



# ANSWER QUEST TIP SHEET

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## Email Rules -- I'm Currently Out of the Office ...

Do you know those messages you see coming into your Email box from those lucky people already on vacation? Well, you can do it too!

**Remember**, there are limitations to this working when you are not on a corporate network. A corporate network's Email is "always running" whereas your PC at home (or your PC in the office when it's not connected to the corporate network) is only running Outlook when you have the PC turned on, Outlook started AND you are connected to the Internet.

So how do you create that message? An Out of Office message is simple. It is a RULE that says "do this action when an Email comes into my mailbox." All the popular Email packages have this capability. In most versions of Outlook, simply click on TOOLS on the menu bar then click RULES WIZARD.

Here's the step-by-step process for **Outlook 2000**:

### First, create an automatic reply template

1. Open a new Outlook message.
2. In the message body, type whatever information you'd like to appear in your custom reply.
3. On the FILE menu, click SAVE AS.
4. In the FILE NAME box, enter a name for your reply template.
5. In the SAVE AS TYPE box, click OUTLOOK TEMPLATE, and then click SAVE.
6. On the FILE menu, click CLOSE, and then when prompted to save, click NO.

### Next, create a rule to send an automatic reply

1. On the TOOLS menu, click RULES WIZARD, and then click the NEW button.
2. In the WHICH TYPE OF RULE DO YOU WANT TO CREATE list, click CHECK MESSAGES WHEN THEY ARRIVE, and then click the NEXT button.
3. In the WHICH CONDITION(S) DO YOU WANT TO CHECK list, select the FROM PEOPLE OR DISTRIBUTION LIST check box.
4. In the RULE DESCRIPTION list, click the underlined phrase, PEOPLE OR DISTRIBUTION LIST, and in the TYPE NAME OR SELECT FROM LIST box, type the name of each person you want to receive the custom reply, and click the FROM button after you type each name.
5. Click the OK button, and then click the NEXT button.
6. In the WHAT DO YOU WANT TO DO WITH THE MESSAGE list, select the REPLY USING A SPECIFIC TEMPLATE check box.
7. In the RULE DESCRIPTION list, click the underlined phrase, A SPECIFIC TEMPLATE, and then in the LOOK IN list, click USER TEMPLATES IN FILE SYSTEM.
8. Click the template you created above, and then click the OPEN button.
9. Click the FINISH button, and then click the OK button twice.

That's it. Now, when you receive a message from one of the people you specified in step 4, they'll automatically receive your custom response. Remember, when you set up a rule to automatically reply to someone, the Rules Wizard will send a reply for each message you receive from that person.

You can also choose a date range instead of specific people's names. In step 3, select RECEIVED IN A SPECIFIC DATE SPAN instead of FROM PEOPLE OR DISTRIBUTION LIST. Step 4 you will specify the date

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range to use this rule by selecting the BEFORE and AFTER check boxes and changing the dates to correspond with when you will be out of the office. Follow the rest of the instructions above to finish your rule.

One word of warning: If you receive a lot of SPAM mail and you use the option to send a response to EVERYONE who Emails you, you may end up on more SPAM lists. Why? Because the spammers will receive your "Out of Office" message and it will confirm that your Email account is ACTIVE.

In **Outlook 2002 (XP)**, it's almost the same. Follow the steps to create your template but then:

#### **Create a rule to send an automatic reply:**

1. On the TOOLS menu, click RULES WIZARD.
2. In the APPLY CHANGES TO THIS FOLDER list, click the INBOX you want to create the rule for.
3. Click NEW.
4. Click START from a blank rule.
5. Click CHECK MESSAGES WHEN THEY ARRIVE, and then click NEXT.
6. In the WHICH CONDITION(S) DO YOU WANT TO CHECK list, select the FROM PEOPLE OR DISTRIBUTION LIST check box.
7. In the RULE DESCRIPTION list, click the underlined phrase, PEOPLE OR DISTRIBUTION LIST.
8. In the TYPE NAME OR SELECT FROM LIST box, type the name of each person you want to receive the custom reply, and click FROM after you type each name.
9. Click OK, and then click NEXT.
10. In the WHAT DO YOU WANT TO DO WITH THE MESSAGE list, select the REPLY USING A SPECIFIC TEMPLATE check box.
11. In the RULE DESCRIPTION list, click the underlined phrase, A SPECIFIC TEMPLATE.
12. In the LOOK IN list, click USER TEMPLATES IN FILE SYSTEM.
13. Click the template you created above, click OPEN, and then click NEXT.
14. Select the check box next to any exception that you want, and then click NEXT.
15. In the PLEASE SPECIFY A NAME FOR THIS RULE box, type a name for the rule.
16. Click FINISH, and then click OK.

Note: To have this rule apply to all your accounts and Inboxes, click Create this rule on all accounts.

To see if your Email package will allow you to do this, simple use the software's HELP function and look up RULE or OUT OF OFFICE.

You can find other instructions on how to accomplish tasks in Outlook by going to Microsoft's site at: <http://support.microsoft.com> or <http://www.microsoft.com/office/support>

**Happy VACATION!**



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