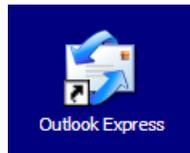


## Using Microsoft Outlook Express

Microsoft Outlook Express ("OE"), installed on your laptop, allows you to send, receive, forward, and reply to messages and to work with messages (read and compose) without being connected to Westat. Connection to Westat will only be necessary to send and receive messages, thus connect times should be short and quick.

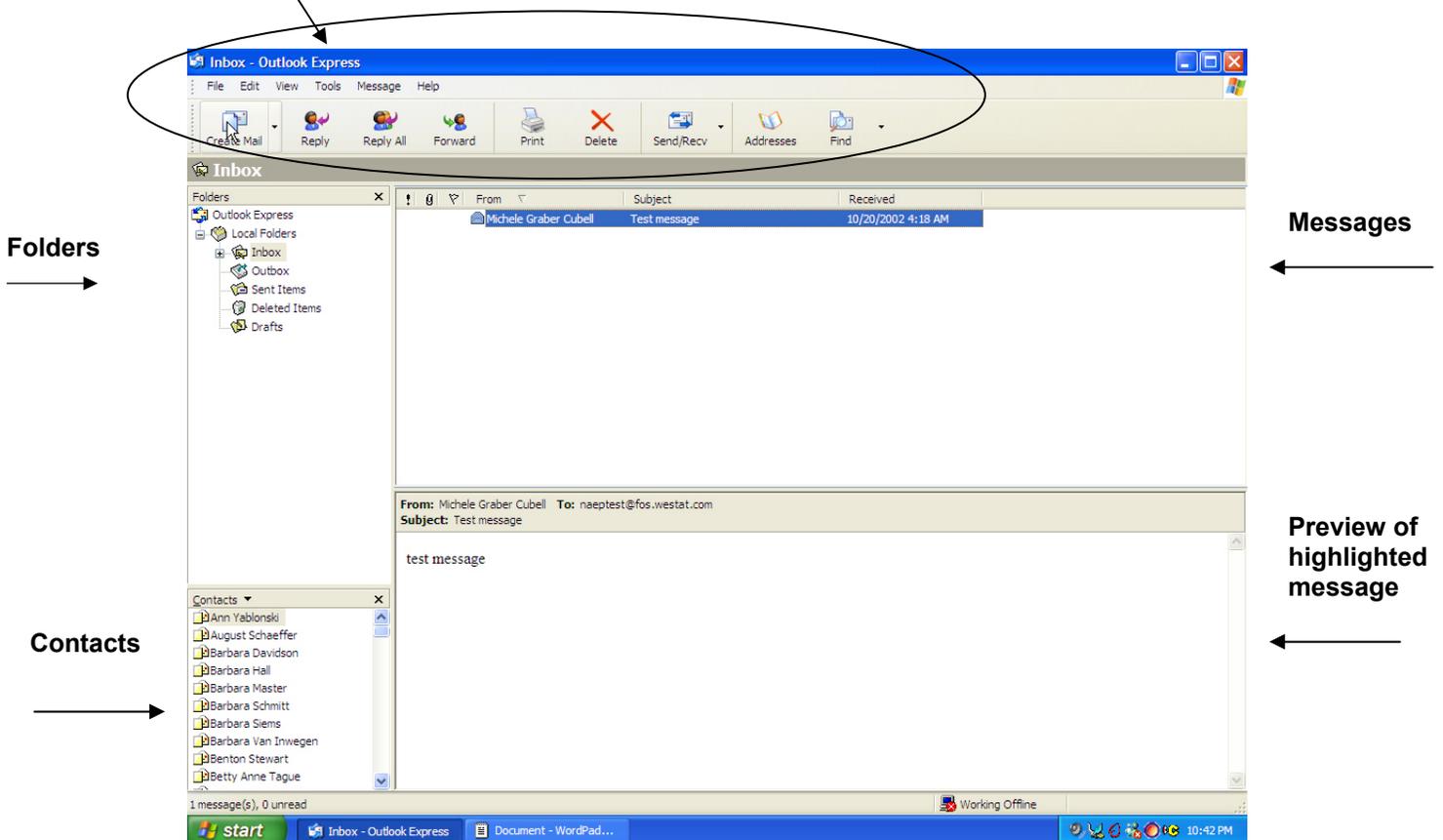
When you connect to Westat over the phone line, messages you have composed and saved on your laptop are automatically sent and messages waiting for you at Westat are automatically copied onto your laptop. This guide will describe the basic features of OE that you will be using. Also included at the end are a few advanced topics for those interested.



### Opening Outlook Express

To open OE, double-click on the Outlook Express icon on the desktop. The Outlook Express screen will come up, with the Inbox displayed (note that Inbox is highlighted on the left side of your screen). Underneath the menu and icons area, the OE screen is divided into four main panels: (1) the folders and (2) contacts lists on the left side, and (3) the list of messages in the displayed folder and (4) a preview of a message in the lower right side.

#### Menu/Icon Area



## Menus and Icons

The menu items and icons are located at the top of the screen. When you click on a menu item, a drop down list of options is presented. Most of the options that you will use from these menu items also are available as icons.

### Menu items



You will see later that the icons change when performing different functions, such as creating a new message. The icons shown above are the standard email functions you will need:

- Create Mail (click on this to begin creating new message);
- Reply/Reply all (reply to the author(s) of a message);
- Forward (share a message you received with someone else);
- Print, (if you have a printer connected to your computer);
- Delete (send a message to the Deleted Items folder);
- Send/Recv (connect to Westat and send and receive messages);
- Addresses (takes you to your address book); and
- Find (allows you to search for text within messages).

Information on these functions is presented below.

## The Four Panels of Outlook Express

The main screen of OE is divided into four panels:

- Folders (For the electronic storage of messages on your laptop).
- Contacts (The list of names in your address book)
- Messages (Each line of information here represents one message)
- Preview (The message highlighted in the list above this panel can be previewed in this panel)

Each of these is discussed in more detail below.

## Folders

All electronic email messages are stored in folders. On your laptop, these are referred to as "local" since these folders (and all stored messages) are located on your laptop's hard disk. The folders are listed in the Folders pane:

- Inbox (When you receive new messages, they go to your Inbox where they will stay unless you move them to another folder),
- Outbox (Messages you create are stored here until you connect to Westat and send and receive messages),
- Sent Items (Copies of each message you create and send are stored here for future reference),
- Deleted Items (If you delete a message, it is sent to this folder), and
- Drafts (Messages that you have started, but have not completed are saved here)

Please note, the number shown in parentheses next to a folder name indicates the number of **unread** messages in that folder. If you move messages to another folder without first opening them, they will still show as unread.

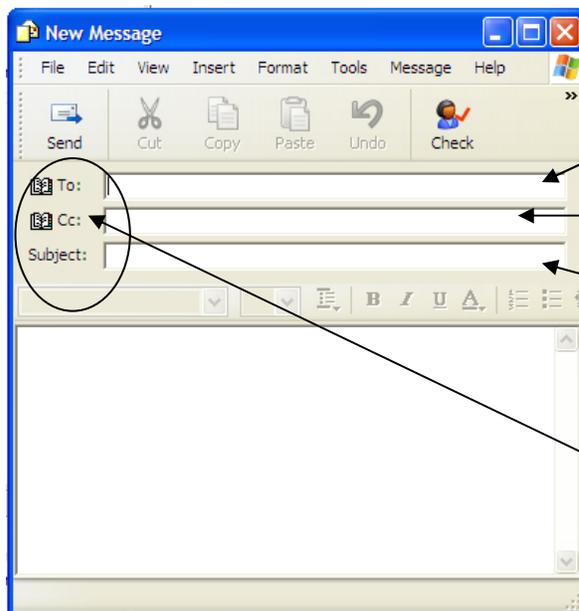
## Working with Messages

### Creating a Message



The **Create Mail** icon is used to create a new message. When you are ready to compose your message, click once on **Create Mail** and a **New Message** window will appear.

First, address the message. You can type one or more names manually into the "To:" field, or click on the "To:" button to choose names from a list.



The "To:" section allows you to enter addresses for those to whom you will send the message.

The "Cc:" section allows you to enter addresses for those who will receive copies of the message.

The "Subject" area is where you will type a short heading for the message.

Clicking once on these buttons ("To:" and "Cc:") allows you to choose names from an address book list.

The quickest way to address a message to someone in your address book is to begin typing the person's name into the "To:" field. As you type, the system matches the names in the address book and displays the name that matches. When you see the name of the individual to whom you want to send the message, press the Tab key to proceed to the next field.

If you are emailing a message to someone not in your address book, make sure you type in the full Internet email address, such as **johndoe@busyoffice.com**.

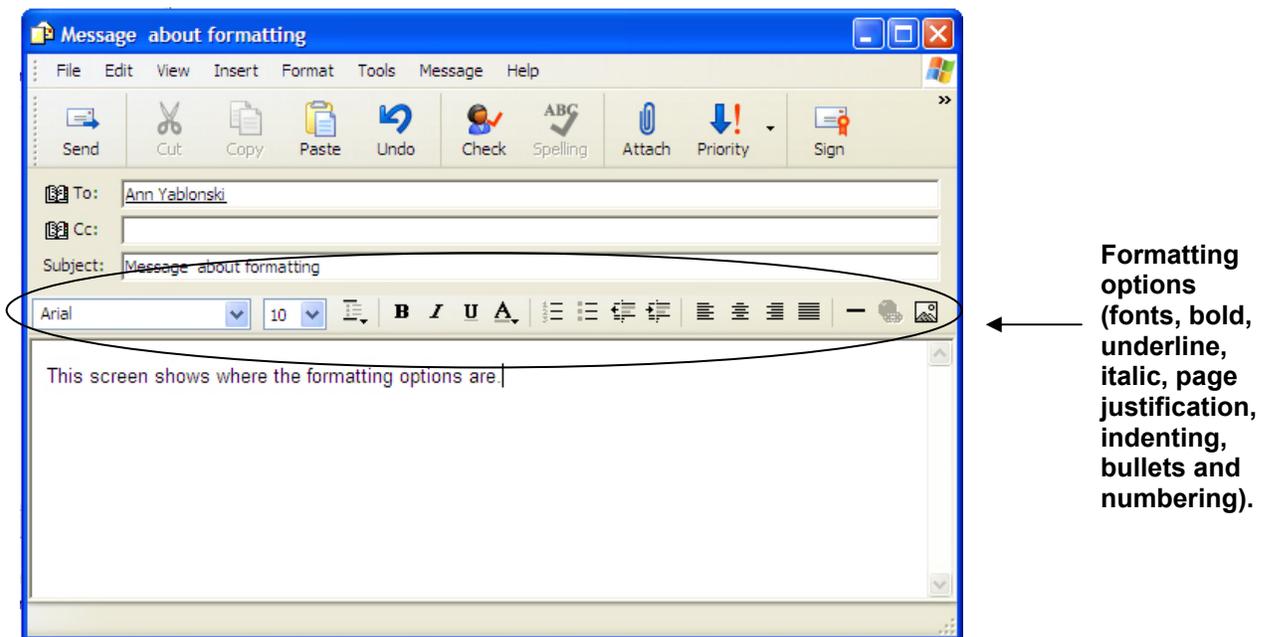
To send a message to more than one person, type a semicolon then a space after the first name or address and begin typing the second name or address.

Please refer to the "Address Book" topic later in this document for information on how to add names to and maintain your address book list.

The "Subject" field allows you to enter a short title for your message. It's a good idea to type something in this field, since the subject displays in the receiver's Inbox list.

The message area is the large white area below the addressing section. You'll note that a formatting task bar appears when you're typing a message. The standard formatting options, such as fonts, bold, italic, underline, text color, indent and text justification are available for your use.

You can either click in a field or use the **TAB** key to advance from one field to another.



## Send/Save the Message

When the message is complete, you may either click on the **Send** icon to forward it to the Outbox or click on the "X" at the top right side of the message to close it without

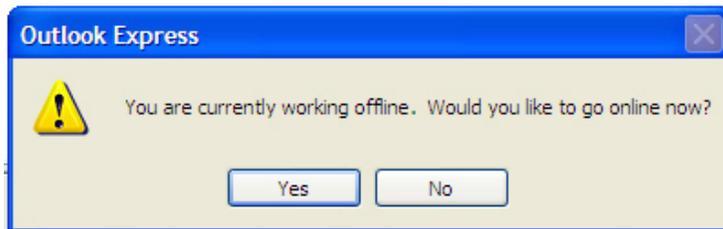
sending. If you choose the “X” option, OE will ask if you’d like to save changes to the message. Click on “Yes” to place the message in the Drafts folder, or “No” to discard the message. You can always return to a message saved in the Drafts folder by clicking on “Drafts,” then double-clicking on the saved message to open it and work on it further.

All mail in the Outbox will be sent automatically if you are connected to Westat. If you are working offline, the messages will be sent the next time you establish a connection. If mail is not sent immediately, you have a chance to edit or delete a message in the Outbox before it is sent.

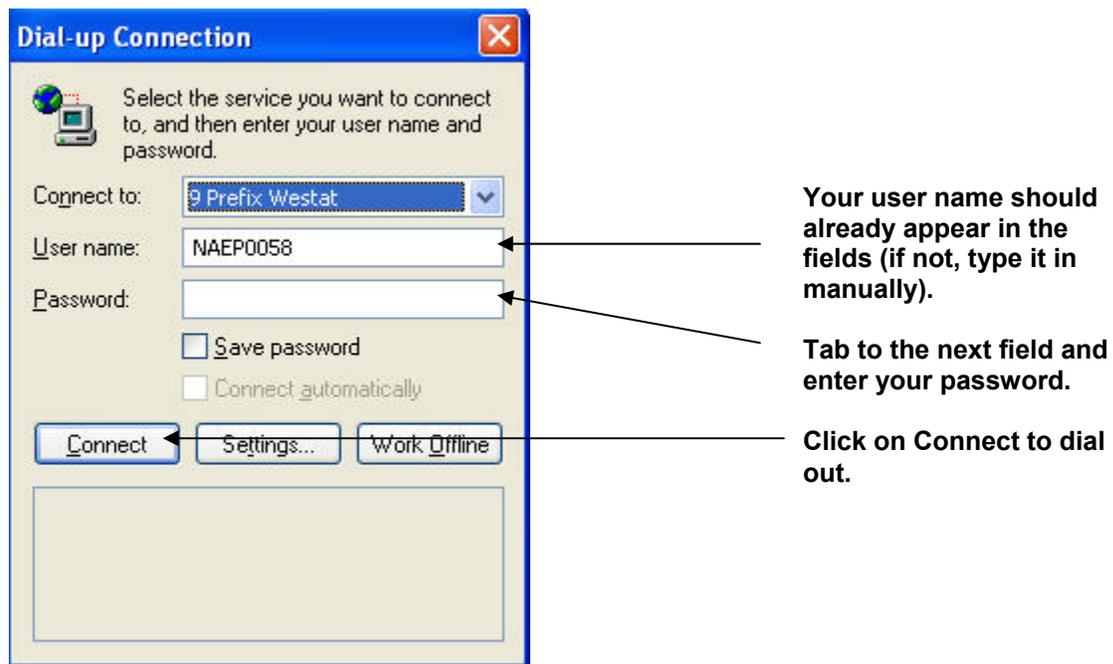
Copies of all messages you send are kept in the “Sent Items” folder.

## Sending and Receiving Messages

When it’s time to send and receive messages, attach the phone cable to the modem, then to the wall jack. Click on the **Send/Recv** icon to initiate the dial-up connection. The following screen appears:



Choose **Yes** and the following screen appears.



When you are traveling and need to check your e-mail from a hotel/motel, you will need to have a prefix (8 or 9) in the dialing routine to obtain an outside line.



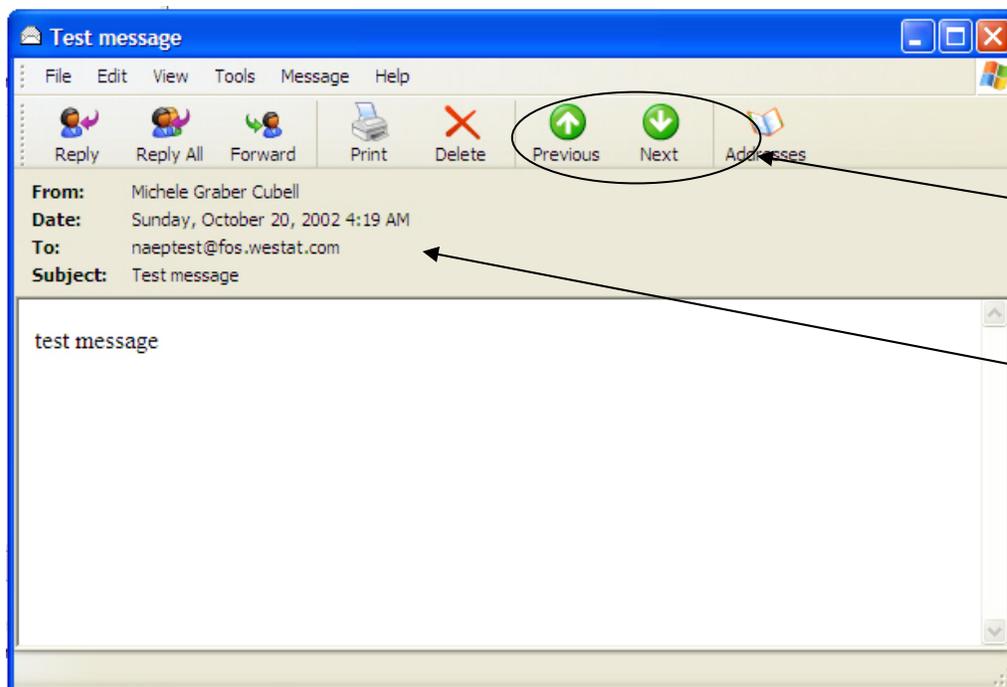
To add the proper prefix, change the "Connect to:" option by clicking on the down arrow button.

Click on the down arrow and move the pointer down the list until the prefix needed is highlighted. Click on the prefix or press the Enter key. If your user name and password do not appear, type them in. Then, click on the Connect button.

Once you are connected, OE will automatically send and receive mail. A status bar indicates the progress of the transmission. Once all messages are sent and received, you will be notified how many new messages were downloaded to your laptop and you will be disconnected. There may be a delay in closing the dialog box when you are disconnecting from Outlook Express. New messages will appear bolded in your Inbox.

### Reading a New Message

To read a message, double click on it (you can also click once on it and view it in the panel below, but you won't be able to work with it unless you actually open it). The message window will come up:



Note the change in the icons at the top of the screen.

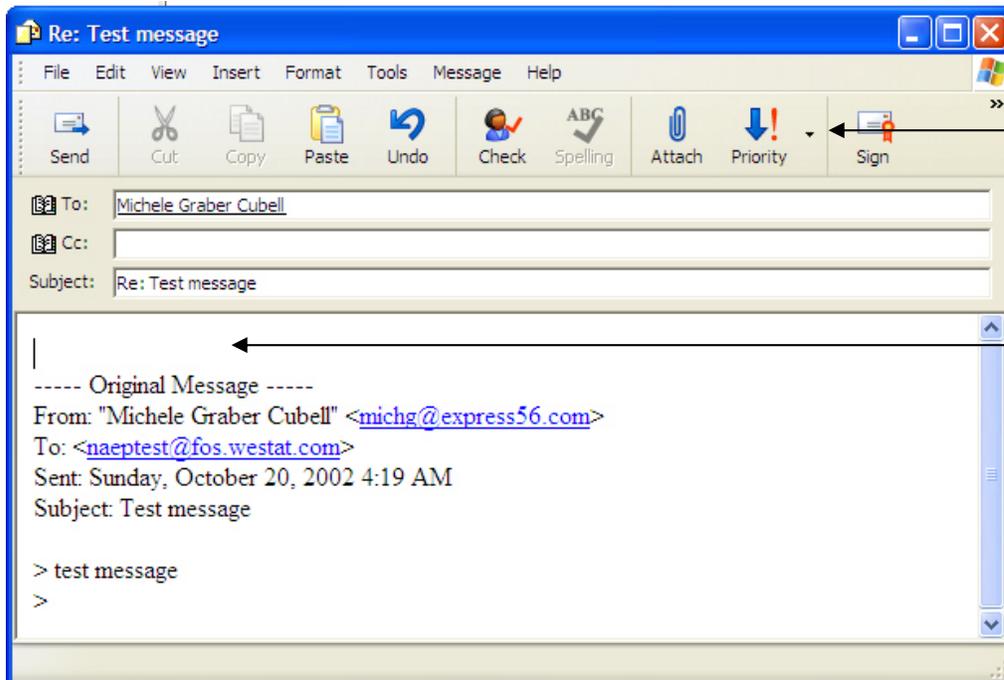
This area tells you who the message is from, the date and time sent, and to whom it was sent.

To *reply* to the message, click on the **Reply** icon. If the message was sent to more than one person and you want to reply to everyone on the list, choose **Reply All**. To send the message to someone else, choose **Forward**.

You can also print or delete the message from within the message window. If you want to read the next or previous message on the list without returning to the Inbox, click on **Previous** or **Next**.

Once you select “reply” or “forward,” Outlook Express will automatically create a copy of the original message in your new message and create a space above it in which you can type.

The illustration below shows an example of what the screen looks like when you select “Reply.”



New icons. Grayed out icons can only be used after you've typed text.

This is where you will enter your reply or other text. Please note, the "Original Message" is the one sent to you.

Simply click on Send to send the message to the Outbox. The message will be sent to Westat's server the next time you click on the Send/Receive icon. The original message will remain in your Inbox.

When you are creating a message (including when you reply to a message), icons are available for **Send**, **Cut**, **Copy**, **Paste**, **Undo**, **Attach**, and **Priority**. Please disregard the Sign and Encrypt options, require a digital ID which you will not have.