Outlook Tips and Tricks

Platform

- ACL emails are accessible from the Outlook Website and the Outlook App
- Can also set up outlook in your phone's default mail app.

Microsoft	
	Inbox
Sign in	Council Other + Filter: Date View Council Other + Filter: Date View Council Other + Filter:
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	d o □ Maria Bates IIII + ▷ ○

Viewing Emails – Conversation vs. Messages

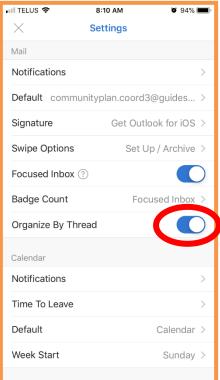
Messages:

• Each email received will have a separate line in the inbox

Conversations/Thread:

- Will group by Conversation history to put emails chains together
- May be useful to find the history on an email, or the email chain as it will pull any related emails regardless of their folder.
- Note: if there are side conversations, or changes to the subject line, it may or may not get pulled in – need to be careful when replying to emails.
- Any mail merged items, such as placement notifications from the CPCs, or any items with the same subject line, may also get pulled into the Conversation view.

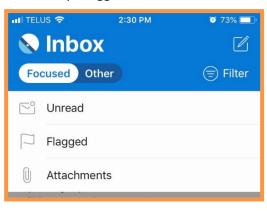
Inbox	Filter	~ •
Next: AC 13 - Monthly Call • ACL Calls	Filter	
Cherylyn Sawatzky	✓ All	
Re: Sunday session on Outlook - direction neede	Unread	
Hi Michelle, That's exactly what I'm aiming for.	To me	
Michelle Binns	Flagged	
RE: Help - Forum presentation issue Thanks to all of you for your support and content	Mentions	
Correl Theorem	Sort by	>
Carol Thomas ACL Forum	Show as	> V Messages
This message is being sent on behalf of Cherylyn	Show Focused Inbox	Conversations
	-	



Sort/Filter Emails

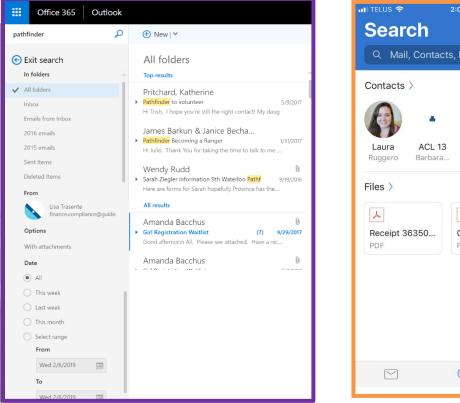
- Outlook online: allows you to sort and filter the emails in your inbox, or folders, in a variety of ways depending on your need – subject, sender, date, etc...
- Outlook App: sorted automatically by date received with new emails on top. You are able to filter these to show only unread emails, or only "flagged" emails

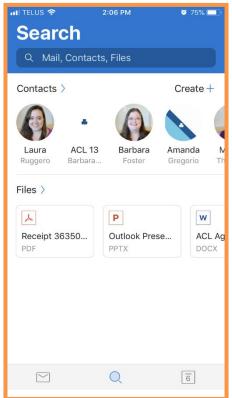
Inbox		Filter	~		
Next: No events for the nex	Filter				
Nina Heydari	✓ All				
GGC ON: Safe Guide Susper	Unread				
Good morning ACL's and Cor	To me				
Karen Chan	Flagged				
GGC ON - PRC Final Remine Hi Ladies PRC Final Reminde	Mentions				
	Sort by		>	↓ Date	
Karen Chan GGC ON - PRC Expiry Cance	Show as		>	From	
Hello ACL, ACL Advisors and C	ommunity Planners	, Р		То	
Amanda Bacchus			Û	Subject	C
Girl Registration Waitlist	(7)	9/29/20	017	Attachments	
Good afternoon All, Please se	e attached. Have a	nic		Importance	
Maryse Le Henaff				Size	
Placement Notification		10/31/2	016		
The Guiding Sisterhood is arou	vinal The followina	me			



Search

- Can search for an email by: key word, iMIS number, Unit name, Guider name, etc
- Outlook Online: the results can be filtered in a variety of ways including the folder they are in, who the message is from, If there is an attachment, as well as a date range.
- Outlook app: the only filter you can apply is the presence of an attachment or flag





Setting up folders and sub folders

- Folders and subfolders can be set up to help keep the email account organized, and move items out of the inbox
 - BEST PRACTICE: Only items requiring action are stored in the inbox.
- Some ideas: by unit, by town, by theme (Safe Guide suspensions, PRCs, events, eNews, Issues), or a combination of these)
- Outlook App: Setting up and moving folders is more difficult in the App select an email select the folder image to file, create a new folder from this screen.
- Outlook Online: right click on the location you wish to create a new folder. Folders can be moved by dragging and dropping within other folders.

 Folders Favorites 	Lá Ne	Ontario Guides 2019-01-14 HDSB New Permit Request Email address of submitter
Inbox		communityplan.coord3@guidesontario.o
Drafts		
Sent Items		
Deleted Items 3		11 TELUS 🗢 3:38 PM 🛛 61%
 Laura Whitfield 		Move Conversation
Y Inbox		communityplan.coord3@guidesontale.org
Create new subfolder Drafts		Q Search
Rename Sent I		
Delete		Favorites
Delete all Archiv		
Remove from Favorites		New Folder
Conve Move		Folder name
Junk E Mark all as read		
Notes Assign policy	>	Cancel Create
RSS S	í I	III Deleted Items
∧ Groups	_	
		🕞 Inbox 🗸

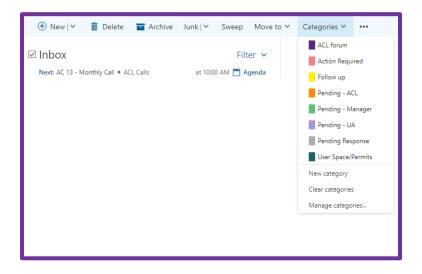
Rules (Online Only)

- Rules can be created to automatically move emails to other folders
- Email will appear in the new folder as unread
- This may be beneficial for emails the come in regularly, and may not require immediate ACL attention

Karen Chan GGC ON - PRC Final Reminders Hi Ladies PRC Final Reminders for	Reply	
Karen Chan GGC ON - PRC Expiry Cancellatio	Reply all Forward	✓ок 🗙 Cancel New inbox rule
Hello ACL, ACL Advisors and Comr Amanda Bacchus	Delete Archive	Name E-NEWS
Girl Registration Waitlist Good afternoon All, Please see att	Mark as unread Pin	When the message arrives, and it matches all of these conditions X It was received from.
Maryse Le Henaff Placement Notification	Flag	ACL7
The Guiding Sisterhood is growing!	Mark as junk Ignore	Add condition
Girl Guides - Ontario Aug 12th, 2016: Guide ON Events Problem viewing this email? Click h	Move > Categorize >	Do all of the following Move the message to folder Reference
Girl Guides - Ontario	Create rule	Add action
Problem viewing this email? Click h	Show in immersive reader View message details	Except if it matches any of these conditions Select one
Girl Guides - Ontario May 20 2016: Guide ON Event New Problem viewing this email? Click he		Add exception Stop processing more rules (What does this mean?)

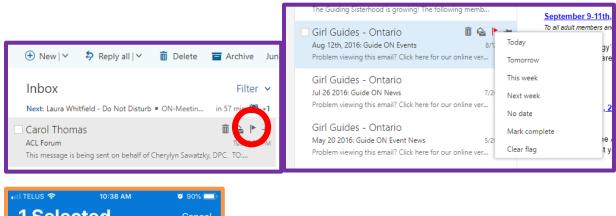
Categories (Online Only)

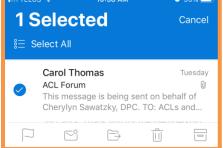
- Can be used to identify pending items, or items under a similar topic/theme
- Not available in the app



Flags

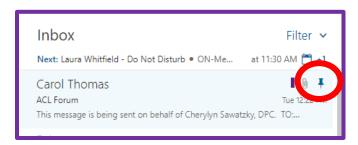
- Can be used to highlight important emails
- Can be used to highlight emails that require action
- Can be used to identify to yourself emails that you need to follow up on
- Outlook Online: Hover over email to show the flag option click to turn on. Right click to set follow up time. Click flag icon again to mark as completed (good if there are co-ACLs)
 - Can change the follow up timing (default is 1 day) helpful when you need to action something on a specific day
- Outlook App: press an hold on an email until it is selected click on the flag in bottom left of screen to apply flag





Pinning Emails (Online Only)

- In Outlook Online hover over an email and click on the small pin on the right.
- This will bring an email to the top of your inbox regardless of your sorting settings
- Beneficial if you refer to an email frequently (process change, OneNote Binder Link)
- If email is moved into a folder it will remained "pinned" in the folder



Setting an Out of Office

• Can set for a designated amount of time – will turn off automatically

 Make sure both internal ar set up 	nd external Out of Office is	Settings ×
	Cancel	Search all settings
Automati Create automatic to continue until	' reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it	Automatic replies Create an automatic reply (Out of office) message.
	tic replies lies only during this time period	Display settings Choose how your Inbox should be organized. Offline settings
End time Bloci	Wed 2/6/2019 TOO AM Thu 2/7/2019 ToO AM k my calendar for this period 7.00 AM matically decline new invitations for events that occur during this period	Use this computer when you're not connected to a network. Manage add-ins Turn add-ins from your favorite app vendors on and off.
Send a reply	ine and cancel my meetings during this period once to each sender inside my organization with the following message: $\underline{\underline{U}} \underline{A}_{\underline{A}} \underline{A} \underline{A}_{\underline{C}} \underline{A}_{$	Manage connectors Connect Outlook to your favorite services.
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Accounts	Description communityplan.coord3@guid	Reply to everyone 🗸
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Community plan.coord 3 wguideSo > OneDrive for Business	Automatic Replies OFF > D	Use different messages
Add Account	Save Contacts ⑦	When enabled, a different message is sent to members of my organization and everyone else.
Notifications >	Having sync issues? Try resetting your account.	Reply to my organization with
Default communityplan.coord3@guides >	Reset Account	Thank you for your email. Please note that I am out of the office on February 15.
Signature Get Outlook for iOS > Swipe Options Set Up / Archive >	Delete Account	
Focused Inbox ⑦		Reply to external senders with Thank you for your email. Please note that I am out of the office on February 15.
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Tips and Tricks: Using Blind Carbon Copy (Bcc)

- If emailing a large group, BCC the emails
- Add a note to indicate who the recipients of the email are ie. "To all Community Guiders in Community 21"
- Personal emails are protected
- Saves you from the dreaded "Reply All"
- Helpful if you want everyone to receive the same messaging, but it is not a group conversation.
 Replies will come directly to you not to the whole group

	🖬 TELUS 🗢 🛛 8:56 AM 🖉 94% 🖿
To	X New Message communityplan.coord3@guidesontario.org
Cc	То:
Add a subject	Cc/Bcc:
	Subject:

Tips and tricks - sending email to yourself

- After a phone call or meeting it is important to make record of the conversation
- This can be done by emailing yourself details of the interaction (day, time, location, individual, etc)
- Allows future ACLs to have history on past conversations and actions by searching the inbox
 Paper trail include as many details as possible.

OneDrive for file storage

- Can be used to store relevant documents, reports, files on the ACL account
- Files can be uploaded from computer onto OneDrive
- Files can also be "edited" online using Word or Excel

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PowerPoint S SharePoint	OneNote	DVD RW Drive DVD RW Drive DId 5 Drive (M: DId Archive Dr Archive Exchar Archive Photor	Outlook Files Scanned Documents Default.rdp Wait list analysis - Jan 31.dsx	1/17/2017 11:49 AM 2/7/2018 10:52 AM 1/15/2019 3:43 PM 1/31/2019 1:43 PM	File folder Remote Desi	
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