



Automatic Replies

What are Automatic Replies?

Out of Office/Automatic Replies let people sending you emails know you are unavailable to reply to the message, for example, when on annual leave. When someone emails you they are sent a copy of this 'Automatic Reply'. They are only sent this message ONCE no matter how many times they email.

Two messages can be created: One for those 'Inside my Organisation' – i.e. all Key and Lifestyles staff, the other for people 'Outside my Organisation' – i.e. everyone else.

Automatic replies can be applied immediately or you can use the "send during this time range" to set date/times between which your message will be sent.

If you are composing an email and someone has their automatic reply switched on a bar will appear at the top of the email displaying their message so you know not to expect a response.

What information should I include in my Automatic Reply?

They should typically contain the date you will return to work and a contact name/number/email to use if the enquiry requires to be dealt with before you return.

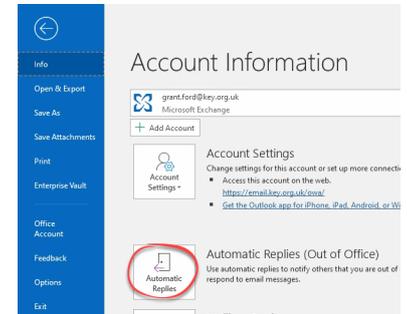
For example, 'I will be out the office until X. If your enquiry is urgent please contact Y. Otherwise, I will answer your email on my return.'

Remember to update both your internal and external messages.

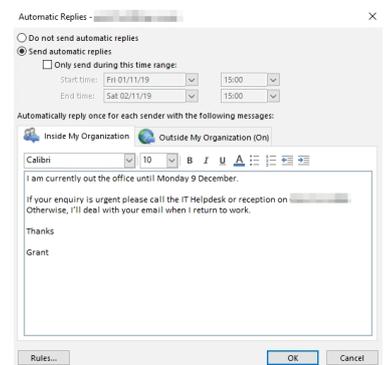
How do I use Automatic Replies?

1. Click File, Automatic Replies.

The 'Automatic Replies' dialogue box will be displayed.

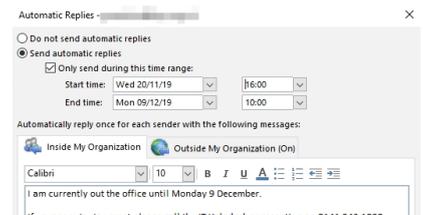


2. Select 'Send automatic replies'.
3. Click the 'Inside My Organization' tab, if not displayed and enter a message which will be sent to people within Key and Community Lifestyles.
4. Click the 'Outside My Organization' tab and enter a message which will be delivered to all other senders.
5. Click 'OK'.



Can I set my Automatic Replies in advance?

1. Set your reply using the instructions above.
2. Tick the 'Only send during this time range' box.
3. Use the drop down menus to select a start/end date and time.
4. Click 'OK'.



How do I turn off Automatic Replies?

If you start Outlook with the 'Automatic Replies' function switched on a bar along the top of the screen will be displayed

1. Click the 'Turn Off' button.

If you are not prompted:

1. Click File, Automatic Replies



2. Click 'Do Not Sent Automatic Replies'



For help and assistance,
call the ICT Helpdesk
0141-342 1570

Available during office hours. For critical support
at other times refer to the out-of-hours phone list.

Part of the 'How do I...' series of helpsheets. For more, visit ictsupport.key.org.uk