

Getting started using JagMail in Outlook

Your new JagMail account has been created and your desired GroupWise data (calendars, contacts, and messages) have been migrated to your account – now what?

1. You may login and begin using JagMail web view by going directly to the JagMail login page for faculty and staff at <http://jagmail.southalabama.edu> or
2. You may wish to view your messages using the mail client, Microsoft Outlook. If you choose Outlook, you must first download and install the Google Apps Sync tool and configure your profile on each of your workstations. Go to <https://jagmail.southalabama.edu/images/GoogleAppsSyncForMicrosoftOutlook.pdf> for detailed instructions.

Google Apps Sync is installed and your mailbox opens

As you install the synchronization tool, Outlook will open and your messages from JagMail will begin to flow into mailbox populating your folders. The folders that you see should look much like those from your GroupWise account.

Figure 1 shows what your mailbox might look like when you first begin. Notice that the Ribbon design from Microsoft 2010 is used for navigation. Take a closer look at the look of the image and examine the items labeled.

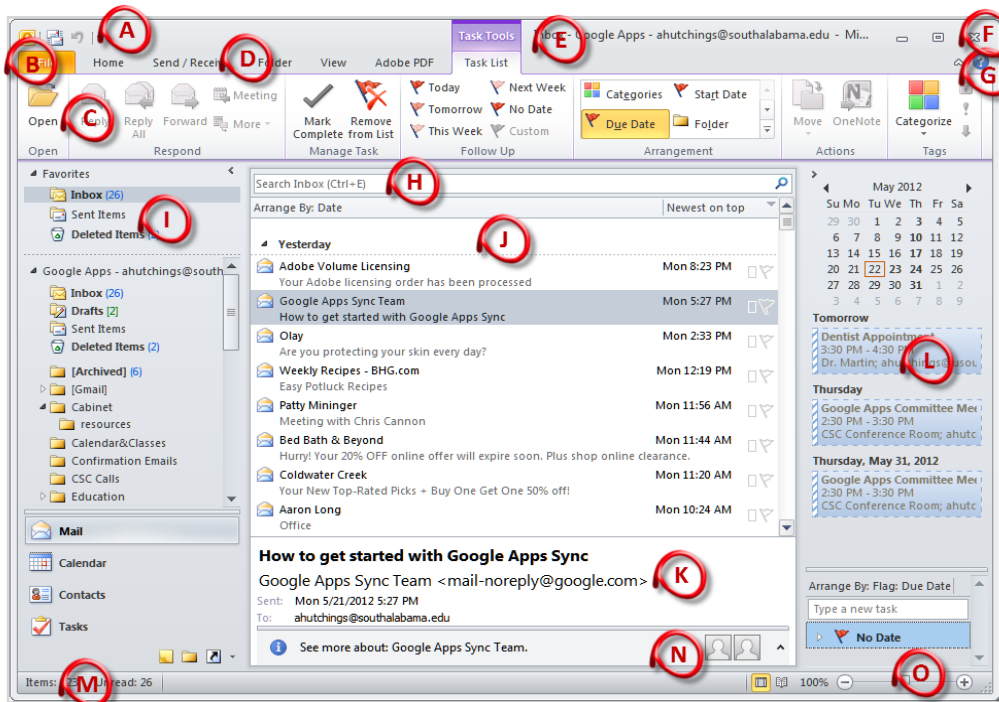


Figure 1: Mailbox view in Microsoft Outlook 2010

- A. Quick Access Toolbar: Contains commonly used commands and can be customized
- B. Backstage View: Otherwise called the File tab and accesses common and advanced commands used to manage the email account
- C. Ribbon: Contains groups of tools and provides opens dialogue boxes for access to additional tools
- D. Tab Bar: Allows user to switch between different ribbon views
- E. Title Bar: Shows name of the currently used program and the attached email
- F. Close Button: Button for closing the Outlook application
- G. Help Button: Button for accessing Outlook Help topics
- H. Instant Search: Searches the currently displayed folder – Enter key words and check the to, from, subject and message for matches
- I. Navigation Pane: Contains icons and links to Outlook folders and other tools such as calendar, contacts, and tasks
- J. View Pane: Displays the list of items contained in the selected folder
- K. Reading Pane: Displays a preview of the selected message
- L. To-Do Bar: Provides easy access to calendar and tasks and can be either minimized or hidden
- M. Status Bar: Displays information about Outlook items. Right click to select the information that can be displayed.
- N. People Pane: Displays information regarding contacts associated with a message or item
- O. Zoom Slider: Use the slider to change the size of the display

NOTE: Often, you can quickly select the appropriate command by clicking on an item with your right mouse button. A context-sensitive shortcut menu containing a list of common commands will appear on the screen, floating near the item. Scroll to the desired command with your mouse, and then click your left mouse button to select the option.

Customize your profile

There are a few items you may want to consider customizing in your profile when you begin working with Outlook. Here are some quick steps to follow:

1. Reading Pane: you can turn on or off the reading pane or reposition it by going to the **View** tab, in the **Layout** group, click **Reading Pane** and select appropriate options.
2. Columns to display in folder views: for each folder view, **right click** in the blank space between column headings and choose “**arrange by,**” **columns to display, columns to remove,** etc. Also **drag and drop** columns to arrange order of the columns left to right in the display.
3. Notifications: **File Tab, Options, Mail,** scroll to **Message arrival** and select “Show and envelope icon” and “Display a Desktop Alert”
4. Addressing Options: **Home** tab, **Address Book** in Find Group, **Tools, Options,** set Addressing defaults
5. Display messages in by Conversation if you wish: **View** Tab, toggle on/off **Show as Conversation**
6. Signature(s): **File Tab, Options, Mail,** Under Compose messages, look for **Signatures** button and create signatures(s) and assign default action(s).

Do you need to delegate access to your account?

If you need to grant access to your mailbox to someone so they can monitor your messages or even send a message as though they are you, follow steps outlined on <https://jagmail.southalabama.edu/images/Proxy.pdf> in Step 1. **Grant Delegate Access.** These steps are completed in the web view of JagMail.

Do you need to view another's email account?

If someone has granted you access to their mailbox, please go to <https://jagmail.southalabama.edu/images/Proxy.pdf> and follow the instructions for adding delegated account to your Google Apps Profile. Follow steps outlined in Step 2: Option 2 -- **Add Delegated Access to your JagMail Google Apps Profile.**

Do you need to share your calendar with others?

To share your calendar with others, simply follow the steps outlined in <https://jagmail.southalabama.edu/images/ShareCalendar.pdf> . You will need to complete **Step 1: share your calendar with specific users** using the web view of your JagMail account.

Do you need to view a calendar that has been shared with you?

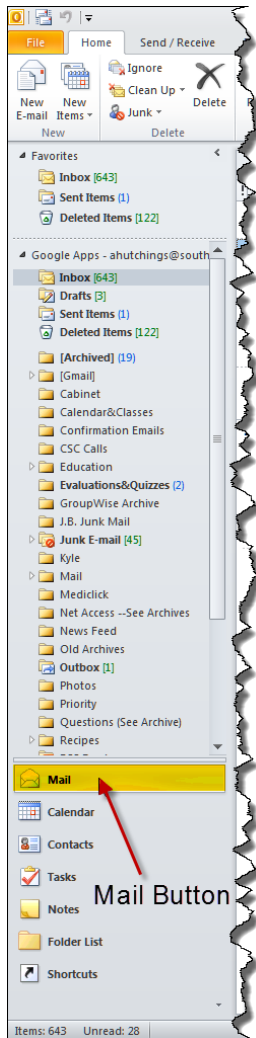
You must add the profile of the calendar owner to your Google Apps Profile. Complete **Step 2: Option 2 – Add Shared Calendar to your Google Apps Profile** in <https://jagmail.southalabama.edu/images/ShareCalendar.pdf> .

Do you need to recreate some of your GroupWise Mailing Lists or Address Books in Outlook?

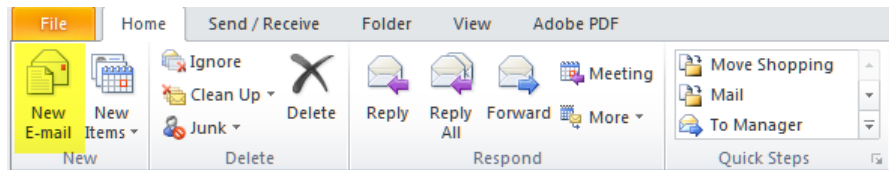
Follow steps outlined in <https://jagmail.southalabama.edu/images/RecreatingGroups.pdf> for step-by-step instructions.

Sending a Message

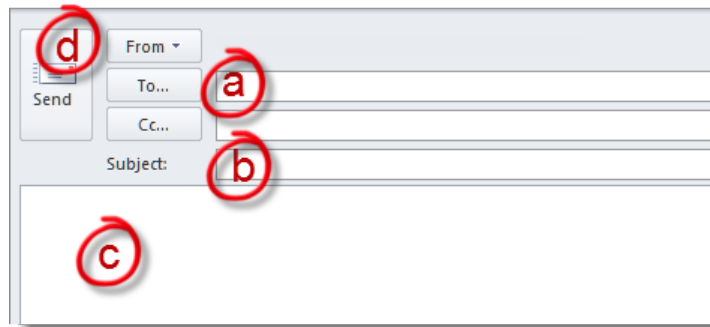
Let's look at the most basic of all email tasks – sending a message. Context sensitive tasks associated with sending a message appear once you open the message window. Follow these steps to send a message:



1. Click the **Mail** button in the Navigation Panel as labeled in the image to the right.
2. Go to the **Home** tab on the Ribbon and click the **New E-Mail** button

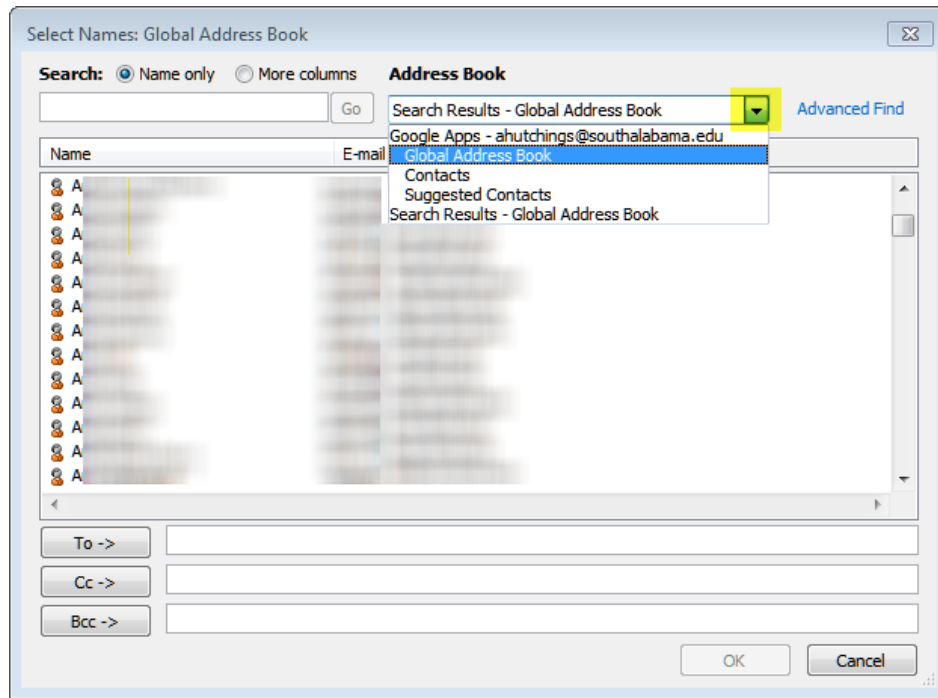


3. Once the Message Window is open, you must complete the following:
 - a. Enter the recipient's address in the appropriate field (To, CC, or BCC).
 - b. Type the Subject of your message
 - c. Position cursor in the message body and type the message
 - d. Click Send



NOTES:

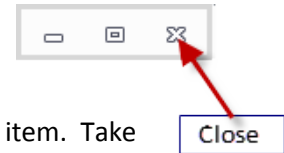
- If you need to add multiple addresses in any of the fields, separate the addresses with a semicolon (;).
- If you wish to pull an address from the address book, click **To...**. This will open the address book where you can type a few letters from the name and then select the appropriate name from the directory. You may have more than one directory and may need to click on the drop-down arrow for Address Book and select a different directory from those available.







Reading Mail

All mail items will be shown in the view pane on the right side of the screen. (See illustration on page 2.) By default, new messages are at the bottom of the list and will appear in bold text; or, you may have sorted your messages causing the new messages to appear differently.

Double click on an item to view and read it. Once you have finished viewing the item, click the Close button to return to the Mailbox.

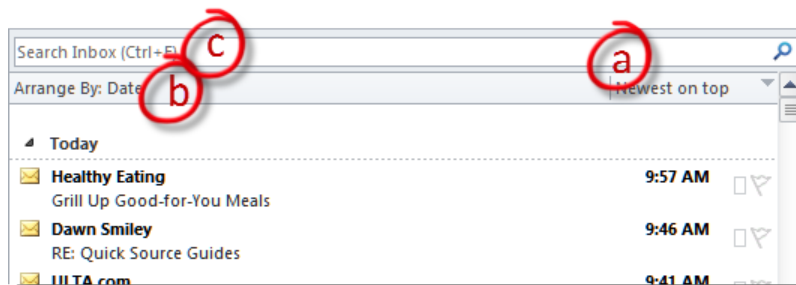


To assist you in finding the desired message, Icons are posted to the left of each item. Take a look at the table below to show some of the popular icons associated with messages.

	Unopened message
	Opened message
	Replied to message
	Forwarded message

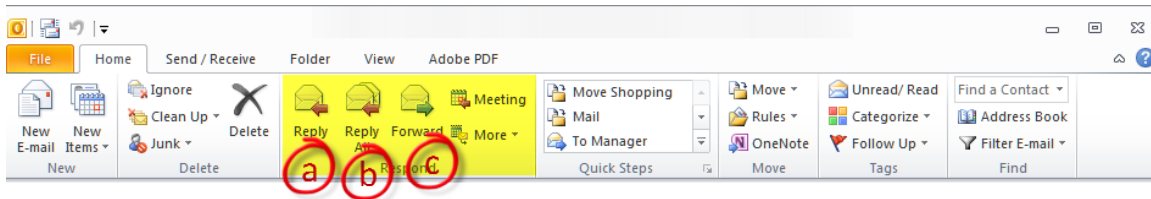
NOTES:

- You may choose to view the message in the reading panel without officially opening the message. The **Reading Pane** may be displayed either **below** the list of messages or to the **right**.
- Messages are displayed in sorted order with newest items at the top. You may click on the column labels to re-sort the displayed messages. Also, you may choose to sort based on a number of other fields for the message. To display the list of possibilities, click on **Arrange By:** and select the desired field for sorting messages in ascending or descending order.
- Another tool available to assist you in locating messages is the **Instant Search** field. Type the name or word for which you are searching and the results found in the selected folder will be highlighted.



To reply to a message you received in your email, follow these simple steps:

1. In your Mailbox, determine the item to which you wish to Reply and either click the message in the display list or double click and open the item.
2. Click **Reply**, **Reply All** or **Forward** located on the ribbon in the Respond Group
 - a. **Reply** sends the message to the original sender.
 - b. **Reply All** sends your message to the sender and any others addressed previously.
 - c. **Forward** allows you to send and copy the message to an entirely different address(es).



3. Address the message appropriately – replies will automatically populate the address boxes but forward requires that you enter the address(es).
4. Type your message.
5. Click **Send**.

Send Message with attachment

Files can be attached to an email message. Also, other Outlook items, such as messages, contacts, or tasks can be included with messages that you send.

TO ATTACH A FILE TO YOUR MESSAGE

1. Create a message, or for an existing message, click **Reply, Reply All, or Forward**.
2. In the **message window**, on the **Message** tab, in the **Include** group, click **Attach File**.
3. Browse to and click the file that you want to attach, and then click **Insert**.



TIP When composing a message, you can also attach files by using the commands on the **Insert** tab in the **Include** group, or **drag files** from folders on your computer and **drop** them on the message window.

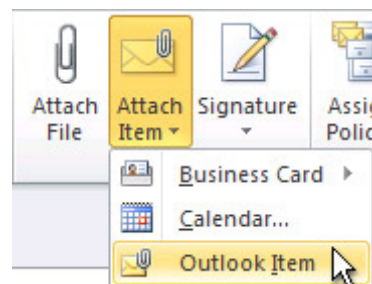
Attach an Outlook item to a message

You can attach Outlook items. Items include e-mail messages, appointments, contacts, tasks, journal entries, notes, posted items, and documents.), such as other email messages, tasks, contacts or calendar items, to a message. This is the easiest way to forward multiple items or messages.

1. Create a message, or for an existing message, click **Reply, Reply All, or Forward**.
2. In the **message** window, on the **Message** tab, in the **Include** group, click **Attach Item**.



3. Do one of the following:
 - a) Point to **Business Card**, and then click **Other Business Cards**. Click a contact, and then click **OK**. To select multiple contacts, press and hold CTRL as you click each contact.
 - b) Click **Calendar**. Select the calendar, date range, and detail to include. For **Advanced** options, click **Show**. Click **OK** to add the calendar to your message.
 - c) Click **Outlook Item**. Browse through your folder list to find the folder that contains the item that you want to attach. Under **Items**, click the item, and then click **OK**.



TIP When composing a message, you can also attach files by using the commands on the **Insert** tab in the **Include** group, or **drag files** from folders on your computer and **drop** them on the message window.

Reinforcement: Send Message with attachment

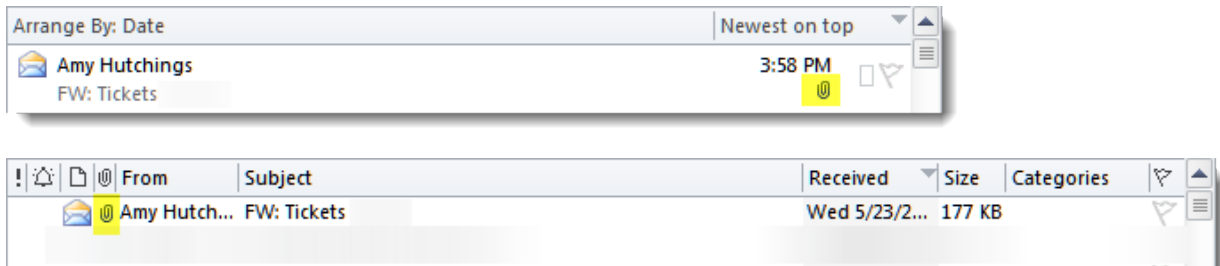
For practice, create a message as directed with the subject of “**Class Roll**” and address it to the assigned classmate.

1. Click on the **New E-Mail** button on the **Home** tab of the **Mail** view
2. Using the Ribbon, move to the **Message** tab and click **Attach file** found in the **Include** command group.
3. When prompted, select the location and the filename of the file you wish to attach. Practice files are located in the **Email** folder in **Documents**.
4. Select the file “**Class Roll.txt**”, click **Insert** to attach the file to your message.
5. Complete your message, add a send option to delay delivery for 1 hour
6. Click **Send** deliver the message and its attachment to the next person on your list of classmates.



Opening and Viewing Attached file

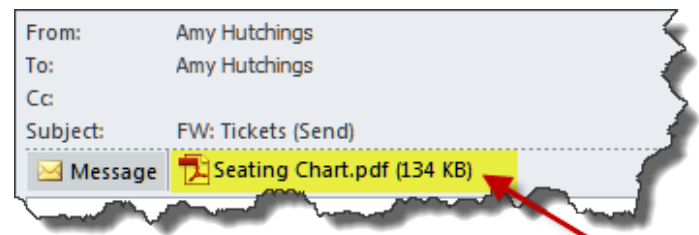
Mail items that include an attachment will have a paper clip icon next to the mail icon in your Mailbox. The precise position of the paper clip depends on the arrangement of items in the display list.



Outlook gives the user the ability to Open the attachment or View the attachment's contents without actually opening it.

Right-click on the attached file icon, located just below the subject line in the message window. At this point, you have choices to **Preview the attachment** or **Open** it.

NOTE: To help protect you from malicious code, active content embedded in attachments (including scripts, macros, and ActiveX controls) is disabled during a preview. We recommend that you preview or open attachments only from trustworthy sources.



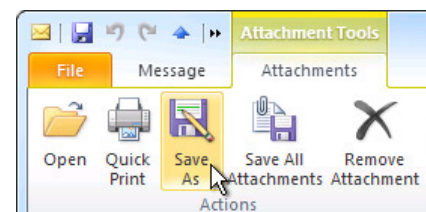
Right click and open or preview the attachment

Saving an attached file

After opening and viewing an attachment, you may choose to save it to a disk drive. If a message has more than one attachment, you can save multiple attachments as a group or one at a time. Here are commands for saving single and multiple attachments.

Save a single attachment from a message

1. Click on the attachment in the Reading Pane or the open message.
2. On the **Attachments** tab, in the **Actions** group, click **Save As**. You can also right-click the attachment, and then click **Save As**.
3. Click a folder location, and then click **Save**.

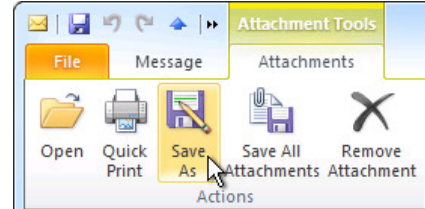


Save multiple attachments from a message

1. In the Reading Pane or the open message, select the attachments that you want to save

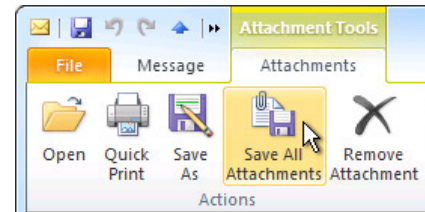
TIP To select multiple attachments, hold down the **CTRL** key while clicking the attachments.

2. On the Attachments tab, in the Actions group, click **Save As**.
3. Click a folder location, and then click **Save**.



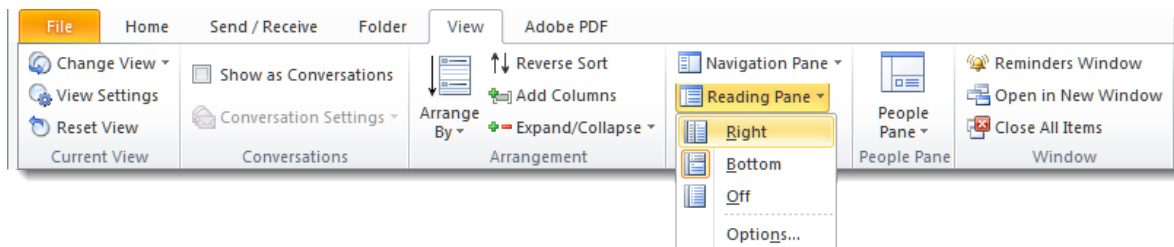
Save all attachments from a message

1. In the Reading Pane or the open message, click an attachment.
2. On the Attachments tab, in the Actions group, click **Save All Attachments**
3. In the Save All Attachments dialog box, click **OK**.
4. Click a folder location, and then click **OK**.



Reinforcement: View a Received Message in Reading Pane:

1. Select the **Big Puppy** message from your Items List.
2. **View** Tab > **Reading Pane** and select **Right** or **Bottom** for display.
3. Your message should appear in the Reading Pane.



Delete/Undelete Messages:

To delete a message from your email, you may choose one of several methods – use the delete key on your keyboard, use delete from the ribbon, or right click and select delete. Any method will move the message to the Deleted Items folder; so select the method that is most handy to you and delete selected messages from your mailbox.

Sometimes you delete a message prematurely and need to retrieve it. If you discover right after you delete the message you can “undo” the delete with **CTRL/Z** much like you undo in many applications.

However, you can also move an item from the Deleted Items folder and return it to the inbox as long as the item has not been permanently deleted. To do this, simply follow these steps:

1. Select the **Deleted Items folder**.
2. Select the message to **Undelete**.
3. Right click the message and select **Inbox** (or any other folder) from the available options.
4. The message should now appear again in your Inbox or folder ready for use.

Reinforcement: Delete/Undelete Messages:

1. Delete the “**Big puppy**” message sent earlier by your instructor using one of the methods described above.
2. Use the **Instant Search field** to locate the message in the Deleted Items folder.
3. Right click the message and choose **inbox** to restore the message to your inbox.

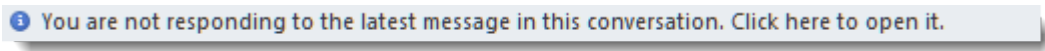
By default, Outlook keeps a copy of outgoing email messages in the **Sent Items** folder. In addition to being able to review what you've written to others, you can:

- view icons in the message list to see if you have forwarded or replied to a message as discussed earlier (See [READING MAIL](#) on Page 6.)
- resend a message
- see all messages in a conversation

To resend a message:

1. Go to the Mail view by clicking **Mail** in the Navigation panel.
2. Select the **Sent Mail** folder and find the message you wish to resend. You may wish to utilize Instant Search to find the message more quickly.
3. Open the message.
4. Go to **Actions** in the **Move** Group and Select **Resend This Message**
5. You will then have an opportunity to **edit** the message as well as addressees if necessary
6. Finally, click **Send**.

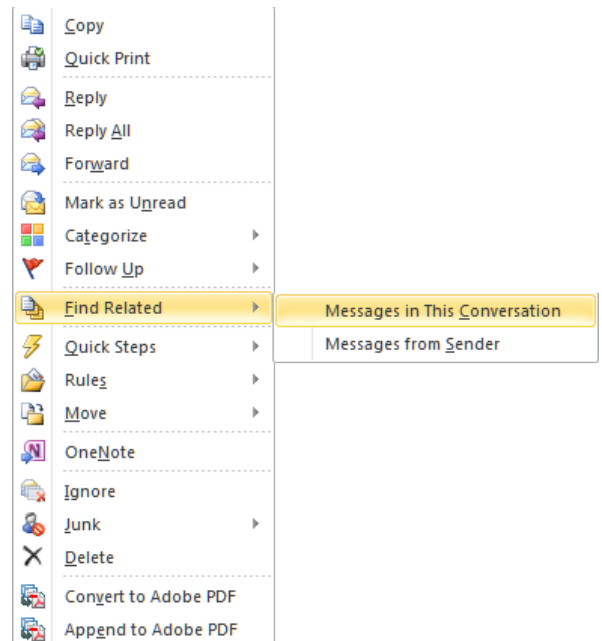
A really nice feature is available to assist you. If you are not responding to or resending the most recent message in a conversation, you will see a message prompting you to open that message rather than the



current one.

To see all messages in a conversation:

1. Go to the Mail view by clicking **Mail** in the Navigation panel.
2. Select any folder and find the message you wish to view. You may wish to utilize Instant Search to find the message more quickly.
3. Right-Click to select the message.
4. Select **Find Related** and select **Messages in this Conversation**



Retract and Resend Messages

Previously with GroupWise, you could retract a message sent to another user in the GroupWise mail system if they had not yet read your message. There is a similar command in Outlook but it is limited to use with Microsoft Exchange users. **Please do not rely on this feature when using Outlook to manage your JagMail messages.**

If this feature is used, when Outlook cannot automatically recall the message from a particular recipient, it sends a new message to that recipient stating that you would like to recall the message.

Reinforcement: Resending a Message

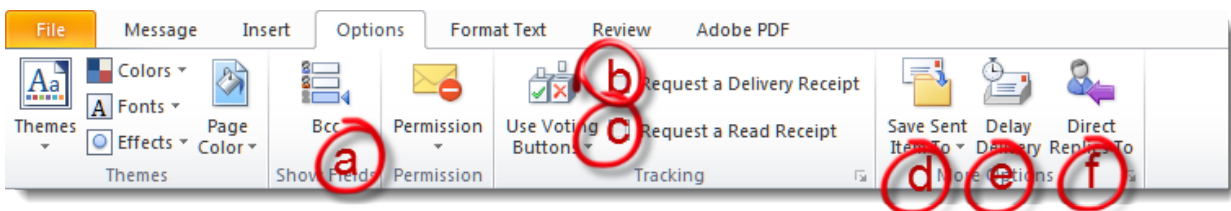
It is possible to resend a previously sent message either to the original recipient or to different individuals. **There is no retract function associated with resending.**

1. In your mailbox, click on the **Sent Items** folder.
2. Locate the Game Photo message you sent earlier and **double-click to open** the message.
3. Locate the **Actions** button on the Ribbon – **Message > Move > Actions**.
4. Select **Resend this Message**.
5. The original item will be opened, and is fully editable. **Attach the file, Baseball.jpg from the Email folder in Documents.**
6. Finally, click **Send**.

Set Send Options for message

When creating a message, you have several send options which we will explore. These are available from within the Message window on the Options Tab and we will discuss only some of the options.

- a) Add BCC (Blind Carbon Copy) field to the message window

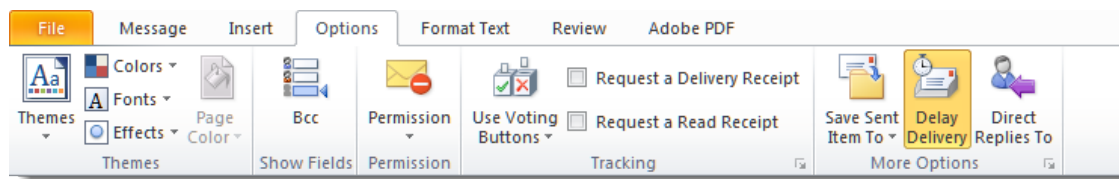


- b) Request a delivery receipt (Not Recommended)
- c) Request a read receipt (Not Recommended)
- d) Save sent item to a designated folder (automatically saves to Sent Items)

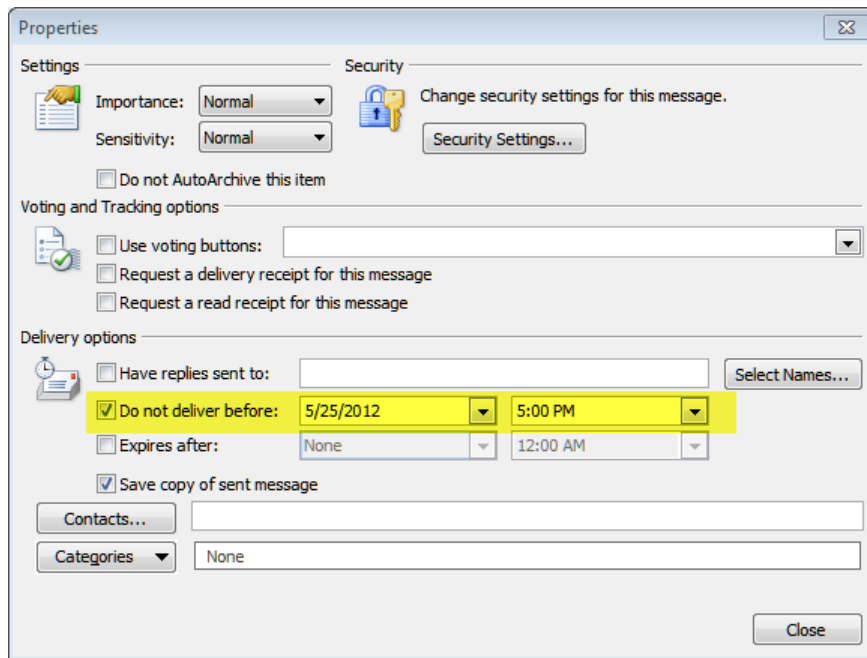
- e) Delay delivery of the message until a future date and time
- f) Direct replies to an email recipient other than the message originator

Reinforcement: Delay Delivery of Message

1. Create a message “Season Ticket Sales” and address it to yourself. Add the Jaguar image to the end of your message (Browse to Documents > Email Folder).
2. Select **Options** tab and **Delay Delivery**.



3. Enter date and time to deliver. (Tomorrow at 9:00 A.M.)

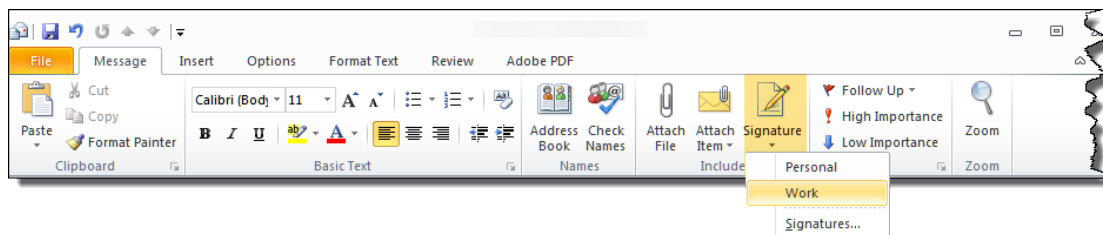


4. Close
5. Finish composing the message and click Send to schedule delivery of the message.
6. Check Delayed delivery box and, using the calendar and clock buttons, set it up Until tomorrow (whatever the date may be, e.g. June 1) and 9:00 am.
7. Send the message – it will arrive in your mailbox tomorrow.

To polish your message and add your signature with contact information, you can add a pre-defined signature to your message on demand or automatically.

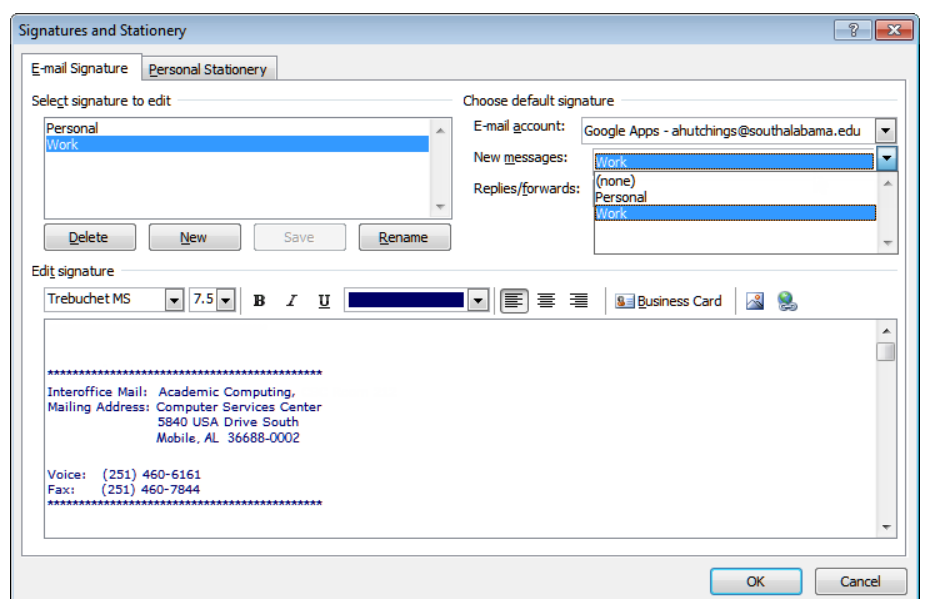
Create a basic signature for inclusion in messages on demand

1. With your mailbox open, on the **Home** tab, in the **New** group, click **New E-mail**. A new mail message appears.
2. On the **Message** tab, in the **Include** group, click **Signature**, and then click **Signatures...**. The Signatures and Stationery dialog box appears.
3. Under Select signature to edit, click **New**. The New Signature dialog box appears.
4. In the **Type a name for this signature** box, enter a name for the signature and click **OK**.
5. Under Edit signature, type your name and any desired contact information, pressing **ENTER** to place each item on its own line.
6. Click **Save**.
7. Open the **New Messages** list and select the signature you just created by going to **Options** Tab and **Signature**. That will allow you to manually place the selected signature on your outgoing message.



Add a signature to messages automatically

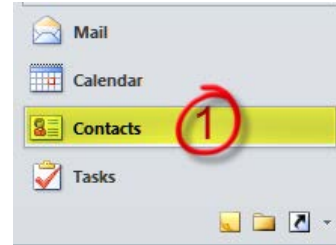
1. In the Signatures and Stationery dialog box, open the New Messages list
2. Select the Signature you want to include from the list
3. With this option set, your signature choice appears each time you create a new message.



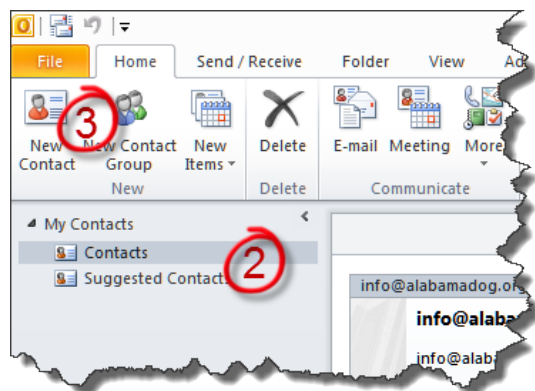
Here are the steps required to add a contact to an Address Book in Outlook.

1. Click on **Contacts** in the Navigation panel
2. Choose the appropriate address book from your list.

NOTES An Address Book is a container for all of your contacts. This means each contacts folder, such as for work, home, social, sales leads, etc., is a subset of the Address Book. Contact folders appear in the Navigation Pane.



3. Click **New Contact** and open the general window for contact information.

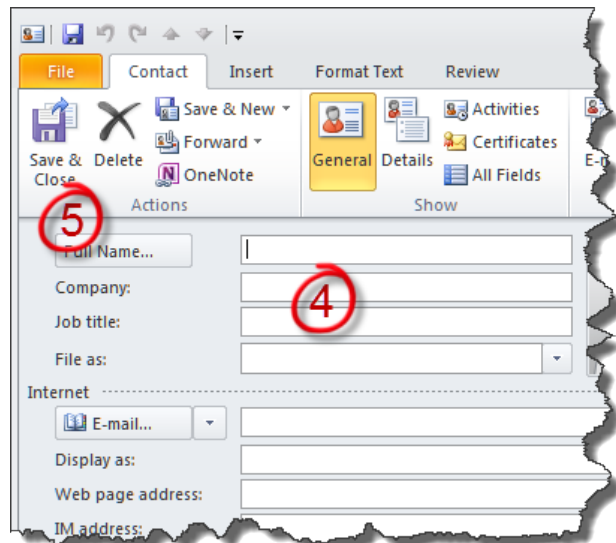


4. Populate the fields with appropriate data for your new Contact.
5. Click **Save**.

After a contact is added to your main Outlook Contacts folder, which is the default folder displayed in the Outlook Address Book, the contact can be copied to any other Contact folders that you have created. New contact folders are automatically added to the Address Book, and the new information is also available to you there.

NOTES

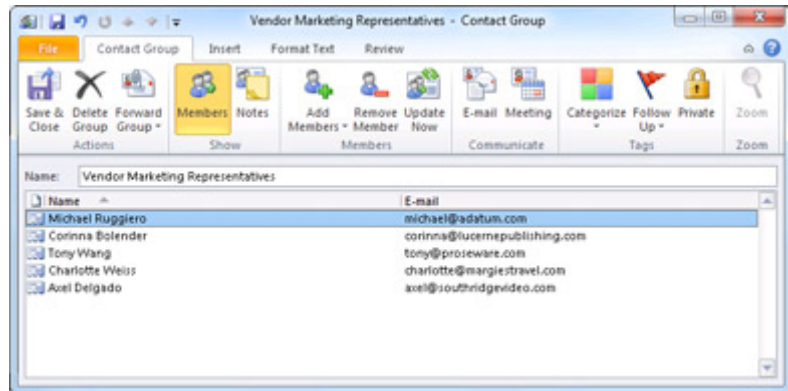
- As you are entering the contact information you may need to enter information verifying your current location for area code and country code.
- You can import people from other lists or address books, such as Webmail lists. Click the File tab. Click Open, click Import, and then use the Import and Export Wizard.



Create a New Contact Group (Formerly distribution Lists)

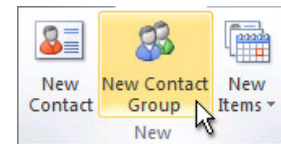
A Contact Group, known in previous email versions as a distribution list, is a grouping of email addresses collected under one name. A message sent to a Contact Group goes to all recipients that are listed in the group. You can include Contact Groups in messages, task requests, meeting requests, and in other Contact Groups.

There is no maximum number of names that you can include in a Contact Group.



Create a Contact Group with new names or names in the address book

1. In Contacts, on the **Home** tab, in the **New** group, click **New Contact Group**.
2. In the Name box, **type a name for the Contact Group**.
3. On the **Contact Group** tab, in the **Members** group, click **Add Members**, and then choose **From Outlook Contacts**, **From Address Book** or **New Email Contact**.
4. If you are adding a new email contact, enter the information for the person in the **Add New Member** dialog box.



If you are adding a member from Outlook Contacts or an Address Book, do the following:

1. In the **Address Book** drop-down list, click the address book that contains the email addresses that you want to include in your Contact Group.
2. In the list of names, click the names that you want, and then click **Members**. You can add names from different address books to the same Contact Group.
5. Do this for each person whom you want to add to the Contact Group, and then click **OK**.

The Contact Group is saved in your Contacts folder under the name that you give it.

Create a Contact Group by copying names from an email message

1. In the message that you want to copy the names from, click the names in the To or Cc box.
2. Right-click your selection, and then click **Copy**.
3. In Mail, on the **Home** tab, in the **New** group, click **New Items**, then click **More Items**, and then click **Contact Group**.
4. In the Name box, type a name for the Contact Group.
5. On the Contact Group tab, in the **Members** group, click **Add Members**, and then click either **From Outlook Contacts** or **From Address Book**.
6. At the bottom of the **Select Members** dialog box, in the **Members** box, right-click, and then click **Paste**.

NOTE A member doesn't have to be in your Address Book to be added to the Contact Group. The member's name and email address are included when you copy and paste from the original email message.

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