

Microsoft Outlook

Hints, Tips and Tricks

You want to quickly retrieve your E-Mail messages through Outlook, but you're on the road. Never fear! We're going to walk you through the basics of using Outlook to stay connected. As you become more familiar with Outlook, you'll find that there are shortcuts for each of these tips.

We've compiled these tips based on the assumptions that you use Outlook and that your E-Mail is delivered to your Inbox. (If you don't know which version of Outlook you use, pay attention to the splash screen that appears when you launch Outlook, or open the **H**elp menu and choose **A**bout. The versions are similar, but the Options page has been rearranged.) Regardless of the version you are using, the information provided in this Microsoft Outlook Tips will help you efficiently stay in touch.

Warning: Initiate any changes one at a time. Test each change and allow it to synchronize with the server. Making too many changes without checking to see how they work may cause problems. If in doubt, always check with your consultant.

Note: Before you begin, make sure Outlook's Folder View is turned on. To do so, open the **V**iew menu and choose the **F**older **L**ist option.

- In MS Outlook, want to know when the recipient of your mail has received the message? Or opened it?**

Outlook 98	Outlook 2000
<p>When you compose a new message,</p> <ol style="list-style-type: none">1. Click on Options.2. Click the boxes under TRACKING OPTIONS.3. "Tell me when the message has been delivered".4. "Tell me when the message has been read". <p>These settings are for this particular mail only.</p> <p>In case you want this tracking for ALL your mails, go to Tools, Options, Sending and make the selection in the</p>	<p>When you compose a new message,</p> <ol style="list-style-type: none">1. Click on View, Options.2. Click the box entitled Request a read receipt for this message. <p>This is for this particular mail only.</p> <p>In case you want this tracking for ALL your mails, go to Tools, Options, E-mail options, and make the selection in the Tracking Options section.</p>

Tracking Options section.

Choose the Work Offline connection state

The Work Offline option allows you to use your Offline Folders without having to connect to your network when you start Outlook.

1. Pull down the **T**ools menu, and then select **S**ervices.
2. Double-click the Microsoft Exchange Server entry to access its properties.
3. Select **Manually Control Connection State** and click **C**hoose **T**he **C**onnection **T**ype **W**hen **S**tarting.
4. Click **O**K.

Now when you start Outlook, it will ask if you want to Connect or Work Offline. You can then connect to your remote network only when you need to.

When you do connect, you can retrieve your mail by clicking **S**end **A**nd **R**eceive. To synchronize your folders, choose **S**ynchronize from the **T**ools menu and select **A**ll **F**olders. All new mail and other work you've done will be synchronized with the server and available offline.

Set Outlook to work with Offline Folders

Offline Folders allow you to work with Outlook items just as if you were connected to the server.

1. Pull down the **T**ools menu, and then select **S**ervices.
2. Double-click Microsoft Exchange Server to access its properties.
3. Click the **A**dvanced tab, select the **E**nable **O**ffline **U**se check box, and click **O**K.
4. Click **O**K to close the **O**ptions dialog box, and then restart Outlook.

Users hooked up to a LAN should do this too. If your LAN goes down, your mail, contacts, and Calendar will still be available.

Create Personal Folders

Personal Folders allow you to better organize your messages.

1. Pull down the **T**ools menu, select **S**ervices, and choose **A**dd.
2. Choose **P**ersonal **F**olders and click **O**K.
3. In the next window, name the folder, and then click **O**pen.
4. Click **O**K and restart Outlook.

As a housekeeping routine, move older Inbox items to your Personal Folders or delete them.

Compress Personal Folders

Save disk space on your computer by compressing heavily used Personal Folders.

1. Right-click on your Personal Folder icon.
2. Choose **Properties**
3. Click **Advanced**.
4. Click **Compact Now**, and let it rip.

Depending on the size of your Personal Folder, allow a few minutes to a half-hour for this procedure to complete.

Export and back up your Personal Folders

We'll assume you have a backup location to use, such as a Zip drive, a Home drive on a network, or an Internet-based subscription back-up service such as @Backup.

1. Select **Import And Export** from the File menu.
2. Choose **Export To A File**, and then click **Next**.
3. Select **Personal Folder File (.pst)** and click **Next**.
4. Choose **Personal Folders** as the folder to export from. Be sure to select the **Include Subfolders** check box. Click **Next**.
5. In the **Save Exported File As** text box, enter the desired location and filename. A good rule of thumb is to include the date of the backup in your filename (for example: 09061999.pst) instead of accepting the generic default name, **Backup.pst**.

Choose **Finish**. The wizard will present a final dialog box with options for encrypting and password-protecting your new **.pst** file. Select the options you want and click **OK** to begin the export.

Download your Offline Address Book

Ensure that your Address Book is up-to-date by downloading it when you're connected to the server.

1. Pull down the **T**ools menu and click the **Synchronize** tab.
2. Select **Download Address Book** and click **OK**

Once you've downloaded your Address Book, Outlook will provide automatic name checking even if you're working offline.

Clean out your Sent Items folder

If you're a prolific E-Mailer, there may be thousands of items in your **Sent Items** folder. You can thin them out by deleting ones you no longer need. If you want to keep them, just move them to a personal folder.

1. Select the individual Sent Folder items you want to keep or select the entire Sent Items folder.

2. Drag the selection onto to your Personal Folder icon.

Set your subfolders for online use only

If you restrict your subfolders to online use, they'll be available only when you connect to the server. As a result, Outlook will have to synchronize fewer items.

1. Right-click on a subfolder and choose **Properties**.
2. Click the **Synchronization** tab.

Choose the **Only When Online** option under **This Folder Is Available**.

Empty your Deleted Items folder automatically

Keeping your Deleted Items folder cleaned out will free up more disk space your computer.

1. Pull down the **T**ools menu, select **O**ptions, and click the **O**ther tab.
2. Click **Empty The Deleted Items Folder Upon Exiting**.

Turn off the Outlook Journal

Turn off the Journal unless your company specifically requires it. The Journal function records an entry in Outlook every time you access an Office program.

1. Pull down the **T**ools menu, select **O**ptions, and click **J**ournal **O**ptions.
2. Deselect all the check boxes, click **OK**, and click **OK** again.
3. From the **F**older **V**iew, select Journal and delete all the entries.