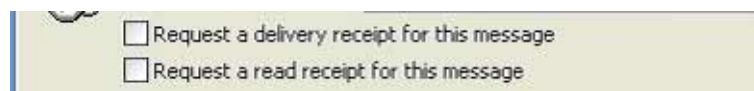


How do I get a message history in Outlook?

By default there is no message history on the messages you send using Outlook. You can, however, request a message history on any message you send, or you can set your Outlook account to generate a message history on every message you send. To get a message history you must request a read and/or a delivery receipt. The message history is not visible to the recipients of the message.

Message Tracking: Individual Message (this can only be set-up on an unsent message)

1. Create a new message
2. From the View menu select Options...
3. If you want a delivery history, check the box next to "Request a delivery receipt for this message"
4. If you want a read history, check the box next to "Request a read receipt for this message"



5. Click Close
6. Complete and send the message

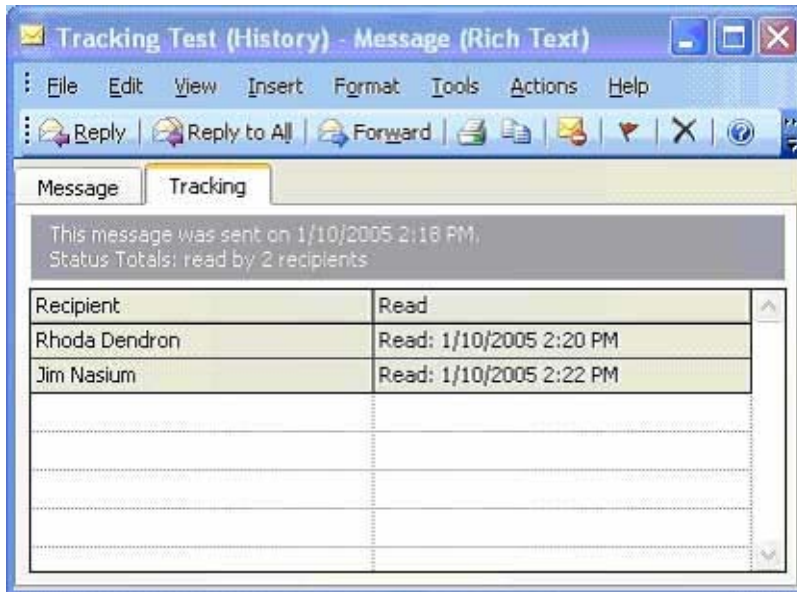
Message Tracking: All Messages You Send (configuring your account)

1. From the Tools menu select Options...
2. On the Preferences tab click E-mail Options...
3. Click Tracking Options...
4. To get a read history for all message you send check the box next to "Read receipt"
5. To get a delivery history for all messages you send, check the box next to "Delivery receipt"
6. Click OK, OK, and OK

Tracking the Message (Creating the History)

Once you have completed the above and have sent a message, you will receive a Delivery receipt (when the message is delivered to the recipient's account) and/or a Read reads the message). Once you read these receipts, the delivery time or the read time is stamped on the original message. To view this tracking information:

1. Navigate to the Sent Items folder in your Folder List
2. Open the message you have tracked
3. Click on the Tracking tab



NOTE: The above procedure is the only thing necessary to generate a receipt and a message history. To make it easier to manage these receipts and histories, however, the following may be done. (Not necessary, but recommended!)

1. Select Options... from the Tools menu
2. Click on the E-mail Options... button
3. Click on the Tracking Options... button
4. Check the boxes next to
 - a. Process receipts on arrival
 - b. After processing, move receipts to2
5. Click the Browse... button
6. Click the New... button
 - a. Type "Tracked Messages" (or any name you wish to use) in the Name space
 - b. Folder containers should contain Mail and Post Items
 - c. Under Select where to place the folder: click on Mailbox - [your name]
 - d. Click OK, OK, OK, OK, and OK



1. Step 4a eliminates the need for you to open each receipt.
2. Step 4b automatically moves the receipts out of your Inbox. By default they are deleted, but by selecting a folder to which to move them, you can keep them for future reference. If you don't want to keep them, then skip Step 5.

Note: this process is a low priority server item. Depending on how busy the server is, you may actually see some receipts arrive in your Inbox, and the message tracking tab may not appear immediately. The server will, however, process and move the receipts when server time permits.