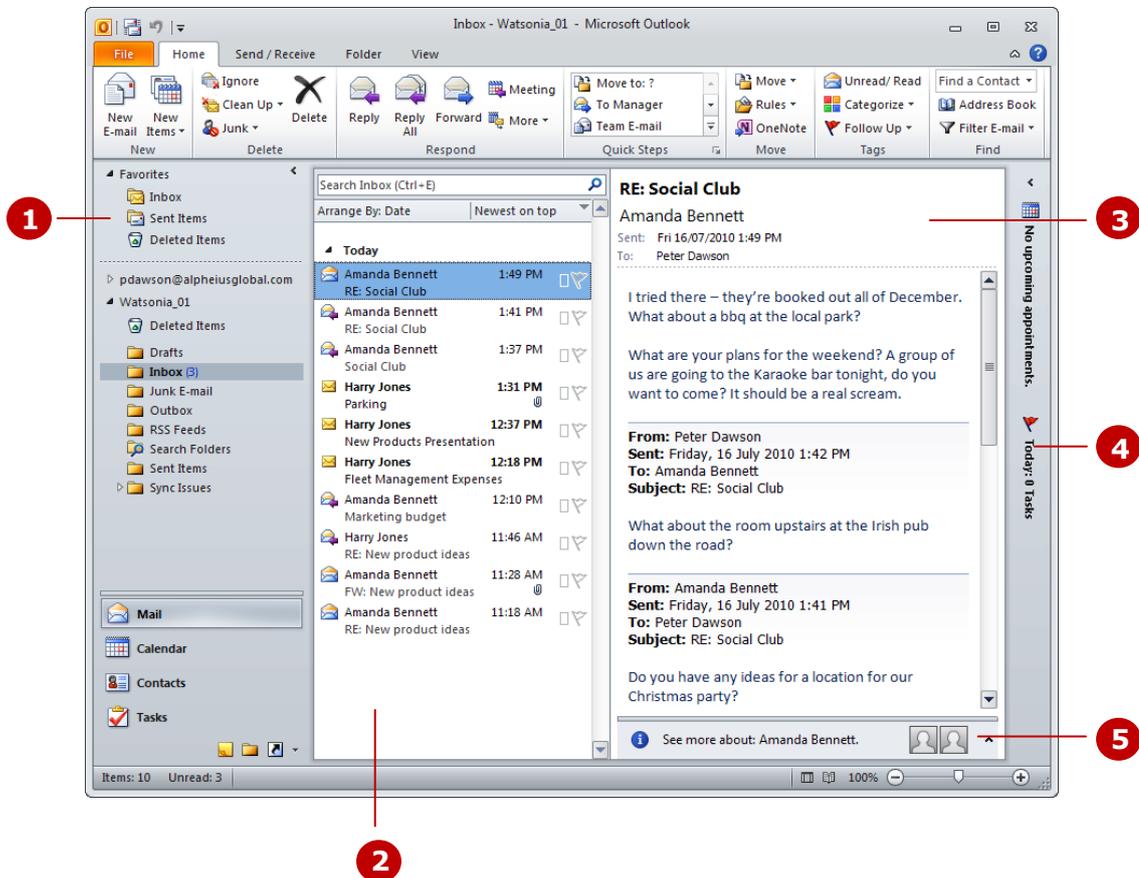
### In this booklet you will:

- ✓ gain an understanding of the **Inbox**
- ✓ learn how to retrieve email from the mail server
- ✓ learn how to open another data file in **Outlook**
- ✓ learn how to adjust the various message views
- ✓ learn how to arrange messages in the message list
- ✓ learn how to read email messages
- ✓ learn how to open multiple messages
- ✓ gain an understanding of conversation view
- ✓ learn how to navigate conversations
- ✓ learn how to reply to a message
- ✓ learn how to reply to a message in a conversation
- ✓ learn how to reply to all messages
- ✓ learn how to reply to a message without including the original message text
- ✓ learn how to add comments to reply messages
- ✓ learn how to nominate a different email address for replies to your messages
- ✓ learn how to forward messages
- ✓ learn how to find related messages
- ✓ learn how to ignore conversations
- ✓ learn how to mark messages as being unread

# UNDERSTANDING THE INBOX

When you receive email messages, either from an internal mail server or from the Internet, the incoming mail is normally placed in the **Inbox**. Once mail appears in the **Inbox** it can be moved to another

folder, read, deleted, printed, plus more using the various tools provided by Outlook. You can also configure the **Inbox** in a number of ways to ensure that it best suits your needs.



In the example above the **Inbox** screen appears with three main vertical panels, the **Navigation pane**, the **Message list** and the **Reading pane**.

- 1** The **Navigation pane** (optional) displays a list of folders making it easy for you to view the contents of the **Inbox**, **Sent Items** or **Outbox**. To view these folders you simply click on the one that you want to view.
- 2** The **Message list** displays all of the messages in the selected folder. For example, the **Inbox** message list displays incoming messages. Unread messages normally appear in bold as this helps you identify which messages still need to be read.
- 3** The **Reading pane** (optional) displays the contents of the message that is currently highlighted (or selected) in the Message list. It allows you to read the contents of a message without having to open the message in its own window.
- 4** The **To-Do bar** (optional) integrates your tasks, emails flagged for follow up, forthcoming appointments and calendar information in one central place on the screen. It is minimised by default.
- 5** The **People pane** (optional) lets you view and access information that the Outlook Social Connector displays from social networks.

## RETRIEVING EMAIL

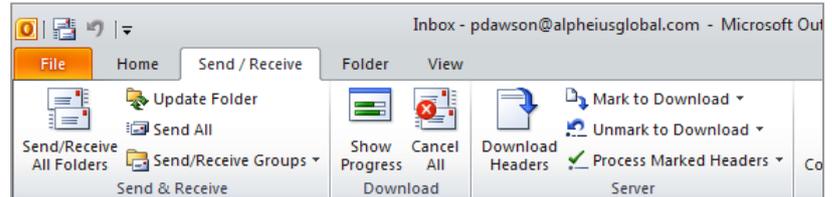
All email messages must pass through a mail server – the email equivalent of a post office. With most computers a call is periodically made to the server to see if there is any mail for you. If you are

waiting to receive a message you can force your computer to check the server rather than waiting for it to do it of its own accord and any incoming messages will be added to your **Inbox**.

### Try This Yourself:

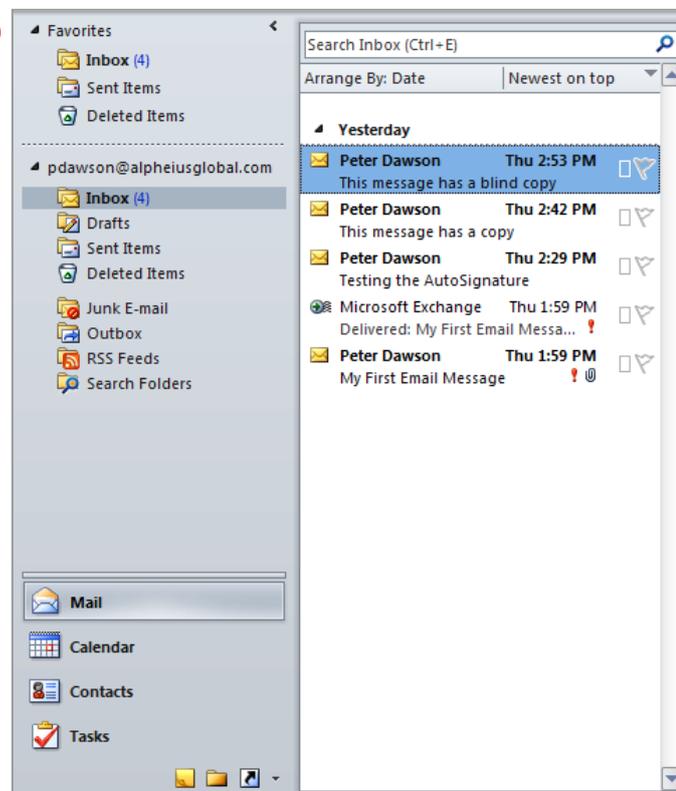
Before starting this exercise ensure Outlook has started...

- 1 Click on **[Mail]** in the **Navigation** pane to open the **Mail** feature, then click on **Inbox** to open this folder if it is not already open  
*The Inbox is the folder where you receive incoming email messages...*
- 2 Click on the **Send / Retrieve** tab
- 3 Click on **Send/Receive All Folders**  in the **Send & Receive** group  
*Any messages addressed to you on the various mail servers will be delivered to you, and any messages in your Outbox will be sent to the mail sever(s) for delivery*



2

3



### For Your Reference...

To **retrieve email**:

1. Open the **Mail** feature
2. Click on **Send/Receive All Folders**  in the **Send & Receive** group on the **Send / Retrieve** tab

### Handy to Know...

- You can quickly retrieve and send email by clicking on **Send/Receive All Folders**  in the **Quick Access toolbar** or by pressing **F9**.

# OPENING AN OUTLOOK DATA FILE

All of the things you do and wish to retain in Outlook are stored in a **data file** – this data file is organised into folders to help you manage the contents. The default data file and its folders appear under the name

of **Personal Folders**. You can, however, open and work with additional data files. We will do this so that we will have some sample email messages to work with.

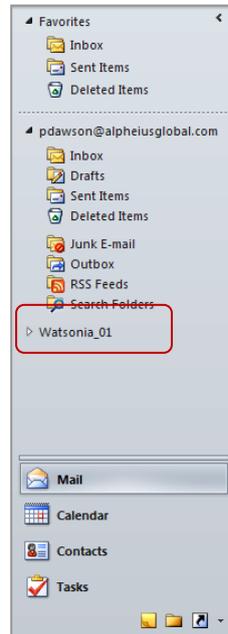
*Special Note: You normally don't open data files in Outlook (other than backup files). We are doing this only so that you have some practice messages and data to work with on this course*

## Try This Yourself:

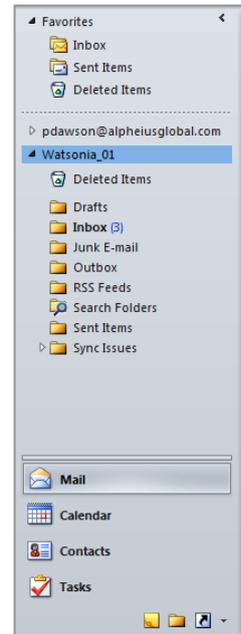
Before starting this exercise ensure Outlook has started...

- 1** Click on the **File** tab to open the **Backstage**, click on **Open** and then click on **Open Outlook Data File**. The **Open Outlook Data File** dialog box will open pointing to the default folder where data files are saved: the **Documents\Outlook Files** folder...
- 2** Navigate to the **Course Files for Outlook 2010** folder, click on **Watsonia\_01.pst** and then click on **[OK]** to open the data file in the **Navigation** pane
- 3** Click on the black **collapse** icon  to the left of the original data file (**pdawson** in our sample), then click on the **expand** icon  for **Watsonia\_01**
- 4** Click on **Inbox** to see the messages stored here

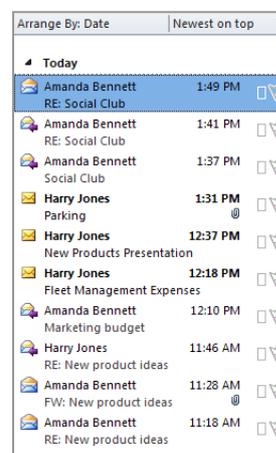
2



3



4



## For Your Reference...

To **open** a **data file** in Outlook:

1. Click on the **File** tab to open the **Backstage**
2. Click on **Open**
3. Click on **Open Data Outlook File**
4. Select the data file and click on **[OK]**

## Handy to Know...

- When you open a second Outlook data file you will have access to two **Inboxes**. However, Outlook will still deliver all incoming mail to the default **Inbox** designated for receiving mail – this is usually the one associated with the **Personal Folders** data file.

# ADJUSTING THE MESSAGE VIEW

You can customise both the **Inbox** screen and the various panes that can appear in the **Inbox** to suit your own personal preferences. All of the panes, and their options, together form a specific view of

your messages. In this exercise we'll switch off and on various options to see what they do, and then finish by configuring the screen so that it appears with some of the most useful features.

## Try This Yourself:

Continue using the previous file with this exercise...

- 1 Click on the **View** tab to see the View commands

- 2 Click on **Change View** and click on **Preview**

The Reading pane will be closed and a short snippet of each message will appear...

- 3 Click on **Change View** and click on **Single**

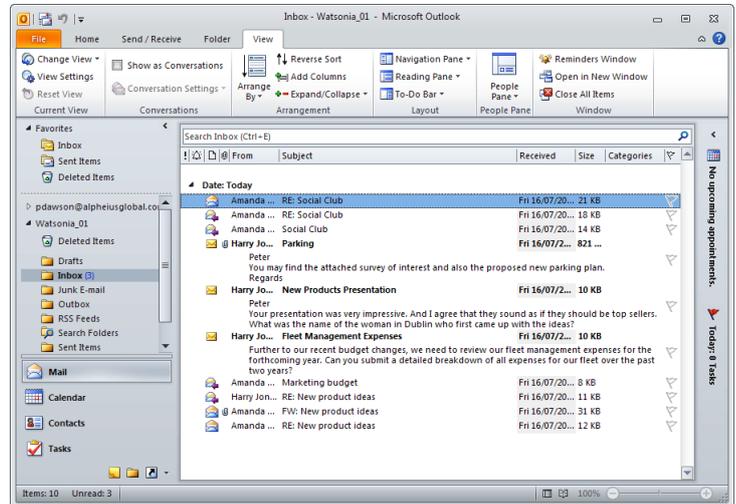
Again each message will appear in a single line but the Reading pane is open. This is the ideal view when you receive many messages a day...

- 4 Click on **Change View** and click on **Compact**

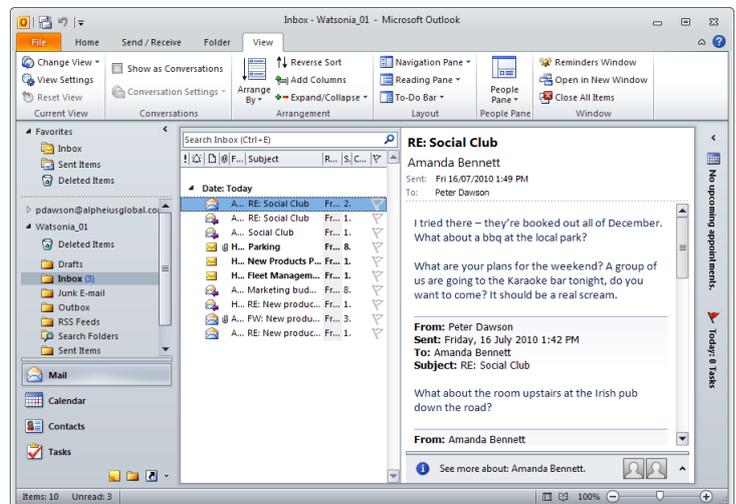
Here the Sender and Subject appear on separate lines in each message and the Reading pane is open. Now, let's close the People pane...

- 5 Click on **People Pane** and select **Off** to hide the **People** pane from the bottom of the **Reading** pane

- 6 Click on **To-Do Bar** and select **Minimised** to minimise the **To-Do bar**



2



3

## For Your Reference...

To **adjust** the **views** of the Outlook screen:

1. Click on the **View** tab and adjust the desired settings

## Handy to Know...

- If each message appears in a single line rather than as a snippet over several lines when you change the view to **Single**, **AutoPreview** mode is switched off. To turn **AutoPreview** mode on, right-click on a blank area at the bottom of the **Message list** and select **AutoPreview Layout**.

# ARRANGING MESSAGES

Outlook allows you to sort your email messages by sender, date received, subject, and more. Once the messages have been arranged they can be further

organised into groups. When messages are grouped you can expand or collapse the groupings. This helps you to better organise and manage your messages.

## Try This Yourself:

Same File

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

**1** On the **View** tab, click on **Arrange By** in the **Arrangement** group to display a menu

**2** If **Show in Groups** is not ticked, click on **Show in Groups**

Notice that the messages are currently arranged by date...

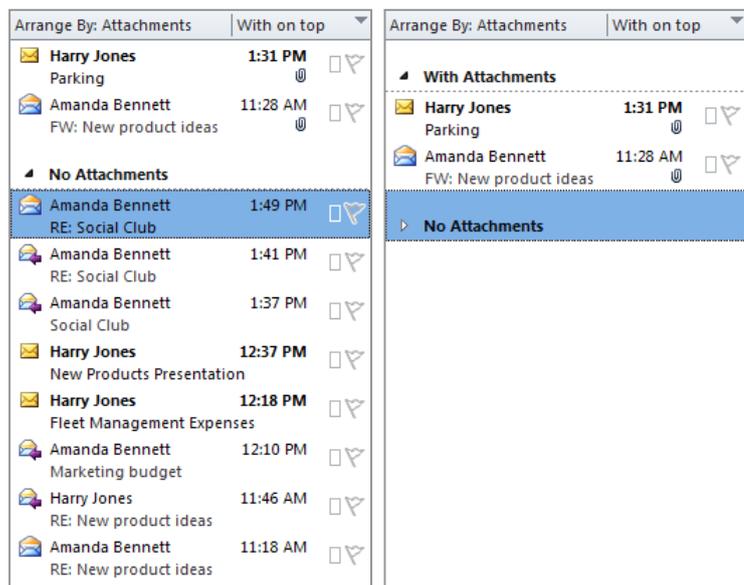
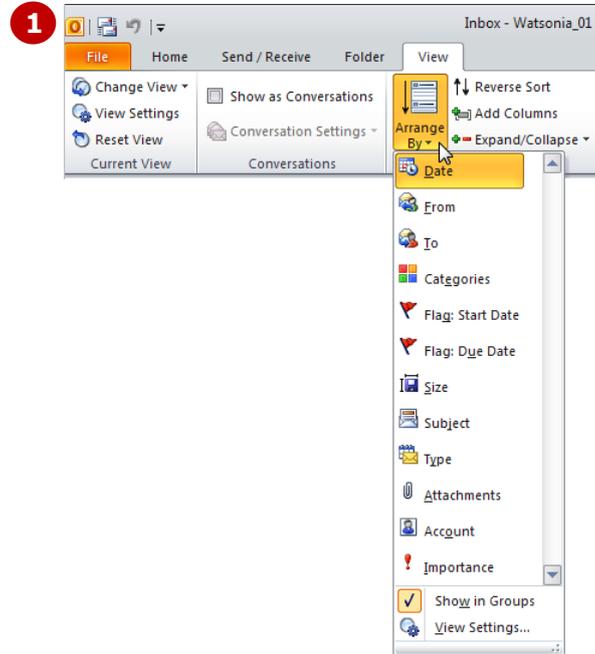
**3** Repeat step **1** to re-display the menu again (if necessary) and select **Attachments**

The messages will be arranged and grouped by those with or without attachments...

**4** Click on the **collapse** icon next to **No Attachments** to hide these messages

**5** Click on the **expand** icon next to **No Attachments** to display the messages again

**6** Repeat step **1** and select **Date** to arrange the messages by date again



## For Your Reference...

To **arrange messages**:

1. Click on **Arrange By** in the **Arrangement** group on the **View** tab and ensure **Show in Groups** is ticked
2. Select the desired option indicating the order in which you want the messages arranged

## Handy to Know...

- If **Show in Groups** is not ticked, the messages will simply be listed in order by the sorting criteria, such as by sender. When **Show in Groups** is ticked, Outlook will group each category under an appropriate group heading.

## READING MESSAGES

Email messages are just like paper-based messages and will need to be read. Messages in Outlook can be read using the **Reading** pane. When the message is

selected in the **Message** list, its content will appear in the **Reading** pane. Outlook messages can also be opened and read in a separate window.

### Try This Yourself:

Same  
File

1

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

Ensure the **Inbox** is selected so that you can see the messages you've received

Unread messages appear with bold formatting...

2

Click on the **Marketing budget** message from Amanda Bennett to see it in the **Reading** pane at the right of the screen

3

Double-click on the same message to open it in its own window

4

Click on **close**  to close the message window

You can also press  to close the active message window

2

### Marketing budget

Amanda Bennett

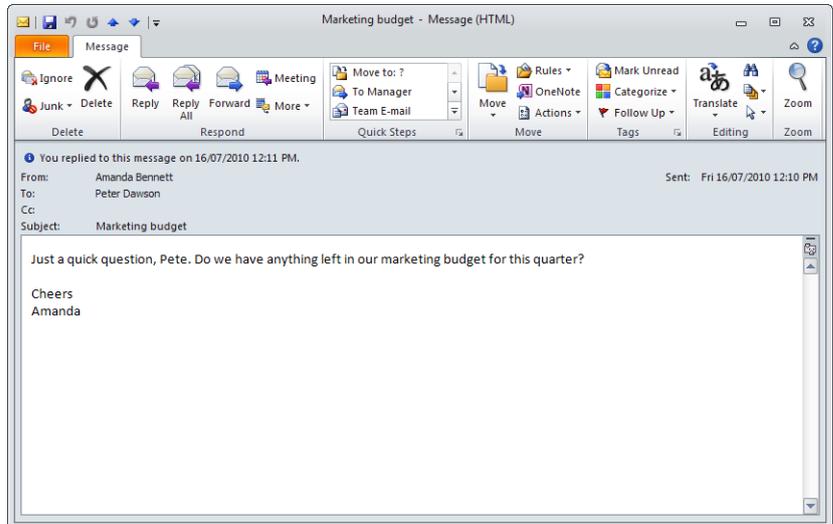
You replied to this message on 16/07/2010 12:11 PM.

Sent: Fri 16/07/2010 12:10 PM

To: Peter Dawson

Just a quick question, Pete. Do we have anything left in our marketing budget for this quarter?

Cheers  
Amanda



3

### For Your Reference...

To **read messages**:

1. Click on the message to display it in the **Reading** pane  
or  
Double-click on the message to display it in its own window

### Handy to Know...

- You can set up Outlook so that when you read a message in the **Reading** pane, the bolding disappears from the message in the **Message** list when you click on another message. Click on **Reading Pane**  (**View** tab), select **Options** and tick **Mark items as read when viewed in the Reading Pane**.

# OPENING SEVERAL MESSAGES

Outlook lets you open more than one message at a time. For example, you can double-click on a message in your **Inbox** and once it opens in a window of its own, you can return to the **Inbox** again (or any

other Mail folder) and open another message. You can repeat this process for as many messages as you want opened. Alternatively, you can open the desired messages simultaneously.

## Try This Yourself:

**Same File**

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

**1**

Click on any message in the **Inbox** to select it

**2**

Press and hold down **Ctrl** and click on another message to select it as well

**3**

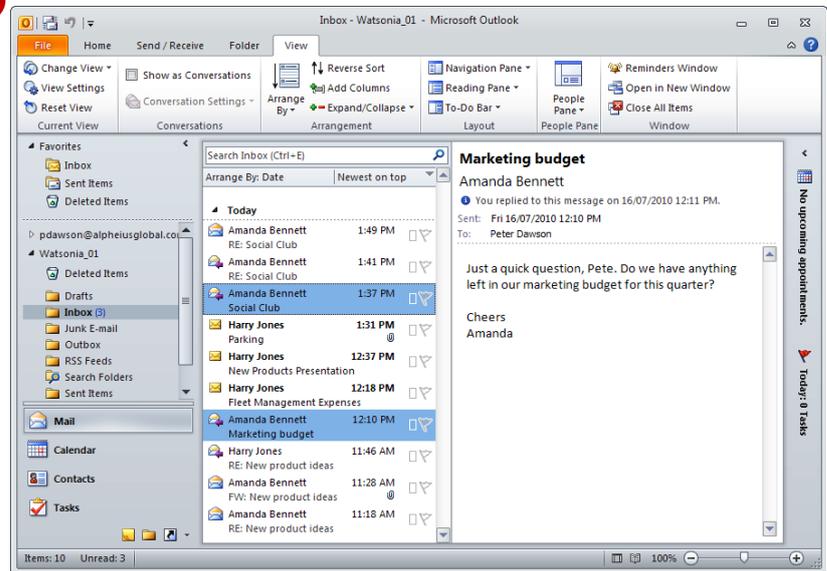
Right-click on one of the selected messages and select **Open**

The mail messages will open in their own separate windows...

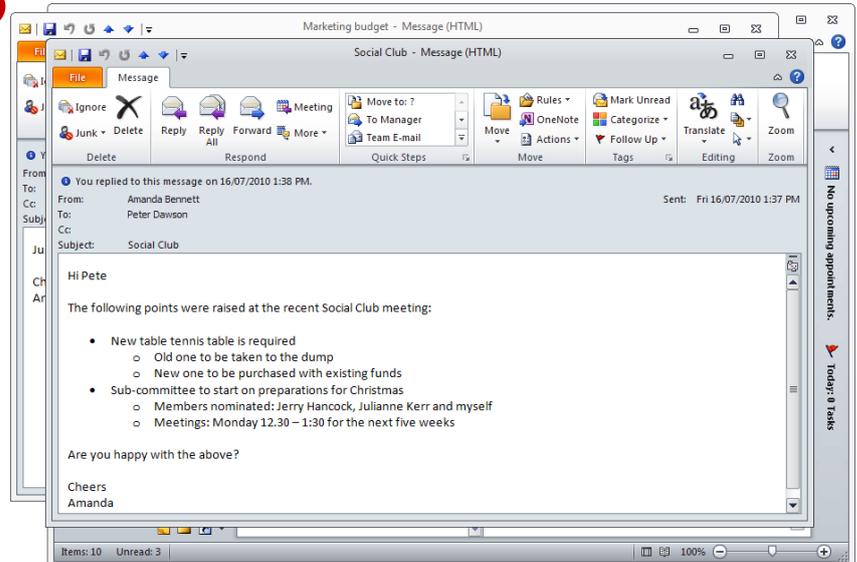
**4**

Close the two open messages

**2**



**3**



## For Your Reference...

To **open several messages**:

1. Click on a message, press and hold down **Ctrl** and click on other messages as desired
2. Right-click on one of the selected messages and select **Open**

## Handy to Know...

- You can use a keyboard shortcut to open several selected messages. The keyboard shortcut is **Ctrl** + **O**.
- If you have opened several messages, you can close them all in one go by returning to the **Inbox** and clicking on **Close All Items** in the **Windows** group on the **View** tab.

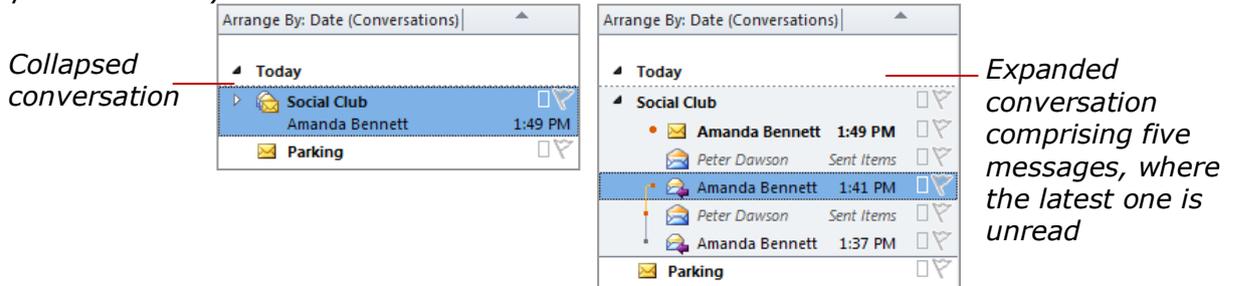
# UNDERSTANDING CONVERSATION VIEW

When the Outlook feature **Conversations** is turned on (and it isn't by default), messages that share the same Subject will be organised by date and arranged by Conversation in the message list. In other

words, if you send a message to someone and they reply to it and then you reply again, these three messages will be grouped and listed under the one conversation.

When **Conversations** is turned on, you can identify a conversation in the message list by an icon showing multiple items, such as  or . The icons for other messages in the message list show a single item, such as .

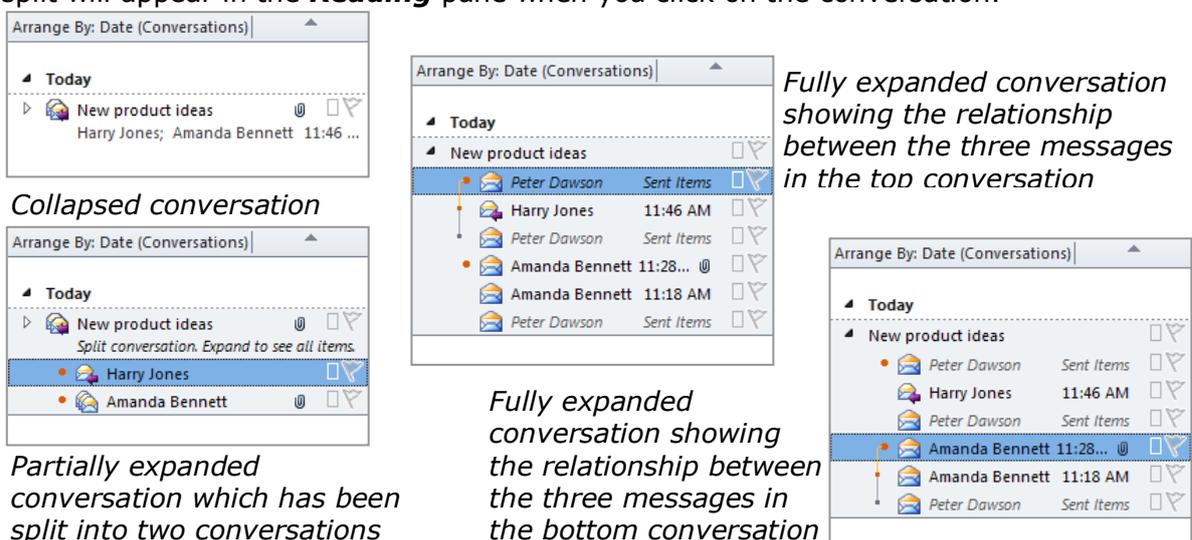
Each conversation can be expanded or collapsed. You can expand a conversation by clicking on the expand icon  to see all messages in the conversation. Notice in the example below that some messages are stored in the **Inbox** and others are located in the **Sent** folder – it doesn't matter in which folder they are located, Outlook still maintains the relationship. Any unread messages in a conversation will have a bold heading. (Note that if you turn off **Conversations**, only the messages stored in the **Inbox** will appear in the message list – you would have to click on **Sent Items** to see the related messages that you have sent.)



The messages within each conversation are sorted with the newest message on top. When you receive a new message that relates to one of your conversations, the entire conversation will move to the top of your message list. When you click on a conversation header in the message list, the conversation appears in the **Reading** pane with the newest message on top. Because all messages in the conversation thread are included, you can very quickly and easily read the entire conversation.

Expanded conversations provide a visual relationship between all messages in the conversation. For instance, when you click on the first message in a conversation, Outlook displays an icon comprising a small orange square with a yellow line protruding to the left. Then as you click on other messages in the conversation, Outlook displays a vertical line linking the related messages (as shown in both the above and below examples).

If a specific message gets two or more responses, Outlook will split the conversation into multiple related but separate conversations, as shown below. The latest message in each split will appear in the **Reading** pane when you click on the conversation.



# NAVIGATING MESSAGES IN A CONVERSATION

When you turn on the **Conversation** feature, Outlook groups all messages with the same Subject as a **conversation**. You can expand a conversation to view its messages and then collapse it again when

you're finished. Using **Conversations** helps you organise your Inbox so that it is not so cluttered by grouping together and then collapsing related messages.

## Try This Yourself:

Same File

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

**1** Click on the top message in the message list, then click on **Show as Conversations** in the **Conversations** group on the **View** tab to turn on **Conversations**

*A message will display...*

**2** Click on **[This Folder]** to group all messages with the same subject as a conversation

**3** Click on the **expand** icon ▶ for the **Social Club** conversation to expand the conversation and see it in the **Reading** pane. *Now you can view all messages easily...*

**4** Click on the oldest **Amanda Bennett** message to see the original message in the thread

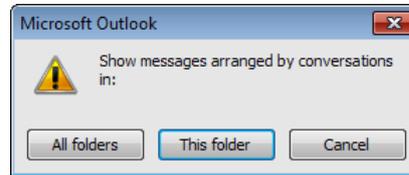
**5** Click on the **collapse** icon ▾. *Split conversations are just as easy...*

**6** Expand the **New product ideas** conversation – this has been split into two threads

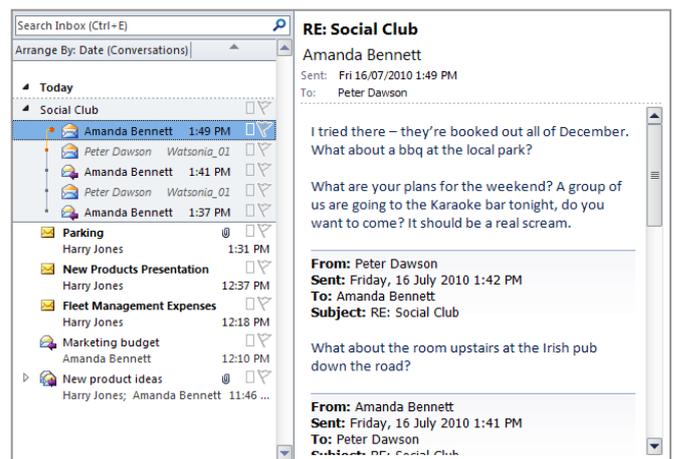
**7** Click on the **expand** icon ▶ to expand the conversation fully. *The two orange dots show the two threads...*

**8** Click on the various messages to open them

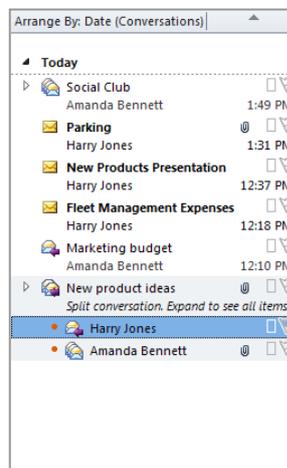
**1**



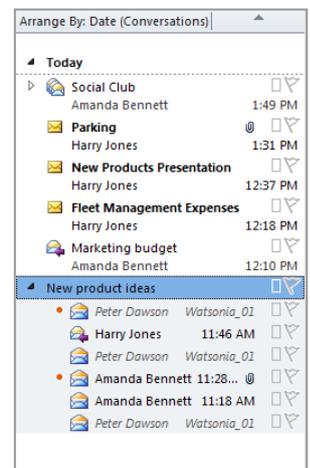
**3**



**6**



**7**



## For Your Reference...

To **navigate messages** in a **conversation**:

1. Click on **Show as Conversations** on the **View** tab
2. **Expand** ▶ the conversation and click on the desired message to view it in the **Reading** pane
3. **Collapse** ▾ the conversation

## Handy to Know...

- If you happen to receive from someone a message that has the identical subject to other unrelated messages that you've sent and/or received, Outlook will group them together as one conversation.

## REPLYING TO A MESSAGE

Some messages sent to you will require a reply. You can reply to a message either directly from the **Inbox** or from the message window after you have opened it. When you choose to reply to a message,

Outlook will create a new message with the **To** and **Subject** boxes already completed. As a default, it will also display the original message in the lower part of the message window.

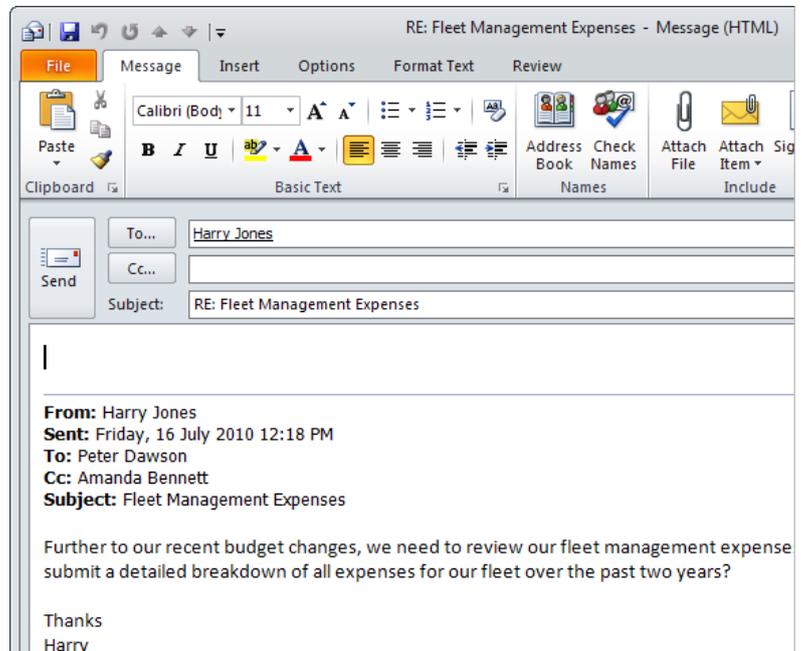
### Try This Yourself:

Same  
File

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

- 1 Click on the message from **Harry Jones** with the **Fleet Management Expenses** subject to select it
- 2 Click on **Reply**  in the **Respond** group to open a reply message in a new window  
*Notice that To and Subject have been entered and the cursor is in the message ready for your response...*
- 3 Type **No worries**
- 4 In real life you would click on **Send**  now to send the message but because you're in a training situation, press **Esc** and click on **[No]** to close the reply window without sending or saving the message
- 5 Close the message window

2



### For Your Reference...

To **reply** to a message:

1. Select or open the message
2. Click on **Reply**  in the **Respond** group
3. Type your response
4. Click on **Send** 

### Handy to Know...

- When you reply to a message that includes attachments, the attachments will not be sent back to the sender with the reply.

# REPLYING TO A MESSAGE IN A CONVERSATION

Replying to a message that is part of a conversation is only slightly different to replying to any other message. You can reply to any message in a conversation and Outlook will send a response to the

message that appears at the top of the **Reading** pane. As a result of this, you must expand the conversation and click on the desired message before clicking on **Reply**.

## Try This Yourself:

Same File

1

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

Ensure that **Conversations** is turned on, then fully expand the **New product ideas** conversation if necessary

*This conversation has split into two. Let's reply to the latest message received from Amanda Bennett...*

2

Click on the message as shown

3

Open the **Home** tab, then click on **Reply** in the **Respond** group to open a reply message

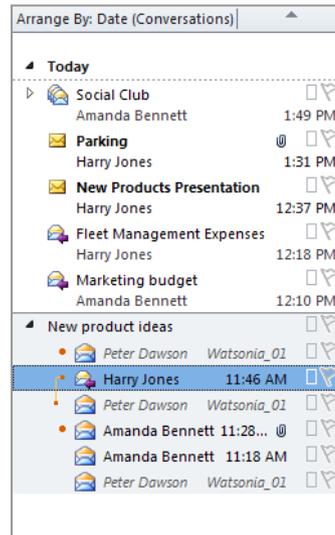
4

Type **Thanks Amanda. I'll email Harry and check his availability for tomorrow.**

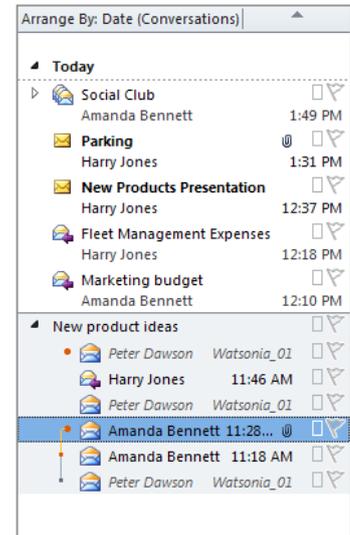
5

Press **Esc** rather than **Send** to close the message

*If you were to send this reply, Outlook would add it to the top of the Amanda Bennett split conversation*

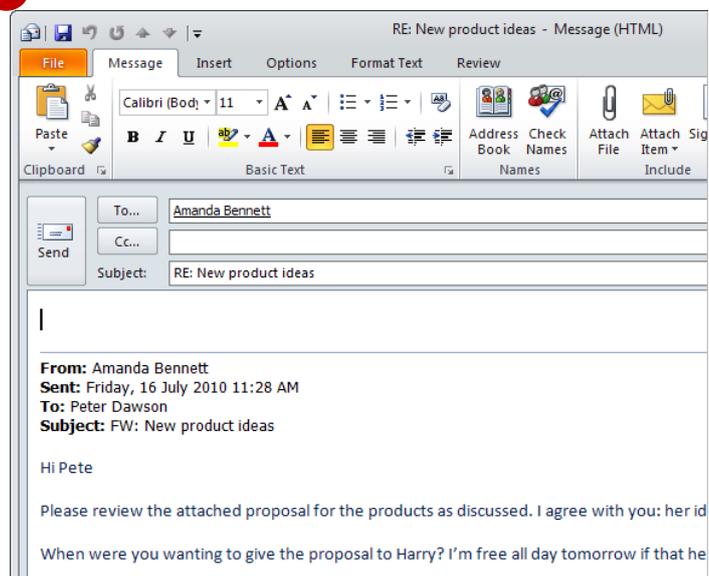


1



2

3



## For Your Reference...

To **reply** to a **message** in a **conversation**:

1. Expand the conversation
2. Select or open the message to which you want to respond
3. Click on **Reply** in the **Respond** group on the **Home** tab

## Handy to Know...

- If a conversation has split into two or more conversations, you must click on the part of the conversation to which you want to reply and the response will be sent to the latest message in that split.

## REPLYING TO ALL MESSAGES

When you reply to a message in the normal way the reply is sent back to the original sender. If the original email had courtesy or blind copies, these people can

also receive the reply. This can be achieved using the **Reply All** feature. This is useful where copy recipients also need to know what your response is to a message.

### Try This Yourself:

**Same File**

**1**

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

**2**

Click on the message from **Harry Jones** with the **Fleet Management Expenses** subject to select it

**3**

Click on **Reply All**  in the **Respond** group to open a reply message in a new window

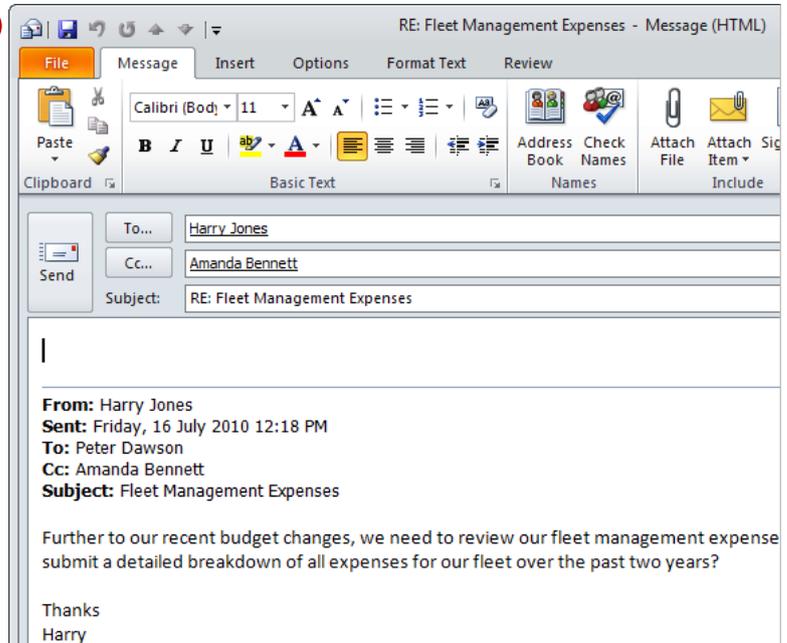
**4**

Notice that Outlook has completed both the **To** and **Cc** fields ...

Type **We'll all have to tighten our belts a bit to meet the new figures**

Press  rather than clicking on **Send**  to close the reply window

**2**



### For Your Reference...

To **reply to all** messages:

1. Select or open the message
2. Click on **Reply All**  in the **Respond** group
3. Type your response
4. Click on **Send** 

### Handy to Know...

- If you click on **Reply All**  to a large recipient list, Outlook will display a mail tip in the header checking whether you really want to reply to all recipients or only the initiator.

# REPLYING WITHOUT THE ORIGINAL MESSAGE

Normally, when you reply to a message the original message is sent back appended to the bottom of your reply. As messages and replies move back and

forth, a history of the communication is seen within the message. But if you do not want this to occur, you can elect to reply to messages without sending the original text.

## Try This Yourself:

Same File

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

1

Click on the **File** tab to open the **Backstage**, then click on **Options** to open the **Options** dialog box

2

Click on the **Mail** category in the left pane, then scroll down to the **Replies and forwards** section

3

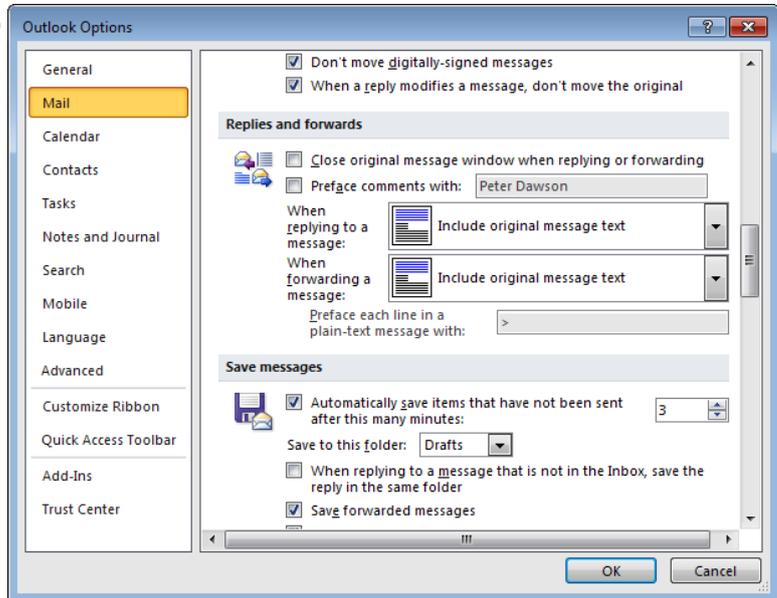
Click on the drop arrow ▼ for **When replying to a message** and click on **Do not include original message**

*We won't actually change the default setting, so let's simply cancel out of the dialog box...*

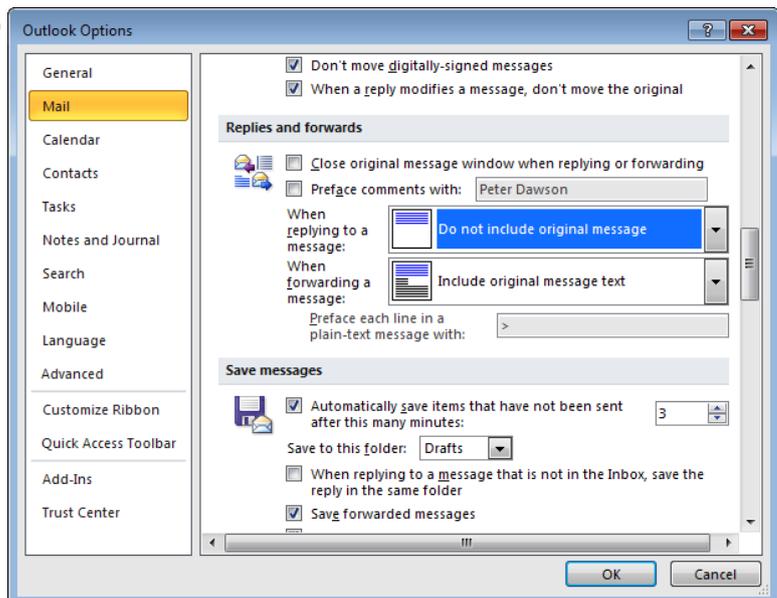
4

Click on **[Cancel]** to close the dialog box without saving the change and to return to the Inbox

2



3



## For Your Reference...

To ensure **replies** don't include the original message text:

1. Click on the **File** tab and click on **Options**
2. Click on the **Mail** category
3. Change **When replying to a message** to **Do not include original message**

## Handy to Know...

- The **Mail** category in the **Options** dialog box has a number of options that allow you to configure how your email will work. These are worthy of further exploration.

# ADDING COMMENTS TO REPLIES

When you reply to some email messages, it can be clearer and quicker to simply type your responses next to the statements within the body of the original message. You can do this using inline comments.

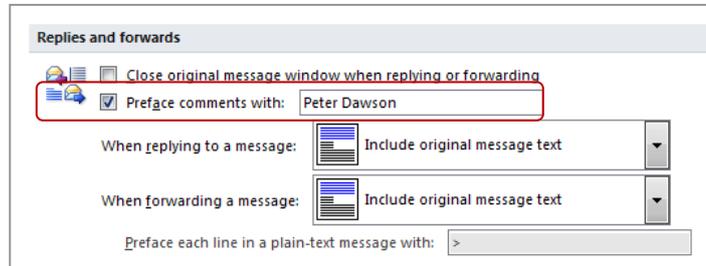
And to ensure your comments are clearly marked, you can alter the **Options** so that your name (or other text) automatically appears before your comments.

## Try This Yourself:

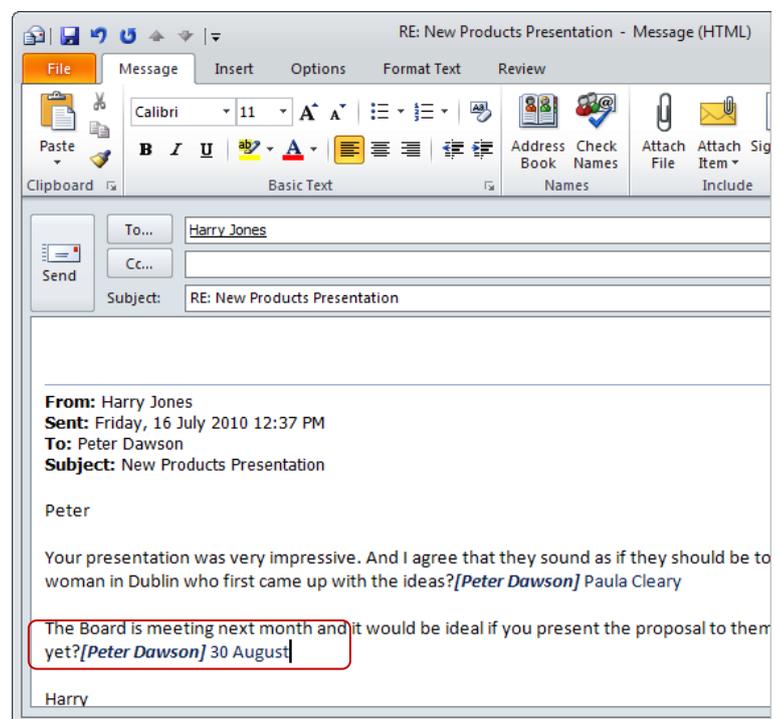
Same File

- 1 Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*
- 1 Click on the **File** tab, click on **Options**, click on the **Mail** category, then scroll down to the **Replies and forwards** section
- 2 Click on **Preface my comments with**, then type your name in the box
- 3 Click on **[OK]** to return to the **Inbox**
- 4 Double-click on the message from **Harry Jones** with the **New Products Presentation** subject, then click on **Reply**
- 5 Click at the end of the first paragraph and type **Paula Cleary** and then click at the end of the next paragraph and type **30 August**
- 6 Press **[Esc]** twice to close the message without sending the reply
- 7 Repeat steps **1** to **3** to turn off the comments option

2



5



## For Your Reference...

To **add comments** to replies:

1. Click on the **File** tab and click on **Options**
2. Click on the **Mail** category, click on **Preface my comments with** and then type your name
3. Click on **[OK]**

## Handy to Know...

- You can add inline comments to reply messages without adding your name to the **Preface my comments with** option. However, your comments will be easier to see in the reply message if you do utilise this option.

# GETTING REPLIES SENT TO ANOTHER ADDRESS

When you create an email message, you can nominate someone else to whom the replies to your email should be sent. This may be useful if you want to initiate a message but are then going on a holiday.

Or perhaps you are a project leader and you want to delegate work to be done via email, but you need someone else to manage the responses and progress.

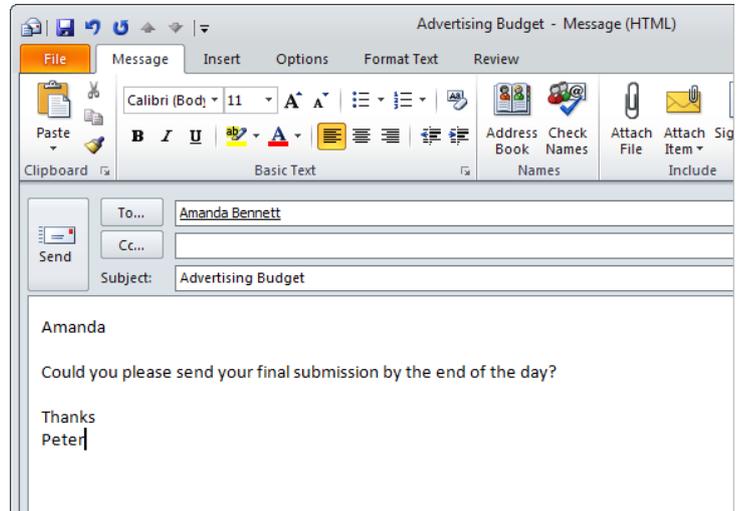
## Try This Yourself:

Same  
File

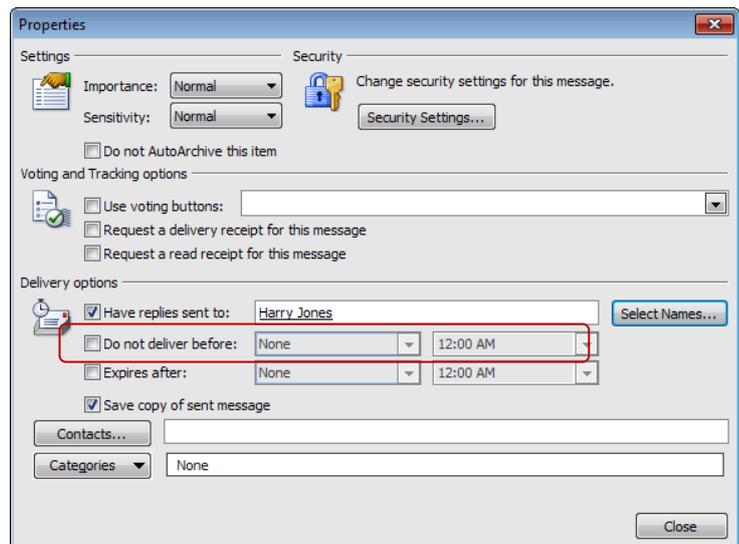
Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

- 1 Create a new email message
- 2 Address the message to one of your colleagues
- 3 Type **Advertising Budget** in the Subject and type **Could you please send your final submission by the end of the day?** as the message
- 4 Click on the **Options** tab, click on **Direct Replies To** in the **More Options** group to open the **Properties** dialog box
- 5 Ensure that **Have replies sent to** under **Delivery options** is ticked, and then type the email address (or use **[Select Names]**) for the person who you want to receive the replies
- 6 Click on **[Close]** and then click on **Send**

3



5



## For Your Reference...

To **direct replies** to another email address:

1. Create a new blank message
2. Click on **Direct Replies To** in the **More Options** group on the **Options** tab
3. Tick **Have replies sent to**
4. Type the new email address

## Handy to Know...

- The **Properties** dialog box includes an option to delay sending a message until after a specified time (**Do not deliver before**), and an option to give a message a use by date (**Expires after**). Note that an expired message will still appear in your **Inbox** but its **Subject** will display in strikethrough.

## FORWARDING MESSAGES

The **Forward** facility of Outlook **Mail** lets you take a message that you have received and forward it to other users. You can add your own comments if you need to, or you can send the original message

without any additional information. Either way, the original message is clearly marked for easy identification – the Subject is preceded by the letters **FW:** (an abbreviation for forward).

### Try This Yourself:

Same File

1

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

2

Click on the message from **Harry Jones** with the **Parking** subject to select it

3

Click on **Forward**  in the **Respond** group to open a forwarding message in a new window

Type the message **Would you mind casting your eye over these documents as well please?**

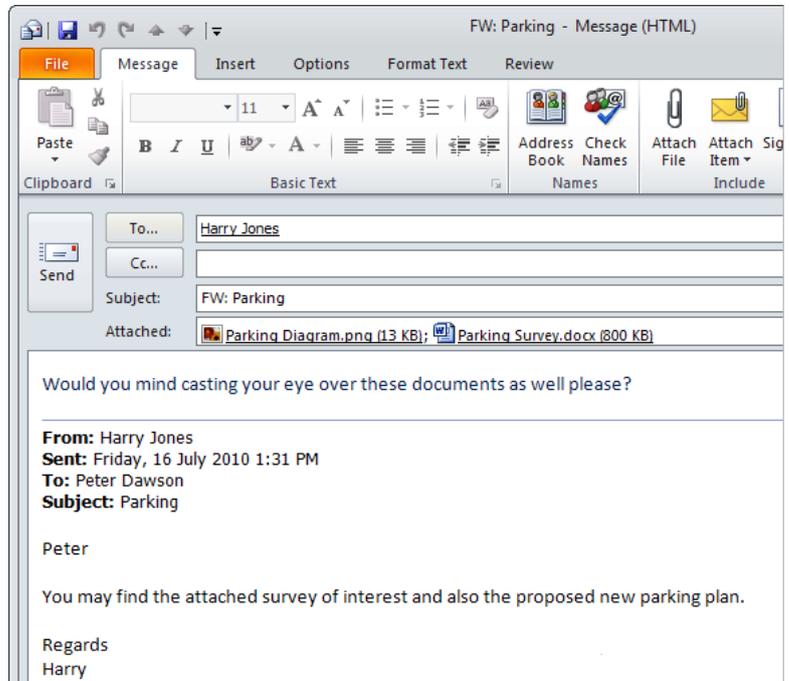
4

Click on **[To]** to open the **Select Names** dialog box, double-click on the desired name and then click on **[OK]** to place the name in **To**

5

Click on **Send**  to send the forwarding message

4



### For Your Reference...

To **forward messages**:

1. Select or open the message
2. Click on **Forward**  in the **Respond** group
3. Nominate the recipient
4. Type your response
5. Click on **Send** 

### Handy to Know...

- You can forward a conversation in the same way as other messages. Clicking on **Forward**  creates a new message with the conversation as the message body.
- Unlike replies, attachments are forwarded with a forwarded message.

## FINDING RELATED MESSAGES

The **Find Related Items** feature lets you quickly search for all messages that you've received from a specific sender. And if you don't utilise the **Conversation** feature,

you can also use the **Find Related Items** feature to list all messages in a selected conversation – that is, all messages with the same subject.

### Try This Yourself:

Same File

Continue using the previous file with this exercise, or open the file *Watsonia\_01.pst...*

**1** Double-click on the first message from **Amanda Bennett** with the subject **Social Club**

**2** Click on **Find Related Items**  in the **Editing** group on the **Message** tab, and select **Messages in This Conversation**

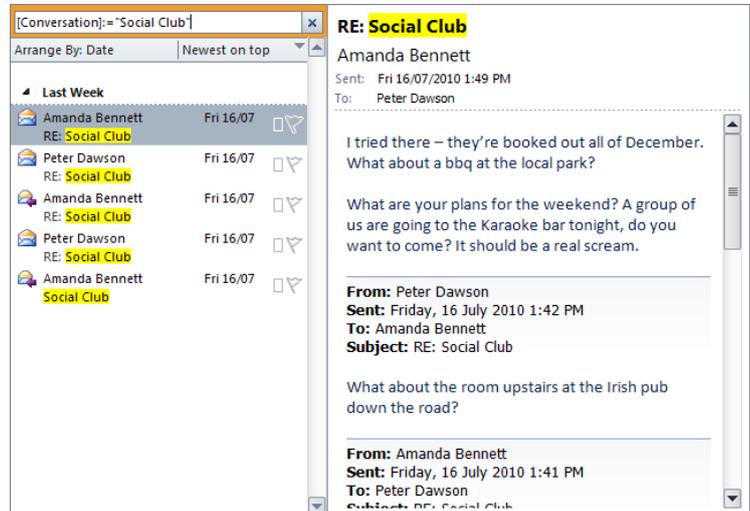
All messages in this conversation will be listed in the message list making it easy for you to read them in the Reading pane...

**3** Click on **Close Search**  in the **Close** group to display the **Inbox**

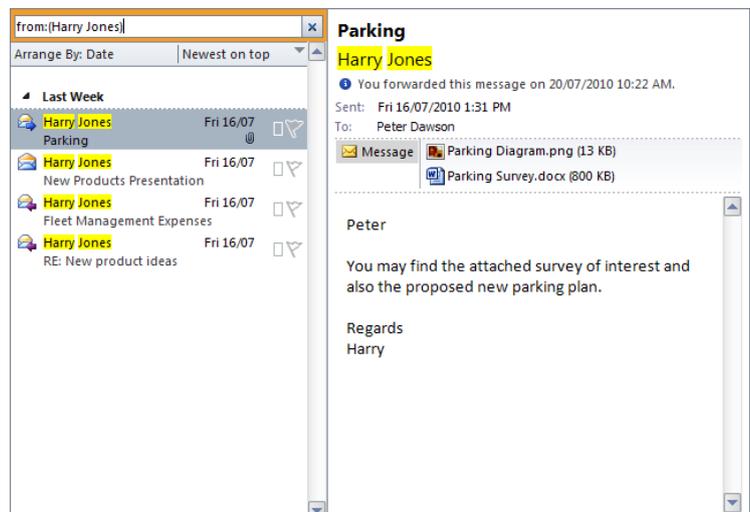
**4** Double-click on a message from **Harry Jones**

**5** Click on **Find Related Items**  in the **Editing** group, and select **Messages from Sender**  
All messages from Harry Jones will be listed in the message list...

**6** Click on **Close Search** 



2



5

### For Your Reference...

To **view related messages**:

1. Double-click on the message
2. Click on **Find Related Items**  in the **Editing** group on the **Message** tab
3. Select **Messages in This Conversation** or **Messages from Sender**

### Handy to Know...

- You can further filter the search results using the various commands on the **Search Tools: Search** tab.

# IGNORING CONVERSATIONS

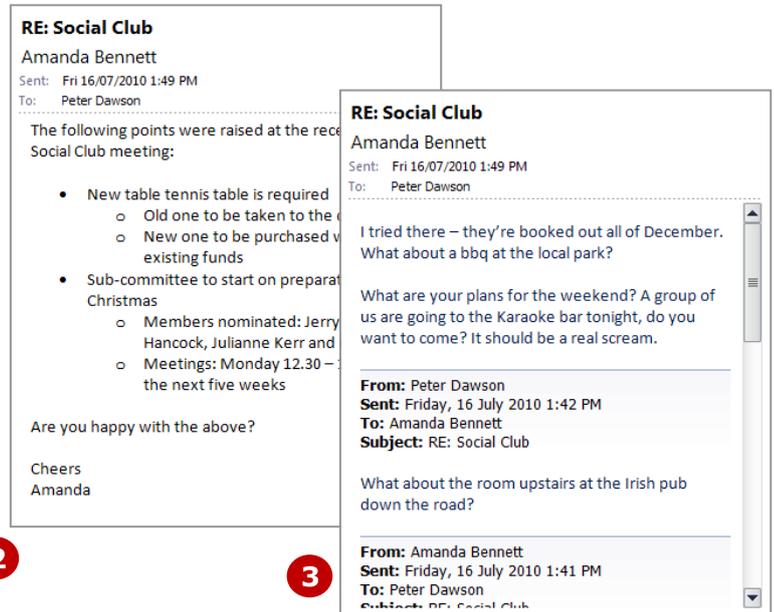
How often do you find yourself getting distracted by messages that bounce back and forth between you and other people, often being work-related initially but soon digressing? The **Ignore Conversations**

feature deletes all messages in a conversation, plus any future replies you may receive for the same conversation. If you change your mind later, you can reverse the process.

## Try This Yourself:

Continue using the previous file with this exercise...

- 1 Click on the **Social Club** conversation
- 2 Read the first message at the bottom of the **Reading** pane – it's relevant
- 3 Read the entire conversation – the latest email is going off the track  
*Let's ignore it...*
- 4 Click on **Ignore Conversation**  in the **Delete** group on the **Home** tab – a message may appear
- 5 Click on **[OK]** – another message may appear
- 6 Click on **[Ignore Conversation]** to remove the conversation from the message list
- 7 Click on **Deleted Items** in the **Navigation** pane to see the messages in the selected conversation – let's reverse it
- 8 Click on **Ignore Conversation**  and click on **[Stop Ignoring Conversation]**, then click on the **Inbox**



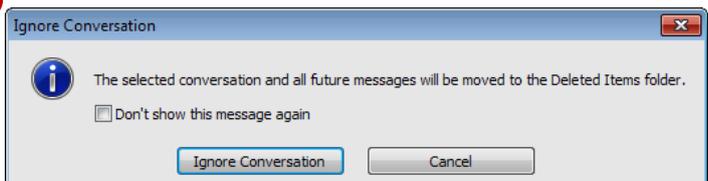
2

3

4



5



## For Your Reference...

To **ignore** a **conversation**:

1. Click on the conversation
2. Click on **Ignore Conversation**  in the **Delete** group on the **Home** tab
3. Click on **[OK]** and then **[Ignore Conversation]**

## Handy to Know...

- You can reduce the size of a conversation by clicking on **Clean Up**  in the **Delete** group. This function will delete all redundant messages in a conversation (messages that are not flagged or categorised, plus read messages except for the newest message in each branch of the conversation).

# MARKING MESSAGES AS UNREAD

Messages that appear in bold in the **Inbox** are considered to be **unread**. If the **Reading** pane is active, a message is considered to be **read** when it displays in the **Reading** pane, even if it hasn't

actually been opened in its own window and read. If the bolding is removed from a message, you can set it back on again by marking the message as **Unread**.

## Try This Yourself:

Same File

Continue using the previous file with this exercise, or open the file

*Watsonia\_01.pst...*

1

Click on the **New Products Presentation** message to select it

2

Click on **Unread / Read**  in the **Tags** group on the **Home** tab

3

Click on another message to deselect the marked message  
Notice how it now appears in bold and the icon has changed to the unread message icon .

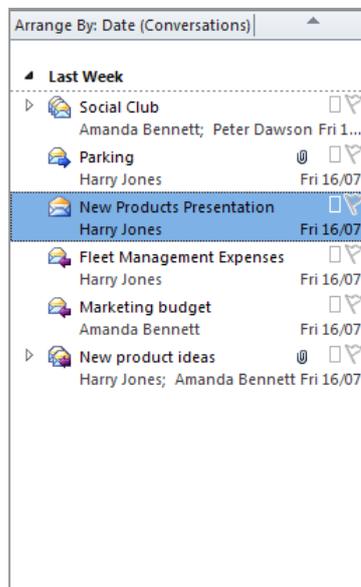
We're ready to close this data file now...

4

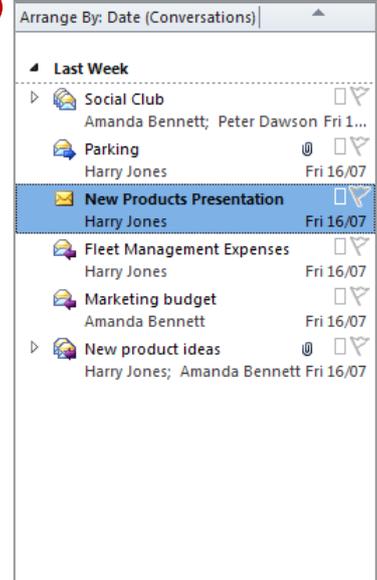
Right-click on **Watsonia\_01** in the **Navigation** pane and select **Close "Watsonia\_01"**

Only the default data file will remain listed in the **Navigation** pane

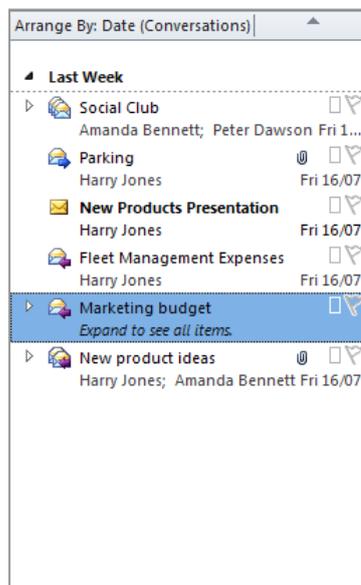
1



2



3



## For Your Reference...

To **mark messages** as **unread**:

1. Click on the message
2. Click on **Unread / Read**  in the **Tags** group on the **Home** tab

## Handy to Know...

- If you mark a replied/forwarded message as unread, the message symbol still shows as an open envelope. But it is considered unread for sorting, grouping or filtering.

# CONCLUDING REMARKS

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## Congratulations!

You have now completed the **Receiving email** booklet. This booklet was designed to get you to the point where you can competently perform a variety of operations as listed in the objectives on page 2.

We have tried to build up your skills and knowledge by having you work through specific tasks. The step by step approach will serve as a reference for you when you need to repeat a task.

## Where To From Here...

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the application's commands. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it - small is a good way to start.
- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go - these step-by-step notes were designed to help you in the classroom and in the work place!

Here are a few techniques and strategies that we've found handy for learning more about technology:

- visit CLD's e-learning zone on the Intranet
- read computer magazines - there are often useful articles about specific techniques
- if you have the skills and facilities, browse the Internet, specifically the technical pages of the application that you have just learnt
- take an interest in what your work colleagues have done and how they did it - we don't suggest that you plagiarise but you can certainly learn from the techniques of others
- if your software came with a manual (which is rare nowadays) spend a bit of time each day reading a few pages. Then try the techniques out straight away - over a period of time you'll learn a lot this way
- and of course, there are also more courses and booklets for you to work through
- finally, don't forget to contact CLD's IT Training Helpdesk on **01243-752100**