

Microsoft Outlook 2013

Lesson 3

Advanced Email Tools

Objectives

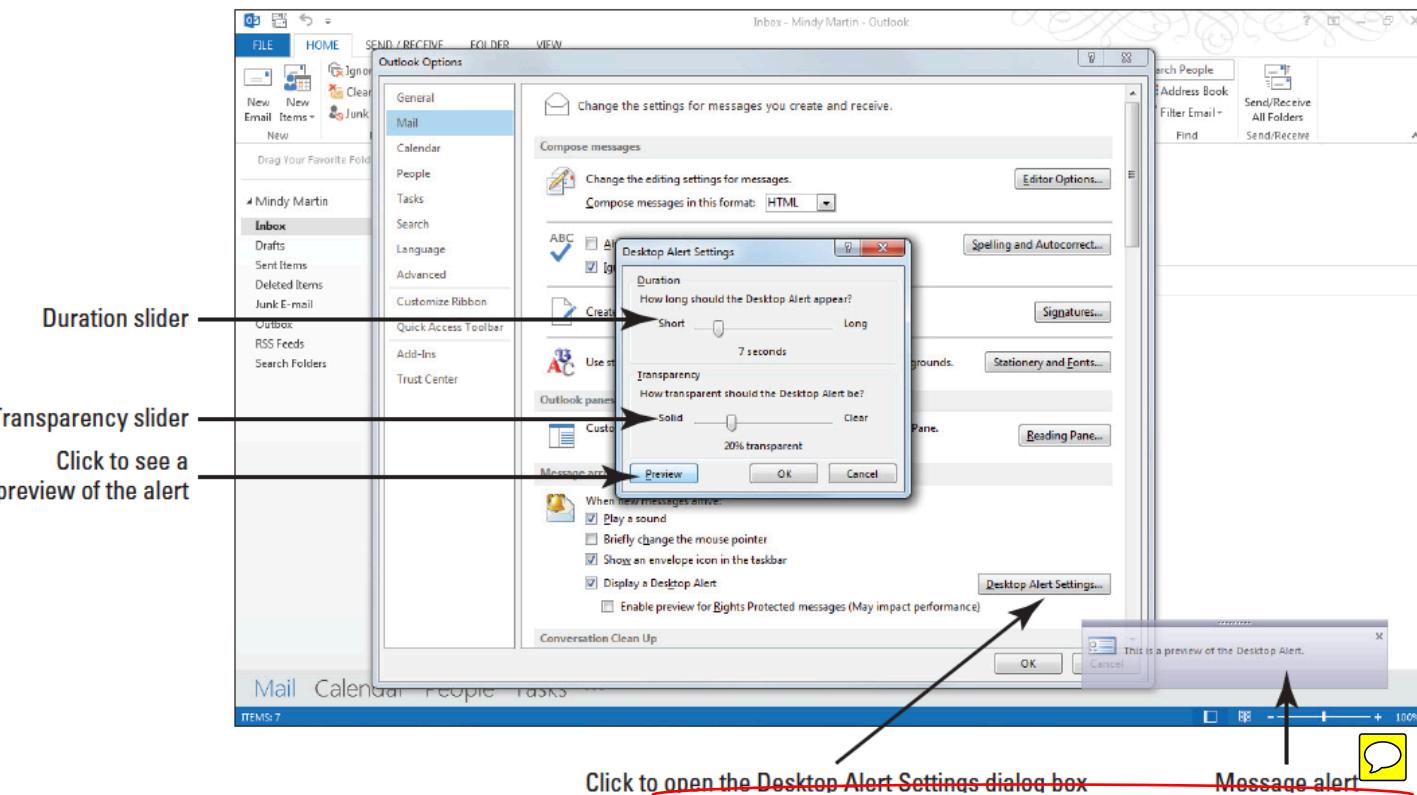
Skill	Exam Objective	Objective Number
Managing Automatic Message Handling	Set Outlook options Include original messages with all reply messages	1.1.7 1.1.1
Automating Message Format	Change quoted text colors Change text formats for all outgoing messages	1.2.1 1.1.2
Using Message Options	Prioritize messages Configure reminders Manage multiple accounts Request delivery/read receipt Redirect replies	2.1.9 3.3.3 1.1.6 2.1.11 2.1.12
Working with Voting Options	Add voting options to messages	2.1.6
Working with Security	Mark as private	2.1.10
Locating Messages	Sort messages Search for messages Use search by location	2.3.1 1.4.2 1.4.7
Printing Multiple Messages	Print messages	1.3.1

Step by Step: Set Mail Options

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Click the **FILE** tab to open the Backstage view, then select **Options** on its Navigation Pane to display the Outlook Options dialog box.
 2. Click **Mail** on the left Navigation Pane. The Mail Options page of the Outlook Options dialog box is displayed.
 3. In the Message arrival area, click the **Desktop Alert Settings** button. The Desktop Alert Settings dialog box is displayed.

Step by Step: Set Mail Options

4. Click the **Preview** button to see an example of the default message alert, as shown below.



Step by Step: Set Mail Options

5. Change the alert Duration slider to **10 seconds** and change the alert Transparency slider to **15% transparent**.
6. Click the **Preview** button to see how your changes affected the message alert box.
7. Click **OK** to apply your changes and close the Desktop Alert Settings dialog box.
8. Scroll down to the Save messages area of the Mail Options page and change the **Automatically save items that have not been sent after this many minutes** option to reflect **1 minute**.
9. Click **OK** to save your changes, close the Outlook Options dialog box, and return to the main Mail window.

Step by Step: Set Mail Options

10. Click the **New Email** button on the HOME tab. The Untitled—Message (HTML) window is displayed.
11. In the **To** field, key **someone@example-.com**. In the **Subject** field, key **This is a Timed Test** and press Tab.
12. Minimize the This is a Timed Test—Message window.
13. Click **Drafts** in the Folders List to open the Drafts folder. After a minute the *This is a Timed Test* message will appear in the Drafts folder.

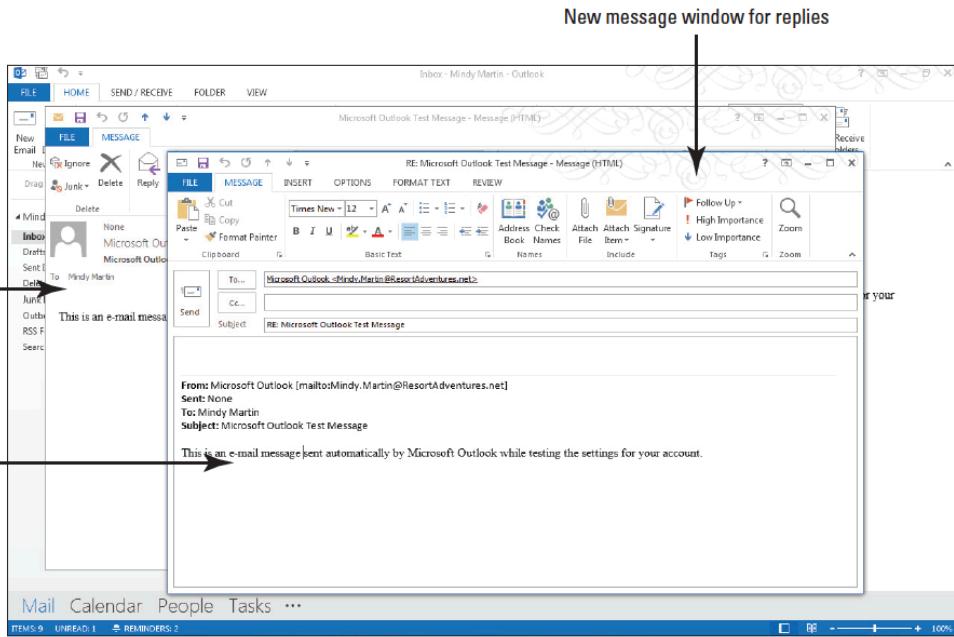
Step by Step: Set Mail Options

14. Close the *This is a Timed Test* message window, and click **No** when prompted ~~whether~~ to save changes. Notice that the message disappears from the Drafts folder.
 15. Click the **FILE** tab to open the Backstage view, and open the Mail Options page of the Outlook Options dialog box.
 16. In the Save messages area, change the **Automatically save items that have not been sent after this many minutes** option back to **3 minutes**.
 17. Click **OK** to save your changes.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Specify Options for Replies and Forwards

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Click **Inbox** in the Folders List to open the default Mail folder.
 2. Double-click on your **Microsoft Outlook Test Message**. The Microsoft Outlook Test Message window is displayed.

Step by Step: Specify Options for Replies and Forwards

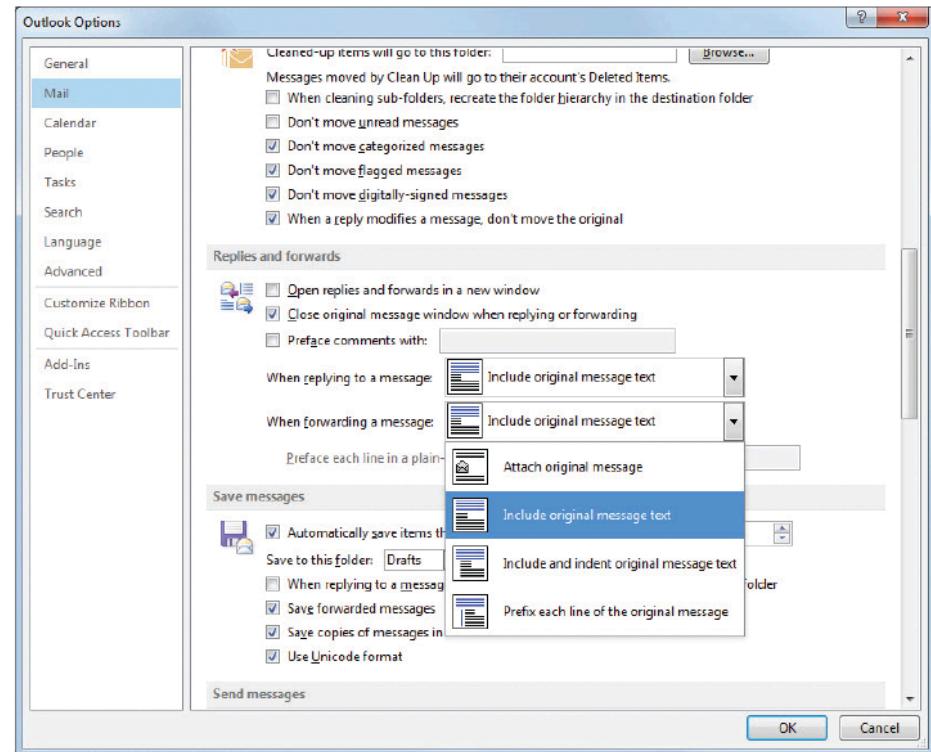
3. Click **Reply** on the **MESSAGE** tab. By default, when you reply to a message or forward it to someone else, Outlook keeps the original message open and includes the text from the original message at the bottom of the new message window. A new RE: Microsoft Outlook Test Message window is displayed on top of the original message, as shown above.
- 
- Original message
- Text from the original message
- New message window for replies

Step by Step: Specify Options for Replies and Forwards

4. Close the open message windows.
5. Click the **FILE** tab to open Backstage view, and select **Options** on its Navigation Pane to display the Outlook Options dialog box.
6. Click **Mail** on the left Navigation Pane. The Mail options page of the Outlook Options dialog box is displayed. Scroll down to see the options for Replies and Forwards.
7. In the Replies and Forwards area, click the **Close original message window when replying or forwarding** check box to activate this option.

Step by Step: Specify Options for Replies and Forwards

8. Click the **When forwarding a message** dropdown arrow. A list of options is displayed, as shown at right.
9. Select **Attach original message** and click **OK** to apply your changes and close the Outlook Options dialog box.



Step by Step: Specify Options for Replies and Forwards

10. Double-click the **Microsoft Outlook Test Message** window to display it again.
11. Click the **Forward** button on the MESSAGE tab. The original message window closes and the FW: Microsoft Outlook Test Message—Message window is displayed. Notice that the original message now appears as an attachment. Close the window without saving changes.
12. Click the **FILE**  tab to open the Backstage view. Open the Outlook Options dialog box, and click **Mail** in the Navigation Pane.

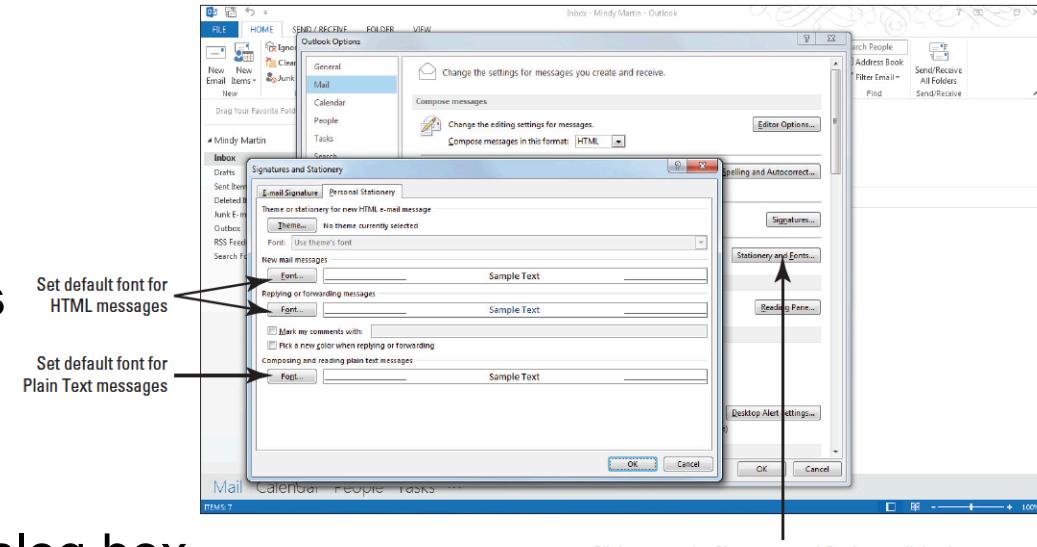
Step by Step: Specify Options for Replies and Forwards

13. In the Replies and Forwards area of the Mail page, deselect the **Close original message window when replying or forwarding** option.
 14. Click the **When forwarding a message** dropdown arrow. Select **Include original message text**.
 15. Click **OK** to restore the default settings.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Specify the Default Font for New Messages

- **GET READY. LAUNCH**
Outlook if it is not
already running.

1. Click the **FILE tab**
and select **Options**
in the Backstage
view Navigation
Pane to display the
Outlook Options dialog box.



2. Click **Mail** on the left Navigation Pane. The Mail Options page of the Outlook Options dialog box is displayed.
3. In the Compose Messages area, click the **Stationery and Fonts** button. The Signatures and Stationery dialog box is displayed, as shown above.

Step by Step: Specify the Default Font for New Messages

4. In the **New Mail Messages** area, click the **Font** button. The Font dialog box is displayed.
5. In the Font box, select **Century Schoolbook**.
6. Click the **Font Color** dropdown arrow and select **Green, Accent 6, Darker 50%**.
7. Click **OK** to apply your changes and close the Font dialog box.
8. In the **Replying or Forwarding Messages** area of the Signatures and Stationery dialog box, click the **Font** button. The Font dialog box is displayed.

Step by Step: Specify the Default Font for New Messages

9. Click the **Font Color** dropdown arrow and select **Dark Red**. Click **OK**.
 10. In the *Composing and reading plain text messages* area, click the **Font** button and select **Arial**. Click **OK**.
 11. Notice the change in the *Sample Text* boxes.
 12. Click **Cancel** to close both dialog boxes without saving the changes.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Set a Default Theme for All New HTML Messages

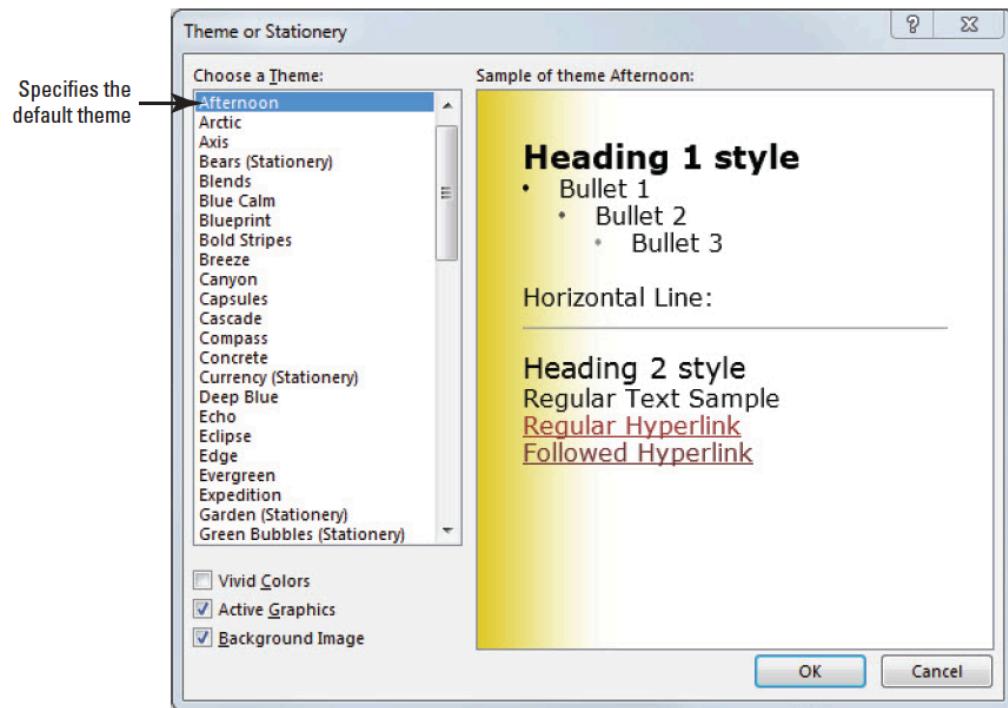
- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Select **Options** on the Backstage view Navigation Pane to display the Outlook Options dialog box.
 2. Click **Mail** on the left Navigation Pane to display the Mail options page of the Outlook Options dialog box.
 3. In the Compose Messages area, click the **Stationery and Fonts** button. The Signatures and Stationery dialog box is displayed.

Step by Step: Set a Default Theme for All New HTML Messages

4. In the *Theme or stationery for new HTML email message* area, click the **Theme** button. The Theme or Stationery dialog box is displayed.
5. Click **Garden (Stationery)** in the *Choose a Theme* box. Notice the change in the Sample window. Selecting one of the options marked by *(Stationery)* will set the default background, or stationery, for all of your future HTML messages.

Step by Step: Set a Default Theme for All New HTML Messages

6. Scroll through a variety of options and then select the **Afternoon** theme, as shown at right. Selecting one of the options without (*Stationery*) will set the default theme for all of your future HTML messages.



Step by Step: Set a Default Theme for All New HTML Messages

7. Click **OK** to apply the new theme and close the Theme or Stationery dialog box. Click **OK** to close the Signatures and Stationery dialog box, and click **OK** again to close the Outlook Options dialog box.
8. In the main Mail window, click the **New Email** button on the HOME tab. The Untitled— Message window is displayed.
9. In the To field, key **[your email address or the address of someone you know]**. In the Subject field, key **Sample Theme**.
10. In the Message area, key **This is a sample of the Afternoon theme.**
11. Click the **FILE** tab to open the Backstage view and then click **Save As**. The Save As dialog box is displayed, showing the Documents folder.

Step by Step: Set a Default Theme for All New HTML Messages

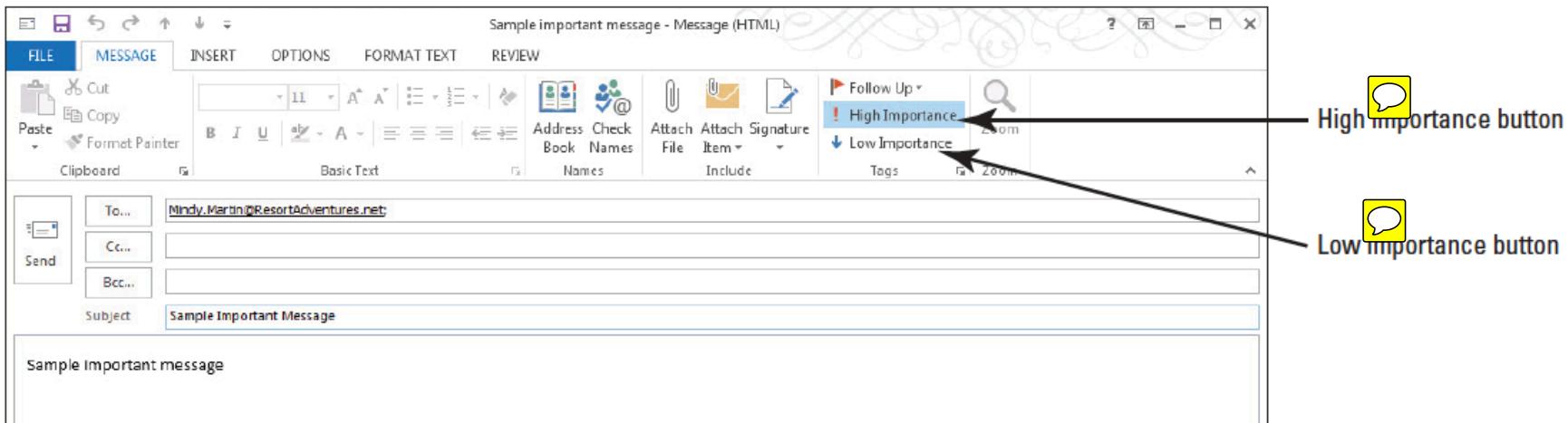
12. Navigate to the Outlook Lesson 3 folder. You can also choose a folder in which to store the file from the Folders List.
 13. In the Save As type box, click the **downward-pointing arrow** and choose **HTML (*.htm, *.html)**. Click **Save**.
 14. Click the **FILE tab** and select **Options**, then **Mail**. The Mail options page is displayed.
 15. Click the **Stationery and Fonts** button. Click the **Theme . . .** button in the Signatures and Stationery dialog box, and then select **(No Theme)** in the Choose a Theme box in the Theme or Stationery dialog box.
 16. Click **OK** three times to close all the open dialog boxes and restore the default settings.
 17. Close the sample theme window. Click **No** when asked to save changes.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Prioritize Messages

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation Pane to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Message window is displayed. By default, the MESSAGE tab is selected.
 3. Click the **High Importance** button in the Tags group.
 4. In the message area, key **Sample important message**.

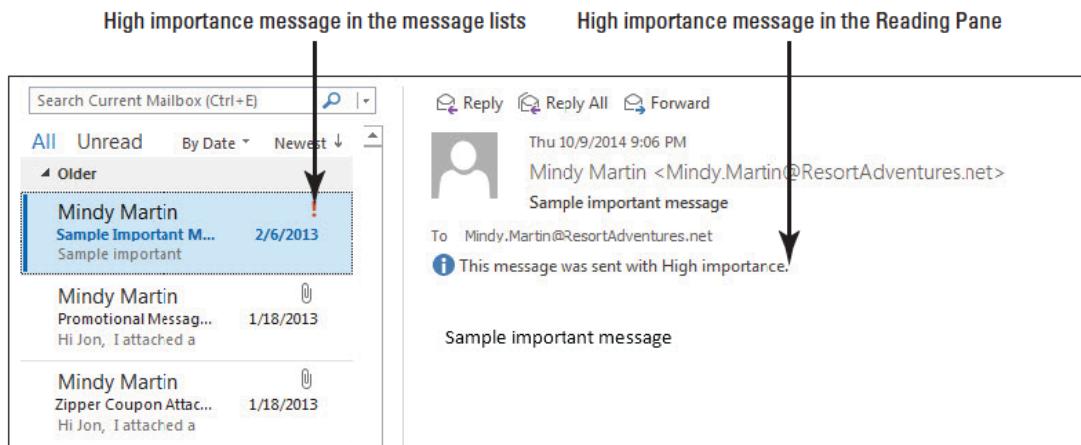
Step by Step: Prioritize Messages

5. In the **To** field, key [your email address]. In the **Subject** field, key **Sample Important Message**, as shown below.
6. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.



Step by Step: Prioritize Messages

7. Return to your **Inbox**, and click the **Send/Receive All Folders** button if the message has not arrived yet.
 8. Select the new message, which is flagged with a red exclamation mark in your **Inbox** list. The text *This message was sent with High importance* appears in the **InfoBar** at the top of the message in the **Reading Pane**, as shown below.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

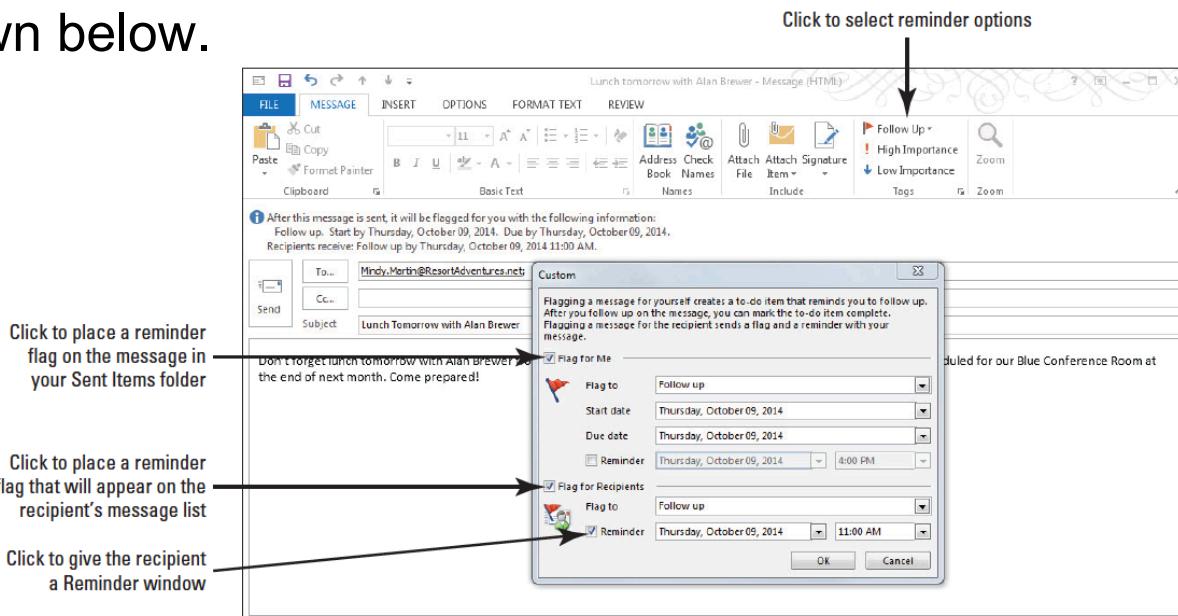


Step by Step: Set a Reminder for Recipients

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar to display the Mail folder.
 2. Click the **New Email** button on the HOME tab. The Untitled—Message window is displayed.
 3. In the **To** field, key **[your email address]**. In the **Subject** field, key **Lunch Tomorrow with Alan Brewer**.
 4. In the message area, key the following message: **Don't forget lunch tomorrow with Alan Brewer from Fabrikam, Inc. He wants to discuss arrangements for the conference scheduled for our Blue Conference Room at the end of next month. Come prepared!**

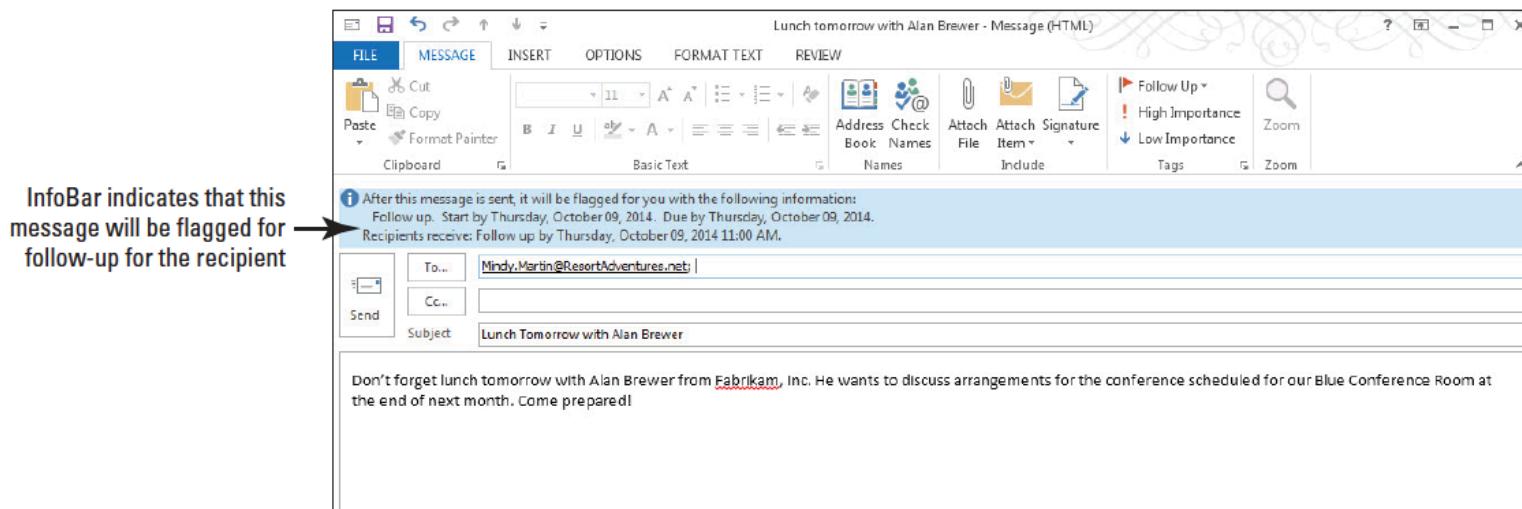
Step by Step: Set a Reminder for Recipients

5. In the Tags group on the MESSAGE tab, click the **Follow Up** dropdown button and select **Custom** from the dropdown menu to select additional options.
6. Click the **Flag for Recipients** option.
7. Select the **Reminder** check box and use the drop-down boxes to set a reminder for **[tomorrow's date]** at **11:00 AM**, as shown below.



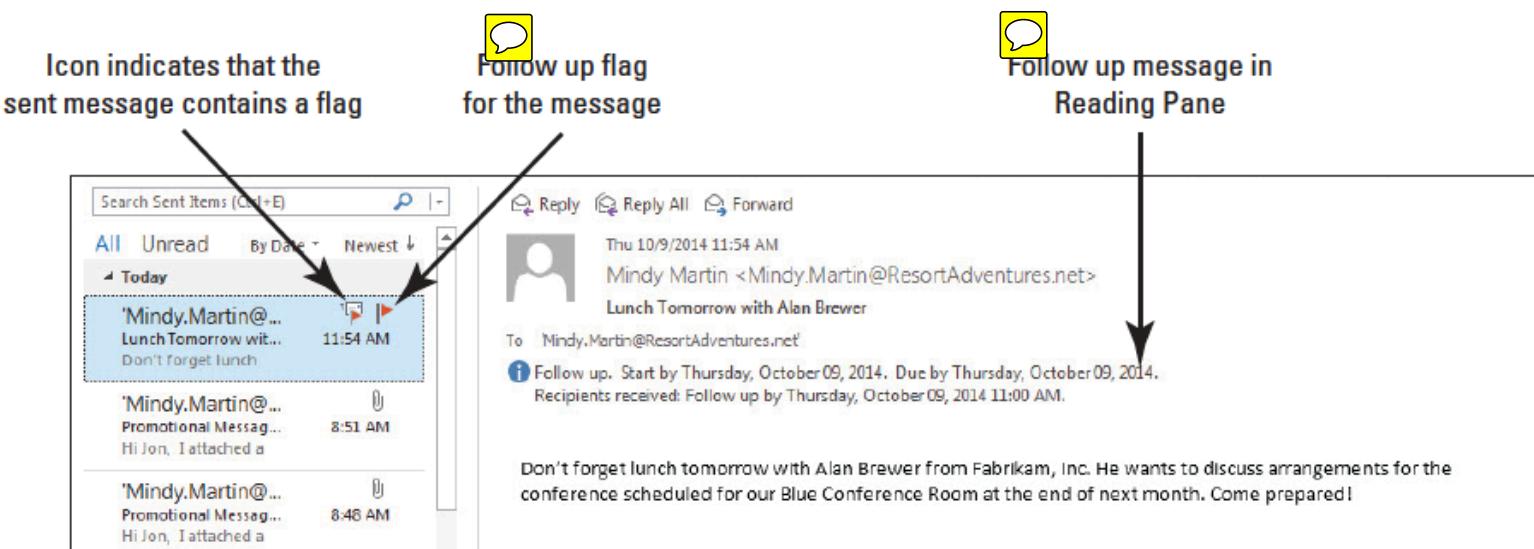
Step by Step: Set a Reminder for Recipients

8. Click **OK** to save the settings. The dialog box is closed. As shown below, the InfoBar in the message you're creating indicates that the recipient will receive the **Follow-Up** flag.
9. Click the **Send** button. The message is moved to the **Outbox** and it is sent when your computer is connected



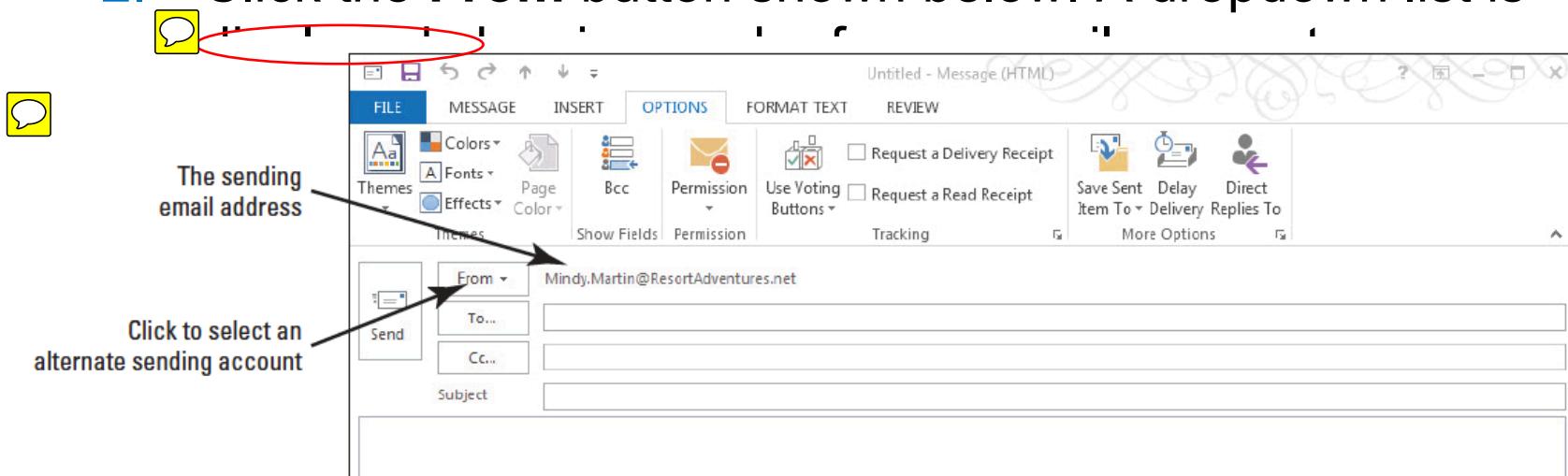
Step by Step: Set a Reminder for Recipients

- **PAUSE. LEAVE** Outlook open to use in the next exercise.
- When the computer is connected to the Internet and a message is sent, the message in the Sent Items folder will have a flag, as shown below.



Step by Step: Specify the Sending Account

- **GET READY. LAUNCH** Outlook if it is not already running and be sure that you have more than one email account set up.
 1. Click the **New Email** button on the HOME tab. The Message window is displayed.
 2. Click the **From** button shown below. A dropdown list is



Step by Step: Specify the Sending Account

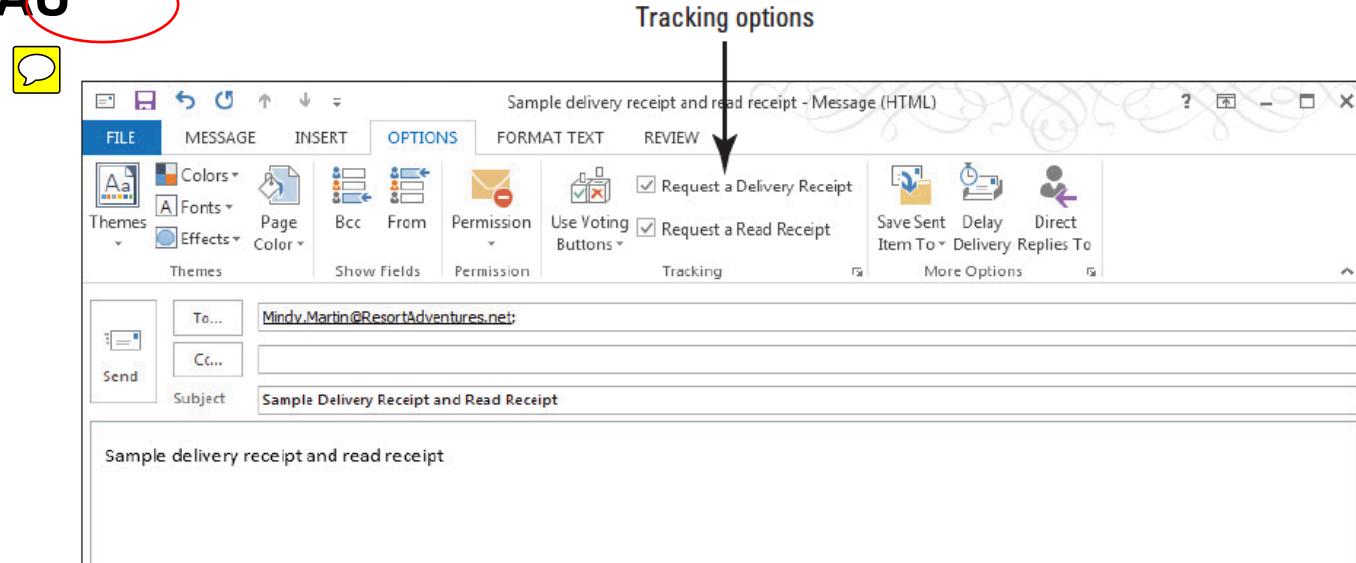
4. Select your alternate email account from the dropdown list.
 5. In the **To** field, key [your main email address]. In the **Subject** field, key **Sample Alternate Email**.
 6. In the message area, key **Sample Alternate Email**.
 7. Click the **Send** button. The Message window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet and the message will be displayed in the Inbox when it has been sent.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Request Delivery and Read Receipts

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button on the Navigation bar to display the Mail folder.
 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 Delivery Receipt and Read Receipt**.
 4. In the message area, key **Sample delivery receipt and read receipt**.
 5. Click the **OPTIONS** tab on the Ribbon.

Step by Step: Request Delivery and Read Receipts

6. In the Tracking group, click the **Request a Delivery Receipt** and the **Request a Read Receipt** check boxes, as shown below.
 7. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
- PAUSE I LEAVE Outlook open to use in the next exercise.

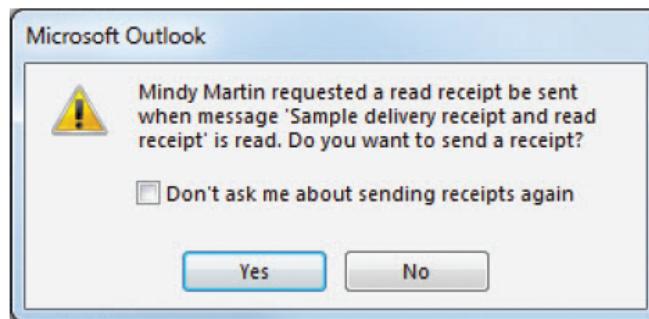


Step by Step: Sending Delivery and Read Receipts

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button on the Navigation bar to display the Mail folder. If you have not received the *Sample Delivery Receipt and Read Receipt* message, click the **Send/Receive All Folders** button on the Quick Access Toolbar.

Step by Step: Sending Delivery and Read Receipts

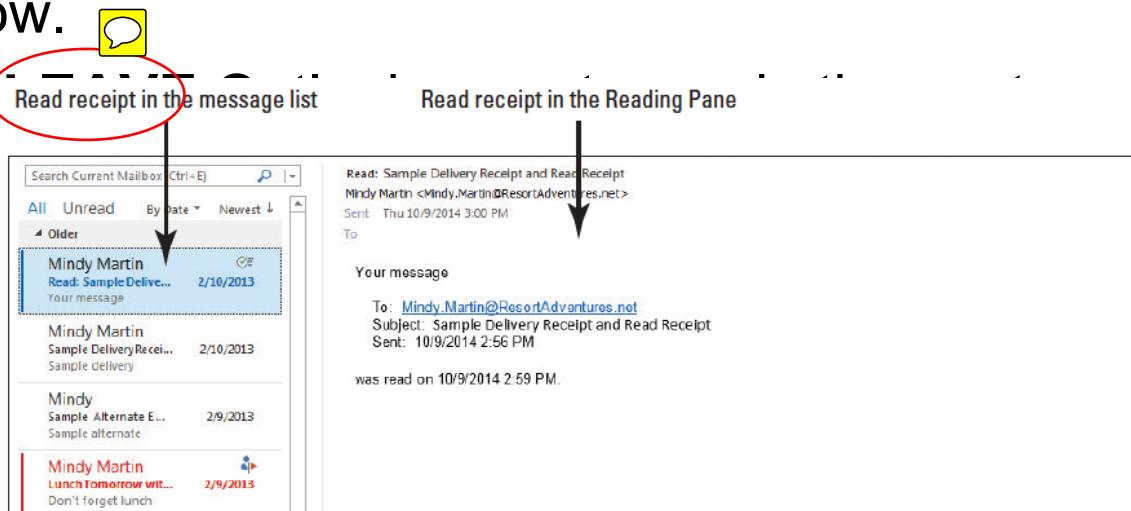
2. Double-click on the **Sample Delivery Receipt and Read Receipt** email in the message list. Outlook displays a message notifying you that the sender requested a read receipt and asking whether you would like to send one, as shown below.
3. Click **Yes** to send the read receipt. The warning message closes and the Sample Delivery Receipt and Read Receipt message window opens.



Step by Step: Sending Delivery and Read Receipts

- Click on the **Read: Sample Delivery Receipt and Read Receipt** email in the message list. If you have not received the message, click the **Send/Receive All Folders** button on the Quick Access Toolbar. The read receipt appears in the Reading Pane notifying you when your message was received and opened, as shown below.

- PAUSE.** cise.

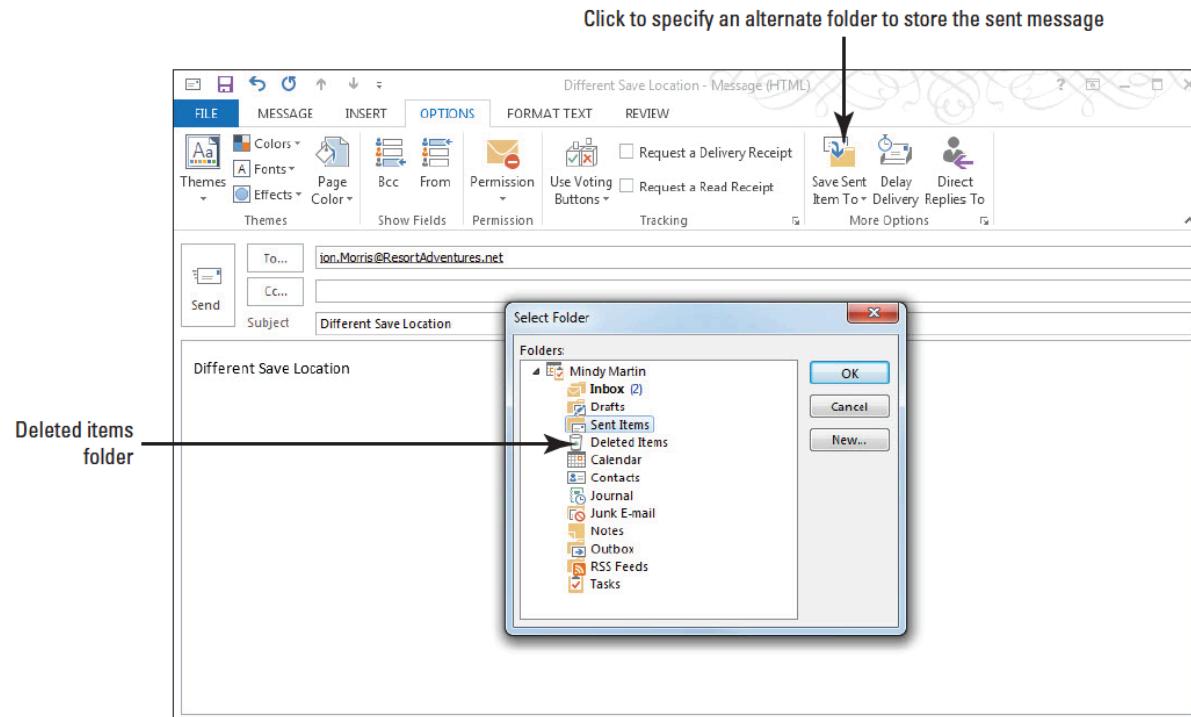


Step by Step: Save a Sent Item to a Specific Folder

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Click the **New Email** button on the HOME tab. The Untitled—Message (HTML) window is displayed.
 2. Click the **To** field. Key [**the email address of a friend or coworker**].
 3. Click the **Subject** field. Key **Different Save Location**. In the message area, key **Different Save Location**.
 4. Click the **OPTIONS tab** on the Ribbon.

Step by Step: Save a Sent Item to a Specific Folder

5. Click the **Save Sent Item To** button and select the **Other Folder** option from the drop-down list. The Select Folder dialog box is displayed, as shown below.



Step by Step: Save a Sent Item to a Specific Folder

6. Select the **Deleted Items** folder, and click **OK** to close the dialog box. (Depending upon the email account type you have set up in Outlook, you might see a Trash folder instead of Deleted Items).
 7. Click the **Send** button. The Message window closes, and the message is moved to the Outbox. The message is sent when your computer is connected to the Internet.
 8. In the main Outlook window, click the **Deleted Items** folder in the Folders List. The message will be displayed in the Deleted Items folder when it has been sent.
 9. Click the **Inbox** in the Folders List.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

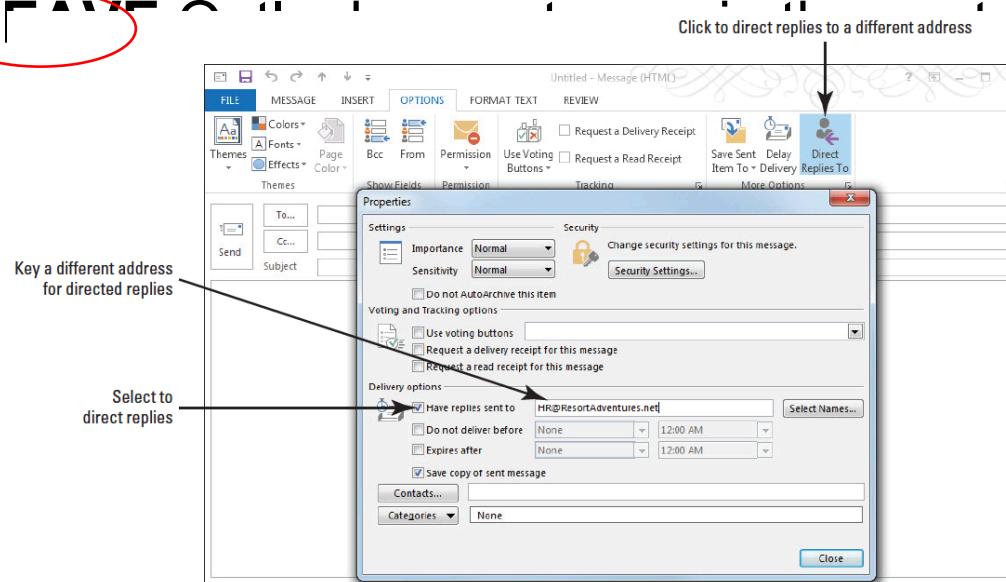
Step by Step: Direct Replies to a Specific Address

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. In the Mail folder, click the **New Email** button on the HOME tab. The Message window is displayed, with the MESSAGE tab selected.
 2. Click the **OPTIONS** tab in the Ribbon and click the **Direct Replies To** button in the More Options group. The Properties dialog box is displayed.
 3. In the *Delivery Options* area, the **Have replies sent to** check box is selected, and your email address is displayed.

Step by Step: Direct Replies to a Specific Address

4. Select your email address and key **HR@ResortAdventures.net**, as shown below.
5. Click **Close** to close the Properties dialog box; then close the message window without saving or sending a message.

- PAUSE. 

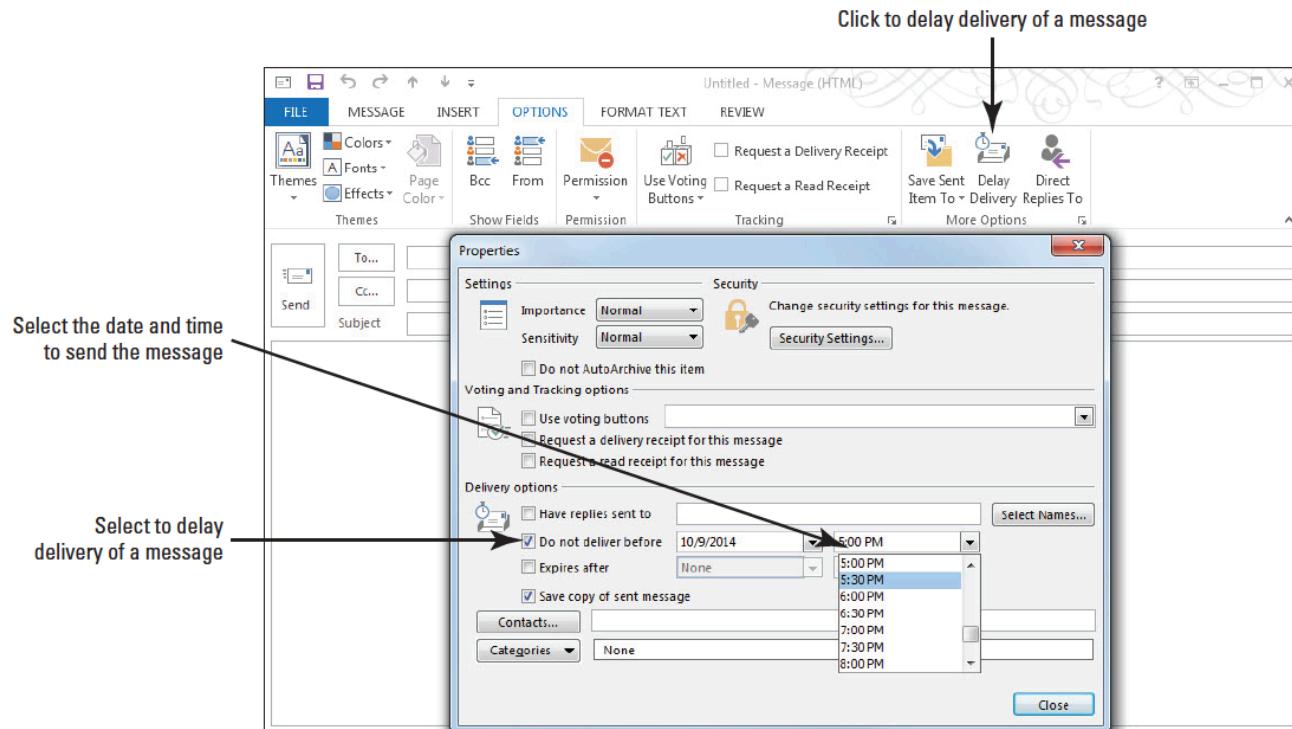


Step by Step: Configure Message Delivery Options

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Click the **New Email** button on the HOME tab. The Message window is displayed. By default, the MESSAGE tab is selected.
 2. Click the **OPTIONS** tab in the Ribbon, and click the **Delay Delivery** button. The ~~message~~ Properties dialog box is displayed and the *Do not deliver before* check box is selected. The *current date* and *5:00 PM* are selected.

Step by Step: Configure Message Delivery Options

3. Click the **Time dropdown arrow**. Select the next available time from the dropdown list, as shown below.



Step by Step: Configure Message Delivery Options

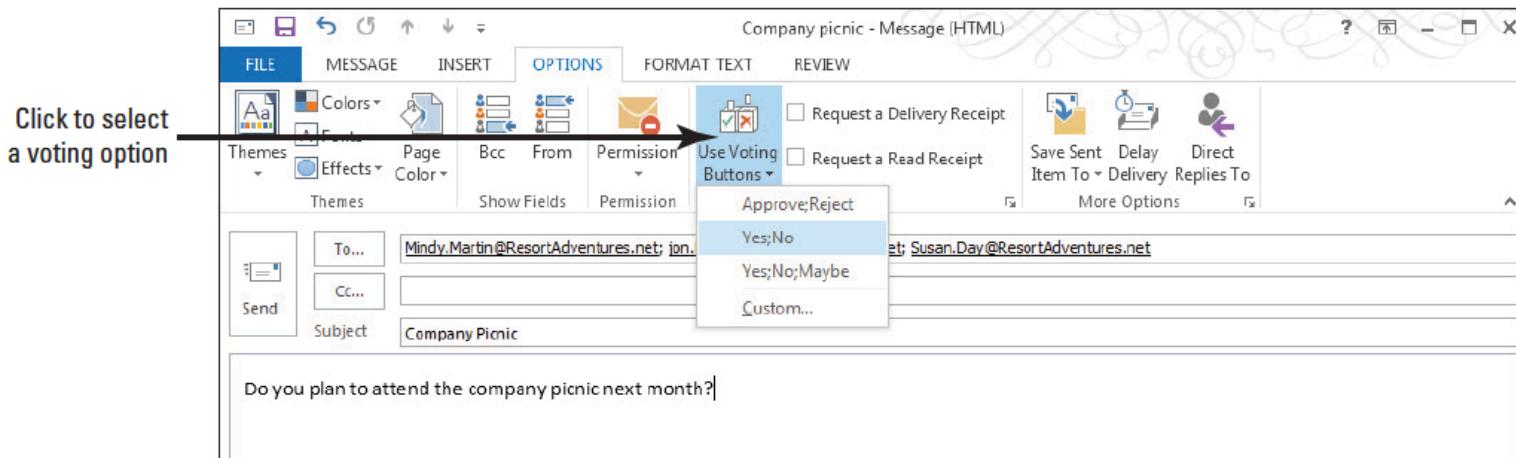
4. Do not change the date. Click the **Close** button at the bottom of the dialog box. Note that the Delay Delivery button is highlighted.
 5. In the **To** field, key [the email address of a coworker or friend]. In the **Subject** field, key **Delayed Delivery**.
 6. In the message area, key **Sample delayed delivery**.
 7. Click the **Send** button. The message is moved to the Outbox. The message is sent at the specified time if your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Use Standard Voting Buttons

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Open a new message window.
 2. In the **To** field, key **[your email address and the addresses of two friends or coworkers]**.
 3. In the **Subject** field, key **Company Picnic**.
 4. In the message area, key **Do you plan to attend the company picnic next month?**

Step by Step: Use Standard Voting Buttons

5. Click the **OPTIONS** tab, then click the **Use Voting Buttons** button on the Ribbon. The three sets of standard voting buttons are listed, as shown below.
 6. Click the **Yes;No** option.
 7. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

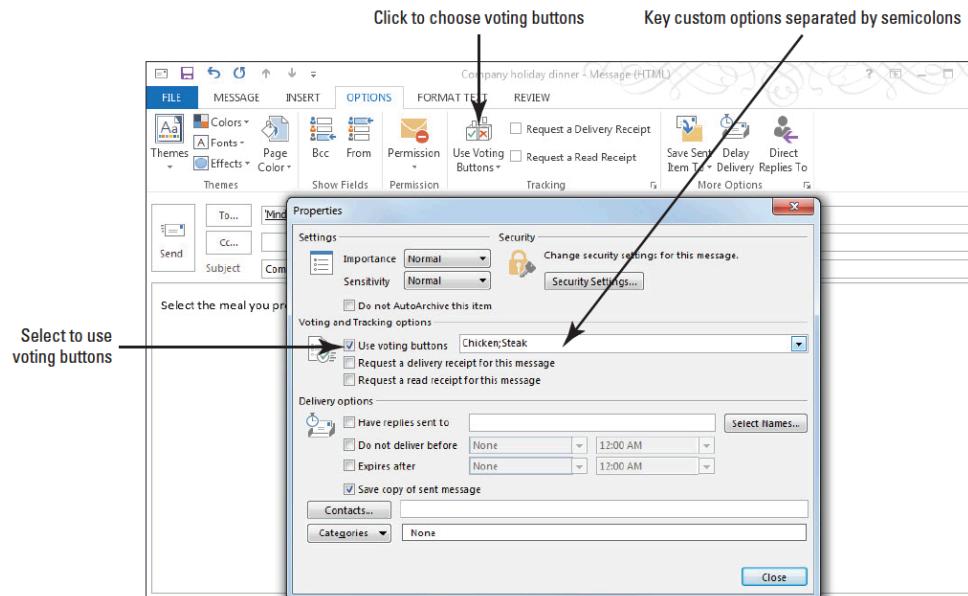


Step by Step: Configure Custom Voting Buttons

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Open a new message window.
 2. In the **To** field, key **[your email address and the addresses of two friends or coworkers]**.
 3. In the **Subject** field, key **Company Holiday Dinner**.
 4. In the message area, key **Select the meal you prefer for the company holiday party.**
 5. Click the **OPTIONS** tab, then click the **Use Voting Buttons** button on the Ribbon, and click the **Custom** option. The Properties dialog box is displayed. The *Use voting buttons* option is selected and *Approve; Reject* is displayed in the field.

Step by Step: Configure Custom Voting Buttons

6. In the *Use voting buttons* field, key **Chicken;Steak**, as shown below. Always insert a semicolon between the custom button labels.
7. Click the **Close** button at the bottom of the dialog box to close the dialog box and return to the message.



Step by Step: Configure Custom Voting Buttons

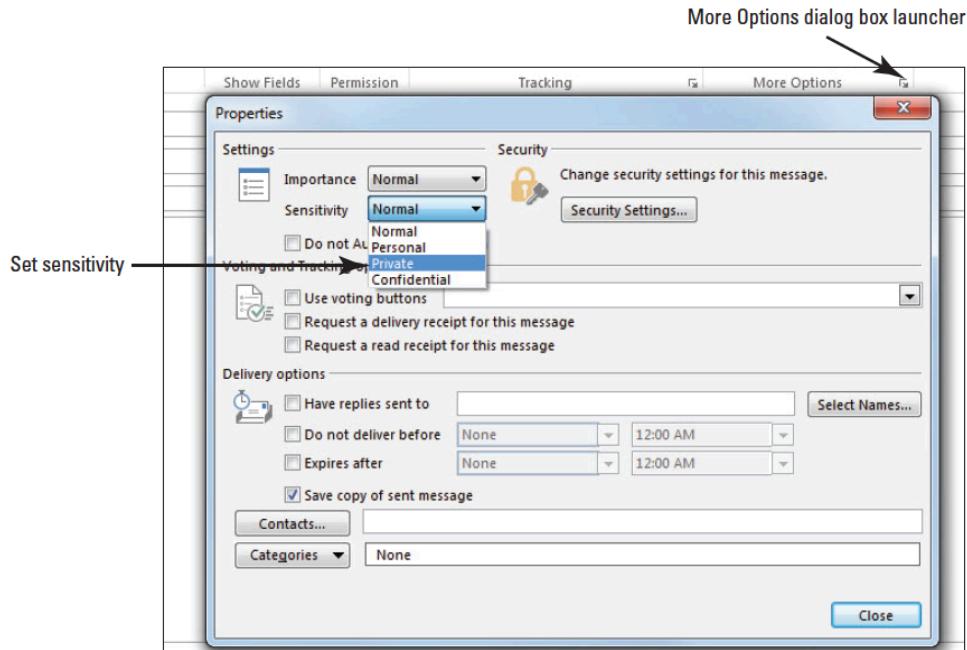
8. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.
 - Customized buttons provide flexibility when conducting polls. Choosing dinner is only one of the many types of polls you can create.
 - Any time you need to gather opinions from several people, consider using a poll.

Step by Step: Mark a Message as Private

- **GET READY. LAUNCH**

Outlook if it is not already running.

1. Open a new message window.
2. Click the **More Options dialog box launcher** on the **OPTIONS** tab.
The ~~message~~ Properties dialog box is displayed.
3. In the **Settings** area, click the **Sensitivity setting dropdown arrow**, as shown above.

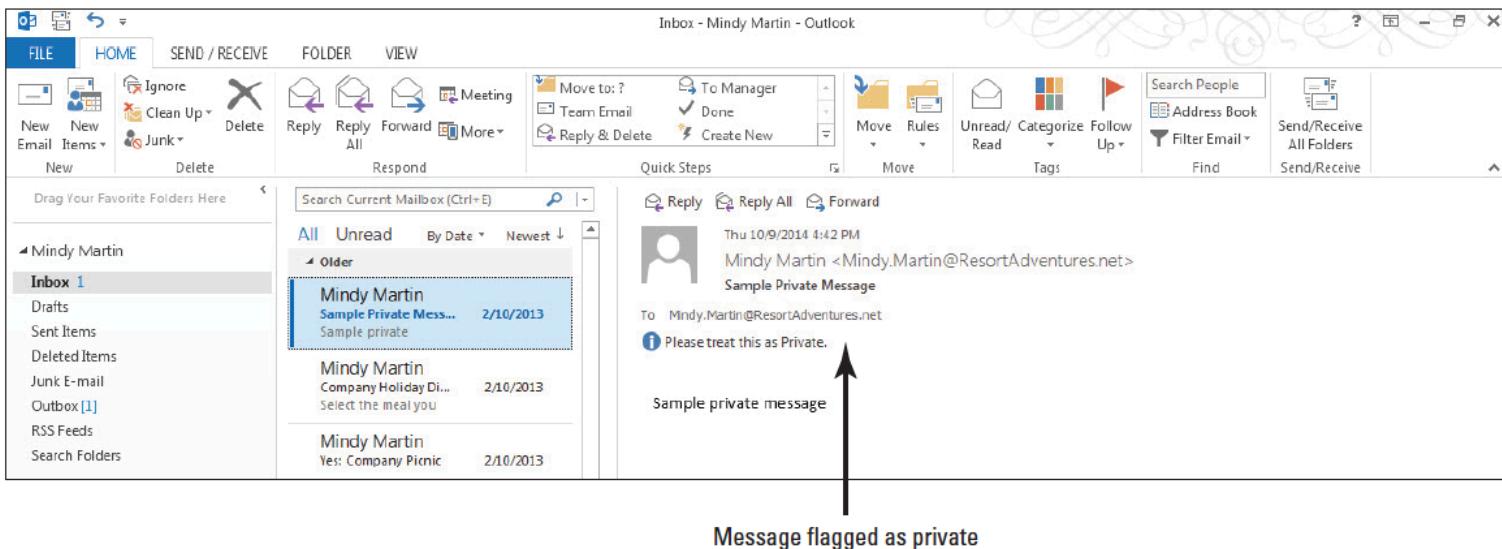


Step by Step: Mark a Message as Private

4. Then select **Private** from the dropdown list.
5. Click the **Close** button to accept the Private setting and return to the message window.
6. In the message area, key **Sample private message**.
7. In the **To** field, key [your email address]. In the **Subject** field, key **Sample Private Message**.
8. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
9. When your computer is connected to the Internet, click the **Send/Receive All Folders** button on the SEND/RECEIVE tab if the message has not arrived yet.

Step by Step: Mark a Message as Private

10. When the new message appears in your Inbox, click the received message to select it. The message has the text *Please treat this as Private* in the InfoBar at the top of the message, as shown below.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

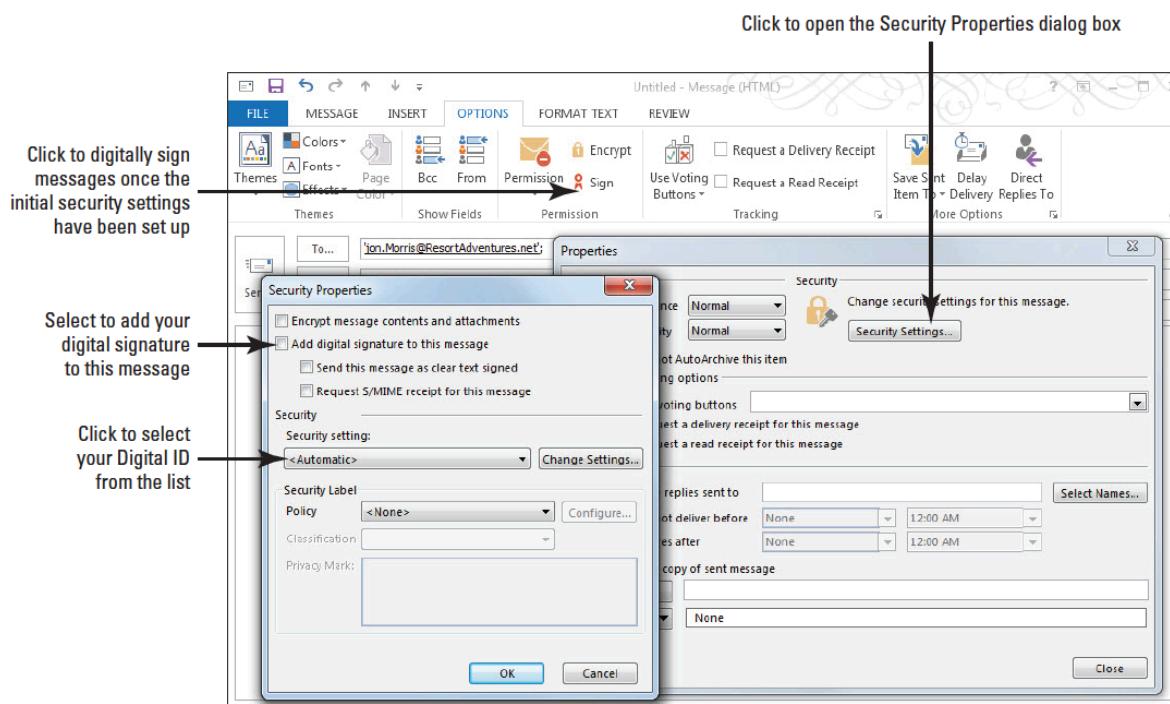


Step by Step: Use a Digital Signature

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Open a new message window.
 2. In the **To** field, key **[the address of a friend or coworker]**.
 3. In the **Subject** field, key **Digitally Signed Message**.
 4. On the OPTIONS tab, click the **More Options dialog box launcher**. The message Properties dialog box opens.

Step by Step: Use a Digital Signature

5. Click the **Security Settings** button. The Security Properties dialog box is displayed, as shown below.
6. Click the **Add digital signature to this message** check box.



Step by Step: Use a Digital Signature

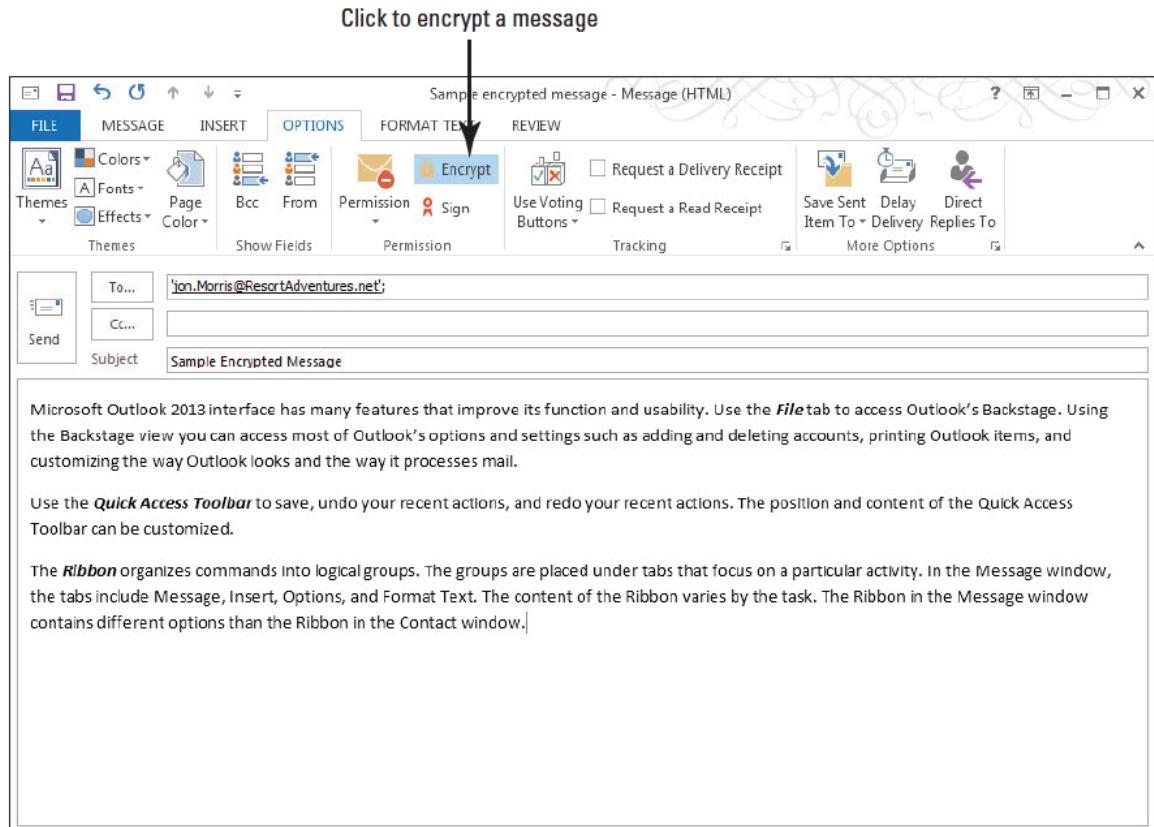
7. Click the **Security setting** dropdown box and select your Digital ID from the list.
 8. Click **OK** to close the dialog box. Click the **Close** button to close the ~~message~~ Properties dialog box.
 9. In the message area, key **Sample digitally signed message**. Click the **Send** button. The message is moved to the Outbox and it is sent when your computer is connected to the Internet.
 10. Depending on how the security is set up on your PC, you might get a *Request for Permission to Use a Key* message asking you to confirm that it is OK to allow Outlook to use your Digital ID for this message. If you see this message, select **Grant Permission** and click **OK**.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Use Encryption

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. Open a new message window.
 2. In the **To** field, key **[the address of the friend or coworker who has exchanged digital ID certificates with you]**.
 3. In the **Subject** field, key **Sample Encrypted Message**.
 4. Open the **Content** file in the data files for this lesson. Select and copy all the text and close Microsoft Word. Paste it in the message area.

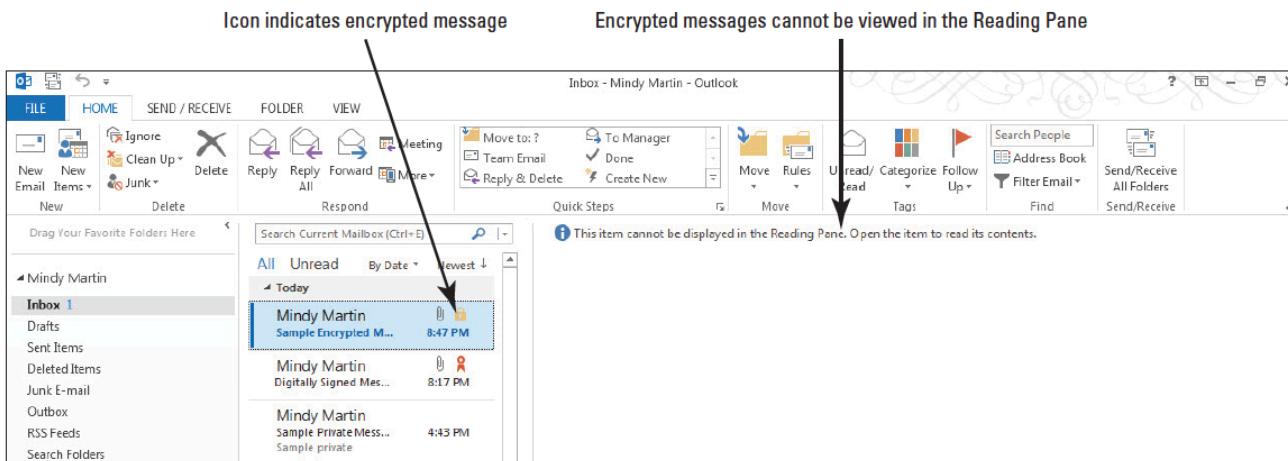
Step by Step: Use Encryption

5. On the OPTIONS tab, click the **Encrypt** button, as shown at right.



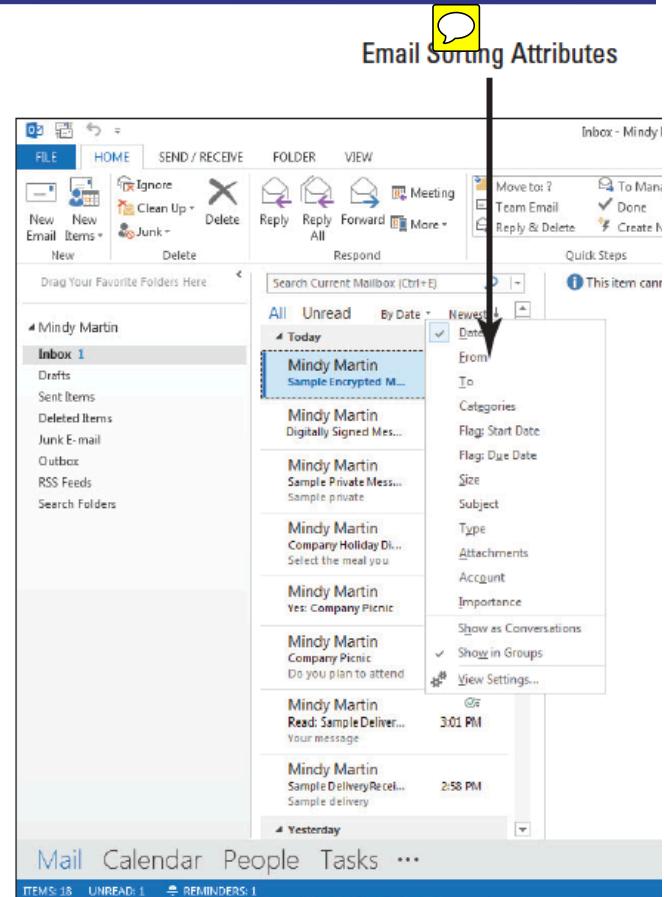
Step by Step: Use Encryption

6. Click the **Send** button. The message is moved to the Outbox, and it is sent when your computer is connected to the Internet.
- **LEAVE** Outlook open to use in the next exercise.
 - When an encrypted message arrives in the Inbox, an icon in the message list indicates that the message is encrypted, as shown below. An encrypted message cannot be viewed in the Reading Pane. It must be opened to be read.



Step by Step: Sort Messages by Attributes

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar of the main Outlook window.
 2. Click **By Date** above the message list. A list of available sort parameters is displayed, as shown at right.

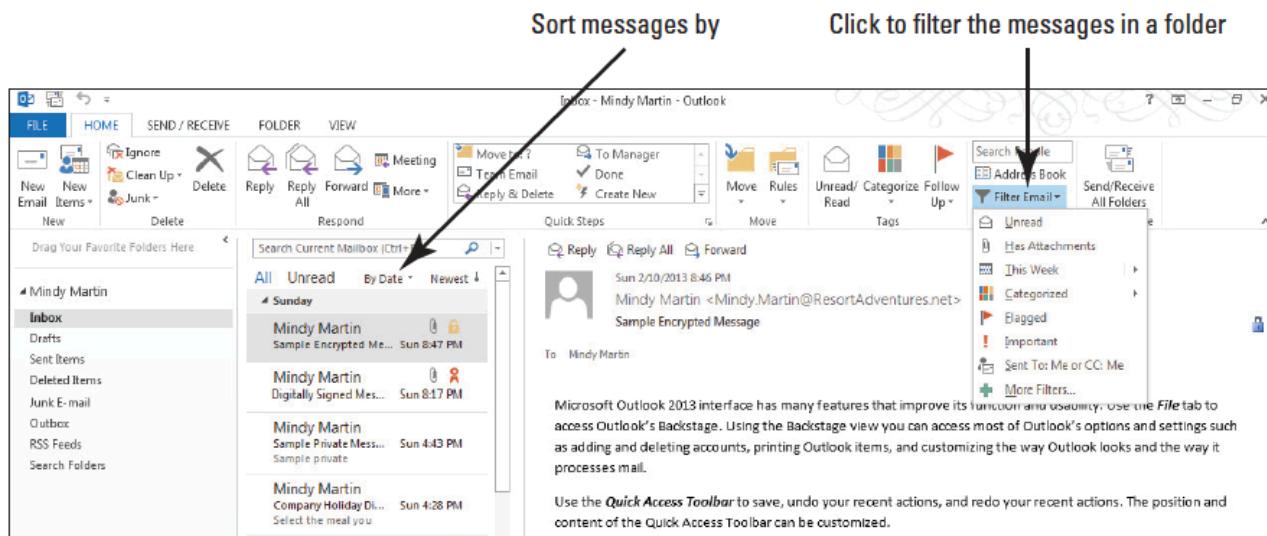


Step by Step: Sort Messages by Attributes

3. Select the **Size** option. Messages are grouped by the size of the message.
 4. Click **By Size** above the message list.
 5. Select the **Date** option. Messages are grouped by date. Groups are listed in chronological order.
- **PAUSE.** Leave Outlook open to use in the next exercise.

Step by Step: Filter Email Message

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar.
 2. Click the **Filter Email** button in the Find group on the **HOME** tab. A drop-down list of the most common search filter options is displayed, as shown below.



Step by Step: Filter Email Message

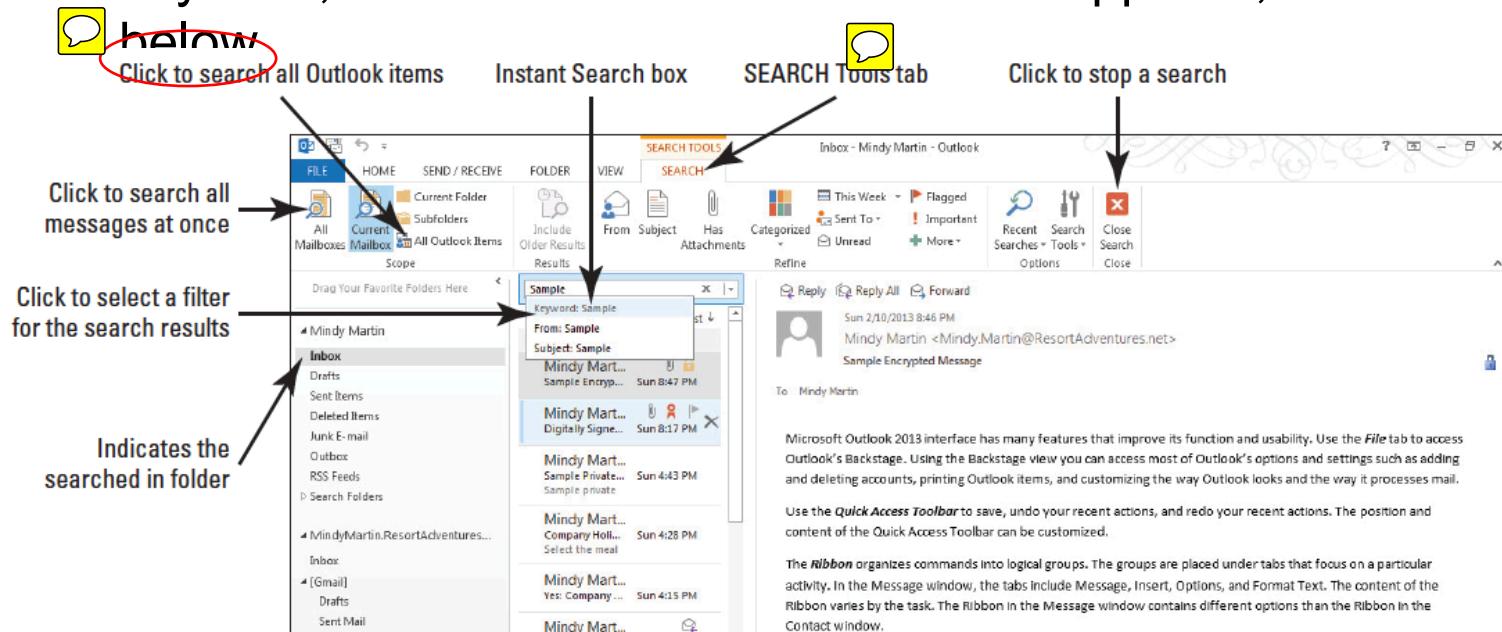
3. Select **Important** from the Filter Email list. Notice that the SEARCH TOOLS tab appears and only messages that have been prioritized as Important are displayed.
 4. Click **Inbox** in the Folders List to clear the search.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

Step by Step: Use Instant Search

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar of the main Outlook window.
 2. If necessary, click the **Inbox** folder in the Folders List. The Instant Search box is displayed at the top of the message list.

Step by Step: Use Instant Search

3. In the Instant Search box, start to slowly key **Sample**. As you key the search text, Outlook displays the messages that match the text. The Search Suggestions list also appears, allowing you to choose which part of the message includes the keyword; and the SEARCH TOOLS tab appears, as shown below.



Step by Step: Use Instant Search

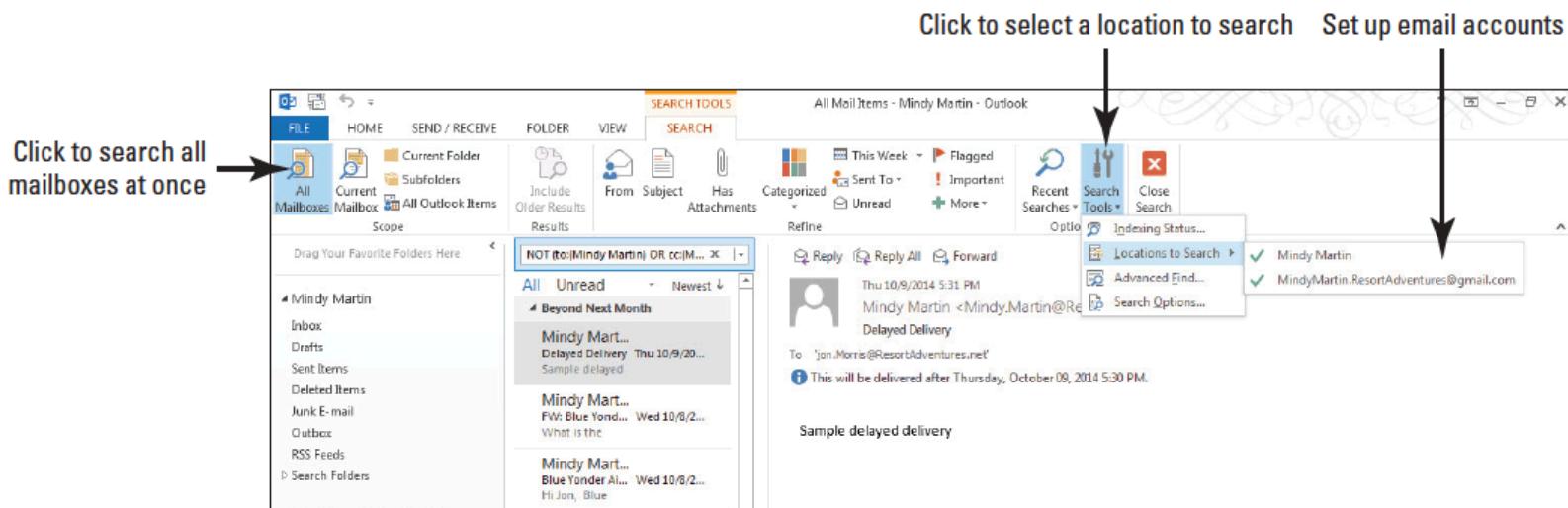
4. Click the **Subject: Sample** from the Search Suggestions list. Only messages that include the word **Sample** in the subject line are displayed.
 5. Click the **Close Search** button in the Instant Search box to clear the search.
- **PAUSE.** Leave Outlook open to use in the next exercise.

Step by Step: Search Multiple Accounts

- **GET READY. LAUNCH** Outlook if it is not already running and be sure that you have more than one email account set up.
 1. If necessary, click the **Mail** button in the Navigation bar of the main Outlook window, and click the **Inbox** folder in the Folders List.
 2. Click in the **Instant Search** box to open the **SEARCH TOOLS** tab.
 3. Click the **Sent To** button in the Refine group. A ~~drop down~~ list of options is displayed.
 4. Select **Not Sent Directly to Me** from the list.
 5. Click **All Mailboxes** on the **SEARCH TOOLS** tab to expand the search to all of your email accounts.

Step by Step: Search Multiple Accounts

6. Click the **Search Tools** button in the Options group to expand a list of advanced search options.
7. Select **Locations to Search** from the Search Tools drop-down list. A fly-out menu appears listing the email accounts you have set up within Outlook. Accounts with a checkmark indicate accounts that will be searched, as shown below.

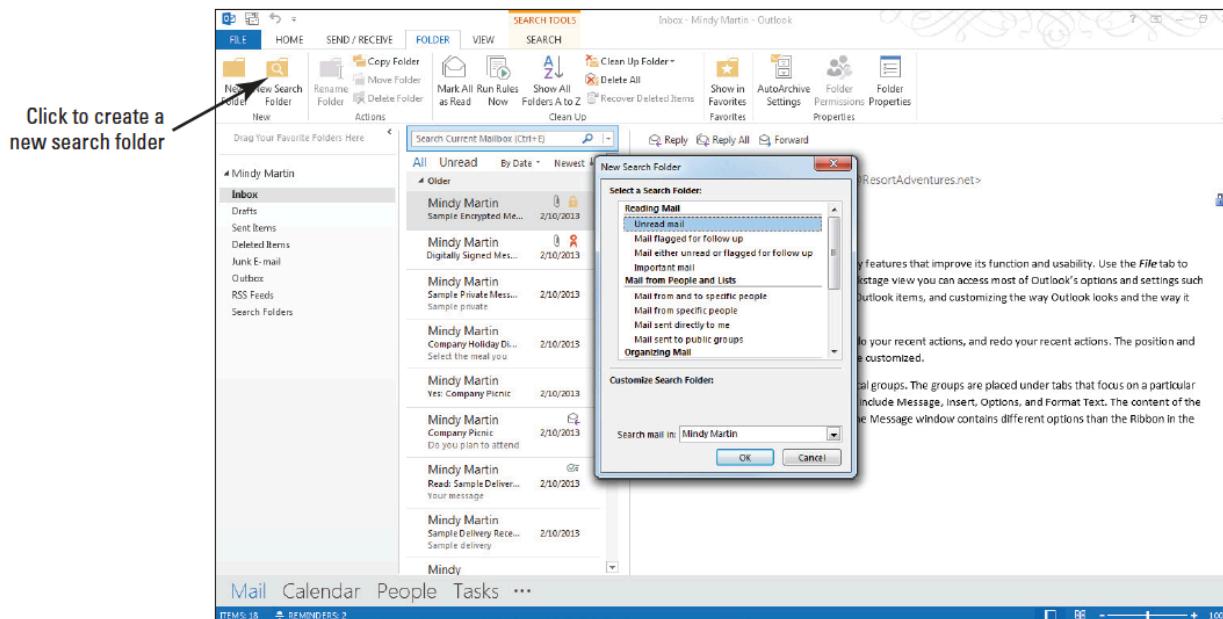


Step by Step: Search Multiple Accounts

8. Select your primary email account. The checkmark will disappear, and the search results from that email account will be filtered out of the Message list.
 9. Click the Search Tools button ~~and select Locations to Search~~ and then your ~~primary email account~~ to restore the checkmark and include your primary email account in future searches. Click **Close Search**.
- **PAUSE.** Leave Outlook open to use in the next exercise.

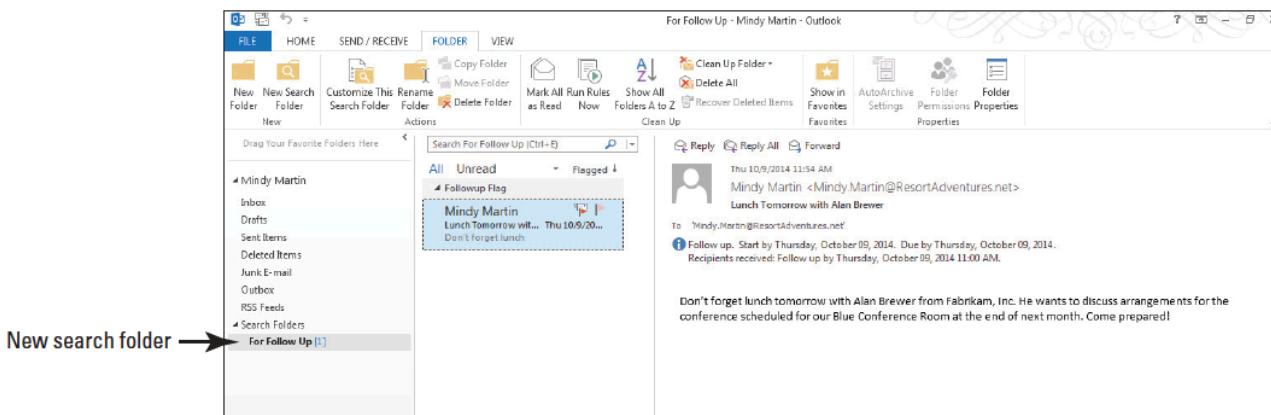
Step by Step: Use Built-in Search Folders

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar.
 2. On the **FOLDER** tab, click **New Search Folder** in the New group. The New Search Folder dialog box is displayed, as shown below.



Step by Step: Use Built-in Search Folders

3. In the **Select a Search Folder** section of the dialog box, select **Mail flagged for follow up** in the **Reading Mail** portion of the list.
 4. Click **OK** to close the dialog box. Outlook displays a new folder at the bottom of the Folders List called **Search Folders**. The For Follow Up folder appears within Search Folders, as shown below.
- **PAUSE. LEAVE** Outlook open to use in the next exercise.

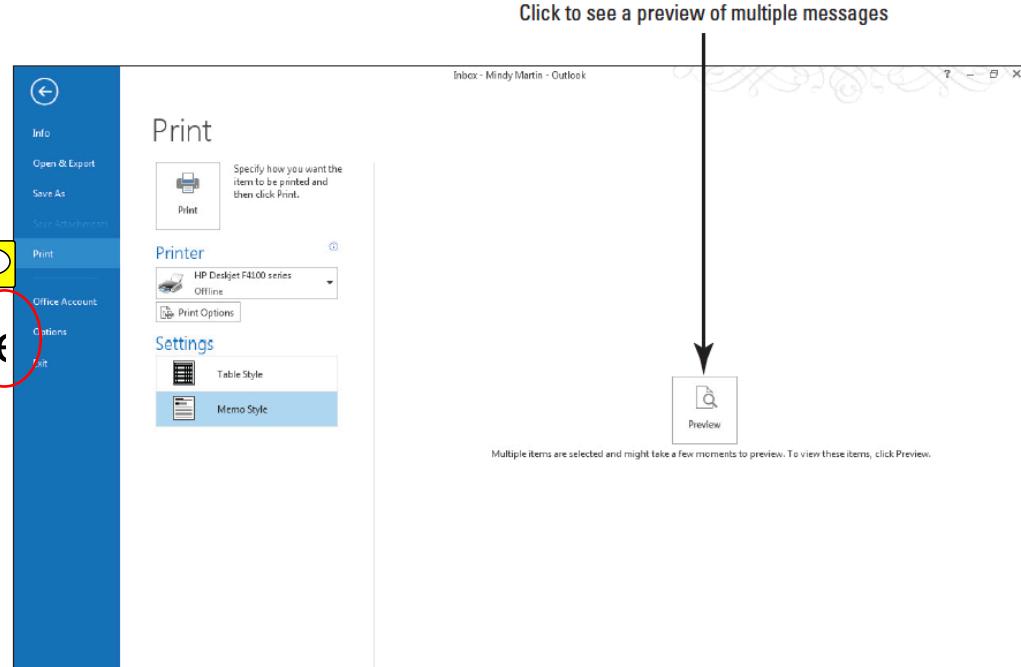


Step by Step: Print Multiple Messages

- **GET READY. LAUNCH** Outlook if it is not already running.
 1. If necessary, click the **Mail** button in the Navigation bar of the main Outlook window, and click the **Inbox** folder in the Folders List.
 2. Select the three most recent email messages.
 3. Press **Ctrl** and then click the next message in the list to select.
 4. Click the **FILE tab** to open Backstage view.

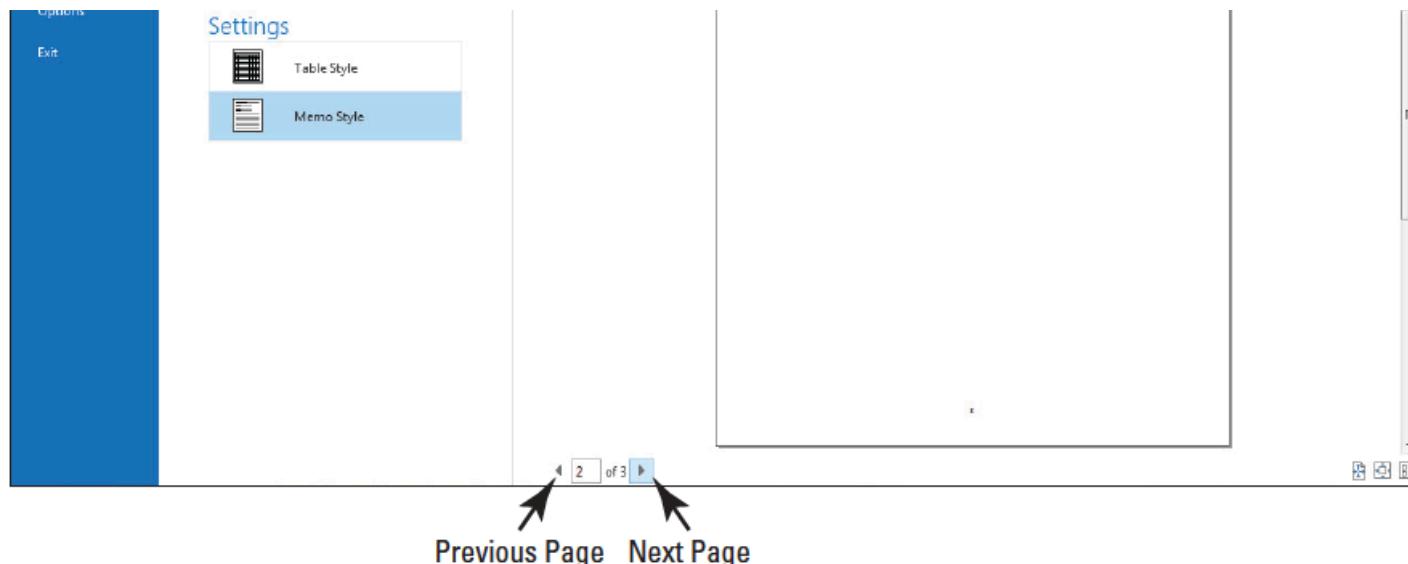
Step by Step: Print Multiple Messages

5. Click **Print** in the Navigation Pane to open the Print page. The preview pane on the right displays a message saying that it might take a few moments to display the preview of multiple messages, as shown above.



Step by Step: Print Multiple Messages

6. Click the **Preview** button. A preview of the first of the selected message is displayed, as shown below.
7. Click the **Next Page** button to see the next selected message.



Step by Step: Print Multiple Messages

8. Click the **Table Style** button. Click **Print Options**, under **Print range**, click **Only selected rows**. Click **Preview**. The preview changes to a single table listing of the three messages.
 9. Click the **Printer** dropdown arrow and select your printer from the list.
 10. Click **Print** to print the selected messages and turn them in to your instructor.
- **CLOSE** Outlook.

Skill Summary

Skill	Exam Objective	Objective Number
Managing Automatic Message Handling	Set Outlook options Include original messages with all reply messages	1.1.7 1.1.1
Automating Message Format	Change quoted text colors Change text formats for all outgoing messages	1.2.1 1.1.2
Using Message Options	Prioritize messages Configure reminders Manage multiple accounts Request delivery/read receipt Redirect replies	2.1.9 3.3.3 1.1.6 2.1.11 2.1.12
Working with Voting Options	Add voting options to messages	2.1.6
Working with Security	Mark as private	2.1.10
Locating Messages	Sort messages Search for messages Use search by location	2.3.1 1.4.2 1.4.7
Printing Multiple Messages	Print messages	1.3.1