



Microsoft Outlook 2010

Level Two



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Prepared by
Steve Linton-Smith
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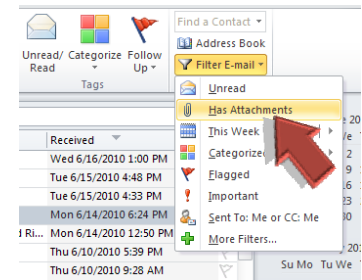
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Filtering & Searching

With the volume of e-mail we receive, it can be time consuming trying to locate a specific one. Outlook's **FILTER** and **SEARCH** features help to reduce the time it takes to find what you need.

Filter

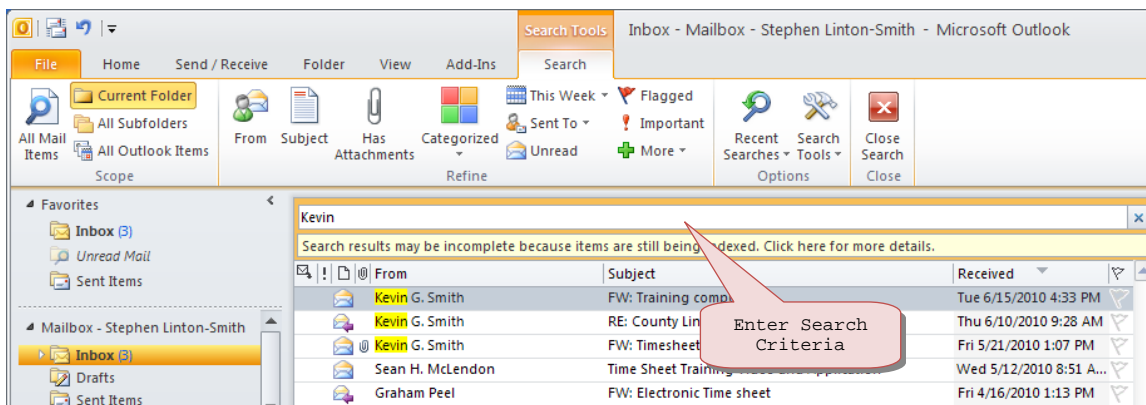
The filter is sometimes your best starting point. For example, perhaps you know the e-mail you are looking for has an attachment. Any folder can be filtered for this condition by clicking the **FILTER E-MAIL** button on the **HOME** tab and selecting **HAS ATTACHMENTS**.



Basic Search

The basic Search can easily conduct a quick search of the currently selected folder. To begin the search:

1. Open the folder you need to search (e.g. Inbox, Sent Items, Deleted Items, etc.)
2. Click inside the **SEARCH** field at the top of the folder
3. Type your search criteria in the field and Outlook will automatically search that folder
4. Outlook will match whole or partial words in the **FROM**, **SUBJECT** and **BODY** fields:



Narrow Your Search

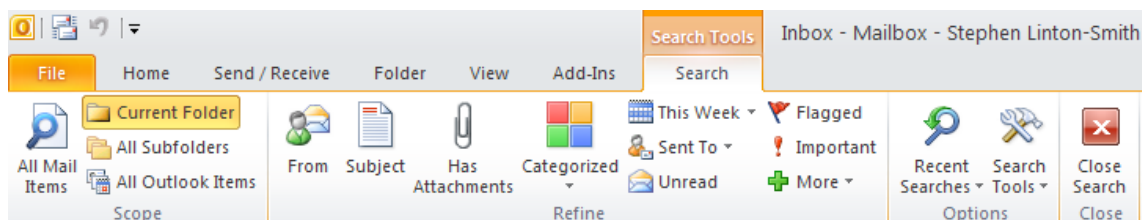
You can narrow your search by using the **SEARCH TOOLS** tab on the ribbon. The search tab is divided into several groups: scope, refine and options.

Scope

The default search **SCOPE** is **CURRENT FOLDER**. However, if you choose **ALL SUBFOLDERS**, it will search any custom mail folders you have created. Searching **ALL MAIL ITEMS** will include **SENT ITEMS**, **DELETED ITEMS** and more.

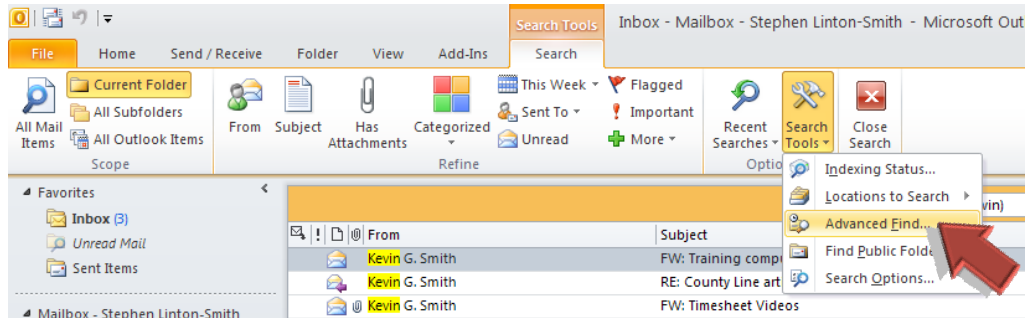
Refine

Any of the refinement choices will add that criteria to the search field, therefore, it helps to add these refinements first. For example, **from: (Kevin)**



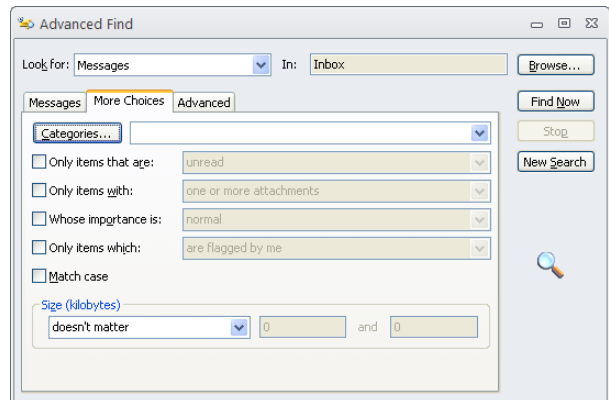
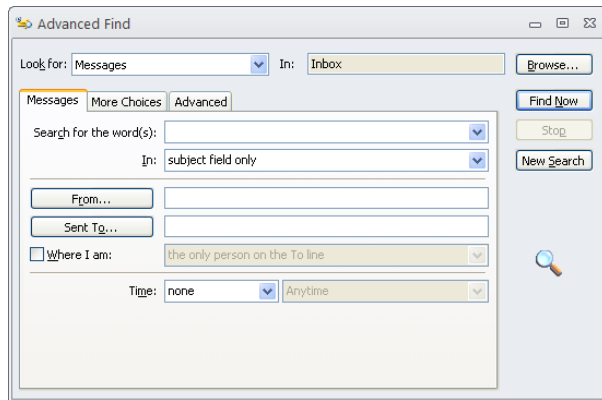
Advanced Find

To execute more specific searches, use the **ADVANCED FIND** feature. To begin using **ADVANCED FIND** go to the **SEARCH** tab, click **SEARCH TOOLS > ADVANCED FIND**



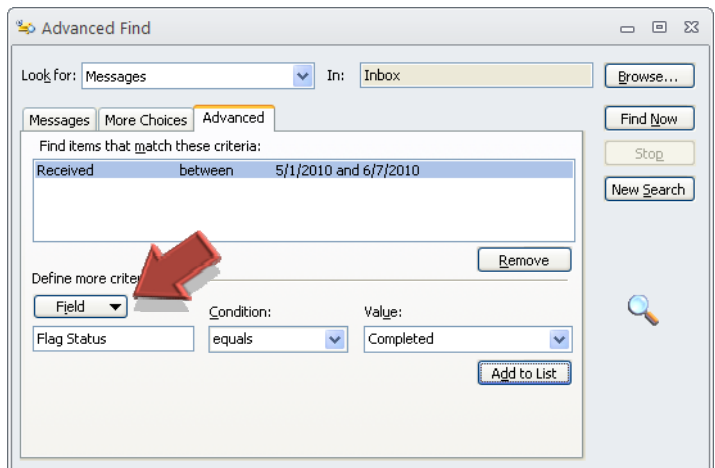
The search options in the **ADVANCED FIND** box are spread out over three tabs: **MESSAGES**, **MORE CHOICES** and **ADVANCED**. Outside the tabs you have the following options:

- **LOOK FOR:** choose what type of item to search for - *Messages, Appointments, Tasks, etc*
- **BROWSE:** choose which folder(s) to search in
- **FIND NOW:** execute the search



If you can't find what you need on the first two tabs, the **ADVANCED** tab offers nearly 400 criteria options. The below example shows how to search between a date range and the item is completed. The

1. Click **FIELD > ALL MAIL FIELDS > RECEIVED**
2. For the **CONDITION**, select **BETWEEN**
3. In the **VALUE** field, type in the desired date range separated by **AND**
4. Click **ADD TO LIST** to include that criteria in your search
5. If desired, you can add more criteria and/or click **REMOVE** to delete any criteria in the list






Searching Archived Items

While Outlook can search in many ways, it cannot search the body of an archived message or its attachment. To conduct such a search on archived items, you will need to conduct the search from **Archive Manager**. (See next section)

Archiving

All e-mails **older than 90 days** are automatically archived. When an e-mail is archived, a **copy** is made and placed in a separate program called **ArchiveManager**. However, you can still view any archived e-mail from Outlook. You can tell which e-mails have been archived in one of two ways:

- The envelope icon will appear closed yet the item is not bolded
- Add the **MESSAGE CLASS** field to your columns. Rich-click any column header and select **FIELD CHOOSER > ALL MAIL FIELDS**. Drag **MESSAGE CLASS** up to the column header area. Items that have been archived will be listed as **IPM.NOTE.AFTERMAIL**

Archived Item	 Erika Capin	RE: New Employee Orientation	Wed 3/17/2010 9:09 AM
	 @ Kevin G. Smith	RE: Feedback on Retirement - H...	Tue 3/16/2010 10:52 AM
	 Karen P. Gerding	Supervisory Orientation Training	Mon 3/8/2010 1:21 PM

Viewing or Searching the Archive

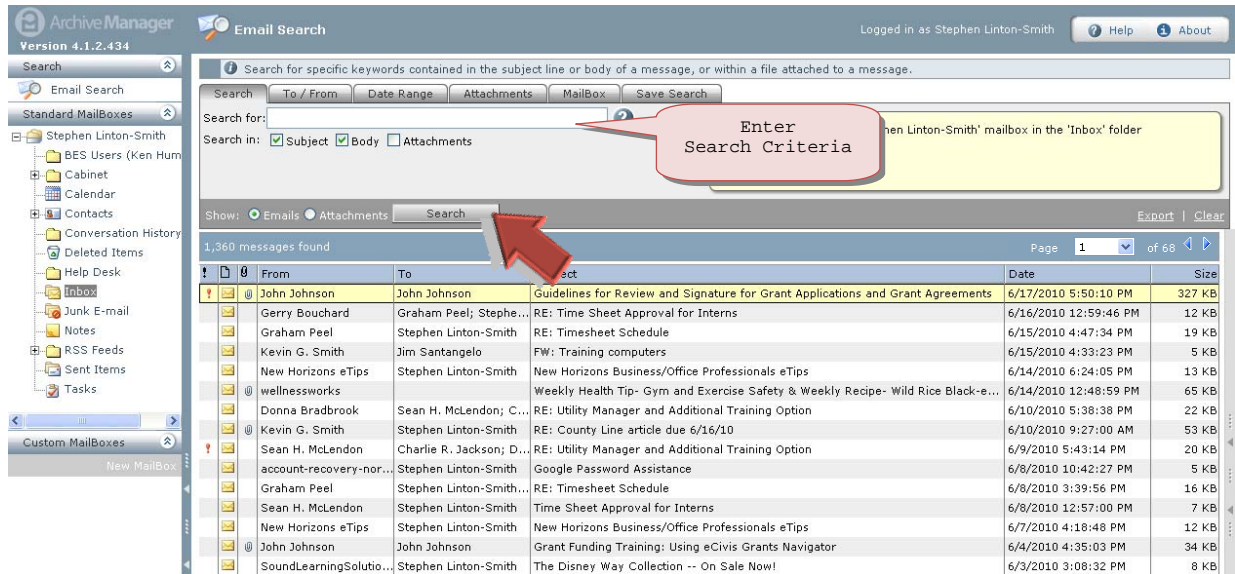
To open your archive, launch your web browser and type go to the Outlook Web Access page at: <http://www.alachuacounty.us/po> and click on **ARCHIVED EMAIL MANAGER**.



The screenshot shows the Alachua County website header with navigation links: Home, Citizen Services, Residents, Businesses, Visitors, Emergency Services, County Offices, Employment, and Contact Us. Below the header is a banner with images of a laptop, a circuit board, a mailbox, and hands holding a tablet. The main content area is titled 'Alachua County Webmail Access' and includes a 'Webmail Redirect' section. On the left, there are links for 'Stay Engaged' (Video on Demand, Community Update Newsletter) and 'View Issues'/'Subscribe'. The main content area lists 'ACTIVE EMAIL SYSTEMS' with links for 'Outlook Webaccess' and 'Archived Email Manager', and 'SHAREPOINT SITES' with links for 'GovTeams' and 'GovConnect'. A red arrow points to the 'Archived Email Manager' link.

When ArchiveManager appears, click any folder on the left to view its contents. To search the archive:

1. Select a folder on the left to search
2. Enter your search criteria
3. Click the **SEARCH** button



Why is the archive process different with Outlook?

The quick answer is, we are doing much more with Outlook and are using more efficient e-mail management tools. We've reduced the number of e-mail servers from 11 to 5. Also, Archive Manager can reduce 500GB of e-mail to 200GB. For example, if one e-mail is sent to 45 people, only one copy of the e-mail will be archived and the other recipients will merely be referenced.

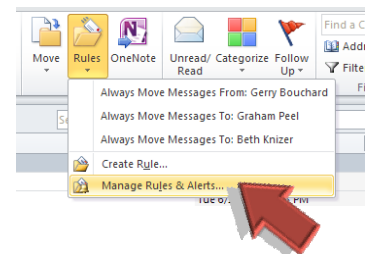
Rules

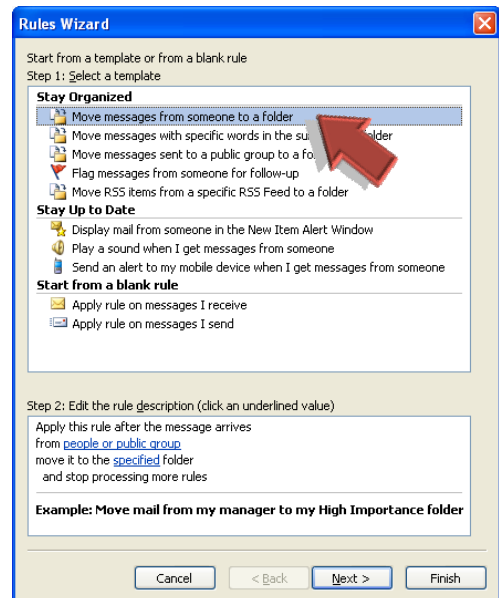
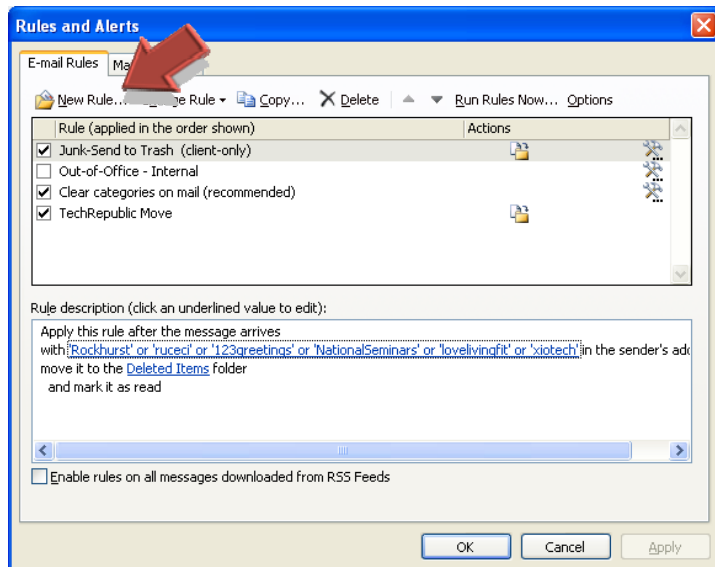
With the Rules feature you can automate your e-mail account by defining a set of *Conditions* and an *Action(s)* to be taken if those conditions are met. For example, if messages are received from a specific person you can have it marked with a green flag.

Example Rule #1: Moving Messages to a Folder

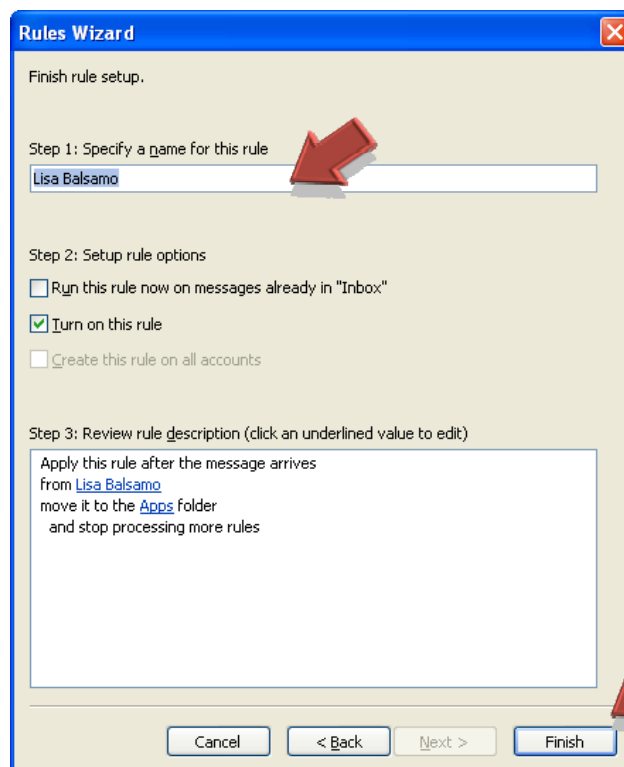
This example rule will **move incoming messages from a specific sender to another folder**

1. Click **MAIL** from the **GO MENU** at the bottom left
2. From the **HOME** tab, click **RULES > MANAGE RULES AND ALERTS**
3. From the **RULES AND ALERTS** dialog box, click **NEW RULE**
4. **STEP 1:** From the list of template options, select **MOVE MESSAGES FROM SOMEONE TO A FOLDER**
5. **STEP 2:** Click the links:
 - o **PEOPLE OR DISTRIBUTION LIST** and select the name of the desired sender
 - o **SPECIFIED FOLDER** and select the folder you want to move the above sender's messages to

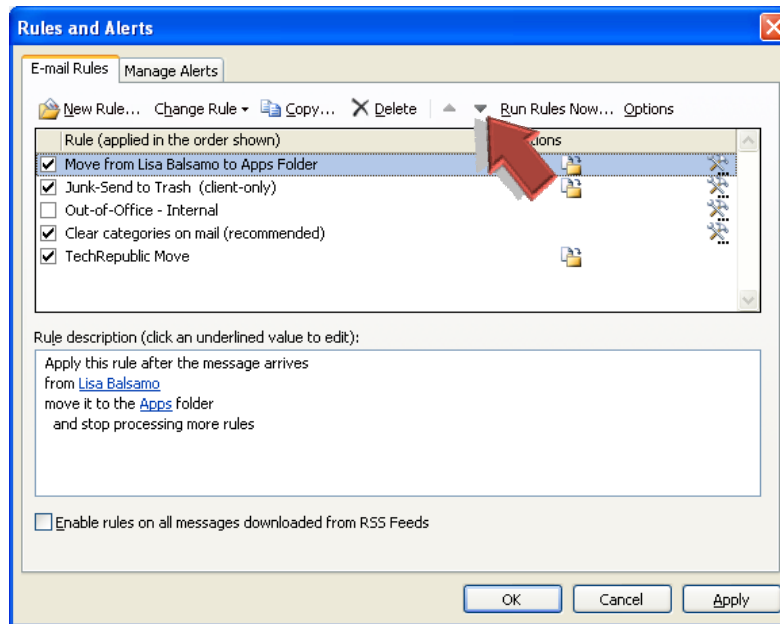




6. Click **NEXT** several times (you can ignore the next few screens) until you arrive at the **FINISH** screen
7. Give your rule a name
8. If you want to apply the rule to existing messages, select the checkbox **RUN THIS RULE NOW ON MESSAGES ALREADY IN "INBOX"**
9. Click **FINISH**



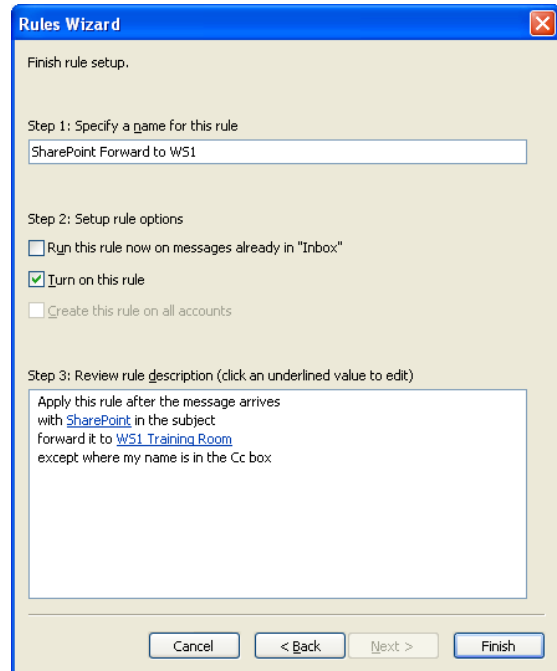
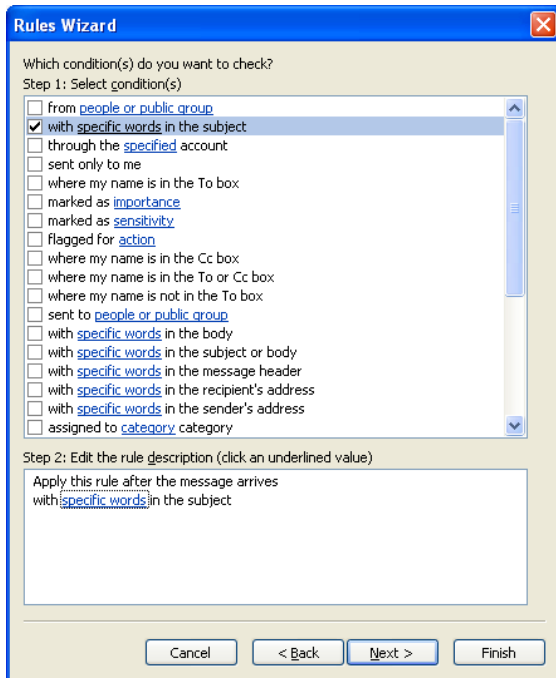
All rules created are listed on the main **RULES AND ALERTS** window. The rules will be applied in the order shown. If you need to re-order them, select the rule name and click the up or down arrows across the top.



Example Rule #2: Forward Messages to Another User

This example rule will **forward incoming messages to another user if the subject contains a specific word, but only if my name is not in the CC box.**

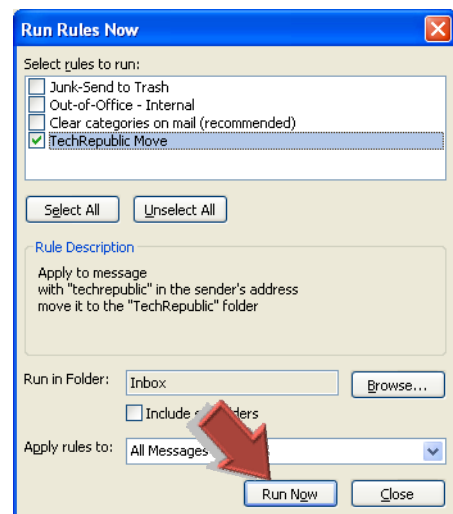
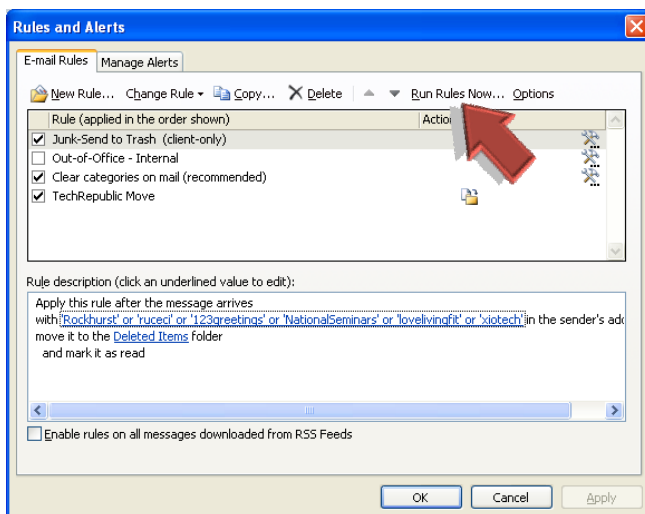
1. From the **HOME** tab, click **RULES > MANAGE RULES AND ALERTS**
2. From the **RULES AND ALERTS** dialog box, click **NEW RULE**
3. *Template*
 - o **STEP 1:** From the template listing under **START FROM A BLANK RULE**, select **APPLY RULE ON MESSAGES I RECEIVE**
4. *Condition*
 - o **STEP 1:** SELECT CONDITION(S), select **WITH SPECIFIC WORDS IN THE SUBJECT**
 - o **STEP 2:** EDIT THE RULE DESCRIPTION, click the link **SPECIFIC WORDS** and add as many as you want to the list and click **OK**
 - o Click **NEXT**
5. *Action*
 - o **STEP 1:** SELECT ACTIONS(S), choose **FORWARD IT TO PEOPLE OR DISTRIBUTION LIST**
 - o **STEP 2:** EDIT THE RULE DESCRIPTION, click the link **PEOPLE OR DISTRIBUTION LIST** and select the recipients you want to forward the message to
 - o Click **NEXT**
6. *Exception*
 - o **STEP 1:** SELECT EXCEPTION(S), choose **EXCEPT WHERE MY NAME IS IN THE CC BOX**
 - o Click **NEXT**
7. Give the rule a name and click **FINISH**



Running Rules Manually

Running rules manually allows you to selectively apply them to messages already in a specific folder. Some rules (marked **CLIENT ONLY**) will only run when you are logged into Outlook. Therefore, if you have a Blackberry, it will not update rule processing until the next time you log into Outlook.

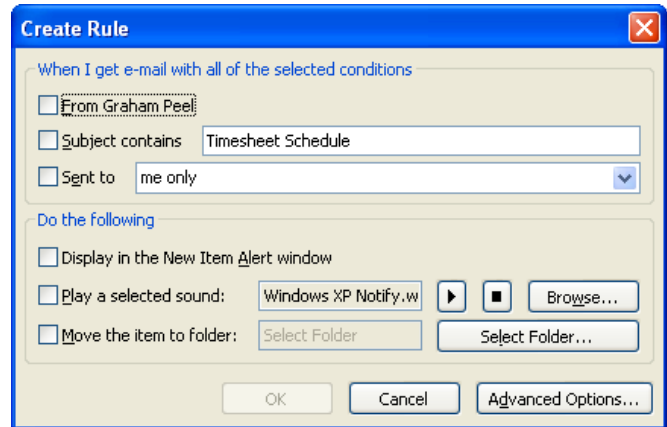
1. From the **HOME** tab, click **RULES > MANAGE RULES AND ALERTS**
2. Click **RUN RULES NOW**
3. Select the check box next to the rule you want to run
4. Click **BROWSE** to select the folder that you want to apply the rule to
5. Select the category of messages that you want to apply the rule to: **ALL**, **UNREAD** or **READ**
6. Click **RUN NOW**



Create a Rule Based on an Existing Message

A rule-creating shortcut is available if you'd like to create a rule based on a message you've already received.

1. Open the folder that contains the message
2. Click once on the message in question
3. From the **HOME** tab, click **RULES > CREATE RULE**
4. You can apply basic rule options from the resulting dialog box
5. To add more conditions, actions, or exceptions to the rule, click the **ADVANCED OPTIONS** button
6. To run the rule as soon as you have created it, select the **RUN THIS RULE NOW ON THE MESSAGES ALREADY IN "FOLDER"** check box on the last page of the Rules Wizard



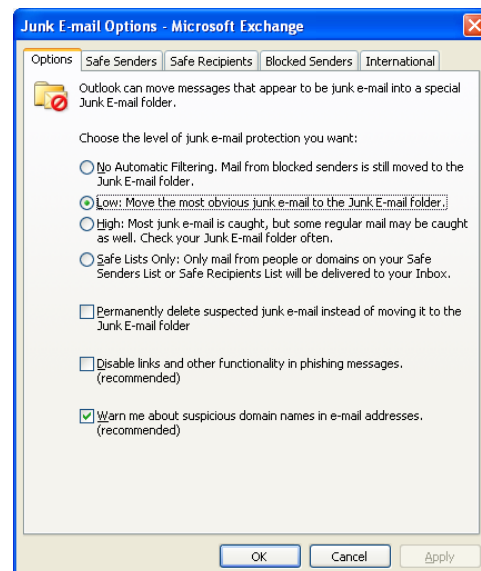
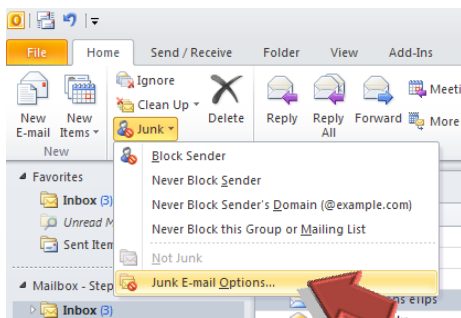
Junk E-Mail

The Junk E-Mail filter is used to re-direct unwanted e-mails. The default filter setting of **Low** will only catch the most obvious Junk E-Mails, however you can customize the filter to fit your needs.

Junk E-Mail Filter Options

To modify your junk e-mail filter:

1. From the **HOME** tab, select **JUNK > JUNK E-MAIL OPTIONS**
2. Protection Levels:
 - **NO AUTOMATIC FILTERING:** Although this turns off the filter, Outlook will continue to act upon messages received from anyone on your **BLOCKED SENDERS LIST**.
 - **LOW:** Use only if you receive minimal junk e-mail.
 - **HIGH:** Use if you receive a large amount of junk e-mail. However, periodically check your Junk E-mail folder, because this high setting may also catch legitimate messages as well.
 - **SAFE LISTS ONLY:** Any messages received from someone not on your **SAFE SENDERS LIST** or sent to someone not on the **SAFE RECIPIENTS LIST** will be treated as junk e-mail messages.



Automatically Deleting Junk E-Mail

To permanently delete your unwanted messages instead of sending it to the Junk E-mail folder:

1. From the **HOME** tab, select **JUNK > JUNK E-MAIL OPTIONS**
2. Select the check box: **PERMANENTLY DELETE SUSPECTED JUNK E-MAIL INSTEAD OF MOVING IT TO THE JUNK E-MAIL FOLDER**

Move Legitimate Messages back to the Inbox

You should periodically review your Junk E-mail folder to ensure no legitimate items have been moved there. Should you find a legitimate e-mail in the Junk E-mail folder:

1. On the Navigation Pane click the **JUNK E-MAIL** folder
2. Right-click any legitimate messages and select **JUNK > NOT JUNK**
3. The selected message will be moved to your **INBOX** or to the folder in which they were stored previously
4. You will be prompted to add the sender or mailing list to your **SAFE SENDERS LIST** or **SAFE RECIPIENTS LIST** so that future messages will not be re-directed to the **JUNK E-MAIL FOLDER**

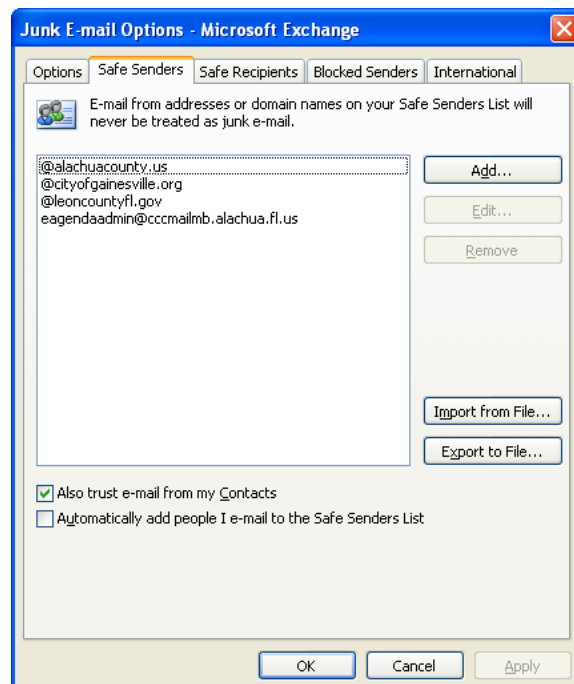
Safe and Block Lists

A specific e-mail address or internet domain can be added to your Safe or Block Lists. These lists include:

- **Safe Senders:** Items *received* from those on this list will never be treated as junk e-mail
- **Safe Recipients:** Items *sent* to those on this list will never be treated as junk e-mail
- **Blocked Senders:** Items received from those on this list will always be treated as junk e-mail

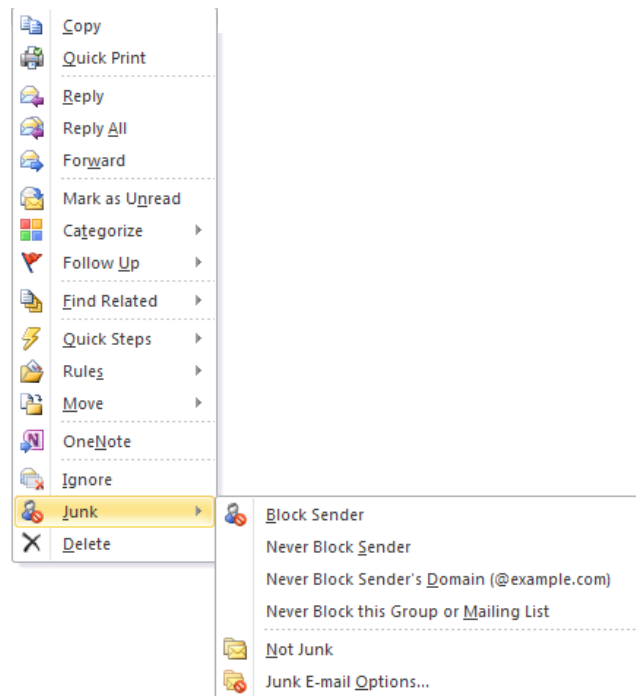
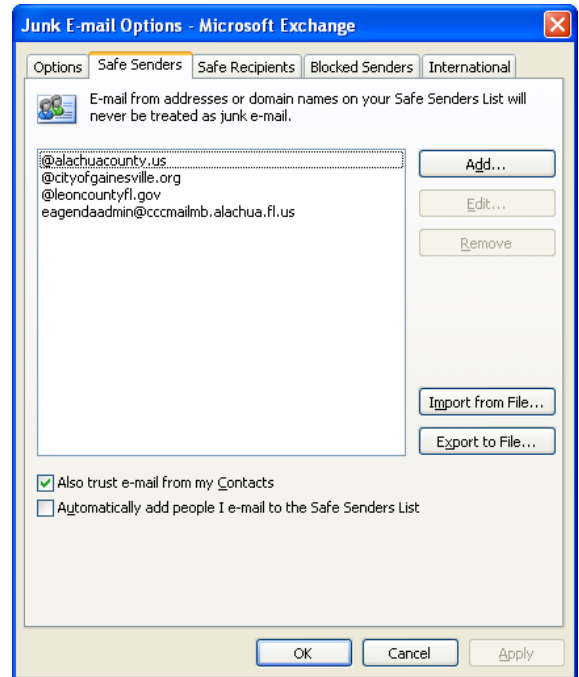
Updating Your Safe or Block List

1. From the **HOME** tab, select **JUNK > JUNK E-MAIL OPTIONS**
2. Select the desired tab: **SAFE SENDERS**, **SAFE RECIPIENTS** or **BLOCKED SENDERS**
3. Click **ADD** (To remove a name, select it and click **REMOVE**)
4. Enter the desired address or domain in the resulting box and then click **OK**



Other Safe or Block Options

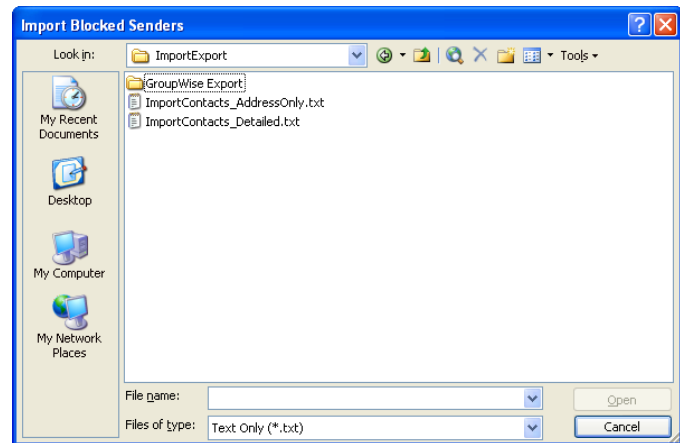
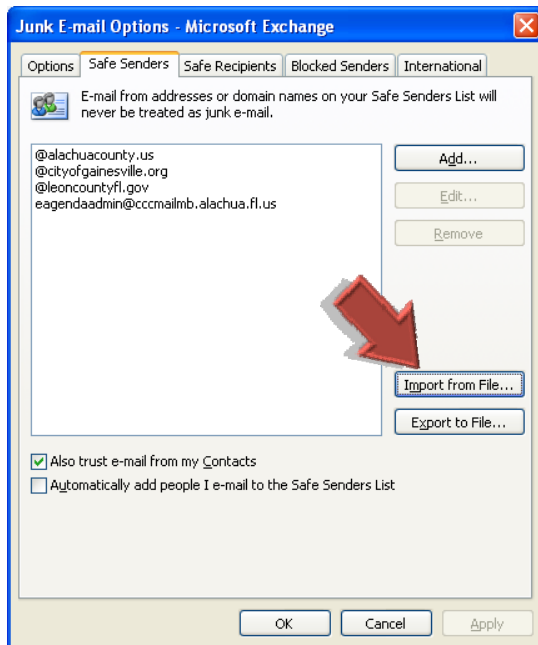
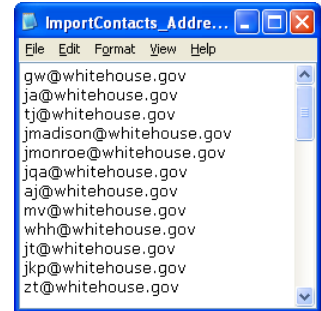
- **The Global Address List is Safe**
Addresses in the **GLOBAL ADDRESS LIST** are automatically considered safe.
- **Trust Those In Your Contacts**
Another **SAFE SENDERS** option would be to treat those listed in your **CONTACTS** folder as safe. To do this, return to the **SAFE SENDERS** list and place a check next to **ALSO TRUST E-MAIL FROM MY CONTACTS**.
- **Trust Those You E-Mail Regularly**
For people who are not in your **CONTACTS** but you correspond with them regularly, you can make them safe by going to the **SAFE SENDERS** tab and selecting the **AUTOMATICALLY ADD PEOPLE I E-MAIL TO THE SAFE SENDERS LIST** check box.
- **Quickly Add to Safe or Block List**
Right-click the message in question and select **JUNK E-MAIL**, then choose one of the following:



Import E-Mail Addresses into a Safe or Block List

If you have a long list of e-mail addresses you'd like to add to a **SAFE LIST** or **BLOCK LIST**, you can import them rather than adding them one at a time. The file you import must be in **text (*.TXT)** file format with one entry per line. You can create a **TXT** file using **NOTEPAD**. The imported file does not require **FIRST NAME**, **LAST NAME** or other fields. If they are included, they will be ignored. The only required element is the e-mail address.

1. From the **HOME** tab, select **JUNK > JUNK E-MAIL OPTIONS**
2. Select the desired tab: **SAFE SENDERS**, **SAFE RECIPIENTS** or **BLOCKED SENDERS**
3. Click **IMPORT FROM FILE**
4. Browse to the location that contains the file you want to import
5. Double-click the desired text file



Disable Downloading of Pictures in HTML messages

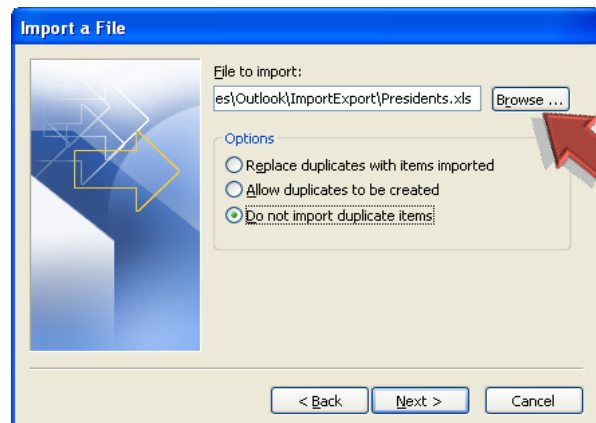
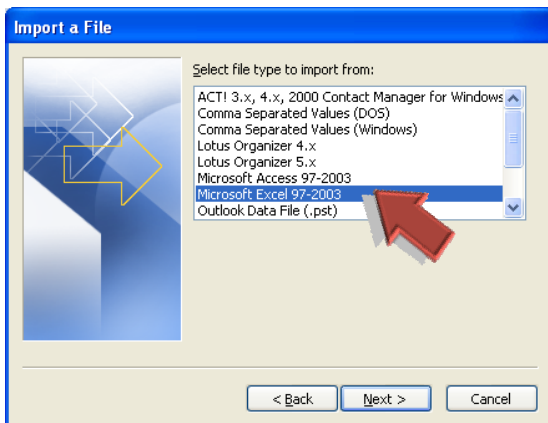
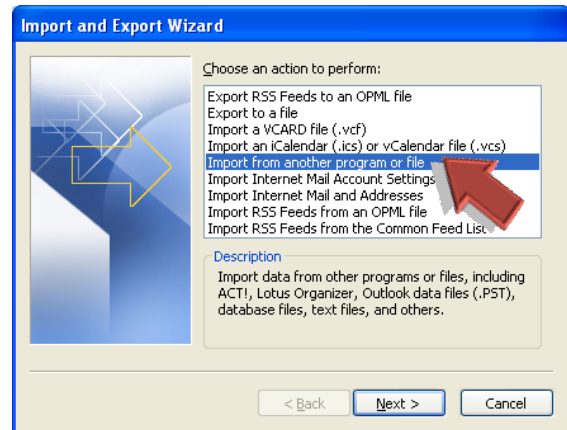
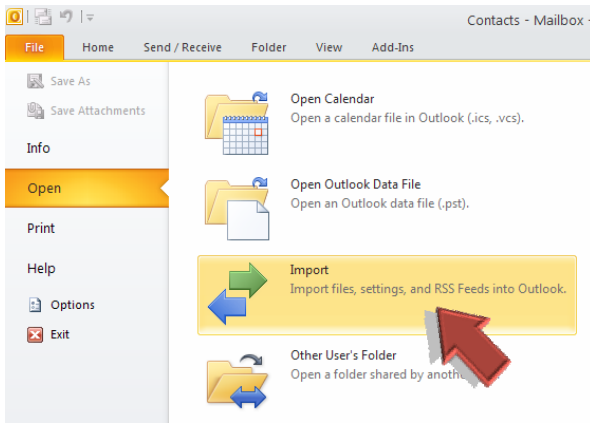
- Click **TOOLS > OPTIONS > SECURITY > CHANGE AUTOMATIC DOWNLOAD SETTINGS**
- De-select **DON'T DOWNLOAD PICTURES OR OTHER CONTENT AUTOMATICALLY IN HTML E-MAIL**
- E-mail addresses or domain names on the **SAFE LISTS** will be treated as exceptions and the blocked content will be downloaded

Address Book: Import & Export

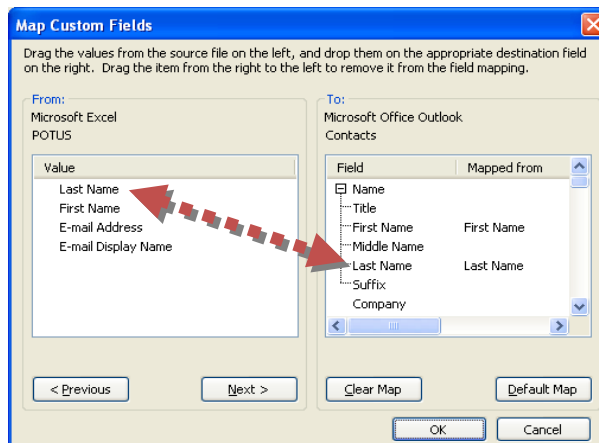
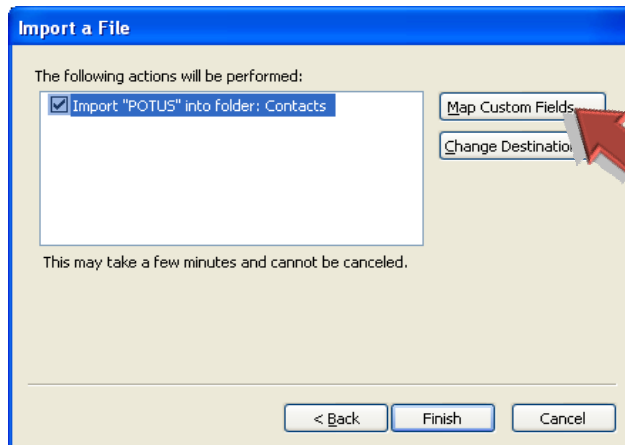
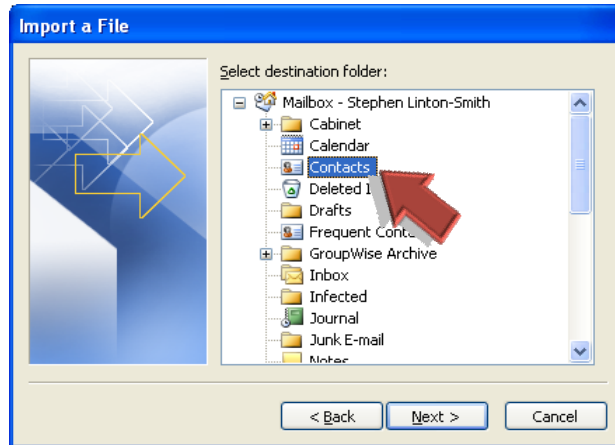
Importing Addresses

E-Mail addresses can be imported into your **CONTACTS** folder from external files. You'll need to create the imported file in a format Outlook can recognize. If you use Excel, the portion containing the names and addresses must be a **NAMED RANGE**.

1. Go to the **FILE** tab and click **OPEN > IMPORT**
2. Select **IMPORT FROM ANOTHER PROGRAM OR FILE** then click **NEXT**
3. Select the type of file being imported (ex: **MICROSOFT EXCEL**) then click **NEXT**
4. Click **BROWSE** to find the file to be imported then click **NEXT**



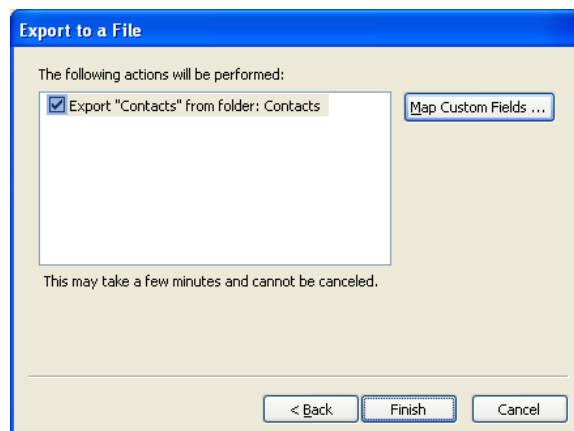
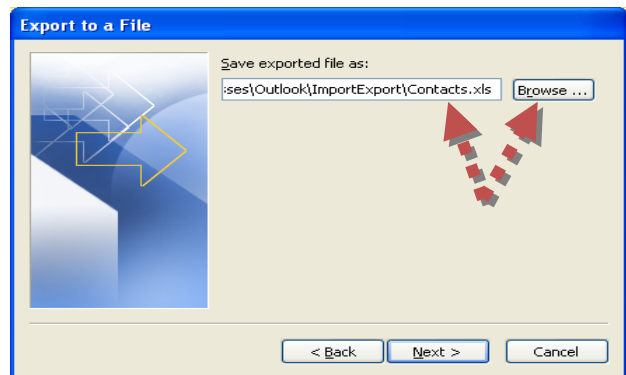
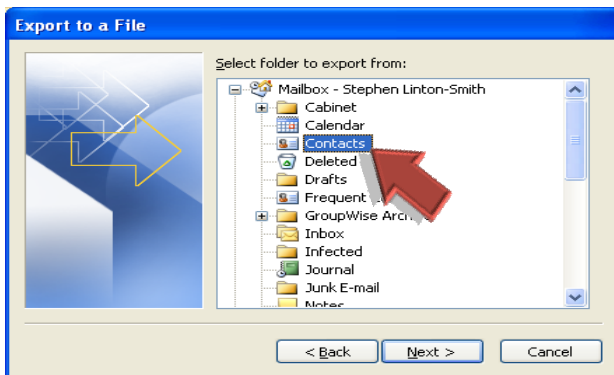
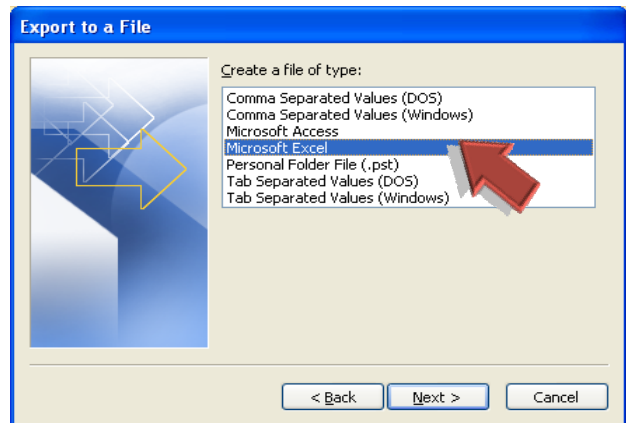
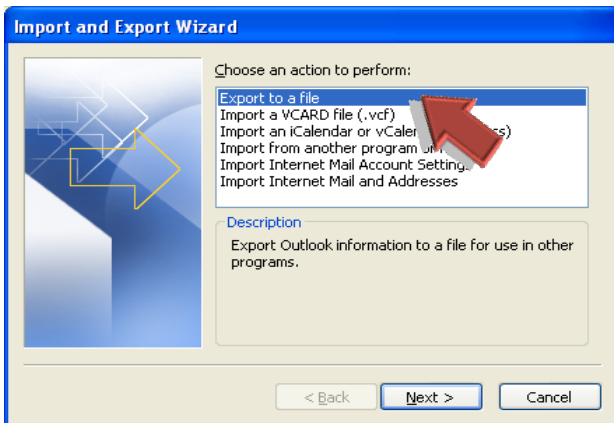
5. Select your **DESTINATION FOLDER** (ex: **CONTACTS**) then click **NEXT**
6. Click **MAP CUSTOM FIELDS** to ensure the data will be matched to the correct fields when imported
7. Click **OK** then **FINISH**



Exporting Addresses

Should you need your address book in another portable format, you can export it into a number of different file formats. Exporting an address book does not delete them from the exported book, it merely makes a copy. To begin exporting:

1. Go to the **FILE** tab and click **OPEN > IMPORT**
2. Select **EXPORT TO A FILE** and then click **NEXT**
3. Choose your desired exported **FILE TYPE** and then click **NEXT**
4. Select the **FOLDER TO EXPORT** and then click **NEXT**
5. Give your exported file a **NAME** and/or **BROWSE** to the desired save location and then click **NEXT**
6. **MAPPING OF CUSTOM FIELDS** is usually not necessary, therefore click **FINISH**
7. Browse to the location you saved the file and open it

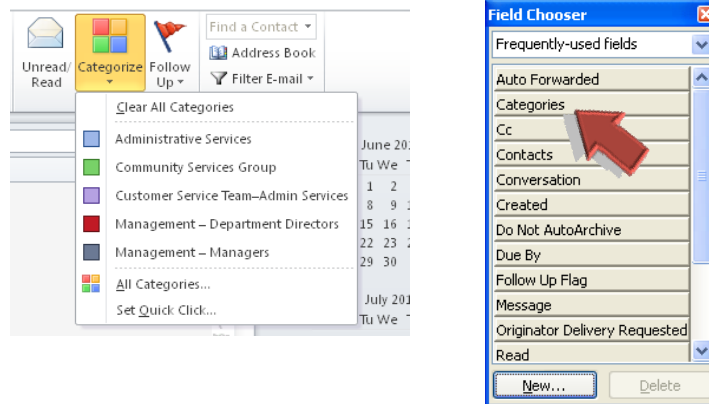


Categories & Organize

Categories

To help manage your e-mail, you can assign a **CATEGORY** to any incoming item. By assigning a category to an e-mail, you can locate it by one of the following methods:

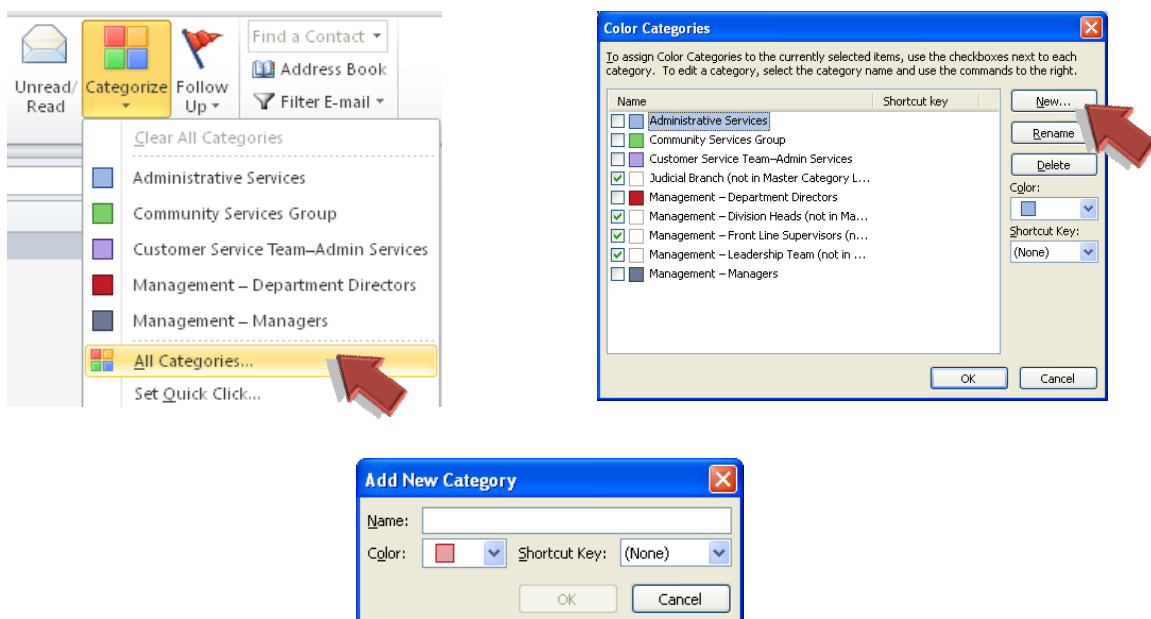
- **SORTING:** VIEW tab > ARRANGEMENT group > CATEGORIES
- **FIND:** HOME tab > FILTER E-MAIL > CATEGORIZED
- **COLUMNS:** Add a **CATEGORY** column to your existing column header. To add a column to any existing column headers:
 - Right click any column header and select **FIELD CHOOSER**
 - Select the desired column and drag to the column header area



Creating Your Own Categories

Outlook comes with a list of 20 categories, however you may want to create your own.

1. From the **HOME** tab, click **CATEGORIZE > ALL CATEGORIES**
2. Click the **NEW** button
3. Type in your desired category and click **OK**



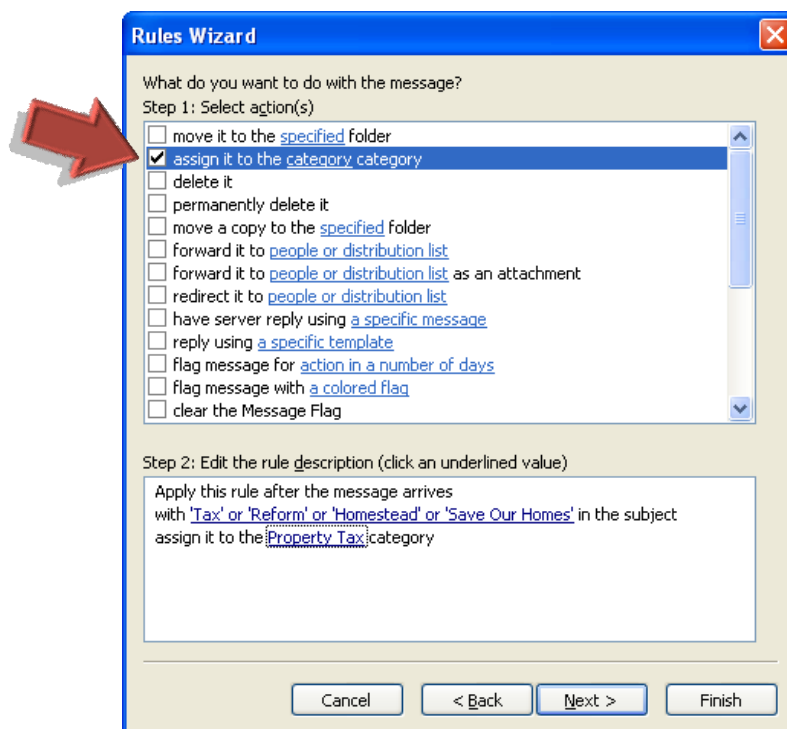
Inbox Sorted By Categories

From	Subject	Categories	Received
Categories: Mgmt – Supervisors (5 items)			
Liz D. Thomas	FW: New Leave Request Submitted by JOLINDA LEE.	Mgmt – Supervisors	Fri 4/30/2010 11:32 AM
Jolinda O. Lee	FW: New County Website Launch (alachuacounty.us)	Mgmt – Supervisors	Thu 4/15/2010 5:32 PM
Dan Kreitz	RE: Web Access List and Training	Mgmt – Supervisors	Mon 4/5/2010 11:25 AM
Lawrence E. OToole	RE: Dist Lists in SharePoint	Mgmt – Supervisors	Wed 2/10/2010 6:36 PM
Mike Castine	questions about Word 2007 publishing options	Mgmt – Supervisors	Thu 8/13/2009 4:40 PM
Categories: Mgmt – Division Heads (9 items)			
Gerry Bouchard	RE: Time Sheet Approval for Interns	Mgmt – Division Heads	Wed 6/16/2010 1:00 PM
Kevin G. Smith	FW: Training computers	Mgmt – Division Heads	Tue 6/15/2010 4:33 PM
Kevin G. Smith	RE: County Line article due 6/16/10	Mgmt – Division Heads	Thu 6/10/2010 9:28 AM
Kevin G. Smith	FW: Timesheet Videos	Mgmt – Division Heads	Fri 5/21/2010 1:07 PM
Randall H. Reid	FW: FY11 Budget Allocation (Kick-off) Meeting Infor...	Mgmt – Division Heads	Thu 4/1/2010 11:07 AM
Randall H. Reid	FW: Electronic Copy of 3/30/10 Fund Balance Presen...	Mgmt – Division Heads	Thu 4/1/2010 10:14 AM
Kevin G. Smith	RE: Feedback on Retirement - HB 1319	Mgmt – Division Heads	Tue 3/16/2010 10:52 AM
Allen R. Torres	RE: Go To Meeting	Mgmt – Division Heads	Tue 2/16/2010 3:52 PM
Kevin G. Smith	RE: Supervisor Orientation Training	Mgmt – Division Heads	Thu 2/11/2010 4:29 PM
Categories: (none) (112 items, 3 unread)			
Graham Peel	RE: Timesheet Schedule		Tue 6/15/2010 4:48 PM
New Horizons eTips	New Horizons Business/Office Professionals eTips		Mon 6/14/2010 6:24 PM
wellnessworks	Weekly Health Tip- Gym and Exercise Safety & Wee...		Mon 6/14/2010 12:50 PM
Donna Bradbrook	RE: Utility Manager and Additional Training Option		Thu 6/10/2010 5:39 PM
Sean H. McLendon	RE: Utility Manager and Additional Training Option		Wed 6/9/2010 5:43 PM
Graham Peel	RE: Timesheet Schedule		Tue 6/8/2010 3:40 PM
Sean H. McLendon	Time Sheet Approval for Interns		Tue 6/8/2010 12:57 PM
New Horizons eTips	New Horizons Business/Office Professionals eTips		Mon 6/7/2010 4:19 PM

Using Rules to Assign a Category

Rather than manually applying categories to existing or future e-mails, you can use a **RULE**.

1. Use whatever **CONDITION** you like
2. Under **ACTIONS** select **ASSIGN IT TO THE CATEGORY** then click the **CATEGORY** link and choose a category
3. From the final screen – in the **RULE WIZARD** you can apply the rule to existing messages
4. To apply the category to messages in other folders you'll need to run the rule manually on each folder

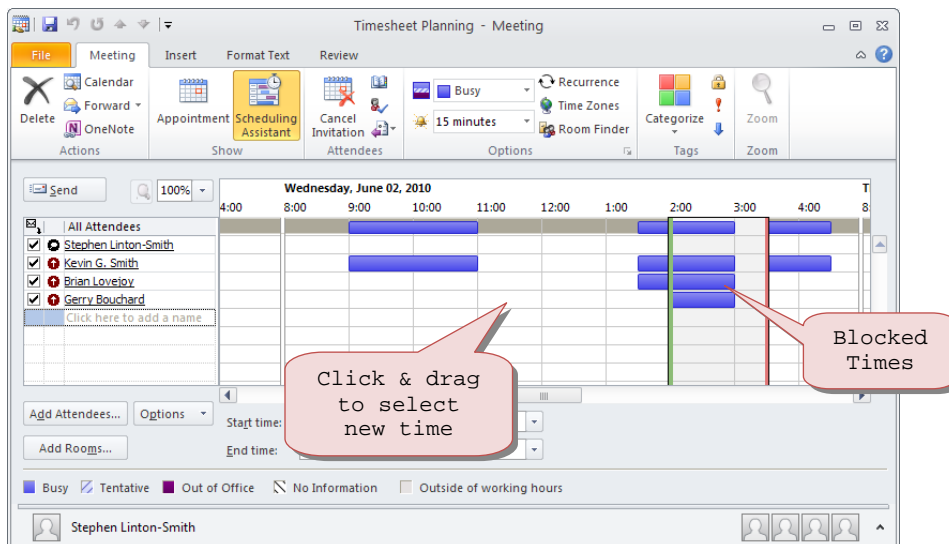
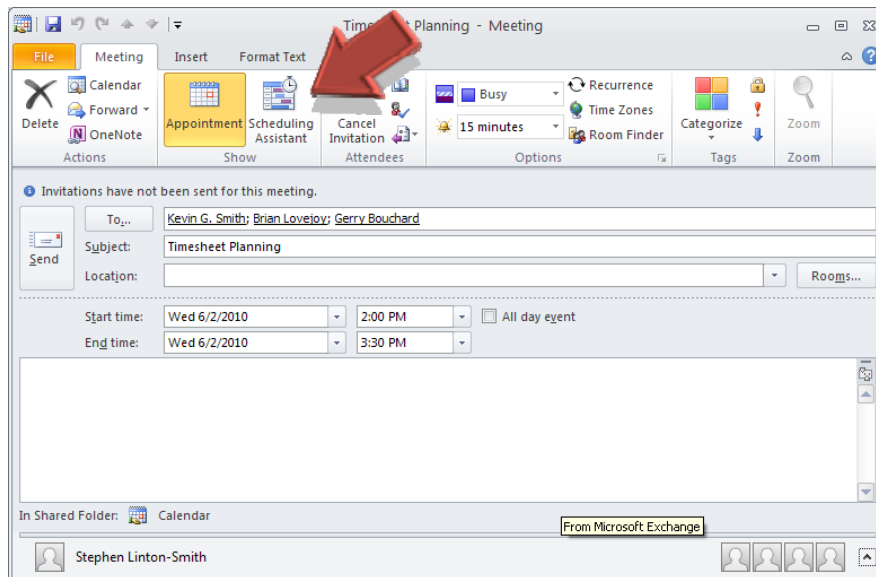


Advanced Calendar Options

Scheduling Assistant

When planning a meeting, it is often necessary to check the availability of meeting attendees. With Outlook you can search the calendars of other users to see if their calendar is blocked off for other meetings. You cannot see *what* is on their calendar, just *if* something is on their calendar for the desired date.

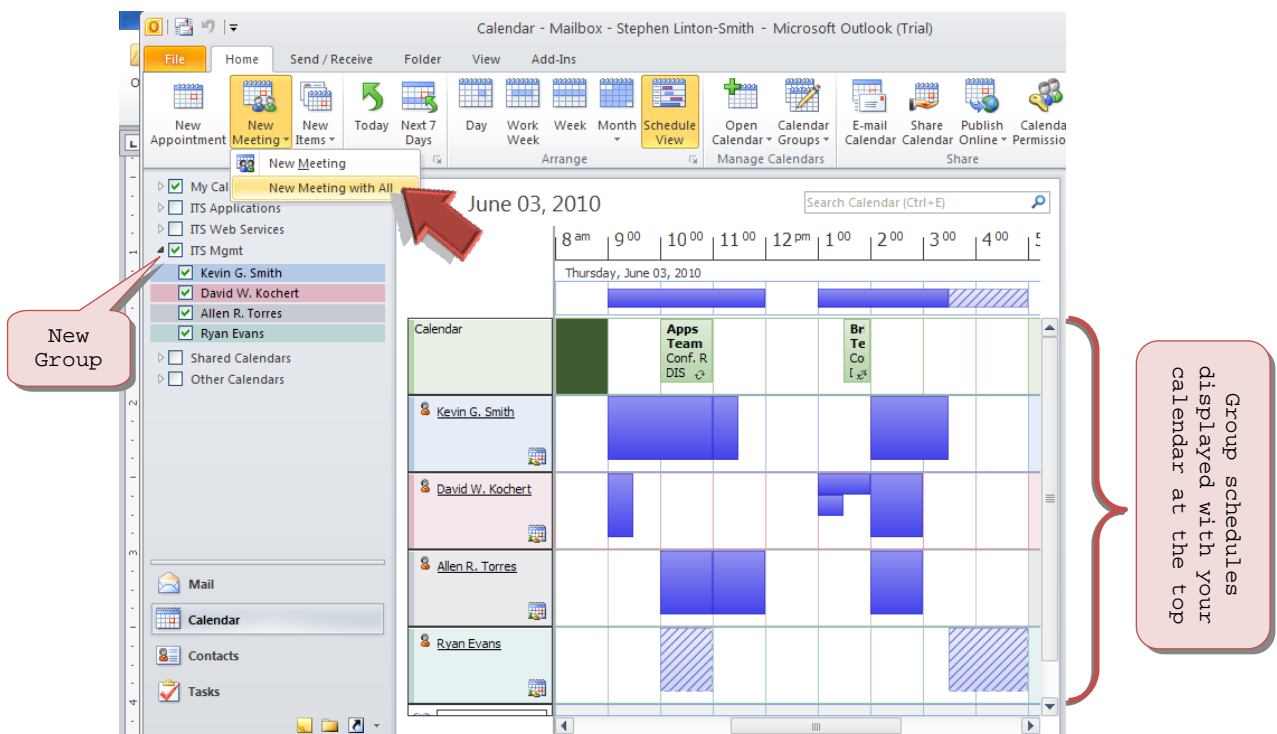
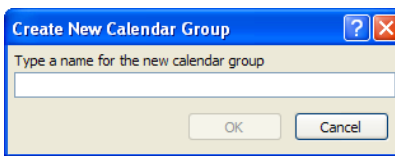
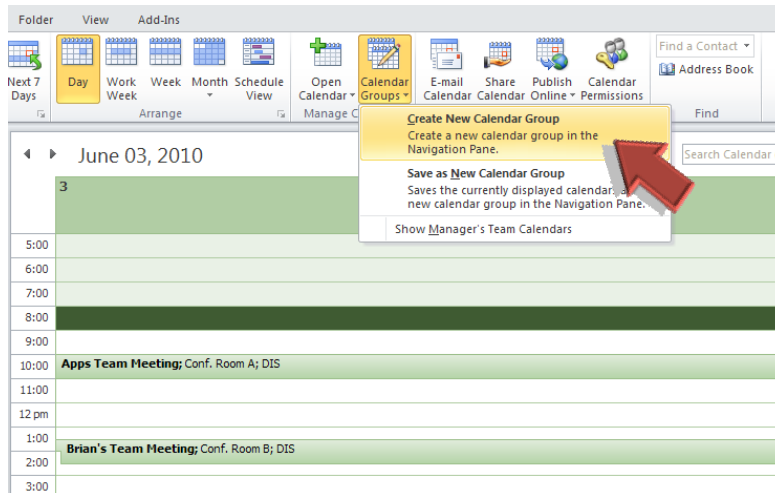
1. Open a new **MEETING REQUEST**
2. Enter the meeting attendees in the **TO** field
3. Enter your desired **START TIME** and **END TIME**
4. From the **MEETING** tab, click the **SCHEDULING ASSISTANT** button
5. Each schedule will be listed horizontally
6. The start time and end time you pre-defined will be marked with a green start line and a red end line
7. If your desired time is not available, scroll the schedule to the right to locate a new time
8. Click and drag to select a new time frame
9. Continue with the **MEETING REQUEST** as normal and send



Calendar Groups

If you regularly search the calendars of the same group of people, you can create a calendar group and save it for future use. To create a **calendar group**:

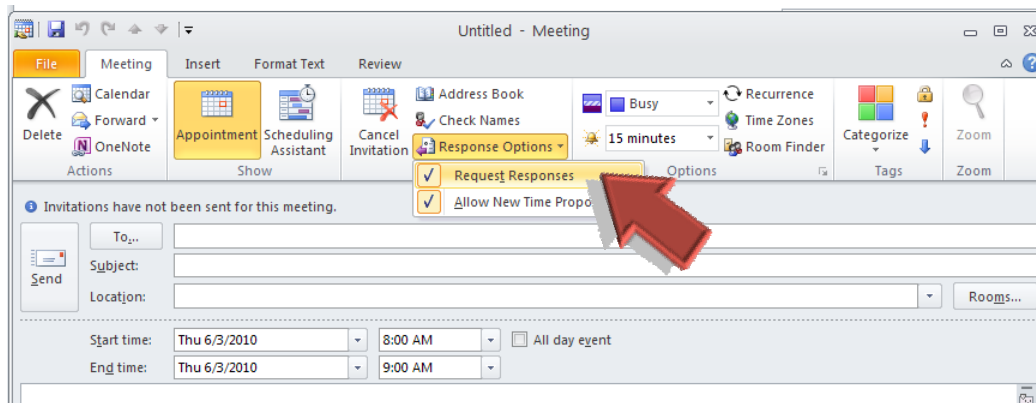
1. From the Calendar's **HOME** tab, click **CALENDAR GROUPS > CREATE NEW CALENDAR GROUP**
2. Enter a **NAME** for the group and click **OK**
3. The address book will automatically appear - double-click on your desired names and click **OK**
4. That group will now appear as a shared calendar group
5. To initiate a new **MEETING REQUEST** to this group click **NEW MEETING > NEW MEETING WITH ALL**



Turning Off Acceptance/Decline Notifications

If you are the sender of a **MEETING REQUEST**, Outlook will, by default, send all notices of the recipient's response (**ACCEPT**, **TENTATIVE**, **DECLINE**) back to you. At times, it might not be necessary to track these responses from recipients, therefore, Outlook allows you to turn the **REQUEST RESPONSES** off. This can only be done on an ad-hoc basis. This setting cannot be turned off for all **MEETING REQUESTS**. To turn **REQUEST RESPONSES** off for an individual **MEETING REQUEST**:

1. Open a new **MEETING REQUEST**
2. From the meeting tab, click **RESPONSE OPTIONS > REQUEST RESPONSES**
3. When recipients click **ACCEPT** or **DECLINE**, no notice will be sent back to the meeting organizer



Open a Shared Calendar Via the Web

To view a shared calendar through **OUTLOOK WEB ACCESS**, you'll need to modify the web address. For example, if you have shared access to the **DIS** calendar, you would modify the web addresses as follows:

- **Original:** <https://webmail.alachuacounty.us/exchange>
- **Modified:** <https://webmail.alachuacounty.us/exchange/dis/calendar>
 - When you are asked to log-in, use your own network log-in.

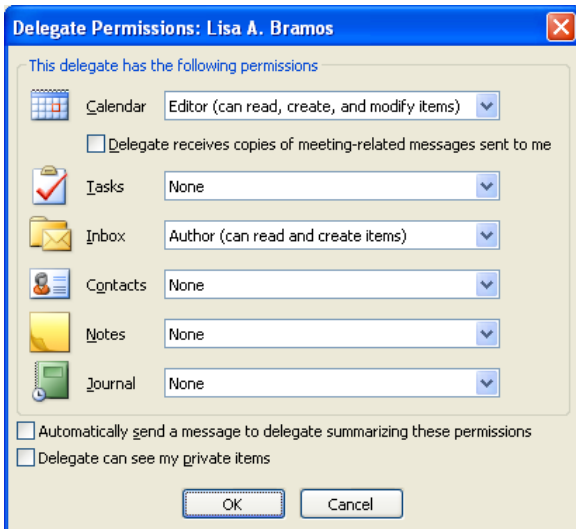
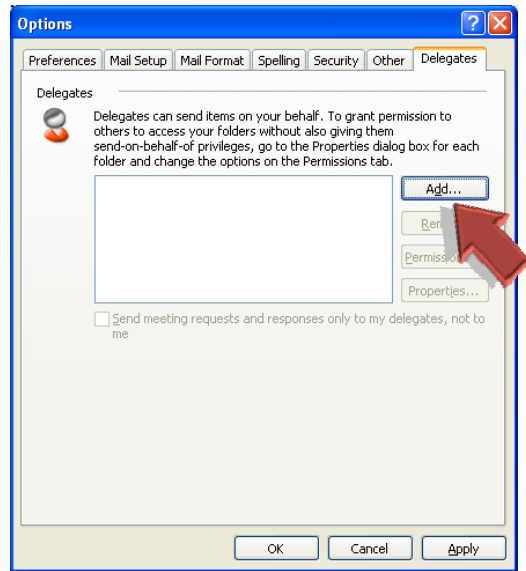
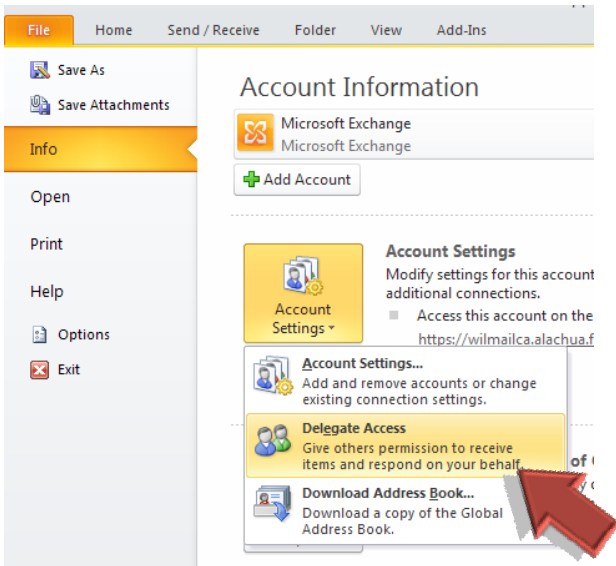
Delegate Permissions

Outlook offers the option of granting other users access to your account. Those granting permission determine the level of access and which folders they can access. In addition, you need to determine if you want them to be a **Delegate**. As a delegate, they can send mail on your behalf. The recipients of mail they send to on your behalf will see your name (the grantor of delegate rights) in the **FROM** column of their inbox. However, when the recipient opens the e-mail the **FROM** field will read: from **JOHN SMITH ON BEHALF OF RACHEL THOMPSON**.

Share	Share & Delegate
<p>To share a folder, right-click on the folder and select SHARING. With Sharing rights, others users can:</p> <ul style="list-style-type: none">▪ Read items▪ Read, create, modify, and delete items	<p>To grant delegate rights go to TOOLS > OPTIONS > DELEGATES. Delegate rights include:</p> <ul style="list-style-type: none">▪ Read items▪ Read, create, modify, and delete items▪ Send and respond to mail on your behalf▪ Organize meetings on your behalf and respond to meeting requests and task requests sent to you

Assigning a Delegate

1. From the **HOME** tab, click **ACCOUNT SETTINGS > DELEGATE ACCESS**
2. Click the **ADD** button and double-click the delegate's name from the **GLOBAL ADDRESS LIST** then click **OK**
3. Choose the **PERMISSION LEVEL** for the desired folders. Some other options include:
 - o Delegate receives copies of meeting-related items sent to me
 - o Send an e-mail to the delegate summarizing these permissions
 - o Allowing the delegate to see your private items
4. Click **OK**



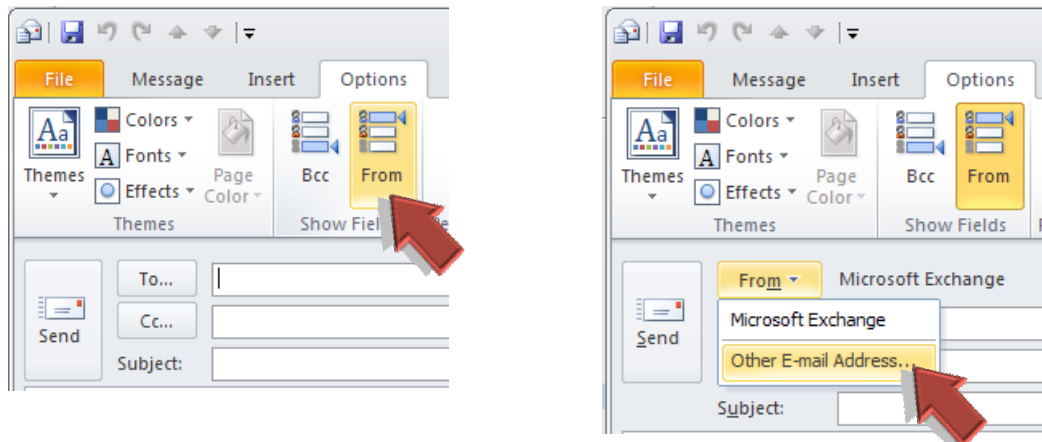
Delegate Permission Levels

The levels of permission that a delegate can be granted are listed below. Note that these rights appear similar to standard sharing rights, however applying these rights through sharing alone will not grant **SEND ON BEHALF** privileges.

Permission	Rights
<i>Reviewer</i>	Read items
<i>Author</i>	Read and create items
<i>Editor</i>	Read, create, and modify items

Send E-Mail On Behalf of Your Supervisor

1. Open a new e-mail
2. Go to the **OPTIONS** tab and click **FROM**
3. The **FROM** button will now appear on the new e-mail message
4. Click the **FROM** button and select **OTHER E-MAIL ADDRESS**
5. Select your supervisor's name from the Global Address List
6. If you leave the **FROM** field blank, the message is sent from you and not your supervisor
7. Send the message



The **FROM** field lists "DIS" as the sender

	From	Subject
	DIS	Timesheet Supervisor Training
	Graham Peel	RE: Timesheet Schedule
	New Horizons eTips	New Horizons Business/Office Pro
	wellnessworks	Weekly Health Tip- Gym and Exerc
	Donna Bradbrook	RE: Utility Manager and Addition

When opened, the **FROM** field lists the sender as "Mary L. Mercer on behalf of DIS"

From: Mary L. Mercer on behalf of DIS
 Required: Graham Peel; Stephen Linton-Smith
 Optional:
 Subject: Timesheet Supervisor Training

Useful Notes About Delegate Access

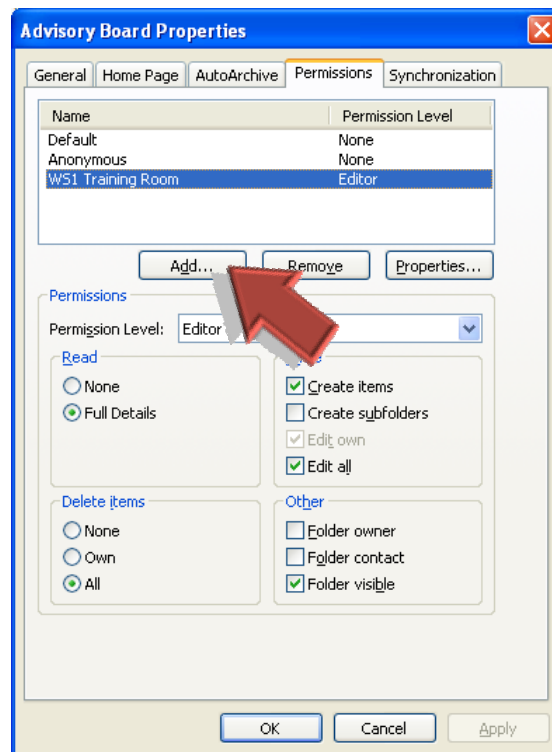
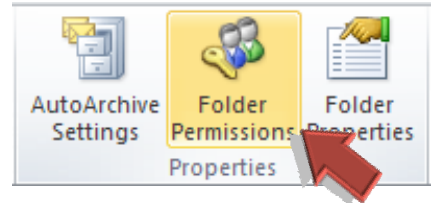
- Any user can add a **FROM** field and select any name from the Global Address List. However, the message will only be sent as someone else if that user has granted them send on behalf rights.
- When you are working as a delegate, messages that you send are recorded in **YOUR SENT ITEMS**
- When viewing your supervisor's mailbox, messages you delete will go to **YOUR DELETED ITEMS**

Sharing Folders

Granting Shared Access

To allow other users access to any of your folders:

1. Select the folder you want to share
2. Go to the **FOLDER** tab and click **FOLDER PERMISSIONS**
3. From the **PERMISSIONS** tab, click the **ADD** button
4. Select a user from the **GLOBAL ADDRESS LIST**
5. With their name selected on the list, apply a **PERMISSION LEVEL** or use the permission check boxes
6. Also sharing the **TOP LEVEL MAILBOX** makes the process easier for the user you granting access to. Repeat the process from above and apply at least **REVIEWER** permissions to your **MAILBOX**

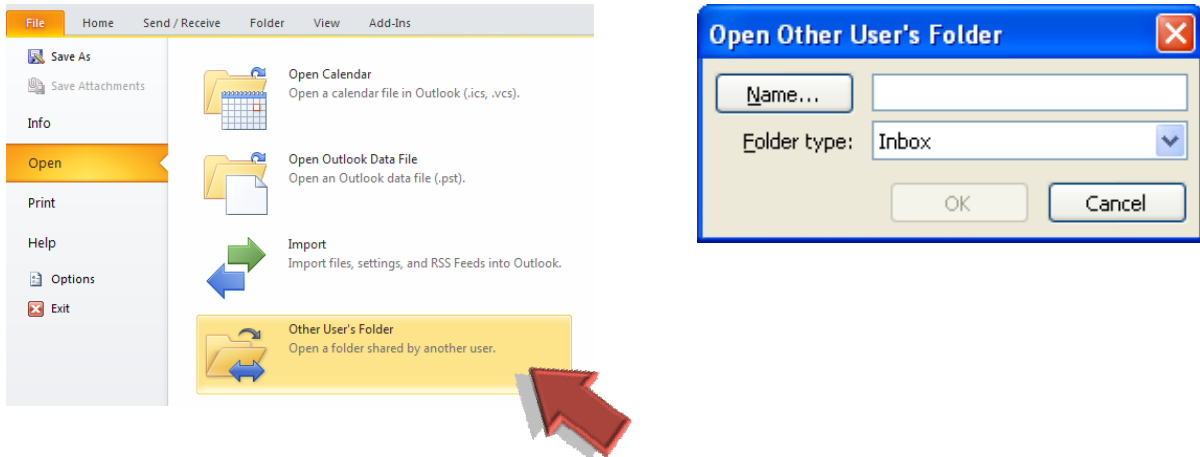


Permission	Rights
<i>Contributor</i>	Create items and files only. The folder cannot be viewed.
<i>Reviewer</i>	Read items and files only.
<i>Author</i>	Create and read items and files, and modify and delete items and files you create.
<i>Publishing Author</i>	Create and read items and files, create subfolders, and modify and delete items and files you create.
<i>Editor</i>	Create, read, modify, and delete all items and files.
<i>Publishing Editor</i>	Create, read, modify, and delete all items and files, and create subfolders.
<i>Owner</i>	Create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels others have for the folder.
<i>Custom</i>	Perform activities defined by the folder owner.

Viewing a Shared Folder

If you are the recipient of shared access to another user, any folder can be viewed using the process listed below. However, this method can be time-consuming because when you need to view that user's folder again, you need to click through the same process. If you regularly need to view that user's folder, have them share their **TOP-LEVEL MAILBOX** (see above) with you and then add it to your folder list. (see below)

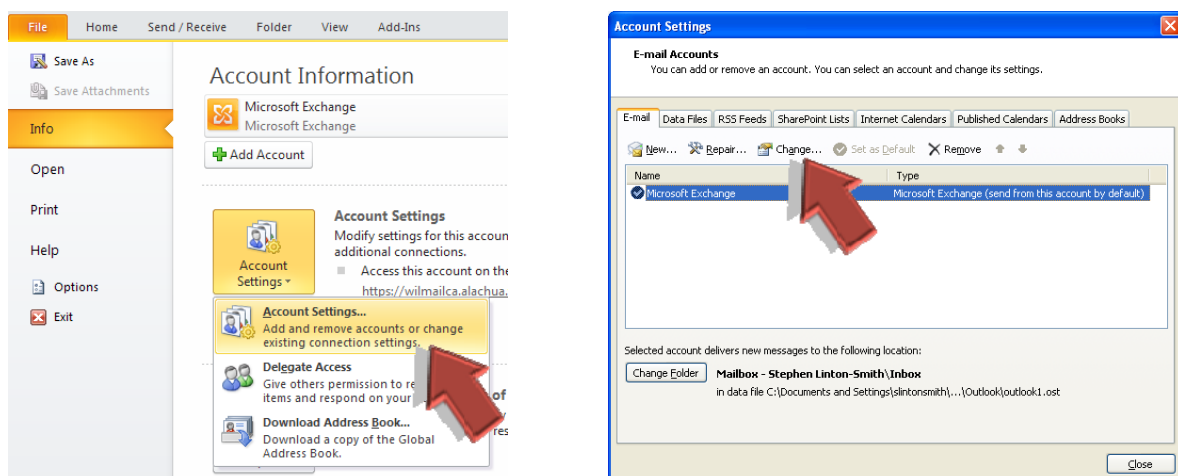
1. Go to the **HOME** tab and click **OPEN > OTHER USER'S FOLDER**
2. Click the **NAME** button and select the user sharing their folder with you
3. Select the **FOLDER TYPE** the user has shared with you
4. Click **OK**

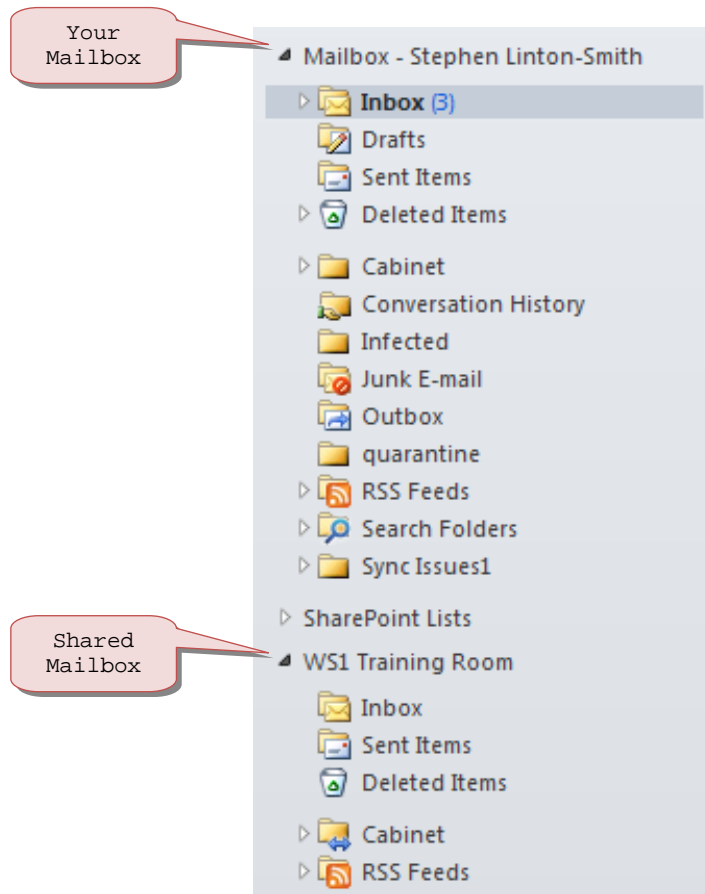
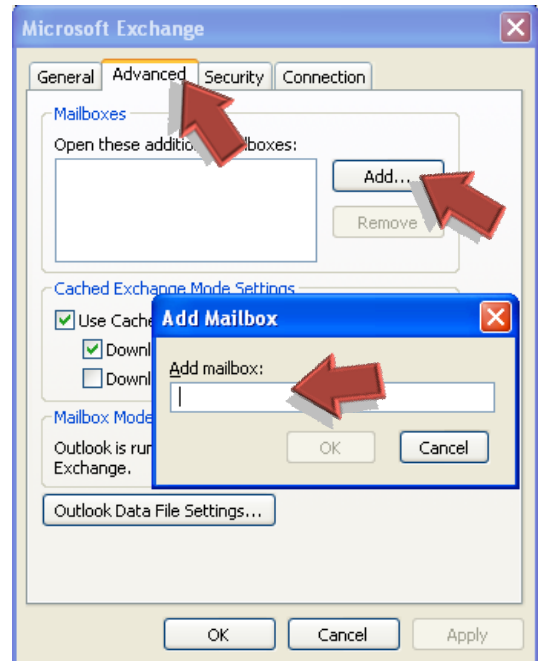
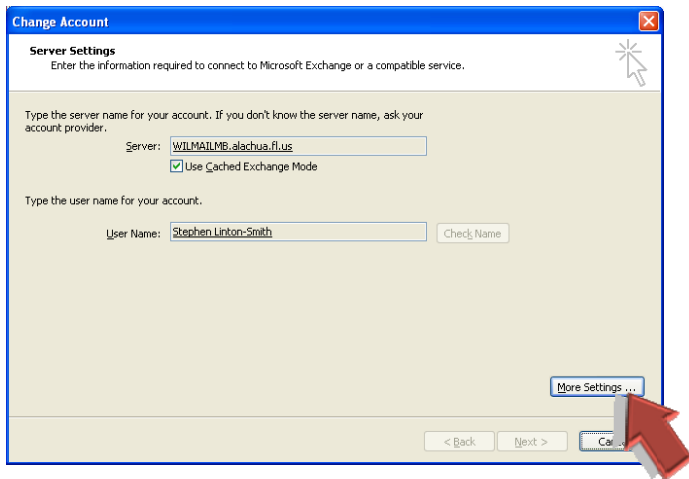


Adding Another User's Mailbox to Your Folder List

If you have been granted shared access to another user's **TOP-LEVEL MAILBOX**, it is recommended that you add that mailbox to your folder list for quicker access.

1. Go to the **FILE** tab and click **ACCOUNT SETTINGS > ACCOUNT SETTINGS**
2. Select your account from the list and click **CHANGE...**
3. From the **CHANGE ACCOUNT** dialog box, click **MORE SETTINGS**
4. On the **ADVANCED** tab, click **ADD**
5. In the **ADD MAILBOX** box, type the name of the mailbox owner
6. Click **OK, OK, NEXT** then **FINISH**
7. You'll need to close and re-start Outlook before you can expand their mailbox to see their folders
8. Their account name should appear in your folder list





Blackberry Quick Tips

Receipts: If you open a receipt-requested message on your Blackberry, the receipt will automatically be sent back to the sender.

Recall: Messages cannot be recalled from Blackberry wireless devices

Appointment Acceptance: When accepting an appointment from your Blackberry, the acceptance notification is automatically sent back to the meeting organizer.

Frequently Asked Questions

- **WORD ATTACHMENTS OPEN IN READING LAYOUT**
 1. Default layout for Word docs is **FULL SCREEN READING VIEW**
 2. To change this, open Word and go to the **FILE** tab and select **OPTIONS**
 3. From the **GENERAL** category, clear the checkbox next to **OPEN E-MAIL ATTACHMENTS IN FULL SCREEN READING VIEW**

- **BUSY SEARCH ONLY SHOWS TWO MONTHS WORTH OF APPOINTMENTS**
 1. Go to the **FILE** tab and click **OPTIONS**
 2. From the **CALENDAR** category navigate to the **CALENDAR OPTIONS** section and select **FREE/BUSY OPTIONS > OTHER FREE/BUSY...**
 3. Increase the Publishing option to "6 months / every 15 minutes." More than 6 months is acceptable if you need it, but if you decrease the minutes interval too much it might slow down Outlook on your desktop.

- **CUSTOM ADDRESS BOOK NOT SHOWING UP IN GLOBAL ADDRESS BOOK DIALOG BOX**
 1. Click **CONTACTS** from the **GO** menu at the bottom left
 2. Right click address book in question and select **PROPERTIES**
 3. Select the **OUTLOOK ADDRESS BOOK** tab
 4. Select the checkbox **SHOW THIS FOLDER AS AN E-MAIL ADDRESS BOOK**

Keyboard Shortcuts	
CTRL + K	Use in the TO field if the name entered does not auto complete (works for first or last name)
CTRL + U	Change selected e-mail into unread message
CTRL + D	Delete an e-mail message
CTRL + N	Create New item (based on what folder is open)
CTRL + R	Reply to selected message
CTRL + F	Forward selected message
SHIFT + DELETE	Permanently delete a message