

The background is a solid dark blue color. It features several overlapping light blue shapes: a large circle in the upper right, a smaller circle below it, and a thick, curved line that starts from the left and curves downwards towards the bottom right. The text is positioned in the bottom left corner.

Microsoft Outlook - Email



Starting and Closing Outlook

How do I start Outlook using program icons?

Method 1: Desktop Icons

1. If an Outlook icon is visible on the desktop double click it.



Method 2: Taskbar Icons

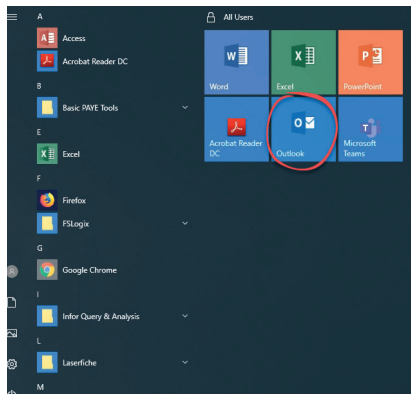
2. If an Outlook icon is visible in the taskbar click once on it to start Word.



How do I start Outlook using the start menu?

If an icon is not visible you will need to use the start menu. If you use the program frequently an icon will be available in the left hand side column of the start menu.

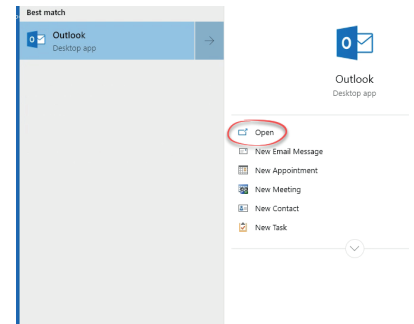
1. Click the 'Windows/Start' Button.
2. Click 'Outlook' .



How do I search for Outlook in the start menu?

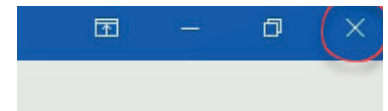
If you cannot see an icon for Word you can search to find it:

1. Click the 'Windows/Start' button.
2. Begin typing 'Outlook'.
3. Click the 'Outlook' icon when it shows in the search results.



How do I close Microsoft Outlook?

1. Click the 'Close' button in the top right hand corner of the window.

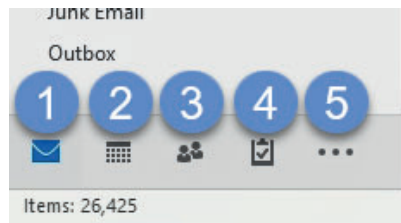




What is the Navigation Bar?

The Navigation Pane lists the main Outlook functions and is found in the bottom left hand corner of the Outlook window.

1. Mail
2. Calendar
3. Contacts
4. Tasks
5. More options
(click this to see notes, folders and shortcuts.)



The function that is currently in use is coloured blue.

How do I use the Navigation Bar?

1. Click once on the function you wish to use.



Good Email Practice

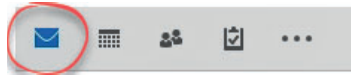
BEFORE sending an email always check you are sending to the correct address. If you send to the wrong external address and the email contains personal information contact Key's Data Protection Manager as this is a data breach and must be reported to the ICO under GDPR.

- DO NOT TYPE IN CAPITALS. Typing in upper case is considered shouting.
- Always give your email a subject. This helps the recipient prioritise their mail and makes it easier to locate the message in the future.
- Never open emails you are suspicious of or if you do not recognise the sender. Either delete the message or contact IT for further advice. See SPAM mail section for more details.
- Keep emails short and to the point.
- Avoid using 'Stationery', many different fonts, colours and graphics unnecessarily. If the receivers email does not accept formatted messages then this formatting will be lost and the message may not be displayed as it should making it harder to read.
- Avoid asking for read/delivery receipts. These only generate more (pointless) emails. Not all systems send receipts and users can also select not to send the receipt notices.
- Sending a memo as part of an email rather than as an attachment results in a much smaller message size.
- DO NOT forward or reply to junk/spam/chain emails. Never reply to messages looking for security information. See the 'Phishing' section for more information.
- Organise your mail by creating folders and storing mail within them appropriately.
- Delete mail you no longer require.
- Email should NEVER be regarded as secure. Anything sent may be received and read by others. Never disclose anything confidential ie credit/debit details, passwords etc.



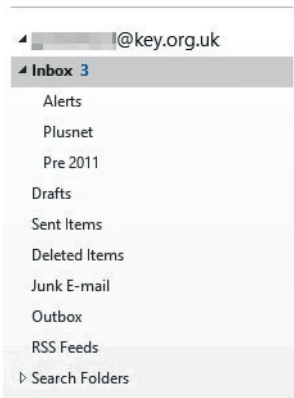
How do I view my mailbox?

1. Click the 'Mail' button in the Navigation Pane.



Your inbox and other mail folders will be displayed at the left hand side of the screen. Messages in your inbox will be displayed on the right hand side of the screen.

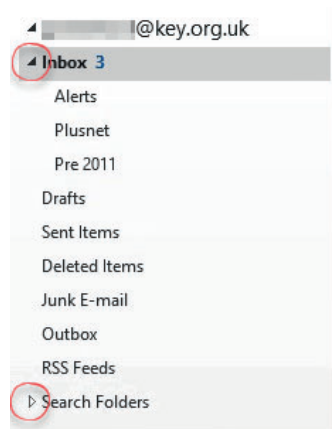
- **Deleted Items:** Any messages you delete are stored in the 'Deleted Items' folder. Messages are automatically removed from the deleted items folder when you close Outlook.
- **Drafts:** Should you begin creating a message and wish to finish it later it can be saved in the 'Drafts' folder.
- **Inbox:** The 'Inbox' stores all incoming messages until they are deleted or moved elsewhere.
- **Junk E-mail:** Outlook tries to identify junk mail which has made it to your mailbox and stores this in your junk mail folder. (See the 'Junk mail' section later in this booklet for more information).
- **Outbox:** Messages are briefly stored here before they are sent.
- **Sent Items:** A copy of all emails you send are stored in your 'Sent Items' folder.



What are the arrows next to folder names?

A black arrow indicates the folder has subfolders inside and they are on display. Click this arrow to hide them.

A white arrow indicates the folder has subfolders, which are hidden. Click this arrow to display them.

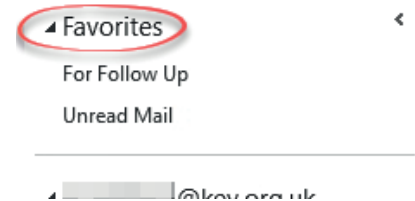


How do I view inside a folder?

1. Click on the name of the folder you wish to view in the folder list. The contents of the folder will be displayed in the right hand pane.

What are 'Favourite Folders'?

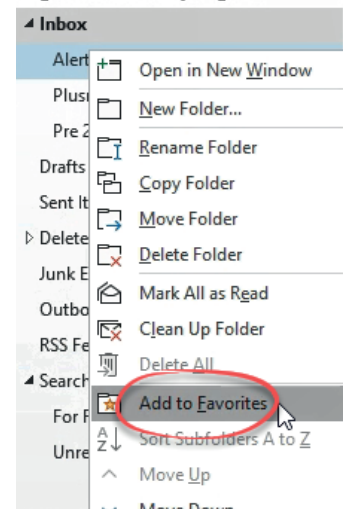
These are folders which you use frequently and are listed at the top of the screen above your mail folder list.



How do I add/remove a favourite folders?

1. Click 'Mail' in the Navigation Bar.
2. Locate the folder you wish to add as a favourite.
3. Right click on the folder name.
4. Click 'Show in Favourites'.

To remove a folder from the favourites list: Repeat the steps above choosing 'Remove from Favourites' in step (2).



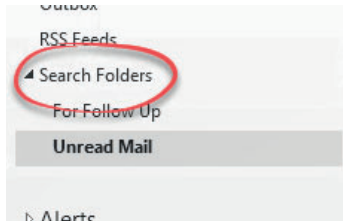


Mail Folders - Search Folders

What are search folders?

These are virtual folders which search your mail for certain specific items/flags and display those that match.

Default search folders exist for 'unread items' and 'for follow up' (messages that have been flagged for follow up). Other search folders can be created.

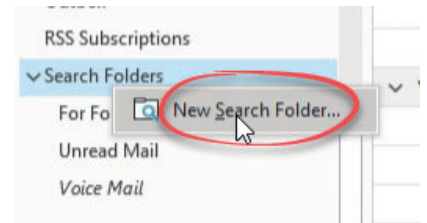


How do I use the search folders?

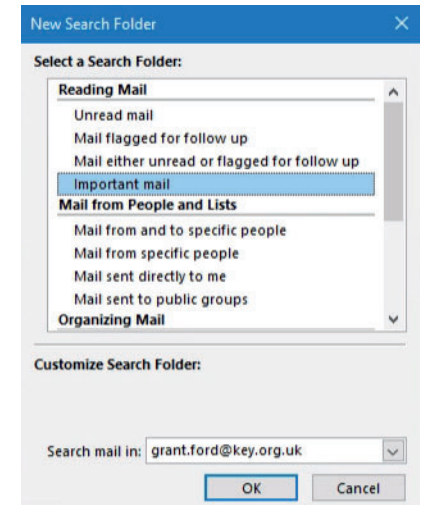
As with other folders, click on one of these to see the search results.

How do I create a new search folder?

1. Right click on 'Search Folder'.
2. Click 'New Search Folder'.



3. Choose one of the options provided.
4. Click 'OK'.



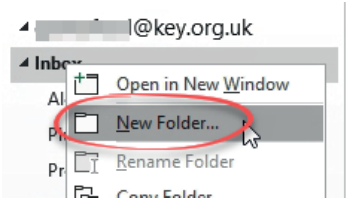


Working with Folders

How do I create a new folder?

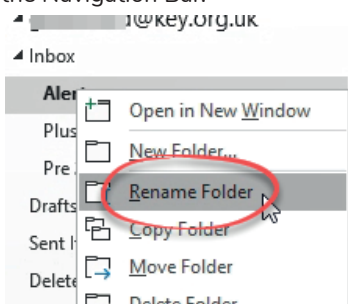
You can organise your mail into folders to make it easier to locate them in the future.

1. Click the 'Mail' button in the Navigation Bar.
2. Right click on the folder in which you wish to create the subfolder.
3. Click 'New Folder'.
4. Type a title for your folder.
5. Press <Return> or click outside the name box.



How do I rename a folder?

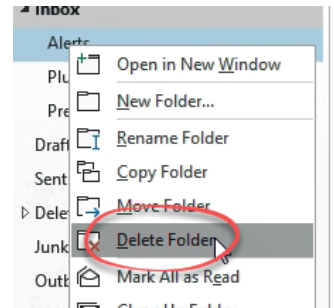
1. Click the 'Mail' button in the Navigation Bar.
2. Right click the folder to be renamed.
3. Click 'Rename Folder'.
4. Amend the folder name as necessary.
5. Press <Enter> or <Return>.



Default folders such as Inbox, Drafts, Outbox etc cannot be renamed.

How do I delete a folder?

1. Click the 'Mail' button in the Navigation Bar.
2. Right click the folder to be deleted.
3. Click 'Delete Folder'.



A dialogue box will be displayed asking you to confirm the deletion.

4. Click 'Yes'.



The folder and its contents will be moved to the 'Deleted Items' folder.

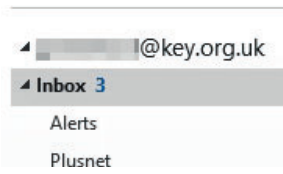
Default folders such as Inbox, Drafts, Outbox etc cannot be deleted.



Working with Mail

What is the number next to my folder name?

The number of unread messages in a folder are indicated at the right hand side of the folder name. Unread messages in a folder are displayed in bold text.



What do the icons mean next to my messages?

- Forwarded the message
- ↩ Replied to the message

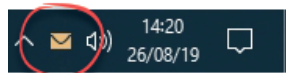
How do I check for new mail?

Outlook checks for new mail on start up and new emails are 'pushed' from the server as they arrive.

If you receive an email whilst Outlook is running but you are using another application the Outlook icon in the taskbar will change to include an envelope.



An 'envelope' icon will also appear in the right hand corner of the taskbar, next to the time.



In your email folders, unread messages appear in bold text.

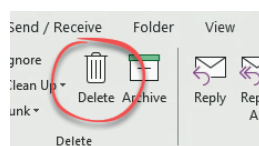
How do I read a message?

1. Click the 'Mail' button in the Navigation Bar.
2. Double click the message you wish to read.
3. Use the 'Previous' and 'Next' buttons in the 'Quick Access Toolbar' to move through your messages.



How do I delete an email?

1. Click the 'Mail' button in the Navigation Bar.
2. Click once on the message you wish to delete.
3. Click the 'Delete' button in the toolbar.
OR
Press the <Delete> key on the keyboard.



How do I mark a message as unread?

After opening or viewing a message its state will change to 'read'. You can however, change its state back to 'Unread'.

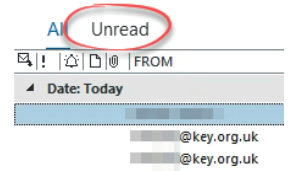
1. Click the message to select it.
2. Click the unread/read button.



How do I view only unread messages?

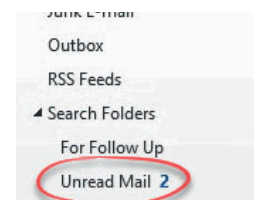
Method One: Unread messages in current folder

1. Click the 'Mail' button in the Navigation Bar.
2. Click 'Unread' under the Ribbon bar.
Unread messages in your current folder will be displayed. Click 'All' to show all your messages again.



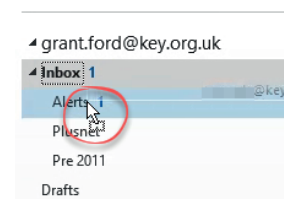
Method Two: ALL unread messages

1. Click the 'Mail' button in the Navigation Bar.
2. Click the arrow to expand your search folders.
3. Click 'Unread Mail'.
Unread messages in ALL folders will be displayed. Click one of your mail folders to return to your mail.



How do I move a message to another folder?

1. Click the 'Mail' button in the Navigation Bar.
2. Ensure you can see the destination folder.
3. Click the message to be moved.
4. Holding down the left mouse button, drag the message to the destination folder. This will be highlighted in blue and a square will be displayed under the cursor.
5. Release the mouse button.



How do I visit a link in an email?

1. Click ONCE on the web address in your email.

Before clicking on a link in an email or opening a file: THINK - Are you sure the email is legitimate? Is the sender known to you? Are you expecting the email? Does it contain grammar, spelling errors which you would not normally expect from that person? If you click a link and nothing seems to have happened, close your VDI session or PC down and contact the ICT Helpdesk for advice.



How do I show older emails?

By default your last 30 days mail are downloaded to your mailbox. To show older items:

1. Scroll to the bottom of your mail folder.
2. Click the 'Click here to view more on Microsoft Exchange' option.

There are more items in this folder on the server

[Click here to view more on Microsoft Exchange](#)

If you have permissions to another users mail folder only the last 3 months mail can be viewed in outlook. Use Outlook Web Access to see older mail.



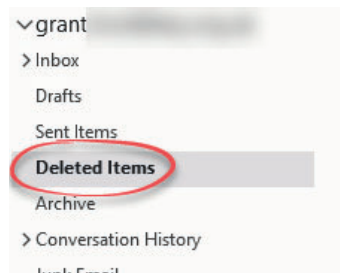
Recovering Deleted Contents

How do I recover a deleted email?

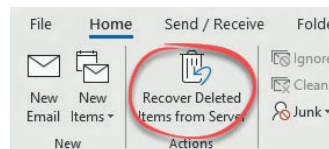
When a message is deleted it is moved to the 'Delete Items' folder. It will remain here until Outlook is closed.

If a message has been deleted by accident move it from the 'Deleted Items' folder before closing Outlook. If it not there, or Outlook has been closed since it was deleted, it still may be possible to retrieve it.

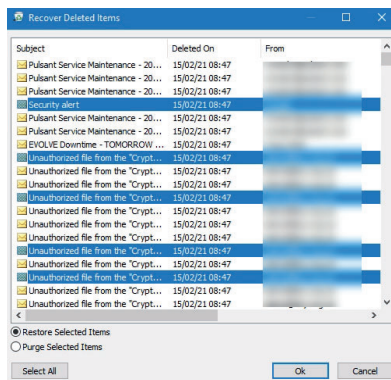
1. Click the 'Deleted Items' folder



2. Click the 'Recover Deleted Items From Server' button to display the 'Recover Deleted Items' dialog box.



3. Select the items required or click 'Select All'. Selected items are shown in blue. Hold down the <Ctrl> key while clicking to select non-consecutive items.



4. Click the 'Restore Selected Items' button.
5. Click 'OK'.
6. The item will be restored back to the 'Deleted Items' folder. Move it from here before you close Outlook!



Sorting Messages

How do I sort my messages?

It is usual for emails to be listed in date received order with the newest email listed at the top. You can however change the sort order and the column used to sort.

A small grey arrow will be displayed next to one of the column headers indicating the column currently being used to sort your messages.

RECEIVED	SIZE	CA...	MENT
Mon 26/08/19 15:01	32 KB		
Mon 26/08/19 14:52	58 KB		
Mon 26/08/19 11:18	24 KB		
Mon 26/08/19 08:00	49 KB		
Mon 26/08/19 08:00	29 KB		
Mon 26/08/19 08:00	31 KB		
Fri 23/08/19 17:32	47 KB		

- If the arrow points up the column will be sorted A-Z, oldest-newest or smallest-largest.
 - If the arrow points down it will be sorted Z-A, newest-oldest or largest-smallest.
1. Click one of the column headers to sort by that field (From, Subject etc).
 2. Click again to reverse the sort order.

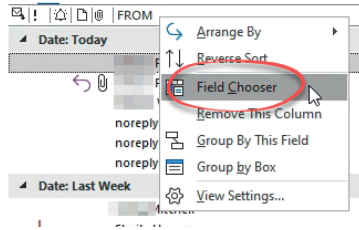


Field Chooser

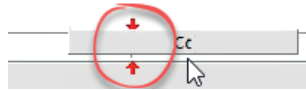
How do I restore missing fields?

Normally the fields 'From', 'Subject', 'Received', 'Date' and 'Size' are displayed. If any of these 'disappear' follow these instructions to restore them.

1. Right click over one of the column headers.
2. Click 'Field Chooser'.
3. Drag one of the fields in the list over the currently listed field bar.

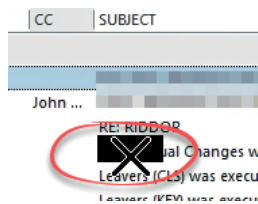


Arrows will show where the field will be added.



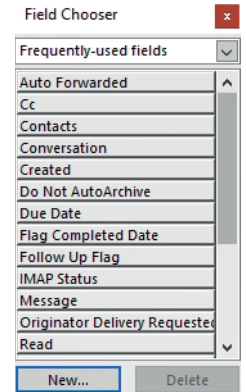
How do I remove fields?

1. Drag the field header into your mail. The cursor will change to a large black cross.
2. Release the mouse button.



How do I close the field chooser?

1. Click the cross in the top right hand corner of the field chooser box.



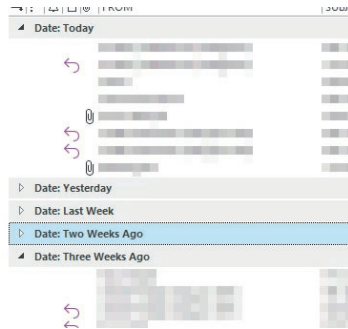


How are my messages grouped?

Messages are group depending on how they are sorted.

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

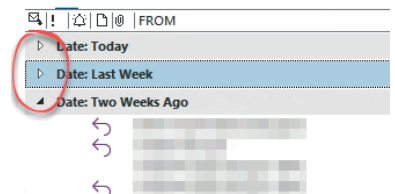
If messages are sorted by sender they will be grouped by sender's name.



How do I expand/contract a group?

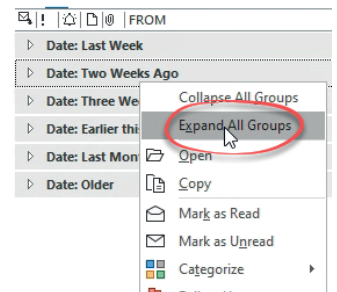
At the side of the group name you will have either a white or black arrow.

- 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.

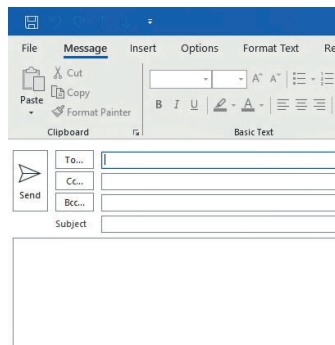
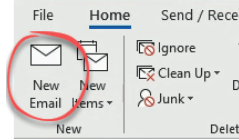




Creating/Sending Messages

How do I create and send a basic message?

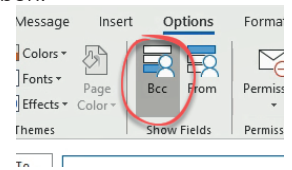
1. Click the 'Mail' button in the 'Navigation Bar'.
2. Click the 'New Email' button in the toolbar.
The 'Untitled - Message (HTML)' box will be displayed.
3. Complete the fields as necessary:
 - **TO:** Type the email address of your intended recipient(s) here or insert them using your contacts list (see the 'Contacts' section for more information). Separate multiple addresses using a semi-colon. In general the 'To' field is used if you expect the recipient to respond (or if they are the only ones receiving the message).
 - **CC:** This field can be used to send a 'Carbon Copy' to other email users. Insert their email addresses in this box. In general, the 'CC' field is used for those who are receiving the email for information only.
 - **SUBJECT:** Enter a brief description of your email, helping the recipient prioritise their messages.
4. Type your message into the white box below these fields.
5. Click 'Send' when your message is complete.



How do I show/hide the BCC field?

When composing a message it is usual for the 'BCC' field to be hidden. To view the 'BCC' field follow the instructions below.

1. Click the 'Mail' button in the Navigation Bar.
2. Click 'New' to create a new message.
The 'Untitled - Message' window will be displayed.
3. Click to display the 'Options' ribbon.
4. Click the 'BCC' button.
The BCC field will now be visible under the 'To...' and 'CC...' fields. (Click it again to hide the field)
5. Complete and send the message as normal.



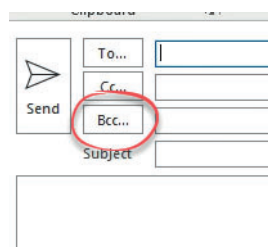
Repeat these steps to hide the BCC field.

What is BCC?

Blind Carbon Copy (BCC) describes the way in which messages can be sent to a person without others knowing they received a copy. Only the email address listed in the 'To...' and 'CC...' fields will be listed.

It is good practice to use this field if sending to a large mix of internal/external addresses. Not everyone may want the others receiving the message to see/have their email address.

The 'BCC' field is not displayed by default.



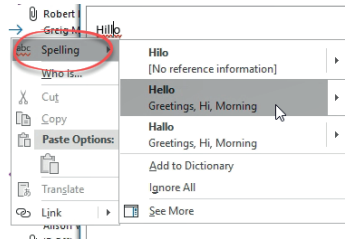


Spell Checker

How do I spell check my email?

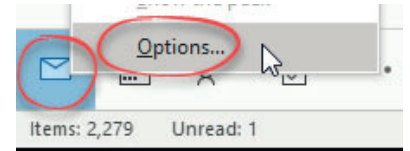
Outlook checks your spelling as you type. Any words not in its' dictionary and therefore considered to be incorrect, will be underlined in red.

1. Right click on the word underlined in red.
2. Click on the correct spelling.

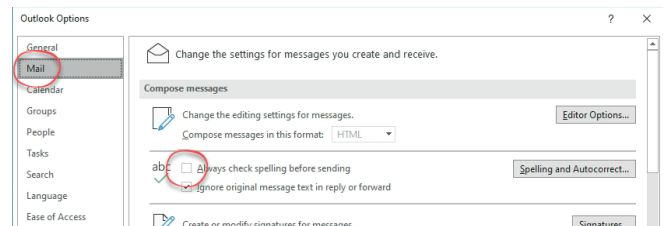


You can also have Outlook perform a spell check before sending every message.

1. Right click on the 'Mail' icon in the navigation pane.
2. Click Options.



3. Tick the 'Always check spelling before sending' option.





Recalling Messages

What can I do if I send an email to the wrong person?

If you send someone an email by mistake you can try to recall the message. This is not always successful and will fail if the person has already opened/read the message.

Under the Data Protection Act 1972 we must notify the ICO of potential data breaches.

Should you email the wrong person, you must notify Grace Semple as soon as possible to inform her of this error. She will then decide whether this needs reported to the ICO.

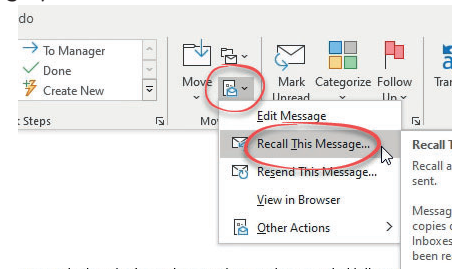
All breaches need to be reported to the ICO within 72 hours.

How do I recall a message?

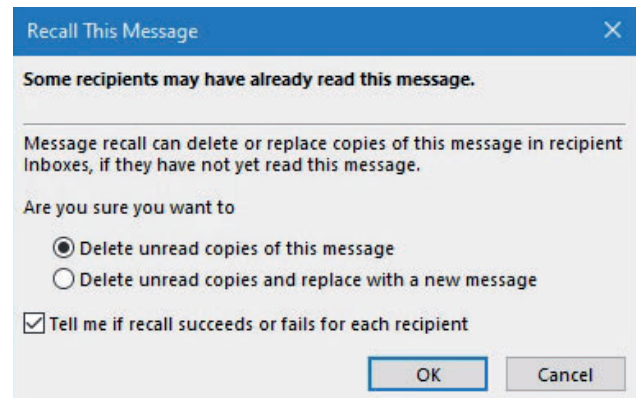
1. Open the message you wish to be recalled.

2. Click the 'Actions' drop down menu in the 'Move' section of the ribbon.

3. Click 'Recall this message'.



4. Choose whether to only recall the message or recall and replace with a new message.
5. Choose whether or not you should be notified if the recall succeeds or fails.



6. Click 'OK'.



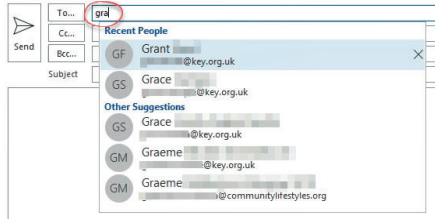
Autocomplete

What is Autocomplete?

As you type an email address into any of the email address field (To, CC, BCC) the

Autocomplete function checks addresses you

have used in the past and displays those that match what you have started to type. Autocomplete is switched on by default.



You should not rely on the autocomplete function to remember addresses you use/need frequently. All important addresses should be stored in your Contacts.

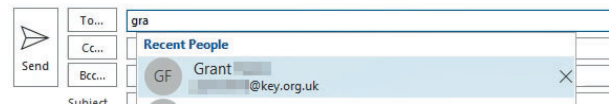
More than one address is listed - How do I select the one I want?

1. Use the mouse to click on the address you wish to use.

An 'Autocomplete' address is wrong. How do I delete this?

If an incorrect address, or one no longer in use needs removed from the 'Autocomplete' list:

1. Click the cross at the right hand side of the address.





Global Address List

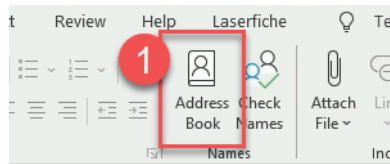
What is the 'Global Address List'?

This is the main list of KEY and Community Lifestyles email addresses which is maintained by IT staff. As soon as an account has been created for a member of staff a mailbox is generated and they will show in this list.

When typing in email addresses you can type the first few letters of the address and then check it against the global address list.

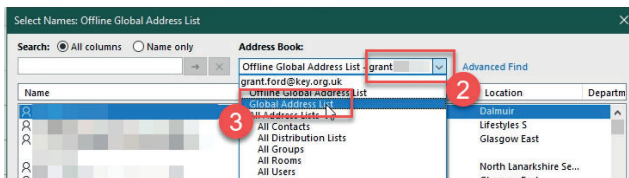
How do I view the 'Global Address List'?

1. When creating a new email, click the 'Address Book' button in the ribbon.

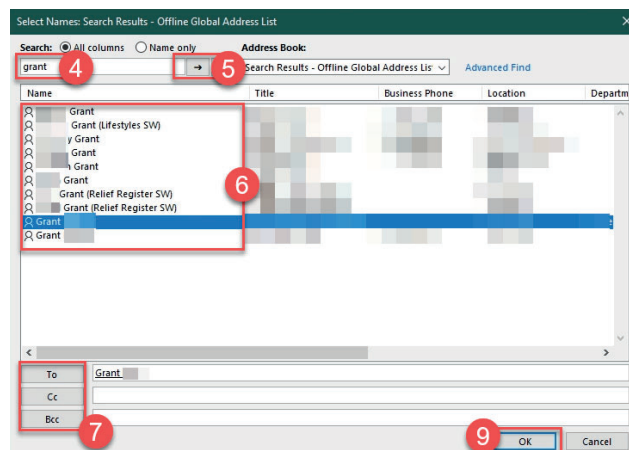


How do I use the 'Global Address List'?

1. Create a new message.
2. Click the 'Address Book' button in the ribbon.
3. Use the 'Address book' drop down menu and ensure the 'Global Address List' is displayed.



4. Type the name or part of.
5. Click the right pointing arrow.

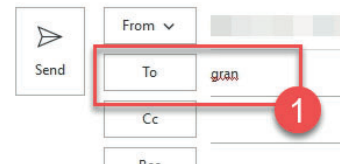


6. Click on the name required in the results list to select it.
7. Click the 'To', 'CC' or 'BCC' button, depending on where you wish to put the recipient.
8. Repeat for other recipients.
9. Click 'OK'.

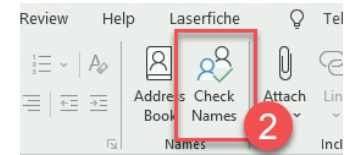
How do I check names against the Global Address List?

Rather than searching for names when creating a message, you may be quicker typing the start of the name and using the 'Check Names' button.

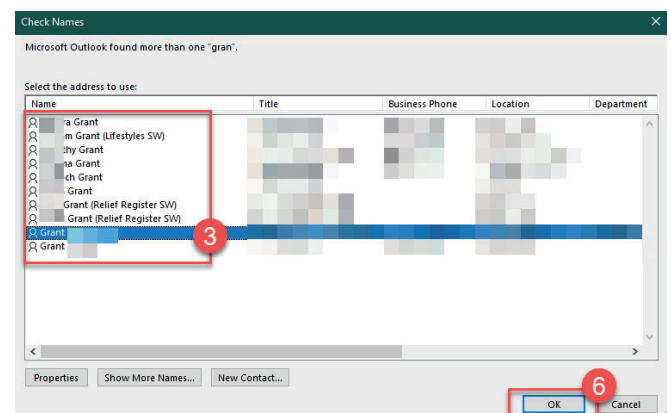
1. Start typing your address in the 'To:', 'CC:' or 'BCC:' fields. Separate multiple addresses with a semi-colon ;



2. Click the 'Check Names' button.



The 'Check Names' dialogue box will be displayed for each set of characters typed and will list all person(s) whose name contains those characters. If only one name contains the characters the name will be automatically entered into the appropriate field.



3. Click the name required in the list.
4. Repeat step 3 until all address are complete.
5. Click 'OK'.
6. Complete and send your email as normal.



What is an email signature?

A signature is piece of text added to the bottom of an email usually containing contact information about the author of the message.

A standard signature usually contains your name, address and phone number. Remember your email address will normally appear in the 'From...' field of your message so there is no need to include this in your signature.



How do I create a signature?

A standard signature will be created for you and automatically be inserted by a program called Exclaimer.

You are unable to alter or delete this signature. These details are taken from 'Active Directory' and the details we have can be viewed in the Global Address List (see the previous section).

On first login, you may be asked to sign in to Exclaimer. If an Exclaimer box appears asking you to log in.

1. Click 'Sign in'.

How do I use my signature?

Your signature will be automatically inserted at the bottom of your email when it passes through the mail server on its way to the recipient.

How do I view my signature?

1. Open one of the messages in your sent items folder.

If any of the details are incorrect contact the ICT Helpdesk who will amend the details for you.

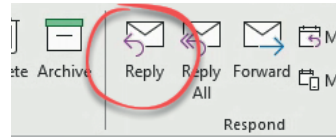


Replying/Forwarding Mail

How do I reply to an email?

You have two options when replying to emails:

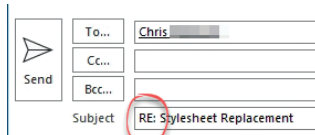
- 'Reply' - send a reply to the original sender of the email.
- 'Reply to All' - send a reply to all who received the original message. If



your original message was sent to a distribution list ALL original recipients will get your reply. Be careful when using this option and use only if necessary.

1. Open or select the message you wish to reply to.
2. Click either 'Reply' or 'Reply to All' in the toolbar. The 'Message' window will be displayed.

The 'To:' and 'CC:' fields will be automatically completed using addresses from the original email.



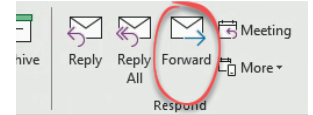
The subject line will contain the original subject title prefixed by 'RE:'. It is best practice not to amend this subject. The original message will be copied into the main

body text area of the email together with the mail headers (the original subject line, who the mail was sent to/from and the date it was sent.) A line should separate your reply from the original message.

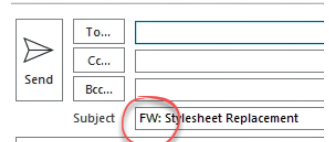
3. Type your reply in the main text box above the line and send the email as normal.

How do I forward an email?

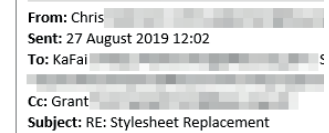
1. Open the message you wish to forward.
2. Click the 'Forward' button in the toolbar.



The message window will be displayed. The original subject line of your email will be displayed with the prefix 'FW:'. Its best practice not to change this subject. The 'To:' and 'Cc:' fields will be blank.



The original message will be copied into the main body text area of the email together with the mail headers; the original subject line, who the mail was sent to/from and the date it was sent. A line should separate your reply from the original message.



3. Complete the address(es) of the recipients of your email.
4. Type your reply in the main text box above the line.
5. Send the email as normal.

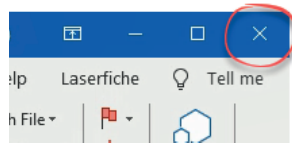


Working With Drafts

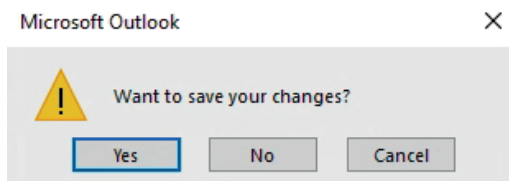
How do I save an email to send later?

Method One:

1. When creating an email, click the 'Close' button in the top right hand corner of the 'Message' box.



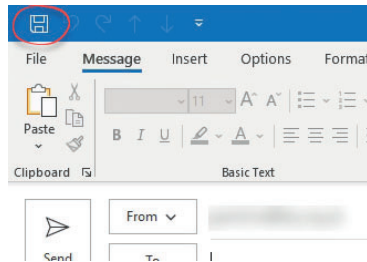
A dialogue box will be displayed asking if you want to save your changes.



2. Click 'Yes'.
The message will be placed in your 'Drafts' folder.

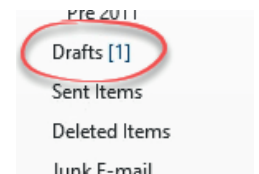
Method Two:

1. When creating the email, click the 'Save' icon in the title bar of the email.
2. Close the message



How do I continue a previously saved email?

1. Click the 'Mail' button in the Navigation Bar.
2. Click the 'Drafts' folder.
3. Double click on the message you wish to amend.
4. Amend as necessary.
5. Click 'Send' to send your message.



OR

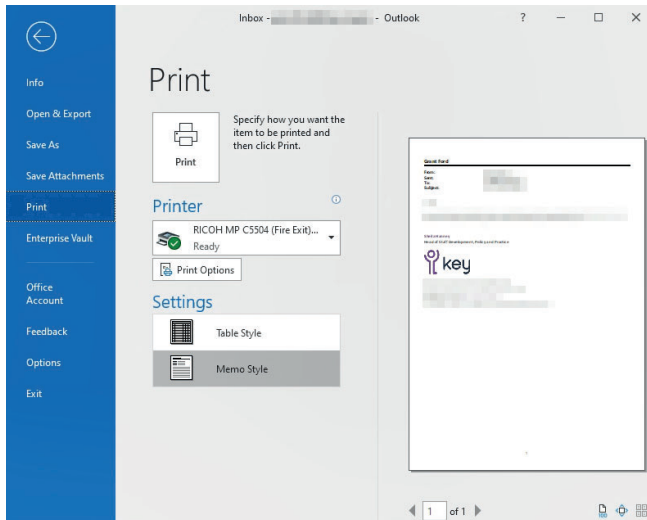
Click the 'Save' button to save this message back in your 'Drafts' folder.

The number next to the 'Drafts Folder' indicates the number of draft messages inside. It is good practice to keep the drafts folder empty. If there are items in it, have a look at them, if they are not required - delete them.



How do I print an email?

1. Open the message you wish to print.
2. Click the File, Print.
The 'Print' window will be displayed.

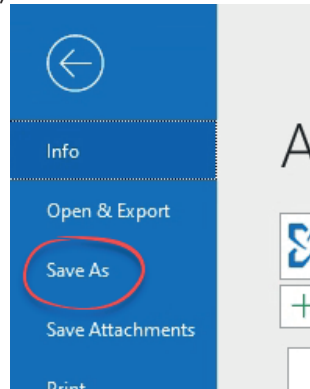


3. Use the drop down menu to select a printer other than the default.
4. Use the 'Print Options' button to alter settings such as the number of copies.
5. Click 'Print'.

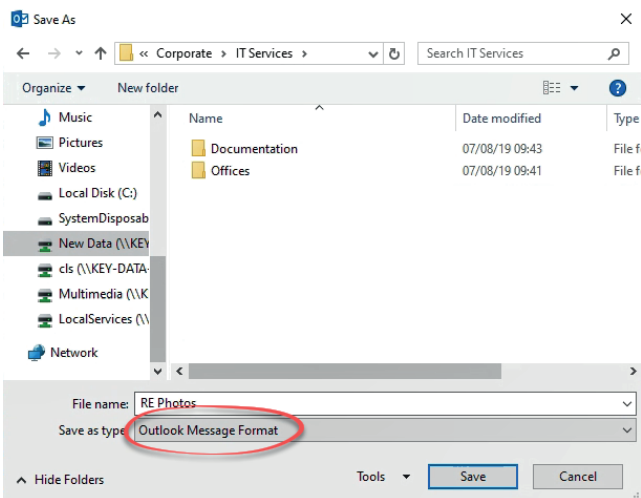


How do I save a message to a file?

1. Click the 'Mail' button in the Navigation Bar.
2. Select or open the message you wish to save.
3. Click the File, Save As
The 'Save As' dialogue box will be displayed.



4. Select the folder in which you wish to save the email.
5. The subject of the email will be used as the filename.
Amend this if necessary.



6. Use the 'Save as Type' drop down menu to select the format in which the file will be saved.
'Outlook Message Format' saves the layout, text and any attachments (Preferred Method). 'Other formats may lose some parts of the message. eg 'Text Only' saves only the text of the message. The layout, graphics, attachments etc will be lost.
7. Click 'Save'.



Attachments

What are attachments?

Attachments are files which are sent/received with your email. These may be Word documents, Excel spreadsheets and in some cases virus infected files.

Can I attach files to an email?

Files can be sent via email, however you should pay attention to the size of the file.

If there is a need to send a large or many files speak to a member of IT staff to see if there is a better format for your file or another way to send it.

Although emails with large attachments may send without issue, the recipients server may still reject it due to the size of files attached.

If you send an email and you get a 'delivery failure notification' check the contents, it may be that the file has been blocked by the recipients server due to the size.

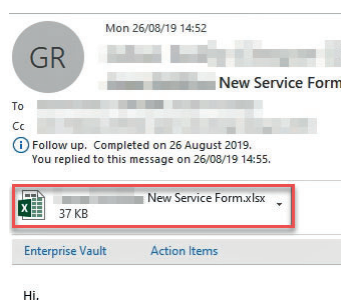
Rather than send file(s) via email to members of staff at your service it is best practice to save them to a network folder and email informing the recipient where to find them.

How do I know if an email has an attachment?



When in your mail folder listing all emails, any which have file(s) attached will have the 'Attachment' icon displayed.

If you have the email open there will be a 'Message line' in the email with the file(s) listed.



Can any file be attached?

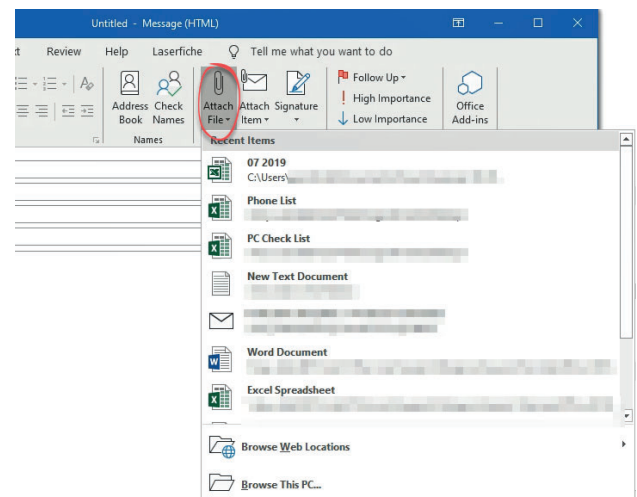
Not all files can be sent by email. Some file types by default are blocked automatically by Outlook. These include program files, 'zipped' files, macro enabled documents and password protected files as these could potentially contain viruses.

The three most common file types used at services (Word documents, Excel spreadsheets and PDF documents) are permitted.

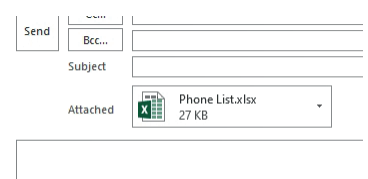
Some files may also be blocked by our SPAM filter, Mimecast, see the 'Mimecast' section for more details.

How do I attach a file to a message?

1. Create your message as normal.
2. Click the 'Attach File' drop down menu.
3. A list of recent files will be displayed. Click on one of the files to attach it, or click 'Browse this PC' and locate the file.



4. You will be returned to your message box with the attached file listed. Attach further files by repeating steps 2 and 3.



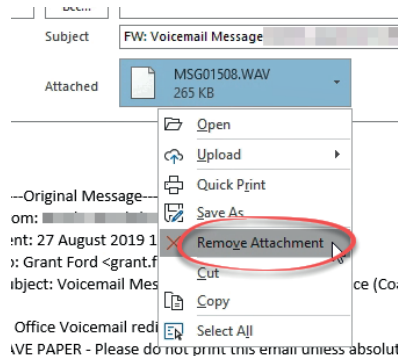
5. When all files are attached, complete and send your email as normal.



How do I remove an attachment before sending the message?

If you FORWARD a message which had an attachment, the file will be part of the forwarded message, it is possible to remove this before sending. This method can also be used to remove files that have been attached by accident.

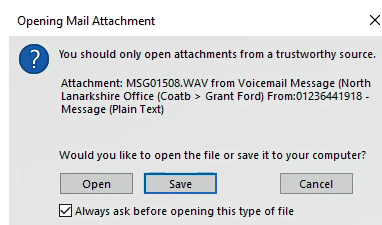
1. Right click on the file you wish to remove.
2. Click 'Remove Attachment'.



How do I view an attachment?

Be careful when opening attachments as some may contain viruses. If you do not recognise the sender or are unsure about an attached file DO NOT OPEN IT.

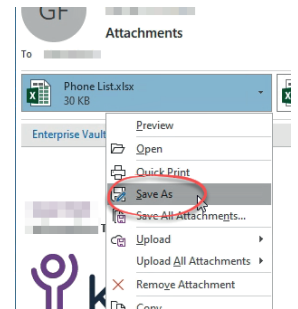
1. Open the message as normal.
2. In the list of attachments double click the file you wish to open.
Depending on the file type the 'Opening Mail Attachment' dialogue box may be displayed as shown opposite. Certain file types will open without displaying the warning first.
3. Click 'Open' if you know the person who sent the file and you trust the file not to contain a virus.



If you need to make changes to an attachment once opened use the 'Save As' option to choose a folder on the server to ensure you don't lose these changes. If you click 'Save' the file will be saved to a temporary, hidden folder. This may not be available in the future.

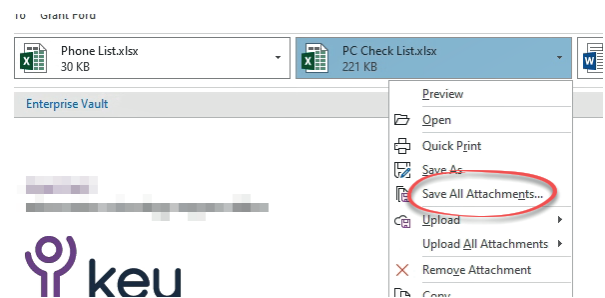
How do I save just one attachment?

1. Open the message containing the attachment you wish to save.
2. Right click on the attachment.
3. Click 'Save As'.
The 'Save Attachment' dialogue box will be displayed.
4. Change the filename if required.
5. Locate the folder in which you wish to save the attachment.
6. Click 'Save'.



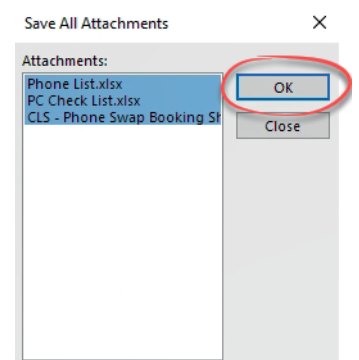
How do I save multiple attachments?

1. Open the message containing the attachment(s) you wish to save.
2. Right click one of the attachments.
3. Click 'Save All Attachments'.



The 'Save All Attachments' dialogue box will be displayed and all files will automatically be selected.

4. Click 'OK'.
5. Locate the folder in which the files should be stored. It is not possible to change the filename of the attachments when saving more than one file.
6. Click 'OK'.





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.

ICT staff do not have access to your mailbox and are there unable to put on your out of office should you forget. Remember though, it can be done using your mobile phone or through the Teams app.

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.

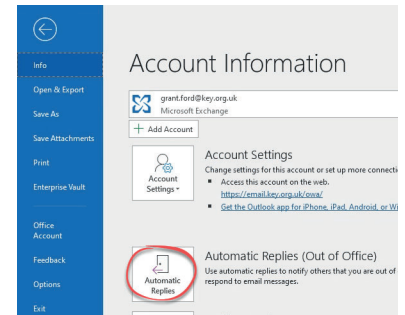
For example, 'I will be out the office until X. If your enquiry is urgent please contact Y. Otherwise, I will answer your email on my return.'

Remember to update both your internal and external messages.

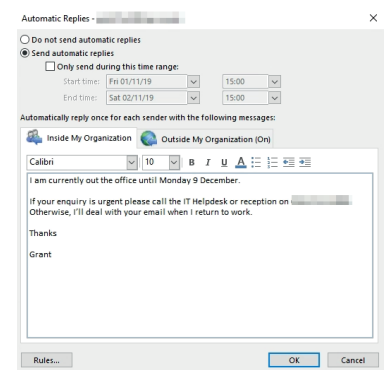
How do I use Automatic Replies?

1. Click File, Automatic Replies.

The 'Automatic Replies' dialogue box will be displayed.

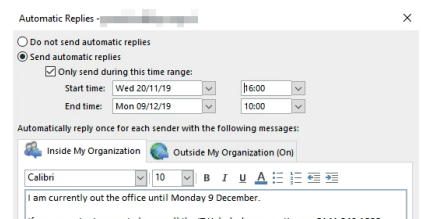


2. Select 'Send automatic replies'.
3. Click the 'Inside My Organization' tab, if not displayed and enter a message which will be sent to people within Key and Community Lifestyles.
4. Click the 'Outside My Organization' tab and enter a message which will be delivered to all other senders.
5. Click 'OK'.



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'.

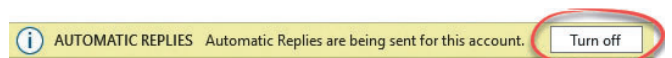


How do I turn off Automatic Replies?

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:

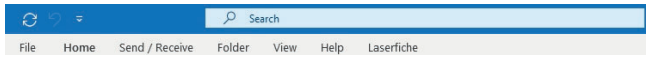


1. Click File, Automatic Replies
2. Click 'Do Not Sent Automatic Replies'



How do I search for a message?

In early 2021, an update to Microsoft Office resulted in the 'Search bar' moving to the top of the Outlook window into the title bar.



Method One:

To search the current mailbox for particular word/words.

1. Click in the search box.



Suggested Searches

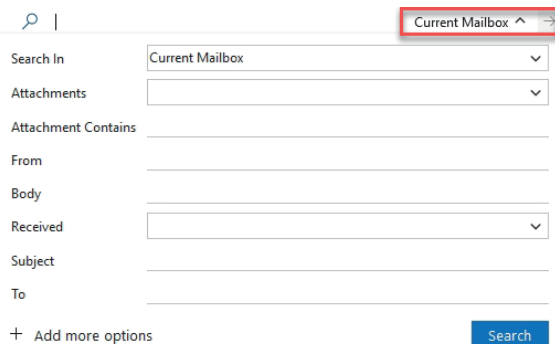
- suspected malware
- plusnet
- mothertech

2. Your last 3 search terms are listed. Click on one of these to rerun the search or type your search term.
3. Press <Enter> or <Return>.

All folders and subfolders will be searched and any occurrences of the term will be listed. The search term can appear in the sender field, subject, body of the message etc.

Method Two:

1. Click in the search box.
2. Click the drop down menu at the right hand side of the search box to display the search options.

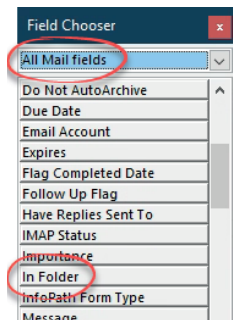


3. Complete the relevant search fields as required.
SEARCH IN - Current folder, subfolders, current mailbox or All outlook items.
ATTACHMENTS - Choose if the email should contain an attachment.
ATTACHMENT CONTAINS - the attachment file name and where possible the content, will be searched.
FROM - Only the 'from' field will be searched.
BODY - Only the main body of the email will be searched.
RECEIVED - Use the drop down menu to select an option (today, yesterday, last week etc).
SUBJECT - Only the subject line will be searched.
TO - Only the 'to' field will be searched.
4. Click 'Search'.

How do I know in which folder a message is stored?

If you create many subfolders, then search your full mailbox for a message you may not be sure which subfolder it is stored in.

1. Complete your search.
2. Use the 'Field Chooser' and add the 'In Folder' field to your mail view. (For more information please refer to the 'Field Chooser' section of this guide).

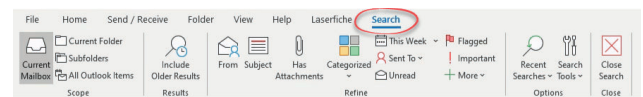


You can then see at a glance the location of the email.

	In Folder	Size	Message
Tue 27/07/21 11:14	Inbox	61 KB	
Tue 27/07/21 11:03	Sent Items	56 KB	
Tue 27/07/21 11:03	Inbox	110 KB	
Tue 27/07/21 10:18	Sent Items	4 MB	
Tue 27/07/21 10:04	Inbox	99 KB	
Tue 27/07/21 09:38	Sent Items	51 KB	
Tue 27/07/21 09:34	Inbox	106 KB	
Tue 27/07/21 09:27	Sent Items	53 KB	
Tue 27/07/21 09:13	Inbox	109 KB	
Tue 27/07/21 09:04	Inbox	103 KB	
Tue 27/07/21 09:04	Sent Items	48 KB	

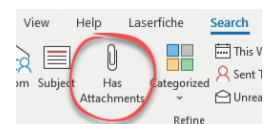
How do I use the Search ribbon?

When you complete a search the 'Search' ribbon is displayed.



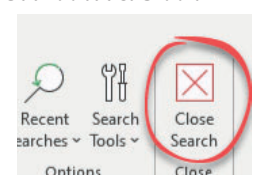
You can use this to limit your search rather than completing a new search.

For example, to limit the search results to those that contain attachments, click the 'Has Attachment' button. Click again to return to your full list.



How do I close the Search window?

1. Click the 'X' in the search bar, the 'Close Search' button in the ribbon or click on any folder to close the search.

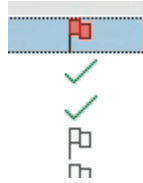




Message Flags

What are message flags?

Message flags can be used to highlight messages which you need to follow up at a later date. Reminders can be set to display a prompt nearer the time. Messages can be flagged for follow up Today, Tomorrow, This Week, Next Week, No Date or Custom Date. A 'task' entry is created for each message you flag for follow up.



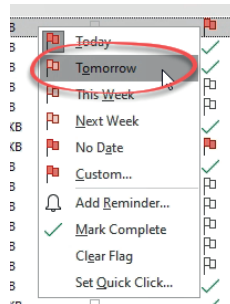
How do I flag an email for follow up?

Method One:

1. Locate the message you wish to flag for follow up.
2. Click once on the flag icon at the right hand side of the message list.
This sets the flag to 'Follow Up Today'.

Method Two:

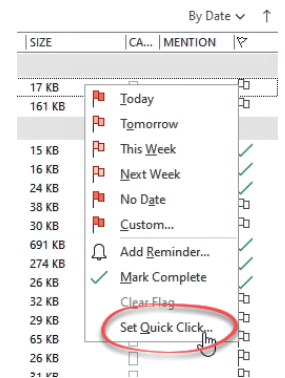
1. Locate the message you wish to flag for follow up.
2. Right click on the flag icon to display the list of flag options.
3. Click one of the date options.



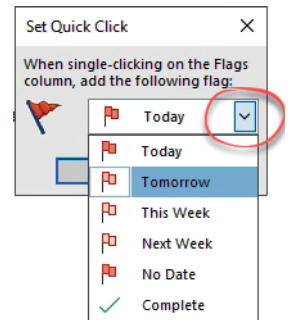
How do I change the default flag?

When you flag a message the default option is 'Follow Up Today'. Follow the instructions below to change this option.

1. Right click on the flag icon at the right hand side of the message.
2. Click 'Set Quick Click'.
The 'Set Quick Click' dialogue box will be displayed.

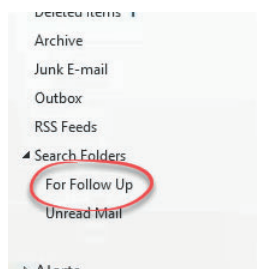


3. Choose one of the options from the drop down menu.
4. Click 'OK'.



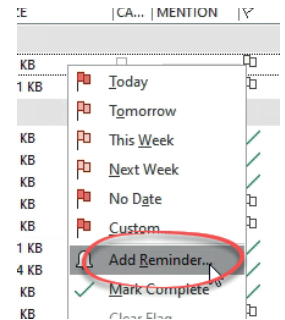
How do I view only flagged messages?

1. Ensure your mail folders are on view.
2. Click 'Search Folders'.
3. Click 'For Follow Up'.



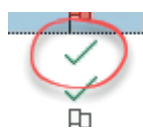
How do I set a reminder for my flag?

1. Right click on the flag.
2. Click 'Add Reminder...'.
The 'Custom' dialogue box will be displayed.

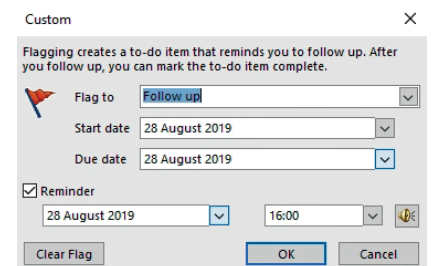


How do I change the 'Flag' to 'Complete'?

1. Click the flag.
A tick will indicate the task has been completed.



3. Ensure the 'Reminder' box is ticked.
4. Use the drop down menu to select the dates and time for the reminder if required.
5. Click 'OK'.





How do I cancel a reminder?

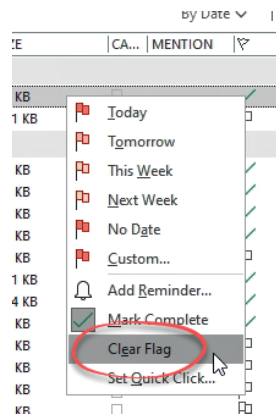
1. Right click on the flag.
2. Click 'Add Reminder...'.
The 'Custom' dialogue box will be displayed.
3. Untick the 'Reminder' option.
4. Click 'OK'.

How do I amend a reminder flag?

1. Right click on the flag.
2. Click 'Add Reminder...'.
The 'Custom' dialogue box will be displayed.
3. Amend the reminder as appropriate.
4. Click 'OK'.

How do I clear a flag?

1. Right click on the flag.
2. Click 'Clear Flag'.





Phishing, Junk/Spam Mail

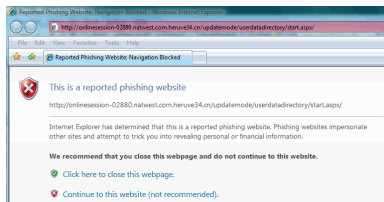
What is phishing?

Phishing is attempting to acquire information such as username, passwords, bank details etc by pretending to be a trustworthy source, usually telling you that your account will be locked unless you login and complete the form or update your security details.

Following the link will usually take you to a site which looks identical to the proper site. Entering details on these pages will result in the information being sent to the 'phishers' who will then use these details to log into your account and if its your bank - steal your money!

Newer web browsers usually include a phishing filter.

Should you click on a malicious link you will (hopefully) be told that the site has been reported as a possible malicious site and no harm will have been done.



REMEMBER: No company should ever ask for login/passwords, in almost all cases you can safely delete these emails.

What is spam/junk email?

Junk email or spam mail is usually just adverts from companies sometimes harmless but on occasions these messages can contain viruses which could damage your computer. Before a message reaches your mailbox it passes through many 'spam' mail filters both internally and externally, however, some junk mail can still make it through the filters.

The more you subscribe to email lists or give your email address to companies the more junk mail you will receive. Therefore as part of Key's Internet policy we recommend that you do not subscribe to ANY email newsgroups or mailing lists.

You should also remember that your Key/Lifestyles email address is for BUSINESS USE ONLY. **You should never use it when signing up for personal mailing lists or when shopping online for personal items.**

Before clicking on a link in an email or opening a file: THINK - Are you sure the email is legitimate? Is the sender known to you? Are you expecting the email? Does it contain grammar, spelling errors which you would not normally expect from that account? If you are in any doubt, DO NOT click the link or open any files attached as they may contain malicious content. If you click a link or open a file and nothing seems to have happened, close your VDI session or PC down and contact the ICT Helpdesk for advice.

Should I unsubscribe from mailing lists?

If you receive email from a company and you have subscribed to their mailing list in the past then it should be safe enough to unsubscribe. Each email should contain instructions on how to remove yourself from the mailing list or you could go to their web site and search for unsubscribing options.

If you receive junk mail from companies or individuals you do not recognise or haven't subscribed to DO NOT send an unsubscribe message (Never reply to it either!). Sending an unsubscribe message sends an email back to the spammer. This in turn tells them that someone checks and reads messages sent to this account. They will then target your email address with more messages in the future. Never click on any of the links in the junk mail as this can also alert the spammers that the mail has been read and it could also install malicious software on your PC.

There is no need to send IT the junk mail as chances are we have already got many copies already!

How do I avoid spam?

Spam is almost unavoidable but the following tips should help cut down on the quantity.

- Keep your email address as private as possible. Give it only to those people you really need to.
- When completing forms, if email address is optional leave it blank.
- Don't list your email address on any web pages. Spammers 'harvest' addresses by using programs to search through the web.



Phishing, Junk and Spam

How do I filter spam mail?

Mail is checked against many SPAM filters as it makes it way from the sender to the recipient. This process does indeed catch most junk/malicious emails but some do still make it through.

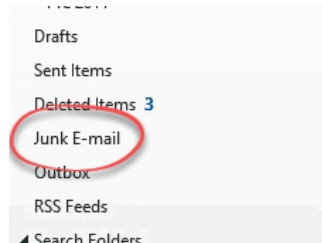
Each month, as part of your Windows Updates, Microsoft updates your Outlook junk mail filters.

Mail which gets through the initial filters, but which Outlook then considers to be SPAM will be moved to your 'Junk Mail Folder'.

How do I check the Junk Mail folder?

The 'Junk Mail' folder works in the same as any other folder in your mailbox. As with other folders, the number of messages in the Junk E-Mail folder is shown at the side of the folder name.

1. Click 'Mail' in the Navigation Pane.
2. Click 'Junk E-Mail'.
3. Click as normal to open the message you wish to view.



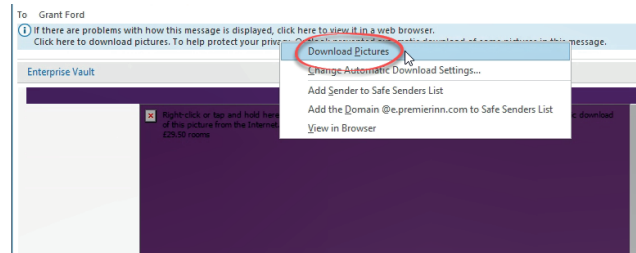
Messages in your junk mail folder may not display properly. Graphics, layout and other coding will be disabled and the email displayed as plain text. Outlook may also prevent you from replying to messages within this folder.

If you are sure the email is not SPAM and does not contain malicious code drag the message to your inbox (or other mail folder) in order to work with it in the normal manner.

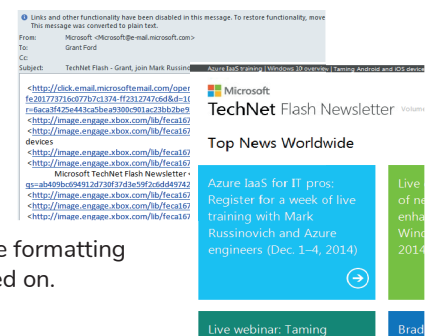
How do I display graphics in an email?

Due to the coding of an email you may find that for security, some of the graphics are not automatically downloaded for security.

1. Click the bar at the top of the email.
2. Click 'Download Pictures'.



The example shows a message in the 'Junk Mail' folder with layout and graphics turned off and again after moving the message to the 'Inbox' with the formatting and graphics turned on.



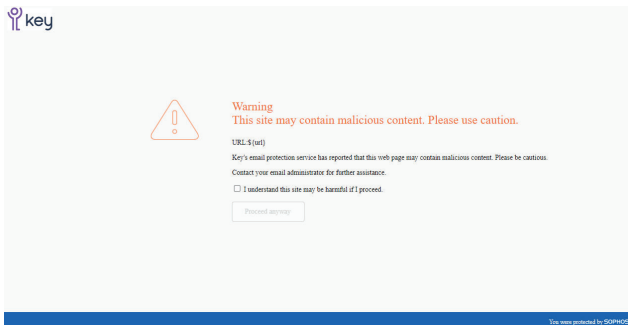


Sophos Quarantine Central

What is Sophos Quarantine Central?

Sophos Quarantine Central checks emails as they are sent and received for malicious content.

When you click a link in an email Sophos will check this link before it is opened/displayed. You will be notified if the site you are trying to view is a known to contain malicious content.



You should still be extremely careful before clicking links in emails where you don't recognise the sender or you weren't expecting. Don't rely on Sophos as the only protection.

Why is internal mail blocked?

There is no difference between external and internal mail. The same checks are completed on all emails.

You should not automatically 'trust' an email because it originated internally. If a Key/Lifestyles account is compromised you are more likely to fall victim if you automatically trust an email because it has come from an internal source.

How do I access a blocked email?

Blocked emails will be held for 30 days. If you receive a message from Sophos informing you an email has been blocked, it will be one of two versions:

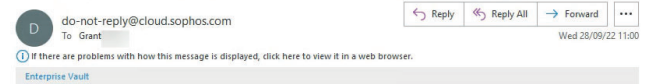
1. Messages Quarantined:

If you receive an email from 'Sophos' informing you that a

do-not-reply@cloud.sophos.com Messages quarantined since Sep 28, 2022 08:00 AM for @key.org.uk Wed 28/09/22 11:37

message has been quarantined:

1. Open the email.
2. Look at the sender and subject - Is it something you'd be expecting. Is it something you are waiting on or require?
3. Choose to release or block the email based on this



Quarantine Summary



1 message quarantined since Sep 28, 2022 08:00 AM for grant! @key.org.uk, [Manage quarantined messages](#)

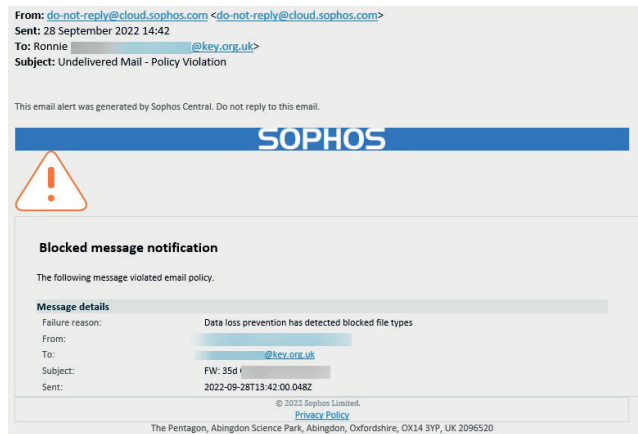
Displaying 1 out of 1 message.

SUBJECT	FROM	RECEIVED	ACTIONS
10 RingCentral features to know about	RingCentral <email@reply.ringcentral.co.uk>	Sep 28, 2022 09:09 AM	Release Delete

[Sophos.com](#)

information. You can also choose neither option and ignore the email.

2. Policy Violation:



If you receive an "Policy Violation" email, it will have no options, it will only inform you that a message has been blocked.

1. Look at the sender and subject - Is it something you'd be expecting. Is it something you are waiting on or require?
2. If so, forward the email to ictsupport@key.org.uk asking for it to be released. We don't need any explanations etc. "Release" will be enough (save on typing!).

We will then release this message for further checking and it will be sent on as soon as these checks are complete.



Opening Other Users Mailboxes

How do I open another user's mailbox?

You can only open a mailbox you have permission to view.

The more mailboxes you have open:

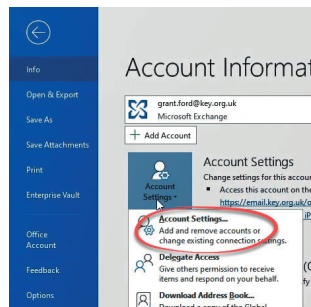
- the longer it will take to start Outlook each time (it synchronises all changes in all mailboxes each time Outlook is started).
- the larger your Outlook file becomes, and in some cases this can cause a detrimental effect on the speed of Outlook.

Only the last 3 months email will be shown using this method. For older emails open the mailbox in Outlook Web App.

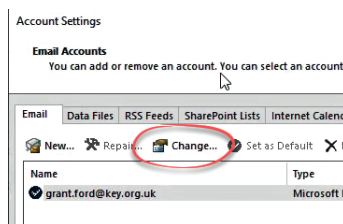
Email ictsupport@key.org.uk if you no longer require access to a particular mailbox.

When you have been given permission to a mailbox it should automatically display the next time you start Outlook. If it doesn't you may need to manually add it.

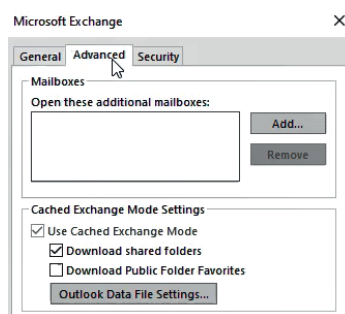
1. Click File, Info.
2. Click 'Account Settings'.
3. Click 'Account Settings'.



4. Click 'Change'.
5. Click 'More Settings'.



6. Click the 'Advanced' tab.
7. Click 'Add'.
8. Type the name of the person whose calendar you want to open.
9. Click 'OK'.
10. Click 'Next'.
11. Click 'Done'.
12. Click 'Close'.



The mailbox(es) will be listed, in alphabetical order, under your folder list. If you have access to the mailbox click the arrow to expand and view the contents inside. If you do not have access an error will be displayed.



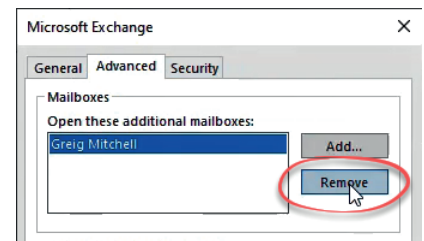
Why can't I reply to a message?

When you are given rights to a mailbox, you are only provided with right to VIEW the mailbox. You need to be given 'send as' rights to allow you to view and reply to messages.

How do I remove a mailbox?

If you no longer require access to a mailbox, email ictsupport@key.org.uk and ask for the permissions to be removed. If you find the mailbox still appears in your folder list:

1. Click File, Info.
2. Click 'Account Settings'.
3. Click 'Account Settings'.
4. Click 'Change'.
5. Click 'More Settings'.
6. Click the 'Advanced' tab.
7. Select the name of the mailbox to be removed.
8. Click 'Remove'.
9. Click 'Yes' to confirm the removal.
10. Click 'OK'.
11. Click 'Next'.
12. Click 'Done'.
13. Click 'Close'.





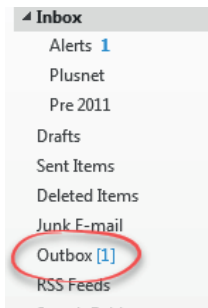
Outlook Problem Solving

Messages are stuck in my outbox - How do I send them?

Sometimes messages can become 'stuck' in your outbox.

1. Click 'Outbox' to display the message(s).
2. Double click on the message to open and display it.
3. Click 'Send'.

If this doesn't work, remove the messages from your outbox by deleting them and try sending a new message.



Why has an email been returned as undeliverable?

Occasionally when you send a message it may 'bounce' back to you and be flagged as 'Undeliverable'.



This is usually the result of either the email address no longer existing, the destination mailbox being full or the address have being entered wrong. Open and read the attachment for the delivery failure reason and a possible solution.

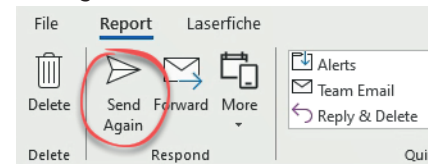


Possible Solutions:

- If the email address no longer exists check with the intended recipient for their new address.
- Some Internet ISP/workplaces only allow limited space to store messages. Should you receive a 'destination mailbox' full message it could be that the recipient may have to clear space in their mailbox in order to receive the mail - check with the recipient.
- If you have entered the address incorrectly resend with the correct address. Be careful when entering addresses. Should you send personal information to the wrong address, this would have to be treated as a data breach and reported to the ICO. This should be reported to Grace Semple straight away.
- If it is a Key/Lifestyles address, use the Global Address List to complete the address field.

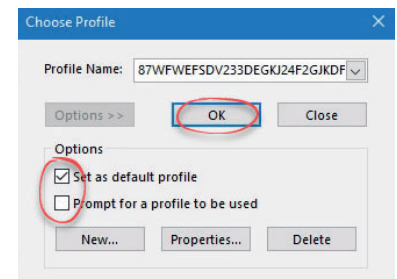
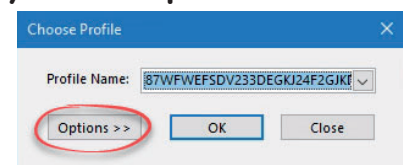
How do I resend the message?

1. Open the returned message.
2. Click the 'Send Again' button. The 'Send Again' dialogue box is displayed.
3. Enter the correct email addresses in the 'Resend To/CC/Bcc' boxes.
4. Click 'Send'.



How do I set my default profile?

1. Click the 'Options' button.
2. TICK the 'Set as default profile' option.
3. UNTICK the 'Prompt for a profile to be used'.
4. Click 'OK'.





Outlook Problem Solving

Why can't I see the 'Teams button' in Outlook?

In order for the 'Teams' add-in to be shown in Outlook you should start Teams before starting Outlook.

1. Close both 'Teams' and 'Outlook'.
2. Restart 'Teams' and wait until everything has started up and chat/messages/teams are displayed.
3. Start Outlook.

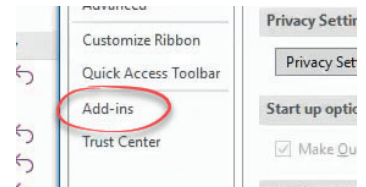
If this doesn't resolve the issue.

1. Logout the VDI
2. Log back in.
3. Start 'Teams' and wait until everything has started up and chat/messages/teams are displayed.
4. Start Outlook.

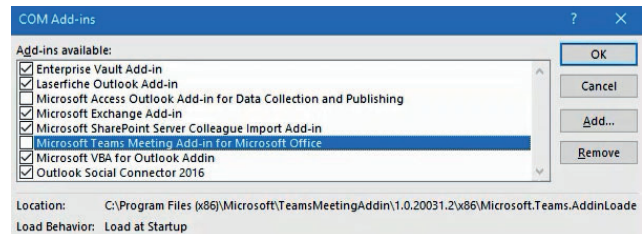
If the Teams button still fails to show, check the 'Teams Add-In' is enabled in Outlook.

How do I enable the Teams Add-In within Outlook?

1. In Outlook, click 'File'.
2. Click 'Options'.
3. Click 'Add-Ins'.



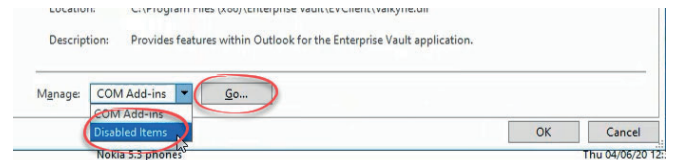
4. Look for and tick 'Microsoft Teams Meeting Add-In for Microsoft Office'. (If it is not listed follow steps A-F)



5. Click 'OK'.
6. Restart Outlook.

Follow these steps if the add-in does not show in step 4 above.

- A. Click the drop down menu at the bottom of the window and choose 'Disabled Items'.



- B. Click 'Go'.
- C. Click the 'Microsoft Teams Meeting Add-In for Microsoft Office' add-in.
- D. Click 'Enable'.
- E. Click 'Close'.
- F. Restart Outlook.