Customizing E-Mail

After completing this lesson, you will be able to:

- *Specify e-mail options.*
- *Customize the appearance of e-mail messages.*
- *Add a signature to an e-mail message.*
- *Set viewing options.*
- *Sort messages.*
- *Create folders.*
- *Move messages between folders.*
- *Filter junk e-mail messages.*

As the popularity of the Internet increases, it's easy to become overwhelmed with e-mail messages from friends, family, and coworkers. You can make your e-mail more manageable by identifying, prioritizing, and storing the messages that you receive. If you use e-mail regularly and you receive a dozen messages or more per day, over time it can become difficult to find a particular message in an Inbox that contains hundreds of received messages. However, if you customize and organize the e-mail messages you send and receive, locating the right information is a simple process.

You can easily customize e-mail messages in Microsoft Outlook by applying specific options to your message. Available options include attaching a level of importance or sensitivity to a message, automatically sending replies to others, and saving sent messages to a specified folder. You can also set options that delay the delivery of a message. (For example, you can compose a birthday greeting to a friend but not have it sent until the recipient's birthday.) Another option makes a message invalid after a specified date. Other options include receiving notification when an e-mail message is read by the recipient, linking a message to a contact, and assigning a message to a category.

You can also customize e-mail messages by changing their appearance. In older e-mail programs, you were restricted to sending messages using only plain text, without text-formatting, color, or graphics capabilities. Most of today's programs include many of these capabilities. Using Microsoft Outlook, you can enhance your e-mail messages by placing images in the background, adding borders, using different fonts and colors, and formatting text. You can further customize your e-mail messages by adding a personalized **signature**, which is inserted at the end of an e-mail message. In a signature, you might include information such as your title, phone number, and e-mail address. You can also include graphics, such as your organization's logo.

Organizing messages in your Inbox is another way to manage your e-mail. It is easier to find a specific message and reduces the clutter in your Inbox. You can organize messages by displaying them in a specific sequence, moving them to

different folders, deleting messages you no longer need, and color-coding your messages. For example, you can move unwanted e-mail messages from advertisers to the Deleted Items folder, or remove old messages from the Inbox by placing them in a storage folder or deleting them.

In this lesson, you will learn how to customize outgoing messages by adding options, backgrounds, images, borders, and a personal signature. You will learn how to view your messages by sender, subject, time, and other criteria. You will also learn how to create folders to organize and store messages by specific topics or projects. In addition, you will learn how to **sort** and store messages that are important to you.

No practice files are required to complete the exercises in this lesson.

> Your Outlook folders should already contain the Outlook items (e-mail messages and contact records) that are necessary to complete the exercises in this lesson.

important

To complete some of the exercises in this lesson, you will need to exchange e-mail messages with a class partner. If you don't have a class partner or you are performing the exercises alone, you can send the message to yourself. Simply enter your own e-mail address instead of a class partner's address.

Specifying E-Mail Options

Several options enable you to specify how messages are sent and where they are stored. For example, you can alert recipients that your e-mail message is more important than normal messages or inform recipients that the message contains sensitive information. You can set Outlook to forward a reply to other people or save your sent message in a particular folder. You can select the day and time the message is sent and alert the recipient when the message is no longer relevant.

To select options for an e-mail message, create a new message. Click the Options button on the Message toolbar in the message window. The Message Options dialog box is displayed.
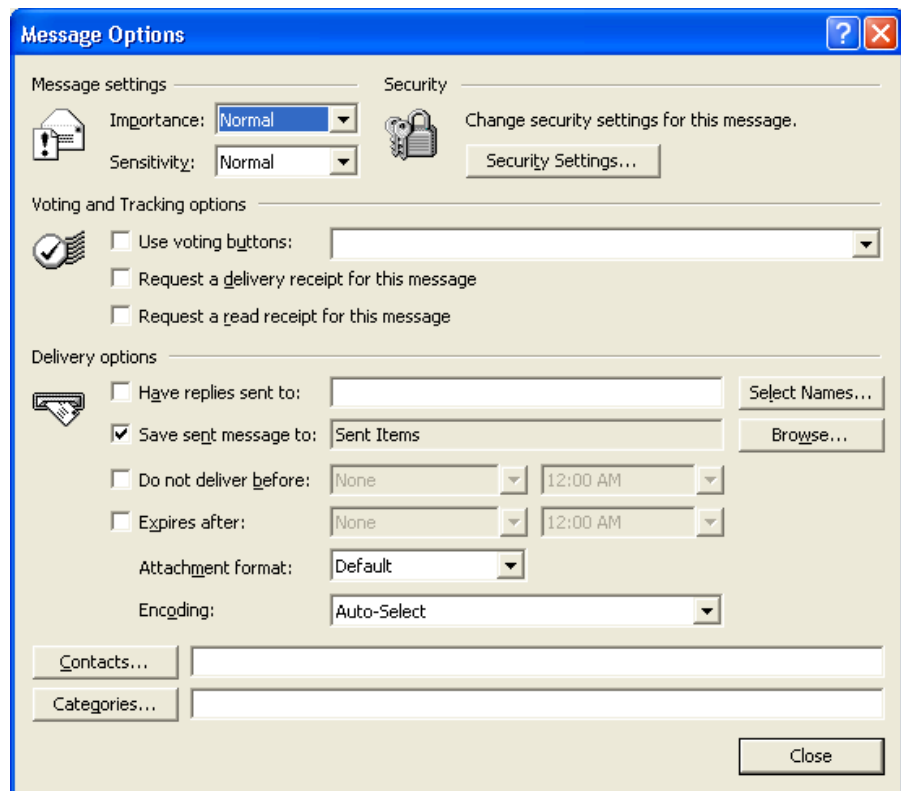
The e-mail options in the Message Options dialog box are explained in the following table. These selections are applied to the message you are currently creating.

Option	Description
Importance	Marks an e-mail message to be of high or low impor-tance. When a message marked high is received in Outlook, the message header displays a red exclamation point in the Importance column of the message header. A message of low importance displays a blue down arrow in the Importance column of the message header. All other e-mail messages are con-sidered to be of normal importance and no icon will be displayed in the Importance column when they are received.
Sensitivity	Recommends how the recipient should regard the e-mail message. You can mark messages as Normal, Personal, Private, or Confidential. A warning appears at the top of Personal, Private, and Confidential messages, stating the sensitivity of the e-mail message. Sensitivity doesn't restrict access to the message and shouldn't be considered a form of security.
Security Settings	Assign additional security measures, such as encryption and a digital signature, to the message.

| *Option*	*Description* (continued)
Use voting buttons	Enable recipients to vote by selecting one of several choices. Use the standard button names or assign custom names to the buttons. This option requires Microsoft Exchange Server.
Request a delivery receipt for this message	Select this option to receive notification when the message is delivered to the recipient's Inbox.
Request a read receipt for this message	Select this option to receive notification when the recipient has read the message. When the recipient opens the message, an alert box asks if Outlook can notify the sender that he or she read the message. If the recipient agrees, Outlook sends an e-mail message to the sender, stating when the message was read.
Have replies sent to	Message replies are automatically sent to the specified e-mail addresses. For example, if you send a message that requests more information about a particular topic, you can specify that the reply be sent to others who would also benefit from the information.
Save sent message to	When you send an e-mail message, a copy of the message is automatically saved in the Sent Items folder. Select this option to save a copy of the sent message in a folder that you specify.
Do not deliver before	Delay delivery of an e-mail message until a later date or time. For example, on Monday, the marketing director at Adventure Works scheduled a meeting for Friday morning. When she scheduled the meeting, she created a message to be delivered on Thursday morning that included attached documents for attendees to review before the meeting.
Expires After	Some messages expire; they become invalid after a specific date. Include expiration dates for time-sensitive messages, such as invitations and deadlines. An expired message is dimmed or crossed out in the recipient's Inbox after the message has expired. An expired message that has not been read is dimmed, but the message can still be opened. Expired messages that have been read have a line through them to indicate that they have expired. Messages expire at the preset time of 5:00 P.M. (the end of the business day). To change the preset time, delete it and enter a new time.

Attachment format	Attachments stored on your computer can be mapped to and readable on the Internet. Default uses the most common format for the attachment.
Encoding	Select this option to use mappings from the Windows character sets to alter Internet format for different languages.
Contacts	Select this option to link contacts to e-mail messages. For example, link the contact for the customer service manager to an e-mail message sent from a satisfied customer.
Categories	Select this option to assign the message to a category. Categorizing messages makes it easier to find and group related messages.

In this exercise, you create a new message, mark the message as high priority, and send it to your class partner. You create another message, mark it as Confidential, and send it to your class partner.

1 If necessary, click the Inbox shortcut on the Outlook bar.
   The contents of the Inbox folder are displayed.

2 On the Standard toolbar, click the New Mail Message button.
   A message window is displayed.

3 On the Message toolbar in the message window, click the Options button.
   The Message Options dialog box is displayed.

4 In the Message Settings section, click the Importance down arrow, and click High.

5 Click the Close button.
   The Message Options dialog box closes.

6 In the To box, type your class partner's e-mail address and press the Tab key twice.
   The insertion point moves to the Subject box.

7 In the Subject box, type **Health Insurance Files** and press Enter.
   The insertion point moves to the message area.

8 Type **Review all health insurance files for inaccuracies.**

9 On the Message toolbar in the message window, click the Send button.
   The message is sent to your class partner.

10 On the Standard toolbar, click the New Mail Message button.
   A message window is displayed.

> If you send the e-mail message to a recipient who also uses Outlook, any flags or other settings that you specified are displayed in the recipient's message. Flags and other settings might not be displayed in the message if the recipient uses an e-mail program other than Outlook.

11   On the Message toolbar in the message window, click the Options button.

        The Message Options dialog box is displayed.

12   In the Message Settings section, click the Sensitivity down arrow, click Confidential, and click the Close button.

        The Message Options dialog box closes.

13   In the To box, type your class partner's e-mail address, and press Tab twice.

        The insertion point moves to the Subject box.

14   In the Subject box, type **Paycheck**, and press Enter.

        The insertion point moves to the message area.

15   Type **Look for a $500 bonus in your next paycheck.**

16   On the Message toolbar in the message window, click the Send button.

        The message is sent to your class partner.

17   On the Standard toolbar, click the Send/Receive button.

        Two messages from your class partner arrive in the Inbox. Notice that a red exclamation point is displayed to the left of the *Health Insurance Files* message header.

18   Double-click the message *Paycheck*.

        The message window opens. Notice that the comment at the top of the message window states that the message is confidential.
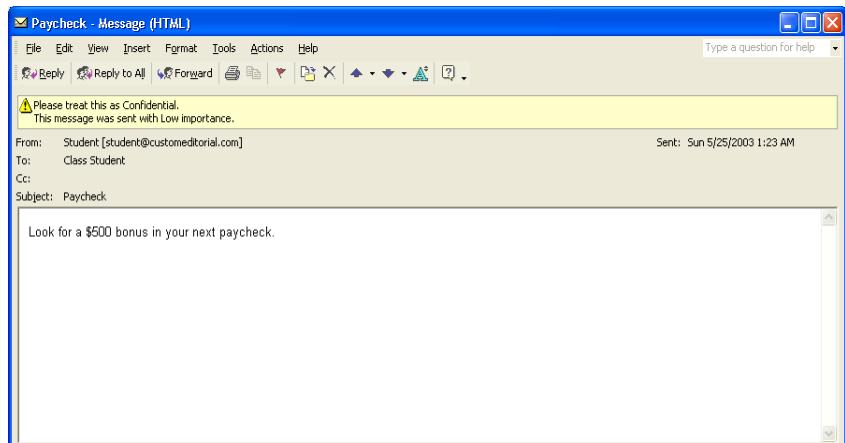
19   In the top-right corner of the message window, click the Close button.

        The message window closes.

Customizing the Appearance of E-Mail Messages

In older e-mail programs, you were limited to sending e-mail messages in plain text that used only a few fonts. With Outlook, you can send e-mail messages with graphical backgrounds and **formatted text**. Formatted text appears in different sizes, colors, styles, and alignments. You can use these formatting options to customize a message for a particular event or recipient. For example, an e-mail invitation to a corporate shareholders meeting requires a neutral background with a formal font, but an e-mail invitation to a birthday party needs a colorful background with text in a larger, more ornate font.

Outlook includes three message formats for sending and receiving messages: HTML, Rich Text, and Plain Text.

- HTML is an acronym for Hypertext Markup Language, which is the formatting language used by Web browsers to format and display Web pages. Use HTML if you want to use text formatting, numbering, bullets, alignment, horizontal lines, backgrounds, animated graphics, pictures, and entire Web pages. Not all e-mail programs can display HTML formatting.

- Rich Text is a standard method of formatting text with tags that can be understood by most word processors and newer e-mail programs. Use Rich Text if you want to use text formatting, bullets, and alignment. Rich Text can't support the extensive Web capabilities of the HTML format such as animated graphics and Web pages. Not all e-mail programs can display Rich Text formatting.

- Plain Text is generic text that can be read by any e-mail program. Use Plain Text when you do not want to include any formatting in your messages. Plain Text is the safest option because all e-mail programs can read text in this format.

Specify one of the three message formats as a default format that is used for all your messages. However, you can always switch to another message format for an individual message. Outlook uses the format of a received message as the format for your reply message. For example, if you reply to a message sent to you in plain text, Outlook creates a reply in plain text format. This reduces the chance that your reply will use formatting or graphics that can't be displayed correctly by the correspondent's e-mail program.

You can also change how your replies and forwarded messages are formatted and how the original text is included in the message, if at all. Use the On replies and forwards section of the E-Mail Options dialog box to change the appearance of replies and forwards.

> When you click a reply or forward option in the E-Mail Options dialog box, a preview of the reply or forward appears to the right of the selected option.

The following table identifies the reply and forward options.

| *Option*	*Description*
Do not include original message	The message consists of your response only; the original message does not appear with the reply. This option is useful if you want to send short replies to a recipient who will have no difficulty understanding your response. This option is not available when forwarding a message, because you want the original message text to be displayed.
Attach original message	The original message is included as an attachment to the reply or forwarded message.
Include original message text	The text of the original message is included below your comments in the reply or forwarded message.
Include and indent original message text	The text of the original message is indented under your comments. This option helps you distinguish the text of the original message from the text you add.
Prefix each line of the original text	The text of the original message is included in the reply or forwarded message. You can select the special character, usually a ">", that is inserted before each line of the original text.

In this exercise, you change the format of your replies so that the text of the original message is sent as an attachment and your outgoing e-mail messages are sent in Rich Text. You create an e-mail message, send it to your class partner, reply to a message from your class partner, and view a reply to your message.

1   On the Tools menu, click Options.
         The Options dialog box is displayed.

2   Click the E-Mail Options button.
         The E-Mail Options dialog box is displayed.

3   In the On replies and forwards section, click the When replying to a message down arrow, click Attach original message, and then click OK.
         The E-Mail Options dialog box closes.
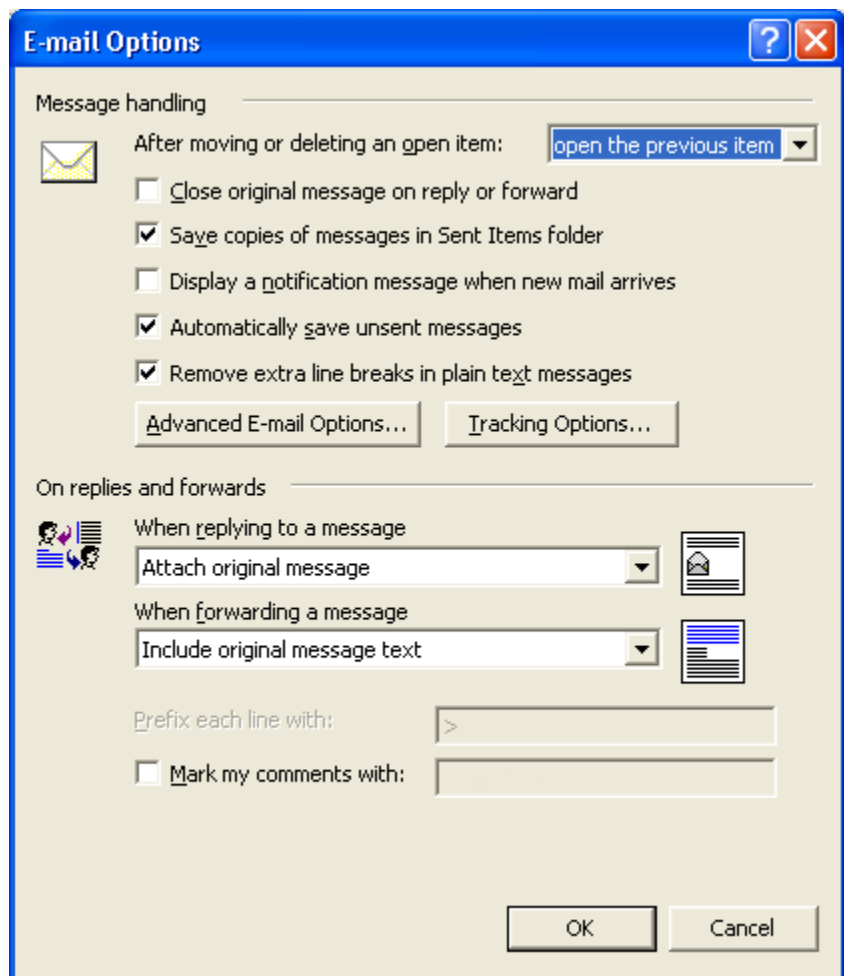
4   In the Options dialog box, click the Mail Format tab.

5   In the Message format section, click the Compose in this message format down arrow, click Rich Text, and click OK.
The Options dialog box closes.
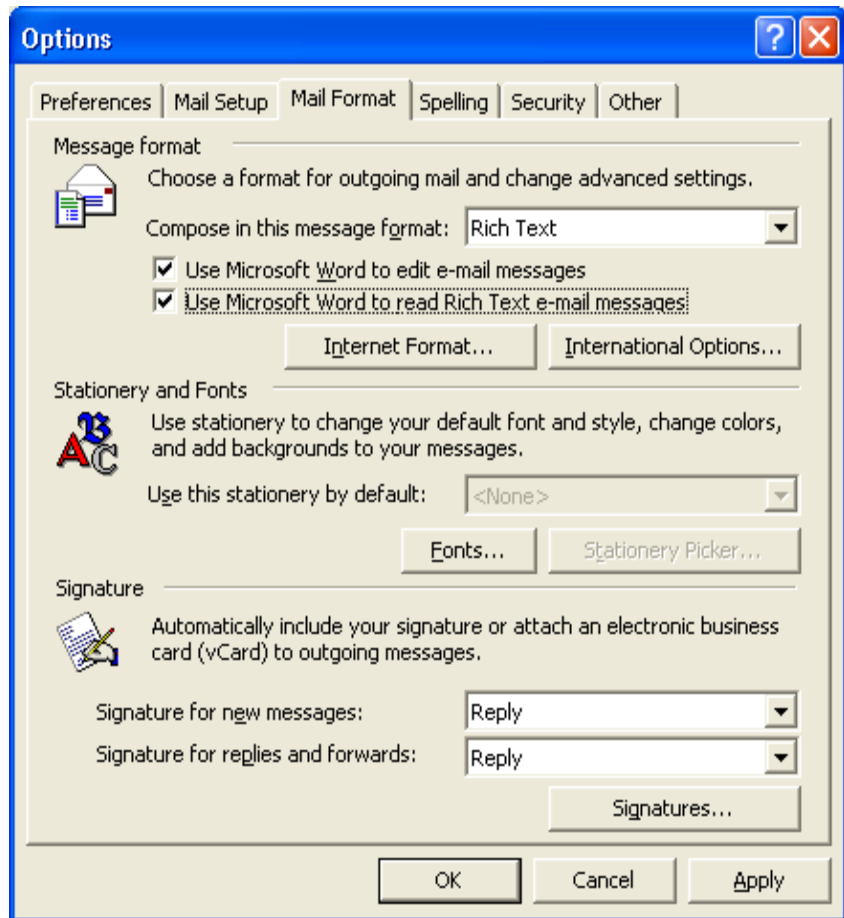
6   On the Standard toolbar, click the New Mail Message button.
A message window is displayed.

7   In the To box, type your class partner's e-mail address, and press
Tab twice.
The insertion point moves to the Subject box.

8   Type **Going Away Party** and press Enter.
The insertion point moves to the message area.

9   In the message area, type **Please come to the AW pavilion for
Frank's going away party. RSVP** and select the text.
The selected text is highlighted.

If you don't see the Monotype
Corsiva font in the list,
choose another font that
appeals to you.

10   On the Formatting toolbar in the message window, click the Font
down arrow, scroll down, and click Monotype Corsiva.
The font Monotype Corsiva is displayed in the Font box and the
selected text is modified.

11   On the Formatting toolbar in the message window, click the Font
Size down arrow, and click 20.
The font size is set to 20 points and the selected text is modified.

12 On the Formatting toolbar in the message window, click the Font Color button, and select the Dark Red square (first square in the second row).

The font color is set to dark red and the selected text is modified.
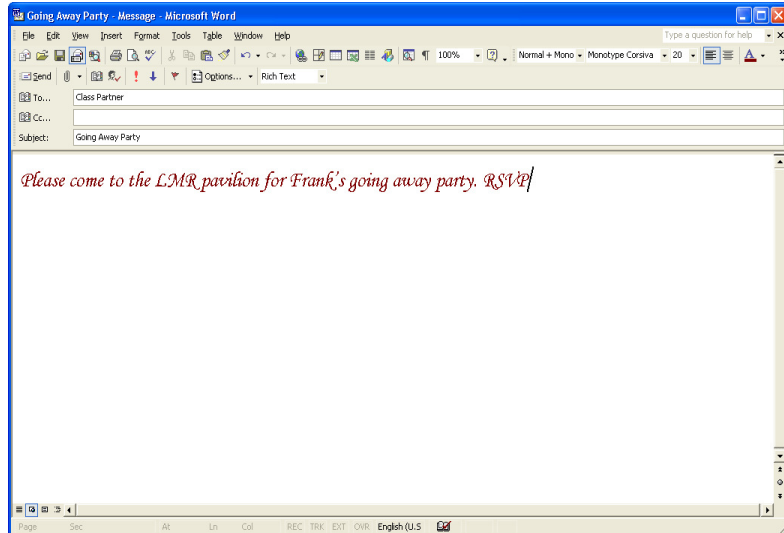
13 On the Message toolbar in the message window, click the Send button.

The message is sent to your class partner.

14 On the Standard toolbar in the Inbox folder, click the Send/Receive button.

A message from your class partner arrives in your Inbox.

15 In the Inbox, double-click the message *Going Away Party* sent by your class partner.

The message window is displayed.

16 On the Standard toolbar in the message window, click the Reply button.

A reply window appears. Notice that the original *Going Away Party* message is now an attachment.

17 In the message area, type **I will be there.** Click the Send button on the Message toolbar in the reply window. In the upper-right corner of the message window, click the Close button.

The reply is sent to your class partner and the reply window closes.

18 On the Standard toolbar, click the Send/Receive button.

A message from your class partner arrives in the Inbox.

19 Double-click the reply from your class partner and double-click the *Going Away Party* attachment icon.

The original message is displayed in its own window.

20 In the top-right corner of each open window, click the Close button.

The windows close.

Adding a Signature to an E-Mail Message

Many people include contact information at the end of each message they send. Rather than typing this information every time, create a signature that Outlook adds to the end of all messages you send. Signatures usually include your name and e-mail address. You can include information such as a phone or fax number and your title. Company logos and other graphics can also be added to a signature. Select colors and fonts to create a unique and expressive signature. For example, one of the managers at Adventure Works ends her e-mail messages with a business signature, which includes her name, title, business name, phone number, and the Adventure Works logo.

Claire Hector
Manager
**Adventure Works**
555-555-0155
Adventure Works

> If your signature contains colors or fonts, and you change the format of your message to Plain Text, the appearance of your signature also changes.

Create as many signatures as you need. In addition to a business signature, create a personal signature that includes your nickname or a favorite quote. Create a simple signature for messages sent in Plain Text format and create a more complex signature with a logo for messages sent in HTML or Rich Text format. Set up Outlook to automatically insert a signature in the message area or select which signature you want to use in a message. To select a signature in a new message window, open the Insert menu, point to the AutoText, point to the Signature option, and select the signature.
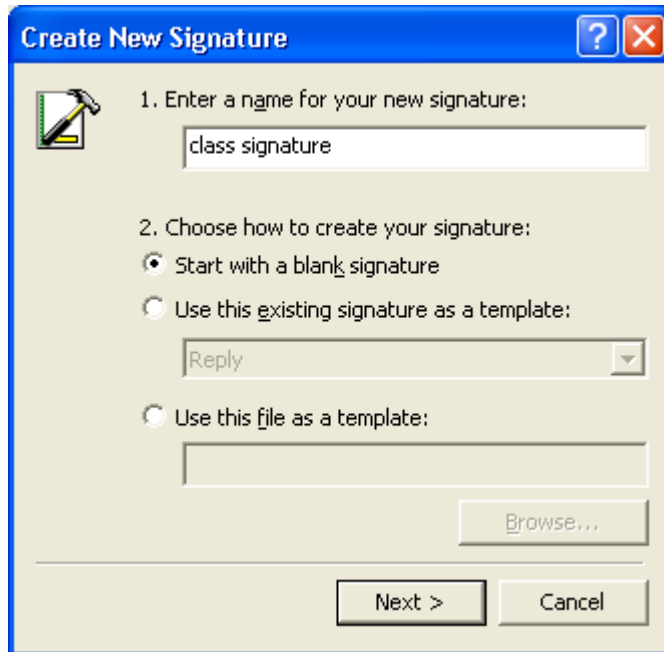
In this exercise, you create a signature. You use the signature when you send a message to your class partner.

1 On the Tools menu, click Options.
    The Options dialog box appears.

2 Click the Mail Format tab.

3 Click the Signatures button.
    The Create Signature dialog box is displayed.

Existing signatures may be listed in the Create Signature dialog box.
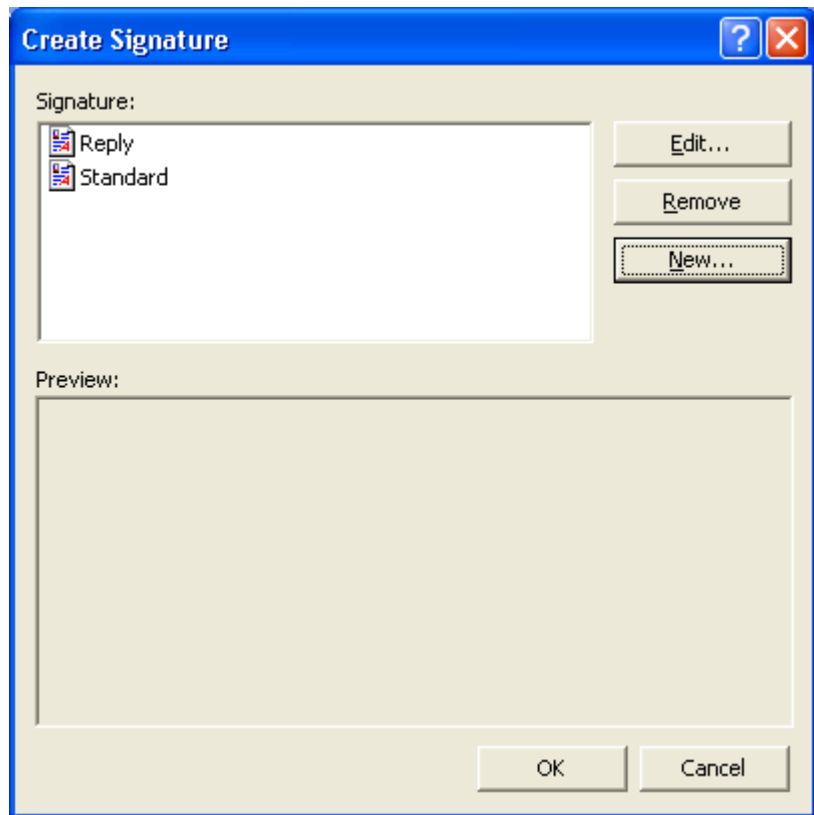
4   Click the New button.

The Create New Signature dialog box is displayed.

5   In the first box, select the default text *Untitled*. Type **class signature**.

The name is assigned to the new signature.

6   Verify that the Start with a blank signature option is selected.

7   Click the Next button.
The Edit Signature dialog box is displayed.

In the Edit Signature dialog box, you can change the appearance of your signature. Select the text, click the Font or Paragraph button, and select formatting options.

8   Type your name and press Enter. Type **Outlook Class**.

9   Click Finish and click OK in each dialog box to return to the Inbox.
When you create a new e-mail message, your signature is automatically placed in the message area.

In the Inbox, select Options from the Tools menu. Click the Mail Format tab. Your new class signature is selected in the Signature for new messages box. If you no longer want this signature to be placed in all new messages, select None or choose a different signature.

10   On the Standard toolbar, click the New Mail Message button.
A message window is displayed. The class signature you created is already placed in the message area.

11   In the To box, type your class partner's e-mail address and press Tab twice.
The insertion point moves to the Subject box.

12   In the Subject box, type **Outlook Expert** and press Enter.
The insertion point moves to the message area.

13   Type Are you going to take the Outlook Expert course?

14   On the Message toolbar in the message window, click the Send button.
The message is sent to your class partner.

Not all e-mail programs can display all the fonts that are available in Outlook or in your installation of Microsoft Windows. Similarly, if you receive a message that contains a font that you do not have installed, Outlook substitutes a font that is installed.

15   On the Standard toolbar, click the Send/Receive button.
A message from your class partner arrives in your Inbox.

16   Double-click the *Outlook Expert* message header.
The message window opens. Notice the sender's signature below the text.

17 In the top-right corner of the message window, click the Close button.

The message closes.

Setting Viewing Options

The Inbox can be displayed in several different **views**, or groups, to help you locate messages. For example, group your messages by sender so all messages from your supervisor are displayed together. If your Inbox contains dozens or hundreds of messages, you can change your Inbox view so only the unread messages are displayed.

By using different views, you can find particular messages faster and easier. You can also see the relationships among different messages, the rate of e-mail correspondence, and the date and time at which you sent and received an e-mail message.

In most views, messages are displayed in a table format with the following columns at the top of the Inbox window: Importance, Icon, Flag Status, Attachment, From, Subject, and Received. When you view messages in the By Conversation Topic, By Sender, or By Follow-Up Flag view, the messages are divided into groups. The groups are divided by expandable gray bars that summarize each group. For example, if you display your messages in the By Sender view, instead of seeing the messages, you see several gray bars that display the text *From: (name of sender) ([number] Items,* and *[number] Unread)*. If you receive four messages from Adventure Works and you read three of them, the gray bar displays this information about the messages. To display or hide the messages in the group, click the plus sign or the minus sign on the gray bar. The ability to hide and show messages is just another way to help you locate the messages that you want to see.

From : Class Partner (6 items)

The following table details each view.

View	*Description*
Messages	This is the default view for the Inbox. Message headers are arranged in a table with seven columns: (from left to right) Importance, Icon, Flag Status, Attachment, From, Subject, and Received.
Messages with AutoPreview	Message headers are arranged in a table and AutoPreview is used by category. From one to three lines of the body of the message appear under the message header.
By Follow-Up Flag	Messages are sorted by Follow-Up Flag. Messages with flags are grouped. Also, a new column, Due By, has been added.

View	*Description* (continued)
Last Seven Days	Messages received in the last seven days are displayed. Use this view to see only the most recent messages.
Flagged for Next Seven Days	Messages that have a Due Date within the next seven days are displayed. Use this view to see messages requiring the most urgent attention.
By Conversation Topic	E-mail messages and replies are grouped according to message threads (a sequence of replies regarding a single topic). A conversation topic is the subject of the original message in a message thread. Use this view if you have several replies to original messages. For example, if you and a coworker have exchanged messages about a company event, the replies concerning the original message are indented under the original message in the order they were received.
By Sender	E-mail messages are sorted by the sender's e-mail address. Use this view to see all e-mail correspondence with a particular person or address.
Unread Messages	Only e-mail messages that have not been opened and read are displayed. Use this view if your Inbox contains a combination of read and unread messages.
Sent To	Sort messages by the recipient's address. Use this view to see messages you sent to a specific person or e-mail address.
Message Timeline	Messages are displayed on a timeline organized by the time they were sent and received. Double-click a message header to open a message. The timeline increments can be viewed by day, week (the default timeline view), or month. To change the timeline increments click the Day, Week, or Month button on the Standard toolbar. Use this view to review your e-mail correspondence over time.

In this exercise, you change the Inbox view from the default Message view to the By Sender view, the Unread Messages view, and the Message Timeline view.

1   On the Standard toolbar, click the Organize button.
         The Using Folders section of the Organize pane is displayed.

2   Click the Using Views option.
         The list of available views is displayed. Use this list to change the appearance and organization of messages.
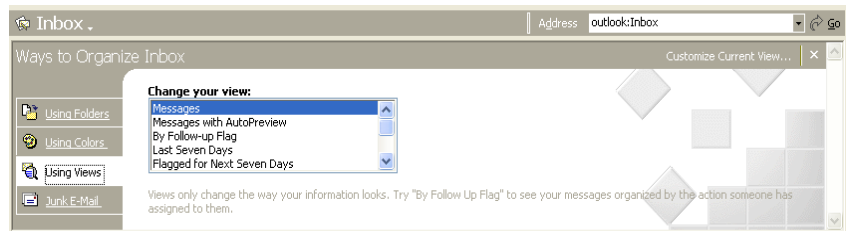
3   In the Change Your Views list, click By Sender.

The message headers are grouped in a table by sender. All the messages from your class partner are grouped in a gray bar identified by your class partner's name. The number of messages in the group is displayed.

4   At the left end of your class partner's gray bar, click the plus sign (+).

The e-mail messages from your class partner are displayed and the plus sign (+) is now a minus sign (-), indicating that the view has been expanded.

5   At the left end of your class partner's gray bar, click the minus sign (-).

The e-mail messages from your class partner are hidden and the minus sign (-) is now a plus sign (+).

6   Click the plus sign at the left end of a different gray bar to view the messages.

7   In the Change Your View list, click Unread Messages.

All unread messages are displayed.

8   In the Change Your View list, click Message Timeline.

The view changes to display message headers in a timeline.

9   In the Change Your View list, scroll to the top, and click Messages.

The view returns to Messages—the default view.

Sorting Messages

You can quickly manage many messages by sorting them. Sorting arranges the messages in your Inbox by the criteria you specify. You can sort according to age (how long the message has been in your Inbox), size, importance, and more. You can sort messages in either ascending order (A to Z) or descending order (Z to A), by a specific field, or by a column header that appears at the top of a view's table, such as subject, sender, or flag status. When you sort in a view, the messages remain in the same view; however, they are displayed in a different sequence.

> You can't sort messages in the timeline view.

For example, the human resources manager at Adventure Works returned from vacation to find that her Inbox contained hundreds of unread messages. She wanted to reply to the most important messages, so she sorted the contents of her Inbox by order of importance. The messages marked with high importance appeared at the top of the list in ascending order. After she replied to the

high-priority e-mail messages, she wanted to reply to the remaining e-mail messages in the order they were received. She sorted her Inbox again, clicking the Received column heading.

You can sort by four fields at the same time, thus performing a sort within a sort. When you perform a second sort on messages that have already been sorted, the second sort further organizes the list of sorted messages. For example, if you sort your Inbox by Subject in ascending order and then sort by Attachment in descending order, the Inbox will be sorted by Subject. Within the subjects, messages with an attachment will appear first.

In this exercise, you sort the list of messages in your Inbox by Attachment and by Subject. You clear the sort to complete the exercise.

1   Open the View menu. Point to Current View and click Customize Current View.
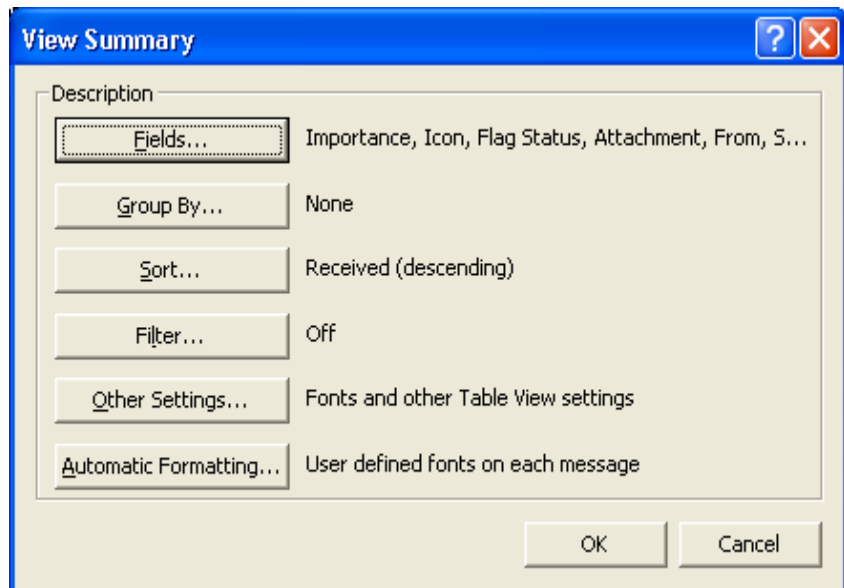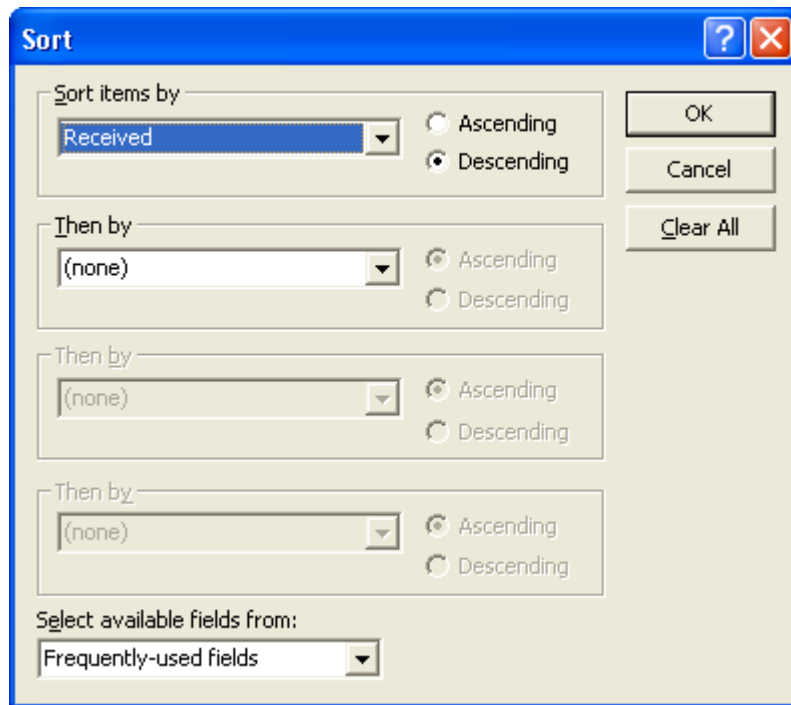The View Summary dialog box is displayed.

Sorting does not remove messages from view. To temporarily remove messages from view, you must apply a filter. See "Filtering a View" in this lesson.

2   Click the Sort button.
The Sort dialog box is displayed.

3   In the Sort items by section, select Attachment, and verify that the Descending option is selected.

4   Click OK twice.

> If necessary, scroll up through the Inbox to see the messages at the top of the list.

The messages with attachments are displayed at the top of the message list.

5   Open the View menu. Point to Current View and click Customize Current View.

The View Summary dialog box is displayed.

6   Click the Sort button.

The Sort dialog box is displayed. Notice that Attachment still appears in the Sort items by box.

7   In the Then by section, click Subject. If necessary, click the Descending option.

8   Click OK twice.

> When messages are sorted in the Inbox, a small arrow appears in the associated column heading to indicate whether the messages are being sorted in ascending or descending order. The arrow points upward if messages are sorted in ascending order, and the arrow points downward if messages are sorted in descending order. You can also sort messages by clicking the column heading.

The messages with attachments still appear at the top of the message list and are sorted by subject in descending order (Z to A). (Outlook ignores the text *FW:* and *RE:* in the subject and uses the first letter that appears after the text *FW:* and *RE:* to sort by the subject.)

9   In the top of the Organize pane, click the Customize Current View button.

The View Summary dialog box is displayed.

10   Click the Sort button.

The Sort dialog box is displayed.

11   Click the Clear All button.
          The sort criteria are removed.

12   Click OK twice.
          The message headers are no longer displayed in the sort criteria
          you specified.

Creating Folders

A folder organizes stored messages or other files and Outlook items. When you
first start Outlook, several folders already exist, including the Inbox (where
new e-mail messages appear), Sent Items (which contains copies of messages
that you've already sent), Drafts (where unfinished messages are stored), and
Deleted Items (which contains items that you deleted from other Outlook
folders). You can create your own folders—such as folders for coworkers,
managers, or projects—to organize messages more effectively.

When you create a folder, you must consider where the folder is to be placed.
Most Outlook folders are located within one or more other folders. For
example, the Inbox folder is located in the Outlook Today folder. Display the
Folder List to see which folders are inside other folders.

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important

A folder created in Outlook must contain only a specific type of Outlook
item—such as mail items only or contact items only. You identify the type of
item that can be placed in the folder when you create the folder. *Any item
moved to this folder is converted to that type of item, regardless of how the
item was originally created.* For example, if you create a folder to hold mail
items, and then move a task to the folder, a message window will appear
with task information displayed in the subject and message area. The To
box is empty, ready for you to address the message that contains
information about the task and send it.

When creating a folder, you can also create a shortcut to the folder on the
Outlook bar. Creating a shortcut is especially useful if you plan to open and use
the folder often.

In this exercise, create a new folder named *Parties*, which will be used to store
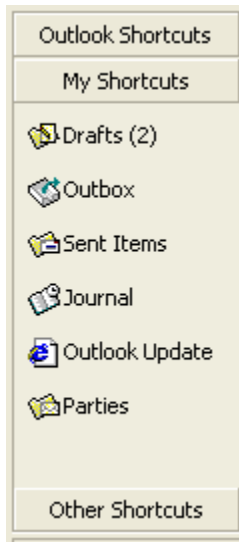all messages that you receive about upcoming Adventure Works parties.

1   In the Organize pane, click the Using Folders link.
         The Using Folders section of the Organize pane appears.

2   In the top of the Organize pane, click the New Folder button.
       The Create New Folder dialog box is displayed.

3   In the Name box, type **Parties**.
       Notice that Mail Items appear in the Folder Contains box.

4   Verify that Inbox is selected in the Select where to place the folder list and click OK.
       The folder is created.
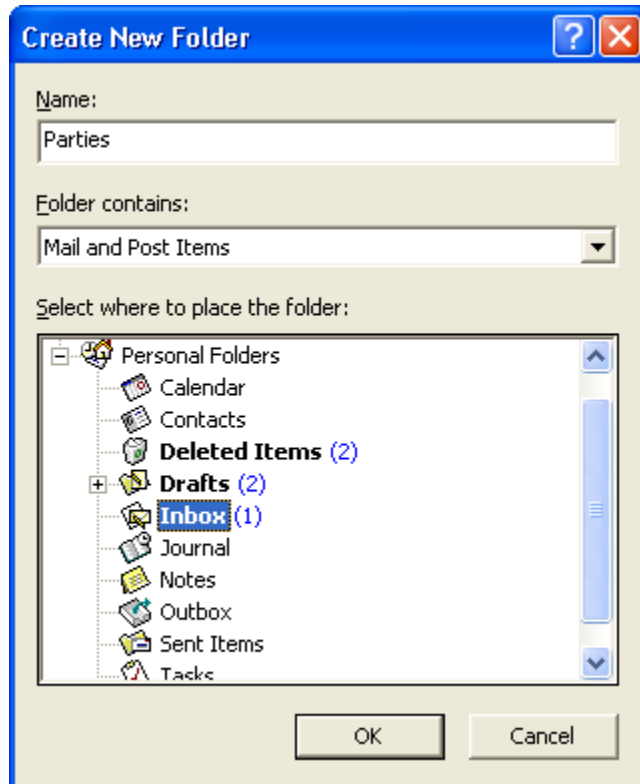
5   Click Yes when the Add shortcut to Outlook Bar dialog box is displayed.
       The Parties folder is created. The My Shortcuts group bar on the Outlook bar flashes for a few seconds as the Parties shortcut is moved to the My Shortcuts group.

6   On the Outlook bar, click the My Shortcuts group bar.
   The Parties shortcut is located on the Outlook bar.

7   On the Folder Banner, click the folder name *Inbox*.
        The Folder List appears.

8   If necessary, in the Folder List, click the plus sign (+) to the left of
        Inbox.
        Notice that, although the folder has been added to the My Shortcuts
        group, the folder is located in the Inbox folder.

9   Click outside the Folder List.
        The Folder List closes.

> You will add messages to this folder in the next exercise.

Moving Messages Between Folders

When you want to organize many Outlook items with similar subjects or
content, you can group the items together in a folder. Folders not only store the
items, but other folders can be created within the folder to further subdivide
items more specifically. This system of organization can be helpful when you
have a large project that requires many items dealing with many subjects. For
example, the training director at Adventure Works has a folder for messages
regarding training. This folder is further subdivided into folders for messages
regarding each training class. You can use four different methods to move a file
from its current location to another folder: Drag the message from its current
location to a folder, click the Move To Folder button on the Standard toolbar,
use the Move Message option in the Using Folder section of the Organize pane,
or create a rule to automatically move messages from one folder to another.
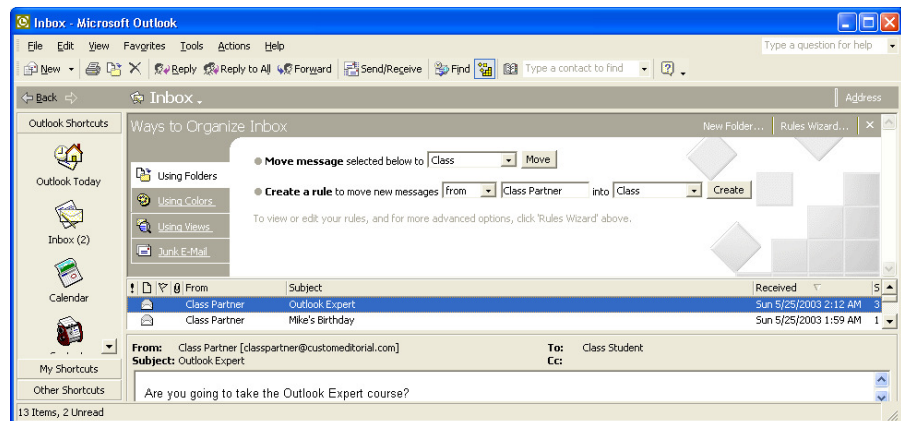
You can manually move a selected message into a folder by dragging the message from the Inbox (or its current location) to the desired folder. Dragging is convenient if you want to move a message to a folder that is visible in the Outlook window. Messages can be dragged to folders (represented by icons) on the Outlook bar and in the Folder List. For example, if you receive a message in your Inbox and want to move it to the Notes folder, drag the message header onto the Notes shortcut on the Outlook bar.

Click a message header and click the Move To Folder button on the Standard toolbar to open a menu of available folders. The list of folders on the menu changes to reflect folders based on the number of times they are selected. For example, if you frequently move messages to the Picnic folder but never move them to the Tasks folder, the Picnic folder is displayed on the menu, but the Tasks folder is not listed.

The Using Folders section of the Organize pane contains a Move Message option that moves selected messages to a folder. Like the Move To Folder button, select the message or messages and choose the folder from the Move Message list. This method is convenient if you just created a new folder in the Organize pane.

In the Using Folders section of the Organize pane, you can also create a **rule** (a set of conditions, actions, and exceptions that perform a particular process) so that a message from a particular address is moved to a particular folder. Creating this rule is an easy way to organize messages if you *always* want to perform the same action. For example, the head chef of the Adventure Works frequently receives recipes from a friend. To help him stay organized, the chef created a rule so any e-mail messages he receives from this friend are moved to his Recipes folder. With this rule, the chef doesn't have to sort through his Inbox for new recipes; he can simply access any recipe messages in the Recipes folder.

When you no longer want to use a rule, click the Rules Wizard button in the Using Folders section of the Organize pane and delete the rule.

<div style="border:1px solid black; padding:10px;">

tip

After you send a message, Outlook saves a copy of the message in the Sent Items folder. However, you can create a rule that copies sent messages to a different folder. For example, create a rule that copies all the messages you send to your supervisor into a folder named Supervisor.

</div>

In this exercise, you move messages into the Parties folder, create the Class folder, and create a rule that moves messages received from your class partner to the Class folder. You send a message to your class partner to test the rule. Finally, you use the Rules Wizard to delete the rule.

1   In the Inbox, select all messages sent in previous exercises about Mike's birthday party.
The messages are highlighted.

2   In the Using Folders section of the Organize pane, verify that *Parties* is displayed in the Move messages selected below to box.

3   Click the Move button.
The messages are moved to the Parties folder. They are no longer displayed in the Inbox.

> If you move a message into the wrong folder, immediately after you've moved it you can click Undo Move on the Edit menu to move the message back to its previous location.

4   In the My Shortcuts group on the Outlook bar, click the Parties shortcut.
The Party messages are displayed in the Parties folder.

5   On the Standard toolbar, click the Organize button.
The Organize pane is displayed.

6   In the top of the Organize pane, click the New Folder button.
The Create New Folder dialog box is displayed.

7   In the Name box, type **Class**.

8   Verify that Inbox is selected in the Select where to place the folder list and click OK.
The folder is created.

9   Click Yes when the Add shortcut to Outlook Bar dialog box is displayed.
The Class folder is created and the Class shortcut is added to the My Shortcuts group on the Outlook bar.

10   In the Organize pane in the first Create a rule to move new messages box, verify that the word *from* is selected.

11   If necessary, in the next box, type your class partner's e-mail address.

12   Verify that the *Class* folder you just created is selected in the last box for the rule.

13   Click the Create button.

An alert box is displayed. The new rule will be applied to incoming messages. The alert box also asks if you would like the rule to be applied to the current contents of this folder.

14   Click No so that the rule is not applied to the current contents of the folder.

The rule is created. Messages sent from your class partner will be sent to the Class folder.

15   On the Standard toolbar, click the New Mail Message button.

A message window is displayed.

16   In the To box, type your class partner's e-mail address. In the Subject box, type **Testing**, and in the message area, type **Is this message in the Class folder?**

17   On the Standard toolbar in the message window, click the Send button. On the Standard toolbar, click the Send/Receive button.

A message from your class partner arrives, and it is automatically moved to the Class folder.

18   In the My Shortcuts group on the Outlook bar, click the Class shortcut.

The *Testing* message header is displayed in the Class folder.

19   On the Standard toolbar, click the Organize button, and click the Rules Wizard button at the top of the Organize pane.

The Rules Wizard is displayed. The rule you created is selected in the Apply rules in the following order box.

20   Click the Delete button, click Yes in the alert box to confirm the deletion, and click OK.

The rule is no longer applied to the messages sent by your class partner.

Filtering Junk E-Mail Messages

Junk e-mail (unsolicited and unwanted e-mail, also known as *spam*) is an annoying problem for many Internet users. Junk e-mail can fill an Inbox with dozens, even hundreds, of advertisements, chain e-mails, and other nuisances. Unfortunately, many individuals and companies use junk e-mail as a major marketing tool because it is so inexpensive. Another form of junk e-mail is unsolicited messages with adult content that might be offensive or inappropriate for some people.

Outlook includes built-in junk e-mail filters that identify e-mail messages containing text and message headers identified by Microsoft as common to junk e-mail. Messages with terms common to junk e-mail—such as *SPECIAL PROMOTION*, *$$$*, and *Money back guarantee*—can be color-coded, moved to a different folder, or deleted. This system of identifying junk e-mail prevents your Inbox from becoming cluttered with junk e-mail and enables you to

> A list of the terms Outlook uses to filter suspected junk e-mail messages is provided. The location of this information depends on your operating system. Use the Search function in Windows Explorer. Search for files or folders with the term *filter* in the name.

review the filtered messages at your convenience or automatically delete the messages.

Outlook also includes a separate category of filters to identify messages suspected of having adult content. As with the junk e-mail filters, messages with terms common to adult content messages, such as *over 21* and *adults only*, can be color-coded or moved to a different folder.

The junk e-mail and adult e-mail filters will not catch all junk or offensive messages, however. Those who send junk e-mail frequently revise their message text and message headers to use text that is not identified as junk or adult content, bypassing the filters. If you find that you are receiving many junk e-mail messages and the filters are not effective, add new junk e-mail addresses to the filter. Right-click one of the messages and click Junk E-mail on the shortcut menu.

You can also add new junk e-mail addresses to the filter in the Organize pane. Specify the color used to identify junk e-mail message headers and message headers with adult content. When you receive these messages, you will recognize the color and you can delete the messages without reading them.

tip

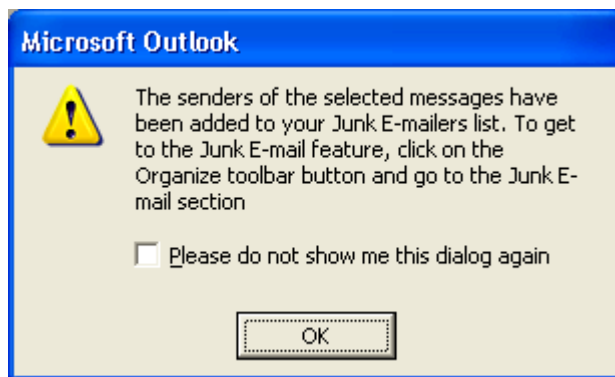Use the click here link in the Junk E-Mail section to download new junk e-mail filters.

In this exercise, you turn on the Junk E-Mail message filter to color-code junk e-mail teal and add an address to the Junk E-Mail Senders list.

1   In the Organize pane, click the Junk E-Mail link.
   The Junk E-Mail section of the Organize pane is displayed.

2   Select Color in the first box.
         This identifies the action Outlook should perform when junk e-mail is detected. The message can be moved or color-coded.

3   Select Teal in the second box.
         This identifies the color code for the messages. If you select the move option in the first box, you select the destination folder in this field.

4   Click the Turn On button.
         The Junk E-Mail filter is activated. The pane changes to say *New Junk messages will appear Teal*. The label of the Turn on button becomes Turn off. The message from Spammer is color-coded.

5 Double-click the *Vigor Airlines* message header.

This is junk e-mail. However, Outlook did not recognize it as junk e-mail.

6 In the top-right corner of the message window, click the Close button.

The message closes.

7 Right-click the *Vigor Airlines* message header.

A shortcut menu is displayed.

8 Point to Junk E-Mail, and click Add to Junk Senders list.

An alert box is displayed.

9 Click OK.

Any message that you receive from this company will automatically be colored teal.

10 In the bottom of the Organize pane, click the click here link.

More junk e-mail options appear.
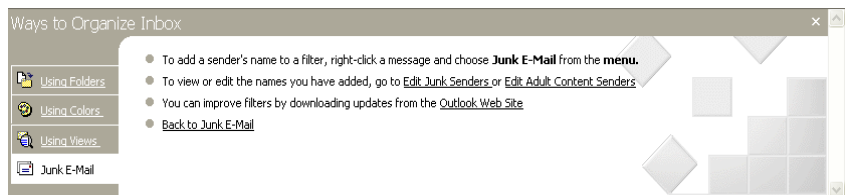
11 On the second line, click the Edit Junk Senders link.

The Edit Junk Senders dialog box is displayed. The e-mail address of Vigor Airlines has been added to the junk e-mailers list.
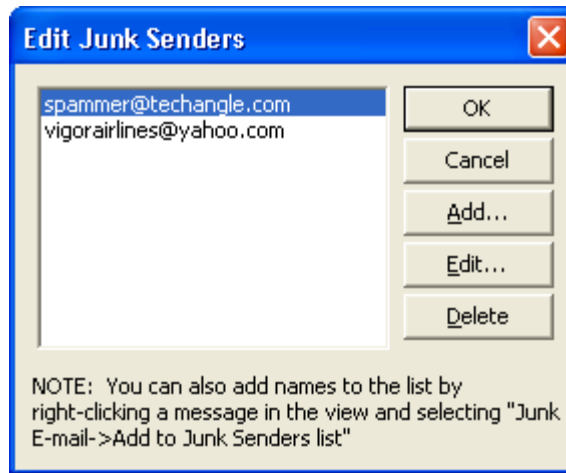
Several organizations fight junk e-mailers by alerting government authorities to illegal spamming and promoting legislation to restrict junk e-mail. Search for them with your Web browser using the keywords *spam* or *junk e-mail*.

12   Click OK.

13   On the last line of the Junk E-Mail window, click the Back to Junk E-Mail link.
          The original junk e-mail options are redisplayed.

Lesson Wrap-Up

This lesson covered how to customize your e-mail messages and organize your Outlook Inbox. You learned about e-mail options such as importance, sensitivity, and delivery options. You also learned how to customize the appearance of your e-mail messages by creating them in Plain Text, Rich Text, and HTML formats. You learned about creating signature. You learned how to set viewing options and sort the Inbox. You learned how to create a folder and move messages between folders. In addition, you learned how to organize your Inbox by filtering junk e-mail.

If you are continuing to the next lesson:

■   On the Standard toolbar, click the Organize button.
     The Organize pane closes.

If you are not continuing to other lessons:

■   In the top-right corner of the Outlook window, click the Close button.
     The Outlook window closes.

Quick Quiz

1   How do you assign high-importance status to a message?

2   What is a view?

3   What is one way to distinguish messages from a specific person?

4   What is a signature in an e-mail message?

5   How can you store outdated messages?

6   What can you use to format a message with a predefined design?

7   What levels of importance does Outlook let you set for a message?

8   Where in Outlook do you filter junk e-mail?

Putting It All Together

Exercise 1: The new marketing director at Adventure Works needs to set up his e-mail workspace. First, create two folders for the new projects—Pool and Tennis Courts—starting next week. Place these folders in the Inbox folder.

Next, set up a business signature to include his name (Peters, James), title (marketing director), and phone number (555-555-0154). Set this signature as the default signature. Finally, the director has little time for junk e-mail, so set up the filters to identify and delete junk e-mail.

Exercise 2: The general manager of Adventure Works wants to invite a new member of the staff to a manager's meeting. Send an e-mail message to someone@example.com using the Formal Announcement stationery announcing the manager's meeting on Tuesday, at 3:00 P.M., in the dining room. Indicate that the message is important.

Exercise 3: Create a message that informs your customers that you have a new product. Use text and graphics to interest the customers in the new product.

Exercise 4: Locate the Outlook file used to filter junk e-mail. Add several additional phrases to the list.