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Introduction

Outlook 2003 has features to allow you to share items with other Outlook 2003 users. You can give others access to see or modify your calendar, process your mail, or manage tasks. You can also recall messages and see the global address list of other campus email users.

Getting Help

If you experience problems using Outlook 2003, you can obtain help from several online sources:

- Office Assistant
- Help Contents and Index
- Microsoft® Web Site

If you are unable to resolve an issue, call the helpdesk (x7419) or your computer support professional in Institutional Computer Services (Academic – Kay Carlisi (x7379); Administrative – Bonnie Rands (x7435) or John Taylor (x7221).

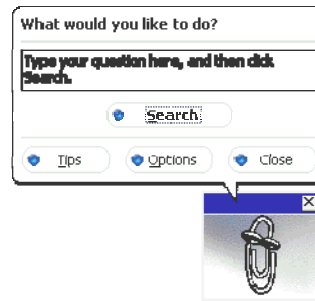
Office Assistant

When you need to ask a question, you can ask the Office Assistant. You can also set the Office Assistant to automatically provide tips and help while you work. The Office Assistant works with all the Office programs, and can be customized to meet your work style.



Office Assistant

To access the Office Assistant, click **Help, Show the Office Assistant**. The Office Assistant appears, and you can type your question. You can also access tips or set the options of the Office Assistant.



Office Assistant



Contents and Index

Help Contents and Index

When you want to look for a general topic or browse through Help's table of contents, use Help Contents and Index. To access Help Contents and Index, click the **Help** pull down menu and select **Microsoft Office Outlook Help**.

Microsoft® Web Site

Microsoft® maintains a section of their web site for Outlook™ users. The web pages contain tips, tools, patches, and articles. Access the Microsoft® Outlook™ web pages by opening the following address in your web browser:

<http://www.Microsoft.com/Outlook>

Sharing Information

Would you like a group of people to view your calendar or the files in one of your folders? Do you want to allow your assistant to process the mail and appointments in your Inbox and Calendar? You can do these things by sharing the private folders listed under *Mailbox – Your Name* or by making someone a delegate. The following table explains these options:

Use	When	Example
Shared folders	You want to give one or more persons permission to read, modify, create, or delete information in your private folders.	You want a colleague to see your task list, or you want your supervisor to see your schedule.
Delegate Access	You want to give someone permission to send messages on your behalf, accept meeting and task requests for you, or manage information in your private folders.	You have an assistant who helps you manage your email messages and your schedule while you're out of the office.

The following sections outline these two methods of access.

Sharing Folders

You can share any folder that is listed under *Mailbox – Your Name* in Outlook™. This includes Inbox, Calendar, Task List, or any folder you personally create. You cannot share folders listed as a *Personal folder* unless you move them under your mailbox. To share a folder, follow these steps:

Share a folder

1. If the *All Mail Folders* list is not visible, select **View** then **Navigation Pane**.
2. Right-click the folder you want to share, and then click **Properties** on the shortcut menu.
The *Properties* window appears.
3. Click the **Permissions** tab.
4. Click **Add**.
The *Add Users* window appears.
5. In the **Type name or select from** list box, enter the name of the person you want to grant sharing permissions to, or select the person's name from the list.
6. Click **Add**, then click **OK**.
The *Properties* window returns, and the person's name is added to list.
7. In the **Name** box, click the name of the person you just added.
8. In the **Roles** box, select the permissions you want. See the table below.
9. Click **OK**.
The person is given access rights to your folder.



The following table outlines the different permissions for sharing folders:

In this role	A person can
Owner	Create, read, modify, and delete all items and files and create subfolders. As the folder owner, you can change the permission levels others have for the folder.
Publishing Editor	Create, read, modify, and delete all items and files and create subfolders.
Editor	Create, read, modify, and delete all items and files.
Publishing Author	Create and read items and files, create subfolders, and modify and delete items and files you create.
Author	Create and read items and files, and modify and delete items and files you create.
Reviewer	Read items and files only.
Contributor	Create items and files only. The contents of the folder are not shown.
Custom	Perform activities defined by the folder owner.
None	No permission. Cannot open the folder.

Accessing Shared Folders

If a person gives you access to a folder, you can open the folder and work with the items according to your permissions. The following steps outline how to open a shared folder:

Open a shared folder

1. On the **File** menu, point to **Open**, and then click **Other User's Folder**.
2. In the **Name** box, type the name of the person who granted you sharing or delegate access permission, or click the **Name** button to select from a list.
3. In the **Folder** box, click the folder you want to open.
4. Click **OK**.
The folder opens in a new window.

Name...

Sometimes you may be unsure what you can do in another person's shared folder. To check your permissions, follow these steps:

Check your permission status on a shared folder

1. Open the shared folder you want to check the permission status for.
2. On the **File** menu, point to **Folder**, and then click **Properties for folder**.
3. Click the **Summary** tab. Your permission level appears under **Your permissions**. If the **Permissions** tab appears instead of the **Summary** tab, you have owner permission. If neither tab appears, you do not have permission to change the folder properties.

Sharing Mailbox Folder

You may wish to give others access to your Mailbox. This would allow others to add your mailbox to their profile, causing their folder list to include your Mailbox. After giving others access to your Mailbox, you must also give them access to your subfolders. For example, you could give someone access to your Mailbox and Inbox. That person could then add your Mailbox to his or her folder list, which could be expanded to show your Inbox.

Share your mailbox folder

1. If the Folder List is not visible, select **View** then **Folder List**.
2. Right-click the mailbox folder you want to share, and then click **Properties** on the shortcut menu.
3. Click the **Permissions** tab, and then click **Add**.
4. In the **Type name or select from list** box, enter the name of the person you want to grant share permissions to.
5. Click **Add**, and then click **OK**.
6. In the **Name** box, click the name of the person you want.
7. In the **Roles** box, select the permissions for the delegate.
8. Click **OK**.
The person now has access to your mailbox.

Add..

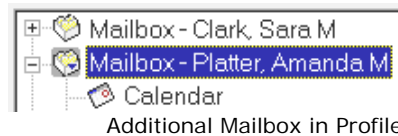
Add ->

Add another person's mailbox to your user profile

To list another's mailbox in your Outlook™ at all times, you must first be given permissions to that folder. Then complete the following steps from Outlook™:

1. Click **Inbox**.
2. On the **Tools** menu, click **Services**.
3. In the *The following information services are set up in this profile* box, click **Microsoft Exchange Server**.
4. Click **Properties**, and then click the **Advanced** tab.
5. Click **Add**, and then type the mailbox name of the person whose mailbox you want to add to your user profile and click **OK** twice.
The mailbox is added to your Outlook™ screen. See the following illustration:

Add..



Delegating Access

Just as you may have an assistant who helps you manage your incoming paper mail, Microsoft® Outlook™ allows you to have another person manage your electronic mail. This is called delegating access.

Depending on their permissions, delegates can open your folders, create items, respond to requests, and send messages on your behalf. If the delegate has access to your Inbox, the delegate can reply to your mail on your behalf. Delegates can also organize meetings on your behalf and respond to meeting and task requests sent to you. See the *Send-on-behalf-of Permission* section.

Below are the steps to give others delegate access:

Granting Delegate Access

1. On the **Tools** menu, click **Options**, and then click the **Delegates** tab.
2. Click **Add**.
3. Enter the name of the delegate you want to set permissions for in the **Type name or select from list** box.
4. Click **Add**, and then click **OK**.
The *Delegate Permissions* screen appears.

Add..

Add ->

To add multiple delegates simultaneously, select multiple names in the *Add Users* dialog box.

5. Select the permissions for each Outlook™ folder you want your delegate to access.
6. To send a message to notify the delegate of the delegate status and permissions you set, select the **Automatically send a message to delegate summarizing these permissions** check box.
7. Click **OK** twice to return to Outlook 2003.
The person is now a delegate.

The following table outlines the different permissions for delegates:

With this permission	Your delegates can
Author	Read and create items, and modify and delete items you create. For example, a delegate can create meeting requests directly in the manager's Calendar, and then send it on the manager's behalf.
Custom	Perform activities defined by the manager.
Editor	Read and create items, and modify and delete any item. For example, a delegate can reply to messages, task requests, and meeting requests for the manager.
Reviewer	Read items only. For example, read messages in another person's Inbox.
None	No permission. Cannot open the folder.

The following options overview special ways to configure Outlook 2003 delegates:

- If you want your delegate to be sent copies of your meeting requests and responses, give the delegate editor permission and then select the **Delegate receives copies of meeting-related messages sent to me** check box on the **Delegates** tab (**Tools** menu, **Options** command).
- A delegate must have editor permission in a manager's Calendar or Tasks folder and reviewer permission in the manager's Inbox to accept meeting or task requests for the manager.
- If a manager selects the **Send meeting requests and responses only to my delegates, not to me** check box on the **Delegates** tab (**Tools** menu, **Options** command), then the delegate does not need reviewer permission in the manager's Inbox; the meeting requests and responses go directly to the delegate's Inbox.

Using Delegate Access

If you receive a verbal or electronic message that you have been given delegate access, you can open the folders you have permissions to (see the *Open a Shared Folder* section) or send items on behalf of the person who gave you access. For example, if your manager gave you delegated you as an author of his or her Inbox, you could open your manager's Inbox or send email messages on behalf of your manager.

Send-on-Behalf-of Permission

With any delegate access permission listed above, delegates have send-on-behalf-of permission. This means that, as a delegate, you can add the *From* field (through the **View** menu) to email messages, and then send the messages on your manager's behalf. Messages sent this way contain both the manager's and delegate's names.

Message recipients see the manager's name in the *Sent On Behalf Of* field and the delegate's name in the *From* field.

Messages can be sent from the delegate's Inbox. And messages sent on behalf of another person contain both the manager's name and the delegate's name. Message recipients see the person's name who granted permission in the *Sent On Behalf Of* field and the delegate's name in the *From* field.

Replies are sent to the delegate and not to the person who granted permission. Sent mail is saved in the Sent Items folder of the delegate, and message-tracking notifications are sent to the delegate. If the delegate has Outlook™ automatically record journal entries for particular items, and a sent-on-behalf-of item is one that will be automatically recorded, it is recorded in the Journal of the delegate.

Send email with both the delegate's and manager's names

1. On the **File** menu, point to **New**, and then click **Mail Message**.
2. On the **View** menu, click **From** field.
3. In the **From** box, enter the name of the person you are sending the message on behalf of.
4. In the **To**, **Cc**, and **Bcc** boxes, enter recipient names.
5. In the **Subject** box, type the subject of the message.
6. In the text box, type the body of the message.
7. Click **Send**.

Reply to mail in the manager's Inbox on behalf of the manager

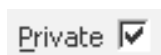
1. Open the manager's Inbox.
2. Double-click the mail message you want to reply to.
The message opens.
3. To reply to only the sender of the message, click **Reply**.
To reply to all recipients in the To and Cc boxes, click **Reply to All**.
4. In the text box, type your response.
5. Click **Send**.

Private Information

You may have some items you wish to keep private from delegates or others who can access your folders.

Mark a Calendar, Task, Journal, or Contact item as private

1. Open the item to mark private
2. In the lower right corner, mark the **Private** check box.
Delegates or others with permissions to open your folders can no longer view the item.



Outlook™ has no way to mark notes or existing email items as private information. If you want these items to be private, you should move the item to a private folder no one has permission to access.

For example, if you had a delegate processing your mail, but you received a message you didn't want others to read, you could drag that message to a folder listed under Personal folders. Then no one would be able to access or read that item.

A sender can mark an email message as private; then no one but the receiver can view the message. Follow these steps to mark a message you are sending as private:

Mark an email message as private

1. Create a new message and type the address and message.
2. Select **View** then **Options**.
3. In the Sensitivity box, select the **Private** option.
4. Click **Close**.
The *Options* window closes.
5. Click **Send**.
The message is sent and is private from everyone except the recipient. No delegates will be able to view the message.

Email Options

Recalling Email Messages



To replace a message, you must send a new one. If you do not send the new item, the original message is still recalled.

Global Address List

Tracking Messages

With Outlook™, you can see a list of all users in Outlook™, recall messages, and track mail delivery status.

If you send a message to a person with a *ficc.edu* address, you can recall that message. Recalling a message means the message is either deleted from the recipient's mailbox or replaced by another message.

You can only recall or replace messages you sent to recipients who are logged on, using Outlook™ and have *Mailbox – Their Name* listed, and have not read the message or moved the message out of their Inboxes. It may take several minutes to hours to recall a message from someone's mailbox. If the recall process fails, an additional message will be sent saying that you tried to recall the message. To recall a message, follow these steps:

Recall a message

1. Select **View** then **Navigation Pane**.
The *All Mail Folders* list appears.
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**.
To replace the message with another, click **Delete unread copies and replace with a new message**, click **OK**, and then type a new message.
6. To receive a notification about the success of the recall or replacement for each recipient, select the **Tell me if recall succeeds or fails for each recipient** check box.
7. Click **OK**.
Outlook™ will attempt to recall the message.

The Global Address List contains all email addresses for users, groups, and distribution lists on the mail server. The administrator creates and maintains this address book.

The list includes only people who have email addresses ending in *ficc.edu*. When you enter a name into the *To* field of a message, Outlook™ checks the entire list for a match to that name.

To see the Global Address List, select **Tools** then **Address Book**. The Address Book appears. In the **Show names from the** field, select **Global Address List**. The list of names and groups appears.

When sending e-mail to other *Outlook users** on campus, you can track when messages you send are delivered or read by recipients. You receive a notification as each message is delivered or read. The contents of the notification are then automatically recorded on the Tracking tab of the original message. You can turn on or off automatic recording of tracking results and review each notification before the results are recorded on the Tracking tab. You can also automatically delete message notifications in your message list.

***When sending to users off campus or other non-Outlook users, tracking features may not work.**

Track an Individual Message

1. Start a new email item, and type the message text.
2. Select **View** then **Options**.
3. In the *Voting and Tracking options* section, mark the desired tracking options.
4. Click **Send** to send the message.

Track All Messages

1. Select **Tools** then **Options**.
The *Options* window appears.
2. Click the **E-mail Options** button.
The *E-mail Options* window appears.
3. Click the **Tracking Options** button and select the tracking options you desire. Click **OK** until all windows are closed.
All future mail items will use these tracking options.

Marking *Delete receipts and blank responses after processing* sets Outlook™ to automatically delete notifications of delivered and read messages and blank responses after they are opened.

Set How Messages Are Tracked

To set how your messages are tracked, click **Tools** then **Options** and click **E-mail Options**. Then click the **Advanced Email Options** button. The following table outlines the available tracking options:

With this option	These actions happen
Process requests and responses on arrival	When responses or receipts arrive in your Inbox, Outlook™ automatically records the response in the original item. If this option is cleared, you will be able to review the responses in your Inbox before they are recorded.
Process delivery, read, and recall receipts on arrival	When notification messages arrives, Outlook™ automatically records the tracking results with the original item in the Sent Items folder. Any receipt of the delivery is automatically deleted. Open the item in the Sent Items folder and click the Tracking tab to view the tracking information.

Review tracking results

1. Select **View** then **Folder List**.
The *Folder List* appears.
2. Click **Sent Items**.
3. Open the message you want to recall or replace.
4. Click the **Tracking** tab then view the results.



Calendar Options

Outlook™ also has ways to interactively schedule meetings with other Outlook™ users.

Meeting Planner

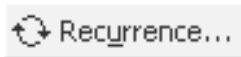
Do you often wonder when would be the best time to hold a meeting according to other people's schedules? Outlook™ allows you to check other people's schedules who are using the calendar listed under *Mailbox – Their Name* when you are planning a meeting. Then it will send an invitation to everyone for the meeting and keep track of who can and can't attend the meeting.

Schedule a Meeting

When you schedule a meeting, Outlook™ actually sends the people on your list an email message asking if they can come.

1. Make sure you are in Calendar.
2. Select **Actions** then **Plan a meeting**.
The *Plan a meeting* window appears.
3. To invite attendees and resources, click the **Invite Others** button. Select a name from the list. If you need to invite people not listed, click **New...** to add them. For each name entered, click **Required**, **Optional**, or **Resources**. Click **OK**.
4. To have Outlook™ automatically choose a time, click the **AutoPick** button. Outlook™ will automatically choose a time according to everyone's schedule.
Or choose the meeting date and time manually.
5. Click the **Make Meeting** button.
A new appointment opens.
6. In the **Subject** box, type a description.
7. If you did not schedule a room, enter the location in the **Location** box.
8. Select other options you want.
9. If the meeting is recurring, select **Appointment** menu then **Recurrence**. Select the recurrence pattern and range of recurrence options you want. Click **OK**.
10. Click **Send**.
Meeting invitations are sent to all involved.

If you don't want to receive responses, unmark the **Receive Responses** option under the **Appointment** drop-down menu.



After the meeting request is sent, you can track responses by clicking the **Attendee Availability** tab on the scheduled meeting in your calendar.

You may need to cancel a meeting you organized. Follow these steps to cancel a meeting:

Cancel a meeting you organized

1. Open the meeting to cancel in your Calendar.
2. Select **Actions** then **Cancel Meeting**.
A new window appears.
3. Select to send with or without a cancellation notice and click **OK**.
The meeting is removed from your calendar.

If you do not send a cancellation notice, the meeting attendees will not know the meeting is canceled.

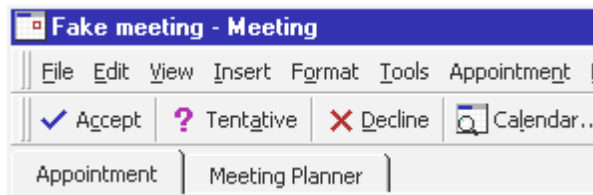
Publishing Free and Busy Information

When others plan meetings, they may be able to view the times when you are busy, free or out of the office. To choose how much information is published about your calendar, select **Options** from the **Tools** pull-down menu and click the **Calendar Options** button. Then click the **Free/Busy Options** button. Choose a time period to publish your information.

Responding to Meeting Requests

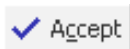

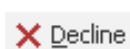

When someone schedules a meeting, and you are invited to attend, you will receive an email message stating the time, date, and location of the meeting.

At the top of the email message will be three buttons: Accept, Decline, and Tentative.



Meeting Buttons

The following table lists actions you can take when you receive a meeting request:

Choose	When
	You want to accept the meeting and add it to Calendar.
	You want to tentatively accept the meeting and add it to Calendar.
	You wish to decline the meeting and not add it to Calendar.
	When you want to see the appointment in Calendar before responding.

Changing your response

If you want to change your response to a meeting request, right-click either the original email message requesting the meeting or the meeting on your calendar. A shortcut menu appears; select **Accept**, **Tentative**, or **Decline**.

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