

E-mail: Using E-mail Overview

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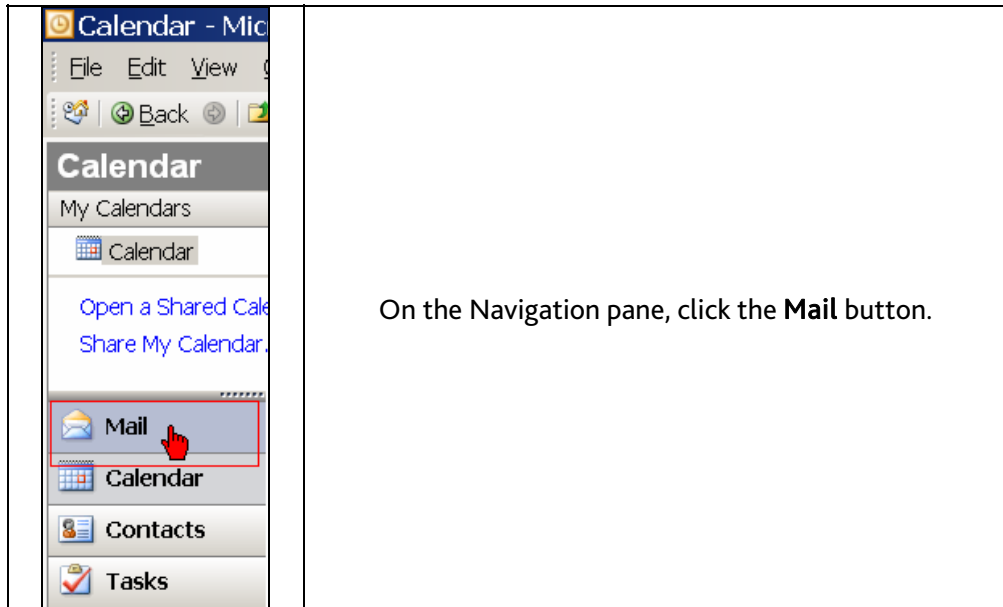
Topic	Subtopics
Mail section	Opening E-mail section What E-mail looks like Setting E-mail options
New Messages	Creating a new mail message Displaying the Bcc field
Replying to E-mail	Replying
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Applicable usage

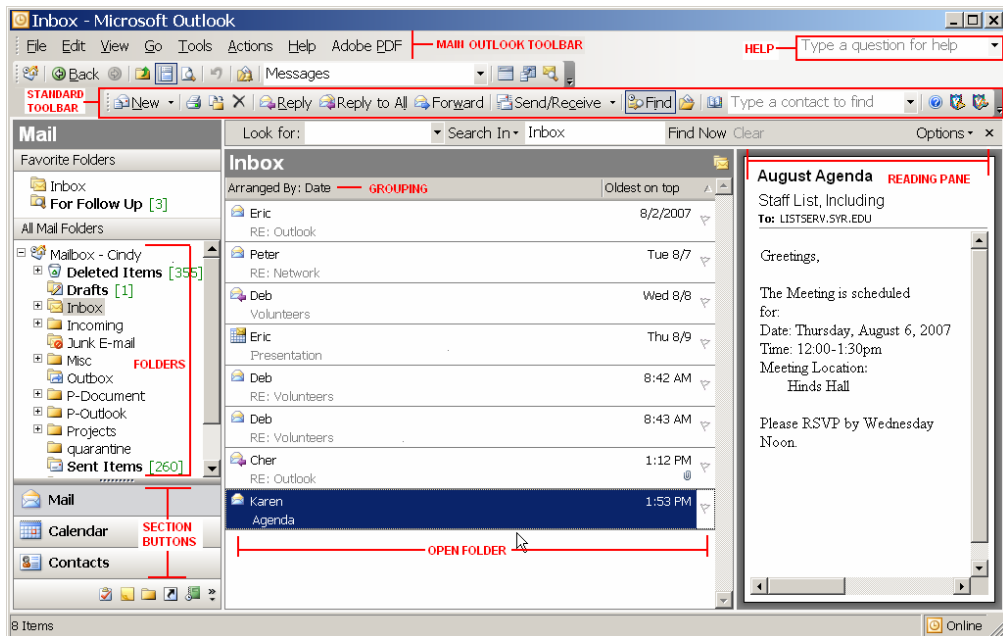
Outlook 2003 Client

Using E-mail: Mail section

Opening E-mail section



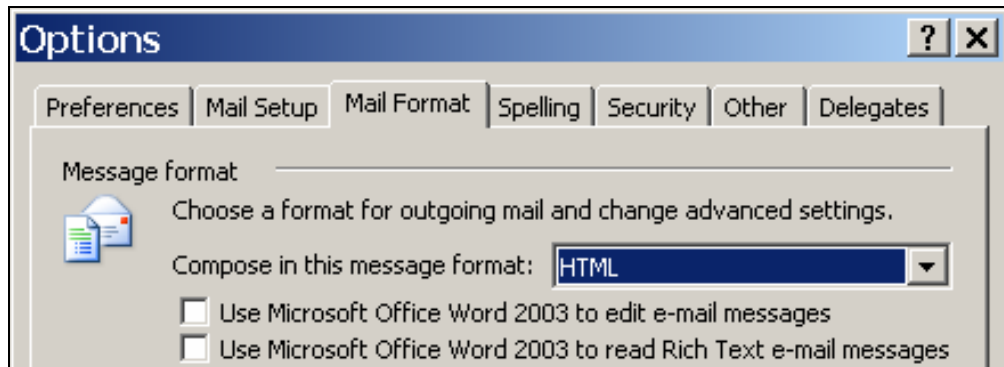
What E-mail looks like



Using E-mail: Mail Section

E-mail set-up *Mail format*

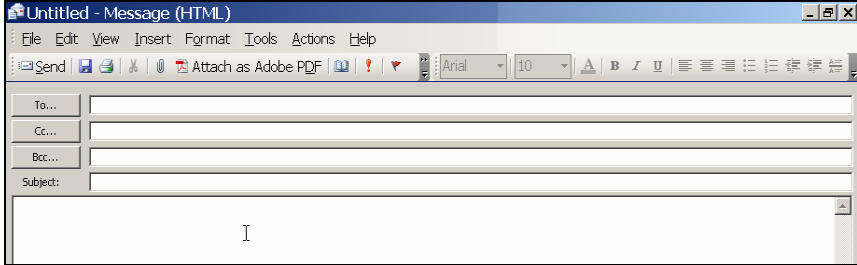
There are a variety of formatting choices under the Mail Format tab in Options. Check with your computer support person to find the best settings for your area.



Step	Action
1	On the main toolbar, click Tools >> Options .
2	Select the Mail Format tab.
3	Choose your settings and click the OK button.

Using E-mail: New Messages

Creating a new E-mail using Outlook editor

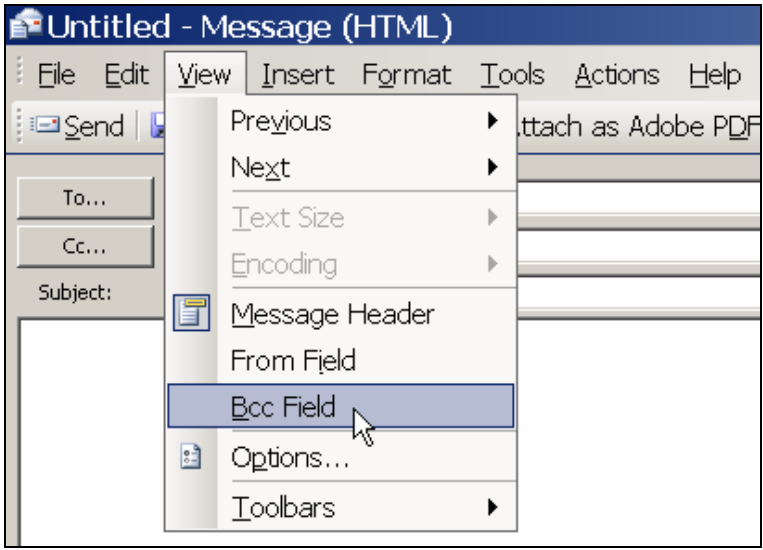
Step	Action
1	Open Outlook and click on the Mail section in the Navigation Pane.
2	<p>On the Standard toolbar, click New.</p> <p><i>Result:</i> A blank e-mail screen will appear.</p> 
3	<ul style="list-style-type: none">• Enter the recipients in the To, Cc, Bcc fields. (For more information on using these fields, see the Using Address Book documentation.)• Enter the subject in the Subject: line.• Enter the text of the e-mail in the body section below.
4	When done, click the Send button.

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Using E-mail: New Messages, Continued

Displaying the Bcc field in Outlook editor

To show the Bcc field

Step	Action
1	Click VIEW on the e-mail editor bar.
2	<p>Select Bcc Field from the drop-down menu to check it.</p>  <p>The screenshot shows the Outlook 'View' menu open. The menu items are: Previous, Next, Text Size, Encoding, Message Header, From Field, Bcc Field (highlighted with a mouse cursor), Options..., and Toolbars. The background shows the Outlook interface with the 'To...' and 'Cc...' buttons visible.</p> <p><i>Note:</i> The Bcc field will remain on the screen unless specifically removed.</p>
3	The drop-down list will close and the Bcc field will be visible under the Cc field.

To hide the Bcc field

Step	Action
1	Click VIEW on the e-mail editor bar.
2	Select Bcc Field from the drop-down menu to uncheck it.
3	The drop-down list will close and the Bcc field will disappear from under the Cc field.

Using E-mail: Replying

Replying to e-mail

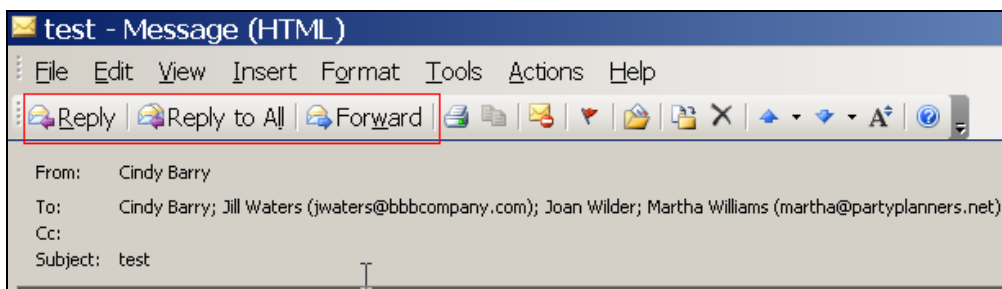
Receiving messages

New messages will appear in your Inbox under the Mail section by default unless Rules have been set-up.

To open messages

Double-click on the message you want to open.

Options



There are several options available on the Standard toolbar that will open the message in an editable screen:

Option	What it does
Reply	Places the Sender's name automatically in the To field.
Reply to All	Places the Sender and all recipient's names automatically in the To and Cc fields.
Forward	Places no names in any of the address fields.

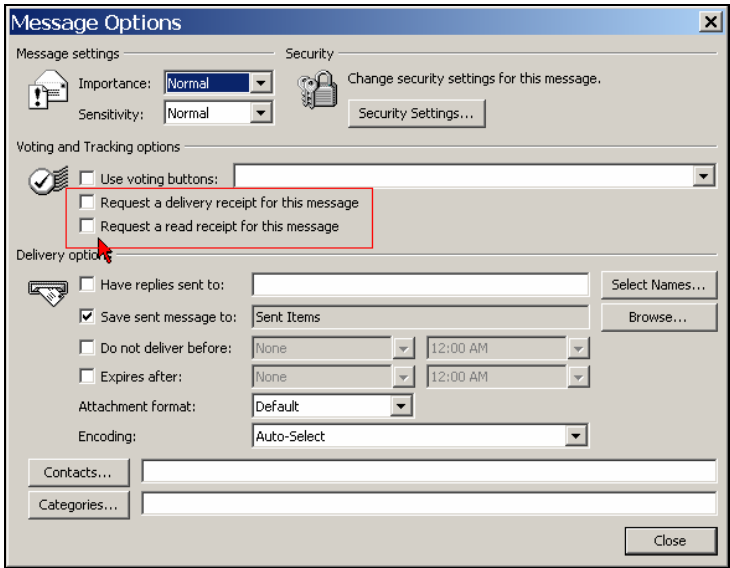
Using E-mail: Message Receipts

About

Read receipts allow you to be automatically notified when the read receipt has been accepted by the recipient.

Delivery receipts allow you to be automatically notified when a mail message is delivered to the recipient's mailbox. No action is required by the recipient.

Using receipts in a mail message

Step	Action
1	Open a new mail message.
2	<p>On the main toolbar, click View >> Options.</p> <p><i>Result:</i> The following screen will appear.</p> 
3	<p>To request a delivery receipt, click the Request a delivery receipt for this message box.</p> <p>To request a read receipt, click the Request a read receipt for this message box.</p>
4	Click the Close button and process the mail message as normal.

Continued on next page

Using E-mail: Message Receipts, Continued

Receiving a Read or Delivery receipt

Receiving a Read receipt

When the recipient opens the message, they will be asked whether or not they wish send a read receipt.

If they respond with a **YES**, the read receipt will appear in your In Box as shown below:



If they respond with a **NO**, the read receipt will not be sent. There is no automated way to check to see if the message has been read.

Receiving a Delivery Receipt

No response is necessary from the recipient. When the message is delivered to the recipients mailbox, you will receive the following receipt in your In Box:

