

LESSON 5

Using E-Mail in Outlook

After completing this lesson, you will be able to:

- *Compose, address, and send messages.*
- *Format the body of a message.*
- *Attach a file to a message.*
- *Check for e-mail messages.*
- *Read messages.*
- *Reply to and forward messages.*
- *Print messages.*
- *Find messages.*
- *Recall messages.*
- *Delete messages.*
- *Save a draft of a message.*

Gone are the days when the telephone was the main way to communicate with other people immediately and postal mail was the chief way to send letters and documents to others. Today, **e-mail** enables you to communicate and share information with others in a way that is faster and more versatile than methods that were available in the past. E-mail refers to any communication that is sent or received via computers, either over the Internet or through a messaging program used with an organization's internal network, or intranet.

Creating, sending, receiving, and reading e-mail messages are the activities that you will probably perform most frequently with Microsoft Outlook. E-mail provides a fast way to send and receive messages, files, and documents such as reports, worksheets, and pictures.

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.

In this lesson, you will learn how to create, address, format, and send an e-mail **message**. You will learn how to attach a file; check for and read messages; and reply to and forward messages you receive. You will learn how to flag messages with a reminder to yourself or to the recipient to follow up on the message by a certain date. You will also learn how to print, find, and recall messages that you've sent. You will learn how to save e-mail messages that you aren't ready to send in **Drafts**, a folder that stores incomplete messages. Finally, you will learn how to delete messages.

To complete the exercises in this lesson, you will need to use the files named Map and Syllabus in the Internet and World Wide Web Fundamentals Practice folder that is located on your hard disk.

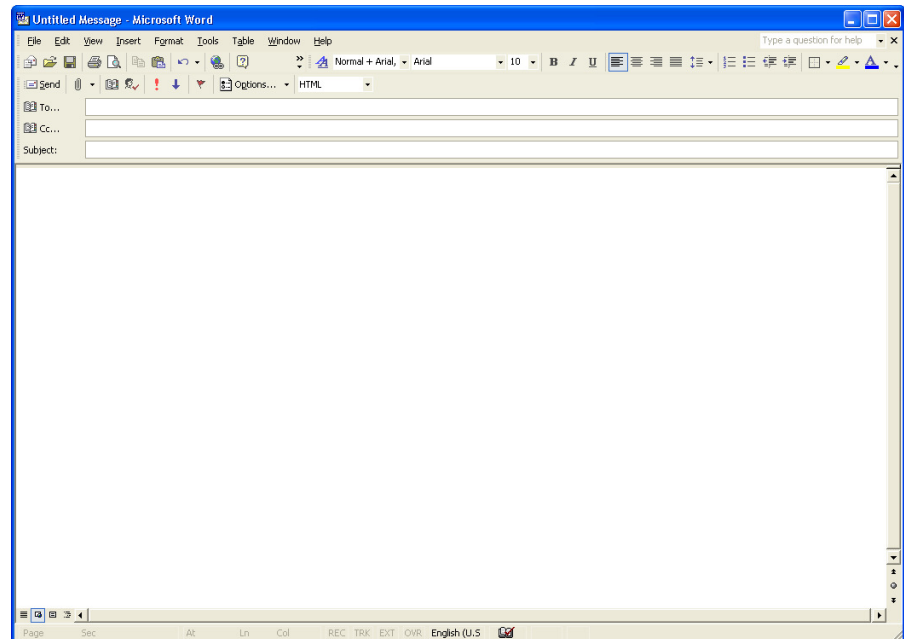
important

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.

Composing, Addressing, and Sending Messages

If you've used other e-mail programs, you'll probably find that creating and sending messages is similar in Outlook. To create a new mail message, click the New button when you are in the Inbox folder. You can create a new e-mail message from any folder. Point to New on the File menu and click Mail Message to display a new message window.

The message you create can be any length and contain any information. The following illustration displays the window used to create an e-mail message.



Just as you must address an envelope before mailing it, you must also provide at least one e-mail address in the To box of your message. E-mail can be addressed to any number of recipients and the message is sent to all recipients simultaneously. To send a message to multiple recipients, type a semicolon after each recipient's e-mail address in the To box. After you type one or more e-mail addresses, enter the subject of your message, type the message, and click the Send button to send the message. Typically, your e-mail message arrives in the recipient's Inbox within seconds after you send it.

Outlook has made it easy for you to address an e-mail message if you have sent a message to the same recipient before or the recipient's e-mail address is stored in Outlook's address book. The AutoComplete addressing function automatically completes the address as you start to type it. If the address Outlook suggests is correct, press the Tab key to enter the complete address. If Outlook finds several matches, it presents a list of possible matches. Use the arrow keys to select the correct entry and press the Enter key.

Internet E-mail Accounts

Microsoft Outlook 2002 supports several types of Internet e-mail accounts. Account types include POP3, IMAP, and HTTP.

- Post Office Protocol 3 (POP3)—Common type of e-mail account provided by an ISP (Internet Service Provider). To receive messages, you connect to an e-mail server and download messages to your local computer.
- Internet Message Access Protocol (IMAP)—Messages are stored on the e-mail server. When you connect to an e-mail server, you read the headers and select the messages to download to your local computer.
- Hypertext Transfer Protocol (HTTP)—Messages are stored, retrieved, and displayed as Web pages. MSN Hotmail, a free, Web-based e-mail service offered by Microsoft, provides HTTP accounts.

Below the To button is the Cc button. Cc is an acronym for carbon copy, referring to the days of printed letters when copies were made by using carbon paper. The copy contains the same content sent to the recipient identified in the To box. However, a copy of a message is sent to others for information purposes only; the Cc recipients are not required to take any action.

The Cc function is optional: You can send a message without sending any copies. However, there are times when it is valuable to be able to copy a message to others. To send a copy, simply enter the individual's e-mail address in the Cc box. To send a copy to multiple recipients, type a semicolon after each recipient's e-mail address. When the Cc recipient receives the message, his or her address appears in the message header as a Cc.

The subject of the message is usually a brief description of the information in the message. All of the message recipients will see the **message header** when the message arrives in their Inboxes. A message header includes the name of the sender, the subject of the message, and the date and time when the message was sent. This information enables recipients to quickly identify the purpose of the e-mail without opening the message. If you don't type a subject for a message, Outlook warns you that the message has no subject before you send it.

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Although you clicked the Send button, the message has not necessarily been sent over the Internet (or over the intranet) yet. By default, Outlook connects to your server (Workgroup, Corporate, or Internet service provider) to send and receive e-mail every 10 minutes. Messages that have been sent but have not yet made it to the server are stored in your **Outbox**, a folder whose shortcut is found in the My Shortcuts group on the Outlook bar. To send and receive e-mail immediately, click the Send/Receive button. This action connects your computer to your server, sends all e-mail messages in the Outbox, and retrieves any messages that the server has for you. To avoid delays while performing the exercises in this book, click the Send/Receive button immediately after you click the Send button.

Formatting a Message

Looks aren't everything, but a message that looks good makes a positive impact on the recipient. Outlook 2002 uses Microsoft Word as the default e-mail editor, placing the power of Word's formatting options at your fingertips. A few clicks of the mouse can apply formatting that highlights important information or gives your message a bit of flash to make it stand out in the crowd of messages that fill many Inboxes.

The Formatting toolbar is familiar if you use Microsoft Word. It enables you to apply formats that create the image you want to present. Color the name of your product. Make the dates of a conference bold so recipients can see them at a glance. Highlight the important numbers in a sales report. Make your point with a bulleted list. Your options are endless.



Applying formats is easy. Type the body of the e-mail message in the message area. Select the text you want to format. Click the appropriate button on the Formatting toolbar. The selected text immediately takes the new format.

You can include a Web site address in an e-mail message. When a recipient clicks the Web address, it automatically starts the default Web browser and displays the Web site. Including a Web site address in the message is helpful because the recipient does not need to leave the message to open a Web browser and type the Web site address to access the site. To include a Web site address in a message, just type it in the message. Outlook automatically formats the address (or URL, an acronym for Uniform Resource Locator) as a link to a Web page—for example, www.microsoft.com.

Flagging Messages

Sometimes it's necessary to remind yourself or notify recipients of the importance of a message that you are sending. Perhaps you sent a message about an event with a specific deadline or asked for input on a particular topic. You can **flag** the message to remind yourself to follow up on an issue or you can flag an outgoing message with a request for someone else to follow up with a reply.

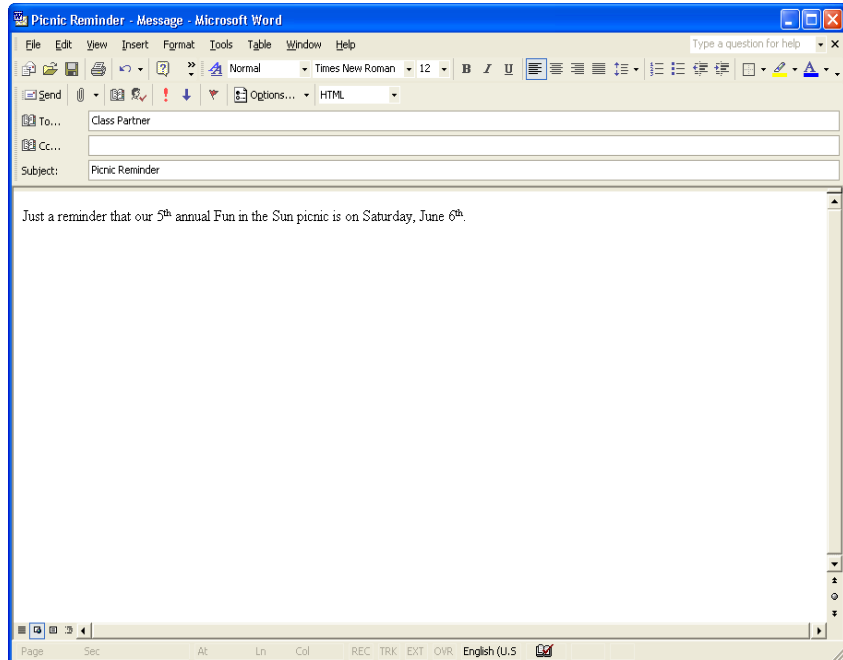
When you create a new message, click the Flag For Follow Up button on the Message toolbar in the message window. A dialog box is displayed that enables you to identify the reason you flagged the message, such as requesting a reply, requesting follow-up action, and stating that no response is necessary. You also can set the due date for the follow-up action. When a recipient receives a message with a flag, the purpose of the flag is displayed at the top of the message. If a date was set, that date appears as well.

The message appears in the recipient's Inbox with either a red flag, indicating that action still needs to be taken, or a gray flag, indicating that the request is complete.

In this exercise, you compose a message and send it to your class partner.

- 1** When you are in the Inbox folder, click the New Mail Message button on the Standard toolbar.
A message window is displayed.
- 2** In the To box, type the e-mail address of your class partner or type your e-mail address if you are working alone.
- 3** Press Tab twice.
The insertion point moves to the Subject box.
- 4** Type **Picnic Reminder** and press Enter.
The subject is entered and the insertion point moves to the message area.
- 5** Type **Just a reminder that our 5th annual Fun in the Sun picnic is on Saturday, June 6th.**
Your message window contains all the necessary information.

Your To box will contain your class partner's e-mail address.



If the server is down or if there is a problem with the connection to the Internet, messages are placed in the Outbox until a connection is established.

- 6 On the Message toolbar in the message window, click the Send button.
The message is sent to the recipient.

Attaching a File to a Message

In today's fast-paced workplaces, you need to be able to get information to several people in a short amount of time. As an example, the sales manager at Adventure Works, an outdoor vacation resort, likes to distribute Microsoft Excel sales forecast workbooks to other managers at the resort. Rather than distributing printed copies or retyping the contents of these documents into an e-mail message, the sales manager can make the workbook file an **attachment**—an external document included as part of a message—and send the message and the attachment to all recipients at one time.

An attachment can be a **file**, a document stored on a disk, or another Outlook **item**. A file can be any type of document, such as a Microsoft Word document, an Excel spreadsheet, or a picture. An item is an Outlook object, such as a contact, task, or note. You will learn how to create and use these and other Outlook items later in this course.

The selected attachment appears in a new field, the Attach box, located below the Subject box. The attachment is displayed as an **icon**, or graphic representation of the attached file. The name and size of the file are also displayed. When you send the message, the message recipient can double-click the icon to open and view the file or item.

To attach a file to a message, compose the message just as you normally would and click the Insert File button on the Message toolbar in the message window.

The appearance of the icon depends on the file type of the attachment. For example, the icon for an attached Word file is the same icon that represents Word files in Windows Explorer. The icon for an attached Excel file is the same icon that represents Excel files in Windows Explorer.

Navigate to the folder that contains the file, click the file name, and click the Insert button. Repeat this procedure to attach multiple files to a message.

To attach an Outlook item to a message, click the down arrow next to the Insert Item button on the Message toolbar. Select Item to display the Insert Item dialog box. In the Look In list, click the folder name for the type of Outlook item, such as a contact, that you want to attach. In the Items list in the bottom pane, click the item that you want to attach and click OK. The icon representing the attached Outlook item is displayed in the Attach box.

Setting Message Priority

You can also specify the priority for a message. When you mark a message as High priority, the message header appears in the recipient's Inbox with a red exclamation point, indicating that you want the recipient to reply to or read the message as soon as possible. When you mark a message as Low priority, a blue, downward-pointing arrow appears in the message header, indicating that the recipient can reply to or read the message when convenient.

To mark a message as High or Low priority:

- On the Standard toolbar in the message window, click the Importance: High button (indicated by a red exclamation point).

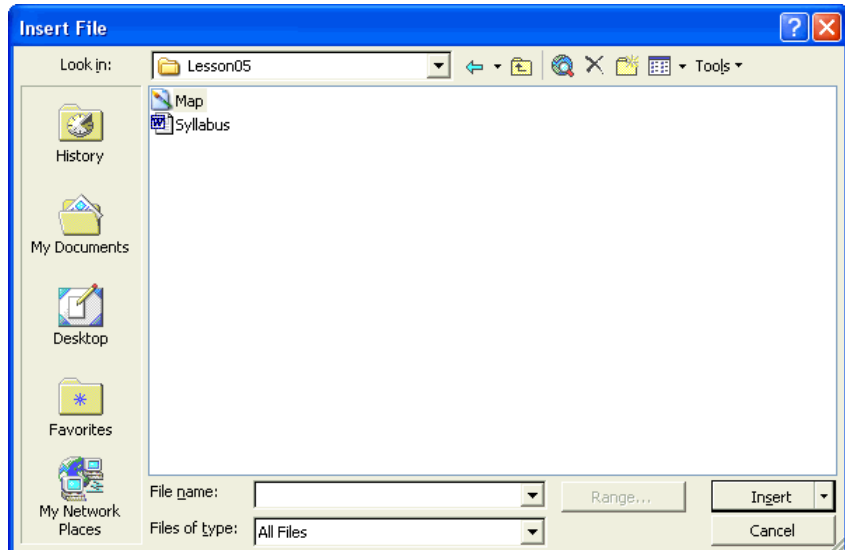
or

- On the Standard toolbar in the message window, click the Importance: Low button (indicated by a blue down arrow).

In this exercise, you compose a message, attach a picture to the message, and send the message and file attachment to the recipient.

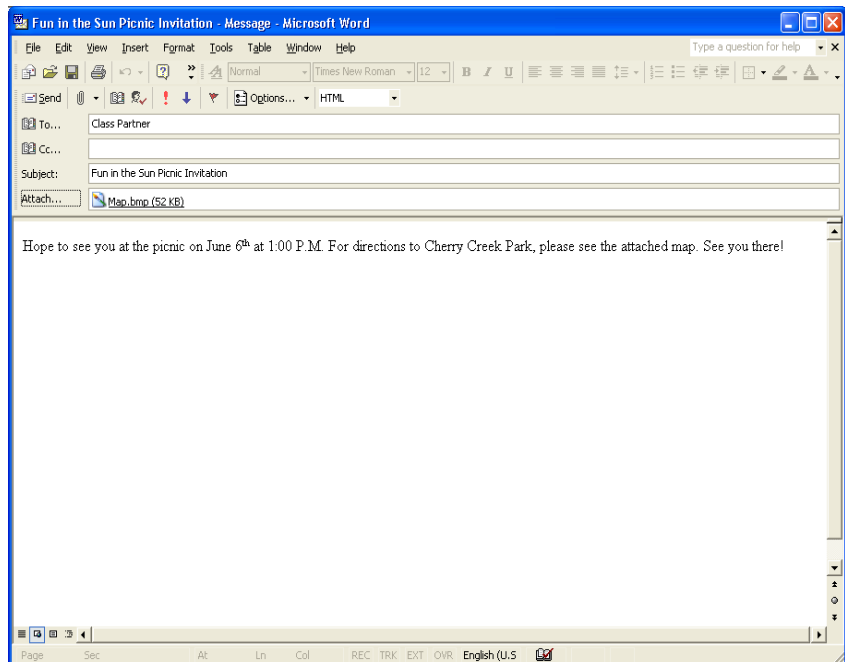
- 1 On the Standard toolbar, click the New Mail Message button.
A message window is displayed.
- 2 In the To box, type the e-mail address of the recipient.
- 3 Press Tab twice and type **Fun in the Sun Picnic Invitation** in the Subject box.
- 4 Press Enter. In the message area, type **Hope to see you at the picnic on June 6th at 1:00 P.M. For directions to Cherry Creek Park, please see the attached map. See you there!**
- 5 On the Message toolbar in the message window, click the Insert File button.
The Insert File dialog box is displayed.
- 6 Click the Look In down arrow, navigate to the Unlimited Potential folder on your hard disk, and then double-click on the folder.
- 7 Double-click the Internet and World Wide Web Fundamentals Practice folder.

- 8 Double-click on the Lesson05 folder.



- 9 Double-click the Map file to attach it to your e-mail message. Outlook attaches the Map file to the e-mail message and the Insert File dialog box closes. Your screen should look similar to the following.

If you send an e-mail attachment to someone who connects to the Internet using a slow modem (33.6 KBps or slower), you should limit the attachment size to 300 KB or less. Messages with large attachments can take a long time for the recipient's e-mail program to receive.



- 10 On the Message toolbar in the message window, click the Send button. The message is sent to the recipient.

Checking for E-Mail Messages

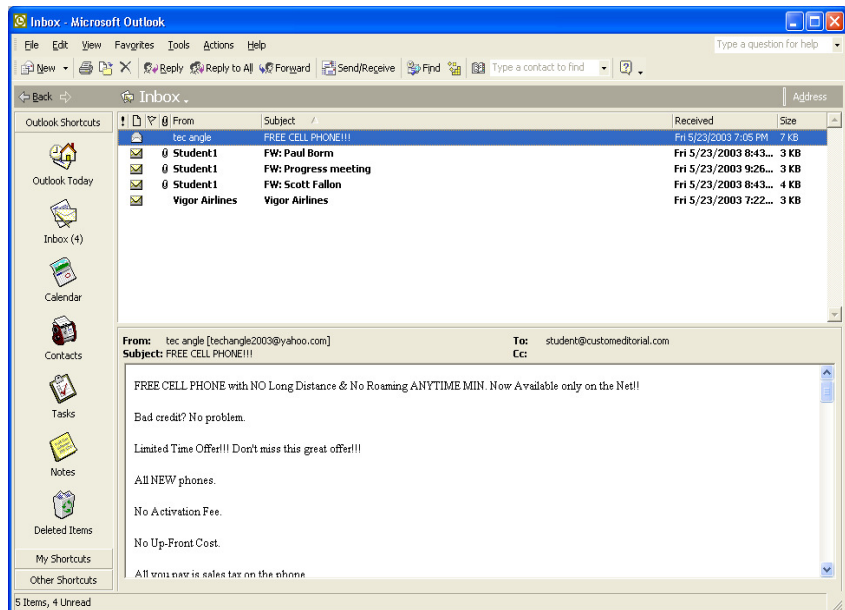
Just as Outlook sends e-mail every 10 minutes, Outlook automatically checks for new mail every 10 minutes. Later in this course, you will learn how to change this setting to a longer or shorter interval. You can manually check for messages at any time. Simply click the Send/Receive button on the Standard toolbar. Any messages that are on the mail server appear in your **Inbox**.

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Interoffice mail—e-mail sent over a local area network (LAN) or to a **Microsoft Exchange Server** post office—is usually sent almost instantaneously. However, when you send e-mail to someone outside of your LAN or Exchange Server, you send the message over the Internet. Your Internet service provider's mail server places incoming messages in a **mail queue**. The mail queue is a list of messages received by a mail server organized in the order in which the messages are received. In turn, messages are sent to recipients in the order in which the server received them. Sometimes, this means you have to wait a few minutes to receive an Internet mail message that was sent to you.

In this exercise, you check for incoming e-mail messages.

- 1 If necessary, click the Outlook Shortcuts group bar on the Outlook bar and click the Inbox shortcut.
The contents of the Inbox folder are displayed. Message headers are displayed in the top pane of the message window for messages that you've already received.



If you are using Exchange Server to send and receive e-mail messages, or if you have multiple e-mail accounts, point to Send/Receive on the Tools menu and click the account that you want to send to and receive from.

- 2 On the Standard toolbar, click the Send/Receive button. A progress bar indicating that Outlook is sending and receiving messages is displayed briefly before new message headers appear in the top pane of the message window. The messages were created and sent in previous exercises by you or your class partner.

Reading Messages

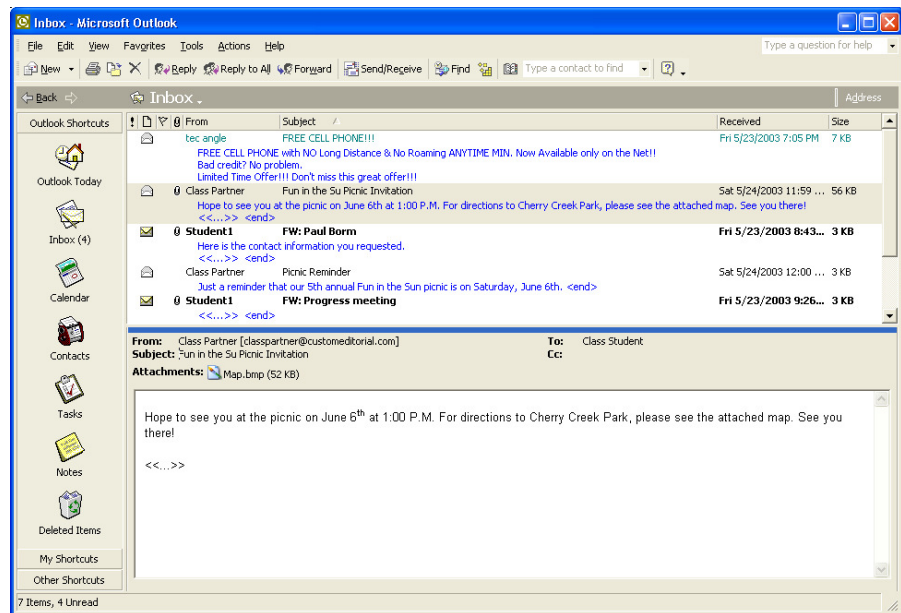
By default, the Preview pane is displayed when you open the Inbox folder. The Preview pane is located below the Inbox. To read the body of a message in the Preview pane, click the message header in the Inbox. Messages that you have read are shown with an open envelope icon to the left of the message header; unread messages appear with a closed envelope icon. If the Preview pane is not displayed, double-click a message header to open the message in a separate window.

The Preview feature has been improved in Outlook 2002. Select **AutoPreview** on the View menu. Up to three lines of each message is displayed in the Inbox directly below the message header. This enables you to scan for important messages and read a message without opening it in a separate window.

AutoPreview is useful if you receive dozens of e-mail messages each day and want to scan through them quickly to determine which messages to read first. You can quickly spot junk e-mail messages that have deceptive headers.

The Preview pane displays the complete message header and provides a scrollbar to view the entire message. You can also open an attachment in the Preview pane. In the top-right corner of the Preview pane, click the paper clip icon, and click the attachment.

The AutoPreview and Preview pane menu commands are on/off toggles. That is, if you click one of these commands while the feature is turned on, the feature is turned off. If you click one of these commands while the feature is turned off, the feature is turned on. Select AutoPreview or Preview pane on the View menu to toggle each feature.



In this exercise, you read the e-mail messages that your class partner sent to you.

Be sure to single-click the *Picnic Reminder* message in step 1. Double-clicking the message has a different result.

You can also open the attachment from the Preview pane. In the message header, click the icon that represents the attachment.

- 1 Click the *Fun in the Sun* message header.
The message is displayed in the Preview pane.
- 2 Double-click the *Fun in the Sun Picnic Invitation* message header.
The message is displayed in a separate window. Notice the attachment icon in the message.
- 3 Double-click the Map attachment icon in the message window.
The map is displayed in a separate window by the application your computer uses to view graphics.
- 4 In the top-right corner of the window that contains the map, click the Close button.
The application closes.
- 5 In the top-right corner of the message window, click the Close button.
The message closes.

Replying to and Forwarding Messages

If you receive an advertisement via postal mail, you might read it or discard it. If you receive a letter from a friend sent via postal mail, you might respond by writing and sending a reply to your friend.

E-mail is similar. Sometimes, you'll read an e-mail message without replying to the message. At other times, you'll **reply** to e-mail messages sent by friends or coworkers. A reply sends a copy of the original message and additional text that you type, if any. The recipient sees the text *RE:* and the original subject in the message header. When you reply to a message, your response is

automatically addressed to the sender. If the original message was sent to you and several other recipients, you can choose to reply to the sender and all the other recipients.

After you receive an e-mail message, you might decide that the information contained in the message will be useful to others. If so, you can **forward** the message to other recipients. Forwarding a message lets you send a message to individuals who were not originally on the recipient list. Simply click the Forward button on the Standard toolbar in the Inbox folder, type the e-mail addresses of the additional recipients in the To box, and click the Send button. You can also type additional information at the beginning of the forwarded message before you send it.

You need the e-mail address of someone in your class other than your class partner to complete this exercise. If another e-mail address isn't available, use your own address. Replies and forwarded messages will be sent to your address.

In this exercise, you reply to the message that you receive and forward the message to another individual.

- 1 In the Inbox, verify that the *Fun in the Sun Picnic Invitation* message header is selected.
- 2 On the Standard toolbar, click the Reply button.
A reply window containing the original message is displayed. The insertion point is already in the message area.
- 3 In the message area, type **Yes, I will attend the picnic.**
- 4 On the Standard toolbar in the message window, click the Send button.
The reply is sent to your class partner.
- 5 On the Standard toolbar, click the Send/Receive button.
A reply from your class partner arrives in the Inbox.
- 6 In the Inbox, click the *Fun in the Sun Picnic Invitation* message header again.
- 7 Click the Forward button on the toolbar.
A forward window opens with the original message displayed.
- 8 In the To box, type an e-mail address for a class member other than your class partner.
- 9 On the Standard toolbar in the message window, click the Send button.
The message is forwarded to a class member.
- 10 On the Standard toolbar, click the Send/Receive button.
A forwarded message from a class member arrives in the Inbox.

When you forward a message you can add new text in the message area before you send it.

tip

You can also reply to or forward a message by clicking Reply or Forward on the Actions menu.

Printing Messages

It's often convenient to print a copy of a message so you can read the message when you're not at your computer or you can give the printed message to somebody who does not have access to e-mail. For example, Adventure Works employees found it useful to print a copy of a message that provided directions to the company picnic so they could follow the directions to get to the park.

When printing an attachment, Outlook might display an alert box warning you of the possible danger of viruses hidden within attached messages. Click the Print button in the message box to continue the printing process.

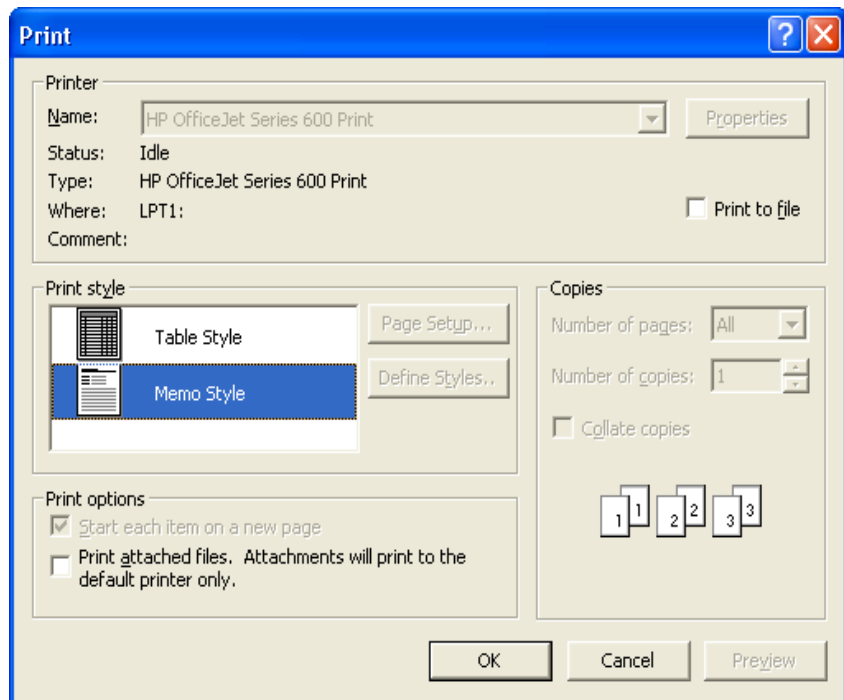
You can also print message attachments if the application used to create the attachment is installed on your computer. You can print an attachment by opening the attachment and using the Print command of the program that opens the attachment. You can also right-click the attachment icon in the message window and click Print on the shortcut menu. The attachment is printed by the default printer for your computer.

Outlook includes several options for printing e-mail messages when you are in the Inbox folder. Messages can be printed in Table style or Memo style. If you print using the Table style, the document contains a list of messages in a table format that resembles the Inbox; the message headers that are currently in your Inbox are listed under column headings, such as From, Subject, and Received. If you print using the Memo style, the document contains your name at the top of the page, information about the message (who the message was from, when the message was sent, who the message was sent to, and the subject of the message); the actual message is printed last.

Select Page Setup on the File menu to open the Page Setup dialog box. This enables you to preview the page style, the size of the columns and rows (if you selected the Table style), and the fonts in which the message will be printed. Click the Paper tab in the Print Setup dialog box to change the paper type and select a page style. Paper options include letter, legal, and A4. Page styles include the Day-Timer and Franklin Day Planner styles.

In this exercise, you print an e-mail message in the Memo style and set up Outlook to print an e-mail message and its attachment.

- 1** In the Inbox, click the *Picnic Reminder* message header.
The *Picnic Reminder* message header is selected.
- 2** On the Standard toolbar, click the Print button.
One copy of the e-mail message is printed.
- 3** Click the original *Fun in the Sun Picnic Invitation* message header.
- 4** On the File menu, click Print.
The Print dialog box is displayed. The options in the dialog box will be different if you choose Table Style.



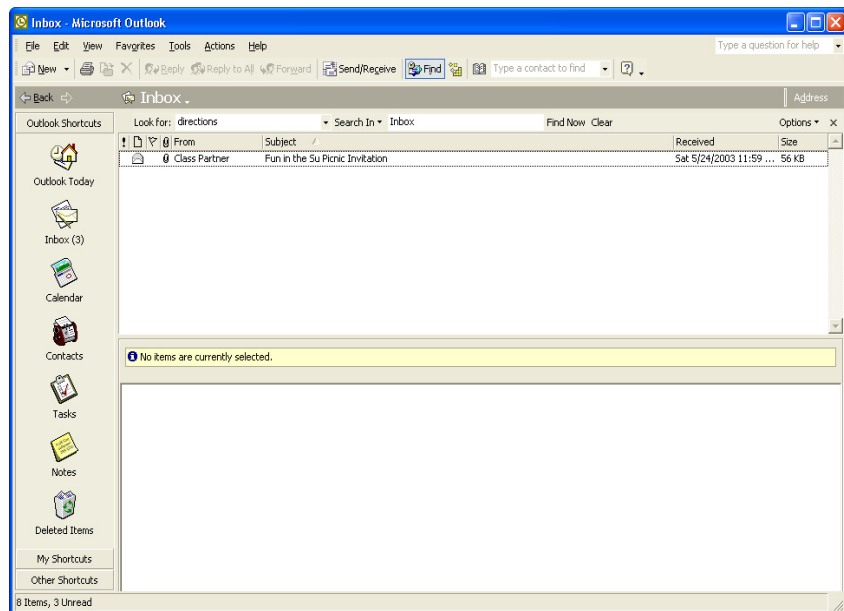
- 5 In the Print Options section of the dialog box, select the Print Attached Files With Item(s) check box, and click OK.
Outlook prints the e-mail message in the Memo style and prints the attachment.

Finding Messages

If you send and receive a lot of messages on a regular basis, your **Inbox** and **Sent Items** folder might contain dozens or even hundreds of messages. At some point, you might need to track down a specific message sent to a recipient or a message received from a particular e-mail address. For example, one of the new employees at Adventure Works said he didn't receive directions to the picnic. The sender opened the Sent Items folder and searched for a key word or phrase (such as *picnic directions*) that she knew was contained in the message. She forwarded the message to the employee who had not received the directions.

In this exercise, you find the messages that contain the word *directions*.

- 1 On the Standard toolbar, click the Find button.
The Find Items In Inbox pane is displayed.
- 2 In the Look For box, type **directions**.
- 3 Select the location to be searched.
- 4 Click the Find Now button.
The results are displayed. The messages containing directions should be the only messages listed.



- 5 Click the Close button in the Find Items pane.
The pane closes.

Recalling Messages

If you are connected to a network that uses Microsoft Exchange Server, you can **recall** a message and send an updated message. Use this feature to reissue information that might have been sent incorrectly the first time or to retrieve messages sent to the wrong recipient. For example, the recreation director at Adventure Works sent a message to the planning team announcing an upcoming event and accidentally typed the wrong date for the event. He recalled the message, made the correction to the date, and sent the corrected message.

To be recalled, a message must meet four criteria. The recipient must be logged on to the network. The recipient must use Microsoft Outlook. The message must be in the recipient's Inbox. The message must be unread.

To recall a message, take these steps:

- 1 Open the Sent Items folder.
 - 2 Double-click the message to be recalled.
 - 3 Click Recall This Message on the Actions menu.
 - 4 Choose to delete the unread messages or delete the unread messages and send a replacement message.
 - 5 Click OK to recall the message.
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Deleting Messages

After reading new messages, you can leave them in the Inbox. However, you will find that over time your Inbox can become cluttered if you don't organize or remove messages regularly. You can choose to delete any outdated e-mail messages by clicking the message header and then clicking the Delete button on the Standard toolbar or pressing the Delete key.

To select multiple message headers that are displayed together, click the first message header, hold down the Shift key, and click the last message header. To select multiple message headers that are not displayed together, click the first message header, hold down the Ctrl key, and click each additional message header.

To restore a deleted message, drag the message from the Deleted Items folder to the Inbox shortcut on the Outlook bar.

You can also delete all messages in the Deleted Items folder by clicking Empty "Deleted Items" Folder on the Tools menu.

When you delete messages, they are not permanently removed from Outlook. Instead, they are placed in the **Deleted Items** folder until you decide to empty it. This safeguard makes it possible to restore your messages if you accidentally delete them or realize that you still need certain deleted messages.

In this exercise, you delete a message from the Inbox and empty the Deleted Items folder.

- 1 In the Inbox, click the *Picnic Reminder* message header.
- 2 On the Standard toolbar, click the Delete button.
The message moves to the Deleted Items folder.
- 3 In the Folder List, click Deleted Items.
The Deleted Items folder opens, displaying the message that you deleted.
- 4 Click the message.
The message is selected.
- 5 Press Delete.
An alert box asks you to confirm the deletion.
- 6 Click Yes.
The items are removed from the Deleted Items folder and permanently deleted.

Saving Drafts

If you are interrupted while composing a message, you can save it in your Drafts folder. You can complete and send the message later. You can create a draft of a message in two ways:

- In the top-right corner of the message window, click the Close button. Outlook will ask if you want to save the message. Click Yes to save the message without sending it.

or

- On the Standard toolbar in the message window, click the Save button and click the Close button in the top-right corner of the message window.

To retrieve a draft so that you can complete the message and send it:

- 1 Display the Folder List and click the Drafts folder.
- 2 Double-click the message to open it.
- 3 Complete or edit the message and send it just as you normally would.

Lesson Wrap-Up

This lesson introduced you to some of the capabilities of Outlook e-mail, including composing, saving, and sending e-mail. You learned how to read a message and how to reply to and forward messages. You also learned how to include an attachment in an e-mail message, find a message, delete a message, and move items between two folders.

If you are continuing to the next lesson:

- In the top-right corner of the Folder List, click the Close button. The Folder list closes.

If you are not continuing to other lessons:

- In the top-right corner of the Folder List, click the Close button. The Folder list closes.

Quick Quiz

- 1 How do you manually check for messages in Outlook without waiting for messages to be sent or received at the preset interval?
- 2 What are the steps you take to create an e-mail message?
- 3 What happens to a message when you delete it from your Inbox?
- 4 What information is contained in the header of a message?
- 5 How do you read an e-mail message?
- 6 How do you save a message without sending it so that you can complete or edit the message later?
- 7 What is the Inbox?
- 8 What can you insert into an Outlook e-mail message?
- 9 What is the value of AutoPreview?

Putting It All Together

Exercise 1: The training director at Adventure Works must send an Outlook class announcement to those who signed up for the class. The date, time, and location of the class should be included in the message. Use the date, time, and location for your Outlook class to provide this information. A syllabus for the class must be sent as an attachment. You can find the syllabus in the Lesson05 folder in the Internet and World Wide Web Fundamentals Practice folder on your hard disk.

Send the class announcement with the syllabus—and include a flag—to your partner, to another member of your class, and to yourself. When you receive the message, print the syllabus.

Exercise 2: After you sent the class announcement, you discovered that the location of the class has changed. Notify the recipients that the location of the class has changed. After you've completed this task, delete the message.

Exercise 3: Create a message describing the benefits of using Outlook. Use the Formatting toolbar to create visual interest. Set a flag to request a reply in 10 days. Send the message.

Exercise 4: Move the messages you sent about the picnic from the Sent Items folder to the Deleted Items folder. Delete the messages.

Exercise 5: A coworker complains that it takes several minutes for his mail messages to be sent and he frequently experiences a delay in receiving messages. Use Microsoft Outlook Help to explain the delay in sending and receiving mail. Describe how he can fix the problem.