

# Section 8

## Send and Receive

By the end of this Section you should be able to:

Send, Open and Read Messages

Attach Files

Open and Save Attachments

Reply to and Forward Messages

Use the Address Book

## Exercise 44 - Sending Messages

### **Guidelines:**

Today, e-mail is an extremely important communication tool. It has obvious advantages over the normal postal system: it is much faster – mail is delivered within seconds to any e-mail address on the Internet.

However, as with all electronic communications, there are certain accepted rules which should be followed. These rules are known as **netiquette**, or network etiquette. A search for the word **netiquette** on the Internet will provide detailed information on the subject, but here follow a few examples.

Some rules are quite specific:

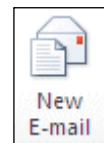
- Uppercase text is assumed to indicate shouting and should therefore be used carefully.
- Keep messages relevant and concise. Large messages and attachments take time to receive as well as send.
- Include a short subject field that briefly describes your message.
- Do not send or forward chain letters and other junk mail and avoid heated, angry messages (known as **flames**)

Others are more general:

- Remember you are communicating with another human being.
- Be careful with humour. Sarcasm in particular can be difficult to identify in a text message.
- Assume that normal electronic mail is not secure. Never include anything you would not say in public.
- Be aware of legal and company restrictions on content.

### **Actions:**

1. Click the **New E-mail** button to start a new message.
2. Enter your own e-mail address in the **To** box, so the results of this exercise can be observed.
3. In the **Subject** box, enter **Test Message**.
4. A copy of this message can be sent to another recipient. Click in the **Cc** box and type in the e-mail address of a friend.



*Note: **Cc** stands for **carbon copy**. It can be used to send a copy of a message to a person who is not the primary recipient of the message.*

**continued over**

## Exercise 44 - Continued

*Note: To send a copy of the message to someone without those in the **To** and **Cc** boxes knowing about it, you can use the **Bcc** box (which stands for **blind carbon copy**). To make this box available, display the **Options** tab and click **Bcc** from the **Show Fields** group.*

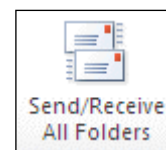
5. Enter a friend's e-mail address in the **Bcc** field (different to the one used in the previous step).
6. Type the following message text into the e-mail body:

**E-mail can be used to catch up with your friends, wherever they are, for free. This is a test message as part of New CLAIT and there is no need to reply.**

7. Check your message with regard to the accepted netiquette rules.
8. Click the **Send** button to send the message to the **Outbox**, ready to be sent. The message will usually be sent from here automatically by *Outlook* after a few moments.



*Note: Outlook can be configured to only send and receive messages when told to do so. If this is the case, the message will stay in your **Outbox** until you click the **Send/Receive All Folders** button on the **Send/Receive** tab. When this button is clicked, Outlook also checks for any incoming mail.*





9. When the message has been sent, click on the **Sent Items** folder in the **Navigation Pane**. A copy of all sent messages is kept here (optionally).

*Note: The options to send messages immediately can be set by displaying the **File** tab and selecting **Options | Advanced | Send and receive**.*

10. It can sometimes take a few minutes for messages to be sent or received. Check with your friends that they received their copies of your message.

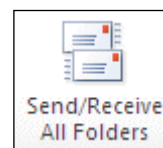
## Exercise 45 - Open and Read Messages

### Guidelines:

Received e-mails are placed in the **Inbox** and are shown in bold type in the **Message List**, with an unopened envelope icon, , next to the message's subject and sender's name. Once a message has been read, its icon changes to an opened envelope, .

### Actions:

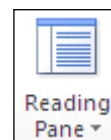
1. Display the **Send/Receive** tab and click the **Send/Receive All Folders** button. *Outlook* will check for new messages.
2. Make sure the **Mail** button is selected on the **Navigation Pane** and click the **Inbox** folder. New messages will appear in the **Message List**. There should be at least one message (**Test Message**, which you sent to yourself earlier).



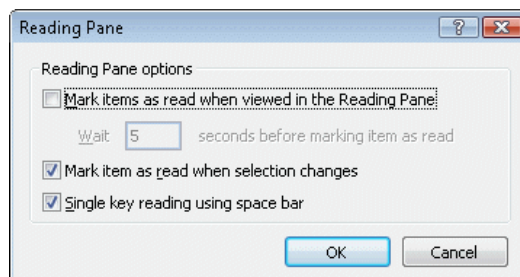
*Note: If the message has not arrived yet, wait for a few minutes and try **Send and Receive All Folders** again.*


3. To read a message in the **Message List**, click on it once and view its contents in the **Reading Pane** (you can also double click to open the message in a new window). Click on **Test Message** once now and read its contents in the **Reading Pane**.

4. By default, the message will be marked as read as soon as another message or view is selected, but this can be changed. Display the **View** tab and click the **Reading Pane** button from the **Layout** group.



5. Select **Options**. The default settings are shown. Selecting **Mark items as read when viewed in the Reading Pane** and setting a **Wait time** will change the way messages are marked as read. Click **Cancel** to leave the setting unchanged.



6. To mark the **Test Message** as **Unread**, select it and display the **Home** tab. Then click the **Unread/Read** button, , in the **Tags** group. The envelope icon changes back to closed and the text to bold.

7. Double click on the **Test Message** to open it in its own window.

8. Close the **Test Message** window by clicking the **Close** button, .

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## Exercise 46 - Attaching Files

### Guidelines:

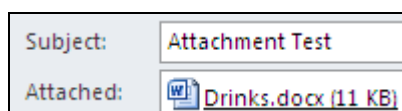
It is possible to attach any sort of file to an e-mail message in *Outlook*, provided it does not exceed any size/type restrictions imposed by the destination mailbox (if this is the case the message will be returned undelivered). This makes it easy to send reports, charts, sound files or pictures, for example.

### Actions:

1. Make sure the **Home** tab is selected and click the **New E-mail** button.
2. Enter or your own e-mail address in the **To** box and enter the **Subject** as: **Attachment Test**.
3. In the e-mail body, type the following text:

**Could you look at the attached file and let me know which wines  
you want to order for the party next week?**

4. Click the **Attach File** button and the **Insert File** dialog box will appear.
5. Select the location where the data files are stored then double click the **Drinks** file to attach it.
6. The attachment appears in a new **Attached** box under the **Subject**.



*Note: Depending on your default selected mail format settings, attachments may appear as icons in the e-mail body.*

7. To attach a second file, repeat steps 4 and 5, this time selecting the **Finance** file from the same location.
8. The **Finance** file has been attached in error. To delete this attachment, select its entry in the **Attached** box, then press <**Delete**>.
9. Click **Send** to send the message together with its attachment, then if necessary **Send/Receive All Folders** on the **Send/Receive** tab to send the message.

*Note: Outlook will prevent you from sending messages with potentially unsafe attachments (files that are more likely to contain viruses). These include programs that have .exe extensions or scripts that have .bat extensions.*

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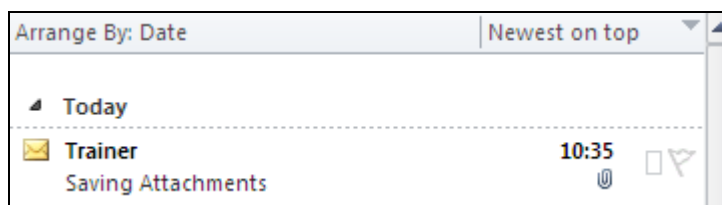
## Exercise 47 - Open and Save a File Attachment


### Guidelines

When a message with an attachment is received, it can be opened, saved, or both. However, be *very* wary of opening any attachment if you are not absolutely sure of its source. Although most antivirus software will scan e-mail attachments as they are received, it is still a good idea to save them first and scan for viruses before opening.

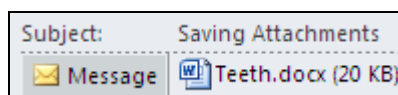
### Actions:

1. Create a new message and enter your own e-mail address in the **To** box. Enter the subject as **Saving Attachments**.
2. In the e-mail body, type: **The attached file may be of interest to you.**
3. Attach the **Teeth** document from the data files, as described in the previous exercise.
4. Click **Send**, then if necessary **Send/Receive All Folders** on the **Send/Receive** tab to send the message.
5. As the message was addressed to you, after a few moments it will be displayed in the **Inbox** with an attachment icon, . If it does not appear, you may need to click the **Send/Receive All Folders** button again.




*Note:* It is possible that Outlook will identify this message as **Junk Mail** and store it in a special **Junk E-mail** folder (if present). If so, open the **Junk E-mail** folder from the **Folder List** on the **Navigation Pane**, select the **Saving Attachments** message, click the **Junk** button, , on the **Home** tab, and select **Not Junk**. The message will be moved to the **Inbox**.

6. Make sure the **Inbox** is selected on the **Navigation Pane** and double click on the **Saving Attachments** message from the **Message List** to open it.
7. To then open the attachment, click on the **Teeth** icon in the message. Outlook previews the document in the body of the e-mail.



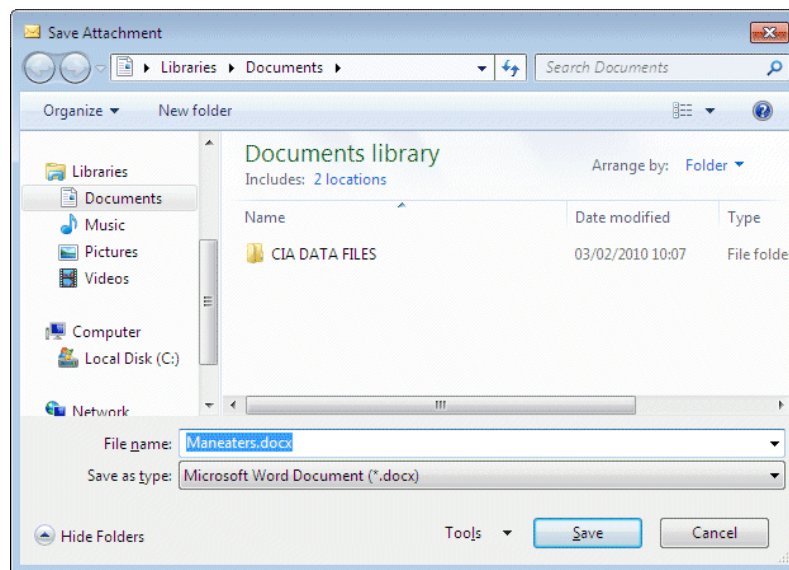
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## Exercise 47 - Continued

8. To fully open the attachment, select **Open** from the new **Attachments** tab on the **Ribbon** (or double click the **Teeth** icon).
9. *Microsoft Word 2010* starts in **Protected View**, displaying the contents of the attached file. As attachments are a common source of computer viruses, **Protected View** prevents them from making any changes to your computer. Close *Word* to return to *Outlook*.
10. Due to the security implications of opening e-mail attachments without checking them for viruses, it may be advisable to save any attachments first. Make sure the **Teeth** icon is selected in the message and click **Save As** on the **Attachments** tab. 

*Note:* All attachments can be saved at once using the **Save All Attachments** button.

11. When the **Save Attachment** dialog box is displayed, ensure that the save location is the **Documents** folder/library.



12. Click **Save** to save the attached file.
13. Open the **Documents** folder from the **Start** menu to see the file. You can now check this file for viruses as described in an earlier exercise.

*Note:* You can distinguish between attached files of different types by their extension, e.g. *.docx* is a document; *.xlsx* is a spreadsheet, *.jpeg* is an image, etc.

14. Close the **Documents** and **Saving Attachments** windows, but leave *Outlook* open for the next exercise.

*Note:* Attachments can also be saved without even opening the e-mail first. With a message selected from the **Message List**, display the **File** tab and select **Save Attachments**.

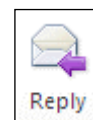
## Exercise 48 - Reply to/Forward Messages

### Guidelines:

You can reply to the sender of a message, or to the original sender *and* all of the recipients. A reply can be entered into the e-mail body (the original message will be shown underneath for reference). A message can also be forwarded to another person.

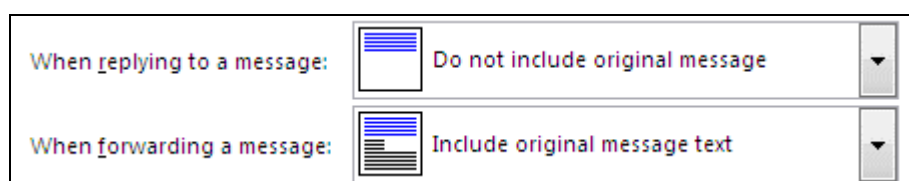
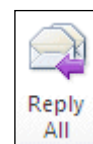
### Actions:

1. Within the **Inbox**, select the message named **Saving Attachments** from the **Message List**.
2. Click on the **Reply** button in the **Respond** group to display a message window, addressed to the sender of the original e-mail (you). The original message is displayed underneath.



*Note: The **Reply All** button is used to send a reply to all recipients of a message, if it was originally sent to more than one person.*

3. If you never want the original message to appear in the replies you send, it can be omitted automatically. Close the reply message without saving and then display the **File** tab.
4. Click **Options** and select **Mail** from the categories list on the left. In the **Replies and forwards** section (you may need to scroll down to find this), open the drop-down list **When replying to a message**.
5. Select **Do not include original message**.



6. Click **OK**.
7. To see the effect of the new settings, make sure the **Saving Attachments** message is selected in the **Message List** and click **Reply** again. Notice how the original message is not included.
8. The **Subject** section begins with **RE:** indicating a reply to a previous message. After **RE:**, delete the existing subject and replace it with **Replying to messages**.

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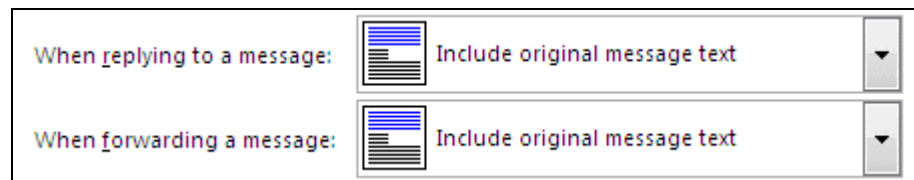
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## Exercise 48 - Continued

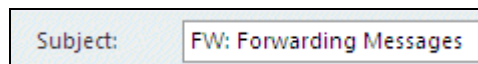
9. Enter the following message text:

**Thank you for the document, it was very useful. Do you have any other files that may be relevant?**

10. Click **Send**, then if necessary **Send/Receive All Folders** on the **Send/Receive** tab to send the message.
11. To change the settings back to their original state, display the **File** tab and click **Options**. Select **Mail** from the list on the left and, in **Replies and forwards**, open the drop-down list **When replying to a message**. Select **Include original message text** for the **replying** option.



12. Click **OK** to confirm the change.
13. Select the **Saving Attachments** message and click the **Reply** button in the **Respond** group. The original message is shown again but can be deleted manually – use the mouse to highlight the text, then delete it (this removes the original message from the current reply only).
14. Close the message window without saving.
15. Select the **Saving Attachments** message once more, and then click the **Forward** button in the **Respond** group. When the message window is displayed, click in the **To** box and enter a friend's e-mail address.
16. The **Subject** begins with **FW:** indicating a forwarded message. Replace **Saving Attachments** with **Forwarding Messages**.



17. A forwarding message can be typed in the e-mail body, leaving the original message underneath for reference. Enter the following text (above the original message):

**This message is forwarded as part of New CLAIT Unit 8**

18. Click **Send**, then if necessary **Send/Receive All Folders** on the **Send/Receive** tab to send the message (correct or ignore any spelling mistakes found).
19. The message has been forwarded to a friend.

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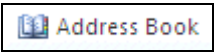
## Exercise 49 - Address Book

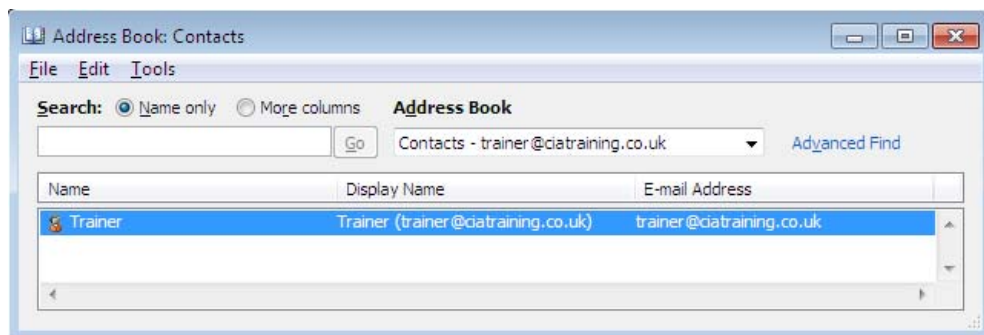
### Guidelines:

Usually over time, you may find that many e-mails will be sent to the same people (your contacts). They may be friends or family, work colleagues or club members. To avoid typing addresses into every e-mail message, lists of known addresses can be stored by *Outlook* in the **Address Book**.

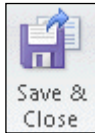
If *Outlook* is being used on a network a **Global Address List** will also be available, listing the details and e-mail addresses of all users on the network. It is possible for any user to create a personal list (stored within the **Contacts** folder in *Outlook*), which lists the details of specific, personal contacts.

### Actions:

1. Make sure the **Home** tab is selected and click the **Address Book** button, , to display the **Address Book**.
2. The **Global Address List** may be displayed by default. It is usually not possible to add names to this list as it is automatically created and maintained by your server (and lists all users on your network). Click on the drop-down arrow under **Address Book** and select **Contacts**.



*Note:* There may be no **Contacts** records present if none have been added yet.

3. From the **Address Book** window select **File | New Entry**. Select **New Contact** and click **OK**.
4. Enter your own details in the relevant boxes. There are many possible fields but only **Full Name** and **E-mail** are required for this guide. Click **Save & Close** to add the entry. 
5. In the same way, add the names and details of **four** friends.

*Note:* A person in the **Global Address List** can be added to the **Contacts** list by right clicking their name and selecting **Add to Contacts**.

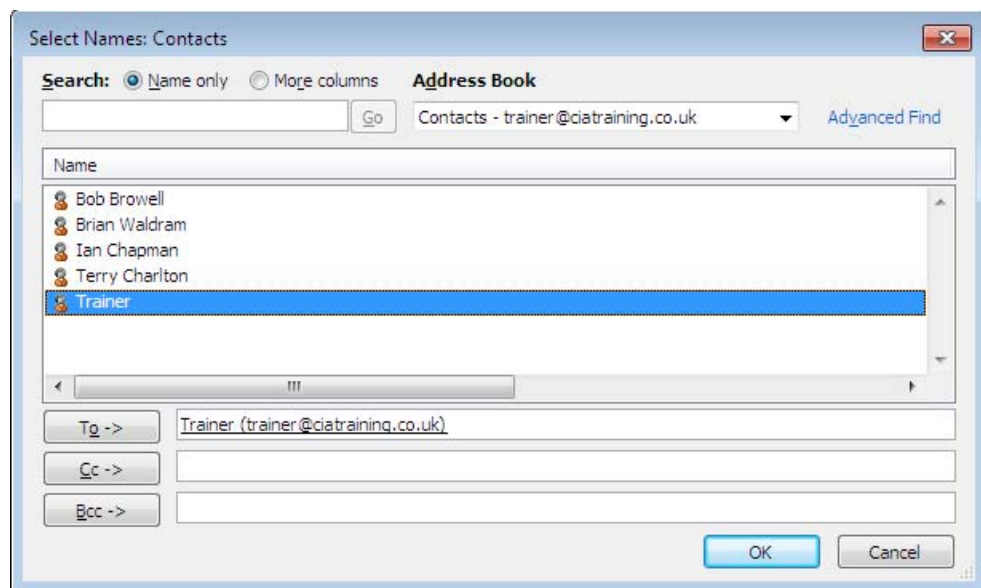
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## Exercise 49 - Continued

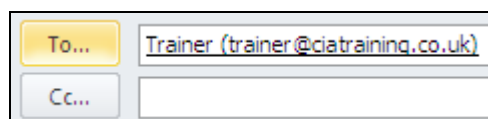
6. Close the **Address Book**.
7. Use the **New E-Mail** button to create a new mail message.
8. Click the **To** button. The **Select Names** dialog box is displayed.
9. If necessary, use the **Address Book** drop-down menu to display the **Contacts** list as before.



10. Select a name from the list and click **To** from the lower part of the window. The name and e-mail address are displayed in the adjacent box.

*Note: Further addresses could be selected if the message needed to go to more than one contact.*

11. Click **OK** to close the **Select Names** dialog box. Notice how the message has been addressed.



12. Close the message without saving.

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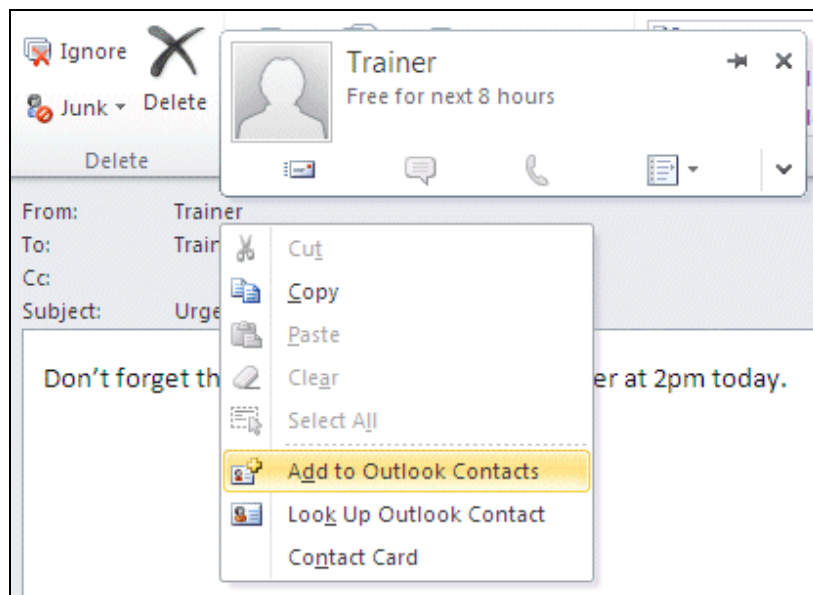
## Exercise 50 - Add Sender to Address Book

### Guidelines:

When a message is received from a contact, there is a quick and easy way to add that contact's details to your **Address Book**. In a business environment this is a useful and time saving technique.

### Actions:

1. Double click to open any message from your **Inbox** and right click on the **From** address.



2. Select **Add to Outlook Contacts** from the shortcut menu. When the contact window appears, add any further details that may be required, then click **Save & Close**.
3. Close the message.
4. Open the **Address Book**, select **Contacts** and make sure you can see the new entry.
5. Close the **Address Book**.
6. The contact that was just added to the **Address Book** has decided to move to a desert island, without leaving a forwarding address. Open the **Address Book** again and display **Contacts**.
7. Select the new contact and press the <Delete> key. Click **Yes** at the prompt to delete the contact's details.
8. Close the **Address Book**.

## Exercise 51 - Revision

1. Open the **Address Book** and add three new contacts, using the names and addresses of colleagues.
2. Create a new message.
3. Address the message to anyone in your **Address Book** and enter the subject as **Car Pool**.
4. Attach the file **Car Pool** from the data files.
5. Enter the message text as follows:

**Here's a list of the available company cars in our pool.  
Please indicate your preference and let me know asap (this  
is a test message).**
6. Send the message.
7. Compose a new message and enter your own address in the **To** box.
8. Enter the subject as **Party** and the text as:

**Just to remind you that I'm having a party on Friday and  
would love you to come.**
9. Send the message.
10. When you receive it, send a reply to the sender.
11. Forward the message to someone in your **Address Book**.
12. Close any open messages without saving.