The following instructions have been created for Microsoft Outlook 2010 users who will access their e-mail using Windows. If you are using either a Mac or the Outlook Web App (accessible via the web), please visit office365.gmu.edu and click on the TRAINING & WORKSHOPS page to obtain specific e-mail guide instructions for those platforms.

I. PERSONALIZING YOUR OUTLOOK

TURNING ON/OFF THE READING PANE

In Outlook 2010, a preview of your e-mail message is displayed on the right side of your message list by default. To move or remove this reading pane, follow these steps.

1. From the Outlook menu bar at the top of your screen, click on the VIEW tab, then click on the READING PANE icon.
2. Select either BOTTOM (to have the reading pane display at the bottom of your messages list) or OFF to remove the reading pane.

TURNING ON/OFF CONVERSATION VIEW

There are many ways to organize how you see the list of your e-mail messages, but the default in Outlook 2010 is to organize them by conversation. If you wish to arrange them in a different manner, please follow the instructions below.

1. From the Outlook menu bar at the top of your screen, click on the VIEW tab.
2. In the CONVERSATIONS area, select (or de-select) SHOW AS CONVERSATIONS based on your preference.
3. In the ARRANGEMENT area, select how you would like the e-mail list organized/sorted.
4. If you would like the messages to be organized in a grouped manner (that is, all messages received on Monday separated from those received on Tuesday, etc.), keep SHOW IN GROUPS selected. If you do not want them grouped, de-select SHOW IN GROUPS.
ADDING A SIGNATURE LINE TO YOUR MESSAGES

With Outlook 2010, you can create one or several different e-mail signatures to be added to the bottom of your e-mail message.

1. From the HOME tab on the top menu bar, click on the NEW E-MAIL button.
2. Inside the e-mail window, click on the SIGNATURE button (on the MESSAGE tab).
3. Click on the arrow on the SIGNATURES icon in the INCLUDE area, then select SIGNATURES.
4. On the E-MAIL SIGNATURES tab, click the NEW button. Type in a name for your signature, then click OK.
5. In the EDIT SIGNATURE box, type the text that you want to include in the signature. (Note: you can format the text by using the style and formatting buttons.) You can also add elements besides text (such as a hyperlink or picture) by clicking on the respective picture or link icons. When you have finished, click OK.
6. This signature will now be your default signature on all new messages.

CREATING AN OUT OF OFFICE MESSAGE

When you will be out of the office, it is good practice to set up an out of office message.

1. From the FILE tab on the top menu bar, in the INFO area, click on the AUTOMATIC REPLIES (OUT OF OFFICE) button.
2. In the AUTOMATIC REPLIES window, select SEND AUTOMATIC REPLIES, then select the dates/times that you will be out of the office. Next, compose the message you would like to have sent out as a response to any e-mail that is sent to you while you are away. Note: you will need to click on the OUTSIDE MY ORGANIZATION (OFF) tab to have your automatic reply reach those outside of your organization.
3. Click OK.
II. ORGANIZING YOUR E-MAIL

CREATING A FOLDER

Outlook 2010 has eight default folders preloaded for your e-mail: Inbox, Drafts, Sent Items, Deleted Items, Junk Email, Outbox, RSS Feeds, and Trash. To create additional folders, follow these steps.

1. From your HOME tab, right-click with your mouse on the INBOX FOLDER.
2. From the drop-down list, select NEW FOLDER.
3. In the CREATE NEW FOLDER window, type in a name for your new folder, then select where to place the folder and click OK.

EMPTYING YOUR DELETED ITEMS FOLDER

When you delete items from your inbox, they are moved to the Deleted Items folder for 30 days before being permanently deleted. To permanently remove them from your e-mail right away, please follow these steps.

1. Right-click on the DELETED ITEMS folder, then select EMPTY FOLDER from the list.
2. You will see a pop-up window asking if you want to permanently delete all the messages in the folder. Click YES.

III. ADDITIONAL FEATURES

USING THE SEARCH TOOL

1. From your list of e-mail folders on your HOME tab, select the folder where you would like to search. Click on that folder name.
2. At the top of your list of messages, you will see a SEARCH AREA. Type your search terms into this search area, then click the ENTER key.
3. Your search results will show up in the main e-mail list area. Note: to close your search after you have finished, be sure to click on the X located on the right side of the SEARCH AREA.
JUNK MAIL/SPAM BLOCKING

Though the default settings on Office 365 for junk and spam are set to low, which filters only the most obvious junk/spam messages, sometimes messages get through to your inbox that don’t belong, and sometimes messages that aren’t junk as classified as such. Therefore, we have put together the following instructions.

HOW TO MARK A MESSAGE AS JUNK/BLOCK MESSAGES

1. Select the junk message from inside your inbox. Right-click on this message.
2. From the drop-down list, select **JUNK**, then click on **BLOCK SENDER**.
3. The message will be automatically moved to your **JUNK EMAIL** folder and future messages from this sender will be automatically sent to your junk e-mail folder.

HOW TO REVIEW YOUR BLOCKED SENDERS LIST/UNBLOCK SENDERS

We recommend that you periodically review your blocked senders list, to ensure that you have not accidentally block messages from an important contact.

1. From the **HOME** tab on the top menu bar, select **JUNK** from the **DELETE** area, then click **JUNK E-MAIL OPTIONS** from the drop-down list.
2. In the **JUNK E-MAIL OPTIONS** window, select the **BLOCKED SENDERS** tab.
3. You will see a listing of the e-mail addresses that are blocked. To unblock an e-mail address, click on the e-mail address in the list and then click on the **REMOVE** button. Click **OK**.

HOW TO MOVE A MESSAGE FROM JUNK INTO YOUR INBOX

It is recommended that you review the contents of your junk e-mail periodically to ensure that important messages weren’t mistakenly categorized as junk. If you find a message in your junk e-mail folder that is not junk, follow these steps.

1. From your **JUNK E-MAIL** folder, select the message you wish to un-junk.
2. Right-click on the message, then select **JUNK, NOT JUNK** from the drop-down list.
3. In the **MARK AS NOT JUNK** window, you will be given the option to select whether you want all future messages from this sender delivered to your inbox. If this is what you want, please be sure to select **ALWAYS TRUST E-MAIL FROM “…”** then click **OK**.
4. This message will now be placed into its original folder, which is typically your **INBOX**.