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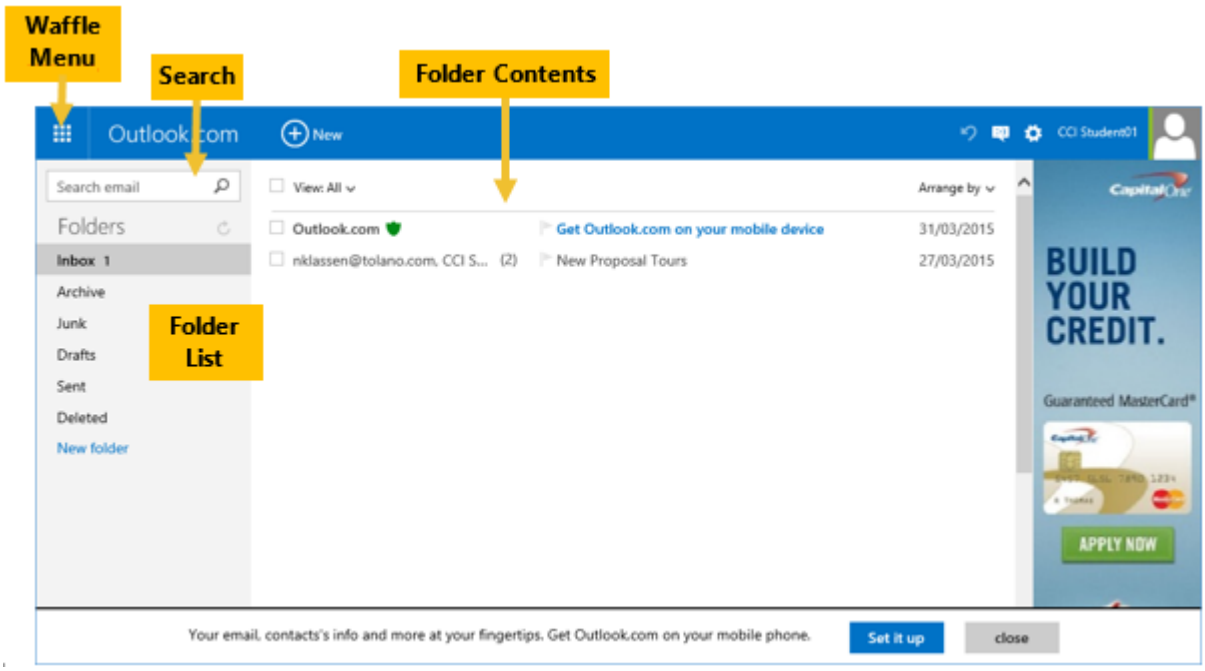
When you first sign in to Outlook.com, you see your Inbox and some other email folders:



Waffle Menu	Click this button to use online versions of Microsoft applications.
Search	Use this box to search your email for particular messages.
Folder List	These are folders that store your email messages.
Folder Contents	When you click a folder in the Folder List, its contents display here as a list of messages.

You can change the look of your Inbox by selecting colors and adding folders. Your screen may not look exactly like the one in our example.

Creating New Messages

Creating and sending an email message is similar to writing and mailing a pen-and-paper letter. You write the message, add address information and then send it. To send mail, you must know the email address of the person you want to send the message to. The person receiving the message is called a recipient.

To create and send an email message, follow these steps:

1. Create a new mail message.
2. Add the address information.
3. Type a subject. This lets the other person know what the message is about. It is possible to send an email message without a subject, but a correctly formatted email message includes a subject.
4. Type the message. Most email programs allow you to apply formatting, such as bold or colored text. If you need to send an electronic file (such as a document or a picture), attach the file to the mail message.

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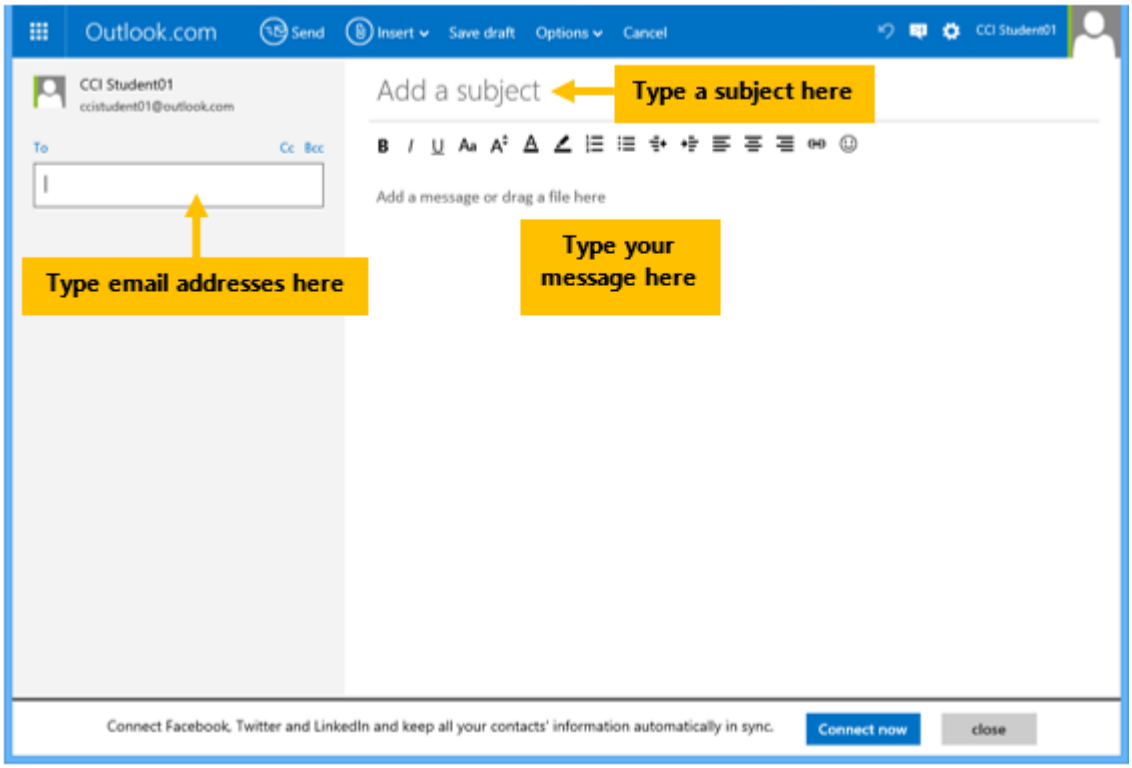
5. Use the spell checker and proof read your message to eliminate errors and to make sure your message is clear.
6. Send the message.

To create a new message, from the main Outlook window, use one of the following methods:

- On the top navigation bar, click **New**; or
- press Ctrl+N.

A new message is shown in the following figure. It includes areas for adding text and a toolbar for working with your message:



The commands at the top of the window (Send, Insert, Save Draft, Options, Cancel) are actions that you can take after you have typed your message.

An email message includes:

- **Addressing information** – you must enter at least one email address for a person you want to send the message to. You can send a message to more than one person by entering all their email addresses. Separate their addresses with a semicolon.
  - **To** identifies the main person (or people) to whom the email is addressed. People you address in the To field are the people who are expected to respond to the message or who are expected to take some action after receiving the message.
  - **Cc** stands for "carbon copy." When you enter addresses in this field, these people will receive a copy of the email, but they are most likely not expected to respond.

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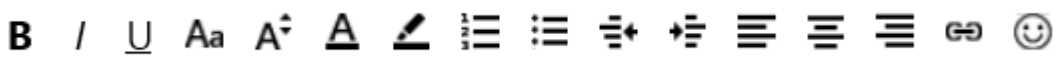
  - **Bcc** stands for "blind carbon copy." When you enter addresses in this field, these people receive a copy of the message, but no one else can see that you entered their addresses. For example, you might send an email confirming a dinner date with your sister, and Bcc the friend who is organizing her surprise party.
- **Subject** – the subject should briefly describe what the message is about.
- **Body** – this is the main text of the email. You can apply formatting to text in the message by selecting it and using the options available on the toolbar:



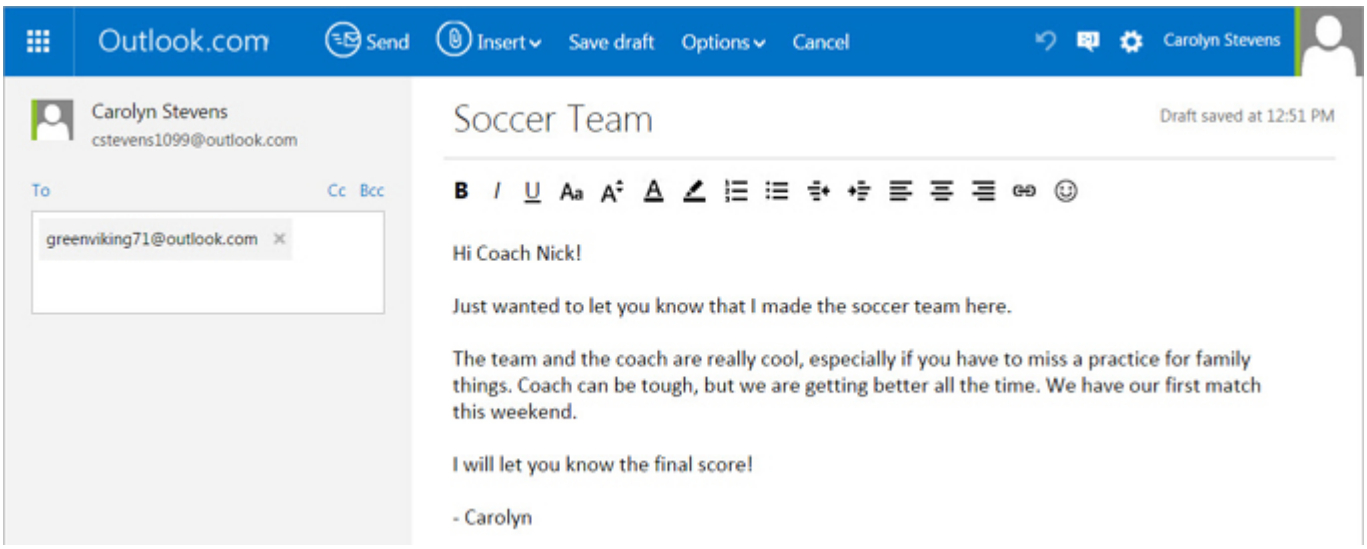
An email message can also include:

- **Signature** – this is a block of text that includes your name, and usually your contact information. A signature is added to the end of an email message. A signature is not required, but it is good business practice to

include an email signature.

- **Attachment(s)** – these are files that you send along with an email message. Attachments can include pictures, maps, or documents. Attachments are optional, and can greatly increase the size of an email message.

The following figure shows a new email message that is ready to send. This message includes the address of the recipient, a subject line, the body of the email, and a signature.



Proofing Your Message

Spell checkers are included with almost all web-based email programs. A spell checker can find misspelled words, but it does not check for capitalization, punctuation or grammar errors. It also cannot tell you if your message is unclear, poorly worded, or inaccurate.

Before sending a message, you should always carefully check its:

- spelling
- grammar
- punctuation
- accuracy

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You should also always follow good email form. A good email:

- is short, clear, and to the point
- does not include emoticons or abbreviations and acronyms
- does not poke fun at another person
- does not include ethnic jokes
- does not include bad language

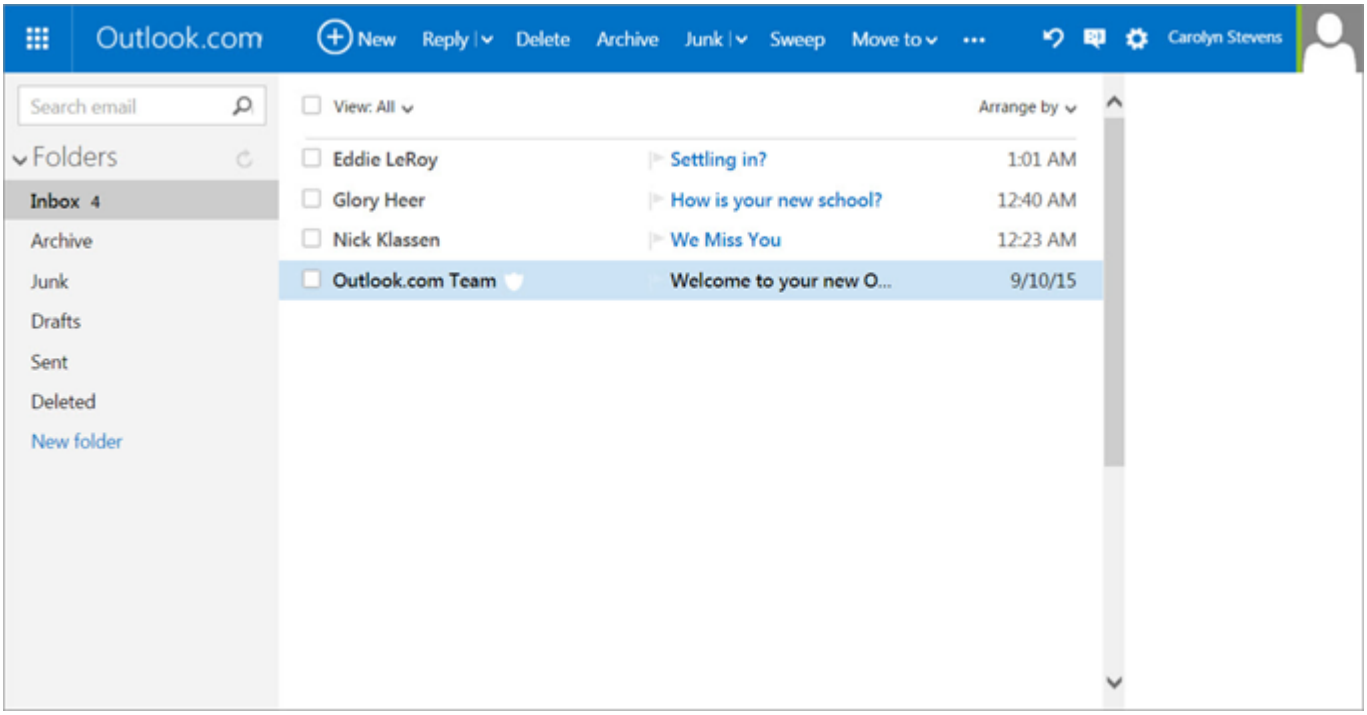
Sending the Message

When your message is ready to send, click Send in the command bar at the top of the window.

Receiving Messages

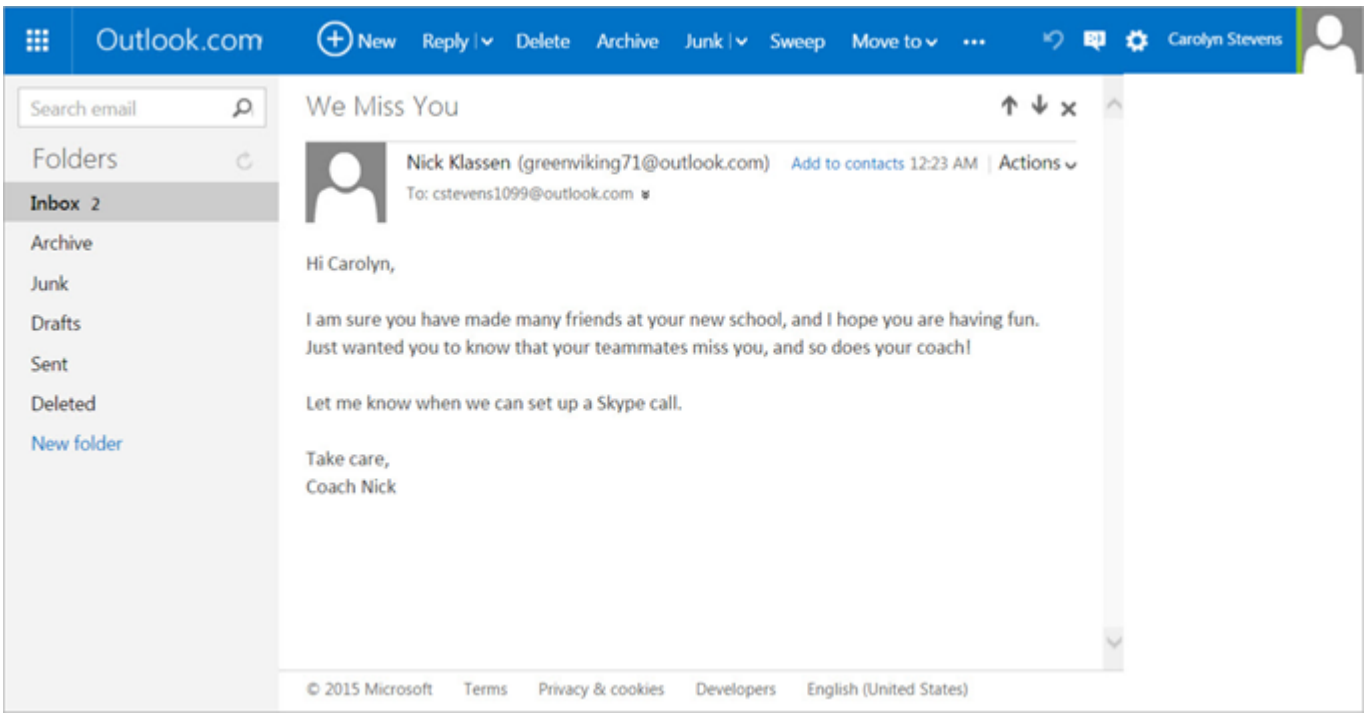
Most email programs automatically check for new messages as soon as you log in. When new messages are found, they are delivered to your Inbox. To check for new messages at any time, press F9, or click ↻ at the right of the Folders list.

Click **Inbox** in the Folders list to view a list of your messages. Click a message to open it.



You can also click the checkbox at the left of a message to select it for another action. For example, you can delete selected messages, or move them to another folder. If you want to select all the messages, click the checkbox next to **View: All**, above the message list.

When you are viewing a message, navigation buttons display above the message.



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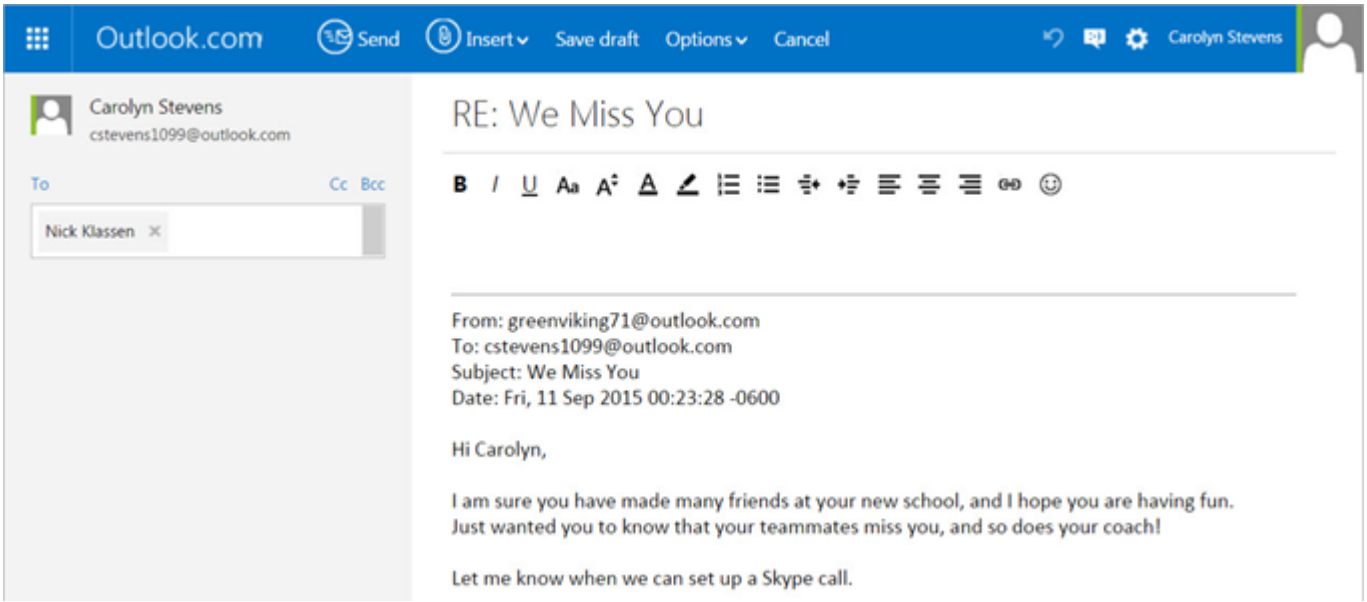
Use these buttons to move among the messages in the Inbox. Click ↑ to view the previous message (or press Ctrl+,); click ↓ to view the next message (or press Ctrl+.); click ✕ to close the message and return to the Inbox.

Replying to a Message

You have options when you reply to a message. You can:

- reply only to the person who sent the message, or
- reply to all the people who received the original message

To reply only to the sender of a message, click **Reply** in the command bar at the top of the window. Your response is automatically addressed to the person who sent the message, and new space opens up at the top of the message for you to type a reply.



Email programs insert the letters “RE:” as the first letters in the subject of a reply. This lets you see at a glance that a particular message is a reply.

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