

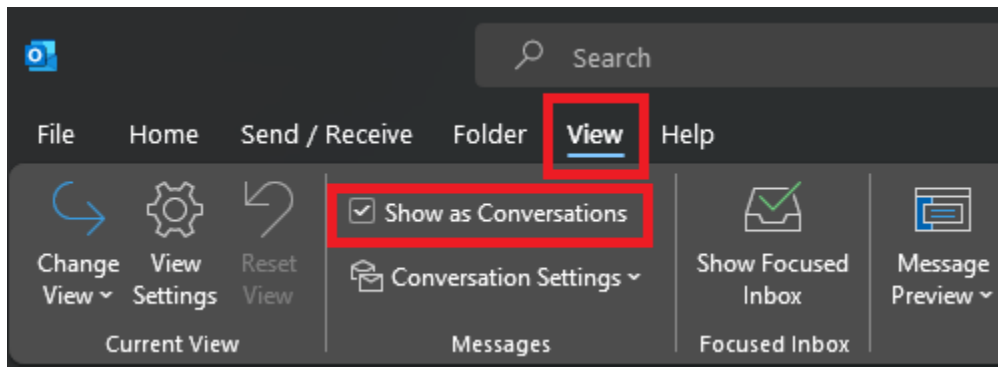
# Tips for Using Outlook

This document will cover some features of Outlook to familiarize you with the program's useful features and ways to improve productivity.

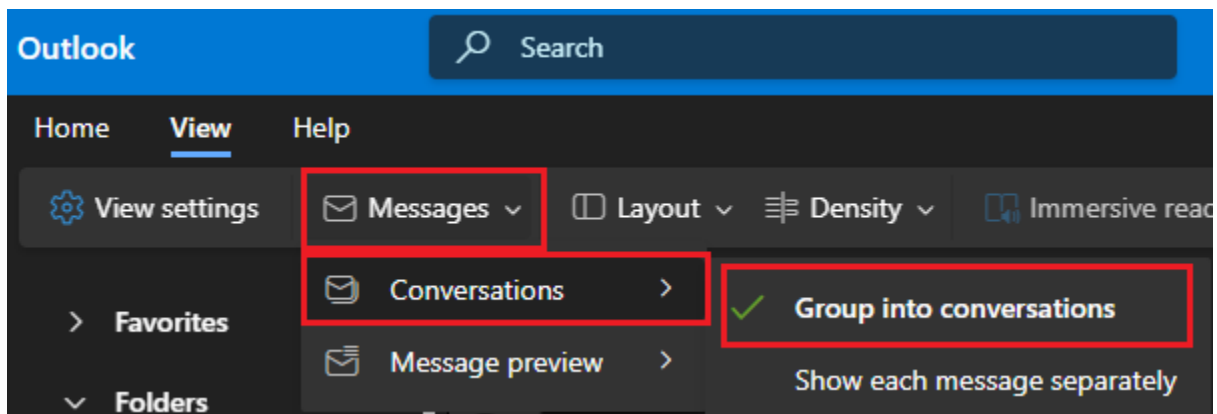
## Conversations

Email chains can become a labyrinth, especially as they grow longer and even more so when many recipients/senders are involved. Enabling Conversations groups all the emails present in a chain cleanly into one object in Outlook. This makes following the order that emails were exchanged simple and easy, showing not just other emails but your own. To turn the Conversations view on click on View found in the Ribbon at the top of the Outlook client, and then check-off the Show as Conversations box.

[To learn more about viewing email messages by conversation click on this text to follow the hyperlink to the related Microsoft support article.](#)



The setting for this feature is located similarly in Outlook on the Web, click on View located at the top of the page in the Ribbon, click Messages, then Conversations, and finally Group into conversations.

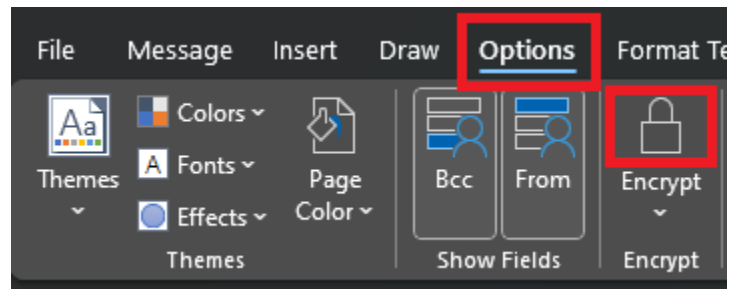


## Encryption

While email may seem like a private way of communicating with others it is susceptible to being intercepted in transit. To completely negate this possibility for sensitive communications you can Encrypt your emails before sending them. This feature can also be used to *receive* emails safely and securely, all replies to your encrypted email will also be encrypted. If someone needs to send *you* sensitive information you can send them an encrypted email, and all subsequent emails in that chain will themselves be encrypted.

To encrypt an email using the desktop Outlook client the email must be popped-out, which is to say open in its own independent window. This can be accomplished in several ways, clicking New Email is the #1 way for new emails, but what if you're already in a conversation with someone and you want your next email (and all subsequent emails in the chain) to be encrypted? The easiest way to pop-out an existing email chain is to double-click on the email, the second is to click Reply and then Pop Out (found towards the top-right of your reply). This will open the existing email in a new window which will give you the opportunity to Encrypt it.

To complete encrypting an email click on Options found on the Ribbon at the top of the Outlook client. It is here you will see a button titled Encrypt. Click on the associated padlock symbol and you will see the following above the Send button *"Encrypt Only – This message is encrypted. Recipients can't remove encryption."*



[To learn more about email encryption in Microsoft 365 click on this text to follow the hyperlink to the related Microsoft support article.](#)

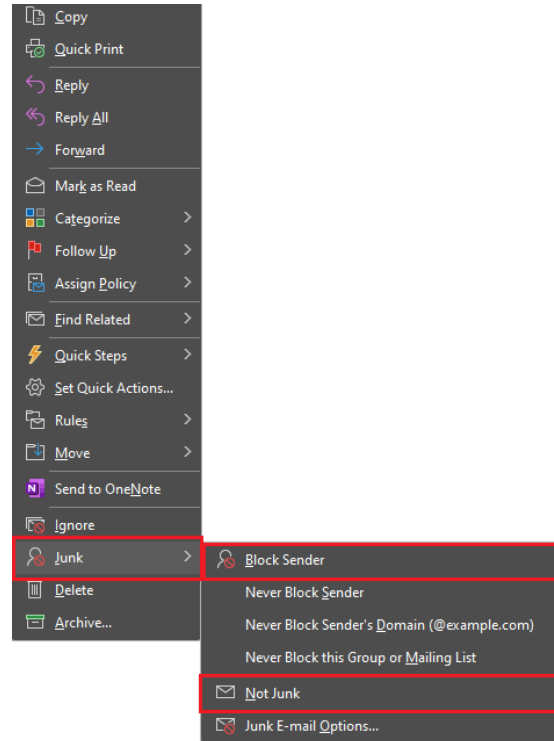
## Junk Email

Microsoft 365 Exchange Online provides services beyond a simple email server. Spam, malware, and phishing protections are built-in to the platform and can be further supplemented by additional licensing to give more protection, and greater control over these filters.

Every M365 mailbox has a default Junk Email folder where messages marked as spam will be sent. If you receive an email from a sender that **is not Junk** but lands in your Junk Email folder anyway right-click on the email, select Junk and then click on Not Junk.

Similarly, if you receive an email that **is Junk** you can right-click on the email, select Junk and then click on Block Sender. This will send that email to your Junk Email folder along with all future emails from that sender.

[To learn more about Junk Email settings in Microsoft 365 click on this link to follow the hyperlink to the related Microsoft support article.](#)



## Rules

Among the more complicated settings in Outlook are Rules which provide click-to-run or automated management of emails in your mailbox. A common use of rules is to move new emails arriving from a specific sender into a specific folder. For instance, you have [sender@sendersdomain.com](mailto:sender@sendersdomain.com) and you want to file these emails into a folder called Senders Company Name. A rule can be created that will automatically move [sender@sendersdomain.com](mailto:sender@sendersdomain.com) into the Senders Company Name when it arrives in your mailbox – the rule does not need to automatically run either, it can also be run manually.

More advanced/complicated Rules can only be run through the Outlook client, **but this means that your Outlook client must be running for them to be processed**. It is for this reason WWCS recommends creating rules in [Outlook on the Web](#) if you want your Rules to be processed at the server level. This is particularly important if you want your Rules to automatically run on all incoming emails so that they are processed whether you are using the Outlook Mobile App, webmail, or the Outlook desktop client.

[To learn more about managing emails using rules in the Outlook desktop client click this text to follow the hyperlink to the related Microsoft support article.](#)

[To learn more about managing Inbox rules in Outlook on the Web click this text to follow the hyperlink to the related Microsoft support article.](#)

## Automatic Replies

Also known as Out of Office Message(s) Automatic Replies enable your mailbox to reply to messages when you are out of the office for the Holidays, sick leave, vacation, or any other reason you might have, with a pre-written email. When your mailbox is hosted in Exchange Online you can set Automatic Replies from the Outlook desktop client, or Outlook on the Web. You can set a different message for senders inside your organization and outside your organization along with a pre-defined time-period during which these messages will be sent.

[To learn more about setting automatic replies using the Outlook desktop client click this text to follow the hyperlink to the related Microsoft support article.](#)

[To learn more about setting automatic replies using Outlook on the web click this text to follow the hyperlink to the related Microsoft support article.](#)

## Search

Misunderstandings about how the Outlook Search feature functions often lead end-users to think that Outlook Search is less useful than it is. Know that when entering text into the Search field without any parameters Outlook is scanning through the sender's name, subject, message body and attachments, and will return all emails featuring your query whether it is an exact match or not. For instance, if you Search simply for the text art, your result will turn up emails containing art, artistry, artist, etc. wherever it is located (sender's name, subject, message body and attachments). If you only want to return emails with the exact phrase art, you will need to enter "art" (with quotations) into the Search field.

The Search feature has far too many nuances to properly cover in this document, and Microsoft has already done a fantastic job of documenting them so we highly recommend you visit the below hyperlink.

[To learn more about how to search in Outlook click this text to follow the hyperlink to the related Microsoft support article.](#)

## Search Folders

If there is a particular search that you find yourself performing often, whether it's to find newly arrived emails, or reference older emails, then Search Folders is a great way to cut down on time spent re-typing your query. Think of Search Folders as a pre-defined search. Unfortunately this feature is only available in the Outlook desktop client and cannot be utilized in Outlook on the Web.

[To learn more about search folders in Outlook click this text to follow the hyperlink to the related Microsoft support article.](#)