

Managing E-mail – Part 2

Practicing Good Email Etiquette

Keep the following in mind when working with email:

- Send an instant message instead of email if you have a quick question. You will likely get an answer more quickly, and you will enable your co-workers to spend time on other important tasks.
- Be very careful about clicking **Reply All** to messages that are part of a distribution list. Ask yourself whether everyone on the list needs to see your reply, or if you can narrow the recipient list to only those who you need to contact.
- Do not request removal from distribution lists by doing a **Reply All** to a distribution-list message. Instead, either use the provided link to unsubscribe or contact only the distributor of the message to find out how to unsubscribe.
- Use Automatic Replies (Out of Office) in the Backstage view if you will be away from your email for any length of time, whether it is for a few hours, a few days, or a few weeks.
- Consider using an informal, personalized signature line only for internal email messages. Create a more professional, external signature line for email messages that may go outside the organization.
- Use the High Importance and Low Importance buttons in Outlook to classify your messages so that recipients can prioritize your messages easily.

Using Folders to Organize and File Messages

You can set up a folder system to group messages quickly by topic, project, sender, priority, and other categories.

- 1 On the **Folder** tab, click **New Folder**.
- 2 Type a name for the folder, select where you want to place the folder, and then click **OK**. The new folder appears in your list of mail folders.
- 3 When you want to put a message in that folder, right-click the message, point to **Move**, and then select the folder that you want to move it to. You can also drag a message to a folder.

Tips

- Create folders within folders for even more organization.
- Use email rules to route incoming messages into your folders automatically.



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Working with Email Attachments

Storing email messages that have attachments can consume a lot of mailbox storage space. To free up mailbox storage space, you can save attachments locally to your computer or delete them.

View and Save Attachments

- 1 Click a message with an attachment, and then click the attachment to preview it in the Reading Pane.
- 2 Do one of the following:
 - Keep the attachment with the message by doing nothing.
 - To save a single attachment to your computer, right-click the title of the attached file, click **Save As**, browse to where you want to save the attachment, and then click **Save**.
 - To save all attachments in a message, open the message, select one of the attachments, and then, in the **Actions** group on the **Attachments** tab, click **Save All Attachments**. In the **Save All Attachments** dialog box, select the attachments that you want to save, click **OK**, browse to the location where you want to save the attachment(s), and then click **OK**.
 - To delete an attachment, right-click it, and then click **Remove Attachment**.

Important

Outlook limits the size of attachments that you can send to 10 megabytes (MB). However, just because you can send an attachment that large does not mean that you should. Be considerate of your recipients and try not to affect their Inboxes negatively. If you have to share a large file, store it on a Microsoft SharePoint® site, and then send an email message that includes a link to the site.



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