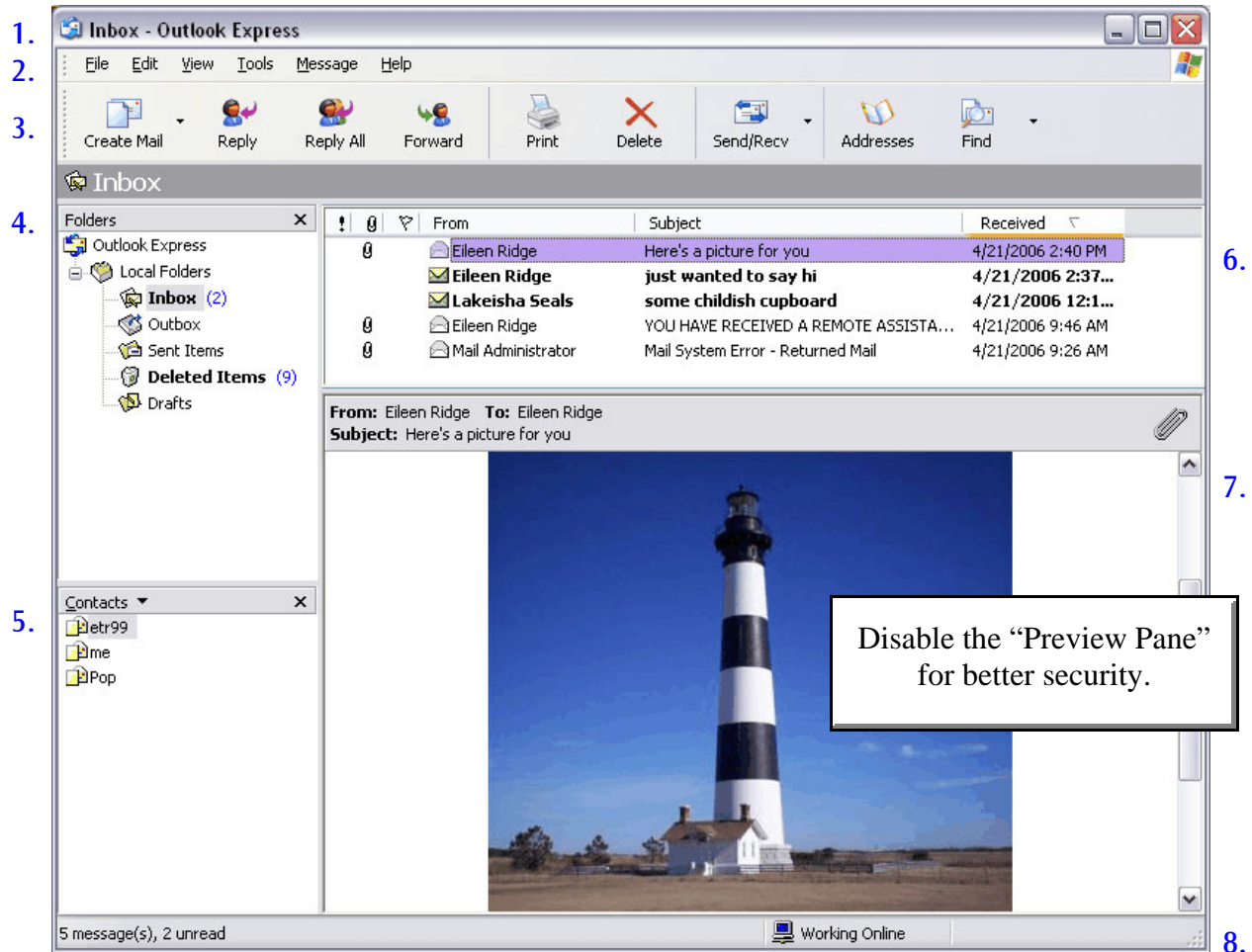


OUTLOOK EXPRESS



1. Title Bar
2. Menu Bar
3. Toolbar
4. Folder List
5. Contacts
6. Message List
7. Preview Pane*
8. Status Bar

How it Looks

Your Outlook Express screen may look a little different, and will vary depending on your version and settings. To control the layout of the window, click **View** on the **Menu Bar**, then click **Layout** to turn on/off **Folder List**, **Contacts**, **Preview Pane**, **Toolbar**, and other elements.

***Turn off the Preview Pane for incoming mail if you're concerned about security issues!**

Starting Outlook Express

1. **Double-click the Outlook Express icon on your Windows Desktop (or click the OE icon on the Windows Taskbar or Start Menu) to start the program.**
2. **Wait for connection and new mail.**

After the Outlook Express window opens, you can watch the lower right corner of the window for status & information.

If you dial up through your phone line to connect to the Internet, and the connection window should open on top. In the dialer, you may need to click a button that says Connect, or you may connect automatically.

See the sections below on connection variables and error messages.

Alternative ways to start Outlook Express

If you're using Internet Explorer (IE) as your web browser, you can click the Mail/Read Mail icon on the IE toolbar to open Outlook Express.

If you have a button on your keyboard that's designed to open your email program, you may press that button to open Outlook Express.

Folder List & Message List

In the **Folder List** (left side of the window), a folder name will be bold if there are unread messages in the folder, and a number in blue next will indicate how many unread messages are there. Click any folder to display the contents of that folder in the message list (right side of window). Outlook Express will always open with the **Inbox** displayed (if you see a welcome window instead, click the checkbox that says to open to the Inbox). (*See more about the folders in the **Folder List** under **Organizing Messages** below.*)

In the picture on the previous page, the **Inbox** is the selected folder, and its contents are displayed in the **Message List**, sorted in order from newest to oldest. Notice the little gray triangle on the column header button that says **Received**, indicating the chronological order. Click the **Received** button to change the order from oldest to newest. Click the column header button that says **From** to sort the messages in alphabetical order by the sender's name. Click **Received** to return to a chronological order. In the **From** column, notice the **envelope icon**; this will be a closed envelope on new messages, and an open envelope on messages that have been opened (or previewed). A **paperclip** in the paperclip column lets you know there is some sort of file attached to a message.

Check Mail

Outlook Express generally checks for new mail when you first open the program (it's an option you can change in **Tools > Options**).

Watch the Status Bar to see what's happening after you click **Send/Receive**. Towards the right end of the bar you'll see text like "Connecting . . . Authorizing . . . Checking Mail . . . No New Messages" (or "2 New Messages").

To check mail anytime, click the Send/Receive button on the toolbar.

Read Mail

Incoming messages are placed in your **Inbox**. If the **Inbox** is selected in the **Folder List**, the messages are listed in the message list.

If you have the **Preview Pane** turned on, you can read the message there if you like, using the Preview Pane's scroll bar to scroll down through the message.

Security Note: The Preview Pane can launch many different script-based attachments and embedded programming code. Because there can be a malicious nature to these, you are much safer turning off the Preview Pane. You can't delete a message without selecting it, and you may unwittingly launch a malicious script or virus simply by selecting the message in the list and having it load in the Preview Pane.

Double-click a message to open it in its own window. You can maximize the message window to see more of the message at one time. Click the **Previous/Next** buttons in a message window to view the previous or next message in the list, without having to go back and forth between the message window and the list.

Reply to Mail

1. Click the message in the message list, or double-click it to open it in its own window.
2. Click the **Reply** button on the toolbar. This creates an email message back to the sender of the selected message. The address is already filled in, subject is Re: their subject, and original message is quoted in the message area. The blinking cursor will be right where you need to type your message.
3. Type your message.
4. Click **Send**.

Forward Mail

1. Click the message in the message list, or double-click it to open it in its own window.
2. Click the **Forward** icon on the toolbar. This creates an email message with the subject and the original message to forward.
3. Address the message (see also **Multiple Recipients** on the next page):
If you're sending to someone who's in your address book, either click the **To:** button, and pick their name from the list in the next window, or just start typing their name and watch for it to "autocomplete" in the **To:** box.
If you're sending to someone who's *not* in your address book, type their full email address in the **To:** box.
4. Click **Send**.

Send Mail

When you send a message, a copy of it is placed in the **Sent Items** folder. (This is an option you can turn off.) You can go through periodically and delete the contents of the **Sent Items** folder. It is often helpful to keep a copy of a message in case you need to refer back to it.

Sending Mail Using Contacts list (*don't use this method to Forward or Reply to mail*)

1. Double-click a contact name to create a message to that person.
2. Click in the **Subject** box (or press the Tab key on the keyboard) to put the blinking cursor there, and type a subject for the message (it's part of email etiquette to include a subject, even if it's just a word like "hi").
3. Click in the message area of the window (or use Tab to get there) and type your message.
4. Click **Send**.

Sending Mail Using the Address Book

1. Click **Create Mail**.
2. Click the **To:** button to open the address book.
3. Select a recipient, click **To→**, click **OK**.
4. Follow steps 2-4 above (under Sending Mail Using Contacts list) to add a subject, a message, and send the email.

Send Mail Using Address Book Autocomplete

1. Click **Create Mail**.
2. Begin typing the recipient's name (e.g.: Ei...). Watch the **To** box as you type there: if an entry in your address book matches what you're typing, that name will be suggested to you. Press the **Enter** key to accept the suggestion, or keep typing to get what you're after. Say I'm in your address book as Eileen Ridge, and I'm the only person there whose entry starts with the letter E (if not, keep typing). When you type the letter E in the **To:** box, my whole name will be suggested to you. Hit **Enter** to accept the suggestion, and you don't have to type the rest of my address.
3. Follow steps 2-4 above (under Sending Mail Using Contacts list) to add a subject, a message, and send the email.

Send Mail by Opening the Address Book First:

1. Click **Addresses** on the toolbar.
2. Click a name in the list to send mail to.
3. Click **Action** on the toolbar, then **Send Mail**.
4. Follow steps 2-4 above (under Sending Mail Using Contacts list) to add a subject, a message, and send the email.

Note: When addressing mail using data from the **Address Book**, the person's name will appear in the **To:** box, but the mail will actually be sent to their email address.

Sending Mail by Typing in an Address

1. Click **Create Mail**.
2. Type the recipient's address (e.g.: eileenridge@earthlink.net).
3. Follow steps 2-4 above (under Sending Mail Using Contacts list) to add a subject, a message, and send the email.

CC/BCC

Cc stands for **carbon copy**, and **Bcc** for **blind carbon copy**. If you put recipients' addresses in the **Cc** field, they will receive a copy of the message. If you put recipients' addresses in **Bcc**, they will receive a copy of the message, but their addresses will not be displayed on the receiving end. Using **Bcc** is a way to send the same message to multiple recipients and keep their addresses private from each other, because one person doesn't know that the message has been sent to another person.

Multiple Recipients

To send a message to multiple recipients, you can:

- Type the addresses in the **To:** field (or **Cc** or **Bcc**), separating each address with a comma or semicolon. When you create a new message, you'll only see boxes for **To** and **Cc**. To

see the **Bcc** box, click the **View** menu (in the **New Message** window) and click **All Headers**. To hide the **Bcc** box again, click **View > All Headers** again. This is called a toggle command, where you select the same command to turn something on and off.

- Use the **address book** to address the message, clicking each name and then clicking **To:** (or **Cc**, or **Bcc**). This is most easily accomplished by clicking **To:** in a **New Message** window to access the **Address Book**.

To select multiple entries in the address book, hold down the **Ctrl** key while you click each name. To select a range of names, click the first one, then hold down the **Shift** key and click the last one; all the ones in between will be selected.

If you will want to send mail often to the same list of recipients, you might want to think about making a group in the address book for that list of people. See **Using Groups** on the next page.

Address Book

Adding to the Address Book

The **Address Book** is a place where you can put names and email addresses (and other info, if you like). You can use the **Address Book** to insert recipients into an email message, so you don't have to type addresses by hand every time you use them.

1. Click the **Address Book** button on the toolbar to open the **Address Book**.
2. Click **New**, and a list opens; in the list, click **New Contact**.
3. The blinking cursor is in the **First Name** box. Type the person's first name.
4. Click in the **Last Name** box (or Tab to get there) and type a last name.
The Display Name is created by the program, and will vary depending on what you typed in the name boxes. Default is First Last (e.g., Joe Smith); if you prefer "Smith, Joe," click the down-pointing arrow button on the Display Name box and choose the format you want.
5. Click in the **Email Addresses** box (or Tab to get there) and type the person's email address. This address must be absolutely correct or it won't work. Use Shift+2 to get the @ symbol.
6. Click **OK**.

If you have a message from a person and you want to add him to the Address Book,

- Right-click their message in the Inbox, and select **Add Sender to Address Book**, or
- Click their message (or while viewing the message in its own window) click the **Tools** menu, and select **Add Sender to Address Book**

To change info for a contact

Click the name in the **Address Book** list and then click **Properties** on the toolbar (or double-click the name, or right-click and select **Properties**). The **Summary** part of the window displays, but doesn't let you edit the information.

Click the **Name** tab to get to where you can edit the information. To edit the email address, click the email address listed, and then click the **Edit** button.

Make your changes, then click **OK**.

Using Groups

To create a group

Open the Address Book.

Click **New**, then click **New Group**. Type a name for your group (e.g. **Family**).

When you create a group, the group's Properties window will open. To reopen this window at any point later on, right-click the group name in the list, and click **Properties**.

To add people to your group who are already in your Address Book

Click **Select Members**. In the next window (Select Group Members), click each name, then click **Select**. The people will still be listed in the Address Book, and they'll also be in the group.

To add a new person to the group *and* to the Address Book

Click **New Contact**, then fill out the information in the next screen just as you would for adding someone to your Address Book.

To add a new person to the group without adding them to the Address Book

Fill in the name and email address boxes at the bottom of the Group Properties window, then click **Add**. Make all changes you wish to the group in the Group Properties window, then click **OK**. To make changes to the group later, open the Address Book, then double-click the group (or right-click the name of the group, and click **Properties**).

To send an email to a group

Follow the normal steps for sending mail to an individual, only select the group name instead of the individual name.

Using the Contacts list

The **Contacts** part of the main Outlook Express window is sort of a peek into the **Address Book**. **Contacts** displays the names of the people in your **Address Book**. It doesn't look like a button until you move your mouse over it, but you see the word **Contacts** with a little **down-pointing triangle** to the right of it (*see picture on p. 1 here*).

To add a new contact, click **Contacts**. A command drops down that says **New Contact**; click **New Contact**. Fill in the information, using steps 3-6 above for the **Address Book**. When you click **OK** in step 6, the name will appear in the **Contacts** list. If it doesn't appear right away, wait a moment; if it still doesn't appear, close the window and open it again.

Double-click a name in Contacts to create mail to that person.

Right-click a name and click **Properties** to change info for that person. When the **Properties** window opens up, click the **Name** tab to get to the area to change the person's name/address.

Lost the Contacts window?

If you don't see the Contacts window, it has been closed.

To turn on the Contacts window:

Click the **View** menu.

Click **Layout**.

Click the **empty checkbox** next to **Contacts**.

Click **OK**.

Organizing Messages

Think of Outlook Express as a filing cabinet for email. Folders contain messages, and there can be folders within folders. You can't access the messages in these folders from outside the program. You have been given several folders: **Inbox** (where incoming mail is put), **Outbox** (where outgoing mail which has been sent remains until it actually goes), **Sent Messages** (where outgoing mail is put after it has gone), **Deleted Items** (where mail you delete is put), and **Drafts** (where outgoing mail you create is put if you save it but don't tell it to be sent).

You can create additional folders to file your messages. In the picture on Page 1 here, you see the **folder list** area of the window. In this picture, you see all the folders are inside a folder called **Local Folders**. If you create a folder, chances are you want your folder to be out on the same level as the rest of the folders (not inside the **Inbox**, for example).

The Easiest Way to Create a Folder for Messages

1. Right-click the folder inside which you want to put your folder (probably **Local Folders**).
2. Click the **New Folder** command in the right-click menu.
3. Type a name for the folder (**Family**, or **Friends**, or **Archive**, or anything you want)
4. Hit **Enter** or click **OK**.

If you accidentally created your folder inside another folder: (If you don't see your folder, look and see if there's a plus sign next to one of the existing folders; click the plus sign to drop open that folder and show you any folder(s) inside). Click-and-drag your folder up to the next level.

Delete a Message (or a Folder)

1. Click the message in the message list (or the folder in the folder list)
2. Click the **Delete** (X) icon on the toolbar, or press the **Delete** (Del) key on your keyboard.

When you delete a message, it is moved to the **Deleted Items** folder — it is not gone for good until you delete it from the **Deleted Items** folder. You can delete selected messages from that folder, or you can “empty” the whole folder (right-click on the **Deleted Items** folder, click **Empty Folder**). When you delete a folder, it's gone for good. You may be prompted to confirm the action when you delete something. This is a safety net built into the program (generally a setting you can change) so that you don't accidentally delete things.

Handling Attachments

Send an Attachment

1. Follow steps for sending a regular email message.
2. Click **paperclip** icon on the toolbar. If you don't see the paperclip, make the window bigger; the button is to the right of the spell check button. Otherwise, you could use the menu command **Insert > File Attachment**.
3. Locate the file you wish to attach, click it, then click **Attach** (or double-click the file).
4. Click **Send**.

Open an Attachment

1. Open the message that contains the attachment.
2. The attachment appears as a line item in the top of the message window, listed as **Attach**. Double-click the icon for the file to open the attachment.
3. If you get a window that asks whether you want to **Open** the file or **Save** it, select **Open** and click **OK**. See the sections below for more information on attachments.

Many pictures will display automatically in the message window, so you don't need to do anything else to open them except open the message window.

If you're using the Preview Pane click the **paperclip icon** in that window to access attachments.

Outlook Express 6 locks out attachments

There is a security setting turned on by default in Outlook Express 6 that limits access to attachments that could possibly contain viruses. To turn off this setting, click the **Tools** menu, then **Options**. Click the **Security** tab, and then click the checkbox next to "**Do not allow attachments to be saved or opened that could potentially be a virus.**" Click **OK** to finish.

More on Attachments: File Associations

An attachment can be any kind of file: a document, a sound, a picture, a video, a program, etc.

When you double-click an attachment to open it, the program on your computer "associated" with that type of file will automatically open up to open the attachment. Different file formats (indicated by a 3-digit "filename extension" like DOC, PDF, JPG, etc) are associated with different programs (like Microsoft Word, Adobe Acrobat/Reader, Windows Picture & Fax viewer, etc). These file associations are set within your Windows software; if a file is in a format which is unrecognizable format, you might not be able to open the attachment.

If you are sending an attachment, it is a good idea to make sure in advance that your recipient will be able to open the file. Email them first and in the message tell them "I have a PowerPoint [or Excel, or Word, etc.] file I want to send you. Will you be able to open it?" Give them the option of declining, so they don't spend forever downloading a file they won't be able to open.

Save an Attachment

In Outlook Express, an attached file is embedded in the email message — it is placed in a temporary place on your hard drive. If you want to get to the attachment from outside Outlook Express, you need to **save** the attachment.

1. Open the message to which the file is attached.
2. In the attachment box at the top of the window, right-click the icon for the attachment and use the **Save As** option in the right-click menu, or **Save All** (if there are multiple files attached) or click **File > Save Attachments**.
3. Click the **Browse** button to choose a different location (like **My Documents**) in which to save the file(s). Whether you do this or not, it's a good idea to at least **LOOK** at the location that's specified, so you know where to find the file after you save it.
4. Click the **Save** button to save the attachment(s) in the specified location.

Opening/Reopening file attachments you've saved

Let's say someone sent you a picture called "**Family**" as an attachment, and you saved the file in **My Documents**. To open the picture,

1. Double-click **My Documents** on the desktop,
2. Locate the file called **Family** and double-click it.

If, say, the picture is a jpg format picture, Internet Explorer might open to display it, because that's the program on your computer "associated" with jpgs. To open the picture with another program, e.g. Photo Deluxe, first open Photo Deluxe. Then click the **File** menu, click **Open**, and look in **My Documents** for the file **Family**.

Anytime you want to open a saved file with a program that's not associated with it (e.g., you have a Word document and you want to open it with WordPerfect), open the desired program (e.g. WordPerfect) *first*, and then use that program's **Open** command (**File > Open**) to open the file, browsing to where the file has been saved. Generally, when you see the file in the **Open** dialog box of any program, double-click it, or click it once and click **OK**, and the file will open.

Connection Variables

The Dialup Connection

If the program is configured to dial your Internet connection, a small dialer window will open in front of the program, and may dial automatically. If it doesn't dial automatically, click the **Connect** button to start the dialer. You can choose whether or not you have to type your password every time, and whether the dialer connects automatically. When the connection is established, the dialer window will close, and you can see the **connection icon** (a green two-computers icon down) down by the clock on the Windows Taskbar.

Working Offline

If you cancel the dialup connection, you can "work offline." That means you can use the program to compose email, read mail you've already gotten, and work on your address book without being connected, without using the phone line. You'll still need to connect to send mail and receive new mail. If you want to work offline, click the **Cancel** button in the dialer window and click **Work Offline**. Close the dialer window. If you decide to connect, you can disconnect at any time by right-clicking the connection icon by the clock and clicking **Disconnect**.

Error Window

There are several possible reasons you may see an error window appear in Outlook Express. The text in the message window will provide clues to the solution. If you're "working offline" and checking for mail, you'll probably get an error message letting you know that it couldn't check for new mail. Click the **Hide** button or the **Close box** to close the error message window. Make sure you're connected to the Internet before trying to send/receive mail. If the mail server settings are incorrect, check with your provider or contact me for help.

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