



RESPONDING TO MESSAGES

There are different ways in which you can respond to a message. You can reply to the person who sent the message or to the person who sent the message and all the recipients of the message. When a reply to a message is sent, the files that were attached will not be sent. It is also possible to forward a message to another recipient, not just to the person who sent the message. When a message is forwarded, the files that were attached to the message are sent also.

Replying to Sender

† Do one of the following:

 Open the message for which you want to send a reply and then click the **Reply** button.

 With the message selected in the **Inbox**, click the **Reply** button on the toolbar (see illustration at right).



† The **Message** window will display.

† The name of the original sender of the message will appear in the **To:** box.

† The subject of the message will appear in the **Subject** box with **Re:** at the beginning of it.

† The original message will appear at the bottom of the message box.

† The insertion point will appear at the top of the message box.


† Input the reply that is to be sent.

† Click the **Send** button (see illustration at right).

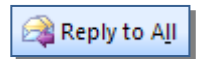


Replying to Sender and All Recipients

† Do one of the following:

 Open the message for which you want to send a reply and then click the **Reply to All** button.

 With the message selected in the **Inbox**, click the **Reply to All** button on the toolbar (see illustration at right).



† The **Message** window will display.

† The name of the original sender of the message will appear in the **To** box.

† The name of all the original recipients of the message will also appear in the **To** box.

† The original message will appear at the bottom of the message box.

† The insertion point will appear at the top of the message box.

† Input the reply that is to be sent.


† Click the **Send** button.

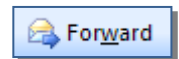


Forwarding a Message

† Do one of the following:


 Open the message for which you want to send a reply and then click the **Forward** button.


 With the message selected in the **Inbox**, click the **Forward** button on the toolbar (see illustration at right).





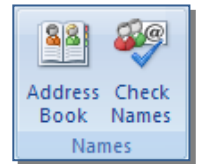
† The **Message** window will display.

† In the **To** box, do one of the following:

 Input the e-mail address of the person to whom the message is to be sent.

 Click the **To** button and then look for the person's name in the **Global Address List** or the **Contacts** list (see the instructions in the **Finding a Recipient** link on the **Training Web Page**).

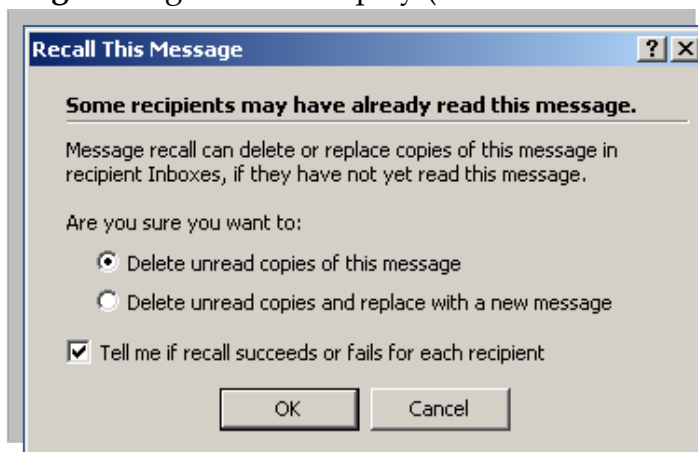
-  Start inputting the name of the person to whom the message is to be sent.
 - If the name has been input before, the name may appear in a list.
 - Click on the name to add it into the **To** box.
-  Input the **Full Name** of the person to whom the message is to be sent.
 - In the **Names Group**, click the **Check Name** button (see illustration at right).
 - If the **Name** is in the **Global Address List** or the **Contacts** list, then the name should underline indicating that it is a valid name.
- ✦ Click the **CC** button to send a copy of the message to someone else.
- ✦ The subject of the original message will appear in the **Subject** box.
- ✦ The original message will appear at the bottom of the **Message** box.
- ✦ The insertion point will appear at the top of the **Message** box.
- ✦ If any attachments appeared in the original message, they will appear in the **Attachment** box.
- ✦ Input the information that is to be sent.
- ✦ Click the **Send** button.





Recalling Messages

If you are connected to a network that uses Microsoft Exchange Server, it is possible to recall a message that has been sent. If once a message has been sent, an error is discovered, the message can be recalled so that the error can be corrected and the message can be resent. A message can only be recalled if the message recipient is logged on using Microsoft Outlook and has not yet read the message or moved the message from the Inbox. To recall a message do the following:

- ✦ Click the **Sent Items** folder in the **Folders List**.
- ✦ Open the message that is to be recalled.
- ✦ Click the **Message Tab**, if necessary.
- ✦ In the **Actions Group**, click the **Other Options** button.
- ✦ Click the **Recall This Message** option.
- ✦ The **Recall This Message** dialog box will display (see illustration below).



- ✦ Under **Are you sure you want to**, select one of the options below.
 -  Delete unread copies of the message.
 -  Delete unread copies of the message and replace them with a new message.
- ✦ Make sure the **Tell me if recall succeeds or fails for each recipient** check box contains a check mark if you want to receive a message regarding the results of this action.

- ✦ Click the **Tell me if recall succeeds or fails for each recipient** check box to remove the check mark, if you don't want to receive a message about the results of this action.
- ✦ When the options have been chosen, click **OK**.