I. PERSONALIZING YOUR OUTLOOK

TURNING ON/OFF THE READING PANE

In Outlook 2011, 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. On your Mac top MENU BAR, click on VIEW, then select READING PANE from the list.
2. Select either BELOW (to have the reading pane display at the bottom of your messages list) or HIDDEN to remove the reading pane altogether.

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 2011 is to organize them by conversation. If you wish to arrange them in a different manner, please follow the instructions below.

1. On your Mac top MENU BAR, click on VIEW, then select ARRANGE BY.
2. Please select how you would like to have the messages displayed. For example, organized by DATE RECEIVED.
3. 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.
4. If you like the way you have organized your message list and would like to keep this setup as your default view, repeat step 1 above, then click on MAKE THIS THE DEFAULT VIEW.
**ADDING A SIGNATURE LINE TO YOUR MESSAGES**

With Outlook 2011, you can create one or several different e-mail signatures to be added to the bottom of your e-mail message.

1. On your Mac top **MENU BAR**, click on **OUTLOOK**, then select **PREFERENCES** from the list.
2. Click on the **SIGNATURES** icon.
3. In the **SIGNATURES** box that pops up, click on the + sign in the bottom left to **ADD A SIGNATURE**.
4. Type in the information you would like to appear as your signature, then double-click on the word **UNTITLED** to rename your signature.
5. Click on the **DEFAULT SIGNATURES** button at the bottom right of the window.
6. Under **ACCOUNT**, select **GMU**. Under **DEFAULT SIGNATURE**, select the signature you just created, then click **OK**.
7. Click on the **RED X** to close the **SIGNATURES** window. This e-mail signature will now be added to all of your e-mail 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. On your Mac top **MENU BAR**, click on **TOOLS**, then select **OUT OF OFFICE** from the list.
2. In the **OUT OF OFFICE ASSISTANT** window, select **SEND OUT OF OFFICE MESSAGES**, then 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.
3. If need be, expand the window where it says **MORE OPTIONS**. Select the start and end dates/times for your out of office time.
4. Select **SEND REPLIES OUTSIDE MY COMPANY TO** and then click on **ADDRESS BOOK CONTACTS ONLY**. Note: sending replies to anyone outside my company can be used by spammers to verify your e-mail address, and should therefore not be used.
5. Click **OK**.
II. ORGANIZING YOUR E-MAIL

CREATING A FOLDER

Outlook 2011 has 7 default folders preloaded for your e-mail: Inbox, Drafts, Sent Items, Deleted Items, Junk E-Mail, RSS Feeds, and Trash. To create additional folders, please follow these steps.

1. With Outlook open, click on the **NEW** button from the **HOME** tab.
2. Scroll down and select **FOLDER**.
3. A new folder will appear on the left menu bar with the name **UNTITLED FOLDER**. Right-click on this name, then select **RENAME FOLDER** from the drop-down list.
4. When the folder name becomes **HIGHLIGHTED**, please type the name you wish for your new folder. If you do not type anything within approximately 4 seconds, the highlighting will go away and you will have to repeat step 3.
5. After you have finished typing, Outlook will automatically alphabetize your folders.
6. After you have created several folders, you can **DRAG-AND-DROP** your folders onto other folders to create sub-folders. If you wish to delete a folder that you have created, simply right-click on the folder and select **DELETE** from the drop-down list.

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 **DELETE**.

III. ADDITIONAL FEATURES

USING THE SEARCH TOOL

1. On the top right of your outlook screen, type in your search criteria into the **SEARCH THIS FOLDER** dialogue box.
2. As you begin typing, Outlook will present a drop-down list of search criteria, that is, if you want to refine your search by only showing your search term in the from category (or to, subject, received, category). Please select one of these options (if you want) or simply hit the enter key to perform a general search on your selected term.
3. Your search results will show up in the main e-mail list area. Note: to clear your search after you have finished, be sure to erase any characters you typed in the **SEARCH THIS FOLDER** dialogue box.
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
1. Select the junk message from inside your inbox. Right-click on this message.
2. From the drop-down list, select JUNK MAIL, MARK AS JUNK.
3. The message will be automatically moved to your JUNK E-MAIL folder.

HOW TO BLOCK A SENDER
1. Select the message from the sender you wish to block from inside your inbox. Right-click on this message.
2. From the drop-down list, select JUNK MAIL, then select BLOCK SENDER.
3. Next, right-click on this message, select JUNK MAIL, then select MARK AS JUNK.
4. The message will be automatically moved to your JUNK E-MAIL folder and future messages from this sender will be automatically sent to your junk e-mail folder.

HOW TO REVIEW YOUR BLOCKED SENDERS LIST / HOW TO UNBLOCK A SENDER
These features are not available in Outlook 2011 for Mac. To review your blocked senders list or to unblock a sender, please see the e-mail guide instructions for the Outlook Web App (accessible via the web), available on the TRAINING & WORKSHOPS page of office365.gmu.edu.

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 MAIL, MARK AS NOT JUNK from the drop-down list.
3. The message you selected will now show up in your inbox.