

Exploring Outlook XP

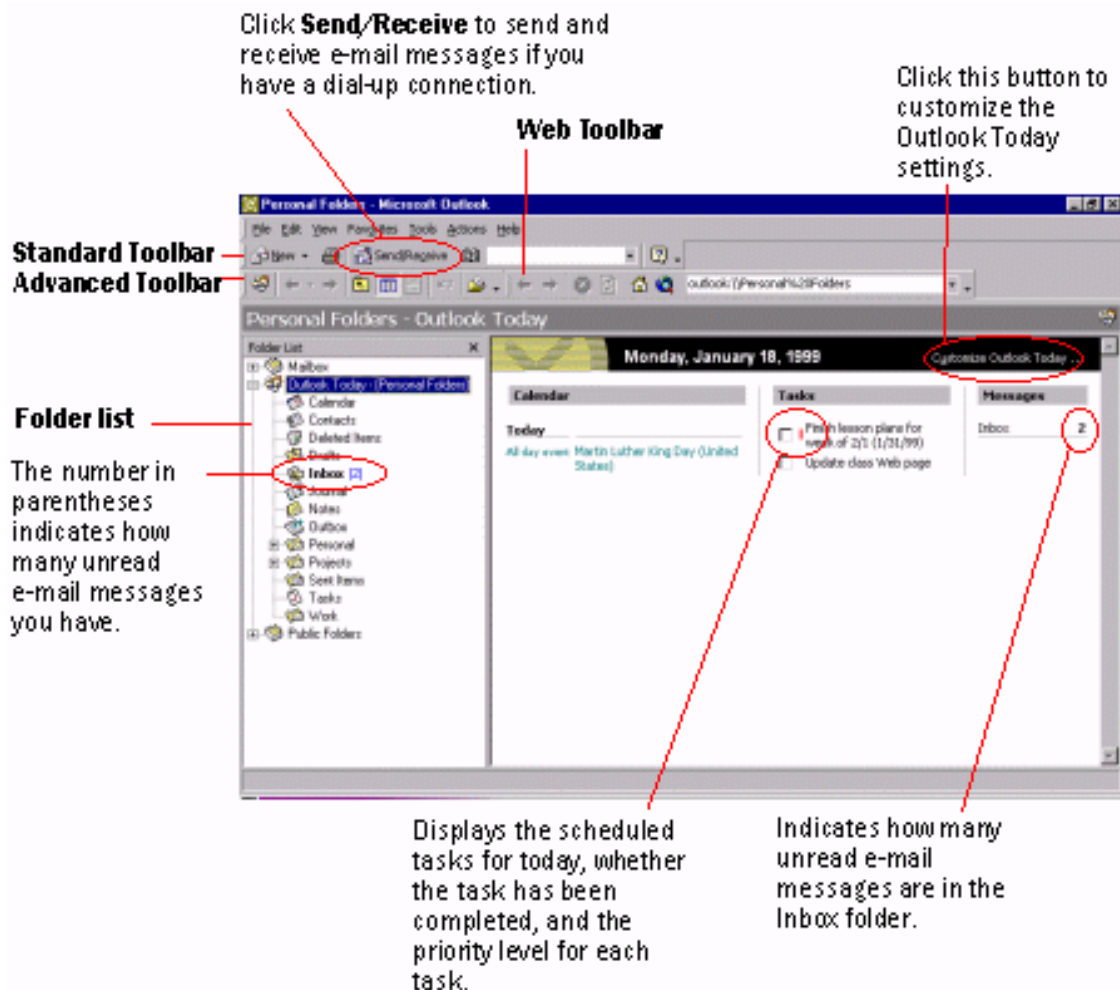
In Outlook XP you will find folders from which you can create tasks and contacts, schedule meetings and appointments, and send and receive messages. You can switch easily between these folders from the **Outlook Bar** or the **Folders** list. You can create any new Outlook item from within any Outlook folder. If you use the **Office** toolbar, you can even create Outlook items from other Office 2000 programs.

Toolbars

You will find that the **Standard** and **Web** toolbar features in Outlook XP are similar to those in other Office programs. For each Outlook folder, you can also display an **Advanced** toolbar that gives you ready access to more features specific to Outlook XP. To display toolbars, click **View**, point to **Toolbars**, and select those you want to make visible.

Outlook Today

The Outlook Today window provides a preview of your day. By using Outlook Today, you can see a summary of your appointments, a list of your tasks, and how many new e-mail messages you have. You can set this page to be the first page that opens when you start Outlook XP, and you can customize Outlook Today to provide the information that you need.



Using Views

Views give you different ways to look at information in a folder by putting it in different arrangements and formats. A view is composed of a view type, fields, a sort order, colors, fonts, and many other settings. You can also use views to control the amount of detail that appears for items and files to help you emphasize or analyze details. For example, by viewing e-mail messages by conversation topic, you can easily separate messages that include homework from students from messages that relate to research. If you subscribe to discussion lists, you can easily find the messages that are most interesting to you.

Each folder in Outlook XP has a set of standard views. You can change the way you look at items or files by changing the standard views for each folder (on the **View** menu, point to **Current View**, and then click the view you want, or select it from the drop-down list on the **Advanced** toolbar).

Finding Outlook XP items and files

Outlook XP can search your Outlook XP items based on almost any criteria you want. If the Integrated File Management component is installed, Outlook XP can also search the computer or any available network drive for any type of file you want to find.

There are two ways to search:

- To quickly search for items in the current folder and its subfolders, click **Find** on the **Standard** toolbar and enter a keyword.
- To search for items in multiple folders or to search for items by more than one criteria, click **Find** on the **Standard** toolbar and then click **Advanced Find** and specify the search criteria.

If files do not appear in the Advanced Find dialog box, the Integrated File Management component probably wasn't installed during Setup.

You can use Outlook XP to search for items or files while in another program even if you are not running Outlook XP at the moment. Just click **Start**, point to **Find**, and then click **Using Microsoft Outlook**.

Printing from Outlook XP

You can easily print your Outlook items for personal use or to distribute as handouts. The options you have will depend on the type of item you are printing. For most items you need to select a Print Style. For example, you can print your daily, weekly, or monthly calendar, or print calendar details. You need to also select a print range.

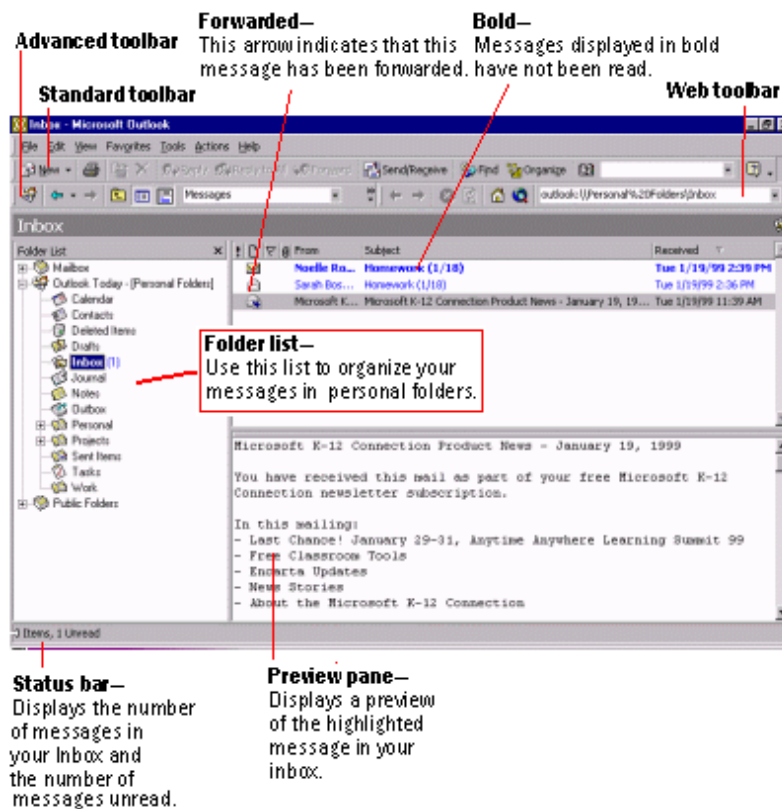
You can also print some views. You can change what is printed in a view by changing the look of the view or by modifying the print style, which controls how the page and paper, fonts, and other formatting options are set up. A view that is based on the timeline or icon view type cannot be printed. To print a view of journal entries or a view of a file list, use the table view type.

Exploring the Inbox












Electronic mail, or e-mail, is quickly becoming one of the most widely used forms of communication in the world. It is fast, convenient, and doesn't require a stamp. Using e-mail, you can send a simple text message like a reminder about an assignment or you can send a message that includes other files, such as a grade report spreadsheet or graphics file. With a microphone, you can even send voice messages.

Using e-mail can be beneficial for students and enhance instruction in many ways, from making it easier to ask questions to providing a forum for out-of-class discussions and collaboration. It can provide meaningful contact outside the classroom with instructors and peers. E-mail is easy to use and is becoming more and more accessible to students through their home computers or an information appliance like Microsoft Web TV. A few minutes of instruction can get most students (and instructors) up and running with e-mail.

The following illustration shows the Inbox window in Outlook XP. In this window you can receive, compose, send, and organize e-mail messages.




Inbox Symbols:

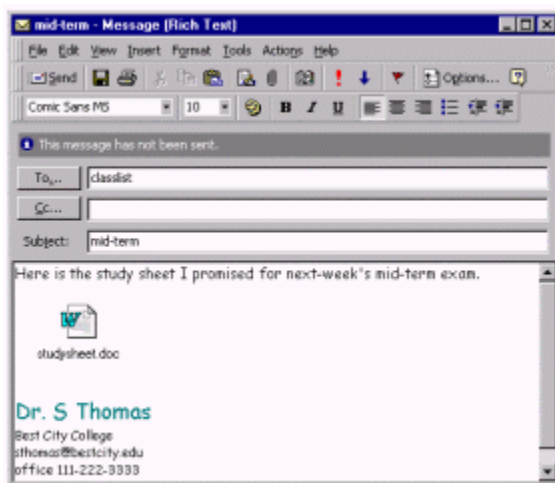
-  High Importance message
-  Low Importance message
-  Read message
-  Unread message
-  Forwarded message
-  Replied to message
-  Saved or unsent message
-  Sealed message
-  Digitally signed message
-  Microsoft Mail 3.x form
-  Message has an attachment

Creating and sending e-mail messages

There are two ways to send e-mail messages using Outlook XP: You can either open Outlook XP and begin a new message there or you can open any Office 2000 program, create a document, and send it directly to e-mail from that Office program.










To create and send an e-mail message from Outlook XP

1. Start Outlook XP.
2. On the **Actions** menu, click **New Mail Message**. Or, on the **Standard** toolbar, click **New Mail Message** . To send a message on stationery, on the **Actions** menu, point to **New Mail Message Using**, click **More Stationery**, and then select a background. The New Message window opens.



3. In the **To** field, type the e-mail address of the person to whom you are sending the message. If you are sending to more than one person, type a semicolon (;) between the e-mail addresses.
– Or –
Click **To** to open your address books. Select an address book and double-click a name. The address moves to the **To Message Recipients** field.
4. Repeat step 3 to add more e-mail addresses to the **To** field.
5. To send a carbon copy (CC) to someone (optional), click the **CC** field. Type the e-mail address in the field, or click **CC**, choose an address from one of your address books, and click **OK**. Repeat to CC other people.
6. To send a blind carbon copy (BCC) to someone (to CC someone without the other message recipients knowing the person received the message) (optional), on the **View** menu select **BccField**. Type the e-mail address in

More Inbox Symbols:

-  Accepted meeting request
-  Tentatively accepted meeting request
-  Declined meeting request
-  Canceled meeting
-  Task request
-  Accepted task
-  Declined task
-  Message is flagged for follow up
-  Message is flagged as complete

the field, or click **BCC**, choose an address from one of your address books, and click **OK**. Repeat to blind CC other people.

7. To add a subject line to the message, click in the **Subject** field and then type a brief line regarding the subject of the message.
8. Click in the blank field below the **Subject** field (the message field) and type your message.
9. When you are satisfied with your message, click **Send**. The message automatically moves to your Outbox folder and you return to the main Inbox window.
10. If you are always connected to the network and Internet connection, your message is automatically sent.
– Or –
If you are not already connected to the Internet, click **Send / Receive** to connect to the Internet and send the message.

When the message has been sent, it moves to the Sent Items folder. If the message cannot be delivered to someone, you usually, but not always, receive an automatic reply letting you know who could not be reached and why.

To have permanent stationery:

If Microsoft Word is your e-mail editor, you can't change the look of stationery from Word; however, changes you make to a stationery pattern in Microsoft Outlook will apply to the equivalent stationery in Word.

1. From the main Outlook window, on the **Tools** menu, click **Options**, and then click the **Mail Format** tab.
2. In the **Compose in this message format** list, click **HTML**.
3. Click **Stationery Picker**.
4. In the **Stationery** box, click the stationery you want to change, and then click **Edit**.
5. Select the options you want to use.

To attach a file to a message from Outlook XP

1. In Outlook XP, address and compose a text message as described in the "To create and send an e-mail message" section of this chapter.
2. To attach a file to the message, position the cursor in the message field where you want to insert the file. This can be at the beginning, at the end, or anywhere in between.
3. On the **Insert** menu, click **File**. Or, click the **Insert File** button on the **Standard** toolbar. The Insert File dialog box opens.
4. In the Put this entry in the drop down list, click **Personal Address Book**.
5. Locate the file you want to attach. Click the file and then click **OK**. An icon representing the file labeled with the file name appears in the message field.

–Or–

Click on a file and drag it to the message field.

Receiving and replying to e-mail messages

When Outlook XP receives messages, it stores them in the Inbox folder. The number next to the word "Inbox" in the Folder list tells you how many messages are waiting for you. If there is no number, you have no new messages.

When you click the Inbox folder in the Folder list, the contents of the folder are displayed on the upper, right portion of the window, which is called the Message List pane. The Message header shows the subject and author of the messages in the Inbox. If a message header is bold, that message has not yet been read. If the message header is not bold, the message has been opened.

To receive and read messages

1. Open Outlook XP.
2. If you are always connected to the network and the Internet, any messages sent to you are automatically received to the Inbox folder. If you have new messages, an envelope icon appears in the taskbar.

– Or –

Click **Send And Receive**. Your computer connects to the Internet and tries to retrieve your messages to the Inbox folder. (It also sends any messages in the Outbox folder.)

3. In the Folder list, click the Inbox folder. (If it has a number next to it, you have new or unread messages.) New and unread messages appear in bold in the Message List pane.
4. To read a new message, click it in the Message List pane. The contents of the message are displayed in the Message Contents pane.

–Or –

Double-click the message in the Message List pane to open the message in its own window.

5. To open an attachment, double-click its file icon. The attachment opens in the appropriate program.
6. When you are finished, you can close the message and it remains in the Inbox folder.

Creating an address book

Use the **Address Book** dialog box to look up e-mail and fax information when you address messages. Use the Contacts folder to store and retrieve all types of information about others such as street addresses, telephone numbers, e-mail addresses, fax phone numbers, and Web page addresses. To open the **Address**

Book dialog box, click **Address Book**  on the **Standard** toolbar, or click **Address Book** on the **Tools** menu.





Before you can use a Personal Address Book, you must add the Personal Address Book information service to your Outlook profile. On the **Tools** menu, click **Services** and then click **Add**. Select **Personal Address Book** and click **OK**. You must close

There can be several types of address books in the Address Book dialog box including the Global Address List, the Personal Address Book, and the Outlook Address Book. Select these address books in the Show names from box. Contacts in the Contacts folder that include an entry in the e-mail field or one of the fax phone number fields automatically appear in the Outlook Address Book.

and restart Outlook before you can use the Personal Address Book. There is no Personal Address Book in Internet Only mode.

To add information to the address book


1. Click **Address Book**  on the **Standard** toolbar. The **Address Book** dialog box opens.
2. In the **Show Names from** drop-down box, select **Personal Address Book**.
3. Click **New Entry**  on the dialog box's toolbar.
4. In the Put this entry in the drop-down list, click Personal Address Book.
5. Select the type of entry you want to create (Microsoft Mail Address, Internet Address, Other Address, and so forth) and then click **OK**.
6. Enter the person's name and e-mail address in the appropriate fields.
7. If you want, click the **Business**, **Phone Numbers**, or **Notes** tabs and enter additional information.
8. Click **OK** to save the information.
9. Repeat steps 3 through 7 to add more addresses.

You can save the address from a received message in the Personal Address Book. Open the message and then right-click the sender's name or e-mail address in the **From** field. Click **Add to Personal Address Book**.

Building distribution lists

If you frequently e-mail information to the same people, you can also build distribution lists. For example, you might build a distribution list of all the students in your class, a list of participants for a conference you are organizing, or a list of other educators with whom you share a research interest. Then, when you need to e-mail something to everyone in the group, such as an assignment, an agenda, or an interesting Web site link, you can choose the distribution list name from your address book instead of selecting each address separately.

A message sent to this distribution list goes to all recipients listed in the distribution list. Recipients see their own names and the names of all other recipients on the To line of the message instead of seeing the name of the distribution list. You can use distribution lists in messages, task requests, meeting requests, and other personal distribution lists.

You can easily add and delete names from a distribution list, send it to others, and print it. Personal distribution lists are identified with  and are stored by default in the Contacts folder, so you can sort, print, and assign categories to









You can add a distribution list that someone has sent you to your Contacts folder. Open the message that contains the list, click on the list and drag it to Contacts on the Outlook bar or Folder list.

them.

Exploring Contacts

Outlook XP serves as much more than just an e-mail program: you can use it to maintain an electronic address book of your students, colleagues, and anyone else you need to contact. Storing contacts electronically in Outlook XP allows you to find information about someone quickly and easily. In the Contacts folder, you can store a wide range of information about people, from their work and home phone numbers and physical addresses to e-mail addresses and Web addresses, if they have them. You can link any Outlook item or Office document to a contact to help you track activities associated with that person or group.

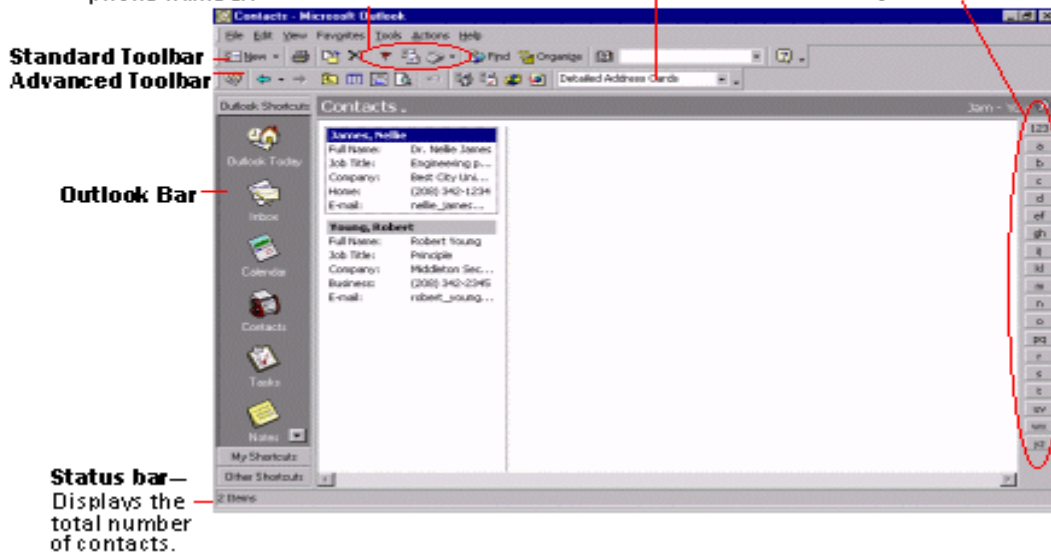
Contacts Symbols:

-  Activities have been automatically recorded in Journal for this contact
-  Contact
-  Contact has an attachment
-  Contact is flagged for follow up
-  Contact is flagged as complete
-  Distribution List

Click the **flag icon** to mark the selected contact so you can follow up with him or her. Click the **mail icon** to send a new e-mail message to selected contact. Click the **telephone icon** to have Outlook automatically dial the selected contact's phone number.

Change the way Outlook displays contacts by selecting a new **view** from this list.

Letter tab— Click a symbol or letter button to display the contacts beginning with that symbol or letter.



When you enter a name or address for a contact, Outlook XP separates the name or address into parts and puts each part in a separate field. You can sort, group, or filter contacts by any part of the name or any part of the address you want.

From a contact in your contact list, you can click a button or menu command to have Outlook XP address a meeting request, e-mail message, or task request to the contact. If you have a modem, you can also have Outlook XP dial the contact's phone number. You can have Outlook XP time the call and keep a record in Journal complete with the notes you take during the conversation.

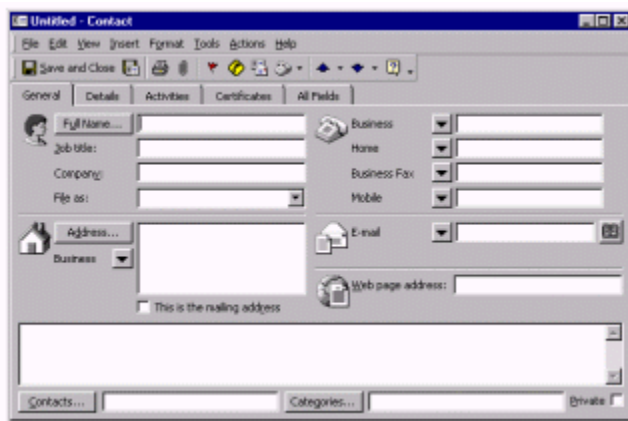
You can file contact information under a last name, first name, company name, nickname, or any word that helps you find the contact quickly, for example, "Section 004" for students in a particular class. Outlook XP gives you several naming choices to file the contact under or you can enter your own choice.

Creating contacts

A contact is a person or organization you correspond with. You can store information about contacts such as job titles, phone numbers, addresses, e-mail addresses, Internet e-mail addresses, and notes. When you create a contact, you can start by entering all new information or you can start with information from an existing contact.

To create a new contact

1. On the **File** menu, point to **New** and then click **Contact**. The Contact dialog box opens.



2. In the **Full Name** box, type a name for the contact.
3. Enter the information you want to include for the contact. There are several tabs on which you can enter information.
4. If you wish, assign the contact to a category. Click **Categories** and then select a category from the list.
5. Click **Save and Close**.

Exploring the Calendar

Outlook XP's Calendar offers an easy way to keep track of appointments and schedule your time. You can look at appointments and tasks for a given day or look at appointments in relation to other appointments in the month. You can also post your calendar to a Web page or print it out and make handouts so that students, parents, or others can know when you are available.



To create a contact from an e-mail message you receive, right-click the name in the From field that you want to make into a contact, and then click Add to Contacts.



You can look up information about a contact from an e-mail message, a meeting request, and a task. Simply right-click the contact name and then click **Look up Contact**.

Click to view calendar entries for today or a specific day, workweek, calendar week, or month. The current date is marked with a red box. The date shown in the daily planner panel is shaded. **Web Toolbar** Click the arrow to show other months

Changes how Outlook displays your calendar.

Standard Toolbar
Advanced Toolbar

Folder List

Status bar—Displays the total number of calendar items.

Customize how Outlook displays the **hours of the day**.

Color coding shows further information about the appointment, such as if you will be out of the office or if the appointment is tentative.

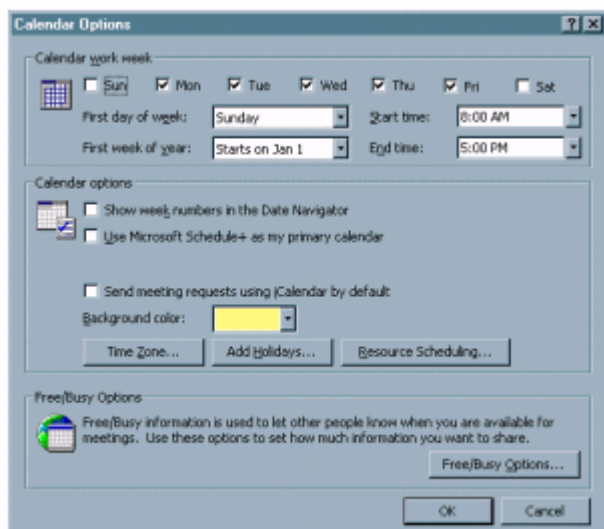
Displays **tasks** scheduled for the selected date and allows you to add a new task to Outlook without filling out the **Task** dialog box.

To change **appointment information** quickly, click the appropriate appointment and type the new information. To change appointment information using the **Appointment** dialog box, double-click the appointment.

The screenshot shows the Outlook XP interface with the Calendar view active. The menu bar includes File, Edit, View, Favorites, Tools, Action, and Help. The toolbar contains icons for New, Go to Today, Day, Work Week, Week, and Month. The Folder List on the left shows the hierarchy: Mailbox - Outlook Today - (Personal Folders) - Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Notes, Outlook, Personal, Projects, Sent Items, Tasks, and Work. The main calendar area displays a daily planner for Tuesday, January 19, 2000, with a time slot from 12:00 to 1:00 labeled 'Brown Bag Lunch - Grab Literature' and a slot from 2:00 to 3:00 labeled 'Prep Period'. The status bar at the bottom left shows '2 items'. On the right, the TaskPad shows a list of tasks: 'Update class Web page' and 'Finish lesson plans for week of 2/1'. A navigation pane at the top right shows a monthly calendar for January and February 1999, with the current date (January 19) highlighted in a red box. Red lines and boxes connect these elements to their respective text descriptions.

To set calendar preferences

1. With the Calendar folder open, on the **Tools** menu, click **Options**. The Options dialog box opens.
2. Click the **Preferences** tab.
3. Under **Calendar**, select **Default reminder** to have Outlook XP remind you automatically of all appointments. Then, in the drop-down box, select the amount of time before appointments you want to receive the reminder. (You can change this time for individual appointments when you create them.)
4. Click **Calendar Options**. The **Calendar Options** dialog box opens.



5. Select the days of the week you want to show on your calendar.
6. Select other options as necessary. To select a time zone, or show more than one time zone at a time, click **Time Zone**.
7. To have Outlook XP automatically display holidays for different countries or religions, click **Add Holidays**.
8. If you are responsible for coordinating resources, such as conference rooms, or classrooms, click **Resource Scheduling**.
9. To publish your free/busy information on a Web or other server, click **Free/Busy Options**.
10. When you are finished, click **OK**.

Calendar Symbols:

-  Appointment
-  Click to see calendar items that do not fit in the current view
-  Meeting
-  Meeting Request
-  Recurring appointment
-  Recurring meeting
-  Recurring meeting or appointment
-  Reminder for the appointment or meeting
-  Private meeting or appointment
-  Start and end times of the appointment or meeting
-  Calendar item has an attachment

Scheduling meetings and appointments

Appointments are activities that you schedule in your Calendar that do not involve inviting other people or reserving resources. You can set reminders for your appointments and you can schedule recurring

appointments. You can also specify how others view your Calendar by designating an appointment as busy, free, tentative, or out of office. Appointments can also be made private.

A *meeting* is an appointment you invite people to or reserve resources for. When you create a meeting, you identify the people to invite and the resources to reserve, and you pick a meeting time. Responses to your meeting request appear in the Inbox folder. To track responses, open a meeting and then click **Show attendee status** on the Attendee Availability tab in the **Meeting** dialog box. You can also add people to an existing meeting or reschedule a meeting.

An *event* is an activity that lasts 24 hours or longer. Examples of an event include a vacation or a conference. An annual event, such as a birthday or anniversary, occurs yearly on a specific date, while a standard event occurs once and can last for one day or several days. Events and annual events do not occupy blocks of time in your Calendar; instead, they appear in banners.

To add appointments

When you schedule an appointment, you have several options for it, such as setting the appointment to be recurring (for events like faculty meetings) or having Outlook XP remind you about an appointment before it occurs.

1. Click the Calendar folder to open it. You should see the one-day view for the current day.
2. Click a date in the mini month calendar to the right of the Daily view calendar.
3. Click anywhere in the time box where the appointment will begin. The box turns blue.
4. Double-click the selected box. The **Appointment** dialog box opens.
5. In the **Subject** box, type text describing the appointment, such as "Student Conference."
6. In the **Location** box, type the location for the appointment.
7. In the **Start time** and **End time** boxes, adjust the length of the appointment, if necessary.
8. To have Outlook XP remind you of this appointment before it occurs, select **Reminder** and then select when you want the reminder to occur from the list.
9. To set the appointment as a recurring meeting, click **Recurrence** (at the top of the window), set the appropriate options, and then click **OK**.
10. Click **Save and Close**. You return to the Calendar folder's main window. Notice that the date on which you made the appointment now appears bolded in the mini month calendar.



When you select start and end times for an appointment, you can take advantage of Auto date functionality and type text such as "next Tuesday" or "noon" instead of typing an exact date or time.



In Calendar, you can also create an appointment by selecting a block of time, right-clicking, and then clicking **New Appointment**.

To change the view of appointments

1. In the Calendar folder, on the **View** menu, point to **Current View**. A submenu appears.
2. On the submenu are several options for viewing your appointments. Select one of the following:
 - o Day/Week/Month
 - o Day/Week/Month View with Auto Preview
 - o Active Appointments
 - o Events
 - o Annual Events
 - o Recurring
 - o By Category

Exploring Tasks

Like everyone else, you probably have ongoing tasks that need to be completed. For example, you may give your students an exam and promise them you will have it graded within the next week. Or, by Spring Break your students need to have decided on a topic for their final projects.

Using the Task list, you can keep track of all of these tasks and their due dates and view them regularly in your Task folder or the Calendar. Organizing tasks electronically allows you to keep them all in one place and keep them in mind so nothing falls through the cracks.

The screenshot shows the Outlook XP interface with the Tasks list open. The list contains the following tasks:

Subject	Status	Due Date	% Complete	Categories
Click here to add a new task.				
Update class Web page	Not Started	None	0%	
Finish lesson plans for week of 2/1	In Progress	Jan 1/31/99	75%	
Get the next set of Outlook-02	Completed	None	100%	

Annotations in the image include:


- Standard Toolbar**: Points to the top menu bar.
- Advanced Toolbar**: Points to the toolbar below the menu bar.
- Outlook Bar**: Points to the left sidebar.
- Status bar**: Points to the bottom bar, which displays "3 items".
- Changes the view in which Outlook displays your tasks.**: Points to the "Detailed List" view selector.
- Click a column heading to quickly sort your task list by the column.**: Points to the "Status" column heading.
- Click a task in the task list to display the full text in the Preview Pane.**: Points to the first task row.
- Type task information in this row to quickly add a new task to Outlook without filling out the Task dialog box.**: Points to the "Click here to add a new task." row.
- To change task information, click the appropriate task and type the new information. To change task information using the Task dialog box, double-click the task.**: Points to the "Update class Web page" task.

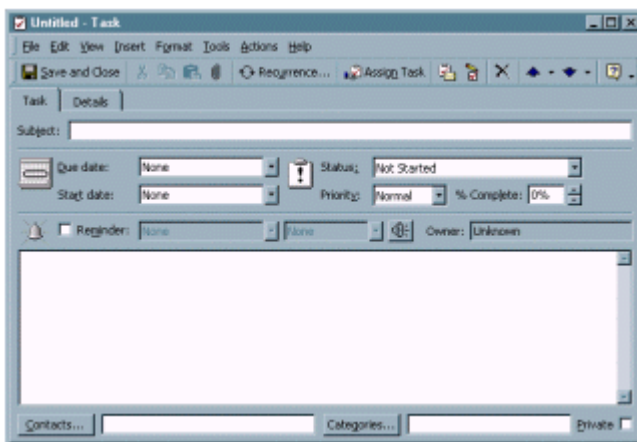
Adding tasks

A task is a personal or work-related errand you want to track through completion. A task can occur once or repeatedly (a recurring task). A recurring task can repeat at regular intervals or repeat based on the date you mark the task complete. For example, you might want to send progress reports to your students on the last Friday of every month. You can view tasks in one of two ways:

- Open the Tasks folder. You can rearrange the view of the tasks in several ways. To do so, on the **View** menu, point to **Current View** and then select a view option from the submenu.
- Open the Calendar folder. A list of your tasks appears in the lower right portion of the window.












To add tasks

1. Click the Tasks folder to open it.
2. Click **New Task** . The **New Task** dialog box opens.



3. In the **Subject** box, type a description for the task.
4. In the **Due Date** box, type a due date (optional). You can also select a due date by clicking the arrow next to the box and selecting a date on the mini month calendar.
5. To receive a reminder about this task before the task is due, select **Reminder**.
6. Select a status, priority, and percentage complete for the task.
7. To assign the task to a category, click **Categories** and select a category from the list.
8. Click **Save and Close**.

Task symbols:

-  Accepted task
-  Completed task
-  Declined task
-  High importance task
-  Low importance task
-  Recurring task
-  Task
-  Task assigned to another person
-  Task assigned to you
-  Task has an attachment
-  Uncompleted task



You can also add tasks to your list from the Calendar folder.





You can also right-click on a task in the Calendar folder to change its status, move it, delete it, and more.

Assigning tasks

You can also assign tasks. Task assignments help you track the progress of work assigned to other people on a project. For example, you might assign a task to a research assistant or you could assign homework in the form of a task to a class distribution list. However, if you assign a task to more than one person at a time, you cannot keep an updated copy of the task in your task list.

You assign a task by sending a task request to someone. The person who receives the task request can accept the task, decline the task, or assign the task to someone else. You can keep an updated copy of the assigned task in your task list and receive status reports, but you cannot make changes to a task you have assigned to someone else. You can assign tasks only if you use Outlook XP to send e-mail messages.

To create a new task request

1. On the **File** menu, point to **New** and then click **Task Request**.
2. In the **To** box, type the name of the person you want to assign the task to or select a name from an address book.
3. In the **Subject** box, type a task name.
4. Select the due date and status options you want.
5. Select or clear the **Keep an updated copy of this task on my task list** check box and the **Send me a status report when this task is complete** check box.
6. If you want the task to repeat, click the **Actions** menu, click **Recurrence**, select the options you want, and then click **OK**.
7. For Help on an option, click the question mark , and then click the option.
8. Click **Send** .


Exploring Notes

Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on note paper. Notes are also useful for storing bits of information you may need later, such as directions or text you want to reuse in other items or documents.

To create a note

1. On the **File** menu, point to **New** and then click **Note**.
2. Type the text of the note.
3. To close the note, click the note icon in the upper-left corner of the Note window and then click **Close**.

To open a note

1. Click **Notes** .
2. Select the notes you want to open. You can select multiple notes by pressing the Shift key and then clicking the notes you want to open.
3. On the **File** menu, point to **Open**, and then click **Selected Items**.

Tracking when messages are delivered or read

You can track when messages you send are delivered or read by recipients. You receive a message notification as each message is delivered or read. The contents of the message notification are then automatically recorded on the Tracking tab of the original message. You can automatically delete message notifications in your message list. Do one of the following:

To be notified about all messages

1. On the **Tools** menu, click **Options**.
2. Click **E-mail Options**.
3. Click **Tracking Options**.
4. Select the **Read receipt** or the **Delivery receipt** check box.

To be notified about a single message

1. In the message, click **Options**.
2. Under Voting and tracking options, select the **Request a delivery receipt for this message** or the **Request a read receipt for this message** check box.

To recall or replace a message you have already sent

You can recall or replace only a message you sent to a recipient who is logged on, is using Outlook, and who has not read the message or moved the message out of the Inbox folder.

1. If the Folder List is not visible, click the **View** menu and then click **Folder List**.
2. Click **Sent Items**.
3. Open the message you want to recall or replace.
4. On the **Actions** menu, click **Recall This Message**.
5. To recall the message, click **Delete unread copies of this message**.
6. To replace the message with another, click **Delete unread copies and replace with a new message**, click **OK**, and then type a new message.

To be notified about the success of the recall or replacement for each recipient, select **tell me if recall succeeds or fails for each recipient**.