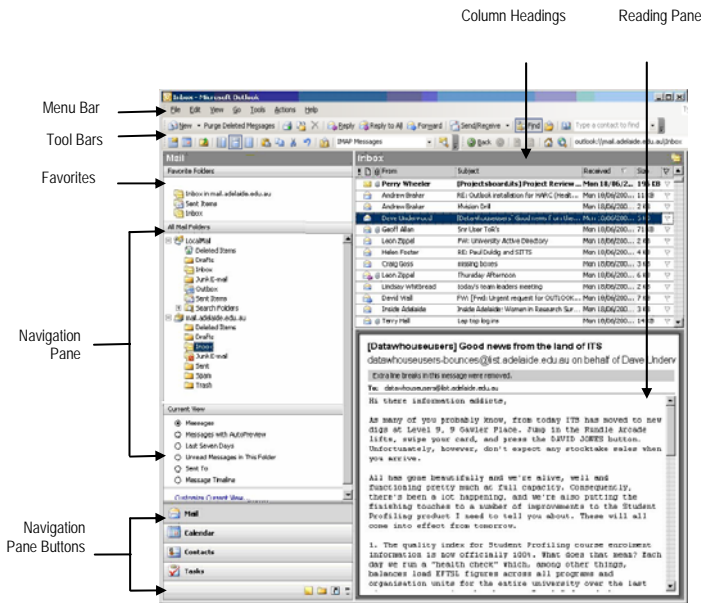


## STARTING OUTLOOK 2003

Click on the Quick Launch Bar at the bottom of the screen. Log in with your a1234567 username and usual password.

## THE OUTLOOK 2003 SCREEN



Column Headings Reading Pane

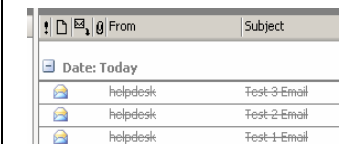
## THE NAVIGATION PANE

- Mail Folders, including your Inbox, Sent Items and local mail.
- Outlook Calendar. **NOTE**, this is **NOT** linked to the University Oracle Calendar! We do **NOT** recommend that you use this. Use the Oracle client instead. In the University installation of Outlook, this button is generally hidden.
- Store address details for people outside the University.
- Organise your to-do lists
- Notes (Like electronic sticky notes)
- Folder List

## IMPORTANT MAIL MANAGEMENT DIFFERENCES FROM NETSCAPE MESSENGER

### INBOXES

- There are two **Inboxes** visible. Your mail will be delivered into the Inbox in the mail.adelaide.edu.au mailbox, at the lower part of the Navigation Pane.
- This Inbox stores mail on the University Mail Server. To ensure that this Inbox does not become filled, you need to regularly move this mail into your LocalMail folders at the top of the Navigation Pane. **This layout is the reverse of that in Netscape Messenger.**



## MESSAGES

### THE STANDARD TOOLBAR



Purge Deleted Messages (see panel at the right of this page!)  
 Delete  
 Move to Folder  
 Most buttons are labelled.  
 Create rule  
 Address Book

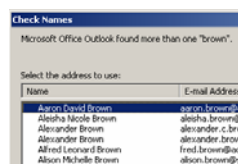
### Message icons

- Unread message
- Read Message
- Message has attachment
- Urgent

## ADDRESSING, COMPOSING AND SENDING EMAIL IN OUTLOOK

- Outlook is configured to search the University directory known as LDAP when you type in a name. However, it does this differently to Netscape Messenger.
- Outlook does **NOT** attempt to complete the address from LDAP as you type.
- If you include a first name, then it must be typed in full to be included in the search.
- We recommend typing both the first name and last name.
- The search is initiated by either:
  1. Typing **Ctrl+K**; (ie press the **Ctrl** and **K** buttons together, recommended and quick.)
  2. Clicking on the Toolbar
  3. Tabbing out of the To field and waiting (a slower choice)

- If there is more than one match for the name and you use either option 1 or 2 above, then you will be presented with the matching entries. (See Figure to the right)
- If you use option 3 above and there is more than one match, the name will have a wavy, red underline. (see Figure to the right)
- Right-clicking a wavy, red underlined name will display the matching entries.
- A unique name will be indicated by a straight, black underline. (see Figure to the right)
- Compose the message in the Message Box.
- To send, click or **Ctrl+Enter**



### DELETING MESSAGES

- Unlike in Netscape Messenger, when you delete email from your **Inbox**, it is **NOT** removed or moved to a Trash folder. Instead, it will be greyed out and struck through. ( see below)
- If you want to undelete the message, right-click it and choose **Undelete**.
- To confirm the deletion, click **U**edit then select

### Purge Deleted Messages.


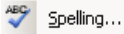

**\* NOTE** This will delete **ALL** the greyed out messages!

Alternatively, You may click the **Purge Deleted Messages** button on the toolbar.




- Deleting messages from **LocalMail** moves them to the Deleted Items folder. From here they can be moved back. To permanently delete them from this folder, right-click the folder and choose **Empty "Deleted Items" Folder**.



## MESSAGING

- **To Flag a Message for Follow-Up:**  
Right-click the message and select **Follow Up** menu and select a flag color. Or, select Add Reminder from the shortcut menu and select a type of flag and due date in the dialog box. Click **OK** to apply the flag.
- **To Clear a Flagged Message:**  
Right-click the message and select **Clear Flag**.
- **To Save a Message as a Draft:**  
From the **File** menu choose **Save** or click . The message will appear in the Drafts folder. If you later complete the draft and send it, it will no longer be in the Drafts folder.
- **To Save a Message as a Template:**  
From the **File** menu choose **Save As...** When the **Save As** dialog box displays, locate the **Save as type** drop down list and select **Outlook Template (\*.oft)**. This will open the MS Office template folder. Type a suitable name and click **OK**.
- **To Compose a Message based on a Template:**  
From the **File** menu select **New**, then **Choose Form...** When the **Choose Form** dialog box displays, locate the **Look In** drop down list and select **User Templates in File System**. This will open the MS Office template folder and you can select your Outlook template with a double-click.
- **To Add the Inbox or Other Folders to the Favorite Folders area of the Navigation pane:**  
Right-click the folder and choose **Add to Favorite Folders**.
- **To Remove a Folder from the Favorite Folders area of the Navigation pane:**  
Right-click the folder and choose **Remove from Favorite Folders**.
- **To Spell Check a Message**  
By default, the University deployment of Outlook will compose messages in plain text To spellcheck press the F7 key. Alternatively, from the **Tools** menu select **Spelling...**  

- **To Attach a File:**  
Start your message as usual, then click the  button on the toolbar, then locate the file to be attached. Alternatively, from the **Insert** menu select **File...** If you are working in an MS Office document, from the **File** menu select **Send To...** then **Mail Recipient (as attachment)...**

## TASKS

- **To View Your Task List:**  
Click the  **Tasks** pane on the Navigation pane.
- **To Create a New Task:**  
Click the **New** button, or press **Ctrl+ N** or type the task in the task box near the top of the window.
- **To Complete a Task:**  
Check the check box for the task.
- **To Delete a Task:**  
Select the task and press the **Delete** key.
- **NOTE: Recurring Tasks and Task Assignments are NOT supported in this deployment.**

## CONTACTS

- **To View your Contacts:**  
Click the  **Contacts** in the navigation Pane.
- **To Add a New Contact:**  
Once you have opened the Contacts Pane, click  or **Ctrl+N**.
- **To Change the View of your Contacts:**  
From the **View** menu choose **Arrange By**, then **Current View** and then choose of the options.


## TRAINING AND SUPPORT

- ITS provide free instructor led training for staff. Outlines of the course are available at [http://www.adelaide.edu.au/its/training/face\\_to\\_face/outlook/outlook2003.html](http://www.adelaide.edu.au/its/training/face_to_face/outlook/outlook2003.html)
- Online training for Outlook is delivered through your MyUni account. To view the course content and register for the free online course visit <http://www.adelaide.edu.au/its/training/online/outlook/>
- For assistance, you may call the ITS Help Desk. If necessary, your call will be assigned to an IT trainer.

## COMMON PROBLEMS

- **When I send an attachment, the email recipient tells me that it does not display as the correct icon and won't open or appears as embedded gibberish in the email text.**  
This may be due to a problem with the encoding of the attachment. Try this first:
  1. From the **Tools** menu choose **Options...**
  2. Click the **Mail Format** tab, then click the **Internet Format** button.
  3. Finally, ensure that the checkbox shown below is unchecked.

Encode attachments in UUENCODE format when sending a plain text message

- **I cannot see the Bcc (Blind carbon Copy) field.**  
If the Bcc field is not visible (i.e. you can only see the To and Cc fields) then from the **View** menu select **Bcc field**  **Bcc Field**
- **Outlook is not finding the person I want when I am addressing my email.**  
If you include the first name as well as the last name, remember that Outlook is configured to use the details stored in the University HR system and this will be based on the person's PRIMARY name. This may be a more formal spelling than you are used to. e.g. Geoffrey instead of Geoff, Susan instead of Sue, Robert instead of Bob.  
Note also, that unlike Netscape Messenger, you cannot use a stem or part of a first name. If you use any part of the first name, you must use all of it. Once you have mailed this person, their name and email details will be cached in Outlook for a speedy lookup next time and you may only need to type the first letter or two of their name.
- **I'm receiving messages with the subject WARNING: Mailbox quota exceeded.**  
You need to review the email in your Inbox and decide whether to delete or move mail. Mail storage limits have NOT changed with the deployment of Outlook. (See comments about mail deletion on page 1.) Mail may be moved as follows.
  1. Select any mail to be moved, remembering that you may **Shift+Click** to select a block of mail.
  2. Right click the highlighted mail and choose **Move to Folder....**
  3. Select a destination folder and click **OK**.
  4. If you have moved messages from the mail server, you will note that the messages are greyed out with a strike through line. This is the same issue as when you delete email from your Inbox. (See page 1.)
- **I'm trying to invite users to a meeting in Outlook Calendar**  
The University Calendar is available to all staff and students. You can apply to have your account activated at <http://www.adelaide.edu.au/its/aos/calendar/access.html>  
At this stage, Outlook is **not** configured to have its Calendar linked to the University Calendar. Therefore, the use of Outlook calendar is **NOT SUPPORTED**. Any entries added to the Outlook Calendar will not have functionality in the University Calendar.  
Please use the **Oracle Calendar** client or **Web Calendar**.

