








Email Clients Available at NTU

Microsoft Outlook 200x: Beyond Email Basics

Outlook 200x is able to provide you with additional emailing features that you can use within the NTU Exchange system. This help sheet introduces you to the basics of these emailing options.





Voting

Outlook 200x allows you to send emails with Voting Buttons to a group of recipients asking them for their opinion. Their replies will be summarised in a table for easy reference. Below shows you the steps of sending a voting email:

1. Click on the *New Mail Message* button on the top left of the window. An *Untitled – Message* window appears. 
2. Fill in the *To*, *Subject* and *message area* as you normally do. In this example, send yourself the mail too.
3. Click the *Options* button on the tool bar. A *Message Options* window appears. 
4. Tick the *Use voting buttons* check box and *Approve*, *Reject* appears in the box on the right. If you click the down arrow you will see the other default entries. 
5. With *Approve*; *Reject* highlighted, type in *Monday*; *Tuesday* to overwrite it. You can customise the voting buttons with anything you like. Use semicolons (;) as a separator.
6. Click *Close* and then click *Send*. 
7. Once you have received your copy of the email, open it by double clicking on it. You will notice that an *information bar* appears above saying *Please respond using the buttons above*. 
8. Click on *Monday* and a window will appear. Check that *Send the response now* is selected and click *OK*.
9. Find the initial voting email you have sent from your *Sent Items* folder (not the response you have just sent) and open it. 
10. Click on the *Tracking* tab. The *information bar* on top summarises the replies you have received and the table below breaks down the responses. 



Tracking

There are times when you may wish to track if your email has been successfully delivered and whether it has been read by the recipient. However, use this feature with caution especially if your recipient list is long, otherwise you may end up clogging your mailbox.

1. Compose a new email as you normally do.
2. Click the *Options* button on the tool bar. This opens the *Message Options* window. 
3. Under *Voting and Tracking options* check *Tell me when this message has been delivered* and/or *Tell me when this message has been read* as required.
4. Click *Close* and send the email as usual.
5. When the email message has reached the Exchange Server the *System Administrator* will notify you if the message was *Delivered* or *Undeliverable*. 
6. When the recipient has read the email or deleted the email without reading, a notification will be sent to you. 
7. If you have selected *Tell me when this message has been read*, you can go back to the email you sent in the *Sent Items* folders and look at the tracking list from the *Tracking* tab of the email. 

Message Recall

Sometimes you may like to recall an email you have just sent, with Outlook 200x you can do just that. This feature allows you to recall, replace and delete messages that you have sent. However, it will work only if the recipient uses Outlook, is currently login and has not read the message.

1. Open the message you want to recall or replace from your *Sent Items* folder.
2. On the *Actions* menu, click *Recall This Message*.
3. a. Click to select, *Delete unread copies of this message*, to recall the message.
b. To replace the message, click to select *Delete unread copies and replace with a new message*, click *OK*, and then type your new message and send it. 
4. To receive notification about the success of the recall or replacement, click to select *Tell me if recall succeeds or fails for each recipient* check box. 
5. Click *OK*.
6. A notification message will be sent to you informing you of the status. 