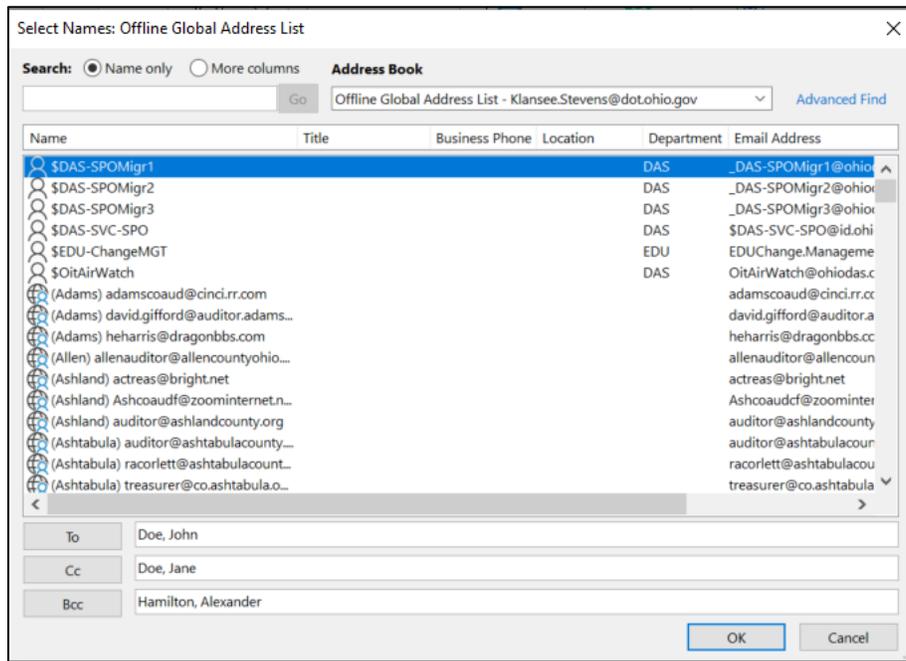


How to Effectively Use Email in Microsoft Outlook

Emailing someone is much like writing a letter! There are certain components you need to have in a formal letter – the name of person to whom you are writing (greeting/salutation), the topic (or subject) of your letter, the facts you want the person to know (body of the letter), and your return address (signature).



Let’s start with the ‘To’ line in Microsoft Outlook email. You click on the ‘To’ line, and it opens a Global Address book of all agency/company employees. You would type the person’s last name followed by a comma (,) then their first name. If you are using an extensive email system (such as ODOT or State of Ohio), please be aware the email list is a GLOBAL LIST including other agencies’ employees, so be careful that the person you are choosing from the list is the correct person you intend to email.

The ‘Cc’ line – which is based on the phrase ‘carbon copy’ from traditional business letters – is for copying someone else in the email that you wish to include. If you are sending your Supervisor an email and would like to also include one or more co-workers, you can add their name(s) to the Cc line.



The 'Bcc' is an abbreviation of 'blind carbon copy'. When you do not wish for the recipient(s) of your message to know that you are sending the email to another person, you can enter that person's email on the Bcc line.

 Send	To...	Doe, John
	Cc...	Doe, Jane
	Bcc...	 Hamilton, Alexander

The Subject line of an email is very important, especially in days when people are very cautious with opening documents when they aren't sure about its contents or the sender. Use the Subject Line to relate to the reason or purpose for your email. So, for instance, if you want to notify a group of people about a Mandatory Meeting on April 10, 2020, title the email: Mandatory Meeting 4/10/2020 @ Location Name.

Body of email – Be sure to include all of the relevant facts about this subject within the body of the email, such as the location, times, who needs to attend, discussion topics, or items that need to be completed prior to the meeting date. This way, you are communicating clearly and concisely and there is less risk of miscommunication.

Electronic Signature – In Outlook, you can create a template for your Custom Signature. After clicking on New Email (upper left corner of Outlook), you will see the following tab options along the top ribbon: File, Message, Insert, Options, Format Text, etc. Click on the Insert tab, and then select Signature and open the Signatures and Stationery dialog box. Under the Email Signature tab, you can create your Signature in the large box at the bottom by adding your name, division or office, work address, work phone, etc. You can change the font color, size or other features and click OK when done. You will be asked to name this Signature (it can be anything like MySignature or Signature 1).

Attaching a file – If you would like to attach a document or spreadsheet to your email, you will need to have the file available on your computer (i.e., saved to the Desktop, or in a specific file folder location like My Documents, etc.). Looking at the top Ribbon within your New Email, click on the Insert tab and look in the upper left corner for the Attach File option with the paperclip icon. Clicking on the "drop down" arrow will display a listing of your recently-opened documents/files. If you cannot locate your document among the recent list,



Reply Reply All Forward IM

DL Thu 3/19/2020 1:05 PM
DOT LTAP Mail
Meeting on 4/10/2020 @ ODOT, Central Office (TEST)

To ✓ Doe, Jane

Dear Ms. Doe,

This is an invite for a meeting on 4/10/20 @ ODOT Central Office from 8:00 am – 10:00 am, in the Division of Planning, 2nd Floor.

Please bring with you your laptop computer and a few ideas for brainstorming topics for the next Newsletter.

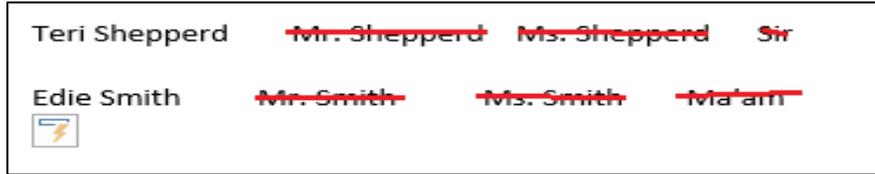
Sincerely,

Ohio LTAP
1980 W. Broad Street, Columbus, Ohio 43223
(p) 614.466.2307
transportation.ohio.gov

scroll down and click on Browse this PC to access other file folder locations. When you have located the item, choose it by clicking on that particular file name to attach. If you need to attach an additional document, repeat the same process.

Just a few Email Tips:

- 1) When typing emails, do not use CAPS LOCK or type in all UPPERCASE letters. This is a big No-No in the email world because it looks like someone is yelling at their audience or customers. In order to get your point across, you can use other features such as underline, **bold**, **colored text**, **highlight**, or font size.
- 2) If you do not know the gender of the recipient of your email, do not assume. To avoid the mistake of incorrectly using a pronoun or courtesy title (such as Mr., Ms. or Miss), simply use their first or full name.



- 3) Before sending the document, always be sure to proofread your email. To do this, go to the top ribbon of your email and click on the Review tab. A menu will open and on the far left, you will see the image of a checkmark below abc which says Spelling & Grammar. When you click on Spelling & Grammar, a window will appear giving you options for words not recognized. You can click to ignore or change/correct any unknown words or spellings that might be found. You may also wish to spell check any attached document(s) in Microsoft Word, etc.
- 4) If you are replying to an email that you've received along with many other people who were copied on the same message, typically you would choose to **Reply** only to the Original Sender of the email. On rare occasions, you might be asked to **Reply to All** – for example, if everyone in the email is required to know each other's responses for a group meeting or availability for scheduling. Please use caution when choosing between these Reply options.

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