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I. INTRODUCTION

Using Microsoft Outlook, users can send and receive email messages. The Outlook software must be configured with the users Pace profile and server settings to send and receive email.

It is the responsibility of Pace systems users to agree to the terms and conditions outlined in the Pace University Appropriate Use for Information Technology Policy and the Electronic Mail (Email) Policy and Procedures.

II. GETTING STARTED AND EXITING OUTLOOK

To begin:

• click Start, select Programs and then select Microsoft Outlook

Note: Some computers have Microsoft Outlook accessible from the desktop. If this is the case, double click the icon.

To exit Outlook:

• click File and select Exit

III. CONFIGURING OUTLOOK

When Outlook opens for the first time, the Outlook 2002 Startup Wizard dialog box appears.

• click Cancel

The following Outlook 2002 Startup message appears:

• click Yes

Outlook 2002 is loaded.

• click Tools and select E-mail Accounts
Configuring Outlook

The Email Accounts wizard dialog box appears.

- select **Add a new e-mail account** and click **Next**

The Server Type section appears.

- select **IMAP**

  **Note:** When using Internet Message Access Protocol (IMAP), messages and folders remain on the remote mail server. Access to the user’s updated mailbox is available from multiple locations and through Pace University’s Web interface.

- click **Next**

The Internet E-mail Settings (IMAP) section appears, fill in the following fields:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Information:</td>
<td>Type your full name as it should appear on sent mail and type your e-mail address, i.e., Joe User is <a href="mailto:juser@pace.edu">juser@pace.edu</a>.</td>
</tr>
</tbody>
</table>
| Server Information:         | Incoming mail server: type fsmail.pace.edu.  
|                             | Outgoing mail server (SMTP): type smtp.pace.edu.                             |
| Logon Information:          | Type your user name, i.e., Joe User is juser and type your password.         |

**Note:** Users sharing a computer with other individuals should deselect Remember password. Having the system remember a password could give others access to an individual’s email account.
• click Next
• click Finish

The Internet E-mail – fsmail.pace.edu dialog box appears:

• type yourpassword and click OK

Where yourpassword is the user’s email password.

A. Saving Changes

It is a good practice to exit and restart Outlook after changes are made to Email Accounts or Options.

To save the changes:

• click File and select Exit

The profile configuration settings are now active.

IV. USING MICROSOFT OUTLOOK

A. Launching Microsoft Outlook

• double-click  next to fsmail.pace.edu

The Internet E-mail – fsmail.pace.edu dialog box appears:
Using Microsoft Outlook

- type *yourpassword* and click **OK**

Where *yourpassword* is the user’s email password.

- click ✉ Inbox

**B. Email Messages**

*Microsoft Outlook* consists of four panes:

![Microsoft Outlook interface](image)

**Note:** Incoming or unread email messages are placed in the Inbox folder.

<table>
<thead>
<tr>
<th>Pane</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder List Pane</td>
<td>Displays all folders associated with the user account.</td>
</tr>
<tr>
<td>Messages Pane</td>
<td>Displays all messages of a folder selected from the Folder List pane.</td>
</tr>
<tr>
<td>Preview Pane</td>
<td>Displays the contents of the highlighted email message from the Messages pane.</td>
</tr>
<tr>
<td>Outlook Shortcuts</td>
<td>Displays icons for quick access to Tasks, Notes and Deleted Items. Other shortcuts can be added such as fsmail.pace.edu, Calendar and Contacts.</td>
</tr>
</tbody>
</table>

**Note:** If the Preview pane does not display, click View and select Preview Pane. If the Folder list does not display, click View and select Folder List.
The Messages Pane contains several columns of information about the email message(s).

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![重要]</td>
<td>Sorts email by importance.</td>
</tr>
<tr>
<td>![图标]</td>
<td>Sorts email by icons.</td>
</tr>
<tr>
<td>![状态]</td>
<td>Sorts email by header status.</td>
</tr>
<tr>
<td>![标签]</td>
<td>Sorts email by flag status.</td>
</tr>
<tr>
<td>![附件]</td>
<td>Sorts email by attachments.</td>
</tr>
<tr>
<td>From</td>
<td>Displays the sender’s name or email.</td>
</tr>
<tr>
<td>Subject</td>
<td>Displays the subject of the email.</td>
</tr>
<tr>
<td>Received</td>
<td>Lists the date and time the email was originated.</td>
</tr>
<tr>
<td>Size</td>
<td>Indicates the size of the email.</td>
</tr>
</tbody>
</table>

1. Viewing an Email Message

Email messages can be viewed in two ways.

- select the message and the body displays in the Preview Pane
- or -
- double-click the message in the Messages Pane

Note: The message appears in a separate window dedicated to the selected message.

a. Using the Standard Toolbar

The **Standard Toolbar** has the following options available:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![New]</td>
<td>Opens a composition box to compose a new message.</td>
</tr>
<tr>
<td>![打印]</td>
<td>Prints the current message.</td>
</tr>
</tbody>
</table>
Using Microsoft Outlook

Moves email from one folder to another.

Marks a message for deletion.

Replies to the sender of the e-mail.

Replies to the sender and all users on the recipient list.

Forwards the current message to another user.

Downloads new messages from fsmail.pace.edu.

Allows the user to search for a specific email.

Allows the user to organize the Inbox according to specified criteria.

Allows a user to find information about contacts such as addresses, phone numbers, etc.

Provides a textbox to type an Outlook related question or topic. The Search button accesses Outlook Help and displays help options in a series of hyperlinks.

2. Sending an Email Message

To create a new email message:

- click New
- or-
- click Actions and select New Mail Message

The Untitled Message window appears:
Within the *Untitled Message* dialog box the following options appear:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Send icon]</td>
<td>Sends email message out.</td>
</tr>
<tr>
<td>![Attach icon]</td>
<td>Attaches a file or item to the email message.</td>
</tr>
<tr>
<td>![Address Book icon]</td>
<td>Opens the users address book.</td>
</tr>
<tr>
<td>![AutoUpdate icon]</td>
<td>Automatically checks names in the To, CC and Bcc against names in the address book.</td>
</tr>
<tr>
<td>![High Priority icon]</td>
<td>Sets the priority of an email message to High.</td>
</tr>
<tr>
<td>![Low Priority icon]</td>
<td>Sets the priority of an email message to Low.</td>
</tr>
<tr>
<td>![Flags icon]</td>
<td>Message flags are used to indicate that a follow-up action to the email is necessary.</td>
</tr>
<tr>
<td>![Options icon]</td>
<td>Accesses the Bcc, Email signature and Personal Stationary options.</td>
</tr>
<tr>
<td>![HTML icon]</td>
<td>Formats the outgoing email to HTML, Rich or Plain text.</td>
</tr>
</tbody>
</table>

To send an email:

- type *recipient’s email address* in the **To:** field
- type *brief email description* in the **Subject:** field
- type the *body of the email message* in the bottom pane
- click ![Send icon]

Where *body of the email message* is the content of the email.

3. Receiving an Email Message

- click ![Send/Receive icon]
- or-
- click **Tools** and select **Send/Receive**
- click **Send and Receive All**

Note: Email messages are listed in the Messages Pane and new messages appear in bold.
4. Configuring to Schedule an Automatic Send/Receive.

Outlook can automatically check the fsmail.pace.edu server for new messages.

- click **Tools**, select **Options** and click the **Mail Setup tab**
- click **Send/Receive** button
- click the checkbox next to **Schedule an automatic send/receive every**
- type **15** in the **minutes** box
- click **Close** and click **OK**

Note: It is University policy that users cannot autocheck for intervals less than 15 minutes.

5. Replying to an Email Message

- open an existing email message
- click **Reply** or **Reply to All**

Note: Reply responds to the individual that sent the email. Reply to All responds to the sender and everyone on the recipient list.

6. Deleting an Email Message

- highlight an email message
- click **Edit** and select **Delete**

a. Adding the Purge Deleted Messages Icon

It is important to remove unneeded messages from the Inbox. Full mailboxes cause messages to be rejected by the mail system and returned to the sender. The Purge Deleted icon permanently removes email messages.

- click **View**, select **Toolbars** and click **Customize**
- select the **Command tab** and under **Categories** select **Edit**
- under **Commands** select **Purge Deleted Messages**
- drag and drop the selected command to the Standard Toolbar
- click **Close**

Note: The following icon appears on the Standard Toolbar:
C. Attachments

1. Sending Attachments

- complete steps to Sending an Email Message, but DO NOT press Send
- click Insert and select File
  -or-
- click  
- select File

The Insert File dialog box appears:

- type the file name and the qualifying path
  -or-
- browse to find the file to attach
- click Insert to attach the file

The file's icon and name appears in the Attach field.

- click Send

2. Receiving Attachments

Follow steps in Receiving an Email Message.

If a message has an attachment, a paper clip icon  appears to the left of the Sender’s column in the Message pane.
Using Microsoft Outlook

To view attachments:

- select the message in the Message pane

An icon appears to the left of the file name in the Attachments: field.

The following is a message with an attachment icon:

```
From: Christine Moloughney [cmoloughney@pace.edu]  To: 'Christine Moloughney'
Subject: Attachment
Attachments: E-Mail Quotas 092302.doc (1.01 KB)
```

To view the attachment:

- double-click on the attachment icon

The Opening Mail Attachment dialog box appears:

The following options are available:

<table>
<thead>
<tr>
<th>Option</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Launches the associated application. The file only opens if the application necessary is available on the computer.</td>
</tr>
<tr>
<td>Save it to disk</td>
<td>Opens the Save As window to specify the location to save the file.</td>
</tr>
</tbody>
</table>

- select an option
- click OK
D. Creating IMAP Folders

Folders can be created to store email messages and to keep them organized. When IMAP is configured, folders can be created on the FSMail server. The advantages for creating IMAP folders are as follows:

- Folders created with IMAP are accessible from the Web interface.
- Folders and email messages stored on the FSMail server are backed up daily.

The following guidelines should be followed when creating folders via IMAP:

- Folders should be created without spaces in the name.
- Folders should be created at the top level (off of fsmail.pace.edu), NOT within other folders.

Note: All University Faculty and Staff email accounts are allocated 30 megabytes of disk space on fsmail.pace.edu. Faculty teaching online courses are allocated 50 megabytes.

1. Adding a Folder

To create a folder on the FSMail server:

- point the cursor to fsmail.pace.edu in the Folder List
- right-click fsmail.pace.edu and select New Folder

The Create New Folder dialog box appears:

- type *foldername*

Where *foldername* is the name given to the new folder.

- click OK

Note: Do not use spaces in the *foldername*. Create folder without spaces or use an underscore in place of a space.
Using Microsoft Outlook

The *Add shortcut to Outlook Bar* dialog box appears:

This option creates a shortcut to the folder that was created.

- select **Yes** or **No**

  **Note:** If selecting **Yes**, a shortcut for the *foldername* appears under *My Shortcuts*.

The folders created are displayed in the Folder List:

2. Deleting a Folder

- right-click the *foldername* in the Folder List
- select **Delete foldername**

Where *foldername* is the name of the folder that is to be deleted.

A message appears: “Are you sure you want to delete the “*foldername*” folder?”

- select **Yes** to delete

E. Creating Personal Folders

Folders can also be created within Outlook Today-Personal Folders. These folders are stored on the local PC and do not affect FSMail email quotas. Folders created within Outlook Today are not accessible from the Web interface.

1. Adding a Folder

To create a folder in Outlook Today-[Personal Folders]:

• point the cursor to **Outlook Today-[Personal Folders]** in the Folder List.
• right-click on **Outlook Today-[Personal Folders]** and select **New Folder**

The **Create New Folder** dialog box appears:

![Create New Folder dialog box](image)

• type **foldername**

Where **foldername** is the name given to the new folder.

• click **OK**

The **Add shortcut to Outlook Bar** dialog box appears:

![Add shortcut to Outlook Bar dialog box](image)

This option creates a shortcut to the folder that was just created.

• select **Yes** or **No**

**Note:** If selecting **Yes**, a shortcut for the **foldername** appears under **My Shortcuts**.

The folders created are displayed in the Folder List:

![Folder List](image)
2. Deleting a Folder

- right-click the *foldername* in the Folder List
- select **Delete foldername**

Where *foldername* is the name of the folder that is to be deleted.

A message appears: “Are you sure you want to delete the “*foldername*” folder?”

- select **Yes** to delete

V. ADDRESS BOOKS

**Address Books** simplify sending email. A name added is referred to as a **Contact**. The Address Book is used to add, delete, or modify contacts and distribution lists. A distribution list is an entry containing a selected group of contacts from the Address Book. Contacts must be added to the Address Book before creating a distribution list.

An Address Book is located on the hard drive of the local computer, not the FSMail server.

A. Using the Address Book

1. Adding a New Contact

- click **Tools** and select **Address Book**
- click  and select **New Contact**
- click **OK**
- or-
- right-click on a contact’s email address and select **Add to Contacts**

The **New Contact** dialog box appears:

![New Contact dialog box]

- type contact’s **full name** in the **Full Name** field
- type contact’s **email address** in the **Email** field
- press **Tab** key to display contact’s name and email address in the **Display as:** field
To save Contact:

- click Save and Close on the toolbar to save in the Contacts Folder and exit

Note: The General tab in the Contact dialog box is where required information (e.g., full name, email address) must be entered. The other fields viewed and the Detail tab is optional.

2. Opening the Contacts Folder

- click View, click Go To and select Contacts

3. Deleting a Contact

- select a contact to delete, click Edit and select Delete

4. Editing a Contact

- double-click on a contact in Contacts Folder
- modify the contact and click Save and Close

5. Creating a Distribution List

Add all contacts to the Contacts Folder before creating a distribution list.

- click Tools and select Address Book
- click and select New Distribution List
- click OK
- type distributionlistname in the Name: field

Where distributionlistname is name given to the Distribution List.

- click Select Members

The Select Members dialog box appears:

![Select Members dialog box image]
Address Books

- type name

Where name is the name of the contact.

-or-

- select from list of contacts
- click Members button to add contact to Add to distribution list

Repeat the above process for every contact to add to the list.

- click OK
- click Save and Close

To edit or delete a list, follow the steps in Editing a Card and Deleting a Card. A list can contain the names of other lists. To use a list when sending an email, use the list name in the To: field.

VI. RULES

All incoming messages are stored in the Inbox by default. Normally, a user goes through each message and moves it to a specific folder.

Rules automate the process of relocating incoming messages. A rule can be created to have mail from an individual or discussion group moved to a specific folder. An example of this is to set up a rule to move all incoming messages from the IMO-L list to the IMO folder. When retrieving mail, any messages received from IMO-L are moved automatically to the IMO folder.

A. Using Rules

1. Creating a Rule

   - click Tools select Rules Wizard

The Rules Wizard dialog box appears:
- click **New**

Outlook provides Rule templates with pre-defined actions and conditions.

<table>
<thead>
<tr>
<th>Rule</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move new messages from someone</td>
<td>Messages from a certain person or distribution list are moved to a specified folder.</td>
</tr>
<tr>
<td>Notify me when important messages arrive</td>
<td>Sends a specific message when a message is received of high, low, or normal importance.</td>
</tr>
<tr>
<td>Move messages based on content</td>
<td>Messages are moved to specific folders based on words found in the subject or body of the message.</td>
</tr>
<tr>
<td>Delete a conversation</td>
<td>Deletes messages based on specific words in the subject header.</td>
</tr>
<tr>
<td>Flag messages from someone</td>
<td>Flags a message from a specified sender.</td>
</tr>
<tr>
<td>Assign categories to sent messages</td>
<td>Messages sent to certain people or distribution lists are placed under a specific category.</td>
</tr>
<tr>
<td>Assign categories based on content</td>
<td>Messages that arrive are placed under a specific category based on words found in the subject or body of the message.</td>
</tr>
</tbody>
</table>
Move messages I sent to someone

Places a copy of a message sent to certain people or distribution lists in a specified folder.

Stop processing all following rules

Ignores any following rules.

To set up a Rule to move a new message from a specific person or distribution list:

- click **Start creating a rule from a template** and select **Move new message from someone**

Under Rule description:

- click **people or distribution list**

Use the **Rule Address** dialog box to select the name or distribution list to apply to the rule.

- type the name to select
- or-
- select a name from the **Name** list and click **From ->**

Under Rule description the following appears: **Apply this rule after the message arrives from juser@pace.edu move it to the specified folder.**

Where **juser@pace.edu** is the name or distribution list chosen for the rule.

Once the name or distribution list is selected the designated folder is selected.

Under Rule description:

- click **specified**
• select a folder and click OK
• click Finish and click Close

2. Editing a Rule

• click Tools and select Rules Wizard
• highlight the rule to edit
• click Modify

Make any necessary changes to the rule.

• click Finish to save the changes

To close the Rules Wizard dialog box:

• click OK

3. Deleting a Rule

• click Tools and select Rules Wizard
• highlight the rule to delete and click Delete

A message appears: “Delete rulesname”?

Where rulesname is the name of the rule to be deleted.

• click Yes

To close the Rules Wizard dialog box:

• click OK