

Microsoft Outlook 2013

Lesson 4

Managing Email Messages

Objectives

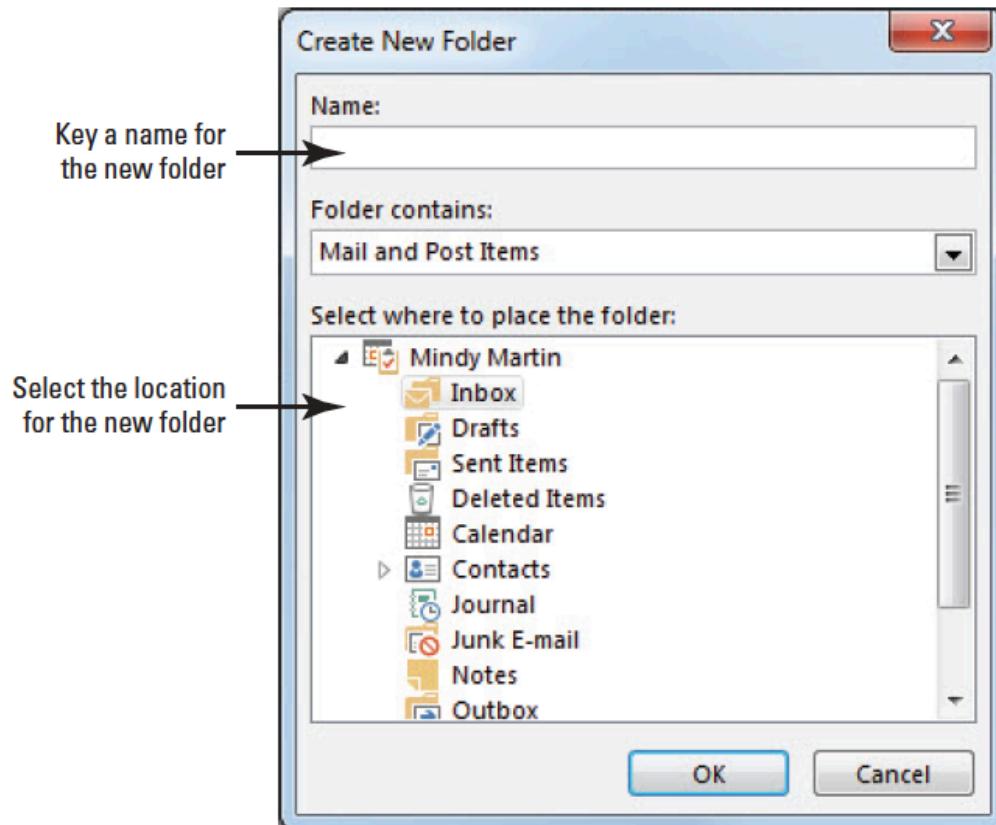
Skills	Exam Objective	Objective Number
Working with Folders	Add new local folders	2.3.3
	Move messages between folders	2.3.2
Using Conversation View	Sort by conversation	2.3.10
	Ignore messages	2.3.9
Managing the Mailbox	Mark as read/unread	2.3.7
	Delete messages	2.1.3
	Flag messages	2.3.8
	Configure reminders	3.3.3
Using the Outlook Cleanup Tools	 Cleanup messages	2.3.6
Managing Junk Mail	Configure junk e-mail settings	2.3.5
	Block specific addresses	1.1.4

Step by Step: Create and Move a Mail Folder

- **GET READY. LAUNCH** Outlook 2013 if it is not already running.
 1. Click the **icon** at the end of the Navigation bar and select **Folders** to display the Folders List. The four main Outlook 2013 folders (Inbox, Drafts, Sent Items, and Deleted Items) appear at the top of the list with the remaining Outlook 2013 folders appearing in alphabetical order beneath them.
 2. Click the **FOLDER tab** to display the Outlook 2013 folder tools.

Step by Step: Create and Move a Mail Folder

3. Click the **New Folder** button in the New group. The Create New Folder dialog box is displayed, as shown at right.

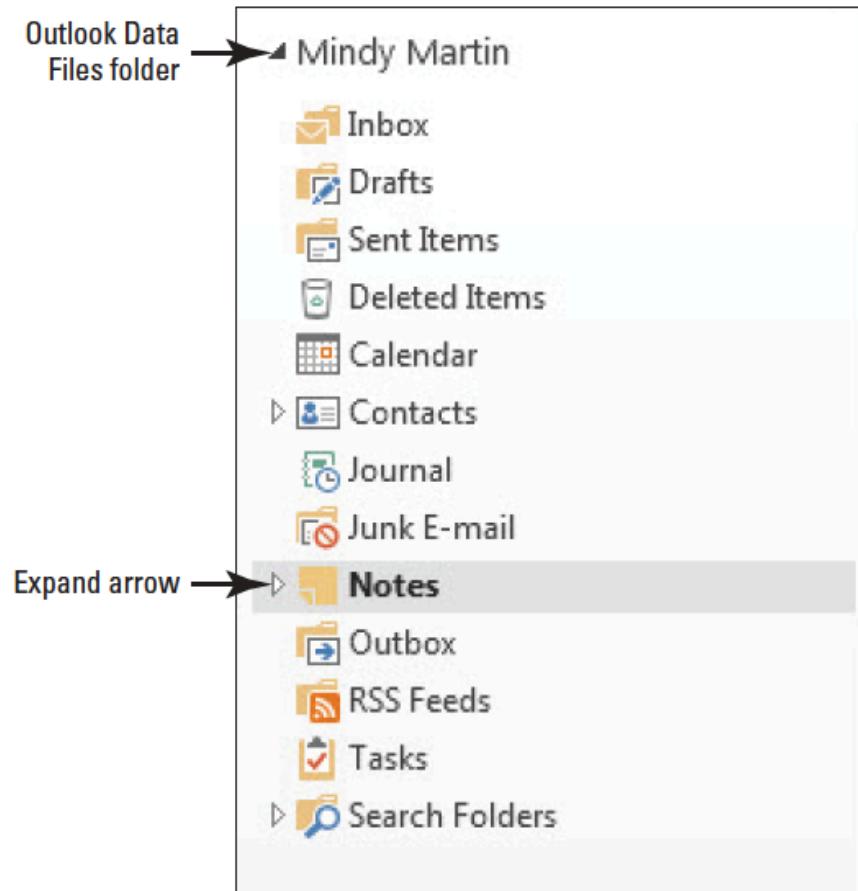


Step by Step: Create and Move a Mail Folder

4. In the **Name** field, key **Lesson 4** to label the new folder. When creating a folder, use a name that identifies its contents. Don't use abbreviations that you won't remember next week or six months from now.
5. Click the **Outlook Data Files** folder in the Select Where to Place the Folder list. This determines the location where the new folder will be placed when it is created. If you do not have the correct location selected, you can move the new folder later.
6. Click the **OK** button to close the dialog box and create the folder. The new folder is added to the Folders list alphabetically below the Junk Email folder.

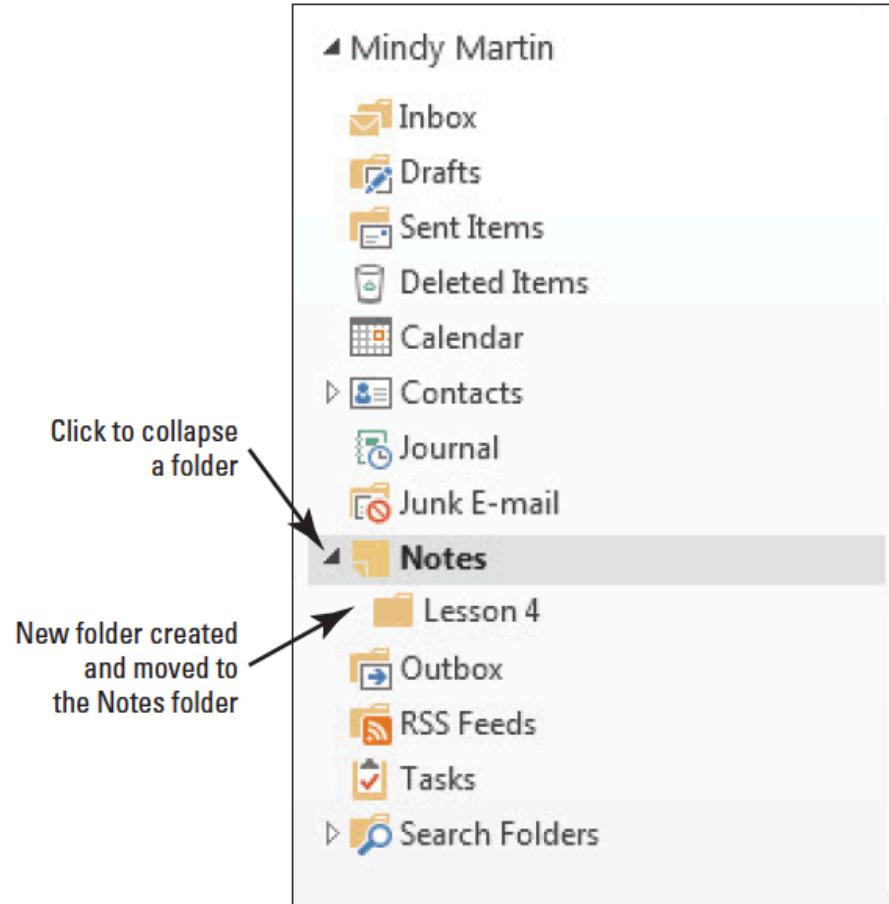
Step by Step: Create and Move a Mail Folder

7. In the Folders list, click the **Lesson 4 folder** to select it and then drag the folder down to the Notes folder. When the Notes folder is highlighted, drop the folder. An expand arrow is displayed next to the Notes folder, indicating that it contains a folder, as shown at right.



Step by Step: Create and Move a Mail Folder

8. Click the **expand arrow** next to the Notes folder. The Folders list expands to display the Lesson 4 folder, as shown at right.

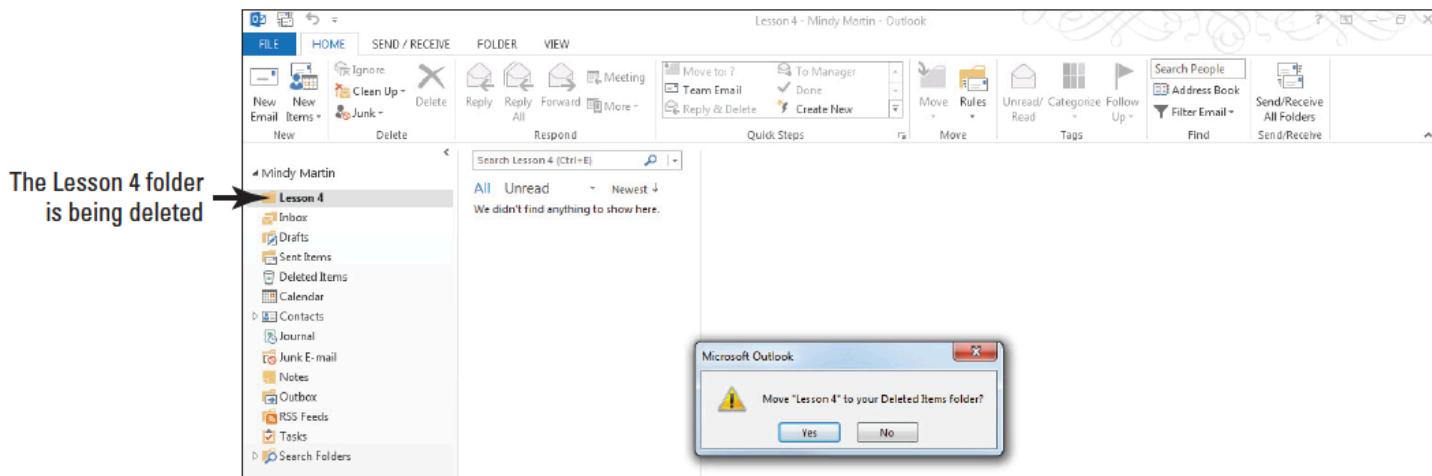


Step by Step: Create and Move a Mail Folder

9. Drag the Lesson 4 folder and drop it just below the Outlook Data Files folder in the Folders list. The Lesson 4 folder is placed back on the Folders List, but it is now at the top of the list, and the expand arrow is removed from the Notes folder.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Delete and Restore a Folder

- **GET READY. USE** the folder you created in the previous exercises.
 1. If necessary, click the icon at the end of the Navigation bar and select **Folders** to display the complete list of Outlook 2013 folders.
 2. Right-click the **Lesson 4 folder** created in the previous exercise, and select **Delete Folder** from the shortcut menu. A warning dialog box is displayed, as shown below.



Step by Step: Delete and Restore a Folder

3. Click **Yes** to close the warning dialog box. The Lesson 4 folder is moved to the Deleted Items folder. It will not be removed from your computer until you empty the Deleted Items folder.
 4. In the Folders  list, click the **expand arrow** next to the Deleted Items folder. The Lesson 4 folder is displayed in the Deleted Items folder.
 5. Drag the Lesson 4 folder and drop it on the Outlook Data Files folder again. The Lesson 4 folder is placed in the Outlook Data Files folder, and the expand arrow is removed from the Deleted Items folder. The Lesson 4 folder has been restored, and it is now available for use.
-  **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Move Messages to a Different Folder

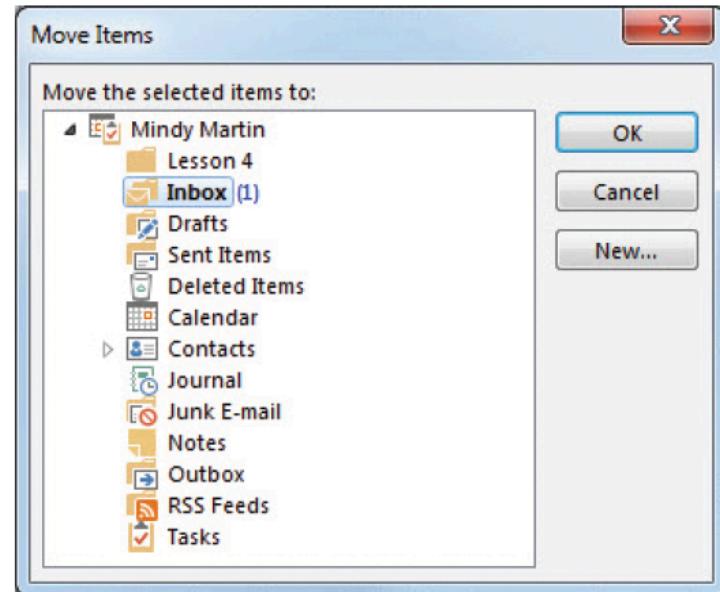
- **GET READY. LAUNCH** Outlook 2013 if it is not already running, and complete the previous exercises.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Inbox.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed. By default, the MESSAGE tab is selected.
 3. In the **To** field, key [your email address]. In the **Subject** field, key **Sample Message for Lesson 4**.

Step by Step: Move Messages to a Different Folder

4. In the message area, key **Sample Message for Lesson 4.**
5. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
6. Return to your Inbox in the Folders list. Click the **Send/Receive All Folders** button if the message has not arrived yet. Because the message was sent to your email address, the message is moved to the Sent Items folder, and it arrives in your Inbox. You will move both copies of the message into the Lesson 4 folder.

Step by Step: Move Messages to a Different Folder

7. Right-click the **Sample Message for Lesson 4** message that just arrived in your **Inbox**, and click **Move** on the shortcut menu. A list of potential folders is displayed.
8. Click **Other Folder**. The Move Items dialog box is displayed, as shown at right.



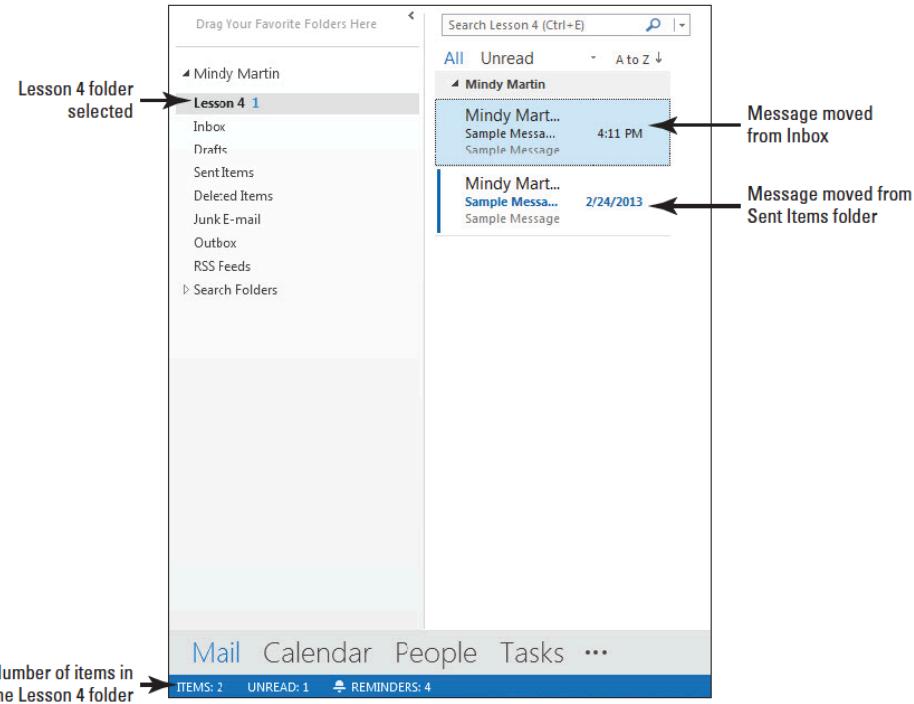
Step by Step: Move Messages to a Different Folder

9. Click the **Lesson 4** folder in the dialog box, if necessary; then click the **OK** button to close the dialog box and move the received message from the Inbox to the Lesson 4 folder.
10. Click the **Sent Items** folder in the Folders list. A list of the messages you have sent is displayed in the message list.
11. Click the **Sample Message for Lesson 4** message and drag it to the Lesson 4 folder. The message is moved from the Sent Items folder to the Lesson 4 folder.

Step by Step: Move Messages to a Different Folder

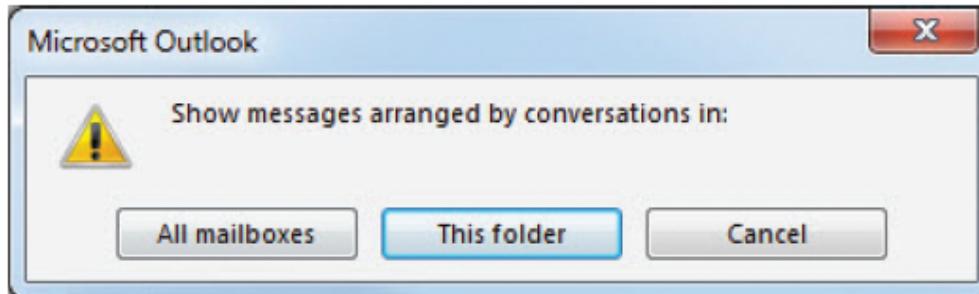
12. Click the **Lesson 4 folder** in the Folders list. The two messages you moved are displayed in the message list, as shown at right.

- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.



Step by Step: Turn on Conversation View

- **USE** the *Blue Yonder Airlines contest* messages you created in Lesson 2.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox and select **Inbox** in the Folders List.
 2. Click the **VIEW** tab and select **Show as Conversations** in the Messages group. A message box is displayed, as shown below.

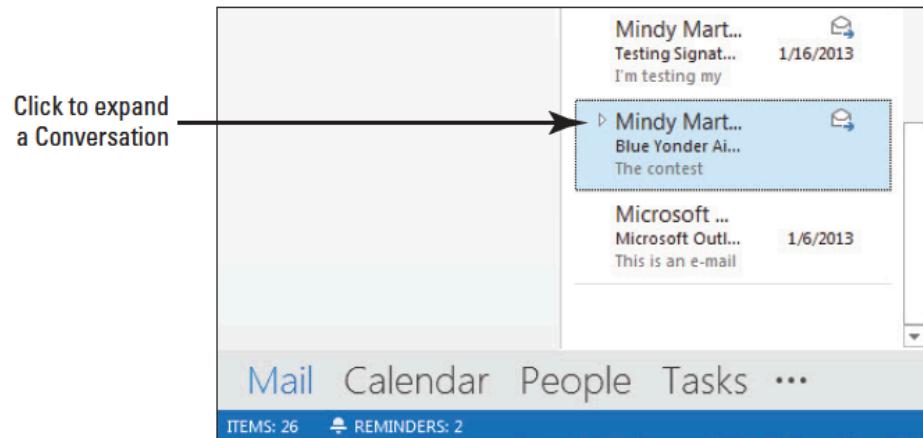


Step by Step: Turn on Conversation View

3. Click This ~~Folder~~.
4. Click **Conversation Settings** in the Messages group on the VIEW tab, and verify that the **Show Messages from Other Folders** option is selected in the menu that appears. This ensures that Outlook 2013 will show you entire ~~Conversations~~ regardless of the folder the messages are stored in.

Step by Step: Turn on Conversation View

5. Scroll back through the messages in your Inbox and select the **Blue Yonder Airlines contest** message. Notice that the message list has changed to show that it is a Conversation by adding an expansion arrow, as shown below.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.



Step by Step: Work with Conversations

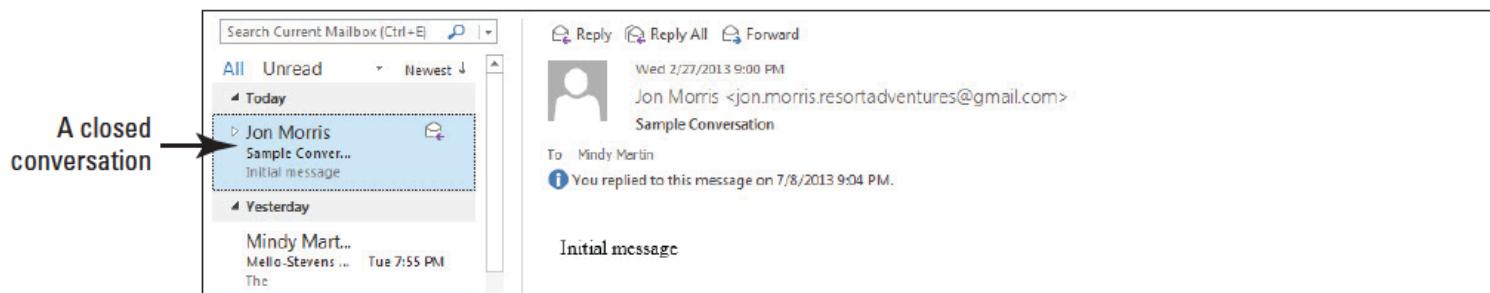
- **GET READY. LAUNCH** Outlook 2013 if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Inbox. On the **VIEW** tab, ensure that **Show as Conversations** is selected.
 2. Click the **New Email** button on the **HOME** tab to open a new message window.
 3. In the **To** field, key **[the email address of a friend who is also working on this lesson]**. Then type a semicolon and key **someone@example.com**.

Step by Step: Work with Conversations

4. In the **Subject** field, key **Sample Conversation**. In the message area, key **Initial message**.
5. Click **Send**. Click the **Send/Receive All Folders** button on the Quick Access  toolbar.
6. When the Sample Conversation message with the text *Initial message* arrives from your friend, select it and click the **Reply Quick Response** button.
7. In the message area, key **First response**. Click **Send**.

Step by Step: Work with Conversations

8. Click the **Send/Receive All Folders** button on the HOME tab. Notice that an expansion arrow appears next to the Sample Conversation message to let you know that it is now a Conversation, as shown below.



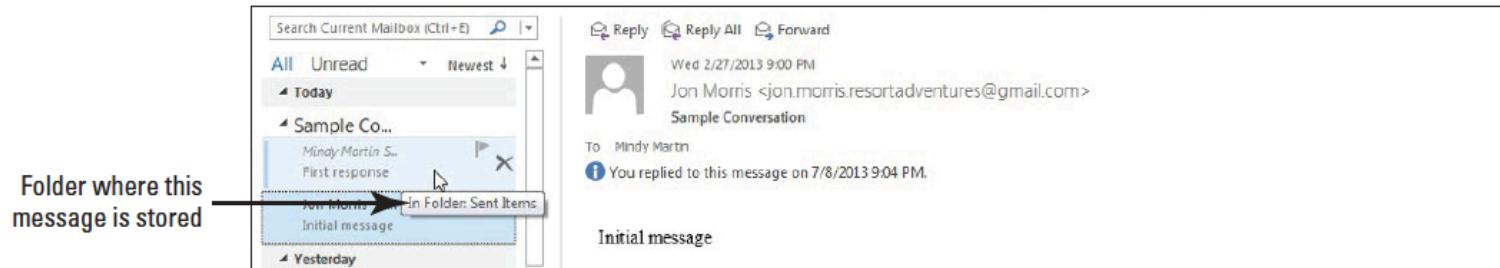
Step by Step: Work with Conversations

9. Click the **expansion arrow** to expand the Conversation. The **conversation** expands to show the two related messages, as shown below. Notice that the sender information is italicized on the First Response message.



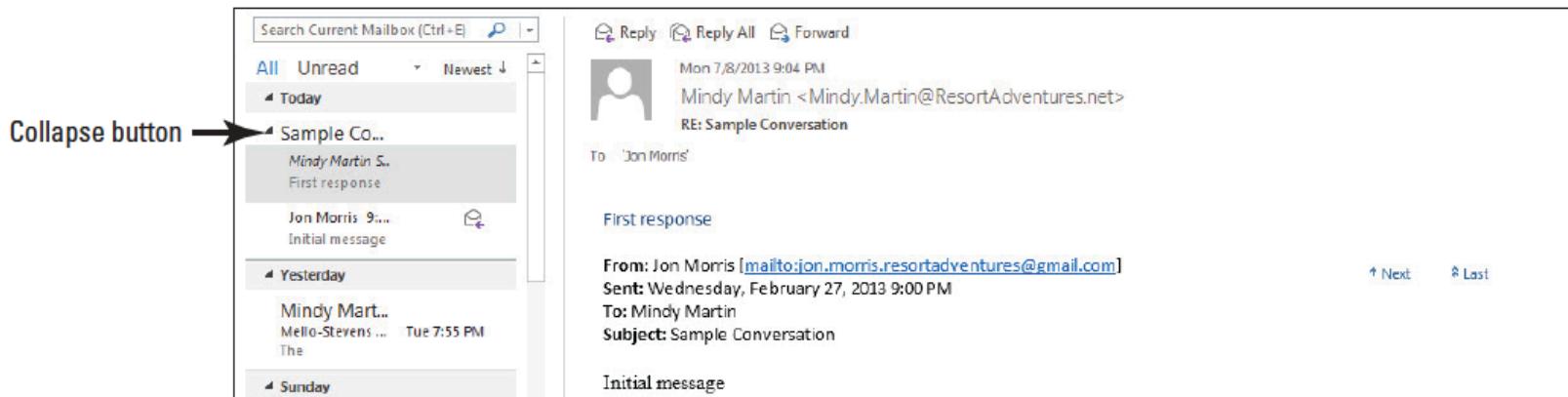
Step by Step: Work with Conversations

10. Hover over the **RE: Sample Conversation message** in the Conversation. A ScreenTip appears indicating the folder where the message is stored, as shown below.



Step by Step: Work with Conversations

11. Click the **RE: Sample Conversation message** in the Conversation. Its text appears at the top of the Reading Pane (as shown below). Notice that there is now a thin grey line that divides the two messages.



Step by Step: Work with Conversations

12. With the *RE: Sample Conversation* message selected, click **Reply** in the Respond group to open a new RE: Sample Conversation message window.
13. In the message area, key **Reply to the “first response” message**. Click **Send**.
14. Click the **Send/Receive All Folders** button on the HOME tab. The **RE: Sample Conversation** message arrives from your friend and is added to the Conversation.

Step by Step: Work with Conversations

15. Select the **RE: Sample Conversation** message when it arrives from your friend with the text *Reply to the “first response” message*, as shown below.

Messages within the Conversation are stacked in the Reading Pane

Newly received message added to the list

Reply to the “first response” message

From: Mindy Martin [mailto:Mindy.Martin@ResortAdventures.net]
Sent: Monday, July 08, 2013 9:04 PM
To: jonmorris.ResortAdventures@outlook.com
Subject: RE: Sample Conversation

First response

From: Jon Morris [mailto:jonmorris.ResortAdventures@outlook.com]
Sent: Monday, July 08, 2013 9:02 PM
To: 'Mindy Martin'; someone@example.com
Subject: Sample Conversation

Initial message

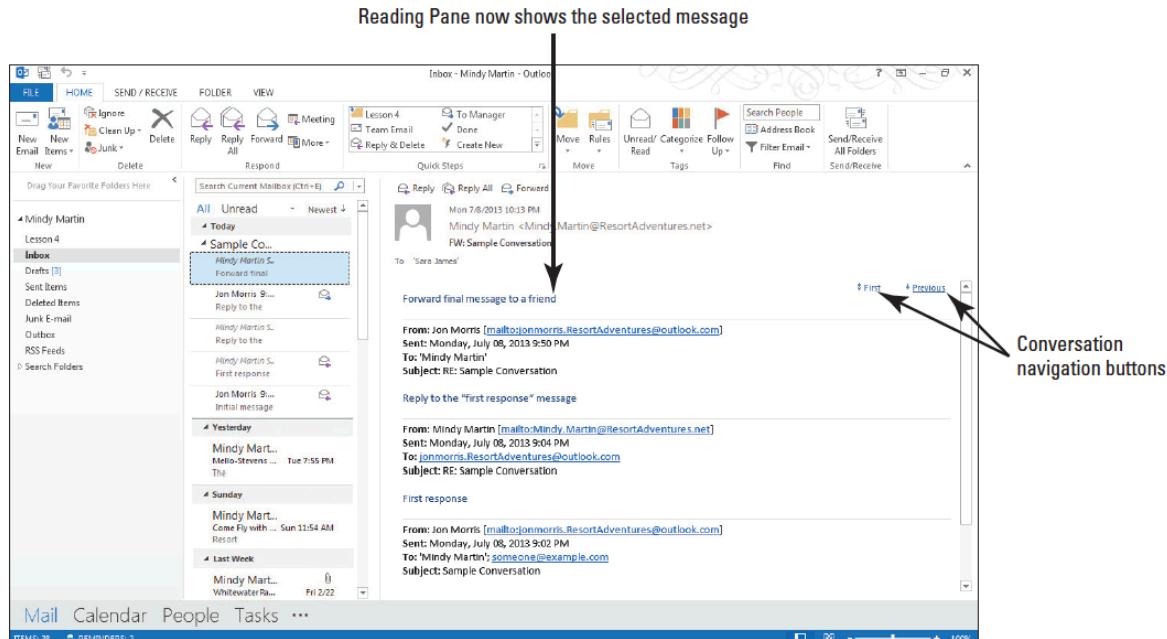
All Unread Newest ↓ Today Sample Co... Jon Morris 9:... Reply to the Mindy Martin 9:... Reply to the Mindy Martin 9:... First response Jon Morris 9:... Initial message Yesterday Mindy Mart... Mello-Stevens ... Tue 7:55 PM The Sunday Mindy Mart... Come Fly with ... Sun 11:54 AM Resort Last Week Mindy Mart... WhitewaterRa... Fri 2/22 Hi, Key It was a

Step by Step: Work with Conversations

16. Click **Forward** in the Respond group to open a FW: Sample Conversation message window.
17. In the **To** field, key [the email address of a different friend]. In the message area, key **Forward final message to a friend**. Click **Send**.
18. Click the **Send/Receive All Folders** button on the HOME tab. The message that you sent appears at the top of the expanded Conversation.
19. Select the **FW: Sample Conversation** message.

Step by Step: Work with Conversations

20. In the Reading Pane, point above the right end of the grey line that appears below the “Forward final message to a friend” message. Two navigation buttons appear just above the line, as shown below.



Step by Step: Work with Conversations

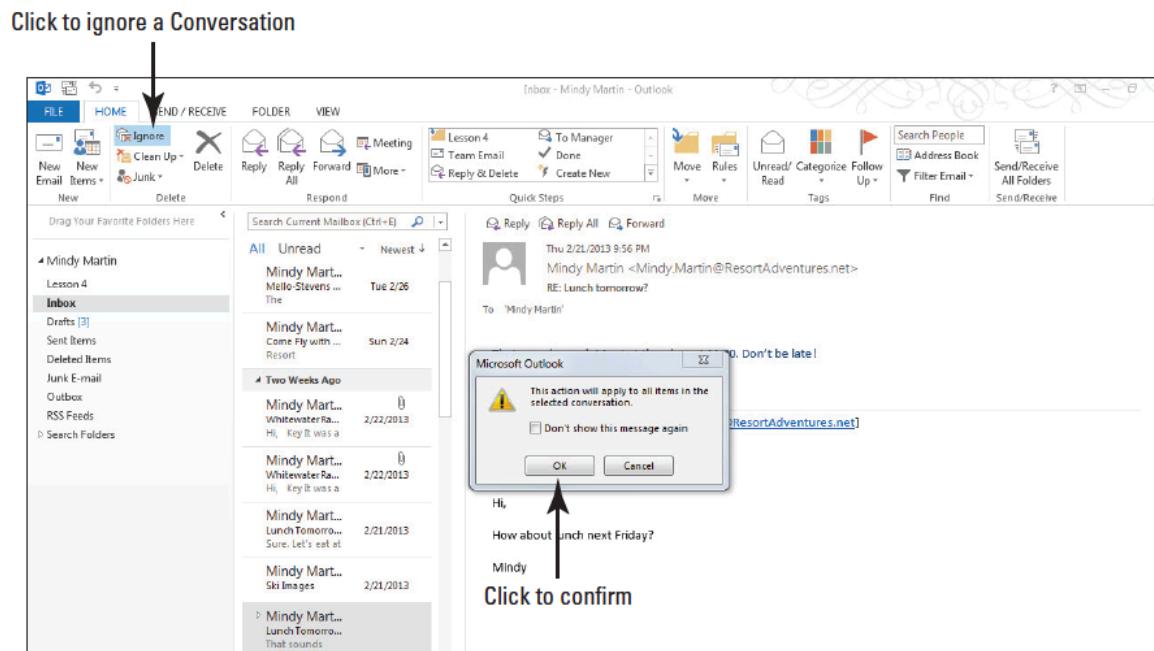
21. Click the **Previous** button. As you can see by the arrow on the button, clicking the Previous button jumps you back through the previous messages in the Conversation.
 22. Click the black **collapse arrow** next to the Conversation heading. The Conversation compresses down to one item in the message list with an expansion arrow.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Ignore a Conversation

- **USE** the *Lunch Tomorrow* messages you sent to yourself in Lesson 2.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox and click the **Lunch Tomorrow?** Conversation in the message list.
 2. Click the **HOME** tab to display the Delete group.

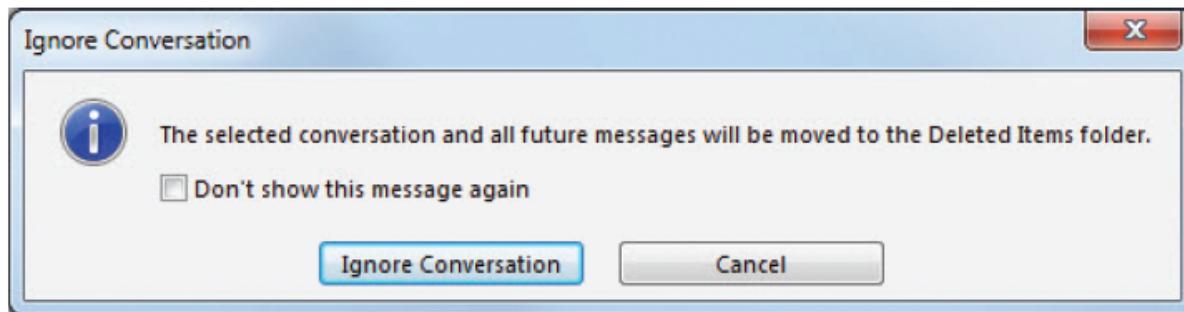
Step by Step: Ignore a Conversation

3. Click **Ignore** in the Delete group. Outlook 2013 asks you to confirm that you want to ignore the entire Conversation, as shown below.



Step by Step: Ignore a Conversation

- Click **OK**. The Ignore Conversation message box is displayed, as shown below.



Step by Step: Ignore a Conversation

5. Click **Ignore Conversation**. The Conversation moves out of the Inbox and into the Deleted Items box. Outlook 2013 will move all future messages related to this Conversation to your Deleted Items folder as soon as they are received by your email account.
 6. Click the **VIEW** tab and deselect **Show as Conversations** in the Messages group. A message box is displayed asking whether you want to stop using Conversations view.
 7. Click **All Mailboxes** to turn off Conversation view.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Mark a Message as Read or Unread

- **USE** the *Blue Yonder Airlines contest* messages you sent to yourself in Lesson 2.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox, and click the **Blue Yonder Airlines contest** message in the message list.
 2. In the message list, click the left side of the message preview item. The message status changes to **Unread** and a blue bar appears along the left edge; the subject line also turns blue in the message list, as shown below.

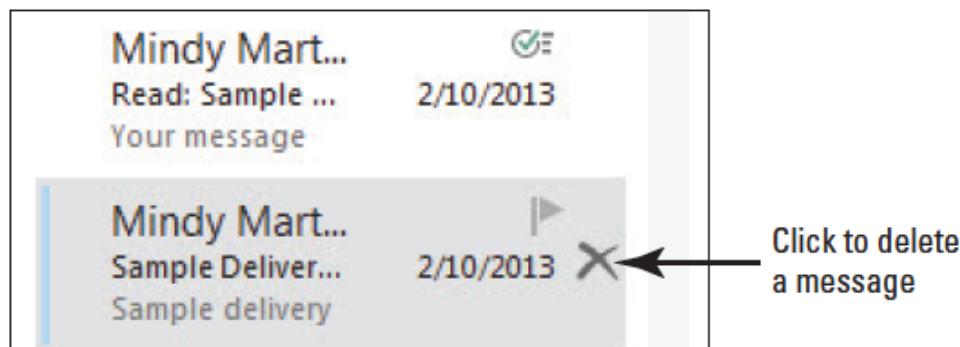


Step by Step: Mark a Message as Read or Unread

3. With the message still selected in the message list, click the blue bar on the left edge of the message list. The message status changes to **Read**, and its subject is no longer blue in the message list.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

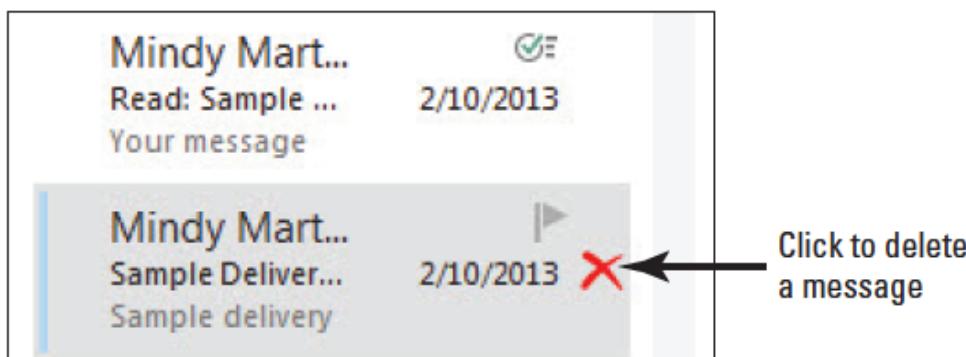
Step by Step: Delete an Email Message

- **USE** the *Sample delivery receipt and read receipt* messages you sent to yourself in Lesson 3.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox.
 2. Hover your mouse over the **Sample delivery receipt and read receipt** message in the message list. A black x appears on the right side of the message item, as shown below.



Step by Step: Delete an Email Message

3. A red x appears on the right side of the message item when you point to it, as shown below. Click the red X to delete the message.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

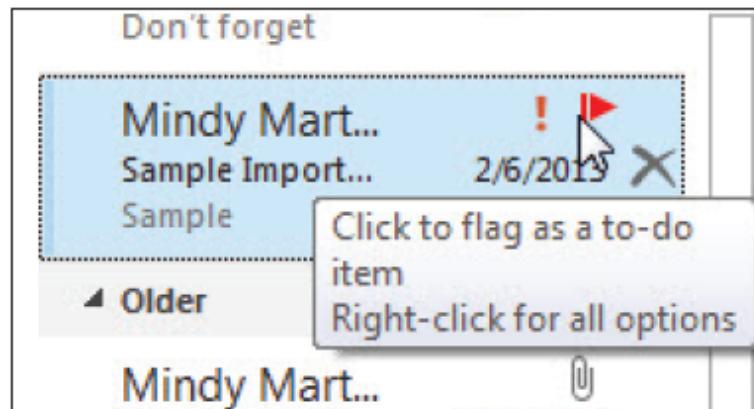


Step by Step: Set a Flag as a Reminder for a Message

- **GET READY. USE** the **Sample Important Message** message you sent to yourself in Lesson **1**.
- Because this is an important message, you want to be sure to follow up.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox.
 2. Hover your mouse over the **Sample Important Message** item in the message list. A grey flag appears in the ~~upper right~~ corner of the message item.

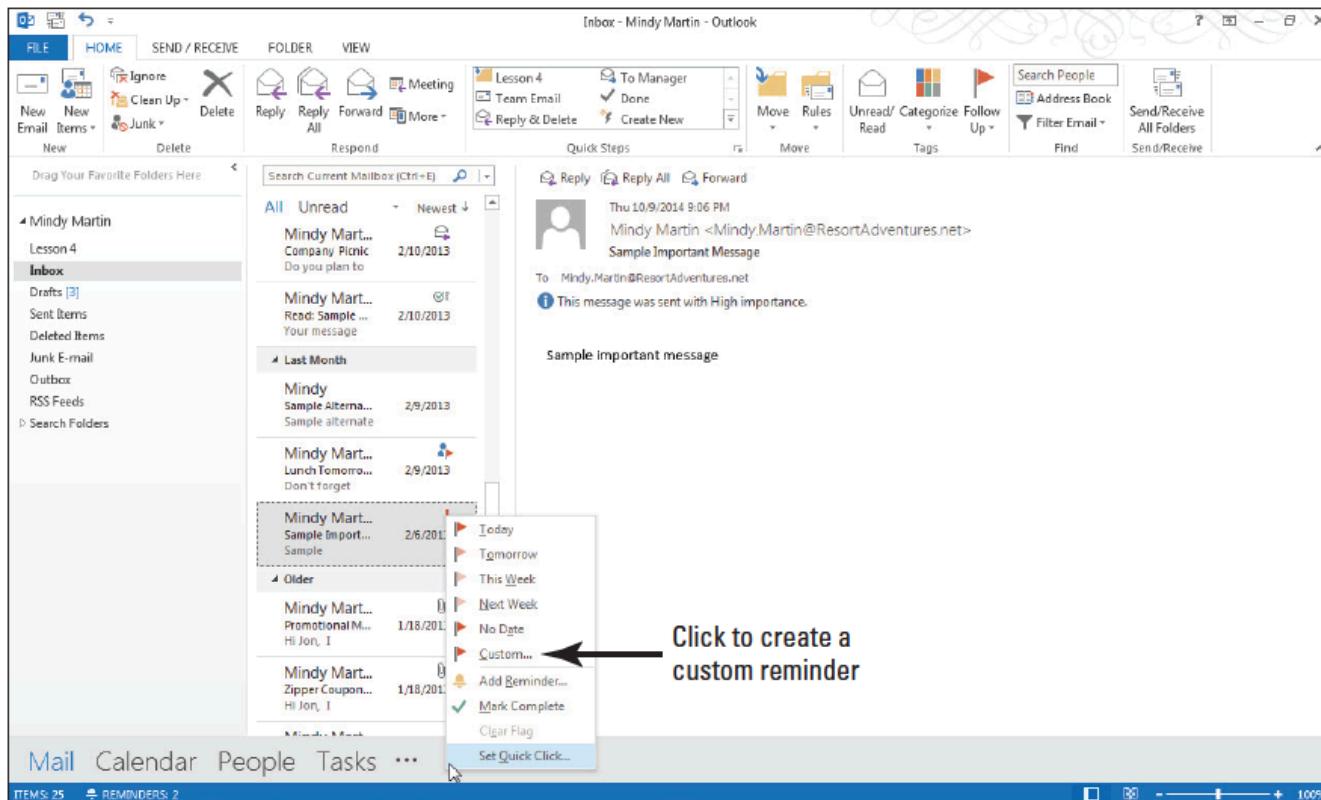
Step by Step: Set a Flag as a Reminder for a Message

3. Hover your mouse over the **flag**. The flag turns red and a ScreenTip appears, as shown below. (Depending upon the type of email accounts you have installed, the ScreenTips will differ slightly).



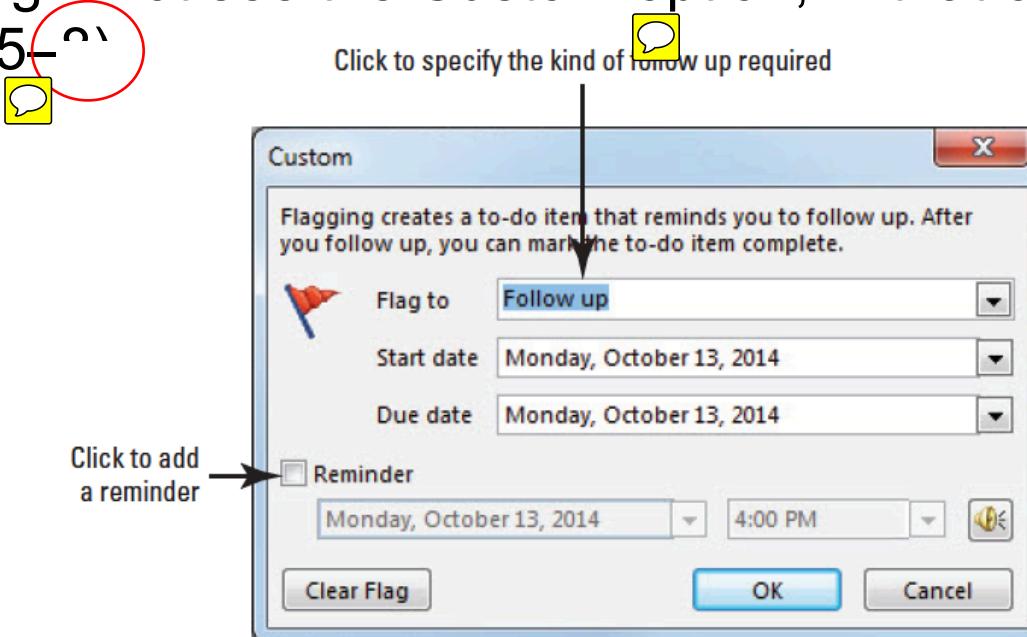
Step by Step: Set a Flag as a Reminder for a Message

4. Right-click the flag icon. A list of options is displayed beneath the button, as shown below.



Step by Step: Set a Flag as a Reminder for a Message

5. Click **Custom** in the dropdown menu to open the Custom dialog box, as shown below. (Depending upon the type of email account you have installed in Outlook, you might not see the Custom option; in that case, skip steps 5–7.)



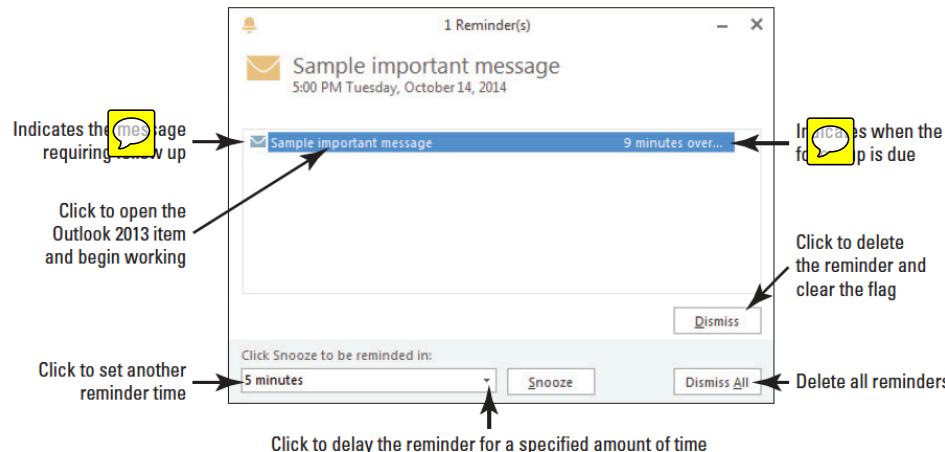
Step by Step: Set a Flag as a Reminder for a Message

6. Click the **Flag To** down arrow, and select **Review** from the list.
 7. Click the **Reminder** check box near the bottom of the dialog box.
 8. Set a reminder for five minutes from now. Click **OK** to close the dialog box. The message list now shows the message with a reminder flag in the far-right column, as shown below.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.



Step by Step: Work with Reminder Windows

- **GET READY. USE** the **Sample Important Message** message and complete the preceding exercise, if you haven't already.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox.
 2. A Reminder window is displayed at the time you indicated in the Custom dialog box in step 8 of the preceding exercise. The window lists all reminders that have not yet been completed, as shown below.



Step by Step: Work with Reminder Windows

- When your Reminder window appears, the highlighted entry within the Subject area of the window indicates the Outlook 2013 item to which the reminder is attached and how much time has passed since the Reminder time.
- Double-click the highlighted entry, **Sample important item**. The original message window is displayed for your review.
 - Click the **Close** button in the top-right corner of the message window to close the message and return to the Reminder window.
 - Click **Dismiss**. The reminder item is deleted from the Subject area. If that was the only item in the Reminder window, the window closes as well.

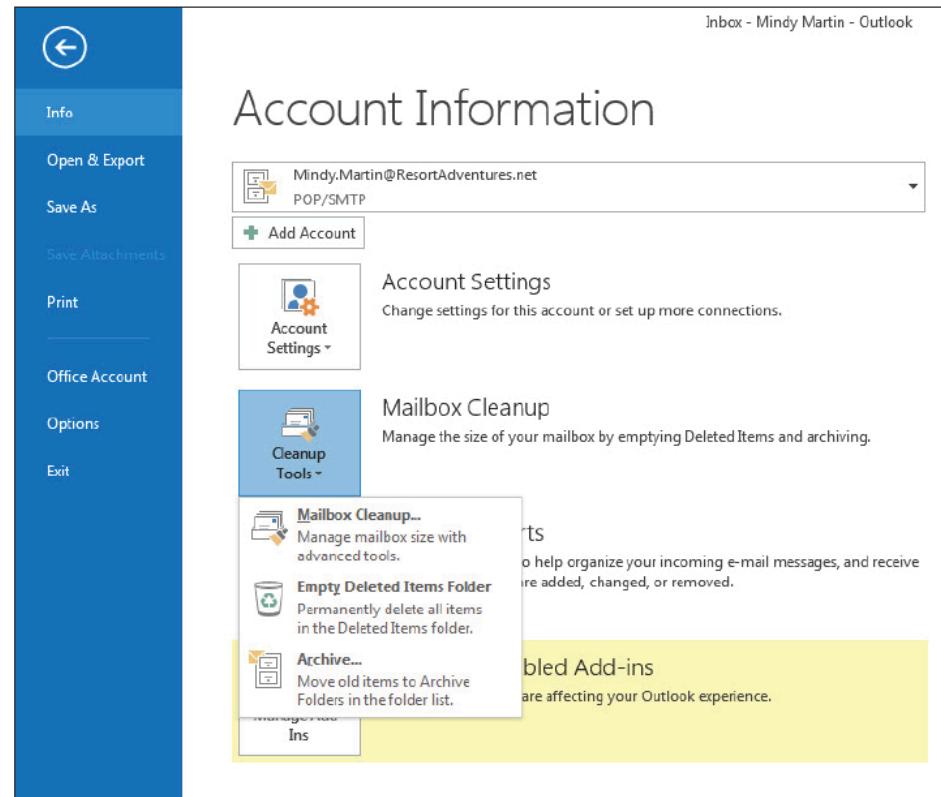
Step by Step: Work with Reminder Windows

6. Click the **flag** in the message list. The flag disappears and a check mark takes its place, indicating that you've already followed up, as shown below. (Depending upon your email account type, Outlook might not display a check-mark, but instead the flag just disappears.)
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.



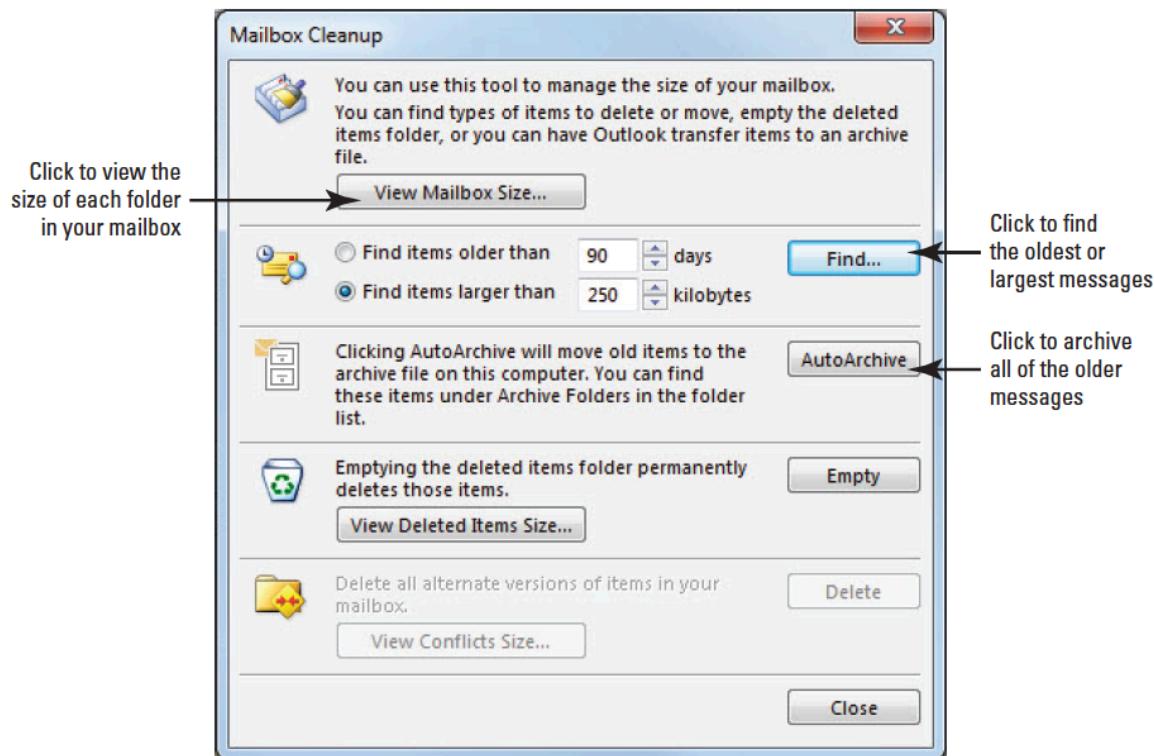
Step by Step: View Mailbox Size and Cleanup Tools

- **GET READY. LAUNCH**
Outlook 2013 if it is not already running.
 1. Click the **FILE** tab to open the Backstage view.
 2. Click **Cleanup Tools** in the Mailbox Cleanup section. A list of available cleanup tools is displayed, as shown at right.



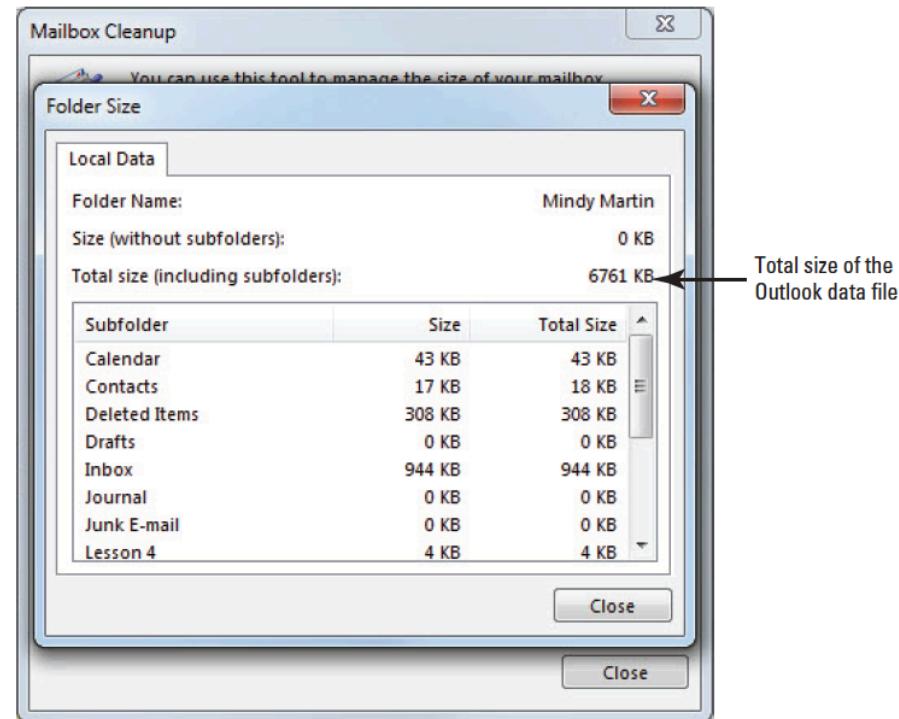
Step by Step: View Mailbox Size and Cleanup Tools

3. Click **Mailbox Cleanup**. The Mailbox Cleanup dialog box is displayed, as shown below.



Step by Step: View Mailbox Size and Cleanup Tools

4. Click **View Mailbox Size** in the top section of the dialog box. The Folder Size dialog box is displayed, as shown at right.
5. Locate the **Total Size** item to see the total size of your mailbox file.



Step by Step: View Mailbox Size and Cleanup Tools

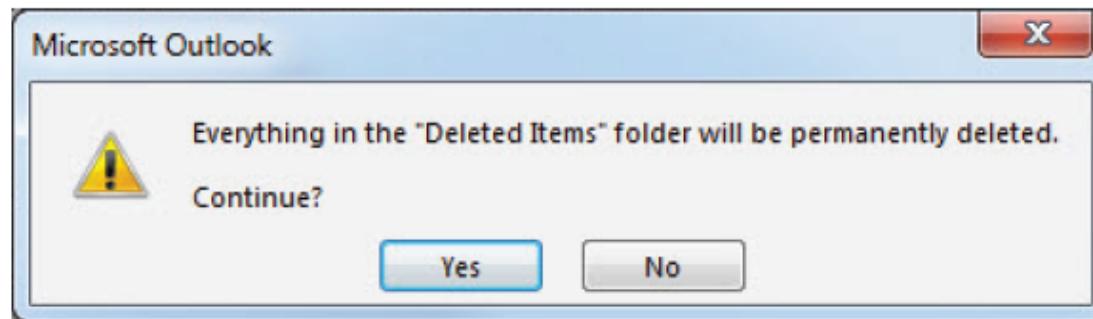
6. Scroll through the list of folders in the dialog box to see which are the largest.
 7. Click **Close** twice to close the Folder Size dialog box and the Mailbox Cleanup dialog box and return to Backstage view.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Empty the Deleted Items Folder

- **GET READY. LAUNCH** Outlook 2013 if it is not already running.
 1. If necessary, click the **FILE tab** to open the Backstage view.
 2. Click **Cleanup Tools** in the Mailbox Cleanup section. A list of available cleanup tools is displayed.

Step by Step: Empty the Deleted Items Folder

3. Click **Empty Deleted Items Folder**. A warning dialog box is displayed, as shown below.
 4. Click the **Yes** button to remove the items from your computer; those items are now permanently deleted, and you can no longer restore them.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.



Step by Step: Archive Outlook Items

- **GET READY. LAUNCH** Outlook 2013 if it is not already running.
 1. If necessary, click the **FILE** tab to open the Backstage view.
 2. Click **Cleanup Tools** in the Mailbox Cleanup section. A list of available cleanup tools is displayed.

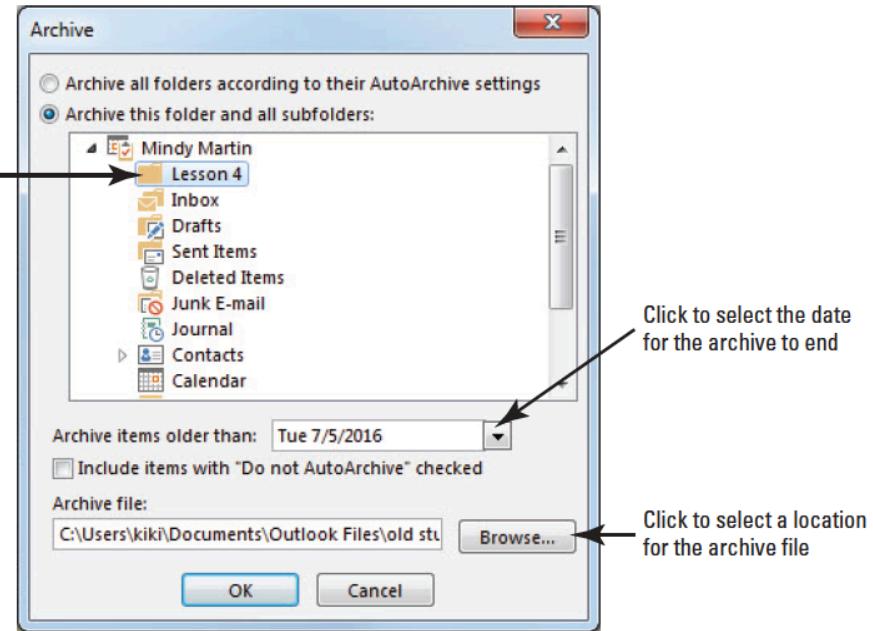
Step by Step: Archive Outlook Items

3. Click **Archive**.

The Archive dialog box is displayed, as shown at right. This dialog box displays the AutoArchive options that are currently active.



Select the folder to be archived



4. Ensure that the *Archive this folder and all subfolders* option is selected, and click the **Lesson 4 folder** in the dialog box.

Step by Step: Archive Outlook Items

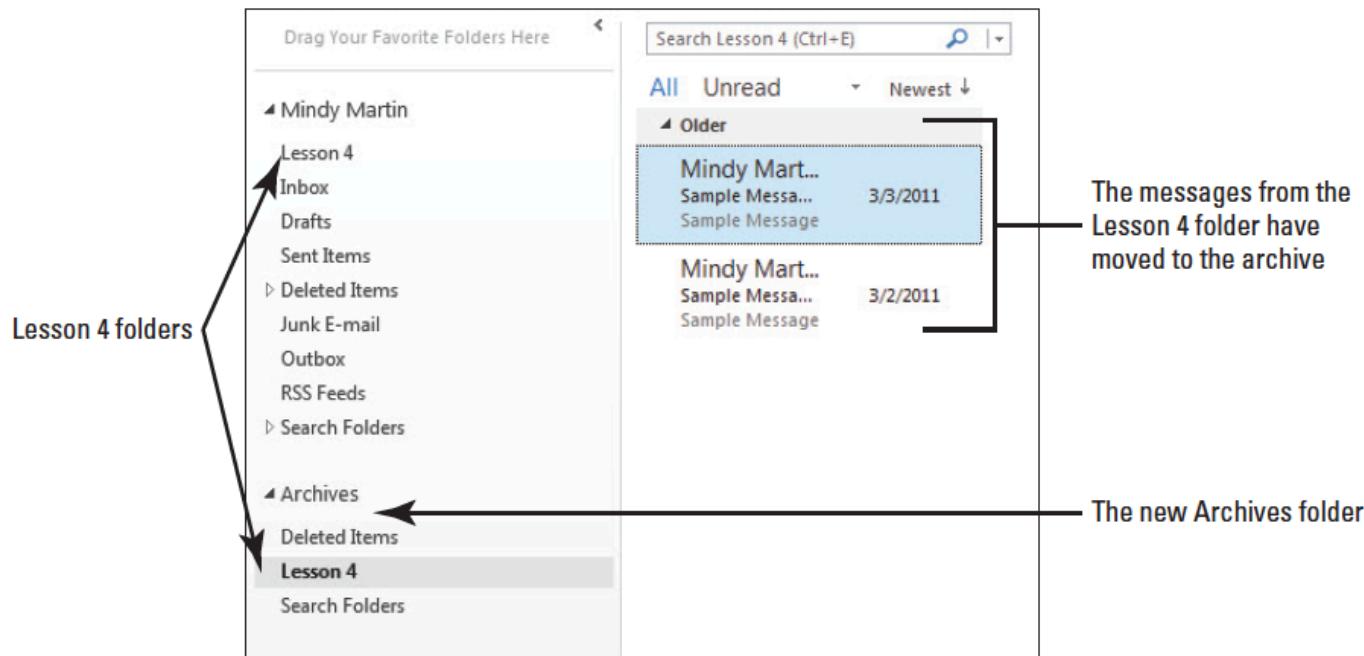
5. Click the **Archive Items older than** down arrow, and select [tomorrow's date].
6. Click **Browse** and select the **Solutions** folder for this lesson.
7. In the **File name** box, key **Archive_xxx** (where xxx is your initials).
8. Click **OK** twice.

Step by Step: Archive Outlook Items

9. Outlook 2013 warns you that because the date you've chosen is in the future, all items will be archived. Click **Yes**. The items are automatically moved to the Archives file you created and the dialog box closes.
10. Click the **Back arrow** at the top left of the screen. Notice that the Lesson 4 folder you created earlier in this lesson is now empty and that a new Archives folder appears at the bottom of the Folders list.
11. Click the **Archives folder expansion arrow** to open the archive. The Archives folder includes the Lesson 4 folder, in addition to a Search folder and a Deleted Items folder. These two folders are automatically created whenever you archive folders.

Step by Step: Archive Outlook Items

12. Click the **Lesson 4 folder** within the Archives folder. It now contains the messages removed from the original Lesson 4 folder, as shown below.



Step by Step: Archive Outlook Items

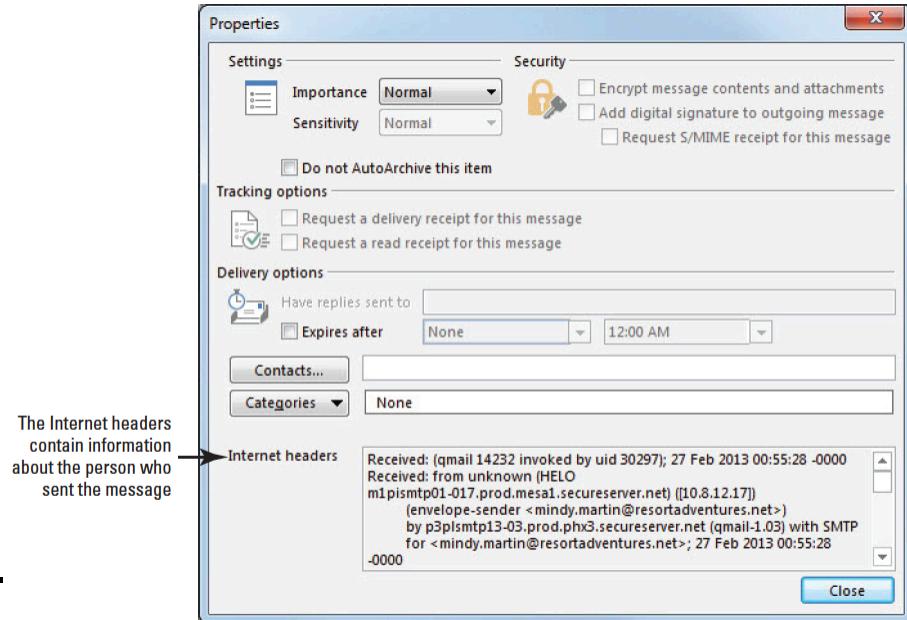
13. Click the empty **Lesson 4 folder** in the Outlook Data Files folder and then click the FOLDER tab on the Ribbon.
 14. Click **Delete Folder** to delete the empty Lesson 4 folder. When prompted, click **Yes** to move the folder to the Deleted Items folder.
 15. Right-click the **Archives** folder and select **Close “Archives”** from the shortcut menu to close the Archives folder. The Archives folder disappears from the Folders List and is stored as an Outlook Data File in the Solutions folder.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: View Message Properties

- **GET READY. LAUNCH**

Outlook 2013 if it is not already running.

1. If necessary, click the **Mail** button in the Navigation bar and display the Inbox.
2. Double-click a message that you sent to yourself. The message window opens, displaying the selected message.
3. Click the **FILE tab**, and click **Properties** in Backstage view. The Properties dialog box is displayed, as shown above.

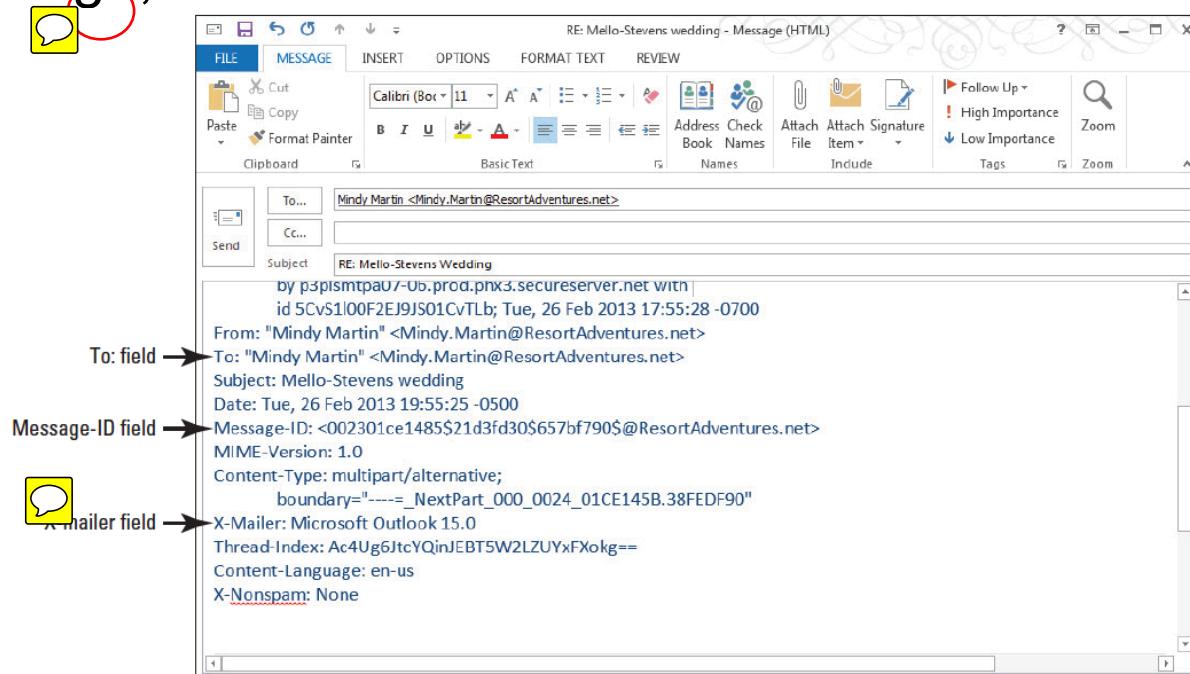


Step by Step: View Message Properties

4. Click anywhere in the **Internet Headers** area at the bottom of the dialog box. The Internet Headers area can contain a lot of information that can be hard to read. To make it easier to locate the information you're looking for, it helps to copy the header information and paste it into a blank document or message window.
5. [Press **Ctrl+A**] to select all the information listed there.
6. [Press **Ctrl+C**] to copy it.
7. Click **Close** to close the Properties dialog box.

Step by Step: View Message Properties

8. On the MESSAGE tab, click **Reply**.
9. In the message area, [press **Ctrl+V**] to paste the information about the message header into your Reply message, as shown below.



Step by Step: View Message Properties

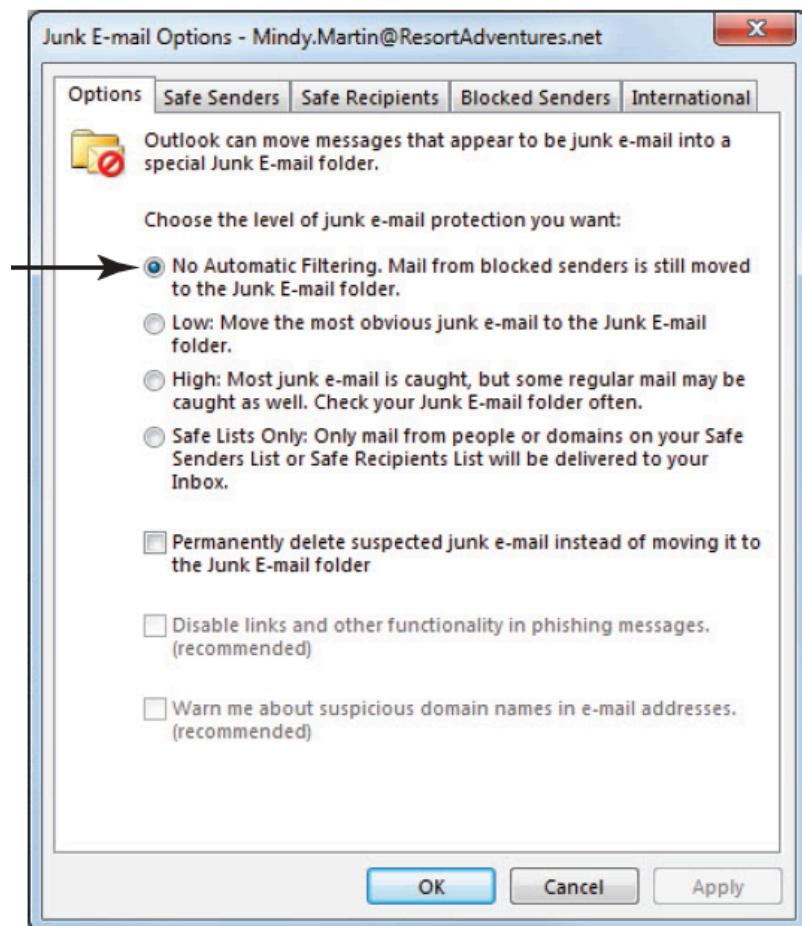
10. Scroll through the information you've pasted in the Reply message area. Locate the **Message-ID** field. This should end in the domain name of the sender. For example, if you received a message from PayPal asking to confirm your account settings, the domain name listed should match the paypal.com that the official PayPal site uses. If you see any other error in spelling, capitalization, or suffix, you know the message is a fake.
11. Locate the **X-Mailer** field. This lists the email software used by the sender. In most cases, a major corporation won't be sending messages from a webmail system, such as Hotmail or Yahoo! Mail. They are more likely to use a business email program like Outlook 2013 (which sometimes appears as Microsoft Outlook 15.0).

Step by Step: View Message Properties

12. Scroll through the message header again and locate the **To:** field. This field lists all the people to whom the message was sent. Now obviously you'll receive messages to you, to you and a few others, and to a group to which you belong. The key is to look at the message content in combination with the **To:** field. For example, messages from your bank (or a similar kind of business) containing supposedly confidential information shouldn't be addressed to a bulk mailing list.
 13. Close the message without sending or saving.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

Step by Step: Filter Junk Mail

- **GET READY. LAUNCH** Outlook 2013 if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Inbox.
 2. On the **HOME** tab, click **Junk** in the Delete group. A list of options for handling junk mail is displayed.
 3. Select **Junk Email Options**. The Junk Email Options dialog box is displayed, as shown at right.

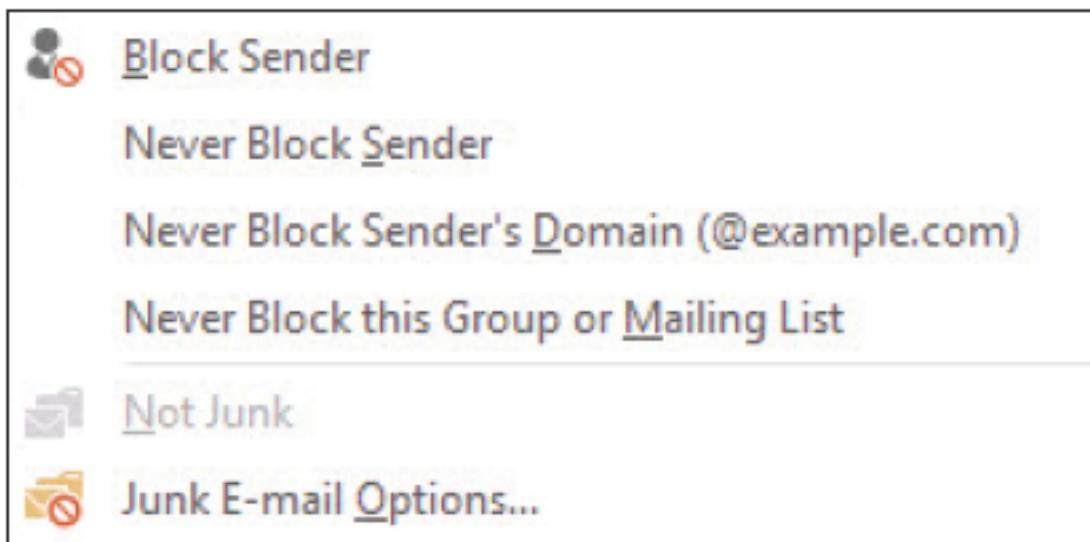


Step by Step: Filter Junk Mail

4. Review each level of junk email protection. The Outlook 2013 Junk Email options are described in the previous table.
5. For now, you will leave the setting where it is, so you don't miss any important messages. Click the **Cancel** button to close the dialog box and return to the main Outlook 2013 window.

Step by Step: Filter Junk Mail

6. If a message from a friend or coworker is in your Inbox, right-click the message in the message list. Point to Junk on the shortcut menu. A list of Junk Email options is displayed, as shown below.



Step by Step: Filter Junk Mail

7. Click the **Block Sender** option. A message is displayed notifying you that the sender has been added to your Blocked Senders List, as shown below.
 8. Click **OK**. The message moves from the Inbox to the Junk Email folder.
- **PAUSE. LEAVE** Outlook 2013 open to use in the next exercise.

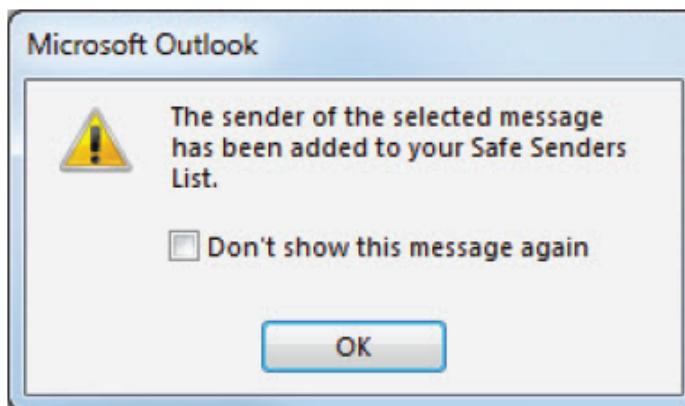


Step by Step: Use Not Junk to Return a Specific Message to the Inbox

- **GET READY. LAUNCH** Outlook 2013 if it is not already running and complete the previous exercise.
 1. If necessary, click the **Mail** button in the Navigation bar to display the mailbox.
 2. Click the **Junk Email folder** in the Folders list, and right-click ~~on~~ the message. Point to **Junk** in the shortcut menu. A list of Junk Email options is displayed as a fly-out menu.

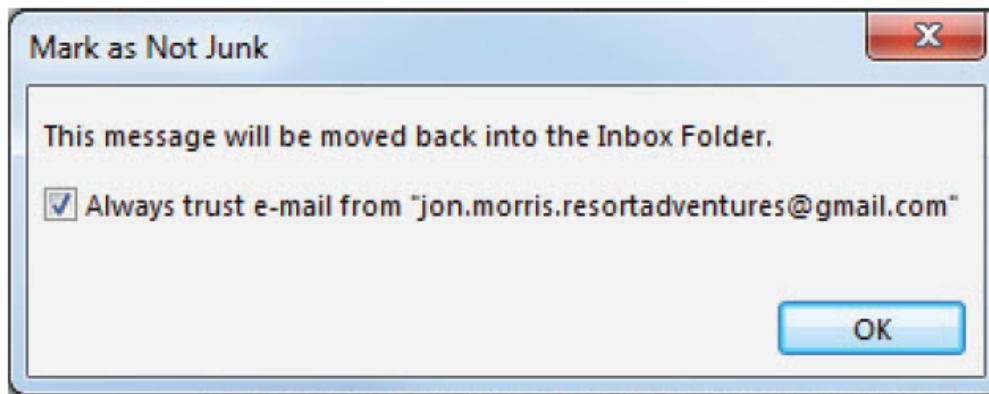
Step by Step: Use Not Junk to Return a Specific Message to the Inbox

3. In the Junk Email options list, select **Never Block Sender**. Outlook 2013 notifies you that it will move the selected message's Sender email address to the Safe Senders List, as shown below.
4. Click **OK** to complete the process.
5. Your friend's email address is now considered safe, but the message remains in the Junk Email folder.



Step by Step: Use Not Junk to Return a Specific Message to the Inbox

6. Right-click the message again and click **Junk** in the shortcut menu to open the list of options.
 7. Click **Not Junk**. The Mark as Not Junk message box is displayed, as shown below.
 8. Click the **Always trust email from . . .** option to deselect it.
 9. Click **OK**. The message moves back to the Inbox.
- **CLOSE** Outlook 2013.



Skill Summary

Skills	Exam Objective	Objective Number
Working with Folders	Add new local folders	2.3.3
	Move messages between folders	2.3.2
Using Conversation View	Sort by conversation	2.3.10
	Ignore messages	2.3.9
Managing the Mailbox	Mark as read/unread	2.3.7
	Delete messages	2.1.3
	Flag messages	2.3.8
	Configure reminders	3.3.3
Using the Outlook Cleanup Tools	 Cleanup messages	2.3.6
Managing Junk Mail	Configure junk e-mail settings	2.3.5
	Block specific addresses	1.1.4