# Outlook Email 2003

## Login to Outlook

You must login to Outlook from your desktop using your eName and ePassword.   Your Exchange mailbox is now associated with your EID, so if you change departments, your Exchange mailbox will go with you.

**Tip:**  If you close Outlook and go back in, you will need to login again.

## Email Address

Once you have an Exchange account, your Email address will no longer reference any department or server, your email address will simply be First.Last@Colostate.edu.  Email that is sent to your old email address is set up to forward to your new Exchange account.

## ListServs

You will continue to receive emails from any listserv that you belong to, but you will not be able to send any messages to it.  Update your email address with a listserv by  re-subscribing to it using your **First.Last@Colostate.edu**.

## Inbox

The Inbox is a folder.  From this window, you can compose, read, and respond to email messages.

## Deleted Messages

When you delete an e-mail message, it is automatically placed in the Deleted Items folder. Exchange 2007 settings are set so that any message in the Delete folder that are seven days old will automatically be deleted and moved to the Recover Deleted items area.  The Recover Deleted folder is located in the Tools menu.  Note, Recover Deleted items will be grayed out if nothing is in this folder.  The Exchange server will keep the Recover Deleted items for an additional seven days.  In total, Deleted items will be held on the Exchange server for a total of 14 days.  After the 14 days, the message is gone forever.

## Junk E-mail

Exchange performs additional spam filtering and filters suspected messages into the Junk E-mail folder. Similar to the above two-phase deletion period described above, any spam message that is seven days old will be removed from the Junk E-mail folder, after which it will be available via "recover deleted items" for an additional seven days.

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## Mailbox Quotas

Each user is allowed a certain amount of disk space for his or her system mailbox (i.e., the file that holds all of your incoming mail). Based on current disk usage, ACNS has established limits on the amount of disk space a user's mailbox can consume.

- Mailbox Size:  500  MB
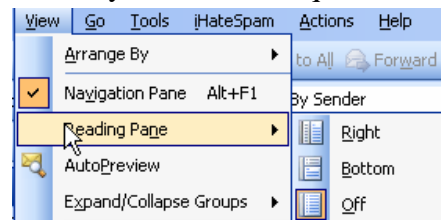
- Message Attachment:  50 MB

## Message limits

The size of an individual message also must be limited because large messages can seriously degrade overall system performance. The size limit for an individual message is 60 MB for all incoming and outgoing mail. ACNS systems will not accept or send any incoming/outgoing messages that exceed the settings.

## Tip:  Different Ways to Check Your Quota:

- Check the status of your Quota by right-clicking with the mouse on your mailbox folder located in the left navigation pane of your Outlook Window.  Select Properties from the Context Sensitive menu.  Next, select the Folder Size button in the lower left corner of the dialog box.  The Server tab will show all the folders you have in your Exchange account, their size, and how much is being used.

- From Outlook Web Access (http://mail.colostate.edu) : Login to Outlook Web Access using your eName and ePassword.  "Hover" your mouse over your mailbox (i.e. your name) and it will display the amount of space you're using and also list your quota limit

-  From the eID web site (http://eid.colostate.edu):  Click the "Show my information" link; login using your eID.  At the bottom of the resulting page is a "Central Exchange Information" section that lists the current size of your mailbox and you're allowed quota.
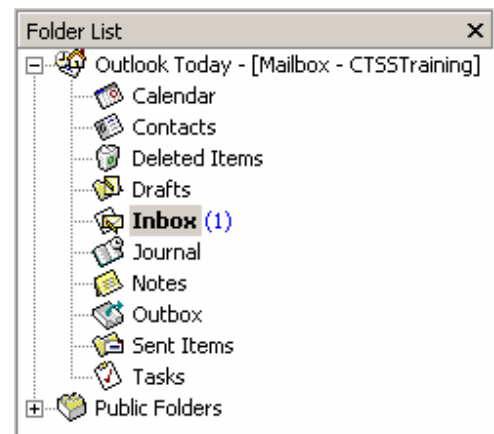
## Reading Pane
The **Reading Pane** automatically opens messages and displays the text in a separate pane.  To view the different Reading Pane options choose View, Reading Pane.

## Folders
Folders are available for you to better organize your Outlook messages.  Besides the default folders available, you can also make and organize your own.

**Create a folder:**  right-click on the folder under which you wish to place the new folder; choose **New Folder.**  Or, from the menu bar, choose **New Folder**.

**Move a folder:** Use your mouse to "drag and drop" to the desired location.

**Rename a folder:** To rename a folder you have created, right-click on the folder name and choose **Rename.**

**Move a message from one folder to another:** click on the message and drag it to the desired folder.

**Tip:** Right click your mouse on a message header, select Move to Folder from the Context Sensitive menu, and select the destination folder.

**Composing/Sending a Message** 
Click on the **New Message** icon to create a new mail message or press **CTRL-N**.

Enter the address in the **To** field, or click on the **To…** button to bring up the address list. You will see the CSU address list by default.

To select an address from your own **Contact** list, use the scroll button for **Show Names from the:** and find **Contacts**. Select the name you want and click on the **To**: or **Cc**: or **Bcc**: button as appropriate.

**Tip: Outlook will cache email addresses using the Autocomplete feature when addressing email messages. Keep in mind that cached items will not automatically update if a user should change their email address in the Global Address Book.**

  **Clear a cached email address by typing in part of the email address in the TO: field, select the email from the AutoComplete menu, and pressing the Delete key.**

**Tip:** Narrow down your search for someone by typing the last name of the person in the Address field and pressing the Alt + K key combinations. If the value is unique, then Outlook will pull the address of the person into the Address field. If there is more than one value that matches the search criteria, then Outlook will display a dialog box displaying the names that meet the search criteria. Select the name from the dialog box and it will be inserted into the Address field.

**Address Books and Contacts Folder**
There can be several types of address books in the Address Book dialog box including the Global Address List and Outlook Address Book. Select these address books in the **Show names from the:** box. Note: the default address list you will see listed first is the **Global Address List**. This is the CSU address book.

The **Contacts Folder** can be used to create your own list in which you can store and retrieve all types of information about others such as street addresses, telephone numbers, e-mail addresses, fax phone numbers, and Web page addresses. If you wish to create other Contact Lists, simply create a **New Folder** using the same technique as described on Page 1.

To create a new contact, click on **New, Contact**. Fill in the desired information and click on **Save and Close**, or **Save and New** to add another name to your list.

Now you will be able to select a name from your list of Contacts by clicking on **Contacts** when you send or forward a message.

**Tip:** it is best practices not to store contact information from the Global Address Book inside your Contacts (Personal Contacts), because it's not updated automatically from the Global Address Book once it is in your personal contacts.

**Personal Distribution Lists**
The Contact list is available for you to choose from when you compose a new message. However, you may want to create **Personal Distribution Lists** consisting of names and email addresses only. Also, by entering the name of the list, you can send email to many people at once.

To create a new distribution list, click **File, New Distribution List.** Type a name for the list in the Name box.

Click **Select Members** and click on names from your Contacts List or from the Global Address List (CSU address list).

Click **Save and Close** and your new Distribution List should be displayed under your **Contacts** folder.

**Attaching Files (Insert File)** 
First address your message and then click on the paper clip icon to insert a file or item. Browse and select the file or item.

**Opening an Attachment**
With the recent wave of viruses carried via email attachments, it is always prudent to resist opening attachments when they are coming from an unknown person or source, or if it is not expected. However, when you do wish to open a valid attachment you can either double click on the attachment name listed in the email, or you can save it in the folder of your choice.

To save an attachment, right-click on the attachment, choose **Save As**, and select the folder in which you wish to save it. You can then proceed to the appropriate software application and open that file.

**AutoSignature**
To add a signature automatically to your messages, choose **Tools, Options** and click on the **Mail Format** tab, then click on **Signature Picker**.  Enter the text you wish to have appended at the end of messages automatically.  There is also a drop-down menu that allows you to turn off AutoSignature for messages that you are forwarding or replying to.  If you don't want the signature on a particular email, simply select and delete it from that message before you send it.

**Rules Wizard**
By using Rules, you can have Outlook Filter/Sort such as automatically putting a message sent to or received from a specific address into a special folder, or flag messages from a particular person.

To see the options available and how rules are processed, choose **Tools, Rules and Alerts** from the menu.  Use the wizard to help you set up a new rule or modify an existing rule.
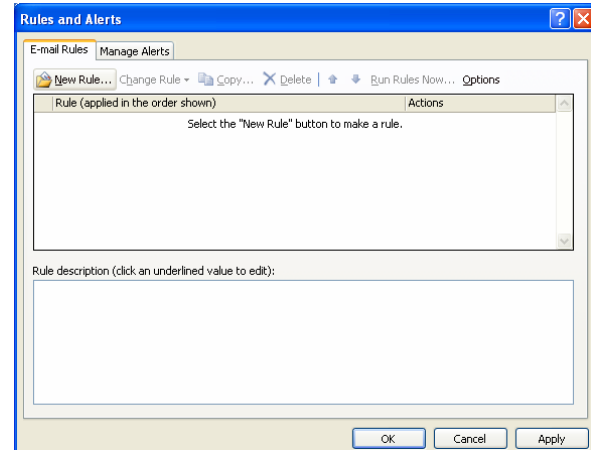
**Out of Office Assistant**
If you would like to automatically reply to messages when you are out of the office, you can set up an Out of the Office Message.   Select **Out of Office Assistant** through the **Tools** menu.  Choose the OK button when finished.

When you return to the office, remember to go back into the dialog box and choose "I am currently in the Office".
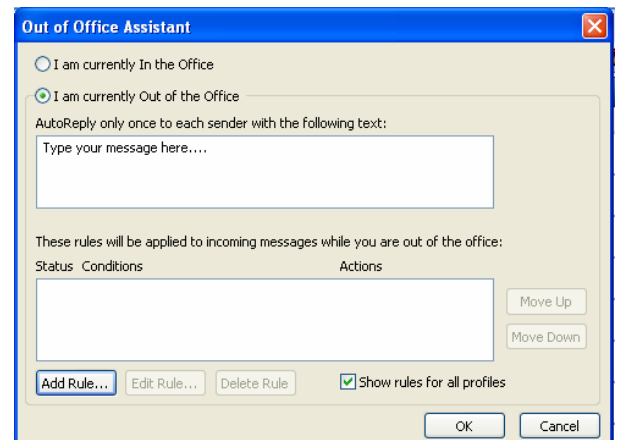
**Message Actions**
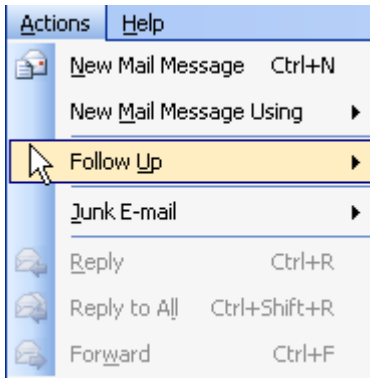


From your Outlook mailbox (Sent Folder) or from an open email, select the Actions menu to choose from several options such as **Recall this Message, Resend this Message** or **Flag for Follow Up** by clicking on the **Actions menu.** Note: you can recall a message only if it has not been opened by the intended recipient.

**Tip:** This does not work 100% of the time. The end user, person receiving the message, can override a request to recall messages by setting up preferences in the Tools, Options , Email Options dialog box.

**Archiving Mail**

Archiving email should become a regular maintenance task in order to stay within the ACNS given mailbox quotas. To stay within quota limits, it will be necessary to move mail messages to a storage area that's not tied to your Exchange mailbox.
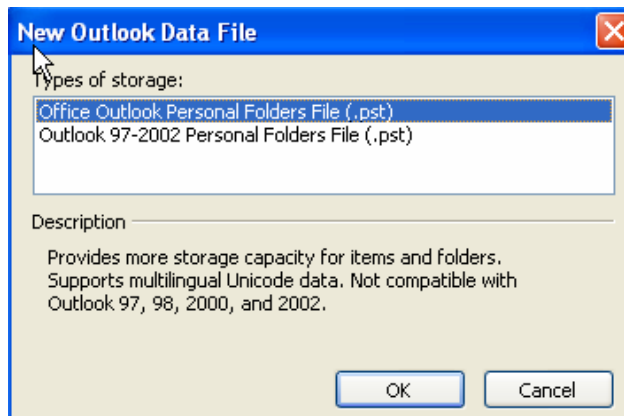
**Creating a Storage Location for Your Archived Mail**

Start the process by creating a folder, giving it a unique name, and storing it in a location outside of your Exchange mailbox.

Choose File, Data File Management and select the Add button.
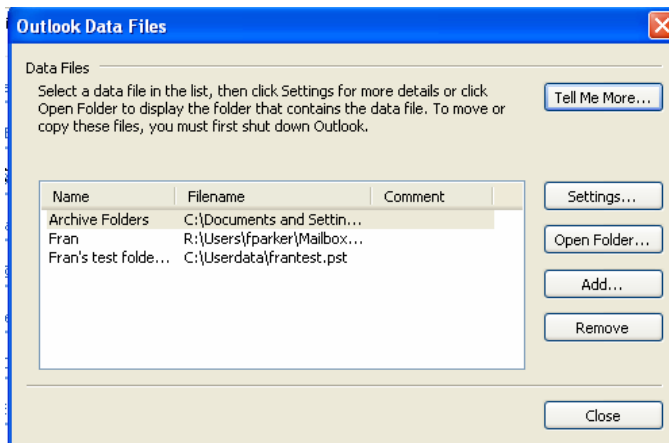
From the New Outlook Data File dialog box, select the top option:
**Office Outlook Personal Folders File (.pst)**

Select the OK button.

Next, decide where the default save location should be for the .pst file.    Press the OK button.

**Tip:**  If you save the file on your hard-drive, you will be responsible to backup this file on a regular basis.  If you should accidentally delete this file and you don't have a backup, then in most cases, the information will be lost.  If you plan to store the .pst file on a network drive, so that it gets backed up with all of your other files on the network, then work with your Network Administrator to select a storage location.

Specify a unique folder name, a Personal Folder, for the archived messages.  Position the cursor in the Name field and type in a folder name.

**Tip:**  We do not advise that you password protect the .pst file.   If you should forget your password, then you will no longer be able to access the .pst file.

Press the OK button.

Select the Close button from the Outlook Data Files dialog box.

Look in your Navigation Pane in Outlook and you will see a new personal folder with the name specified in the step above below your Exchange mailbox folder information.
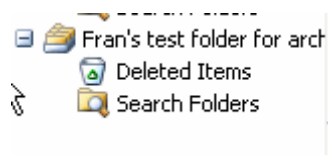
Relocate messages from your Exchange account to your new personal folder by dragging and dropping the email message or right-clicking on a message header and select the Move to Folder option.

**Setting Your AutoArchive**

Select Tools, Options, Other tab, Archive button.
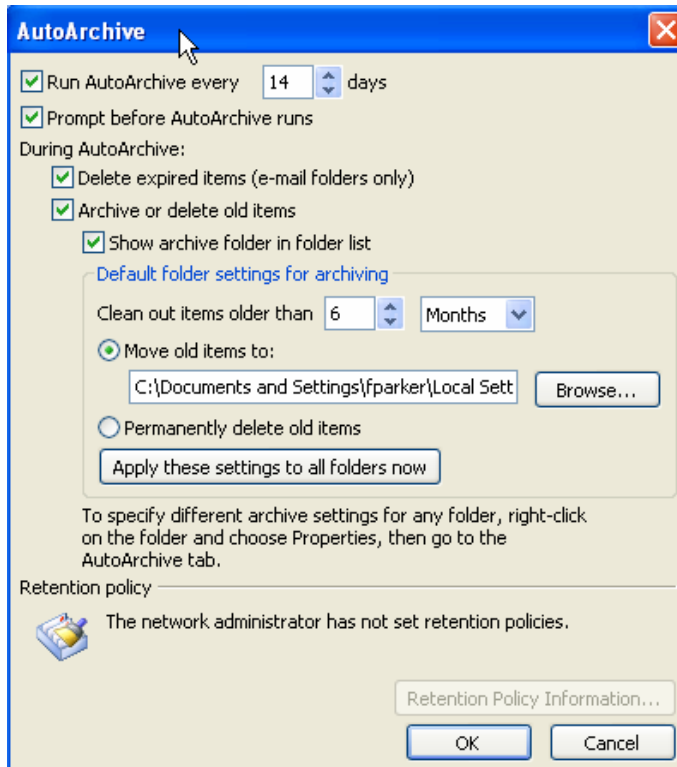
The AutoArchive default settings are tied to Outlook and can be set to specific file folders.

**Caution: If the check box Archive or Delete old items is not checked, it will never archive.**