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Enhance message content

Messages composed in and sent from Microsoft Outlook 2016 don't have to consist only of plain text. They can contain diagrams and graphics, and can be visually enhanced by a judicious use of colors, fonts, and backgrounds. For more formal messages, you can attach a signature that includes your contact information, and perhaps a company logo.

You can add visual information to a message, contact record, or other Outlook item to bring it to your attention or to the attention of the recipient. For example, you can indicate that a message is of high importance or contains confidential information. You can also set options that notify you when a recipient reads a message or that prevent the recipient from forwarding or printing a message.

This chapter guides you through procedures related to personalizing default message formatting, applying thematic elements to individual messages, creating and using automatic signatures, incorporating imagery in messages, and changing message settings and delivery options.

4

In this chapter

- Personalize default message formatting
- Apply thematic elements to individual messages
- Create and use automatic signatures
- Incorporate images in messages
- Change message settings and delivery options

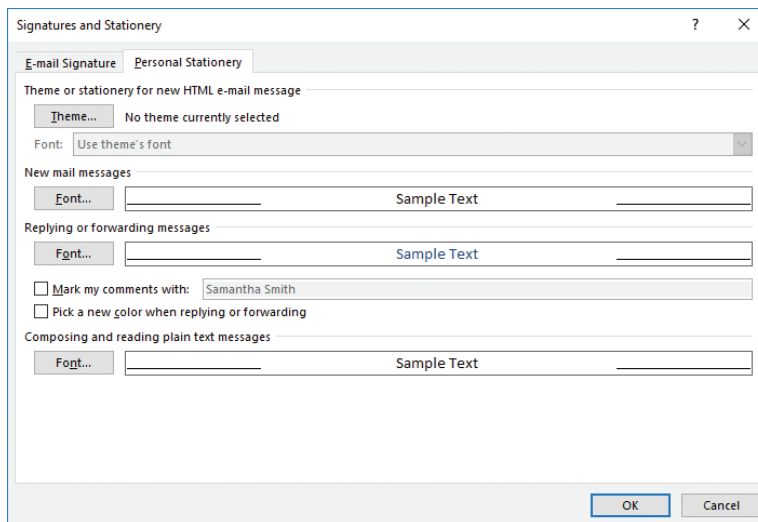
Practice files

For this chapter, use the practice file from the Outlook2016SBS\Ch04 folder. For practice file download instructions, see the introduction.

Personalize default message formatting

By default, the text content of an Outlook message is shown in black, 11-point Calibri (a font chosen for its readability), arranged in left-aligned paragraphs on a white background. You can change the appearance of the text in a message by applying either local formatting (character or paragraph attributes and styles that you apply directly to text) or global formatting (a theme or style set that you apply to the entire document) in the same way that you would when working in a Microsoft Word document or Microsoft PowerPoint presentation. However, if you prefer to use a specific font and color for all the messages you compose, you can save your preferences so that Outlook applies them to new messages and to message responses.

You set your default font and theme preferences from the Personal Stationery tab of the Signatures And Stationery dialog box. You specify font formatting for new messages and responses (replies and forwards) separately. (Even if you want to use the same font, you have to choose it twice.)

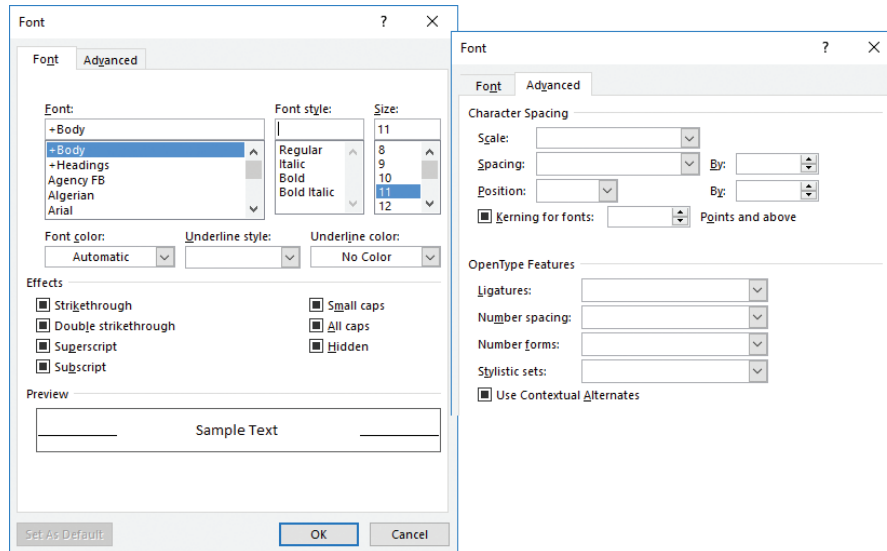


The default message fonts

The default settings use black Calibri for original messages and blue Calibri for responses. You can continue to use different colors to visually differentiate between original message content and your responses within a message trail. Or you might

prefer to always use the same font regardless of whether a message is new—this simpler approach can help recipients to recognize message content from you.

When setting default fonts, you have access to the full range of options in the Font dialog box.



You have access to the full range of font options for email messages

The font effect check boxes contain squares to indicate that the effects are neither on nor off (which is basically the equivalent of being off). You can leave these as-is or choose to specifically turn on an effect.

It's best to choose a font face that is easy to read. Some aspects you might consider are:

- **Character width** Narrow fonts can be hard to read, and wide fonts can take up a lot of space.
- **Uppercase and lowercase letters** Some fonts display all letters uppercase.
- **Numbers that are easy to read** For example, some fonts display the number zero and the lowercase letter "o" almost identically. If you select one of these as your default font and then send someone a password that includes a zero, they might have difficulty reading it.

The Preview area of the Font dialog box displays the words *Sample Text* in the font that you select. That doesn't cover all the bases, so you might want to try out a few fonts in an email message before you make a selection.

Arial Narrow: AaBbCcDdEe 0123456789
Arial Rounded Bold: AaBbCcDdEe 0123456789
Bernard Condensed: AaBbCcDdEe 0123456789
Calibri: AaBbCcDdEe 0123456789
Candara: AaBbCcDdEe 0123456789
COPPERPLATE GOTHIC LIGHT: AaBbCcDdEe 0123456789
Lucida Handwriting: AaBbCcDdEe 0123456789
Magneton: AaBbCcDdEe 0123456789
Tahoma: AaBbCcDdEe 0123456789
Times New Roman: AaBbCcDdEe 0123456789
Trebuchet: AaBbCcDdEe 0123456789

Some fonts aren't good choices for default message fonts

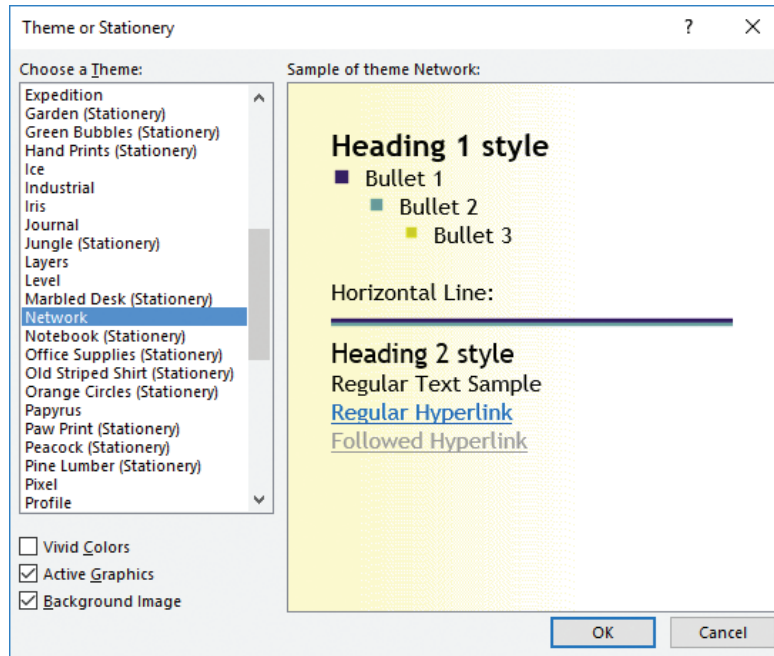
When you set a default message font in the Font dialog box, it becomes the Body font. The Set As Default button doesn't become active because, unlike when creating documents in Word or worksheets in Excel, there are no fonts to set other than the message font. You can't change the font that Outlook uses in information fields such as those in message headers, contact records, and appointments.



TIP You can change the font of user interface elements such as the Folder Pane, message list, and rows and columns of table-style views. For more information, see "Customize user interface fonts" in Chapter 12, "Manage window elements."

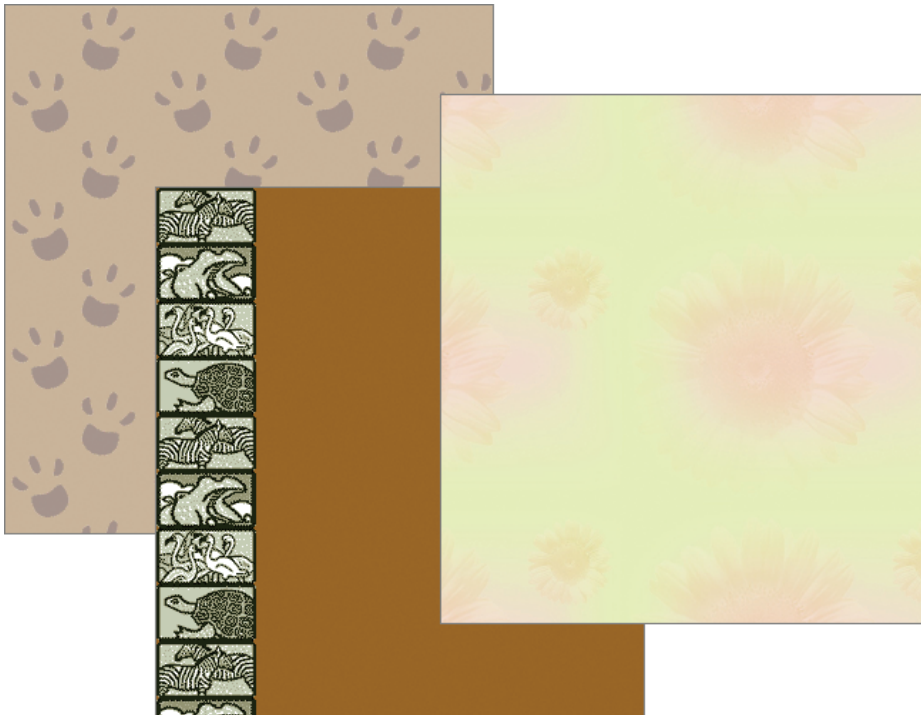
Another font that you can set from this dialog box controls the way that plain-text messages you receive appear when you display them in Outlook. Many people send email messages from their smartphones, and they can configure messages to be sent as HTML or in plain text. (You can also choose one of these message types for messages that you subscribe to, such as package delivery notifications.) Plain text messages are simpler for software to render and to display consistently. If you don't set a different default, plain text messages will appear in Calibri.

In addition to the message fonts, you can specify an email message theme (a pre-selected set of fonts, colors, and graphic elements) that Outlook will use when you create messages. Most themes include a colored or illustrated graphic background that you can include or exclude by selecting or clearing the Background Image check box.



Email message themes include fonts, colors, page backgrounds, and inline graphic elements

Instead of choosing a complete theme, you can choose stationery (think of this as choosing a patterned paper on which to write letters). Some stationery options have quite pronounced graphic images (dozens of teddy bears parading across the page), whereas others are more subtle (green bubbles on a green background). Some stationery options have graphics across the entire page, whereas others confine the graphics to the left edge of the email “page” and leave a clear space for text and other email content.



Stationery options range from subtle to busy

Your choice of stationery does not control your default message font; you must set that separately, as previously discussed in this topic. If you choose to use stationery (and I'd caution you to make this choice judiciously), take care to choose a font color that is visible against the stationery background and also visible to recipients who choose to block graphic elements of email messages. For example, it might be tempting to use clean white lettering against the brown background of the Jungle stationery, but for recipients who block graphics, the message will display white lettering on a white background—in other words, the message will appear to be blank unless they select the message content.

To open the Signatures And Stationery dialog box

1. Click the **File** tab to display the Backstage view. In the left pane, click **Options** to display the Outlook Options dialog box.
2. In the left pane of the **Outlook Options** dialog box, click the **Mail** tab.

3. On the **Mail** page, in the **Compose messages** section, do either of the following:
 - To display the E-mail Signature tab, click the **Signatures** button.
 - To display the Personal Stationery tab, click the **Stationery and Fonts** button.

To change the default font for outgoing messages

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. Do either of the following to open the Font dialog box:
 - To set the font for new messages, click the **Font** button in the **New mail messages** section.
 - To set the font for message responses, click the **Font** button in the **Replying or forwarding** section.
3. In the **Font** dialog box, configure the font that you want Outlook to use for the selected message type. Then click **OK**.

To change the default font for the display of plain-text messages

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. In the **Composing and reading plain text messages** section, click the **Font** button.
3. In the **Font** dialog box, configure the font that you want Outlook to use when displaying plain-text messages. Then click **OK**.



TIP The Composing And Reading Plain Text Messages setting is specific to your installation of Outlook and doesn't affect the way that plain-text messages are displayed to other people.

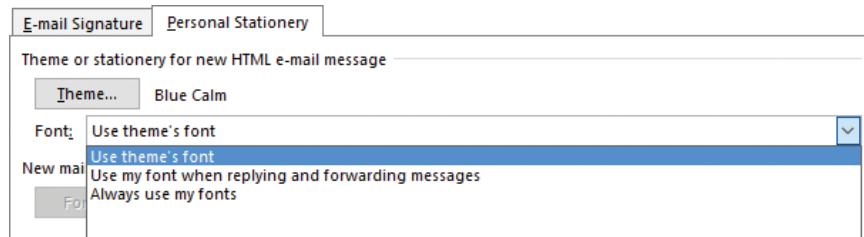
To open the Theme Or Stationery dialog box

1. On the **Personal Stationery** tab of the **Signatures and Stationery** dialog box, in the **Theme or Stationery for new HTML e-mail message** section, click the **Theme** button.

To specify a theme for outgoing messages

1. Open the **Theme or Stationery** dialog box.
2. In the **Choose a Theme** pane, click any entry that doesn't end with (Stationery) to display a preview in the right pane.

3. To display modified theme options, select or clear any of the following check boxes:
 - Vivid Colors
 - Active Graphics
 - Background Image
4. After selecting and configuring the theme you want, click **OK**.
5. If you want to use a font other than the theme font, do the following:
 - a. In the **Theme or Stationery for new HTML e-mail message** section of the **Signatures and Stationery** dialog box, click the **Font** list to display the options.



You can override the theme font

- b. In the **Font** list, do either of the following:
 - To compose original messages with the theme font but use the font defined in the Replying Or Forwarding Messages section for responses, click **Use my font when replying and forwarding messages**.
 - To not use the theme font (but use the other theme elements), click **Always use my fonts**.

To specify a background stationery for outgoing messages

1. Open the **Theme or Stationery** dialog box.
2. In the **Choose a Theme** pane, click any entry that has **(Stationery)** appended to the name to display a preview in the right pane.
3. After selecting the background stationery you want, click **OK**.

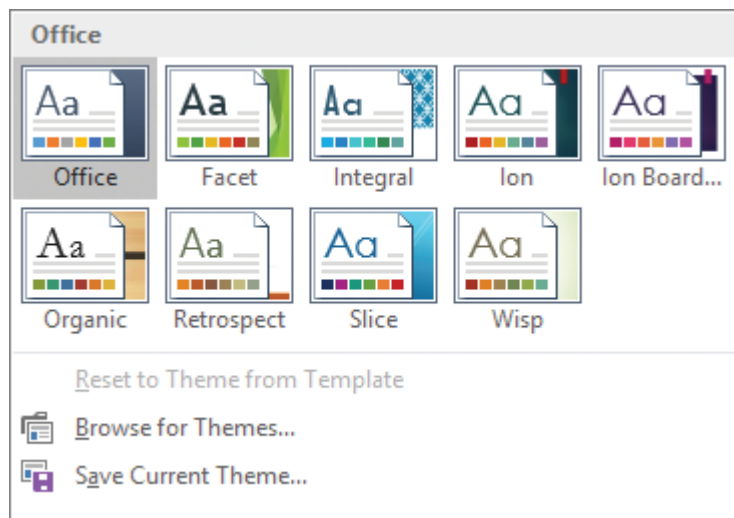
Apply thematic elements to individual messages

If you prefer to apply thematic elements on an individual message basis, you can apply global formatting options—by using themes and style sets—with only a couple of clicks.

4

Apply and change themes

Nine of the standard Microsoft Office 2016 themes (which are not the same as the email message themes you can select in the Theme Or Stationery dialog box) are available from the Themes gallery on the Options tab in a message composition window. Each theme controls the colors, fonts, and graphic effects used in the message.



Office themes control fonts, colors, and graphic effects

The default theme for all email messages, Word documents, PowerPoint presentations, Microsoft Excel workbooks, and other Office 2016 documents is the Office theme. If you don't apply another theme to your message, the colors, fonts, and effects in your message are controlled by the Office theme.

You can modify the formatting applied by the current theme by changing the color scheme, font set, or effect style.



TIP Office theme functionality is provided by Word 2016 and is available only when you have that app installed.

To change the theme of a message

1. On the **Options** tab of the message composition window, in the **Themes** group, click the **Themes** button, and then click the theme you want to apply.

To change the color scheme used in a message

1. Do either of the following:
 - On the **Options** tab of the message composition window, in the **Themes** group, click the **Colors** button (the ScreenTip says *Theme Colors*), and then click the color scheme you want to apply.
 - On the **Format Text** tab of the message composition window, in the **Styles** group, click the **Change Styles** button, click **Colors**, and then click the color scheme you want to apply.

To change the font set used in a message

1. Do either of the following:
 - On the **Options** tab of the message composition window, in the **Themes** group, click the **Fonts** button (the ScreenTip says *Theme Fonts*), and then click the font set you want to apply.
 - On the **Format Text** tab of the message composition window, in the **Styles** group, click the **Change Styles** button, click **Fonts**, and then click the font set you want to apply.

To change the effect style used in a message

1. On the **Options** tab of the message composition window, in the **Themes** group, click the **Effects** button (the ScreenTip says *Theme Effects*), and then click the effect you want to apply.

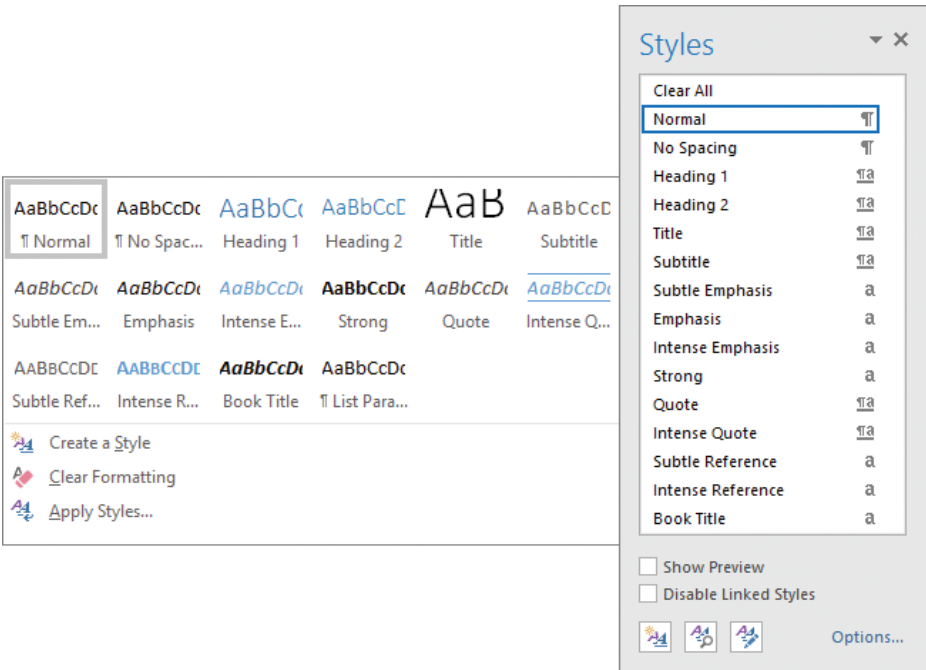
Apply and change styles

You can use *styles* to format text in email messages in the same way that you do in Word documents; however, most people won't compose email messages of the length and outline detail that would require those, so we'll discuss them only briefly in this book.

You can apply character and paragraph styles from the Styles gallery on the Format Text tab, or from the independent Styles pane. The benefit of the Styles pane is that it stays open and available while you work. You can dock the pane at the right side of the window or leave it floating anywhere on the screen.



TIP If you create different types of Office documents (such as Word documents, PowerPoint presentations, and corporate email messages) for your organization, you can ensure the uniform appearance of all the documents by applying the same Office theme and style set to all the documents. For example, you might create a theme that incorporates your company's corporate fonts and logo colors.



You can specify the styles that you want to appear in the Styles gallery and in the Styles pane



TIP You can preview the effect of a style on the currently selected text by pointing to the style in the Styles gallery, but not in the Styles pane.

A *style set* changes the colors, fonts, and paragraph formatting of individual styles. You can change the appearance of all the styles in a message by selecting any of the 17 available style sets (or by creating your own). Selecting a style set changes the appearance of all the text in the current message, and of the icons in the Styles gallery.



Effects of changing the style set



SEE ALSO For more information about using themes, styles, and style sets to format content, refer to *Microsoft Word 2016 Step by Step* by Joan Lambert (Microsoft Press, 2015).

To display the full Styles gallery

1. On the **Format Text** tab, in the **Styles** group, click the **More** button to expand the Styles gallery.

To open the Styles pane

1. On the **Format Text** tab, click the **Styles** dialog box launcher.

To move the Styles pane

1. Point to the **Styles** pane header. When the pointer changes to a four-headed arrow, drag the pane.
2. Do any of the following:
 - Drag the pane to any location on the screen.
 - Drag the pane to the inside edge of the message composition window to dock it to the window.
 - Drag the pane away from the docking location to undock it.

To apply a style

1. Click anywhere in the word or paragraph you want to format, or select the specific text you want to format.
2. In the **Styles** gallery or **Styles** pane, click the style you want to apply.

To change the style set of a message

1. On the **Format Text** tab, in the **Styles** group, click the **Change Styles** button.
2. On the **Change Styles** menu, click **Style Set**, and then click the style set you want.



TIP You can display the name of a style set and preview the effect of selecting it by pointing at its thumbnail in the Style Set gallery.

Create and use automatic signatures

When you send an email message to someone, you will most likely “sign” the message by entering your name at the end of the message text. You can have Outlook insert your signature text in outgoing messages by creating an email signature and assigning it to your email account. Your email signature can include additional information that you want to consistently provide to message recipients.



An email signature can include formatted text and graphics

A typical email signature would commonly include your name and contact information, but depending on your situation, you might also include information such as your company name, job title, a legal disclaimer, a corporate or personal slogan, a photo, and so on. You can even include your electronic business card as part or all of your email signature.



SEE ALSO For more information about electronic business cards, see “Personalize electronic business cards” in Chapter 8, “Manage contact records.”

You can create different signatures for use in different types of messages or for use when you’re sending messages from different email accounts. For example, you might create a formal business signature for client correspondence, a casual business signature for interoffice correspondence, and a personal signature for messages sent from another account. Or you might create a signature that contains more information to send with original email messages, and a signature that contains less information to send with message replies.

You can format the text of your email signature in the same ways that you can format message text. If you want to apply formatting that’s not available from the selection of buttons across the top of the signature content pane, you can create and format

your signature in an email message composition window, copy the signature, and then paste it into the signature content pane.

A signature can include inline images, but the signature content pane doesn't support wrapping text around images, so if you want to do something fancier, create the signature look you want in an email message composition window, save a screen clipping of it as a graphic, and then insert the graphic into the signature content box.



TIP All Office apps share the Microsoft Office Clipboard, so you can easily copy and move content between apps. You don't need to work from the Clipboard to paste the most recently cut or copied text into another location; it's stored in the shared Clipboard, so all Office apps have access to it. For example, you can cut or copy text or an image in a Word document and then paste it into an Outlook email message without ever directly accessing the Clipboard.

If you have Outlook configured to connect to multiple email accounts, you can assign the same email signature to multiple accounts, or assign a unique email signature to each email account. The signature you assign to the specific account will appear automatically in new messages you send from that account. You can also manually insert any email signature you've created in any message. Outlook inserts the email signature at the end of the message, replacing any existing email signature.

To display the E-mail Signature tab of the Signatures And Stationery dialog box

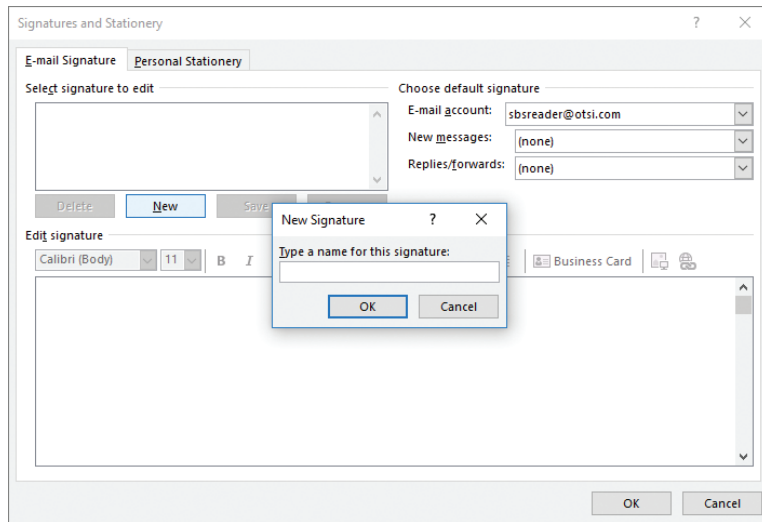
1. From any module, open the **Outlook Options** dialog box and display the **Mail** page.
2. In the **Compose messages** section, click the **Signatures** button.

Or

1. In a message composition window, display the **Message** tab or **Insert** tab.
2. In the **Include** group, click the **Signature** button and then click **Signatures**.

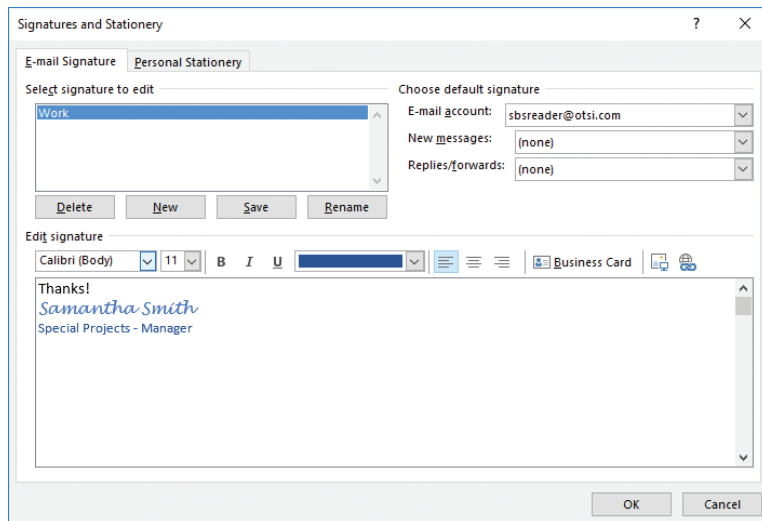
To create a simple signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box. Any existing signatures are listed in the **Select Signature To Edit** box.
2. Below the **Select signature to edit** box, click the **New** button. Outlook prompts you to supply a name for the new signature before you can work with the signature content.



Assign a name that will make it easy for you to differentiate signatures when inserting them

3. In the **Type a name for this signature** box, enter a name that will help you differentiate the signature from others you create, such as *Work* or *Disclaimer*. Then click **OK** to create the signature and activate it for editing.
4. In the **Edit signature** box, enter the text that you want to include, and format the font if you want to.



Formatted elements of your signature will appear in email messages exactly as they do here

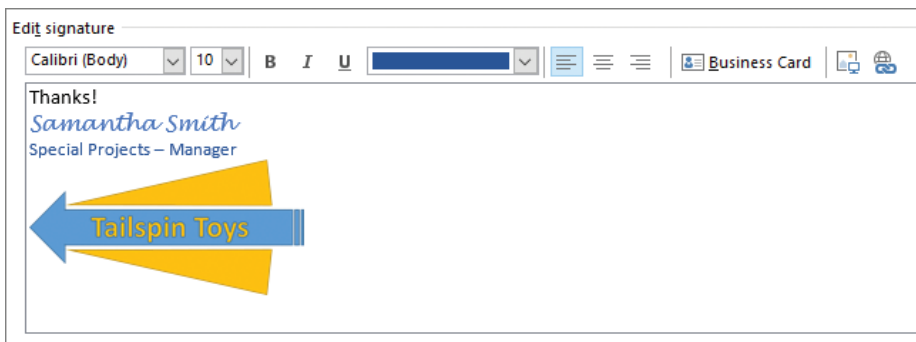
5. When you're done with the simple signature, click **Save**.

To edit an existing email signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. In the **Select signature to edit** box, click the signature you want to edit, to display it in the Edit Signature pane.
3. Make any changes you want, and then click the **Save** button.

To add an inline image to an email signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. Create a new signature or choose a signature to edit.
3. In the **Edit signature pane**, click to position the cursor where you want to insert the picture.
4. On the toolbar above the pane, click the **Insert Picture** button (the second button from the right).
5. In the **Insert Picture** dialog box, browse to and select the image you want to insert, and then click **Insert**.



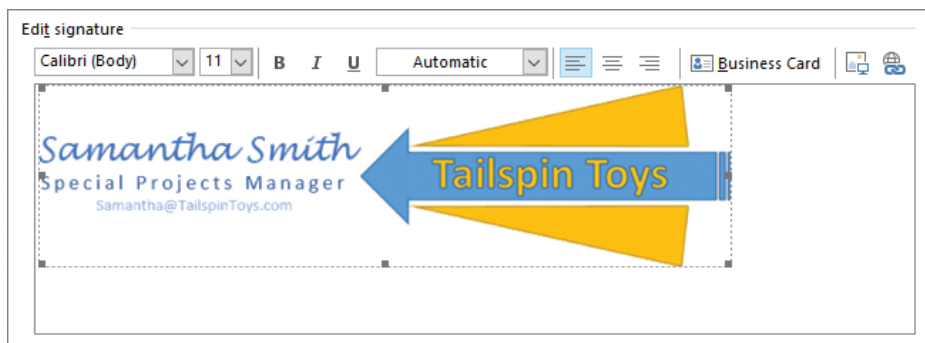
You can position an inline graphic anywhere within the text

6. Make any other changes you want, and then click the **Save** button.

To add fancy images to an email signature

1. In an email composition window, Word document, PowerPoint slide, or image editing app, create the signature you want and save it as an image file. Trim all empty space from the edges of the image.
2. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.

3. Create a new signature or choose a signature to edit.
4. In the **Edit signature pane**, select and delete any existing content that you don't want to include with the image.
5. Click to position the cursor where you want to insert the image.
6. On the toolbar above the pane, click the **Insert Picture** button (the second button from the right).
7. In the **Insert Picture** dialog box, browse to and select the image you want to insert, and then click **Insert**.



You can include text in addition to the graphic if you want

8. Make any other changes you want, and then click the **Save** button.



TIP Not all email message apps automatically display embedded images. If your email message signature contains an image, some message recipients will get it as an attachment.

To automatically add an email signature to outgoing messages

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. In the **Choose default signature** section, do the following:
 - In the **E-mail account** list, click the account you want to assign the signature to.
 - In the **New messages** list, click the signature that you want Outlook to insert into all new email messages you send from the selected account.
 - In the **Replies/forwards** list, click the signature that you want Outlook to insert into all response message you send from the selected account.

3. In the **Signatures and Stationery** dialog box, click **OK**.
4. Create a new email message to verify that the signature appears.



TIP If you have more than one email account set up in Outlook, you can configure different signatures for each account.

To manually insert an existing email signature in a message

1. In a message composition window, display the **Message** tab or the **Insert** tab.
2. In the **Include** group, click the **Signature** button.
3. In the **Signature** list, click the name of the email signature you want to insert.



TIP If you have not previously set up a signature, clicking the Signature button displays a short list that includes a Signatures option; clicking this option opens the Signatures And Stationery dialog box in which you can create a signature.

To remove an email signature from a message

1. Select and delete the signature content as you would any other message content.

Incorporate images in messages

Email is a means of communicating information to other people, and, as the old saying goes, a picture is worth a thousand words. Using Outlook 2016, you can communicate visual information in the following ways:

- Share photographs with other people by attaching the photos to messages or embedding them in messages.

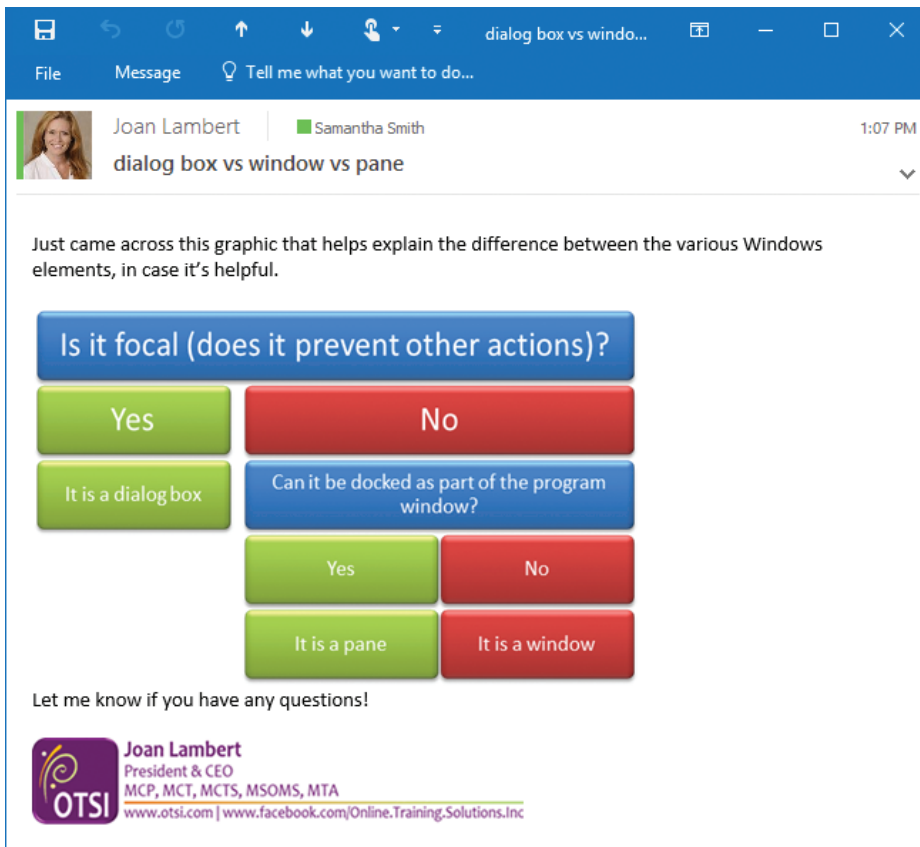


SEE ALSO For information about attaching pictures to messages, see "Attach files and Outlook items to messages" in Chapter 3, "Send and receive email messages."

- Share information from websites, documents, and other visual presentations by capturing images of your screen directly from Outlook and then inserting those images in your message.

- Explain complicated processes and other business information by creating SmartArt graphics within messages or by embedding SmartArt graphics that you create in other Office 2016 apps.
- Communicate statistical information by creating a chart within a message.

You can insert all these types of images from the Illustrations group on the Insert tab into the content pane of an email message, calendar item, or task, or into the notes pane of a contact record. (One exception: you can't insert an image into a note.)



Two uses of images in an email message

Images can be especially valuable in business communications, when you need to clearly explain facts or concepts, particularly to a global audience. In Outlook 2016 (and other Office 2016 apps), you can depict processes, cycles, hierarchies, and other relationships by using SmartArt graphics, and you can depict graphical representations of numeric data by using charts.



TIP SmartArt graphic and charting functionality is provided by Word 2016 and is available only when you have that app installed.

SmartArt graphics are graphical representations of lists of information. You can create a SmartArt graphic directly in an email message by selecting the type of graphic you want to create and then entering the information to populate it. You can modify the SmartArt graphic to fit the information you want to present, change the graphic type if your original selection doesn't best represent the final information, and format the graphic with professionally themed color combinations and effects. When you send the message, Outlook converts the SmartArt graphic to a static graphic.

Charts are graphical representations of tables of data. Tables and charts are frequently created by using Excel. You can also create a chart directly in an Outlook email message. Charts you create in an email message look exactly like those you would create in an Excel workbook—because they are based on an Excel data source that is created from within Outlook.

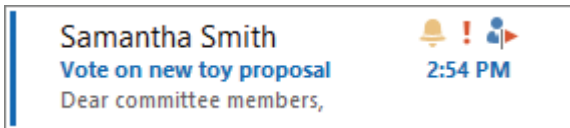
When you send or receive a message that contains a chart or SmartArt graphic, the chart or graphic is converted to a static image (a picture) and resized to fit the message window. If you open the message from your Sent Items folder, you'll find that the same is true of the graphic in the sent message. You can copy and reuse the picture in other files, such as messages, documents, and presentations, but you can no longer edit it.

You work with all these types of images in an Outlook message just as you would in a Word document or on a PowerPoint slide. Because Outlook is about email, contact management, and calendaring, we're not going to get into a deep discussion of images and graphics in this book. If you would like more information you can find it in the *Microsoft Word 2016 Step by Step* or *Microsoft PowerPoint 2016 Step by Step* books (Microsoft Press, 2015).

Change message settings and delivery options

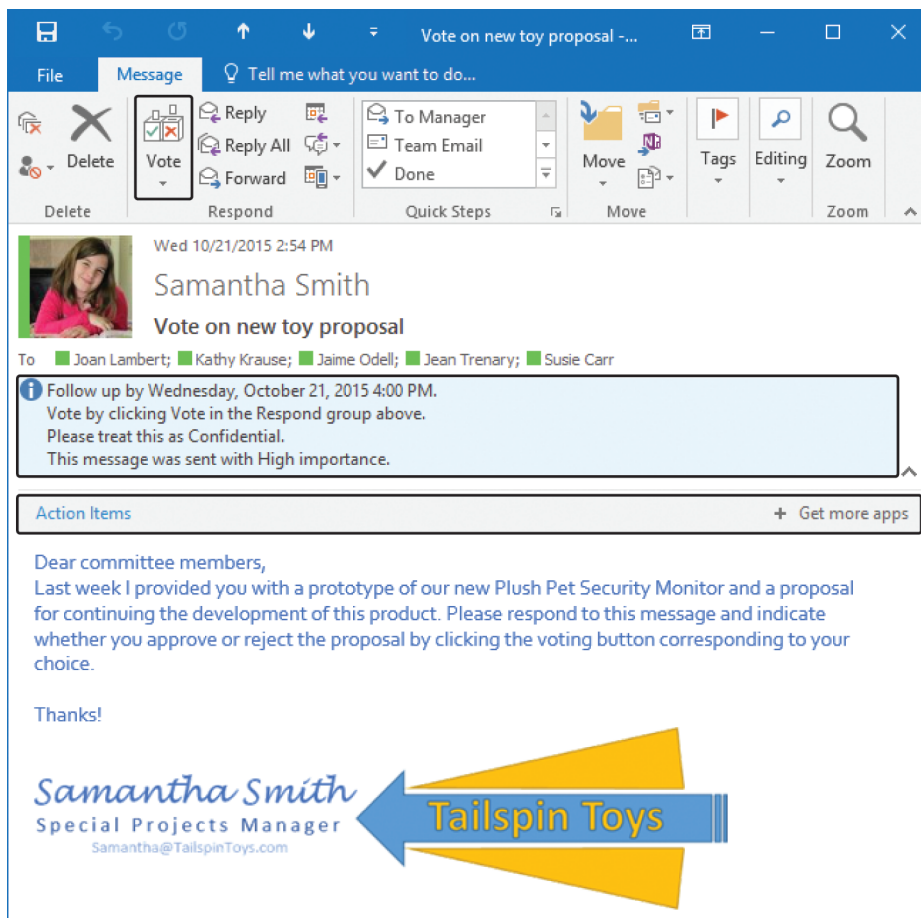
When you send a message, you can include visual indicators of the importance, sensitivity, or subject category of a message or other Outlook item, flag a message for follow-up, restrict other people from changing or forwarding message content, provide a simple feedback mechanism in the form of voting buttons, and specify

message delivery options to fit your needs. Some of these options display icons in the message header that are visible to recipients directly in the Outlook message list.



This message has a reminder, a status, and a follow-up flag. Voting buttons and Sensitivity don't display message header icons

In the message reading window, many of the options are represented by text rather than icons.



The Action Items add-in can alert recipients to requests within the message text

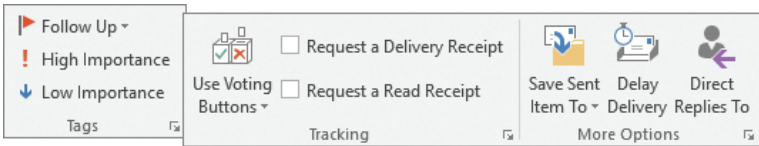
Common message settings and delivery options include the following:

- **Flags and reminders** You can place an outgoing message on your task list, add an informational reminder to it, or set a reminder to appear at a certain time and date, for yourself and for message recipients. The flag options are Call, Do not Forward, Follow up, For Your Information, Forward, No Response Necessary, Read, Reply, Reply to All, and Review.
- **Importance** You can indicate the urgency of a message by setting its importance to High or Low (the default importance is Normal). A corresponding banner appears in the message header and, if the Importance field is included in the view, an importance icon appears in the Inbox or other message folder.
- **Sensitivity** You can indicate that a message should be kept private by setting its sensitivity to Confidential, Personal, or Private. No indicator appears in the message folder, but a banner appears in the message header to indicate a sensitivity level other than Normal.
- **Security** If you have a digital ID, you can digitally sign the message; or you can encrypt the contents of the message.
- **Voting options** If you and your message recipients have Microsoft Exchange Server accounts, you can add voting buttons to your messages so that recipients can quickly select from multiple-choice response options.
- **Tracking options** You can track messages by requesting delivery receipts and read receipts. These receipts are messages automatically generated by the recipient's email server when it delivers the message to the recipient and when the recipient opens the message. Recipients might be prompted to approve the delivery of the receipts, so requesting them is no guarantee of receiving them.
- **Delivery options** You can have reply messages delivered to an email address other than yours, specify a date and time for the message to be delivered and to expire, and set advanced attachment format and encoding options.



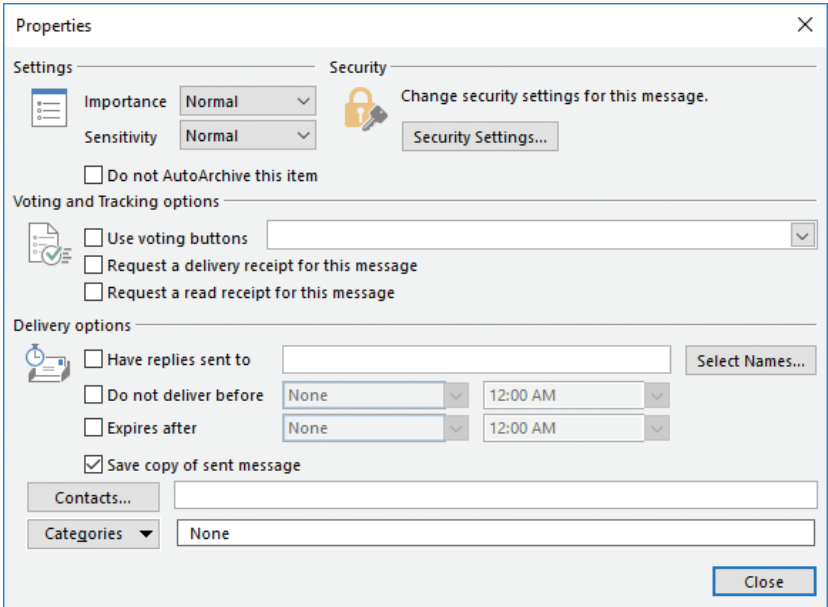
TIP You can assign a category to an outgoing message but it will not be visible to the recipient, only to the sender.

The most commonly used options are available directly in the message composition window, in the Tags group on the Message tab, and in the Tracking and More Options groups on the Options tab.




Some message options are available from the ribbon

Clicking the dialog box launcher in the lower-right corner of any of these groups opens the Properties dialog box, in which you can set all the options other than follow-up flags.



From the Properties dialog box, you can control message settings, security settings, and voting, tracking, and delivery options

You can limit the actions other people can take with messages they receive from you by restricting the message permissions. For example, you can prevent recipients from forwarding or printing the message, copying the message content, or changing the content when they forward or reply to the message. (Restrictions apply also to message attachments.) Within a message window, permission options are available both on the Info page of the Backstage view and in the Permission group on the Options tab.

**SEE ALSO** For information about digital signatures and for more information about restricting recipients from forwarding, copying, or printing messages you send, see “Increase email security” in Chapter 5, “Manage email security.”

To open the Properties dialog box

1. On the message composition window ribbon, click the dialog box launcher in any of the following groups:
 - The **Tags** group on the **Message** tab
 - The **Tracking** group on the **Options** tab
 - The **More Options** group on the **Options** tab

To indicate the importance of a message

1. Do either of the following:
 - On the **Message** tab, in the **Tags** group, click **High Importance** or **Low Importance**.
 - Open the **Properties** dialog box. In the **Settings** section, in the **Importance** list, click **Low**, **Normal**, or **High**.

To indicate the sensitivity of a message

1. Open the **Properties** dialog box.
2. In the **Settings** section, in the **Sensitivity** list, click **Normal**, **Personal**, **Private**, or **Confidential**.

To add standard voting buttons to a message

1. Do either of the following:
 - On the **Options** tab, in the **Tracking** group, click **Use Voting Buttons** to display the Use Voting Buttons list.
 - Open the **Properties** dialog box. In the **Voting and Tracking options** section, select the **Use voting buttons** check box. Then expand the adjacent list.
2. In the list, click one of the following:
 - Approve;Reject
 - Yes;No
 - Yes;No;Maybe
3. Close the **Properties** dialog box if you opened it in step 1.

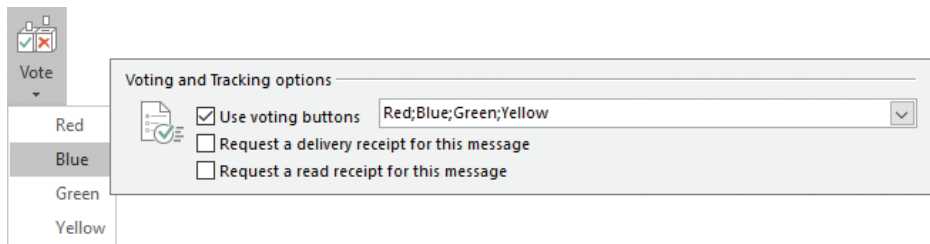
An information bar at the top of the message confirms that you've added voting buttons to the outgoing message.



Not all message options are flagged in the message, but voting buttons are

To add custom voting buttons to a message

1. Do either of the following:
 - On the **Options** tab, in the **Tracking** group, click **Use Voting Buttons** and then click **Custom**.
 - Open the **Properties** dialog box. In the **Voting and Tracking options** section, select the **Use voting buttons** check box.
2. In the **Use voting buttons** box, select and delete any current button labels. Then enter the custom button labels you want, separated by semicolons.



Custom voting buttons and the settings to create them

3. Close the **Properties** dialog box.

To request message receipts

1. In the **Tracking** group on the **Options** tab, or in the **Voting and Tracking options** section of the **Properties** dialog box, select one or both of the following check boxes:
 - Request a delivery receipt for this message
 - Request a read receipt for this message
2. Close the **Properties** dialog box if you opened it in step 1.

To direct message replies to a different email address

1. Do either of the following:
 - On the **Options** tab, in the **More Options** group, click **Direct Replies To**.
 - Open the **Properties** dialog box. In the **Delivery options** section, select the **Have replies sent to** check box.
2. In the **Have replies sent to** box, select and delete the current recipient. Then enter the email address or addresses (separated by semicolons) that you want replies to go to.
3. Close the **Properties** dialog box.

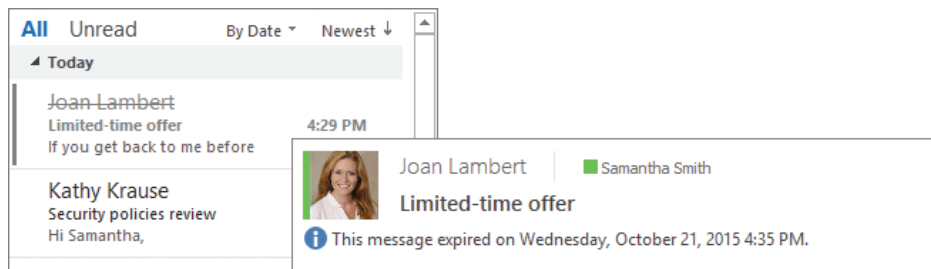
To delay the delivery of a message

1. Do either of the following:
 - On the **Options** tab, in the **More Options** group, click **Delay Delivery**.
 - Open the **Properties** dialog box. In the **Delivery options** section, select the **Do not deliver before** check box.
2. To the right of **Do not deliver before**, select or enter the date and time that you want to delay delivery until.
3. Close the **Properties** dialog box.

To set an expiration date for a message

1. Open the **Properties** dialog box.
2. In the **Delivery options** section, select the **Expires after** check box.
3. To the right of **Expires after** box, select or enter the date and time that you want the message to expire.
4. Close the **Properties** dialog box.

The expiration of a message is indicated to the recipient in the message list and in the message header.



Expired messages are marked for both the recipient and the sender

To flag a message for follow-up by the recipient

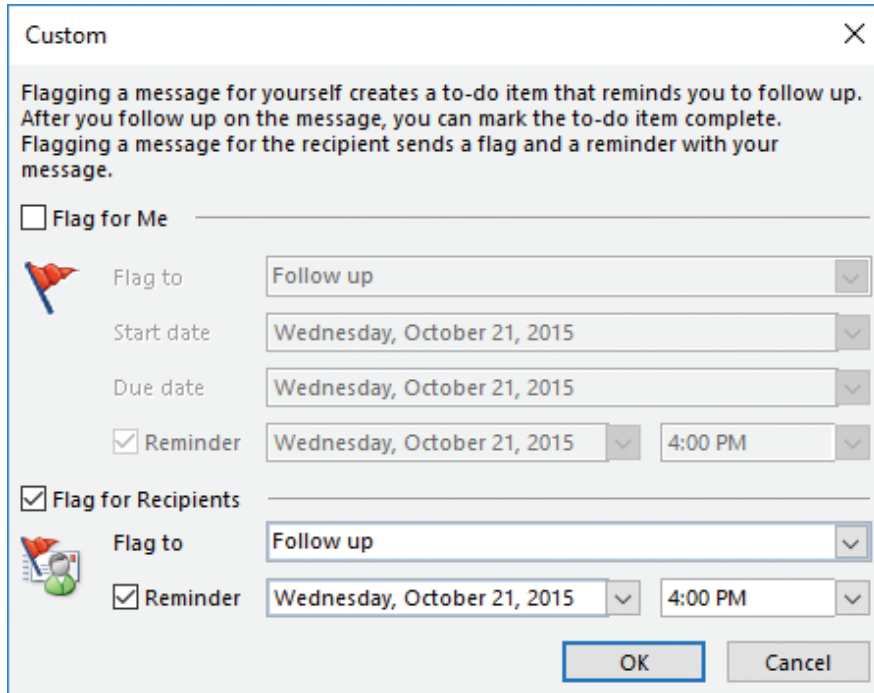
1. On the **Message** tab, in the **Tags** group, click **Follow Up**, and then click **Add Reminder**. The Custom dialog box opens.

By default, the Custom dialog box is configured to set a reminder for the message sender and not the recipient

2. In the **Custom** dialog box, clear the **Flag for Me** check box and select the **Flag for Recipients** check box.

3. In the **Flag for Recipients** section, do the following:

- In the **Flag to** list, click **Follow up** (or one of the other available flags).
- If you want a reminder to appear to the recipient, select the **Reminder** check box and then specify a date and time for the reminder.



The screenshot shows a 'Custom' dialog box with a close button (X) in the top right corner. It contains instructional text: 'Flagging a message for yourself creates a to-do item that reminds you to follow up. After you follow up on the message, you can mark the to-do item complete. Flagging a message for the recipient sends a flag and a reminder with your message.'

There are two main sections:

- Flag for Me:** This section is currently unchecked. It includes a flag icon, a 'Flag to' dropdown menu set to 'Follow up', and 'Start date' and 'Due date' dropdown menus both set to 'Wednesday, October 21, 2015'. A 'Reminder' checkbox is checked, with a date dropdown set to 'Wednesday, October 21, 2015' and a time dropdown set to '4:00 PM'.
- Flag for Recipients:** This section is checked. It includes a flag icon with a person, a 'Flag to' dropdown menu set to 'Follow up', and a 'Reminder' checkbox which is also checked. The date dropdown is set to 'Wednesday, October 21, 2015' and the time dropdown is set to '4:00 PM'.

At the bottom right are 'OK' and 'Cancel' buttons.

The dialog box configured to flag the message for the recipient to follow up

4. In the **Custom** dialog box, click **OK**.

Skills review

In this chapter, you learned how to:

- Personalize default message formatting
- Apply thematic elements to individual messages
- Create and use automatic signatures
- Incorporate images in messages
- Change message settings and delivery options



Practice tasks

The practice file for these tasks is located in the Outlook2016SBS\Ch04 folder.



IMPORTANT As you work through the practice tasks in this book, you will create Outlook items that might be used as practice files for tasks in later chapters. If you haven't created specific items that are referenced in later chapters, you can substitute items of your own.

Personalize default message formatting

Start Outlook, and then complete the following tasks:

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. Set the default fonts for new messages and responses to the font, font size, and font color that you want to use.
3. Open the **Theme or Stationery** dialog box. Look through the available themes and stationery pages. Consider the effects of using one of these in your daily correspondence. If you identify a theme or stationery background that you feel would enhance your messages, select it and click **OK** to apply the setting. Otherwise, click **Cancel**.
4. If you chose a theme in step 3, review the **Font** options and select the font option you want to use. Then close the dialog box.
5. Display your Inbox, and do the following to test your settings:
 - Create a new email message and enter some text.
 - Respond to a received email message and enter some text.
 - If you don't like the results of your selections, close the unsent messages, repeat this set of tasks, and modify the settings.
6. When you're happy with the results, close the unsent messages and delete the message drafts, if prompted to do so.

Apply thematic elements to individual messages

Display your Inbox, and then complete the following tasks:

1. Create a new email message.
2. From the practice file folder, open the **ApplyThemes** document in Word and display it in Print Layout view.
3. In the **ApplyThemes** document, select the text starting with *Office Procedures* and continuing through the website URL. Then copy the text to the Clipboard.
4. Return to the message composition window that you opened in step 1, and paste the copied content into the message content pane. Notice that the text formatting changes immediately.
5. Adjust the size of the message composition window so you can see all the content. Then display the **Options** tab of the window.
6. In the **Themes** group, display the **Colors** menu. (Ensure that you can still see the headings of the message with the menu open.) Point to different color schemes to display a live preview of their effects on the message content. Then click a color scheme you like. In the message, notice the formatting that has changed.
7. In the **Themes** group, display the **Fonts** menu. Point to different font sets to preview them in the message, and then click a font set that you like. Notice the changes in the message content.
8. Display the **Format Text** tab of the message composition window.
9. From the **Styles** group, display the **Style Set** gallery. Point to different style sets to preview their effects on the message, and then click a style set you like. Notice the changes in the message content.
10. If you want to, enter **SBS style test** in the **Subject** box, and then send the message to yourself. Otherwise, close the message composition window without saving or sending the message.

Create and use automatic signatures

Display your Inbox, and then complete the following tasks:

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. Create an email signature that is appropriate to your primary email account. It could be as simple as your name, or could also include contact information, a company slogan, a favorite saying, or other text. Assign an appropriate name to the email signature.
3. If Outlook doesn't automatically do so, assign the signature to new messages from the email account you created it for.
4. Close the dialog box, and display your Inbox.
5. Create a new email message from your primary account, and verify that the signature appears in the message.
6. From the message composition window, redisplay the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
7. Select the signature that you created in step 2, and make any changes that you want. For example, you might want to add information, apply formatting, insert fancy text from a Word document, or insert an image.
8. Close the dialog box and return to the message composition window you opened in step 5.
9. Delete the original email signature from the message, and then manually insert the updated signature.
10. Close the message window without sending or saving the message.
11. If you want to create other signatures or assign the signature you created in step 2 to responses or to other accounts, do so at this time.

Incorporate images in messages

There are no practice tasks for this topic.

Change message settings and delivery options

Display your Inbox, and then complete the following tasks:

1. Create a new email message, and do the following:
 - In the **To** box, enter your own email address.
 - In the **Subject** box, enter **Lunch preference**.
 - In the message content pane, enter **What do you want to eat for lunch?**
2. Using any of the procedures described in this chapter, do the following:
 - Set the message importance to **Low**.
 - Set the sensitivity to **Confidential**.
 - Add custom voting buttons to the message that allow you to vote for **Pizza**, **Salad**, or **Sandwiches**.
 - Request a delivery receipt and a read receipt.
 - Set the message to expire in about an hour.
 - Flag the message for follow-up by the recipient, and set a reminder for a time about a half hour away.
3. Send the message, and then do the following:
 - Watch for the message receipts.
 - When the message arrives, vote for your lunch preference.
 - When the reminder appears, dismiss it.
 - After the message expires, notice the changes in the message list and in the message window.