

Outlook Express 5.0: Introduction

Introduction

Outlook Express is a full, Internet standards-based email client that is included free with standard or full installations of Internet Explorer 4.0 or above. It offers IMAP4 support, which allows users to store email in one place, the KU central computer systems, but access it from many locations. The user interface resembles Windows Explorer and is easy to learn for users experienced in Windows Explorer and Office 97/98.

Objectives

The goal of this workshop is to introduce participants to the basics of email, starting with setting up and choosing the best options for your needs, such as formatting your email as plain text or HTML. The class also covers composing new email, reading and replying to email, and saving and printing your messages.

Prerequisites

Participants are encouraged to attend the *Understanding Email* presentation prior to attending this class.

Workshop materials available

Outlook Express – PC setup information for first time users

Outlook Express – Macintosh setup information for first time users

Outlook Express Web site for downloading

To download a free updated version of Outlook Express 5.0, visit the following Web site:

<http://www.microsoft.com/windows/ie/download/windows.htm>

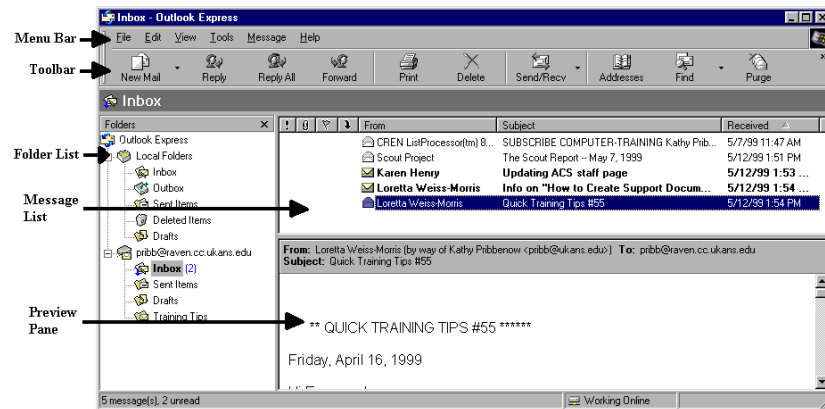
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STORING MAIL

The sections of the Main Window are illustrated below.



There are two primary storage areas for your mail:

- The Outlook Express Local Folders that are saved on the hard disk of your computer.
- The IMAP Mail Server folder called *username@ukans.edu* (or whatever account name you chose).

Several default folders are created by the setup of Outlook Express. These folders are special because they cannot be renamed or deleted. You can, however, create additional folders under the Local Folders section.

Local Folders

The default folders under the Local Folders are stored on your hard disk. On the PC version, there is a separate local folders section on the left-hand side of the window. On the Macintosh version, the folders are simply listed in the left-hand section.

- **Inbox:** Not for new mail. Since you are using an IMAP mail server, new mail does not arrive here. New mail is delivered to the Inbox in the *username@ukans.edu* folder.
- **Outbox:** Messages are located here briefly before they are sent if you use the command Send Later or when you work off-line. If you compose a message off-line, then the message(s) will be sent automatically when you go back on-line.
- **Sent Items (Sent Mail on the Macintosh):** On the Macintosh version, copies of the messages you send are saved here by default.
- **Deleted Items (Deleted Messages on the Macintosh):** Only items deleted from the Local Folders are saved here, not items deleted from folders under your *username@ukans.edu* account on the IMAP mail server.
- **Drafts:** On the Macintosh, if you choose to save a message you are composing rather than send it, the saved message is located in this folder. You can make further edits and send the message at a

Username@ukans.edu
Folders

later time. This field has no known value for the PC.

These folders are stored on the IMAP mail server. The primary folder you will use is your current mail account.

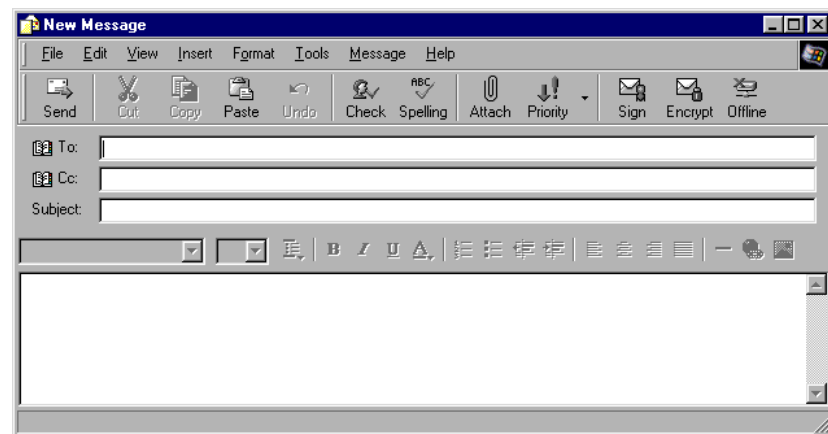
- **Inbox:** New mail arrives here.
- **Sent Items:** On the PC version, copies of the messages you send are saved here by default.
- **Drafts:** If you choose to save a message you are composing rather than send it, the saved message is located in this folder. You can make further edits and send the message at a later time. This folder does not exist on the Macintosh.

NOTE: The Macintosh version doesn't create any remote folders automatically.

CREATING MESSAGES

To send a new message:

1. Click "NEW MAIL"  ("NEW"  on the Macintosh) on the toolbar. A new message window appears.



2. In the *To:* field, type the email address of the person you are sending the message to. If sending to more than one person, separate the email addresses by commas or semicolons (;).

NOTE: You must enter the full Internet address (imajhawk@ukans.edu). If you have typed a specific email address before, Outlook Express tries to display it for you as you type the characters. If the displayed address is for the right person, either press [ENTER] or [TAB] to the next field. Also, for PC users, if you don't know a person's email address you can type that person's full name (e.g. Kathy Pribbenow) and press [Ctrl+K]. If they have more than one email account, you are given a list to choose from.


3. Tab to the *Subject:* field, type the subject of the message.
4. Tab to the message area and type your message.
5. When you are done, click "SEND" ("SEND NOW" on the

Macintosh).

READING MESSAGES

New messages arrive in the Inbox under the username@ukans.edu folder. This is the designation for your space on the IMAP mail server. When you have new messages:

- The Inbox folder appears in bold type.
- The number of unread messages appears in blue (black on the Macintosh) type next to it.
- Unread messages are displayed in the message list with bold type.

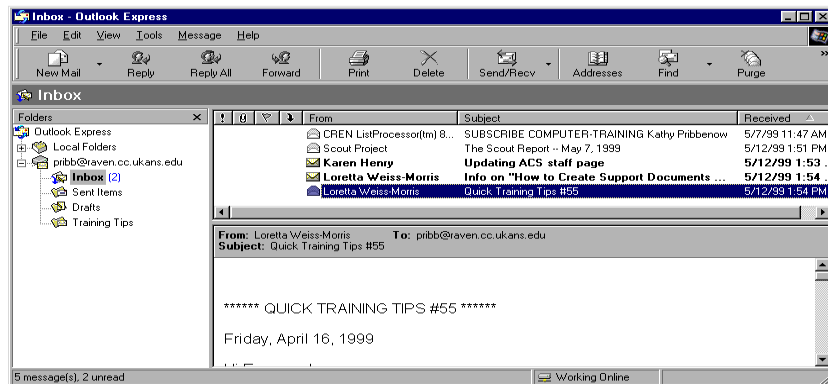
In the folder list, make sure the Inbox folder is visible under the folder username@ukans.edu. If not, click the plus sign (click  on the Macintosh) next to username@ukans.edu.

NOTE PC Users: For less confusion, you can close the expanded list under the Local Folders by clicking the minus sign to close it.

Click the Inbox folder. A list of new messages is displayed on the upper right side of the Main window. The Preview Pane, in the lower right side of the Main window, displays a previously received unread message or the last message you read in the current folder.

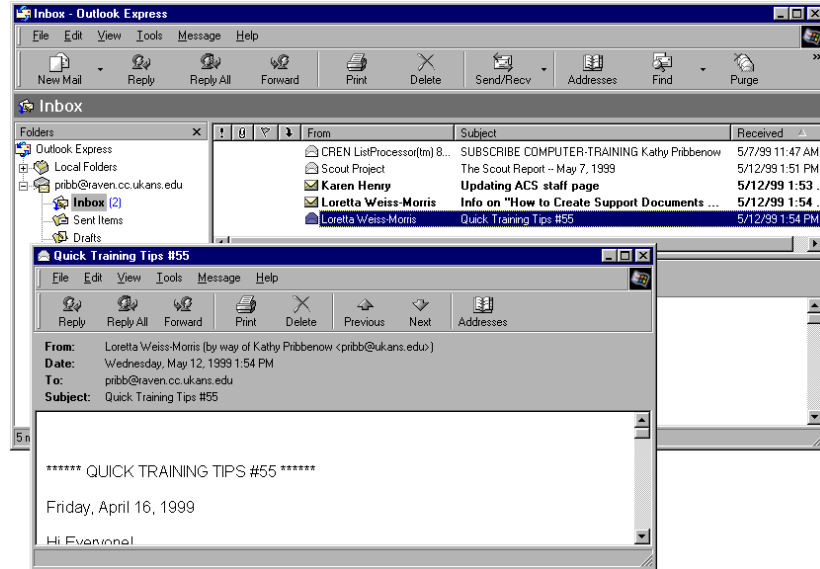
Do one of the following:



Click the new message once to see it in the Preview Pane.



Or

Double-click a new message to open it in a separate window.





If you view the message in a separate window, when you are done reading it, click the close  button in the top right-hand corner of the window (click the close  button in the top left-hand corner of the Macintosh window).

NOTE: While reading messages, you may notice that references to email addresses or URLs on the World Wide Web appear in the blue color of a hyperlink. By single clicking on a URL, you can invoke your web browser and view the web site. If you single click on an email address, a New Message window appears so that you can send an email message to that address.

REPLYING TO MESSAGES

You can reply to a message while it is open or while it is highlighted in the message summary list. To reply to either an open message or one in the message summary:

1. Open the message or highlight it in the message summary list.
2. On the Toolbar, to reply to only the author click “REPLY TO

AUTHOR”  (click “REPLY”  on the Macintosh) or if the message was sent to multiple recipients, you may wish to

reply to them all by clicking “REPLY TO ALL” 

(click “REPLY ALL”  on the Macintosh).

3. In the message area, type your reply message. By default, the text of the original message is part of the reply.
4. When you are finished, click “SEND” (“SEND NOW” on the Macintosh).

DRAFTING MESSAGES TO BE SENT LATER

What if you are right in the middle of composing a message and get interrupted? You can save a message so you can finish it later.

1. In the window that you are composing your message, pull down the File menu and select Save.
2. A message appears telling you that the message will be saved to your Drafts folder. Click "OK".
3. Close the New Message window where you were creating the message.


RETRIEVING A DRAFT MESSAGE

When you have time to finish your message, you can retrieve it by:

1. Clicking the Drafts folder under username@ukans.edu (under the local folder listing on the Macintosh).
2. A list of message titles appears.
3. Find the message you want to work on and double-click it. The message opens in a new window.
4. Work on the message as needed and either save the message as a draft again or click "SEND" (click "SEND NOW" on the Macintosh) when you are ready.

CANCELING MESSAGES

In addition to saving a message so that you can make additional changes and send it later, you can cancel a message before it is sent.


1. From a New Message window that you are composing, click "CLOSE" (click  on the Macintosh).
2. Outlook Express asks if you want to save the changes to this message. Click "NO" (click "DON'T SAVE" on the Macintosh).
3. The message is permanently deleted.

DELETING MESSAGES FROM THE USERNAME@UKANS.EDU FOLDERS

Deleting messages from the IMAP mail server involves two steps:

- Marking the message for deletion
- Purging the message

Marking messages for deletion


1. Open a folder containing the message(s) that you would like to delete.
2. Highlight the message you want to delete.
3. Click "DELETE" (click  on the toolbar, or hit the [Delete] key on the keyboard).
4. A black line is drawn through the message summary and a red X appears.

At this point the message is only marked for deletion. If you close and reopen Outlook Express, you will see that these messages are still marked but have not yet been deleted. This provides the added feature of being able to restore a message.

Removing a deletion mark before messages are purged

To remove the deletion mark before the messages are purged on the PC, point at the message and right-click. Select **Undelete** from the shortcut menu. (On the Macintosh, highlight the message, pull down the **Edit** menu and select **Undelete**.) The black line and red X disappear.


Purging messages

To permanently delete marked messages, click “PURGE”  on the toolbar (pull down **Edit** menu and select **Purge Deleted Items** on the Macintosh). Purge works in only one folder at a time, so it is necessary to execute the Purge command from within every folder where you have messages marked for deletion. After a message has been purged, it cannot be restored.

PRINTING MESSAGES

Printing email is very much like printing a document in Word 97/98.

1. Open the message or highlight the message summary you want to

print. Click “PRINT” . This method offers no options.
Or

2. To see printing options, pull down the File menu and select Print.

NOTE: The Macintosh version only allows method #2 above.

USING THE KU DIRECTORY TO LOCATE EMAIL ADDRESSES

Directory services are powerful search tools that enable you to look up names and addresses on the Internet. The Address Book supports Lightweight Directory Access Protocol (LDAP) for using Internet directory services such as the KU Directory we added during the setup process. You can use the KU Directory when addressing e-mail messages.

To Open the Address Book on the PC Version

To open the Address Book from:


- the main window in Outlook Express, click “ADDRESSES”



on the toolbar, or pull down the Tools menu and select **Address Book**.

- within a new message window, click the book icon next to the *To*, *Cc*, or *Bcc* fields.

Using the Address Book to Send a Message

1. Compose a new message.
2. To use the Address Book to locate email addresses, click the book icon  in the New Message window next to *To*, *Cc*, and *Bcc*.
3. The Select Recipients dialog box appears. Click “FIND”.
4. The Find People dialog box appears. From the pull-down menu next to the *Look in:* field, select **KU Directory**.

5. Under the **People** tab, type the name of the person you are looking for in the *Name:* field.
6. Click “FIND NOW”.
7. Once the search is complete, a list of people and their email addresses is presented to you. Highlight the email address of the person you want.
8. Click either the *To:*, *Cc:*, or *Bcc:* field to insert their name into the message you are composing.
9. The Select Recipients dialog box reappears. Notice that the person’s name has been placed in the appropriate field under the Message Recipients section on the left-hand side of the screen. Click “OK”.
10. That person’s name is added to the field you selected in the message you are composing.
11. Finish composing your message and click “SEND” when you are ready.

To Open the Address Book on the Macintosh Version

To open the address book from the main window in Outlook Express or in a New Message window:



1. Click “CONTACTS” **Contacts** on the toolbar, or pull down the Window menu and select **Contacts**.
2. Open the address book.



3. Click “FIND PEOPLE” **Find People** on the toolbar. (You can also select **Find People** from the **Edit** menu at any time.)
4. The Find People dialog box appears. From the list on the left, select **KU Directory**.
5. Type the name of the person you are looking for in the *Search for Name* field. It does not need to be the person’s whole name; it can be either first or last name.
6. Click “FIND”.
7. Once the search is complete, a list of people and their email addresses is presented to you. Highlight the person you want.



8. Click “MAIL TO:” **Mail to:** on the Toolbar. A new message appears addressed to the selected person.
9. Compose your message and click “SEND NOW” (or “SEND LATER” on the Macintosh) when you are ready.
10. You will still need to close the Find People and the Contacts dialog boxes by clicking their respective close buttons.

Adding Email Addresses to the Address Book

In Outlook Express, the Address Book stores email addresses so that you can create aliases for frequently used addresses, or you can create groups.

There are several ways to add addresses to it.

- **When replying to a message:**

PC Users:

The sender's address is automatically added to your address book. As these addresses accumulate, you will have to type fewer and fewer yourself. To have this occur automatically, make sure the pre-defined settings are correct. Pull down the Tools menu, select Options, and then the Send tab. There should be a check next to *Automatically put people I reply to in my Address Book* field.

Macintosh Users:

This option is not available.

- **While composing a message, you can add the recipient's address to the Address Book:**

PC Users:

1. Enter the recipients full email address in the *To:* field.
2. Click "CHECK NAMES" on the Toolbar in the New Message window.
3. Right-click the address.
4. Select Add to Address Book from the sub-menu. A Properties dialog box appears.
5. Click on the Name tab.
6. Fill in the *First* and *Last* name fields.
7. Click "OK".

Macintosh Users:

This option is not available.

- **After you receive or send email, you can add the sender or recipient to the Address Book:**

PC Users:

1. Open the message you received or sent by double-clicking on it.
2. Right-click on the email address you want to add.
NOTE: You can use any of the addresses that appear in the header area of the message, e.g. To, From, Cc, Bcc.
3. Select Add to Address Book from the sub-menu. A Properties dialog box appears.
4. Click on the Name tab.
5. Fill in the *First* and *Last* name fields.
6. Click "OK".

Macintosh Users:

1. Highlight the message.
2. Pull down the **Tools** menu and select **Add Sender to Contacts**



or click “ADD CONTACT” **Add Contact**.

3. The address is automatically added to the Address Book.

- **Enter a new contact in the Address Book without sending a message:**

PC Users:

1. In the Main Window, click “ADDRESS BOOK”.
2. Click “NEW”. From the sub-menu, select New Contact.
3. Type the first, middle (optional) and last name in the separate boxes provided, tabbing between fields.
4. Type the email address in the *E-Mail Addresses* field and click “ADD”.
5. Check the address as it appears in the box below that field. Click “EDIT” if corrections are needed, make the changes and press [ENTER].

NOTE: If the person has another email address, type it in the E-Mail Addresses field and click “ADD”. Then select the primary address and click “SET DEFAULT”.

6. The *Title* and *Nickname* fields are optional. A combination of the name fields is automatically generated in the *Display* field.
7. Click “OK” to close the Address Book.

Macintosh Users:

1. In the Main Window, click “CONTACTS”.
2. Click “NEW” (or pull down the **File** menu, select **New**, and then select **Contact**).
3. Type the first name in the *First Name* field.
4. Type the last name in the *Last Name* field.
5. Type the email address in the *E-Mail Address* field and click “ADD”.

NOTE: If the person has another email address, type it in the E-Mail Address field and click “ADD”. Then select the primary address and click “MAKE DEFAULT”.

6. The *Title*, *Company*, *Dept*, *Address*, *Phone Numbers*, and *Web Page* fields are optional.
7. Click the close box to close the Contact window.

- **Add a selected address to Contacts**

PC Users:

This option is not available.

Macintosh Users:

1. Open a mail folder and highlight a message, or open a text file with a text editor such as SimpleText.
2. In the body of the message or text file, highlight the email

- address.
3. Drag the email address to the Contacts window, or the Contacts icon in the Folder list

CUSTOMIZING FEATURES OF OUTLOOK EXPRESS

Preview Pane

There are different ways you can customize Outlook Express. Below are just a few of those ways.

The Preview Pane lets you view message contents without opening the message in another window. The Preview Pane can be resized to make it larger or smaller. Just rest your pointer over the top edge. When the pointer takes the shape of a double-headed arrow, drag the edge up or down.

The Preview Pane can also be turned off and on. To do so on the PC:

1. Pull down the **View** menu and select **Layout**.
2. Then under the *Preview Pane* section select or deselect the checkbox next to *Show preview pane* field depending on whether you want it on or off.
3. You can also vary the location and appearance of the preview pane here.
4. Click "OK".

To turn the Preview Pane off on the Macintosh:

1. Pull down the **View** menu and select **Preview Pane**.
2. The menu option becomes unchecked, meaning the Preview Pane is now turned off.

NOTE: Alternatively, click the  button at the bottom left of the window.

Using Spellchecker

Outlook Express can be set up to automatically check the spelling in all your outgoing messages.

1. Pull down the **Tools** menu and select **Options** (pull down the **Edit** menu and select **Preferences** on the Macintosh).
2. Click the **Spelling** tab (click **Spelling** in the list on the Macintosh).
3. Click on the "Always check spelling before sending" check box to check mark it.
4. Click "OK" to close the Options dialog box (the Preferences dialog box on the Macintosh).
5. Now, whenever you click "SEND" ("SEND NOW" on the Macintosh) after composing an email message, Outlook Express checks for misspellings and displays anything it does not recognize. You are given options allowing you to change or ignore unknown words. When the spell check is completed, the email message is sent.

The Spellchecker can also be run manually for an individual message:

1. Start a new message.



2. Click “SPELLING” on the toolbar (pull down the **Tools** menu and select **Spelling** on the Macintosh).
3. Work through the Spellchecker as you would in Microsoft Word.
4. When the message appears stating the spelling check is complete, click “OK” (on the Macintosh, it simply disappears on its own).
5. You are returned to the message window. Click “SEND” (“SEND NOW” on the Macintosh) whenever you are ready.

Creating a Signature

When sending email messages, it is useful to attach a signature. A signature is a block of text at the end of a message which identifies you and tells the recipient how they can contact you. Your signature is the last thing people see in your email message.

PC Users:

1. To create your own signature, pull down the **Tools** menu and select **Options**. The Options dialog box appears.
2. Click the **Signatures** tab.
3. To create a signature, click “NEW” and then type text in the blank box under the Edit Signatures section.
4. If you want the signature to be on ALL outgoing messages (new, reply, and forward), select the *Add signatures to all outgoing messages* field to give it a check mark.

Macintosh Users:

1. To create your own signature, pull down the **Tools** menu and select **Signatures**. The Options dialog box appears.
2. Click “NEW SIGNATURE” and then type text in the blank box in the Edit Signature window that appears. You can also give the signature a name by entering one in the *Signature name* field.
3. Click “OK”.
4. If you want the signature to be on ALL outgoing messages (new, reply, and forward), select from the **Default Signature** pop-up menu in the Signatures window

If you want to control which messages the signature is attached to:

PC Users:

1. Pull down the **Tools** menu and select **Options**. Then click the **Signatures** tab.
2. Make sure the “*Add signatures to all outgoing messages*” field is not checked.
3. When you want to add a signature to an outgoing message you are composing, pull down the **Insert** menu. Point to **Signatures** and click the signature you want.

Macintosh Users:

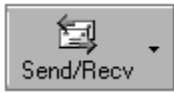

1. Select **None** from the **Default Signature** pop-up menu (mentioned

- in the previous comment)
- When you want to add a signature to an outgoing message you are composing, select a signature from the **Signature** pop-up menu in the toolbar.

Creating messages “offline” to Send later

You don’t need to be connected to the Internet to compose a message. With Outlook Express you can write a message while you are “offline” and send it later when you are online. If you are using a dial-up line, you may want to compose your email messages offline to save you valuable connection time.

- Compose your email message normally but do not send. Instead, pull down the File menu and select Send Later. (Click “SEND LATER” on the Toolbar on the Macintosh.)
- The message is saved in the Outbox under Local Folders.
- You can compose several messages and save them in the Outbox before connecting to the Internet. When you are online again,

click “SEND AND RECEIVE”  (click “SEND & RECEIVE”  on the Macintosh) and your messages will be delivered all at once.

QUITTING OUTLOOK EXPRESS

To quit Outlook Express, pull down the File menu and select Exit (select **Quit** on the Macintosh).

SWITCHING BETWEEN OUTLOOK EXPRESS AND THE KU CENTRAL COMPUTER SYSTEM

There are several important items to note if you plan to use both Outlook Express on your computer and Pine on the central computer system.

- Never use Outlook Express and Pine simultaneously. You may switch between the two, but you are strongly advised against running both Outlook Express and Pine at the same time. Close one before opening the other.
- Folders created using Outlook Express under the IMAP server folder (username@ukans.edu) will only be accessible from the central computer system if they’ve been named according to the following instructions.
 - Do not use spaces or special characters in the folder names. If you need to use some type of separator, use a hyphen or an underscore.
 - A folder created within username@ukans.edu will be accessible from the central computer system. Nested folders (a folder created within a folder) within the IMAP server folder may not be accessible.

HELP

Outlook Express does not make use of the Office Assistant, but it does provide a Help menu with options similar to those in the Office 97/98 suite.

Help Menu

Pull down the Help menu and select Contents and Index (select **Outlook Express Help** on the Macintosh). The dialog box for the PC users provides three methods of getting help (on the Macintosh, the dialog box is consolidated).

1. Contents – A table of contents-style list of topics.
2. Index – An alphabetical list of topics. Enter a keyword or scroll through the list of topics. Select a topic, then click “DISPLAY”.
3. Search – Enter one or more keywords, then click “LIST TOPICS” to find matches for your search.

General computing assistance

Academic Computing Services provides consulting and Q&A help in a variety of ways:

| | |
|--------------------------------|-----------------------------|
| Phone Consulting | 785/864-0410 |
| Help Center | 785/864-0200 |
| Computing Questions by e-mail: | question@ukans.edu |
| Online documentation: | www.ukans.edu/~acs/docs |
| Training schedule online | www.ukans.edu/~acs/training |

ACS Training

To receive automatic announcements of upcoming computer training, send the following message to listproc@ukans.edu:

SUB COMPUTER-TRAINING *yourname*

NOTE: Substitute your real name, i.e. Jane Smith, above for yourname, not your login name.

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