

# ***Frequently Asked Questions***

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## **What Inbox are my messages being sent to?**

The **Inbox** under the **Mail** folder.

## **When are my messages deleted from my Inbox?**

Fourteen days after the message was received.

## **Why do I sometimes see the messages I have sent in my Outbox?**

If you send a message when the server is down, the message will be sent to your **Outbox**. Once the server is up, your message will automatically be sent to the recipient and will be deleted from your **Outbox**.

## **How do I delete messages from my Inbox that have been marked for deletion?**

From the **Edit** menu, click **Purge Deleted Messages**.

## **What do the wavy red and green dashed underlines mean in the To, Cc, and Bcc boxes?**

Before sending a message, Outlook automatically checks the names you type in these boxes against the names in the Address Book. If multiple names are found that match what you type, a red wavy line appears under the name. If you have used the address before and multiple names are found, a green dashed line appears under the name. In either case, you can right-click on these names and see the other names that are found in the Address Book.

## **Can I download my address book from my Palm Pilot into my Contacts folder in Outlook?**

Yes, this is possible, however Oakland County will not support this function.

## **If I place an item in my Calendar will I be able to view it a year or more from now?**

Yes, your **Calendar** is stored on your computer. All items added to your calendar will remain unless you delete them.

## **Can I send messages to people outside Oakland County?**

Yes, as long as the recipient of the message has a valid email address, the message can be sent to recipients anywhere.

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## **How often does the server check for new mail messages?**

The server checks for new mail every ten minutes. At any time, if you want to check the server for new mail messages, click **Send/Receive** on the Standard toolbar or press the **F5** key on your keyboard.

## **Will Outlook notify me when new messages enter my Inbox?**

If Outlook is open and/or minimized, a closed envelope icon will appear to the left of your clock in your taskbar indicating that new mail has arrived. You may also here a tune play if your speakers are on.

## **Can I recall a message I sent?**

### **Outlook 2000:**

You cannot recall a message.

### **Outlook 2002 (XP):**

From the **Sent Items** folder, open the message you want to recall. On the **Actions** menu, click **Recall This Message**. Message recall can delete or replace copies of this message in recipients Inboxes, if they have not yet read this message. From the **Recall This Message** dialog box, select the radio box next to **Delete unread copies of this message or Delete unread copies of this message and replace with a new message**. Click **OK**.

## **How do I resend a message?**

From the **Sent Items** folder, open the message you want to resend. On the **Actions** menu, click **Resend this Message**. The message will be redisplayed, allowing you to add and/or delete addresses. Click **Send** to resend the message.

## **How can I add the person whom I am sending a message to Contacts?**

### **Outlook 2000:**

On the **New Message** form, once Outlook validates the address of the person you want to add to **Contacts**, right click on this person's address in the **To** field. A quick menu will be displayed. Click **Add to Contacts**.

### **Outlook 2002 (XP):**

The person can be added as a contact after the message has been sent. From the **Sent Items** folder, open the message with the person whom you would like to add as a contact. Right click on the **From name** you want to add as a contact. Click **Add to Contacts**.

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## **How can I have the person I am replying to, automatically added to Contacts?**

### **Outlook 2000:**

From the **Tools** menu, click **Options**. The **Options** screen will be displayed. Click **E-mail Options**. The **E-mail Options** screen will be displayed. Select **Automatically put people I reply to in Contacts** and click **OK**. On the Options screen, click **OK**.

### **Outlook 2002 (XP):**

You cannot automatically setup Outlook to perform this action but it can be done manually. After you have replied to a message, open the Sent Items folder. From the **Sent Items** folder, open the message that you replied to. Right click on the **From name** you want to add as a contact. Click **Add to Contacts**.

## **Is it possible to login to another computer and read my messages?**

### **Outlook 2000:**

Yes, when you login to another computer using your login information, you will need to set up a profile for yourself (see **Profile Creation** at [www.oakgov.com/ittrain/assets/docs/mso2.pdf](http://www.oakgov.com/ittrain/assets/docs/mso2.pdf)). You will only have to setup your profile on this computer one time. When you login to this computer you will now be able to access your messages in Outlook.

### **Outlook 2002 (XP):**

Yes, when you login to another computer using your login information, you will need to set up a profile for yourself (see **Profile Creation** at [www.oakgov.com/ittrain/assets/docs/xpprofile.pdf](http://www.oakgov.com/ittrain/assets/docs/xpprofile.pdf)). You will only have to setup your profile on this computer one time. When you login to this computer you will now be able to access your messages in Outlook.

## **How do I save multiple messages at one time to Word?**

From your **Inbox**, select the messages you want to save. From the **File** menu, click **Save As**. The **Save As** dialog box will be displayed. Name your file and click **OK**. Outlook will add the extension **.txt** to your file. When opening this file in **Word** you will notice that each message you saved will be displayed one after another in one file.

## **How do I show my daily tasks in the Day View in my calendar?**

In the **Day View** in your calendar, right click in the TaskPad. A quick menu will be displayed. Click **TaskPad View** and then click **Today's Tasks**.

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## **How do I print all the holidays in my calendar?**

In your Calendar, on the Advanced toolbar, change the current view to **Events**. All the holidays will be displayed. From the **File** menu, click **Print**.

## **How can I delete the holidays the system added to my calendar?**

In your Calendar, on the Advanced toolbar, change the current view to **Events**. All the holidays will be displayed. Select the holidays you want to delete and press **Delete** on your keyboard.

## **Can I separate my Business Calendar from my Personal Calendar?**

In the Folder List, right click on Calendar. A quick menu will be displayed. Click **New Folder**. The **Create New Folder** dialog box will be displayed. In the **Name** text box, type **Personal** and click **OK**. Follow the same procedure for creating a **Business** folder. The new folders will be displayed under Calendar in the Folder List. When you need to access any of these calendars, click on them and they will be displayed accordingly.

## **Why can't I access the Print Preview command before sending out messages?**

### **Outlook 2000:**

All messages you send out are sent in HTML format. The Print Preview command is only available on messages in Plain Text or Rich Text format.

### **Outlook 2002(XP):**

From your open message, click **File...Print Preview** from the menu bar. Now, you can view your message before it is sent out. To close print preview, click **File...Close** from the menu bar. To send out the message click the **Send** button.

## **When does something go to the Deleted Items folder?**

When you delete items from any of the following folders: **Calendar, Contacts, Drafts, Journal, Notes, Outbox, Sent Items, or Tasks**.

## **Does my Deleted Items folder get purged on a weekly basis?**

No, you are responsible for emptying this folder.

## **Can I create a rule to automatically reply or forward my mail to someone else when I am on vacation or out of the office?**

Yes, see **Setting up an Automatic Reply** at [www.oakgov.com/ittrain/assets/docs/mso7.pdf](http://www.oakgov.com/ittrain/assets/docs/mso7.pdf) or **Setting up an Automatic Forward** at [www.oakgov.com/ittrain/assets/docs/mso8.pdf](http://www.oakgov.com/ittrain/assets/docs/mso8.pdf).

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### **While in Outlook Today, how can I display the correct Inbox under Messages?**

In the Folder List, click **Outlook Today**. The **Customize Outlook Today** screen will be displayed. Select **Customize Outlook Today**. In the **Messages** section, select **Choose Folders**. Uncheck **Inbox** under **Personal Folders**. Click the **plus sign (+)** to the left of **mail** and check **Inbox**. Click **OK**. On the **Customize Outlook Today** screen, click **Save Changes**.

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