Lesson 10 Answering ,Forwarding,Deleting and Retrieving Messages .

Now that we are half way in the course. We know how to compile a message,

send , attach a folder and other attachments we will now look how to reply to your messages and other tasks.

Replying to a Message

1. Click the **MAIL** button in the bottom **Navigation Bar**. The *Inbox* appears.

2. *Double-click* the message to which you want to reply. The message opens in its own window.

3. *Click* the **MESSAGE** tab on the *Ribbon* and click **Reply** or **Reply All** button in the respond group.

Reply. Sends your reply to the Primary receiver only.

Reply All. Sends your reply to the Primary and any others that received the message.

4. *Type* your reply and click the **Send** button.

Forward a Message

Forwarding a message sends the messages on to someone else instead of the **Primary Sender**.

1.*Click* the **MAIL** button in the bottom **Navigation Bar**. The *inbox* appears.

2. *Double-click* the message that you want to *forward*.

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3. The message opens in its own window.

4. Click the **MESSAGE** tab on the *Ribbon* and click the **Forward** button in the *Respond group*.

5. In the **To** field,enter the e-Mail address or addresses of the person to whom you want to f*orward* the message.

6. *Type* any comments you want to add to the message and *click* the **send** button.

All attachments and message options, such as "High Importance" tags, are included when you forward a message.

Forward as Attachment

Create a **blank message** that contains no text, but includes the original message as an attachment. The original message text and any attachment are available to the recipient when he or she opens the attached message.

Deleting a Message

When you're finished with a message it's a good idea to delete it. Deleting messages when you are done is a good habit to keep your inbox organized. **This is a good practice to rid of adverts and insignificant mails.**

Note:-Be careful what messages you delete, as you will come to know what you need to keep for reference later.

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Delete a Message.

1. *Click* the **Mail** button to delete in the **Navigation Bar** and select the message you want .
2. *Press* the **Delete** key. The message is removed from your Inbox and placed in the **Deleted** items folder.

Retrieve a Message

Just like the **Windows Recycle Bin**, you can retrieve an item if you accidently delete it.

1. *Open* **Outlook.**
2. *Click the* ***folder*** *tab.*
3. *Select* **Receiver Deleted** items



4. *Click* the message you want to recover, and then check **Restore Selected Items.**

5. *Click* **OK.**

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If a folder is deleted, it cannot be restored. Only messages can be restored (the folder structure cannot be restored). All messages will be restored to your inbox regardless of which folder they were deleted from.

Items within the recover utility will only show the message headers. The full message will be available after the message has been recovered.

Questions

1. **How do you forward an e-mail?**

2. **What mails can you delete?**

3. **Can you retrieve an e-mail once it has een deleted?**

4. **Can a folder be retrieved once it has been deleted?**

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