As well as providing tools for reading, sending and organizing your email, Microsoft Outlook also provides tools for diary management, to-do lists, and contact management. If you wish to access your email when away from the University, you will need to use Web Based Mail. For more Information, see the Email How-To Guides website at http://www.nwmissouri.edu/compserv/ClientComputing/email/index.htm

**Getting Started**

*Double-click* on the Microsoft Outlook **icon** on the desktop.

**Or**

Click **Start**, **Programs**, Microsoft Office, Microsoft Outlook.

If you are on campus and using a university provided computer, there is no need to log into Microsoft Outlook because it is configured to recognize the username and password which you used to log onto the computer.

**The exception to this rule is for first time Outlook users on a university provided computer.**

**First Time Outlook User**

If you are a first time Outlook user on your computer, you will need to configure the email software to recognize you.

* Click on the **Outlook icon** within **Programs** or on your desktop.
  * Outlook will begin to open.

* If you have never used Outlook on the computer before, another smaller window will automatically open saying that Outlook cannot recognize you. Click **OK** to this message.
  * A window will then appear that will allow you to type in your Northwest Network Account username.
    * Username Examples: s500500 or JHunter
    * Type your **username** in the box next to **Check Name**.
    * Click **Check Name**.
    * Once your name appears in the textbox, make sure that the appropriate mail server name is also displayed.
      * MAIL1.NWMISSOURI.EDU
    * It should automatically be displayed without you having to type anything.
  * Click **OK**.
    * Outlook should then open your Inbox.

**The Outlook Window**

When Microsoft Outlook opens, the main Outlook window is displayed. (See final page of this guide for a list of basic Outlook icons and what they do). The **folder list** on the left side of the window shows the following:

* **Inbox** – contains recent email messages.
* **Outbox** – contains messages waiting to be sent.
* **Sent Mail** – copies of messages that you have sent.
* **Deleted Items** – messages that have been deleted from your Inbox, but not removed permanently from the mail server.
* **Personal Folders** – Outlook folders that you have set up on the hard drive of your computer.
* **Public Folders** – includes public shared folders.
Outlook Message List

The Outlook Message list shows the sender of the message, the subject, when the message was sent, priority level, and whether the message has an attachment. Unread messages will be displayed in bold.

The messages held in the selected folder (e.g. Inbox) will be displayed on the right side of the Outlook window. The number of new messages that have been received since you last logged on is shown in brackets to the side of the folder.

Folders which have sub-folders will have a + (Plus) symbol next to them. To display the sub-folders, click on the plus symbol. To hide the sub-folders, click on the - (Minus) symbol.

Sending a Message

To open and compose a new Outlook message, please do the following:
- Click File.
- Click New.
- Click Mail Message
  - You can also click the New Mail Message button on the toolbar.
- The message window will open.
- Enter the email address or addresses for the recipients in the To: box and if required enter them into the Cc: or Bcc: boxes.
  - Multiple addresses should be separated by a semicolon.
- Type the subject of the message in the Subject: box.
- Type the body of your message in the textbox underneath.
- Click Send to send the message.

Saving a Draft Message

You can save an incomplete message without sending it, so that you can return to edit or send the message at a later date. To save a draft, please do the following:
- Click the Save button on the toolbar of your email message and your message will be saved in the Drafts folder.

Or

- Click File.
- Click Close.
  - A message will pop up asking if you want to save Save the changes to your message?
- Click Yes.
- The message will then be saved in the Drafts folder without sending to the recipient.

Sent Mail

A copy of all the messages you sent is automatically stored in the Sent Items folder. Periodically, you should delete the message in the Sent Items folder which are no longer needed to prevent using up your email quota.

Reading Messages

When a new email message arrives, it is automatically placed in the Inbox folder. If you have Outlook open and minimized on your desktop, Outlook will sound a chime, display a message or change your pointer briefly, depending on the options that have been sent regarding email notification.

New (unread) messages are displayed in bold and will typically show the name of the sender, the subject of the message and the date and time that the message was sent. To read a message, please do the following:
- Make sure that the Inbox is selected and single-click once on a message to read the contents in the Reading pane.
- Double-click on the message to open it in a separate message window.

To close the message window, click the X (Close) button in the top right corner of the window.

If you have several new messages, you can read these without closing the message that you have open. To read the previous message (listed above the current message in the list) click the Previous Item button on the toolbar. To read the next message (listed below the current one in the list) click the Next Item button.
Replying to a Message

After you have read a message, you may wish to send a reply immediately. You can reply to the sender only, or to everyone who has received the message.

To reply to only the sender of the message, please do the following:

- Click either the Reply or Reply to All button.
  * Reply will send to a single recipient.
  * Reply to All will send to all of the recipients of the original sender’s message.
- By default, the received message will be included in the reply window.
  * You can edit this as you wish and add your comments.
    ✓ Any text that you enter will automatically appear in blue.
- Click the Send button.
  * When you have replied to a message, Outlook changes the icon of that message to indicate that a reply has been sent.

Flagging Messages

When you have read a message, you may decide that you need to do something with it, but do not have the time to do so immediately. You can add a symbol to the message to remind you to take action at a later date. Outlook refers to these as follow-up reminders as flags.

To add a follow-up flag, please do the following:

- Open the message or right-click on the message.
- Click Follow Up.
  * A list of options will appear.
    ✓ Select from Today, Tomorrow, This Week, Next Week, or choose No Date or Custom to select your chosen date.
- An information line is added to the message window to indicate the details of the action selected.
  * A flag is also displayed to the right of the message in the folder list view

Forwarding Messages

To forward (send) a message you have received from someone to another person, please do the following:

- Click the Forward button while the message is open or highlighted in the message list.
  * Edit the message as needed.
  * Any text that you enter in a forwarded message will automatically appear in blue.
- Click Send.
  * Any attachments in the original message will also be forwarded.

Outlook will change the icon of the message to indicate that a message has been forwarded.

The icon displayed by the message indicates the last action performed on it. For example, if you replied to a message and then forwarded it to someone else, the icon that appears will be the forwarded icon, because this was the last action performed.

Sorting Messages

Outlook normally displays messages in the order in which they were sent, with the most recent messages at the top of the list. However, you can change the order in which you display messages by clicking on the column headings at the top of the Inbox window.

Most options also allow the sort order to be reversed by clicking on the downward arrow on the toolbar.

- From—Sorts messages in alphabetical order according to who the message is from.
  * Clicking again will display in reverse alphabetical order
- Subject—Sorts messages so that those with the same subject are grouped together in date order.
- Received—Sorts messages so that the most recent messages are at the top.
  * Clicking the downward arrow will reverse the order so that the oldest messages are first.
- Size—Sorts messages so that the largest file sizes are at the top.
  * Clicking again will reverse the order.
Address and Contact Lists

- Enter the full email address – if you know the email address, you can type this directly into the To: or Cc: line.
- Enter the first part of the email address in the To: or Cc: box, then click the Check Names button.
  * If there are several possible names Outlook will display a list for you to select from. If there is just one person the name will be inserted automatically.
- You can also search for names in the Global Address List.
- In the New Message window, click on the To: or Cc: button.
- The Select Names window will open and display the list of names in the Global Address List.
  * Scroll through the list to find the name you require.
- You can also enter a surname in the Search box.
  * As you start to type the list will scroll to the name you require.
- Select the name the choose To, Cc or Bcc as appropriate.
- When you have selected the recipients needed, click OK to return to the New Message window.

Global Address Lists

The Global Address List contains all staff accounts within the University. New staff, faculty and students are automatically added to this as their Northwest Network Accounts are deployed. The list is arranged in alphabetical order.

Distribution Lists

Distribution lists are used to provide an easy way to send messages to a group of people. For example, if you frequently send messages to members of a department or organization, you can create a distribution list that contains the names of all members. A message sent to this distribution list will go to all the recipients listed in the distribution list. Distribution lists may contain individuals within a particular department or organization, as well as, and external contacts.

Sending an Email to a Contact or Distribution list

If a contact or distribution list has already been created, you can easily a send message to the contact or list by doing the following:

- Open a new mail message.
- Click To:.
- Select the contacts or distribution lists you require within the Show names from the: list.
- The name of the contact or distribution list will appear in the To: area.
- Click OK.
  * The contact(s) or distribution list(s) will now appear in the To: area of your email message.

Searching for Contacts

- Open the Contacts folder.
- In the Search address books box on the toolbar, type the name of the contact that you wish to find.
  * Outlook will search all the available address books.
- You can enter any part of the contact’s details in the search, such as partial name, first or last name, email alias etc.
- To open a contact you have previously searched for, click the arrow to the right of the Search address books box and select the name.

Creating Personal Contacts

You can house contacts in the Contacts folder, which will be stored within your account on the Exchange server. To create a contact, please do the following:

- Open the Contacts folder
- Click File, click New, click Contact or click the New button.
- Click the box next to Full Name to enter the name of the contact.
- Enter the data you want to include for the contact.
  * The minimum information needed is name and email address.
- You can specify how you would like the contact’s name to appear in the To: line of a message by typing the name in the Display As box.
  * To enter multiple entries in a field, such as more than one address or email address, click the arrow next to the field.
Creating a Distribution List

To create a distribution list within your Contacts folder, please do the following:

- Open the Contacts folder.
- Click File, click New, and click Distribution list.
  * A distribution list window is displayed.
- Enter a suitable name for your list in the box next to Name.
- To add the names of University staff to the list, click the Select Members button.
  * The Global Address list is displayed.
- Select the name(s) you require, then click the Members button.
- When you have selected all of the names, click OK.

To add external contacts to the distribution list, please do the following:

- Click the Add New button.
- Enter the name and email address of the contact.
- If you want this address to be added as an individual to your Contacts folder (so that you can email them separately as well as part of the list) select the Add to Contacts box.

Check Your Spelling

You can check the spelling of your message before sending by doing the following:

- Click the Spelling button.
  * Like Microsoft Word, Outlook will check the spelling of the message and suggest correct spellings if possible.
- Select the correct spelling from any of the options offered and click Change.
  * You can also choose Ignore if the word is correct.
- If all spelling is correct, Outlook will display a message that the spelling check is complete.
- To check the spelling of an individual word, select the word by double-clicking it, and then click the Spelling button.

Options for Sending Messages

The toolbar in the New Message window will allow you to change options for individual messages such as sending a message as High or Low priority.

To send a message as high or low priority, do the following:

- Click on the High Importance button or click on the Low Importance button depending on your preference and needs.

Email Formatting Options

Outlook allows you to add formatting to a message in a similar way to using Microsoft Word, allowing you the ability to select different fonts, colors, bold and underlined text etc. You can also add bullet points, indent text or change the alignment of text.

While formatting makes an email attractive, always remember—especially if you are sending to a recipient outside the University—that they may not see the message formatted as you intended, particularly if they are using a different email system.

Select the formatting options you require from the buttons on the formatting toolbar which is displayed in the message window.

Do not use too many different formats in your message, as this may make it difficult to read.

Select the formatting options you require from the buttons on the formatting toolbar which is displayed in the message window.

Do not use too many different formats in your message, as this may make it difficult to read.

Many other options are available, including delivery and read receipts and setting message priority. Click on the Options tab to view these other options.

You can change the default options for all messages you send by doing the following:

- Click Tools, click Options and select the Email Options button under the Preferences tab.
  * Be extremely careful when making changes within Options, as they may not be changes you actually want.
**Read Receipts**

A commonly used option is to set up a read receipt. This is useful if you want to know if someone has read your message. However, you should be aware that depending on the options that the recipient has set, they may choose not to send the read receipt message.

To set up a read receipt for a single message, please do the following:

- With the New Message window open, select the Options tab.
- Check the box next to Request a Read Receipt.

To set up read receipts for all messages, please do the following:

- Click Tools and then click Options.
- Under the Preferences tab, click the Email Options Button.
- In the window that is displayed, click on the Tracking Options button.
- In the Tracking Options window, check the Read Receipt box.
  * This window allows you to select the options for sending a read receipt.
- When the read receipt has been set up, click OK.

**Email Quota & Deleting Messages**

Messages that you no longer need should be deleted to prevent your quota on the mail server filling up. There are several stages in deleting items from the server so that they no longer count towards your quota.

**Email Quota**

All email accounts have a storage quota on the Exchange server.

You can store as much as you like locally on your computer’s hard disk (depending on space on your hard disk) in a Personal Folder.

As your Email server disk usage approaches the quota limit, you will start to receive warning messages.

You should delete any unwanted messages from the Sent Items folder and the Deleted Items folder or move them to local folders on your desktop or other mobile storage device.

The mailbox quota limits for faculty/staff are currently as follows:

- **92Mb of disk usage**—first warning message.
- **97Mb of disk usage**—A second warning and you will now be unable to send email.
- **100Mb of disk usage**—final warning and you will be unable to receive any more email until you delete items.

The mailbox quota limits for students are currently as follows:

- **47Mb of disk usage**—first warning message.
- **48Mb of disk usage**—A second warning and you will now be unable to send email.
- **50Mb of disk usage**—final warning and you will be unable to receive any more email until you delete items.

To check the amount of quota that you have left, please do the following:

- In the Folder list right-click on Mailbox-NAME.
  * This is your top-level folder on the server.
- Click on Properties for Mailbox-NAME at the bottom of the pop-up menu.
- In the Properties window, under the General tab, click on the Folder Size button.
  * You will be shown a complete breakdown of how much space is used in each of your folders on the server.

**Delete Unwanted Messages**

You can delete a message by selecting it and clicking the Delete button on the toolbar. To delete multiple messages, please do the following:

- **Shift**-click to select a block of messages.
- **Ctrl**-click to select several individual messages.
- When all the messages are selected, click the Delete button.
The Deleted Items Folder

When you press the Delete button, an email message will not be permanently deleted immediately, but will be moved to the Deleted Items folder, similar to the way a file or files would be sent to the Recycle Bin on your desktop when you delete them from a folder within My Documents.

Messages moved to the Deleted Items folder will remain there, and count towards your mailbox quota, until you choose to permanently delete them.

To permanently delete a single message from the Deleted Items folder please do the following:

- Select the Deleted Items folder from the Folder list.
- Select the message to delete.
- Click the Delete button on the toolbar.
- You will be prompted to confirm that you really do want to permanently delete the message.
- Click Yes if you do want to delete the message.

To delete all messages from the Deleted Items folder, please do the following:

- Click Tools.
- Click Empty Deleted Items folder.
  - You will be prompted to confirm that you really do want to permanently delete all messages.
- Click Yes if you do want to delete all the messages in the Deleted Items folder.

Recovering Deleted Email Messages

Messages deleted from the Deleted Items folder are moved to the cache. They are still stored on the mail server, but no longer count towards your quota.

Email messages remain in the cache for only a very short time frame.

If you accidentally deleted an email message or messages that you still need and you did not log out of Outlook or just recently logged out of Outlook, you may be able to retrieve the email message(s) from the cache. To recover a deleted item from the Deleted Items cache, please do the following:

- Select the Deleted Items folder.
- Click Tools.
- Click Recover Deleted Items.
  - A window will be displayed showing all your items in the cache.
  - Select the messages that you wish to recover.
- Click the Recover Selected Item button on the toolbar.

Once an email message has been deleted from the Deleted Items cache, it is not possible to recover it.

Using Outlook Folders

Messages which you need to keep should be stored in appropriately named folders for easier retrieval. Outlook allows you to create folders in your mailbox on the server, or Personal folders on your local hard disk or mobile storage device. To create a folder on the mail server, please do the following:

- Click File, click New, and then click Folder.
- The Create New Folder window is displayed.
- Enter a name for the folder.
- The Folder contains box indicates the type of folder that you are creating.
  - As you are creating a folder to store mail messages, you should make sure that you select Mail and Post Items.
- Select the location of the folder.
  - The folder can be inside the Inbox, or in another folder within your mailbox.
  - To create a folder in your Inbox, select Inbox in the Folder list.
  - To create a sub-folder within an existing folder, click on the + (Plus) symbol next to Inbox to expand it.
  - Select the required folder.

- Click OK.
- You will be asked if you want to add a new shortcut to the Outlook toolbar.
- Select Yes or No as appropriate.
  - The new folder will be added to the location that you selected.

Use the + (Plus) or - (Minus) symbols by Inbox to display or hide the list of folders.
Creating a Personal folder

Personal folders are stored on the hard disk of your computer, so items stored here do not count towards your Outlook mailbox quota.

Creating a personal folder is very similar to creating a folder within your mailbox. To create a Personal folder, please do the following:

• Click File.
• Click New.
• Click Folder.
• In the New Folder window, click on the - (Minus) symbol to minimize the Folder list.
• Select Personal Folders.
• Enter a name for your folder.
• Click OK.

Moving mail to a folder

Select the message that you wish to move and do the following:

• Hold down the right mouse button and drag the message to the folder name in the Folder list.

Viewing Mail in Other Folders

Expand the folder list in your Inbox and then do the following:

• Click on the name of the folder to view.
• Select the message from the list.

Messages with Attachments

You can send and receive a variety of files as email attachments in messages. To prevent the spread of viruses, certain file types cannot be sent or received on Northwest’s email system. These include executable (.exe) files and screen savers.

Virus protection software is installed on your university provided computer. However, you should always treat attachments with care, especially if they are from unknown senders, seem suspicious or are unexpected.

A message with an attachment will have a paperclip icon next to the message in the folder view list.

Never give out your Northwest Email Account (or personal) information through an email. If you receive such an email, contact the Client Computing-Information Systems Help Desk at 660.562.1434 or (after hours) contact Campus Safety at 660.562.1254.

To open the attachment do the following:

• Open the message with the attachment.
  * The name, type, and size of the file are displayed just above the main message window.
• Double-click on its name.
  * The appropriate application will be launched and the file will open.
• You can save the attachment if you want to by right-clicking on the icon.
• From the pop-up window, select Save As.
• Navigate to the folder where you wish to save the file and enter a new file name if required.
• Click Save.

To send an attachment with an email do the following:

• Open a New Message and complete the To: and Subject: boxes as normal.
• Enter the text of the message, and then click the Attach File button.
• The Insert File window is displayed.
• Locate and select the file you wish to Send.
• Click the Insert button.
• An icon for the file will appear just below the Subject line.
• To attach further documents, click on the Attach File button again.
• Select and insert the files as required.

If the attachment is being sent to someone outside the University, or if it was created in non-University standard software, it is important to let the recipient know what type of file it is within your message (e.g. Microsoft Word 2007).

There should not be a problem sending and receiving email messages created with Microsoft Office on a Northwest provided computer.
Creating an Email Signature

You can give your messages a personal touch by adding a unique signature. A signature is added to the bottom of all of your messages and can provide contact details such as name, job title, department, address, phone, email address and fax number, etc.

To create a signature, please do the following:

- Click Tools.
- Click Options.
- Select the Mail Format tab.
- Click on the Signatures button near the bottom of the window.
  * The Signatures and Stationery window will open.
- Click the New button.
- In the New Signature window, enter a name for the signature.
- Click OK.
- In the box underneath Edit Signature, type in your information.
  * You can format this if you want, changing font, style and color to suit your preference.
- Repeat the process to create additional signatures if needed.
  * For example, if your signature is quite long you may wish to create a shorter version for replies and forwards, to prevent the message being taken up with signatures as messages are passed from one person to another.
- You can then set the option to add the signature to all messages.
- Under Choose default signature, click the arrows next to New messages and Replies forwards to select the appropriate signature.
- Click OK.
  * If you now open a window to send a message, the signature will be added to the bottom of the message automatically.

Signatures are stored as part of the Outlook settings on your computer, rather than on the Exchange server. Consequently, if you log on to a different computer to access your email, your signature will not be available.

Sending Email from Microsoft Office 2007 Applications

It is possible to send mail from inside Microsoft Word 2007 and other Microsoft Office applications, to an Outlook account. This can be useful if you want to create a quick document to send to someone, but do not need to keep it, or if you already have a document open that you need to send to others. The document is added to your message as an attachment.

To send an email through a Microsoft Office application such as Word, please do the following:

- Open the document that you want to send.
- Click the Office button.
- Click Send.
- Click E-mail.
- A new message window is displayed.
  * The file you have open is automatically attached to the message.
  * The name of the document is automatically included as the Subject line, so this will most likely need to be changed.
- Click in the Subject: box to edit.
- Enter the email addresses of the recipients in the customary way.
- Enter text in the body of the message.
- Click the Send button.
  * The message window will close and you will return to the original document.

Filtering Email in Folders Automatically

New messages can be filtered into folders as they arrive in your mailbox. You do this by using the Rules Wizard under the Tools Menu. The Rules Wizard assists you to automatically process and organize your emails, filtering messages as needed. Some of the actions you can specify with rules include:

- Moving messages to a particular folder based on who sent them.
- Moving certain types of messages, such as Out of Office messages, to another Folder.
- Flat messages for a specific sender.
- Set up a notification, when important messages arrive
- Redirect a message to a person or distribution list
- Automatically reply to a certain type of message with a message that you created.
Creating a Rule from a Message in Your Inbox

To create a folder to store all messages from a particular person do the following:

- **Right-click** on the message that you wish to base a rule on.
- Select **Create Rule** from the pop-up window.
- The **Rules Wizard** window is displayed.
  * The top half of the window asks you to specify what you are checking for.
- Click on the check box **from USERNAME**
  * The bottom of the window asks what you want to do with the messages from the person specified.
- Check the check box next to **Move the item to folder**.
- In the window that is displayed select the folder that you wish to save the messages in.
- You can create a new folder at this stage if needed by clicking the **New** button.
- Click **OK**.
  * The folder you have selected is now displayed in the rule Description.
- Once the rule has been set up click **OK**.

To create a rule (without selecting a message) do the following:

- Click **Tools**.
- Click **Rules and Alerts**.
- Click the **New Rule** button.
- Follow the instructions in the **Rules Wizard** to create your rule.
- Click the **Finish** button when the rule has been set up.

Searching for Messages and Files

Outlook has a built-in search engine to allow you to search through received messages to find those from a particular person or those containing a specific word or phrase.

To search your messages for a specific person or word go to the **Search** box at the top of the screen, and then do the following:

- Enter the text that you wish to search for.
- Press **Enter** on the keyboard or click the **Search** button.
- By default, Outlook will search the Inbox.
  * If you wish to search other folders, click the arrow next to the **Search** button and select **Search All Outlook Items**.

Printing Messages

Messages and attachments can be easily printed from Outlook. First, select the message or messages you want to print and then do the following:

- To select **adjacent messages**, select the first message, then hold down the **Shift** key on the keyboard and click the last message.
- To select **non-adjacent messages**, click the first message, then hold down the **Ctrl** key on the keyboard and click additional messages.
- To select **all** messages, press **Ctrl** and **A** on the keyboard.
- Click **File**.
- Click **Print**.
- To print attachments, select the **Print attached files** check box.
- Click **OK**.

AutoArchive

AutoArchive is a feature within Outlook to back-up any redundant messages in your mailbox on the server to a location on your computer.

AutoArchive automatically moves old items to the archive location and discards expired items such as meetings in the calendar that have already taken place.

When AutoArchive is enabled, it will run automatically at scheduled intervals and will move any items that meet a given archive criteria.
AutoArchive Continued...

The advantages of AutoArchive are as follows:

- Older items are automatically removed from the server and it is easier to stay within your quota limits.
- The mailbox becomes easier to manage since there are fewer messages to search.
- Since the process is automatic you do not have to remember to do anything yourself.

The disadvantages of AutoArchive are as follows:

- Archived items are stored on the local computer by default, so you will need to use the same computer if you wish to access them.
- Space on the local hard disk is regularly used.
- AutoArchive is less secure, since archived messages can be lost if a disk crash occurs.

To set up AutoArchive do the following:

- Click Tools.
- Click Options.
- Select the Other tab.
- Click the AutoArchive button.

Backing up Your Email Messages with a .PST File

To backup old email messages that you do not want to delete, but do not need to store within your Outlook® Mailbox, users should create a .pst file.

Creating a .pst file allows users to free up space in their mailbox by archiving old email messages, which can be stored within a folder on your computer's hard-drive or on a mobile storage device.

For information on creating a .PST File see the quick reference “web page” how-to guide at:

http://www.nwmissouri.edu/compserv/ClientComputing/email/Backup_Outlook2007Email.htm

Need Help with Email?

If you need further assistance with email, check out the Email Online Support web page at:

http://www.nwmissouri.edu/compserv/ClientComputing/Online_Support/index.htm

You can also call the Client Computing-Information Systems Help Desk at 660.562.1634.

Help Desk Hours of Service

Client Computing-Information Systems Help Desk representatives are available Monday through Friday 8:00 a.m. to 5:00 p.m. to assist students, faculty and staff with university standardized software and hardware problems.

Additional evening and weekend hours are also available during the Spring and Fall Trimesters: 5 p.m. to 10 p.m. Monday through Thursday, 11 a.m. to 4:45 p.m. on Saturday and 1 p.m. to 10 p.m. Sunday.

Help Desk hours may vary during intercessions, summer and holidays. Help Desk service may also vary due to staff availability.

Other How-to guides

See a complete list of computing self-help guides on the Online Support web site at:

http://www.nwmissouri.edu/compserv/ClientComputing/Online_Support/index.htm
## Outlook Basic Icons

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<tr>
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