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## **E-Mail Guide**

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## Using Microsoft Exchange

### New User Checklist

If you are a new user to Microsoft Exchange, you should take the following steps to insure that your account remains secure, organized, and personalized:

- Change your password (write it down somewhere just in case you forget your new password).
- Create personal folders on your local hard drive so that you can organize all of your messages. **NOTE:** *These local folders reside on your hard drive and do not get backed up.*
- Customize your settings. These settings and options include how your mail gets delivered (read and delivery receipts); read and send options; spell check; color settings, etc.

**Note:** In this guide, wherever you see an underlined letter as part of a command word (ex. **File**), that refers to the keyboard shortcut

### Starting the Microsoft Exchange Client

To start the Microsoft Exchange Client

- For Windows 95, on the desktop, double-click the Inbox icon.
- For Windows 3.1, from the Microsoft Exchange group, double-click the Microsoft Exchange icon.
- For DOS, from the DOS prompt, type **CD\EXCHANGE** and then type **EXCHANGE**.

### Opening or Closing a Message

To open a message or other item in a folder:

- Double-click the header, or select the item, and then choose **Open** from the **File** menu.

To open the next or previous item in the list, do one of the following while an item is open:

- To open the next item in the list, choose **Next** from the **View** menu.
- To open the previous item in the list, choose **Previous** from the **View** menu.

To close an item

- From the **File** menu, choose **Close**.

### Sending a Message

To send a message

1. In the View Menu, choose **New Message** from **Compose**, or click the **New Message** button.
2. To address the message, do one of the following:
  - Click **To** and/or **Cc** to select names from the Address Book.
  - In the **To** and/or **Cc** box, type the names of the recipients and users whom you want to receive a carbon copy. Separate multiple names with semicolons (;).
3. Hit Tab to the **Subject** box and type the subject of the message.
4. Hit Tab to the Message Box and type your message.
5. From the **File** menu, choose **Send**, or click the **Send** button.

**Note:** By default, all messages that you send are automatically saved in the Sent Items folder.

***IMPORTANT:*** Please do not send unsolicited mail to a large number of users unless it is absolutely necessary.

### **Replying to a Message**

To reply to a message

1. If the message is not open, you must first select it. Then do one of the following.
  - To reply to the sender only, from the **C**ompose menu, choose **Reply To Sender**, or click the **Reply To Sender** button.
  - To reply to the sender and everyone listed in the **To** and **Cc** boxes, from the **C**ompose menu, choose **Reply To All**, or click the **Reply To All** button.
2. Type your reply.
3. From the **F**ile menu, choose **Send**, or click the **Send** button.

### **Bcc (Blind Carbon Copy) Box**

An address box where you enter names of recipients who will receive a copy of a message but **will not** appear in the list of message recipients. For each person listed in the Bcc box, only that person and the message sender knows to whom the message was sent.

### **To add a Bcc box to an open New Message form**

- From the View menu, choose Bcc Box.

The Bcc box is used to send blind carbon copies of a message to recipients whose names will not appear to other recipients.

### **Deleting a Message**

To delete a message

- From the **F**ile menu, choose **Delete**, or click the **Delete** button.

If the item is closed, you must first select it.

**Tips:** To delete a list of sequential items, select the first item in the list, and while pressing SHIFT, press the down arrow key until you reach the last item that you want deleted. To delete items in a list that are not sequential, select the first item in the list, and while pressing CTRL, click each item that you want to delete.

### **To add a name to the Personal Address Book**

1. From the **T**ools menu in the Viewer, choose **Address Book**, or click the **Address Book** button.
2. In the **Show Names From The** box, select the **address list** from which you want to add names to your personal address book (PAB).
3. Under Type Name Or Select From List, type or select the name you want to add to your PAB.
4. From the **F**ile menu, choose **Add To Personal Address Book**, or click the **Add To Personal Address Book** button.
5. From the **F**ile menu, choose **Close**.

## **To delete a name from the Personal Address Book**

1. From the **T**ools menu in the Viewer, choose **Address Book**, or click the **Address Book** button.
2. In the **Show Names From The** box, select **Personal Address Book**.
3. Under **Type Name Or Select From List**, type or select the name you want to delete, and then choose **Delete** from the File menu, or click the **Delete** button.
4. When you are asked to confirm the deletion, choose **Yes**, and then choose **Close** from the **F**ile menu.

**Tip:** If a recipient has two e-mail addresses, you can create two separate addresses in your PAB and identify each one with a distinct display name.

## **Formatting Text (Applies to Windows 95 & Windows 3.1 only)**

When you compose a message, you can format the text almost as you would in a document you created using a word processing program such as Microsoft Word. You can use different formats to emphasize text and create special effects, including changing the font and color, and adding bold, italic, and underline formats. You can also apply multiple formats to the same characters. For example, text can be both bold and underlined. For new messages, the Microsoft Exchange Client uses the font, font size, color, and other formats that are stored in the default settings. If you prefer a different look for text, you can change these settings.

By default, text is aligned flush left, producing an unaligned right margin. However, you have the option of centering text or aligning it flush right. You can also indent text to the next and previous tab stops.

To call attention to major points or to make a series of items easier to read, you can format text as a bulleted list.

## **Editing Text**

You can copy, move, or delete information in the body of a message. If an item contains information that you want to include in another location, you can copy or cut the information and paste it in a new location instead of retyping it. The Microsoft Exchange Client also has a find and replace feature for editing text.

You can check the spelling of a selected word, part of a message, or an entire message with the spelling checker. In addition, you can choose to have each message checked automatically before it is sent.

## **To apply or remove text formats**

1. Select the text that you want to change, or position the insertion point where you want to begin typing text with a new format.
2. To change the font or font size, select a new font name in the **Font** box or a new font size in the **Font Size** box.
3. To add or remove bold, italic, or underline formats, on the **Formatting toolbar**, click the **Bold**, **Italic**, or **Underline** button.

### **To request a receipt for a message that you are composing**

1. From the **F**ile menu, choose **P**roperties, and then select the **G**eneral tab.
2. Under Options For This Item, do one of the following:
  - To receive a receipt when the addressee receives the item, select **D**elivery Receipt.
  - To receive a receipt when the addressee opens the item, select **R**ead Receipt.
3. Choose **O**K.

### **To request a receipt for all messages that you send**

1. From the **T**ools menu, choose **O**ptions, and then select the **S**end tab.
2. Under Request That A Receipt Be Sent Back When, do one of the following:
  - To receive a receipt when the addressee opens the item, select **T**he Item Has Been **R**ead.
  - To receive a receipt when the addressee receives the item, select **T**he Item Has Been **D**elivered.
3. Choose **O**K.

**IMPORTANT:** If you are composing a message and set this option using the Tools menu, the option will not be applied to the active message. It will be applied to all future messages.

### **To assign high or low importance to a message that you are composing**

1. From the **V**iew menu, choose **T**oolbar.
2. Click one of the following:
  - Importance: **H**igh button
  - Importance: **L**ow button

### **To assign importance to all messages that you send**

1. From the **T**ools menu, choose **O**ptions, and then select the **S**end tab.
2. Under When Sending Mail, do one of the following next to Set Importance:
  - To send a message with high importance, select **H**igh.
  - To send a message with low importance, select **L**ow.
3. Choose **O**K.

**IMPORTANT:** If you are composing a message and set this option using the Tools menu, the option will not be applied to the active message. It will be applied to all future messages.

### **To create a personal distribution list (PDL)**

1. From the **T**ools menu in the Viewer, choose **A**ddress **B**ook, or click the **A**ddress **B**ook button.
2. From the **F**ile menu, choose **N**ew **E**ntry, or click the **N**ew **E**ntry button.
3. In the Select The Entry Type box, select **P**ersonal **D**istribution **L**ist .
4. Under Put This Entry, select **I**n **T**he, and then select **P**ersonal **A**ddress **B**ook .
5. Choose **O**K.
6. In the Name box, type the name your want for the personal distribution list (PDL), and then choose **A**dd/**R**emove **M**embers .

7. Double-click each name that you want to add to the PDL, or select each name and choose **Members**.
8. Choose **OK** until all open dialog boxes are closed, and then choose **C**lose from the **F**ile menu.

### **To delete a personal distribution list**

1. From the **T**ools menu in the Viewer, choose **Address Book**, or click the **Address Book** button.
2. In the Show Names From The box, select **Personal Address Book**.
3. Under Type Name Or Select From List, type or select the name of the personal distribution list (PDL) you want to delete, and then choose **D**el~~e~~te from the **F**ile menu, or click the **Delete** button.
4. When you are asked to confirm the deletion, choose **Yes**, and then choose **C**lose from the **F**ile menu.

### **To edit a personal distribution list**

1. From the **T**ools menu in the Viewer, choose **Address Book** or click the **Address Book** button.
2. In the Show Names From The box, select **Personal Address Book**.
3. Under Type Name Or Select From List, double-click the **personal distribution list** (PDL) you want to modify, or select the PDL, and then choose **P**roperties from the **F**ile menu.
4. Choose **Add/Remove Members**, and then do one or both of the following:
  - To add a name to the PDL, type or select the name under Type Name Or Select From List, and then choose **Members**.
  - To delete a name from the PDL, select the name in the Personal Distribution List box, and then press the **DEL** or **BACKSPACE** key.
5. Choose **OK** until all open dialog boxes are closed, and then choose **C**lose from the **F**ile menu.

### **To forward a message**

1. From the **C**ompose menu, choose **Forward**, or click the **Forward** button.
2. If you are forwarding an unopened message, you must first select it.
3. In the **To** box, specify the recipients.
4. To add comments, move the insertion point to the message body and type.
5. From the **F**ile menu, choose **S**end, or click the **Send** button.

If the message contains attachments, they are forwarded as well.

**Note:** When you forward a private message, the message body in the original message is marked as “protected”, or “read-only”. Recipients will be unable to modify, cut, or copy any of the protected text.

### **To create a folder or subfolder**

1. In the folder list, select the location (your mailbox or a folder) for the new folder, and then choose **N**ew **F**older from the **F**ile menu.
2. Type the new folder name, and choose **OK**.

### **To delete a folder or subfolder**

1. Select the folder that you want to delete, and choose **Delete** from the **File** menu, or click the **Delete** button.

When you delete a folder, all subfolders and items in the folder are moved to the Deleted Items folder unless you are deleting a public folder. You can retrieve items and folders from the Deleted Items folder until it is emptied.

**Tip:** You can also delete a folder by dragging it to the Deleted Items folder.

### **To insert a file from the file system**

1. In the message, position the insertion point where you want to insert the file.
2. From the **Insert** menu, choose **File**, or click the **Insert File** button.
3. In the File Name box, type or select the name of the file that you want to insert.
4. Under Insert As, specify how you want to insert the file:
  - To insert the file as text, select **Text Only**.
  - To insert the file as an application icon, select **An Attachment**.
5. To link the attachment, select **Link Attachment To Original File**.
6. Choose **OK**.

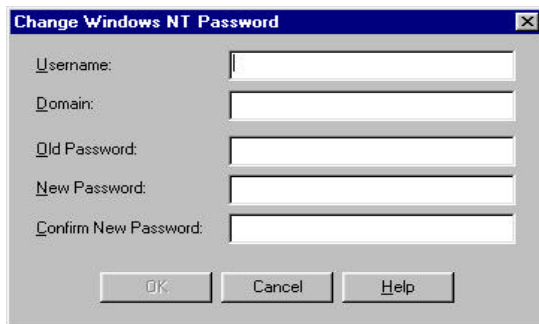
**Note:** You can also insert a linked object by typing the direct path in the File Name box.

### **To open an attachment**

- Double-click the attachment icon, or select the icon, choose **File Object** from the **Edit** menu, and then choose **Open**.

### **To change your advanced security password**

1. From the **Tools** menu, choose **Options**, and then select the **Exchange Server tab**.
2. Choose **Change Password**.
3. In the Old Password box, type your current advanced security password.
4. In the New Password box, type your new advanced security password. *Your advanced security password must be a minimum of six characters.*
5. In the **Confirm New Password** box, type the new password again, and then choose **OK**.



The image shows a screenshot of a Windows dialog box titled "Change Windows NT Password". The dialog box has a standard Windows-style title bar with a close button (X) in the top right corner. Below the title bar, there are five text input fields arranged vertically, each with a label to its left: "Username:", "Domain:", "Old Password:", "New Password:", and "Confirm New Password:". At the bottom of the dialog box, there are three buttons: "OK", "Cancel", and "Help".

- ◆ **Forget Your Password? If you forget your password, you must call the Helpdesk at x4188. Your password must be reset by the network administrator.**

### **To automatically move or copy incoming mail to a specific folder**

1. From the **T**ools menu in the Viewer, choose **Inbox Assistant or Out of Office Assistant** .
2. Choose **Add Rule**.
3. Specify the conditions that the item must meet for the move or copy to occur.
  - For more conditions, choose **Advanced**. For more information, choose **Help in the Advanced dialog box**.
4. In the **Perform These Actions** box, select **Move To** or **Copy To**, and choose **Folder**.
5. Select the folder to which you want the items moved or copied, and choose **OK** or **Close** until all open dialog boxes are closed.

**Tip:** Because items are moved to other folders without being displayed in the Inbox, you might want to add an alert message to this rule so that you know when a new item has arrived.

### **To send an out of office notification to people who send you mail**

1. From the **T**ools menu in the Viewer, choose **Out Of Office Assistant** .
2. Select **I Am Currently Out Of The Office** .
3. In the **AutoReply Only Once To Each Sender With the Following Text** box, type the message you want to send; for example, *"Out of the office until the tenth of this month."*
4. Choose **OK**.

To create an Out of Office rule, see the **Creating or Deleting a Rule** topic.

**Note:** When you log on to the Microsoft Exchange Client with the Out Of Office Assistant turned on, a notice is displayed to remind you to turn it off.

### **Getting Help Online**

To get online help while in Exchange, go to **H**elp, and choose **Microsoft Exchange Help Topics** .

### **Exiting Microsoft Exchange**

From the **F**ile menu, choose **Exit**.