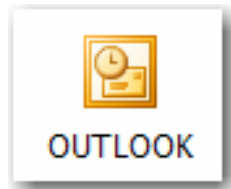# Introduction to IMAP Email with Outlook 2003

Version 4 – August 2006

OUTLOOK

Massachusetts Institute of Technology

Outlook 2003 – Eudora Feature Comparison

Eudora	Outlook	Page
Mailboxes	Mailbox Folders	p. 4, 5, 10, 11
Out mailbox	Sent Items Drafts Outbox (holds mail until sent)	p. 5, 20
Attachments	Attachments - can't access files directly but can save and/or delete from e-mail message	p. 7-8
Filters	Rules	p. 13
Address Book	Address Book	p. 6, 16
Nicknames	Distribution List	p. 17
Directory Services	Select Names	p. 16
Delete – select message(s) and Delete; **Empty Trash** to complete the process	Delete – select message(s) and Delete; **Purge Deleted Messages** or **Empty Deleted Items Folder** to complete the process	p. 11
Personalities	Accounts	Tools Menu/E-mail Accounts
Signature	Signature	p. 9
Stationary	No Stationary – use Signature	p. 9

Getting Started

This Quick Start class assumes that:

1. Outlook 2003 is configured for use at MIT. If you need help with configuration please see Outlook 2003 for Windows: MIT Recommended Settings (http://itinfo.mit.edu/article.php?id=7064).

2. If you are migrating from another email program such as Eudora it is assumed that process has already taken place. For information about migrating see Email Migration at MIT (http://web.mit.edu/ist/topics/email/migration.html).

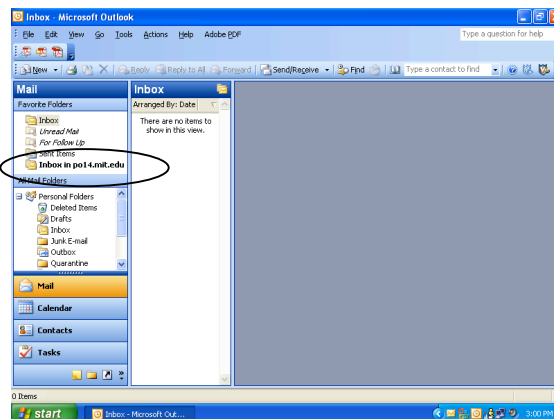3. You are familiar with the features of at least one email program.

About Outlook 2003

Outlook 2003 is part of the **Microsoft Office 2003 Professional** suite of programs. It has many features and menus in common with Word and the other Office programs. If your department is part of the Microsoft Campus Agreement then you should have access to Office 2003 Professional.
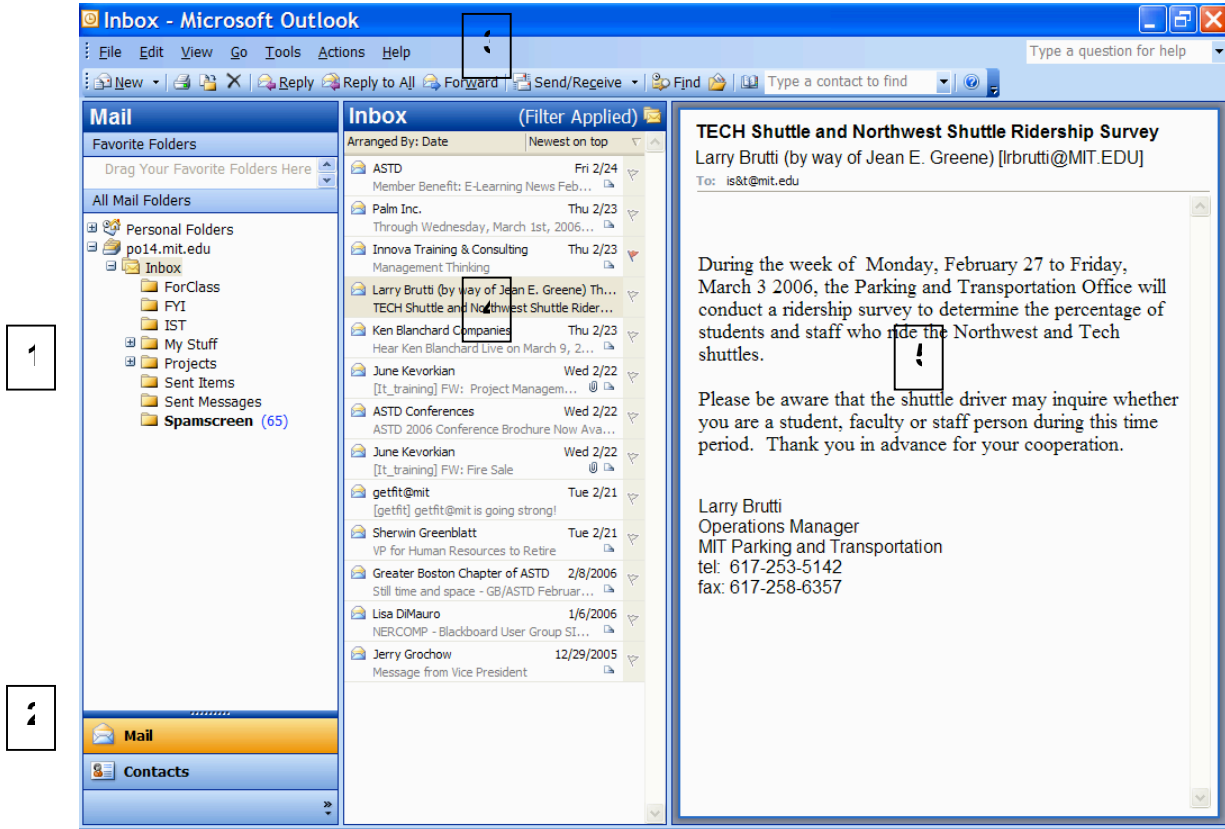
Outlook 2003 manages and organizes email messages, schedules, tasks, notes, contacts, and other information. Because it has so many functions it is more complicated to learn than Outlook Express 6, the other recommended Windows email client, but you can use Outlook 2003 as an email program without using any of the other features. If you used **filters** in Eudora to direct incoming email to certain folders you will want to use the **Rules** feature in Outlook 2003. This feature does not work with IMAP email in Outlook Express.

The Outlook 2003 Window

The first time you open Outlook 2003 your window may look like the window below. This is the Outlook 2003 screen which appears by default. Click on the Inbox folder with the name of your PO (post office) server .
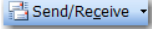
This picture shows a typical Outlook 2003 Window.

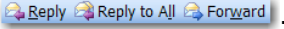| Area	Description
1 – Folder List	The Folder List shows all folders in which mail may be stored. This list includes folders on the IMAP mail server and folders on the computer you are using. It includes folders you create and folders which are part of Outlook e.g., Drafts, Deleted Items, Junk E-mail, Outbox and Sent Items.
2 – Navigation Pane [Alt-F1 to hide or show]	The Navigation Pane lists the different functions in Outlook like Mail, Contacts and Calendar. Click on a function name to bring it into view in the main windows. The Navigation Pane may be customized to show just the Mail function. It may also be hidden from view.
3 – Menus and Toolbars	Toolbars can be customized. After you've used Outlook for a while remember to add your frequently used menu choices to the toolbars.
4 – Message List	This window shows information about each mail message in the selected mailbox (Inbox in the picture above).
5 – Reading Pane	This shows the body of the message selected in the Message List.

The Basics: Read and Send Email

Reading Email Messages [CTRL-1 to show mail]

After Outlook 2003 downloads your messages, or after you click the Send/Receive ⬛Send/Receive ▾
button on the toolbar, you can read messages either in a message window or in the Preview Pane.

1. Click the Inbox icon on the Folders List under poXX.mit.edu (XX is your po box number,
   e.g., po14.mit.edu) to show the mail in your inbox.
2. To view a message in the Reading Pane, click the message in the Message List.
3. To view the message in a separate window, double-click the message in the Message List.

Reply to a Message [CTRL-R to reply or CTRL-SHIFT-R to reply to all]

1. With the message open in the Reading Pane or a separate window click on the toolbar to
   select Reply to Sender, Reply to All, or Forward ⬛Reply ⬛Reply to All ⬛Forward .
2. A new reply window will open into which you can type your reply.
3. Type your message, and then click the Send ⬛Send button on the toolbar.

Reading Messages Stored in a Folder

1. Click to select the folder name in the Folder list or use **CTRL-Y** to select a folder.
   Messages from that folder will be displayed. Use the scroll bar to see more messages.
2. Select the message to view in the Reading Pane or double-click to view in a separate
   window.

Sending Email Messages

1. On the toolbar, click the Write Message ⬛New ▾ button or press **CTRL-N**.
2. In the To: or Cc: boxes, type the e-mail name of each recipient, separating names with a
   comma or semicolon.
3. To show the Bcc: field if it's currently unavailable, select Bcc Field on the View menu.
4. Type a message title in the Subject box.
5. Type your message, and then click the Send button ⬛Send on the toolbar or press
   CTRL-S.
6. If you are composing a message offline, your message will be saved in the Outbox. It will
   be sent automatically when you go back online.
7. To save a draft of your message to work on later, click Save on the File menu. This saves
   a copy in the Drafts folder **of computer you are using**. To save a draft of your message
   on the server so you can get to it from any computer, choose Copy to Folder from the File
   menu and save to your IMAP Drafts folder (the one under your poXX.mit.edu Inbox).

Inserting Email Addresses

When adding an email address to a message or a reply you can have Outlook 2003 automatically enter the address in three different ways. More information about the **Address Book** and **Contacts** is provided later in this document.

1. When manually entering an address Outlook 2003 will automatically complete an address you have used recently. Type enough letters to get to the name you want.

Note: to turn this option on go to Tools>E-Mail Options>Advanced E-Mail Options>Suggest Names While Completing…..

2. You may enter an email address from the Contacts list (click Contacts in the Navigation Pane). Select the name and click **New Message to Contact** from the **Actions** menu.
3. Or you may click on [To...] , [Cc...] , or [Bcc...] in a new or reply message window to open the Address Book's Select Names dialog box. Select a contact name and click to add the address to the appropriate field.

Attachments

In Eudora attachments are saved as separate files in an easily accessible folder. Outlook uses a more complicated arrangement. By default attachments are saved with their mail messages all together in one single file. You can:

- read and edit an attachment
- save an attachment on your computer
- keep an attachment with it's message
- remove an attachment from it's message

A message with an attachment, shows a paper clip icon displayed in the Message List.

Opening Attachments

From the Reading Pane [NOTE: attachment opens as Read-Only]
1. Double-click the icon to open the attachment in it's native program
2. OR, right-click the attachment and choose Open

From a Message Window
1. Open the email message in a message window
2. Double-click the icon to open the attachment in it's native program
3. OR, right-click the attachment and choose Open

Saving Edited Attachments with Original email Message

[NOTE: you must open attachment from a Message Window]
1. Open the attachment in it's native program and make changes
2. Close the document and click Yes to save changes
3. Back in Outlook, close the message window **and click Yes to saving changes**

Note: A new copy of your message will be created with the changes. The old copy of your message will be marked for deletion.

Saving Attachments onto your Computer Directly from a Message
From the Message List
1. Select a message in the message list
2. Choose File > Save Attachments…
3. Choose the attachment to save or choose All Attachments to save multiple attachments

From the Reading Pane or a Message Window
1. Right-Click on the attachment and choose Save As…

Saving Edited Attachments on your Computer

From within the native application
1. Open the attachment in it's native program and make changes
2. Choose Save As… from the File menu and choose a save location
3. After saving quit the application
4. NOTE: the original version of the attachment is still saved with the mail message [see Remove Message below]

Remove Attachments
1. From a message window right-click the name of the attachment
2. Choose Remove from the pop-up menu

NOTE: Deleting a message will also delete its attachments.

Sending Attachments

1. From within a new message or reply window go to the Insert menu and click File or click the Insert File button on the toolbar.
2. Find the file you want to attach, select it and click Insert.
3. The file will be listed in the Attach field in the message header. Click the Attach field button to select additional files to attach.

Check the Spelling of Messages

1. In a new message or reply message window, click Spelling the Tools menu or press **F7**.
2. To customize the way your spelling checker works, on the Tools menu, click Options, and then select the Spelling tab.

Creating and Using Signatures

1. On the Tools menu, select Options, then click the Mail Format tab.
2. Click the Signatures button at the bottom to add or edit signatures.
3. Click New, enter a name for your signature and use the Start with a blank signature option. Click Next.
4. Enter the text for your signature click Finish. Repeat to add more signatures. Select an existing signature and click Edit to make changes. Click OK.
5. To automatically use a signature on every mail message, reply or forward from this point on, select the signature to use.
6. To use a signature on some but not every message or to choose among different signatures, select <none> for your signature choices. Then, when you compose a message and you're ready to insert your signature, click Signature on the Insert menu. If you have more than one signature a list pops up. Choose the signature you want to use.

Using Signatures to Create Boilerplate Text (Eudora Stationary)

There is no feature in Outlook 2003 to create boilerplate (i.e., reusable) text. However, you can accomplish the same thing by creating a signature with the reusable text. You can even add a log or other graphic. Then simply insert the signature into a new message.

Organizing Messages: IMAP and Local Folders

What is IMAP?

IMAP (Internet Message Access Protocol) is a client-server approach to email in which email is kept on MIT's central mail server. When you work with email, Outlook 2003 connects to the post office server to access your email. Since your email stays on the server, you can easily access it from different computers at different locations, using any IMAP email client (e.g., Webmail).

You create folders, like Eudora mailboxes, in Outlook 2003 to store groups of email messages. These folders may be created to store mail messages on MIT's central email server, or locally on your computer. Knowing where your mail is located is critical to working successfully with IMAP.

View Folders and Messages

1. In the Folder List click a folder name. You will see a list of the messages in that folder displayed in the messages window.
2. To display subfolders in the Folder List, click the plus sign (+) to the left of each of a folder. All the subfolders appear beneath their main folder, and the plus sign becomes a minus sign.
3. To see your inbox, click Inbox under the pox.mit.edu.

Create a New Folder

1. On the File menu, point to Folder, and then click New Folder or press **CTRL-SHIFT-E**.
2. Type a name for the new folder.
3. To place your new folder, click the folder name under which you want the new folder to appear. Click on **Personal Folders** or **poX.mit.edu** to create a folder at the top level of your local or IMAP folders.
4. Click OK.

Move or Copy a Message to a Folder

1. In the message list, select the message or messages you want to move or copy.
2. On the Edit menu, click Move to Folder or Copy to Folder or press **CTRL-SHIFT-V**, and then select the destination folder, and click OK.
3. Or, you can move a message by selecting it in the message list and dragging it to a folder in the Folder List.
4. Or, from a message window, select Move to Folder from the Edit menu, select the destination folder from the list, then click OK.

Remove a Folder

1. Click the folder in the Folder List.
2. On the File menu, click Folder, then choose Delete "Folder name".   You will be warned about deleting messages if there are any in the folder.

Note: You cannot delete or rename the Inbox, Outbox, Sent Items, Deleted Items, Drafts, Search or Junk E-mail folders, or the name of your PO Box.

Deleting IMAP Email Messages

Outlook 2003 deletes IMAP mail in two stages. When you select a message and choose Delete, the message is then marked for deletion. It remains visible in the messages list with a line through it. At this point you may still undelete the message. When you select Purge Deleted Messages, any messages marked for deletion are then permanently deleted from the current mailbox folder ONLY.

Note: You can choose to hide messages marked for deletion. On the View menu, click Arrange By, then choose Current View and finally select Hide Messages Marked for Deletion.

Delete a Message from an IMAP Folder

1. In the message list, select the message.
2. On the toolbar, click the Delete ⊠ button or press **CTRL-D**. This marks the message you want to delete.
3. On the Edit menu, click Purge Deleted Messages to remove the deleted items permanently. **Once you purge a message, it cannot be recovered**.
4. To restore a message that is marked for deletion on an IMAP server, select the message and click Undelete on the Edit menu.

Note: You must be connected for the deletions to occur; if you are not connected, the purged messages will be deleted the next time you connect. See Working Offline below.

Delete a Message from a Local Folder

Deleting messages from a local folder works differently from IAMP email but also has two stages.

1. In the message list, select the message, or messages to delete.
2. Click the Delete ⊠ button on the toolbar. The message is moved to the Deleted Items folder stored locally on the current computer. Use **CTRL-D** to move a message the Deleted Items folder. Use **SHIFT-DELETE** to permanently delete a message.
3. To restore a deleted message, select the message and move it to a different folder.
4. When you are completely sure you want to delete messages stored in the Deleted Items folder, go to the Tools menu and choose *Empty Deleted Items* or right-click the Deleted Items folder from the Folder list then click Empty Deleted Items Folder on the shortcut menu. This will **permanently delete all mail messages** in the Deleted Items folder.

IMAP Quotas

MIT allots each individual 500 megabytes of storage on the central mail server. You will be warned when you approach 90% of your limit. You can check your IMAP quota via the web at https://nic.mit.edu/postoffice/quota. This requires certificates. To learn more about IMAP quotas see **Managing Your Email Quota** at http://web.mit.edu/ist/topics/email/manage.html.

You should be able to stay within that limit by regularly checking your current free space and by downloading older mail or mail with large attachments from the server to your local computer **at regular intervals**. You can also remove attachments and keep the message. Remember to purge messages marked for deletion. Unpurged messages count against your quota. You must purge each mailbox individually. You might want to add the **Purge Deleted Messages** button to your toolbar.

It is also advisable to empty your Spamscreen folder often as this folder collects many messages for you. See **Spam Screening at MIT** at http://web.mit.edu/ist/services/email/nospam/index.html.

Back-up your IMAP Email

All IMAP mailboxes stored on the MIT mail servers are backed up regularly in case of catastrophic server failure. IS&T **does not** provide a service for restoring email that you delete from the server intentionally or by accident. Mail lost due to server/system failure will be restored. Mail lost through user error/deletion will not.

To back up your IMAP email, you must copy your email from your Inbox or other IMAP folder to a local folder. Once it is on your local machine, the mail will be backed up as part of your regular backup routine, e.g., through TSM. You may also wish to copy the downloaded mail onto a CD or other external storage media.

Note: TSM will only back up you locally saved email if Outlook is closed.
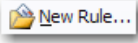
Archiving

All mail and attachments on your local computer are saved in a file named outlook.pst. Mail older than 6 months is archived by default to a file named archive.pst. New mailbox folders you create must be set to archive by selecting the mailbox folder and choosing Properties from the file menu and then the AutoArchive tab.

Archive setting are located at Tools>Options>Other>AutoArchive.

To learn more about backing up email see Backing up Your Email at http://web.mit.edu/ist/topics/email/backup.html.

Use Rules to Filter Incoming Mail into Folders

As with Eudora Filters, Outlook 2003 uses Rules to manage incoming messages based on criteria you describe.

1. From the Tools menu, choose Rules and Alerts.

2. Click the New Rule button.

3. Click the choice for Start from a blank rule.

4. In Step 1 - select Check messages when they arrive. In Step 2 – select Apply this rule after the message arrives, then click Next.

5. On the following screen select the condition or conditions to trigger this rule (e.g., from people or distribution list) and in Step 2 click on the condition you selected and use the dialog box to give the condition a value. (e.g. from John Rogers). Then click Next.

6. On the next screen choose the results you want to happen (e.g. move to specified folder) if the condition is met and give the result a value (e.g., Project X folder). Then click Next.

7. Choose any exceptions to this rule and give the exception a value.). Then click Next.

8. On the next screen give your rule a name. You have the option to run the rule on messages already in your Inbox. Click Finish to complete your rule.

9. If you return to the Rules and Alerts dialog box you will see that you have the option to turn off a rule by deselecting the check box, changing a rule, deleting a rule, moving a rule up or down in the order, or Running a Rule Now.

Finding Messages and Text

It is possible to find messages by searching a mailbox using criteria. It is also possible to find text within a message.
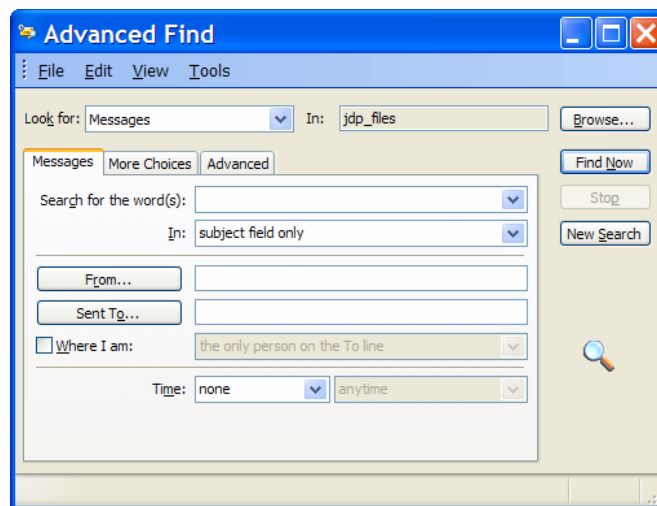
Use the Find command to locate messages in a single mailbox folder based on a text search. Use the Advanced Find to locate messages in multiple mailbox folders based on advanced criteria. In a message window use the Find command to locate specific text.

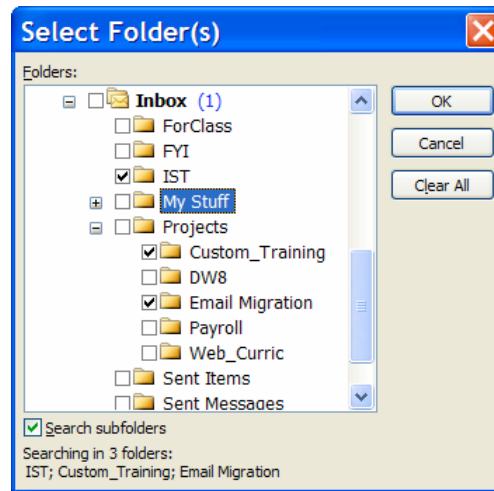**To Find Messages in a Single Mailbox**

1. On the Tools menu choose Find then choose Find in the sub-menu. You may also click on the Find icon   in the toolbar, or simply press **CTRL-E**. A Find bar will appear above the list of messages.
2. In the Find bar type the text you are looking for into the Look for: box.
3. Click on the folder you wish to search in the Folder List.
4. Click on Options and select Search All Text in Each Message to search in the body of each message.
5. Click on Find Now to begin the search.
6. Click on Clear to show all the messages in the folder again.

Using the Advanced Search

1. On the Tools menu choose Find then choose Advanced Find in the sub-menu. You may also click on the Find icon   in the toolbar, then click Options and choose Advanced Find, or simply press **CTRL-SHIFT-F**. A window will open in which you may enter search criteria.

2. Click the Browse button to select mailbox folders to search within. Be sure to check every box you want to search including subfolders.

3. Enter text to search for or leave this blank.
4. Next to the word *In:* choose *Subject field only* or *Subject field and message body*.
5. Enter *From* or *To* criteria. You may also specify a *Time*.
6. Additional Tabs allow you to choose to search for read or unread mail, mail with or without attachments or mail with an importance level chosen or flagged mail.
7. Click *Find Now*. You may change the criteria and click *Find Now* again. Click *Clear* to return to the full list of messages.

TIP: Each time you choose Advanced Find you must re-select the mail folders to search. If you have many mail folders this can be tedious. You may, however save a search with it's criteria including selected mail folders. Create a simple search for mail received today using the Time criteria boxes. Browse the mailbox folders and place a check next to all of the IMAP folders including the subfolders. You may skip the Spamscreen folder. Complete the search by pressing *Find Now*.

Once the search is complete, go to the File menu and select Save Search. The next time you choose Advanced Find choose File, then Open Search and double-click your saved search. Revise your search criteria to what you need. You won't have to re-select all the mailbox folders.

Find Text on a Page

1. With a message window open go to the File menu, and choose Find or press **F4.**
2. Enter the text to search for. Choose *Match case* and/or *Select whole words only* if needed. Then click *Find Next*.
3. Choose Find Next from the Edit menu to go to the next instance of the test you're looking for, or press **SHIFT-F4.**

Contacts, the Address Book and the On-Line Directory

Contacts provides a place to store contact information for use in managing email addresses for Outlook 2003 messages, but may also be used as a general contact manager for home and work addresses, phone and fax numbers and personal information such as birthdays or anniversaries.
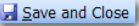
Note: It is possible to import contact information from another program. This may have been done as part of the process to migrate your email from Eudora to Outlook 2003.

The **Address Book** will display names and email addresses only and will show them from your Contacts or from the On-line Directory. The Address Book is a handy way to look up and insert an email address into a message. Only Contacts who have a valid email address (includes @xxx.xxx) as part of their contact information will be displayed in the Address Book.
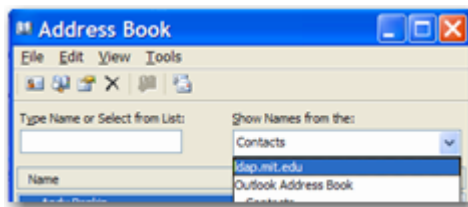
Add a Contact Manually

1. On the Navigation Pane, click Contacts. You should see contacts listed as Address Cards.
2. On the toolbar click the New ▤New button.
3. Add the information for your new contact. Click different tabs to include different types of information.
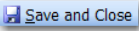
Add a Contact From a Message

1. In a message you are viewing or replying to, right-click the person's name, and then click Add to Outlook Contacts.
2. In the Contacts card created, add any additional information for the new contact.
3. Click the Save and Close ▤Save and Close button.

Add a Contact from the Online Directory

An easy way to add more complete information is to look up a person in the online directory and automatically transfer their information to Contacts. To do this, Outlook 2003 must be configured for LDAP (Lightweight Directory Access Protocol). See Help and Information to get more details on configuring LDAP. This process uses the search feature in the Address Book and once found, will let you add a name as a new Contact.

1. On the toolbar click the Address Book 📖 icon or press **CTRL-SHIFT-B**.
2. In the Show Names from the: box, select ldap.mit.edu.
3. From the toolbar in the Address Book, click on the Find Items 📇 icon.
4. Type in the last name or email (Alias) of the person you are looking for, and choose Begins with or Contains, then click OK.

5. Find the name in the list of names found and click the Add to Contacts ![icon] button.
6. In the Contacts card created, add any additional information for the new contact.
7. Click the Save and Close ![Save and Close] button.

Create a Distribution List (Eudora Nicknames)

1. On the Go menu or the Navigation pane select Contacts, or press **CTRL-3**.
2. On the File menu choose New Distribution List.
3. Type a name for the list then click the **Select Members** button.
4. In the Show Names from the: pop-up menu-up menu select Contacts.
5. Select a contact to be a member of the list and click the **Members** button. Repeat to add more names to the list. Click **OK** after the last name has been added.
6. Click **Save and Close** on the toolbar.
7. Return to email by selecting Mail on the Go menu or on the Navigation pane or by pressing **CTRL-1**.
8. Insert the distribution list name as you would any other address on the To: or CC: line of a new message.
9. To expand the list to show the individual member email addresses click the plus next to the list name then click OK in the dialog box.

Customize How Outlook Looks

Outlook 2003 let's you change the way the screen looks by making different choices in the View menu. Several **Views**, or arrangements of columns and formatting are set up by default but Views can be added or customized.

Change the Display of the Reading Pane

The Reading Pane lets you view message contents without opening the message in a separate window. You can customize the Reading Pane.

1. On the View menu, click Reading Pane and choose Right, Bottom or Off to hide or position the Pane.
2. To resize the Reading Pane and the Message List, point to the divider between them until you see a double arrow, and then click and drag the divider.

Sort the Columns in the Message List

1. On the View menu, choose Arrange By, and select, or de-select the columns to sort by.
2. Or, click the head of the column.

Change the View

1. On the View menu, choose Arrange By, then Custom.
2. Change the View by clicking a button to add or delete **Fields**, change the **Sort** order, **Group** messages by a field to hide or show large blocks of messages, or change **Other Settings** such as font and gridlines.

Use Views to Show or Hide Messages

There are at least two possibilities for hiding some messages.

1. On the View menu choose Arrange By and then Show in Groups. Messages are displayed in groups. If you have not specified a group, they are grouped chronologically. Click the plus and minus symbols to open and close groups.
2. On the View menu choose Arrange By and then Current View you can choose to hide of group messages which have been marked for deletion or limit the messages being displayed to the last seven.

To Color Messages

1. Select one message from the person whose messages you'd like to see in a different color.
2. On the **Tools** menu, click **Organize** to display the Organize pane.
3. In the **Organize** pane, click **Using Colors**.
4. In the first bulleted item, you should see the words **From** and the name of the person who sent you the message. Then you should see the word **in** and a drop-down list box.
5. Click the box to select a color (or keep the default).
6. Click **Apply Color**.
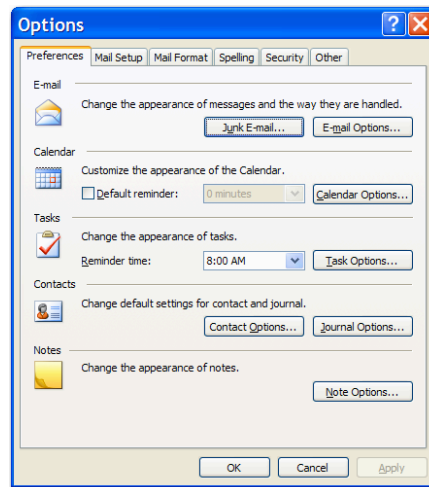
Customize How Outlook Works

Customize the Toolbars

1. To change the Toolbar in the main window, click Toolbars on the View menu.
2. Choose among the 4 possible Toolbars or click Customize to add or remove tools from the toolbars.

Options

Outlook 2003 has many features which may be customized, changing the way the program operates. Some of these options are quite useful while others are less critical.

To access options click Options on the Tools menu and select the appropriate tab. Make the changes you want, then click OK. Click the Question Mark icon to see an explanation of the choices on all the tabs.

E-mail Options	Save copies of messages in Sent Items folder
	Automatically save copies of unsent messages
	On replies and forwards
Advanced Email Options (on E-mail Options tab)	When new items arrive in my Inbox
	Suggest names while completing To, Cc and Bcc fields
Mail Format	Compose in this message format (Plain Text is recommended)
	Use Office 2003 for editing (no need to use this)
	Fonts (choose fonts for reading and composing messages)
	Signatures (see handout)
Spelling	Choose the options you prefer (same as Word)
Other	Empty Deleted Items Folder upon exiting
	Make Outlook the Default program
Advanced Options (on Other tab)	Startup in this Folder (set this for your IMAP Inbox)
	Warn before permanently deleting items (your choice)

Using Outlook 2003 Keyboard Shortcuts for Email

Action	Keyboard Shortcut
Show Mail	CTRL+1
Move between panes in window	F6 (SHIFT+F6 to go backwards)
Move between folders	CTRL+Y
Open a new message	CTRL+SHIFT+M or CTRL+N
Move around fields in a new Message window	TAB (or SHIFT+TAB)
Look up an e–mail address	CTRL+SHIFT+B
Check the validity of an address that you've typed	CTRL+K
Format selected text	Use standard formatting shortcuts, e.g., CTRL+B for bold
Send message	ALT+S
Open next item	CTRL+COMMA
Open previous item	CTRL+PERIOD
Reply to a message	CTRL+R
Reply All	CTRL+SHIFT+R
Forward a message	CTRL+F
Delete a message	CTRL+D
Permanently delete a locally saved message	SHIFT+DELETE
Move a message	CTRL+SHIFT+V
Move around a folder tree	The arrow keys
Create a new folder	CTRL+SHIFT+E
Check spelling	F7

Using Outlook 2003 Keyboard Shortcuts for Attachments

Action	Keyboard Shortcut
Add an attachment	On the Insert menu (ALT+I) use the File command (F)
Add another e–mail message as an attachment with Word as your e–mail editor	Open a new message (CTRL+SHIFT+M). Press CTRL+TAB to get to the Mail toolbar. Use either the TAB or RIGHT ARROW keys to move the focus to the Insert File button 📎. Press the DOWN ARROW key. Now either press E or the DOWN ARROW key and ENTER to select Item. Find the message you want to attach, then select OK
Add another e–mail message as an attachment if Word isn't your e-mail editor	On the Insert menu (ALT+I) use the Item command (E)
Open an attachment from a closed message	In a folder, select the message which has the attachment, press SHIFT+F10, select View Attachments by pressing H, use the ARROW keys to select the required attachments (there could be more than one), then press ENTER to open the attachment.
Read an attachment in an RTF message	The attachment will appear in the body of the message. Move to the attachment using the arrow keys, select it using SHIFT+ arrow key, press SHIFT+F10 to open the shortcut menu, select Open by pressing O.
Read an attachment in plain text or HTML messages	From the open message, press SHIFT+TAB to move into the attachment area of the message header, select the attachment with SHIFT+LEFT ARROW key, press SHIFT+F10 to display the shortcut menu, type O for Open.
Save an attachment	From the open message, use the Save Attachments command (N) on the File menu (ALT+F)

Help and Information

For general help a great place to start is the Microsoft Office Outlook Help in the Outlook Help menu. Click Table of Contents to get an organized list of Help topics.

Microsoft Online has some excellent help including online tutorials for Outlook 2003.
http://office.microsoft.com/en-us/assistance/CH790018071033.aspx

For complete information about migrating from another mail client, see Email Migration at MIT.
http://web.mit.edu/ist/topics/email/migration.html

For complete information about using Outlook 2003 at MIT, see Outlook 2003 for Windows.
http://itinfo.mit.edu/product.php?vid=614

For help with configuring, see Outlook 2003 for Windows: MIT Recommended Settings.
http://itinfo.mit.edu/article.php?id=7064

For more on IMAP, see Guide to IMAP at MIT.
http://web.mit.edu/ist/topics/email/imap.html

For more information on backup procedures, see Backing up Your Email
http://web.mit.edu/ist/topics/email/backup.html.

For help setting up access to the online directory, see Outlook 2003 for Windows: Configuring for LDAP http://itinfo.mit.edu/article.php?id=7920

For general information about using email at MIT, see Email at MIT.
http://web.mit.edu/ist/topics/email/index.html

For help with email or other computer questions, contact the Computing Helpdesk.
computing-help@mit.edu   617-253-1101