

## Questions that were asked in the Outlook Q&A Sessions:

\*\*Please remember there is usually more than one way to achieve what you want to do, the following are just suggestions\*\*

### **Q - Sound for new mail coming into inbox?**

A – Click on Tools > Options > Preferences tab > Email Options button > Advanced Email Options button. Be sure a checkmark is in front of “Play a sound”. Click OK to back out of the boxes.

### **Q – How to use stationary on emails?**

A – Click on Tools > Options > Mail Format tab > Under the Stationary and Fonts section is where you can choose how all of your default new messages will appear.. Click OK to back out of the boxes.

### **Q – How to create and set signatures?**

A – Click on Tools > Options > Mail Format tab > Under the Signatures section, click the Signatures...button. Click New. Name your signature, click Next, type in the text of what your signature should be, using the Font and Paragraph buttons to format it. Click Finish. Click OK. Now you will see the name you gave your signature automatically set for new messages. You also have the ability to add that signature to replies and forwards if you choose.

### **Q – How to add the BCC field to an email?**

A – Create a new email message. Click the little arrow next to the Options button (at the top of the email message), choose BCC. That will place a check mark next to BCC and will make that field show up in all emails you now create.

### **Q – How to make Outlook open to my Inbox, Contacts, etc.?**

A – Click on Tools > Options > Other tab > click the Advanced Options button. Where it says “Startup in this folder:” – click browse and navigate to what you want to appear when you start Outlook.

### **Q – How to use what used to be called stationary, but is now considered templates?**

A – The easiest way would be to create a new mail and type up what you want to be considered a template that you can send over and over. Save this email message without anybody’s name in the “to:” field and it will automatically be stored in your “Drafts” folder. When you want to use this template, open up the email in your drafts folder and copy/paste it into a new email to send out.

### **Q – How to create a group or distribution list?**

A – Outlook refers to groups of email addresses as a distribution list. With no emails open, in Outlook, Click the Address Book icon across the top (it’s an open book icon). Click the New Entry icon, choose New Distribution List and click OK. In the Name field, name this group (i.e. My Department), click the Select Members button. In this next window, where it says “Show Names from the” box, be sure to choose “sun2.drake.edu”. (if that isn’t an option please refer to the documentation for setting up

Directory Services at <http://www.drake.edu/it/help/documentation.php> At the bottom of this window, click the Advanced button and choose Find. In this window you can either choose to enter in first/last names of people – OR – you can enter in a specific department to search within. If you enter in Biology for Department and click OK, you will get a window with a list of people in the Biology department. To select all of them, hold down the shift key and pick, or to select various names, hold down the control key and pick. Once you've picked who you want to be in the group, click OK. You will be brought back to the Distribution List window you started at. It will now have the names you've chosen. Click the "save and close" button. You are brought back to the main address book window. If you don't see the group you've just created, remember to change the view of which book you are looking at by toggling between "sun2.drake.edu" and "contacts". Click the X to close the address book if you are finished creating distribution lists.

**Q – I'm getting an error message when I try to delete a folder, says I need to unsubscribe to an IMAP folder?**

A – Have the Inbox selected for the account from which you want to remove folders. Under Tools > IMAP Folders. Click the Query button to see all the folders you are currently subscribing to. One at a time, highlight those you don't want and click Unsubscribe.

**Q – How do I change or set my PC's screensaver?**

A – With nothing open, right-click in a blank area on your desktop and choose Properties. Click the Screen Saver Tab, be sure there is a checkmark in the box that says "On resume, password protect".

**Q – How do I create rules? (what used to be called filters)**

A – Right click on a message and choose "Create Rule" – set the particulars you want to apply and click OK.

**Q – How do I make Outlook be my default email application for programs such as Word when I do a "send to"?**

A – Open Internet Explorer. Under Tools > Internet Options > Programs tab. Choose Microsoft Outlook for the default Email.

**Q – Will ALL of my folders in Eudora transfer over, even the ones that are not stored on the server?**

A – Yes. The folders stored on the server are automatically transferred. The import steps taken in Outlook is actually transferring the 'offline' folders in.