GSD. Outlook - How to change a message format to html in Outlook

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General Information:

Possible symptoms/errors:

User wants to send an email in html format.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

How to change format for a single message to html when sending a new e-mail:

1. Advise user to open the new e-mail editing window by clicking Home > New E-mail.

2. When the email editing window pops up, ask them to click Format Text > Aa HTML.

3. Now, user can compose their email and send it.

How to change a message format to html for all sent messages:

1. Advise user to go to File tab, then to click Options.

2. In Outlook Options dialog, user needs to select Mail from the left pane. In the right pane, under Compose messages, ask them to select HTML from the drop down list, and to click OK to close the dialog.

Note: For a message user replies to, Outlook keeps the format of the original message. If user wants to change the format when replying to an email, advise them to apply the above method for changing format for a single message to html.

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Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A