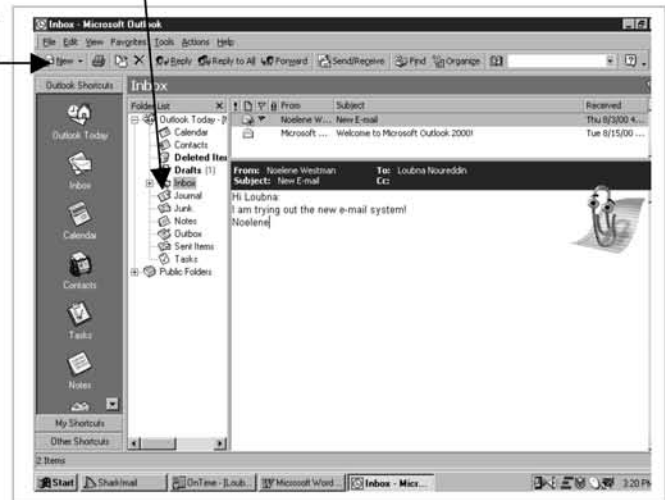


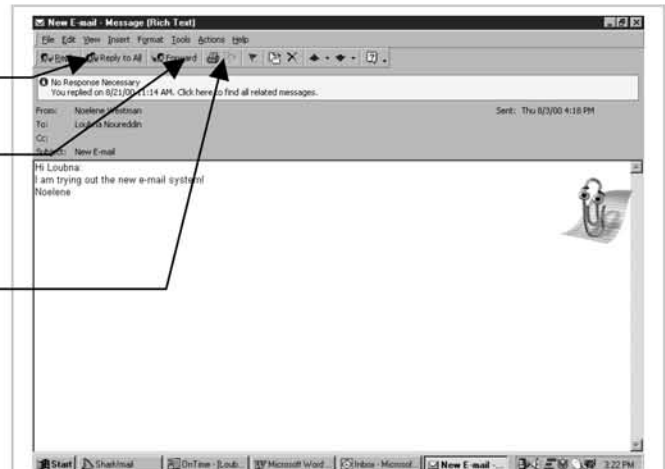
Microsoft Outlook E-Mail Management

To open Microsoft Outlook, double click on the Microsoft Outlook icon, or go to **Start, Programs, Microsoft Office** and click on **Microsoft Outlook**. The **Inbox** is where your e-mail messages are located.

1. To write a new message, click on **New** (top left). A new message appears. Write the name of the person and subject in appropriate white boxes. To move from one box to the other, click on the box with your mouse, or use the **Tab** key located on your keyboard.
2. To send a message, click on the **Send** button (top left). You may choose to save your message and send it at a later time. To save, click on the **File** menu and click on **Save** (S).
3. To read a message, click on the message. New messages are displayed in bold and are identified by a closed envelope ☐. Messages you have read are displayed in regular text and are identified by an open envelope and letter (L). To delete a message, select the e-mail message and click on the **Delete** icon (X)
4. To reply, click on the **Reply** button (top left). A new box pops up showing the Sender's name and subject. The original message also appears. You may delete the text. To do so, highlight the text and press the **Delete** button on your keyboard or you can type a reply.
5. At times, you may receive a message that was copied to multiple recipients. You now have the option to reply to multiple recipients. Simply click on the **Reply to All** button. Your message will be sent to all recipients.
6. To send a copy of a message you have received to a new recipient, click on the **Forward** button. A new box pops up. Type the person's name you wish to forward the message to.
7. To print a message, click on the message to open, then click on the **Print** button (printer icon). The message will print to your default printer. You may also print by clicking on **File** from the menu and then selecting **Print**.
8. You may receive a message with an attached file (U). To read an attachment, click on the message and then double click on the attachment icon. The attached file appears. To save an attached file, click on the **File** menu and select **Save Attachments**. Proceed with the save options.
9. To send an attachment with your message, make sure you have your message open, then click on the **Attach File** icon (U). Outlook automatically takes you to your files and documents. Locate and click on the document you wish to attach, then select **OK**. Your message is displayed with the attached icon (paper clip). You may also send an attached file by clicking on the **Insert** Menu and selecting **File**.
10. Flagging a message is a quick way to either mark a message for you to follow up or to mark a message with a request for someone else. To flag a message, open the message, then click on the **Flag** icon (F). A box pops up. Select an action from the **Flag to** menu; if necessary, select a due date. Your message will be displayed with a flag icon.



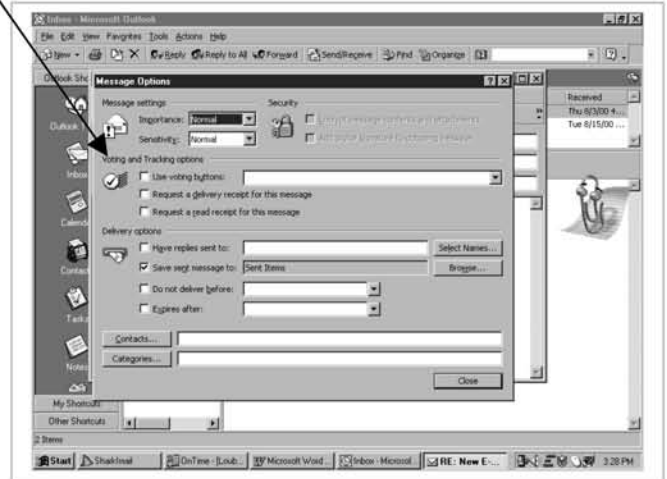
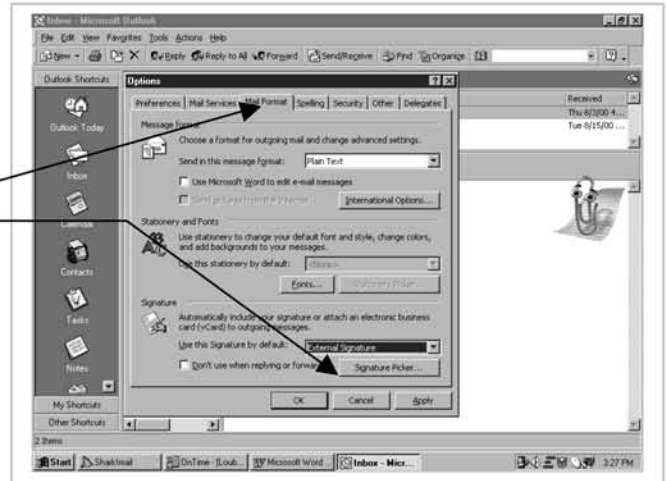
Great News: Outlook allows you to search for an employee by his/her first or last name, or even by the department name!



Aid: For quick access to all the options available to you, right click on your mouse. Click on the option of your choice.



11. To move from one message to another, use the arrows next (▲) and previous (▼) located on the top right of the screen.
12. You can have your signature automatically appear on all messages you send or reply to. To select the automatic signature option, click on the **Tools** menu and select **Options**. A box pops up. Click on **Mail Format** (top) and then click on the **Signature Picker** button (bottom). Select **New**. The system prompts you to give your signature a name (My signature at MCH). Click on **Next**, then type your signature in the space provided (see Aid box). When finished, click on **Finish**. To return to your message, click on **Close**.
13. Outlook allows you to confirm delivery of a message and /or delay the delivery of a message. After writing the message, click on **Options**. A box pops up. The most commonly used options are **Voting & Tracking** and **Delivery Options**. To return to your message, click on **Close**.
14. To change the font type, size and color of your text, highlight the text you wish to edit, click on the **Format** menu, then select **Font**. You may also edit the font using the font type, size and color icons displayed below on the menu.
15. You can organize your e-mail messages by creating folders for recurring topics (for example: meetings, JCAHO, confidential, evaluations..). To create a new folder, click on the arrow located beside the **New** button. Select **Folder** from the list that pops up. Type the **Name** of the folder and then select **OK**. A new folder now appears in the **Inbox** main folder.

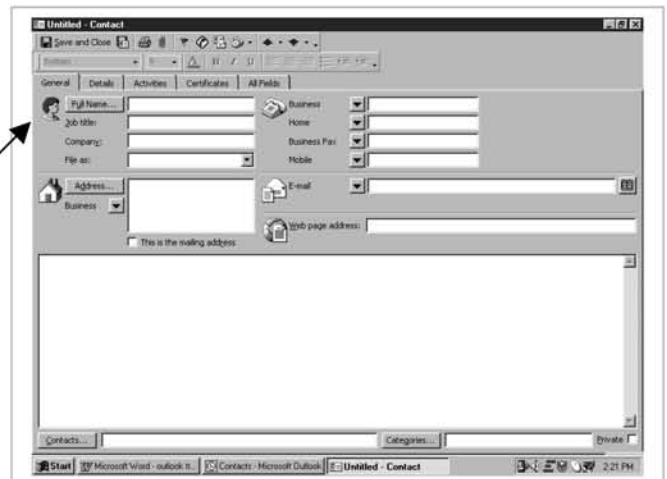


Address Book

The address book includes all MCH employees currently working at the hospital. New employees will be added to the system on a weekly basis. The **Global Address List** sorts employees by department. Click once on a department name and a list of it's employees appears.

You can personalize the address book to include people you correspond with on a regular basis:

- A. To add a name to your contacts:
1. Select **Contacts** from the **Folder List**.
 2. Click on the **New** button.
 3. A box pops up, type the name and other related information of the person you wish to add.
 4. Click on **Save and Close** to accept. The person will be added to your **Contacts** list.



For quick access to your contacts, click on **Contacts** in the **Folder List**. The names of all your contacts will appear. Note that the **Contact List** is organized in a Rolodex format.