

# Microsoft Outlook

## Tips & Tricks

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### To Redirect Message Replies:

- While creating a message, click **Options** in the Standard toolbar to open the **Message Options** dialog box.
- Select the **Have replies sent to** checkbox in the **Delivery Options** area.
- Your name will appear in the text field beside the checkbox.
- To have replies sent to another email address, select the **Select Names** button beside the field to choose another address from the **Address** book.

### To Request Receipts:

- From the main menu, choose **Tools > Options**.
- Select the **Preferences** tab.
- Select the **Email Options** button to open the **Email Options** dialog box.
- Select the **Tracking Options** button to open the **Tracking Options** dialog box.
- Select the **Read Receipt** and/or the **Delivery Receipt** checkboxes.

### To Add Tools to a Toolbar:

- Open the toolbar that the tool is going to be placed on.
- From the main menu, choose **Tools > Customize** to open the **Customize** dialog box.
- Select the **Commands** tab.
- Select from the **Categories** list on the left side of the dialog box, the category that the tool to be added is stored in.
- Once a **Category** is selected, the **Commands** list on the right side of the dialog box will display the commands contained in that Category.
- Move the cursor arrow over the command to add to the toolbar
- Click and drag the command onto the toolbar.
- Release the mouse button and the new command appears as a box with black borders on the toolbar.
- Click **Close** to close **Customize** dialog box. The box with black borders vanishes, leaving the tool button on the toolbar.

### To Flag a Message:

- Select the **Follow Up** button in the Standard toolbar.
- The **Flag for Follow Up** dialog box will open.
- The Flag drop-down menu shows a list of different flag types. Select the appropriate type.
- The **Due by** drop-down menu always has today's date in it for the default setting.
- To alter the date, open the drop-down menu and select a date from the pop-up calendar that appears.
- Clicking on a date will close the calendar, and show the selected date in the **Due By** box
- To not have a date in the reminder, click **None** at the bottom of the calendar.
- The default setting for the **time drop-down menu**, right beside the **Due by** drop-down menu.
- Once all selections are made, click **OK**. The flag will now appear in the header information bar at the top of the message.

### To Track the Source of a Message:

- Select the message to track.
- Right-click on the message header.
- Select Message Options from the pop-up menu that appears.
- This will open the **Message Options** dialog box.
- At the bottom of the **Message Options** dialog box, there is a field called **Internet Headers**.
- This area shows the exact route that an email had to travel to get home.

### To Forward a Message:

- Open the message to be forwarded.
- Click the **Forward** button in the message toolbar.
- Enter the name of the contact that the message is being forwarded to.
- Enter in a new message, which will appear above the original message in the text area.
- Any attachments with the message to get forwarded with the message.

**To Delete a Message:**

- Select the message to be removed in the Information viewing area.
- Click on the **Delete** icon in the Standard toolbar.
- Or from the main menu, choose **Edit > Delete**.

**To Recover a Deleted Message:**

- All deleted messages are moved to the **Deleted Items** folder.
- So open the **Deleted Items** folder, listing the messages contained in the Information viewing area.
- Select the message to recover, and drag it onto the folder that you want it in.
- Or, select the message to recover and from the main menu, choose **Edit > Move to Folder** to open the **Move Items** dialog box.
- Select the folder that the message will move into.
- Click **OK**.

**To Remove a Contact:**

- Open the **Contacts** information view by selecting a Contacts icon in the Outlook Shortcut bar or the **Folders List**.
- Select the contact to be removed.
- Right-click on the header of the contact, and select **Delete**.
- Or if the contact is open, from the main menu in the contact, choose **File > Delete**.

**To Recover a Contact:**

- Open the **Deleted Items** folder so the items are listed on the main information view.
- Select the contact to recover.
- Click and drag the contact back onto the **Contacts** icon either in the **Outlook Shortcuts** bar, or in the **Folders List**.
- Or select the contact, and from the main menu, choose **Edit > Move to Folder** to open the **Move Items** dialog box.
- Select the folder that the message will move into.
- Click **OK**.

**To Share Contact Information with VCards:**

- A **vCard** is an electronic version of a business card, and its industry standard file format extension is **.vcf**. Outlook and several other email applications will recognize this format.
- When saving a Contact item, rather than selecting the **Save and Close** button, from the main menu, choose **File > Save As**.
- This will open the **Save As** dialog box.
- In the **Save as Type** field at the bottom of the box, select **vCard Files**.
- Select a **Location** to save the **vCard file** to, from the drop-down menu at the top of the dialog box.
- Once done, click **OK**.

**To Send a vCard:**

- With the **Contacts** Information view open, select a contact item to send as a **vCard**.
- From the main menu, choose **Actions > Forward as vCard**.
- This will open a new message with the **vCard** appearing as an attachment.
- Complete the message and send.

**To Send a Task Request:**

- Open the **Tasks** Information view in the main viewing area, by clicking on a **Tasks** icon in the **Outlook Shortcuts** bar or in the **Folders List**.
- From the main menu, choose **Actions > New Task Request**.
- This will open a new **Task** form.
- Create the task by entering the task in the **Subject** field, set the **Due Date** and **Start Date**, and any other required details.
- To retain the task and be continuously updated on the progress of the other person's task, select the **Keep an updated copy of this task on my task list** checkbox.
- To receive a report when the task is marked Complete, select the **Send me a status report when this task is complete** checkbox.
- Enter the contact in the **To** field, and click **Send**.

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