



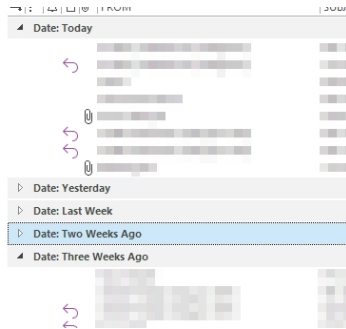
Grouping

How are my messages grouped?

Messages are group depending on how they are sorted.

If messages are sorted by date received, they will be grouped by day.

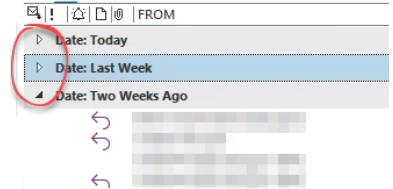
If messages are sorted by sender they will be grouped by sender's name.



How do I expand/contract a group?

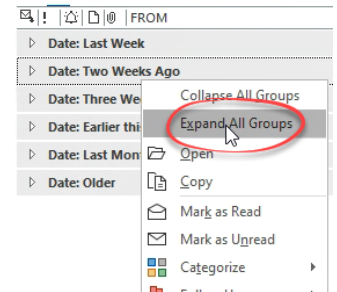
At the side of the group name you will have either a white or black arrow.

- Click the WHITE arrow to expand the group and show the messages within.
- Click the BLACK arrow to contract the group and hide the messages within.



If you have more than one group to expand/collapse:

1. Right click in the mail list.
2. Click 'Expand/Collapse' all groups.



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