

Outlook 2010 Tips for Former GroupWise Users

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Retracting Messages

In Outlook, when you attempt to retract a message, recipients receive notification that you have attempted to retract the message.

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Tracking Sent Items

In Outlook, if you want to know whether someone opened or received your email, you must enable receipts for individual messages or for all outgoing mail prior to sending the email. If you do not get a receipt back, either the email delivery failed or the recipient has disabled the ability to send out receipts on their system.

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Viewing Attachments

If you receive an email attachment in Outlook created with a program you don't have, simply save the attachment on your computer, and then use the "Open With" option to open the attachment using a compatible program.

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Changing an Email to an Appointment

To change an email to an appointment, simply drag it from the mailbox to the calendar. Outlook keeps the email in the mailbox and also places a copy of it in the calendar. Attachments appear with the email, but not with the calendar copy.

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All Day Events

In Outlook, All Day Events are used as reminder notes. Once created, these reminders appear as helpful reminders at the top of each calendar day.

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Recurring Appointment

To create recurring appointments in Outlook, select a frequency such as Daily, Weekly, Monthly, or Yearly.

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Modifying Appointments

When the organizer of an appointment changes the appointment, an additional message is sent to the original recipient to alert them. If a recipient deletes that email message, the calendar item is not updated.

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Calendar Details

To view appointment details in your Outlook calendar, such as from, to, cc, place, time, and subject, simply open the appointment.

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Tracking Sent Calendar Items

In Outlook, a tracking copy is sent to the organizer's calendar when an appointment/task is scheduled. Use this tracking copy to make any changes to the appointment/task.

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Meeting Recipients Can Move the Item

Recipients of appointments (group meetings) should be careful not to accidentally drag an appointment to a new place/time on their own calendar, as it will not be possible to tell what the original date/time of the appointment was.

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Tasks

In Outlook, if you need to recall or make changes to a task sent to multiple recipients, you must recall or make the change individually for each recipient.

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Viewing Tasks

To view future tasks in Outlook, open the task list and view tasks in the list.

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Delegates

The Delegates feature of Outlook allows you to give the equivalent of proxy rights to specified users. However, because Outlook is folder-based, rights can be granted on a much more granular basis. For example, you can give rights to your Inbox, but not to your Sent Items or Deleted Items.

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Document Management

Outlook's Document Management feature allows you to email a document from the library as an attachment to both internal and external individuals by sending one email to internal individuals and a separate email to external individuals. However, if an internal person modifies the attachment and saves the changes, the changes are applied only to the file that is attached to that email, not to the document in the DMS.

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Contacts

In Outlook, you can view contact details simply double-clicking the name of a contact (or sender). From the contact details, you can send email to the contact, schedule a meeting, or even IM or call the person (if the functionality is supported in your email environment).

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Quick Steps

With the Outlook Quick Steps feature, you can quickly and easily perform multiple actions with a single click of your mouse, allowing you to increase your productivity and spend less time managing your email. A number of predefined Quick Steps are available, such as "To Manager," "Forward: FYI," and "Team E-Mail: Reply & Delete." These default Quick Steps can be modified, or you can create new ones to suit your work style. For example, you can create a one-click Quick Step called "Mailing List: Ignore" that automatically moves emails sent from a mailing list you're on to the Deleted Items folder or to another folder.

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Grouping Conversations

Outlook allows you to group email messages with the same Subject into conversations. By grouping messages together, you can reduce the number of items displayed in your Inbox. To view older messages that make up a conversation, simply expand the most recent message.

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Replying to Conversations

Outlook always replies to the latest message in a conversation. If you open an older message within a conversation and click Reply or Reply All, Outlook warns you that you're not replying to the most recent message. Click the warning message to jump and reply to the most recent message in the conversation.

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Cleaning Up

The Clean Up feature in Outlook helps free up space in your Inbox by allowing you to delete redundant messages that are part of an email conversation or thread. Only the most recent message that contains the entire history of a conversation is kept, therefore eliminating the need to keep older messages. Clean Up will, however, keep any older messages with attachments, flags, or categories.

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Paste Options

Outlook offers a unique Paste Options feature that allows you to define text formatting when pasting text, such as keeping source formatting, merging formatting, and more, between different applications. You can also set these text formatting options as default paste actions when pasting text within the same email, between different emails, or from other programs.