

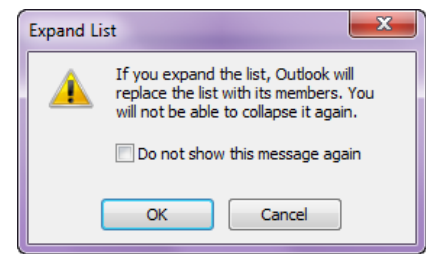
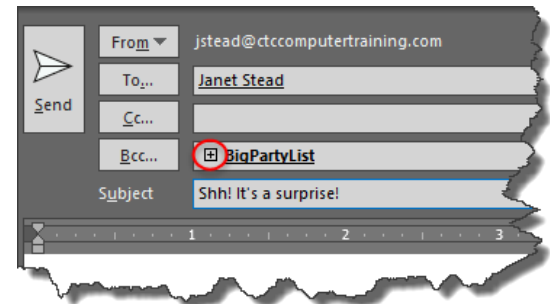


## OUTLOOK: 1 Tip & 1 Good Habit

### TIP: Exclude recipient(s) from a Distribution List

You've created a Distribution List (aka Contact Group) that is quite extensive – let's call it BIG PARTY LIST. You want to send an email to everyone in that list...except one person (you're planning a surprise party for this person...so you want everyone else in the list to get the invitation).

1. Start a new email. Address it to yourself.
2. Then add the Contact Group to the BCC box (never the TO or CC box...*super bad* etiquette) of a new email.
3. Now, EXPAND the Contact Name Group - by clicking the + sign to the left of the Group Name Group (shown here) – so that you can see all the members of that group.
4. A message box may appear, warning you that if you expand the list you will not be able to collapse it again.
5. Click OK.
6. Now simply find, select and delete the address of any person(s) that you do not want to send the message to.
7. Write and send the message.



### Good Habit:

Use the HIGH IMPORTANCE option *sparingly*. If you mark too much correspondence as High Importance, you're like the boy who called wolf...people start to ignore it.

If someone tells you that all your email is marked High Importance – but you are turning it on for your each email...it means that you've inadvertently turned it on *permanently*. Turn it off!

Here's how:

1. Click in the FILE tab – then go down the left-hand panel and choose OPTIONS.
2. At the OUTLOOK OPTIONS window, select the MAIL category (left-hand panel).
3. Scroll down the right-hand side – until you get to the SEND MESSAGES area.
4. Click the ▼ beside DEFAULT IMPORTANCE LEVEL – and re-select NORMAL. (Unless you suffer from self-esteem issues, then choose LOW).
5. Click OK.

