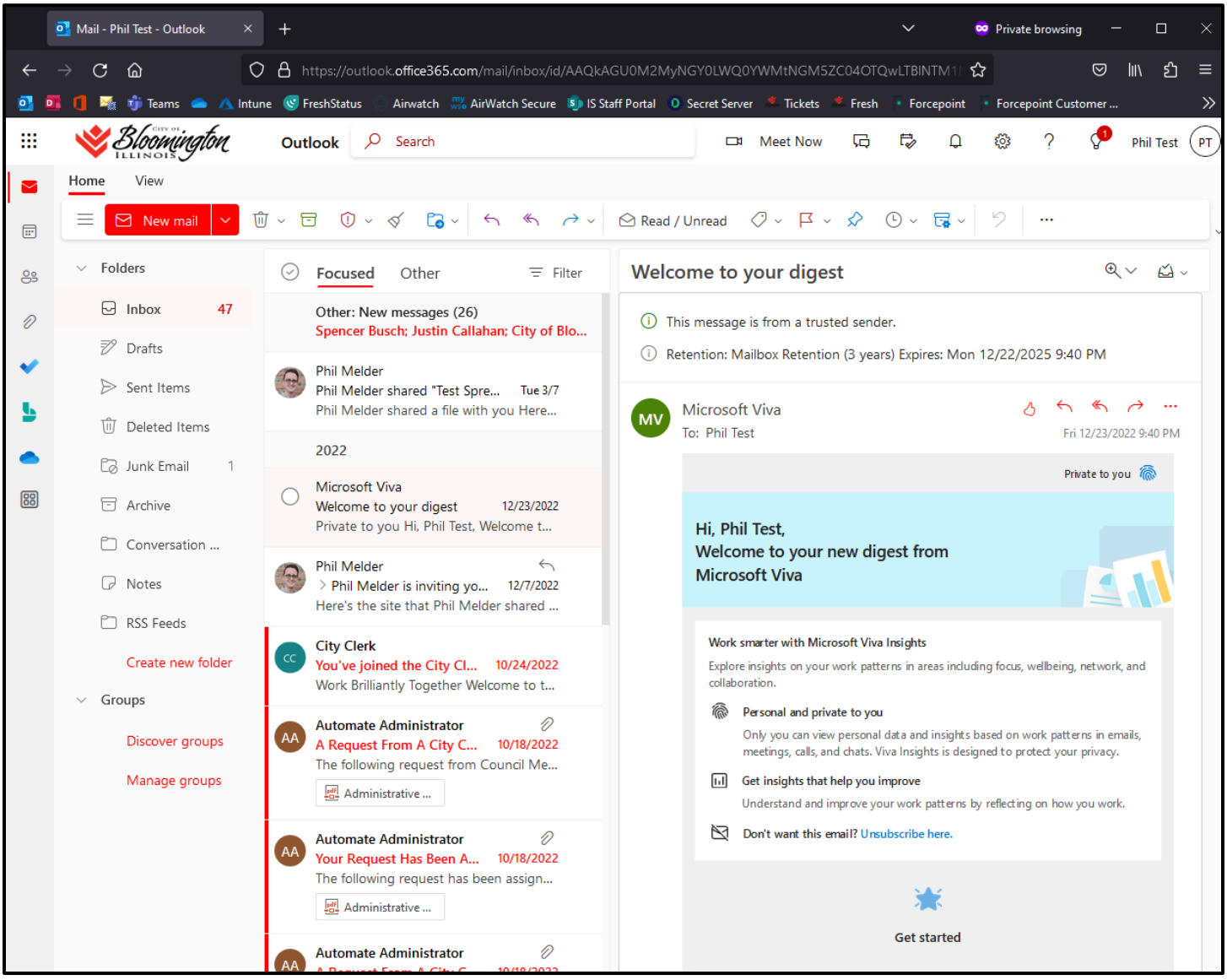
Accessing and Using Outlook to View, Send, and Organize City Email



Accessing and Using Outlook* to View and Send City Email

What is Outlook?* Microsoft Outlook is a **personal information manager software system from Microsoft, available as a part of the Microsoft Office suite. Though you will primarily use Outlook's email client function, Outlook also includes other functions such as a personal calendar that you can use to manage your schedule and tasks. If you'd like a separate tutorial on how to use the calendar function, reach out to your supervisor. If they can't provide an introduction to the function, they will contact Tara Henry, Workforce Development Coordinator in Human Resources (309-434-2292 or thenry@cityblm.org) to assist.

You can access Outlook from any computer at any location, ***even from your phone***. You simply need to access Outlook via a web browser (Microsoft Edge, Google Chrome, Safari, etc.) OR the Microsoft Outlook Mobile app. Provide your email address and password to log in to your City account (login instructions are provided on page 3). *It's important to check your City email weekly so you can stay up to date with all City communications.*

These instructions assume you have previously logged in, changed your password and configured multifactor authentication (MFA).**If you have not done so, please access the Training Guide titled, "Logging in and Establishing Multi-Factor Authentication".**

The City's email address: FirstInitialLastName@cityblm.org
Example: thenry@cityblm.org

If you have forgotten your password (or do so in the future), you can call the IT Department at 309-434-2264. If you have general issues or questions that don't require an immediate phone call, please initiate a support ticket to them via email at helpdesk@cityblm.org.

This document is intended to be a general training guideline for Outlook access and use, but there are many additional functions available to you through Outlook. If you have further questions on how to maximize your use of Outlook, please contact your supervisor and they can provide or arrange for further training.

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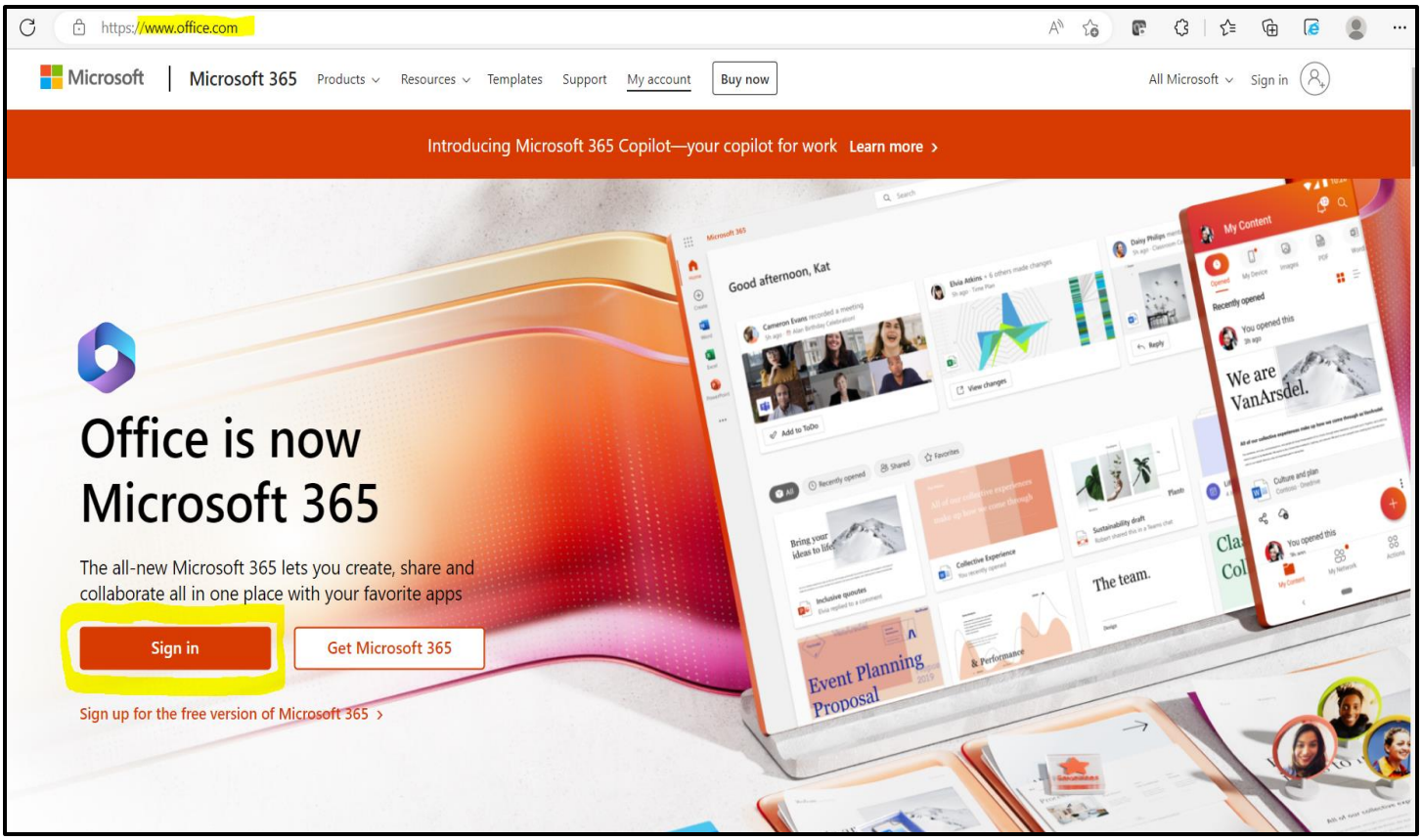
A. Logging in to Outlook

THESE INSTRUCTIONS ASSUME YOU HAVE PREVIOUSLY LOGGED IN AND CONFIGURED MULTI-FACTOR AUTHENTICATION (MFA).

1. From a web browser (Microsoft Edge, Google Chrome, Safari, etc.) on a computer or mobile phone, enter www.office.com and click on "Sign in".

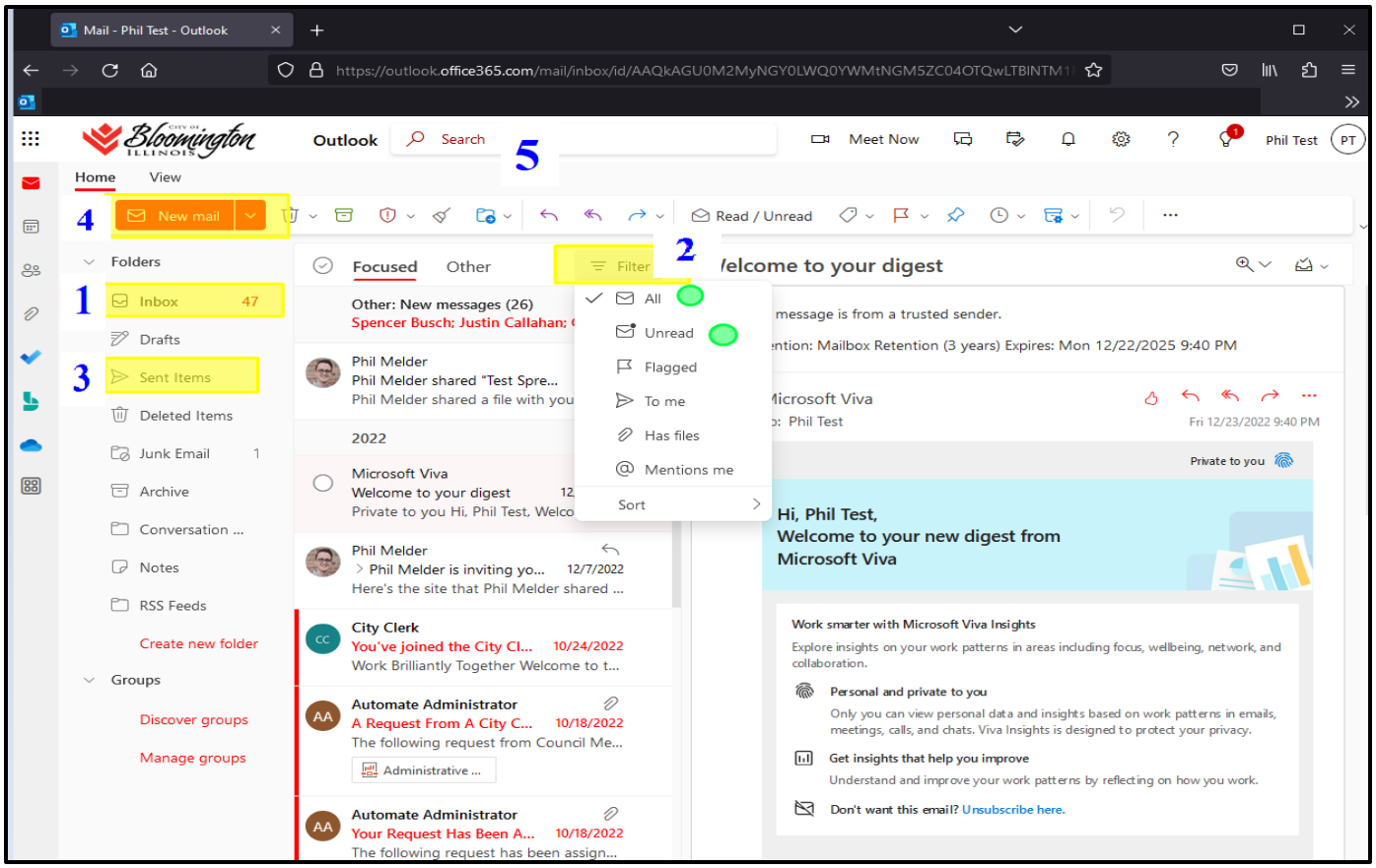


2. Under “Sign in”, enter your email address and select “Next”.
   Your City email address format is as follows: FirstInitialLastName@cityblm.org
   Example: thenry@cityblm.org

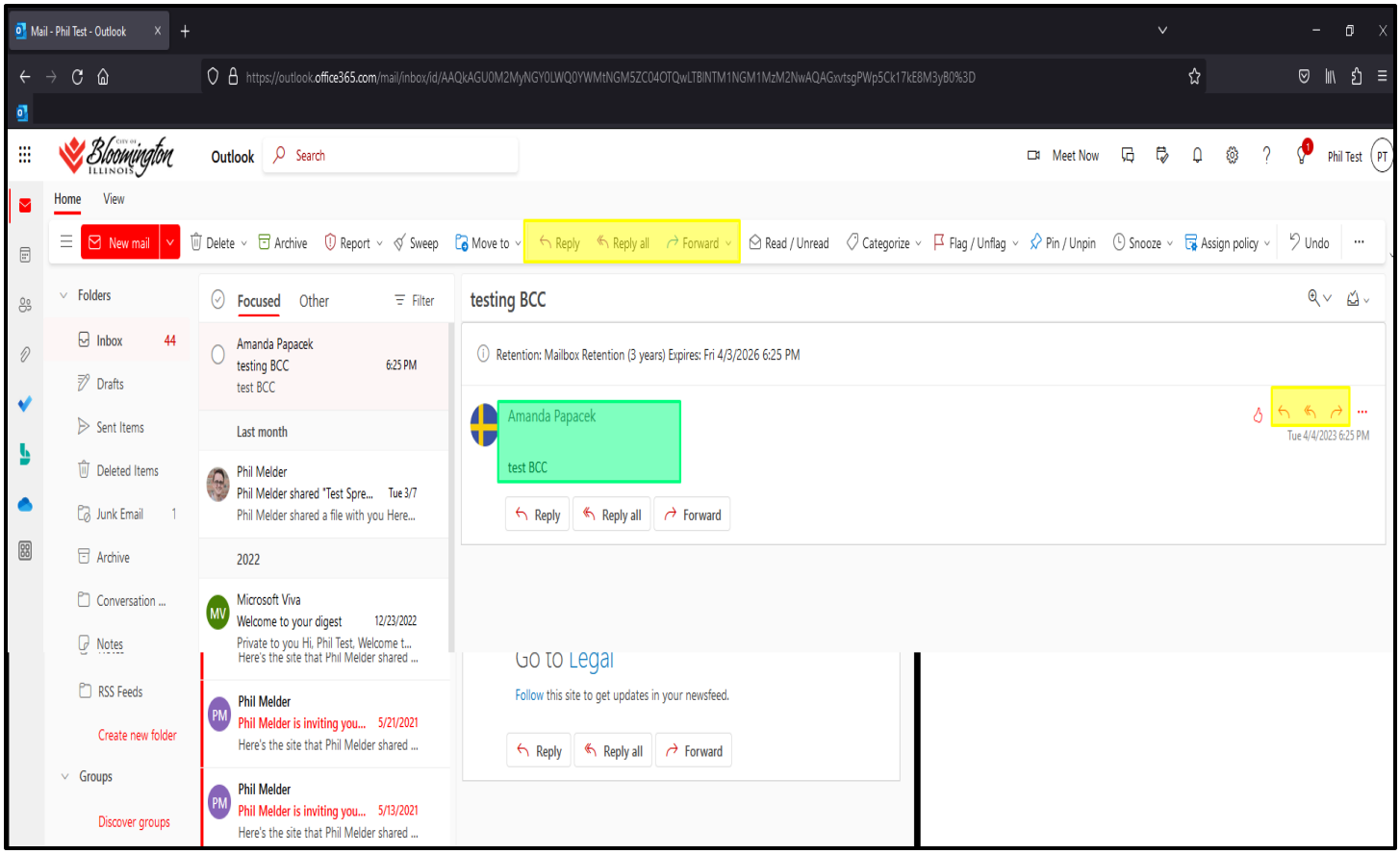
3. Enter the email password you created and click on “Sign in”.
   This will allow you access to your Outlook account.

B. Checking your City Email

(The Outlook main screen is shown below, with the blue numbered descriptors below it corresponding to the blue numbers in the snip)



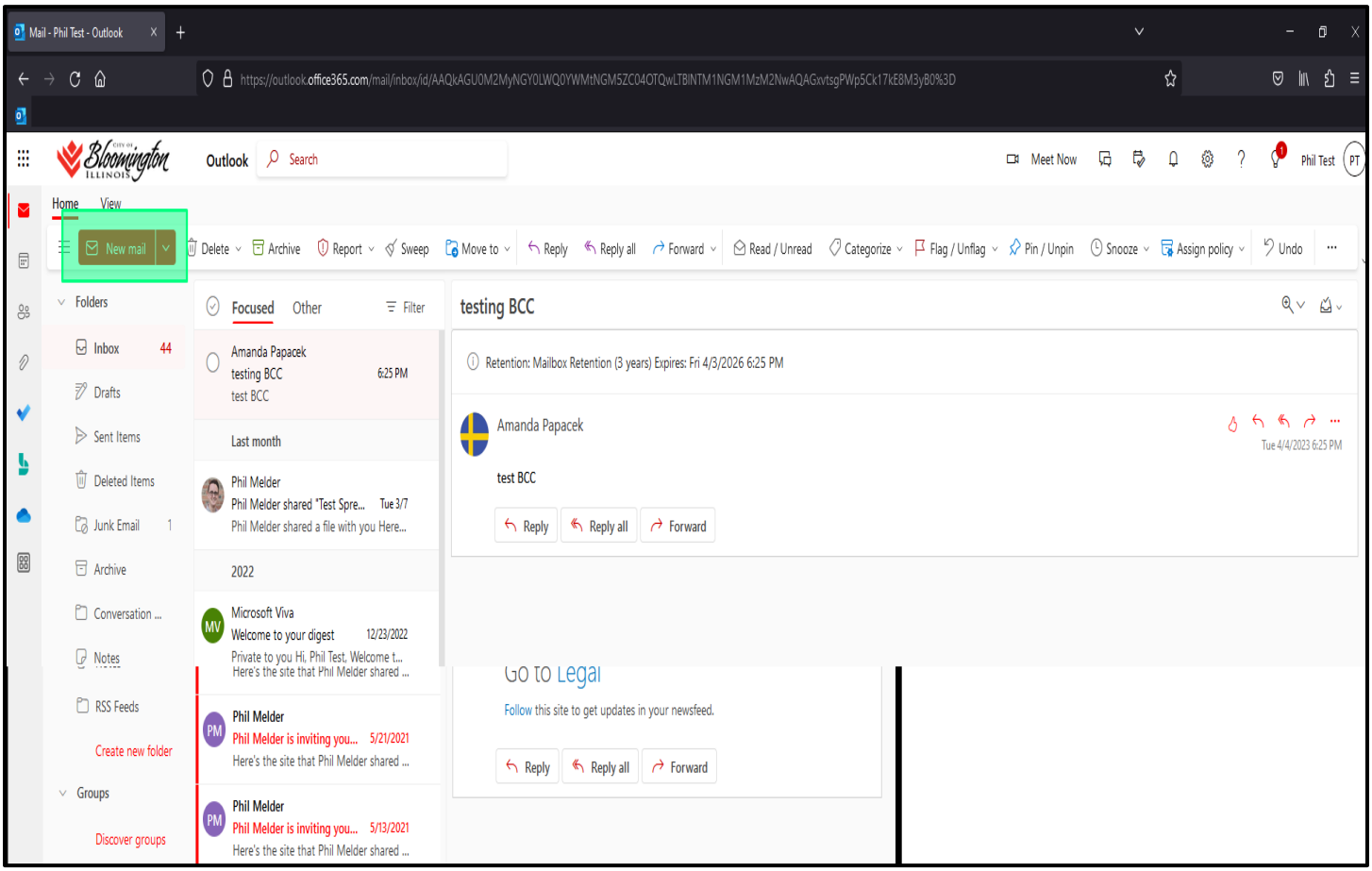
1. This Inbox indicator shows **how many unread emails you have in your inbox**, in this case 47.
2. This column in the middle shows **all individual email in your inbox**, showing the most recent email at the top. Clicking the filter button will allow you to view "All" to see all unread **AND** read emails or click on "Unread" to view **ONLY** the email that you have not yet opened.
3. If you click on "Sent Items", the column in the middle will then populate with **all emails that you've *sent* instead of the emails that have been *received***.
4. If you want to **compose a *new* email to someone**, click on "New Email" at the top left. **See section C on page 7: "Creating a New Email to Send" for screenshot and details on how to do so.**
5. If you want to search for a particular email, you can click on the "Search" box and type in a keyword or the name of the person who sent you the email to perform a search on the email population. That entire population that results from the search will appear in the middle column. To remove the search emails and reset your view pane to show your emails as they appear above, click the leftward facing arrow in the search box.



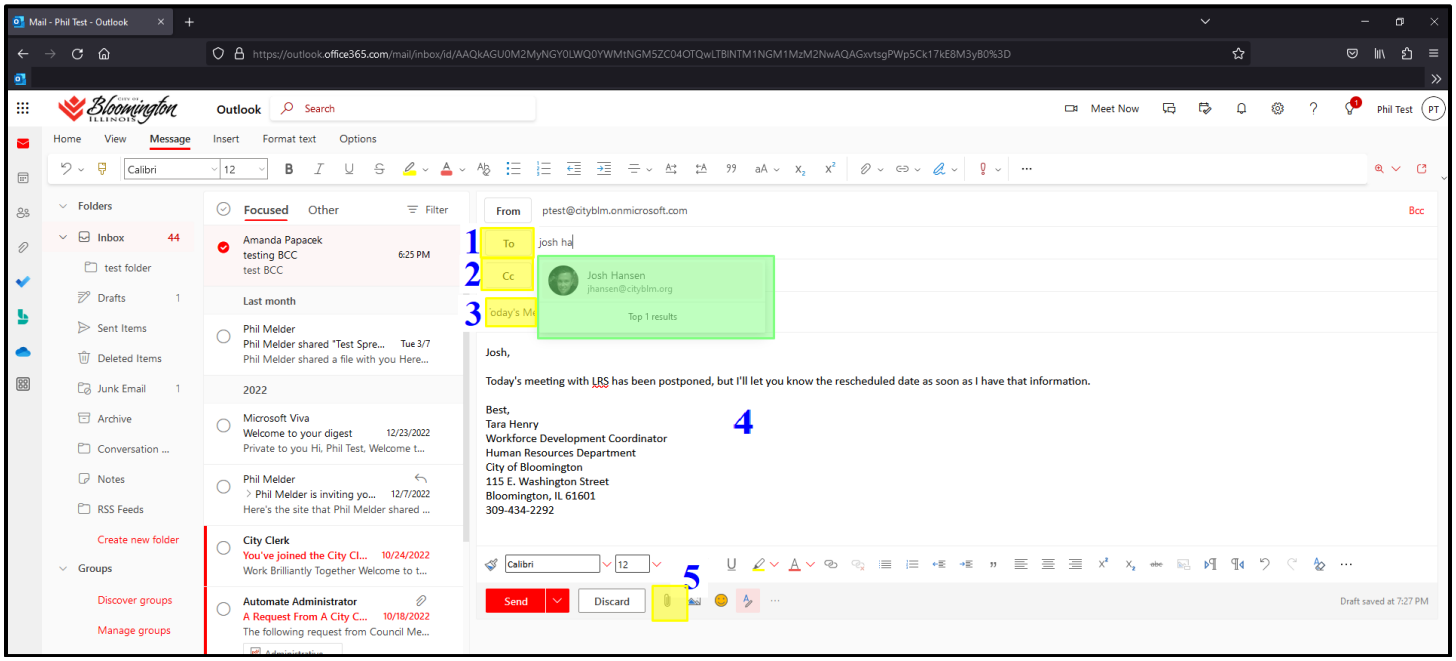
6. **To view an email's contents, click the message once to highlight**. The details of that individual email in their entirety will appear in the large box to the right. At the top right of the individual email you will see the option to **Reply** to the sender only, **Reply to All** (if there are multiple people on the original email), or to **Forward** the email to someone who is not included on the initial email string. See yellow highlighted areas. *Note: if your name is **NOT** present in the "To" line in the email (See green highlighted area), that means that the sender has included you to receive a copy of the email, but none of the other recipients know that you have been included. If you hit "Reply All", your response will go to everyone on the email and then all recipients will then be aware that you were bcc:ed. This is frowned upon for obvious reasons, so please be conscious of this scenario.*

C. Creating a New Email to Send

If you want to compose a ***new*** email, click on "New Mail" at the top left (see green highlight below).

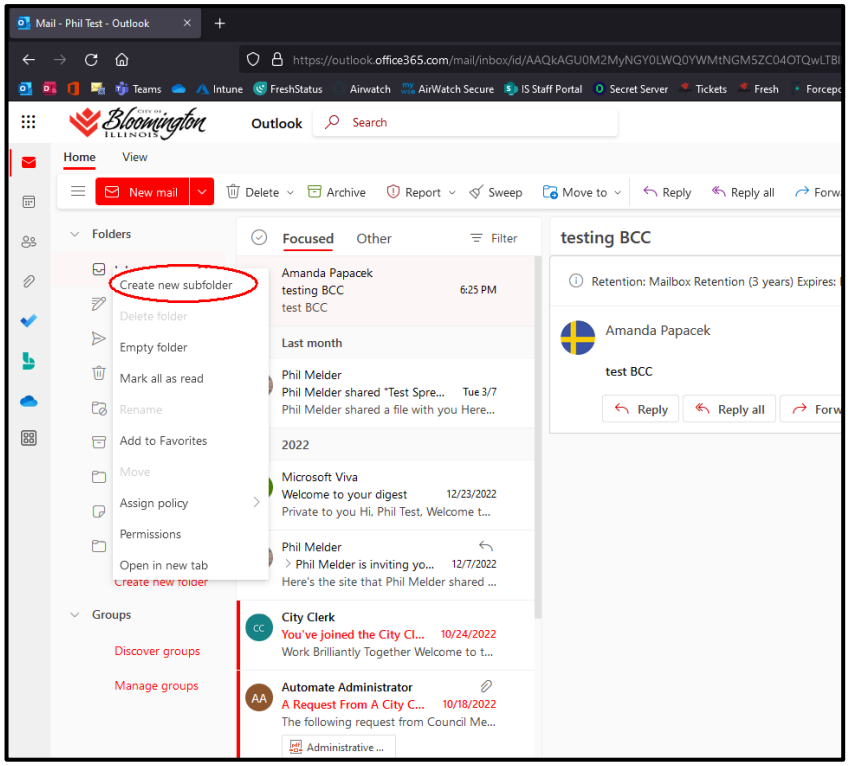


Email template:

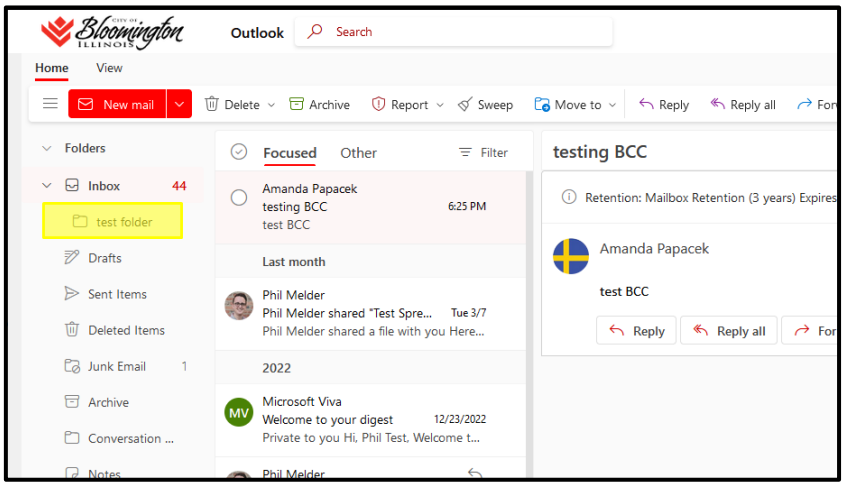


1. Here you will enter the email address of the person to whom you'd like to send the email. This example shows City employee Josh's name. As his name is typed, Outlook auto-populated his name because he's in the City directory. You can select his name and the "To" field will be filled. If you would like to add more recipients, start typing their name or email address. If they have a City email address, Outlook will autofill their email addresses in the same manner. If not, you will need to type the email address out completely (i.e. jdoe@gmail.com).
2. You can enter a cc: (carbon copy) to another email address if there is someone you'd like to view the email, but from whom you aren't expecting a response. You can enter a bcc: (blind carbon copy) to another email address. The person bcc:ed will receive the email but the other recipients won't know that the bcc:ed recipient received it. *Note: if **you** are **not** indicated in the "To" line in the email (see page 6 for a snipped and highlighted example), that means that the sender has included you to receive a copy of the email, but none of the other recipients know that you have been included. If you hit "Reply All" (see page 6 for a snip example), your response will go to everyone on the email and then all recipients will then be aware that you were bcc:ed. This is frowned upon for obvious reasons, so please be conscious of this scenario.*
3. Here you will type a subject for the email. The words in this subject line act as key words to be queued upon in the case of an email search. Also, it is unprofessional to not enter a subject, so please do always include one.
4. Here you will compose the body of the email. You can use the toolbar at the top to change your font color or size, or perform a variety of other functions.
5. You can **attach an item to the email, using the paperclip in the toolbar**. When you click on the paperclip, you will be prompted to search for the file that you would like to attach, and the attached file will then show under the Subject line once you have chosen it.
6. When your email is complete, you can click "Send". Once you send the email, it will appear in your "Sent Items" column (see B3 on page 5), and you will be able to search for it using keywords in the subject line, or by the recipient's name.

D. Creating Folders in Outlook to Organize your Email



You can set up separate folders in your email inbox so you can categorize and save your email. To create a new folder, right click the word Inbox, and select "Create new Folder".

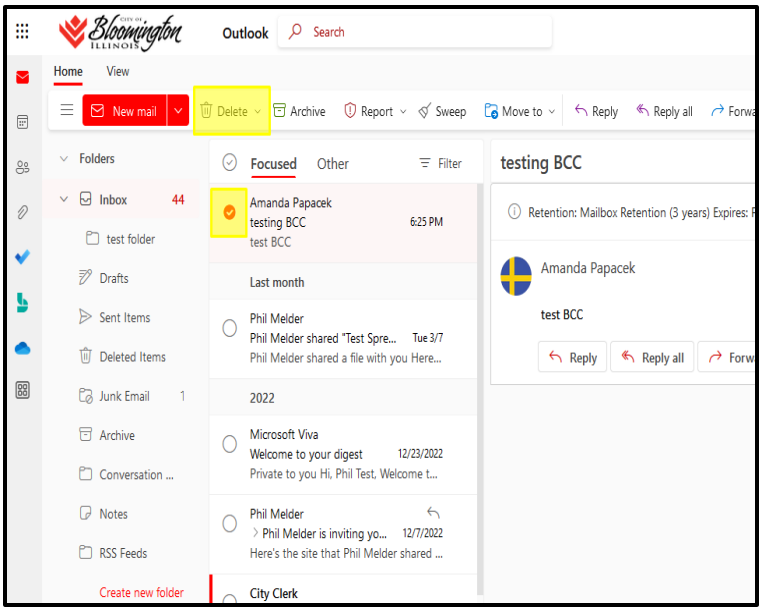


You will be prompted to name the new folder, and once you do so, the folders will appear under your Inbox as shown in highlight below.

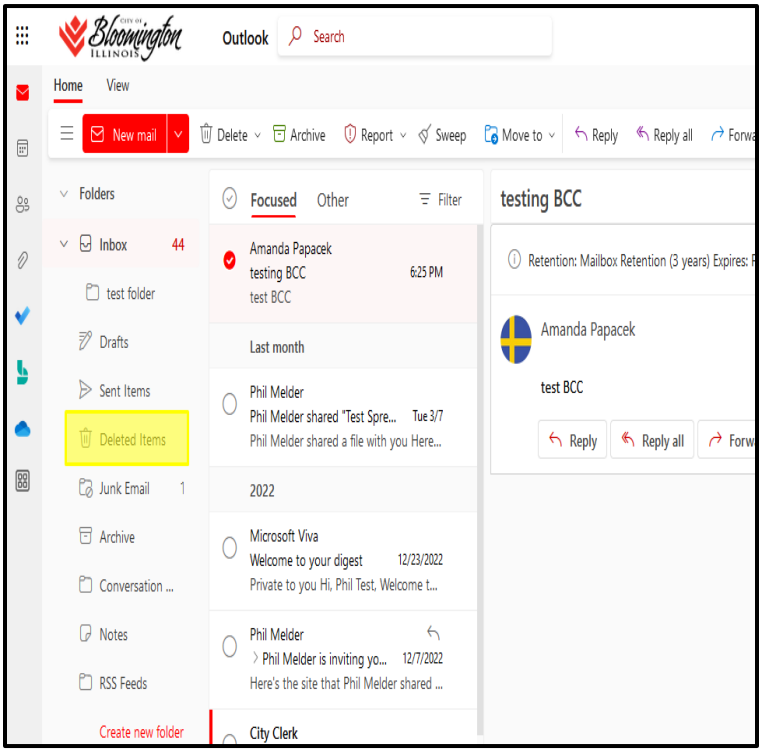
When you want to move an email from the middle column into your created folder, you can simply use your mouse to drag the email from the middle column to the new folder. To see what emails are in the folder, simply click on the folder to open it. If you move an email to a folder, you still can see the original email in the middle column, and if you do a search, that email will still also be part of the population within the search parameters.

E. Deleting an Email

If you have email that you'd like to delete, select the email (click the circle next to the email) and select delete.(see highlight below).



All email (no matter the folder: inbox, personal folders, sent, deleted, etc.), will remain in your mailbox unless you intentionally remove a message OR when 3 years pass. The current retention period for mailbox viewing is 3 years, as determined by Information Technology.



For additional information on features through Outlook, please contact your supervisor, who can contact the Workforce Development Coordinator if they themselves do not have the information that you need.

Please be aware that all email sent or received is subject to FOIA, Freedom of Information Act Requests.
(emails deleted by users are still available for FOIA searches)