To add, delete, or switch folders

You can manage your mail folders in a variety of ways to make it easy to locate the messages you want.

- To add a folder, click the **File** menu, click **Folder**, and then click **New Folder**. Then, in the **Folder name** box, type the name.
- To switch to another folder, click the folder name in the folder list.
- To delete a folder, right-click the folder in the folder list, and then click **Delete**.

Note

- You cannot delete or rename the Deleted Items, Inbox, Outbox, or Sent Items folders.

To add names to your address book from e-mail messages

You can set up Outlook Express so that when you reply to messages, the people you reply to are automatically added to your address book. Or, any time you send a message in Outlook Express, you can add the recipient's name to your address book.

To add all message recipients (replies only) to your address book

1 In Outlook Express, click the **Tools** menu, and then click **Options**.

2 On the **General** tab, select the option **Automatically put people I reply to in my Address Book**.

To add an individual name to your address book from Outlook Express

• In the message you are composing or viewing, right-click the person's name, and then click **Add to Address Book**.

Note

• If you don't see the **Add to Address Book** option when you right-click a name, click the **Tools** menu, and then click **Check Names**.

To create a numbered or bulleted list

1 In the message window, make sure HTML formatting is turned on by clicking the **Format** menu and then clicking **Rich Text (HTML)**. A checkmark appears by the command when it is selected.

2 In your message, click where you want the list to start.

3 Click the **Formatting Numbers** or **Formatting Bullets** button on the formatting toolbar. Or click the **Format** menu, click **Style**, and then click a list style.

4 Type the first item in the list. When you press ENTER, another list entry is started on the next line.

5 To end the list, click the button on the formatting toolbar again. If you used a style option from the **Format** menu, press ENTER twice to end the list.

Notes

- When you use HTML formatting, and the recipient's mail or news program does not read HTML, the message appears as plain text with an HTML file attached. The recipient can view the attached file by opening it in any Web browser.

- Style names on the **Format** menu correspond to standard HTML style tags. For example, a directory list is created with the DIR tag and a menu list is created with the MENU tag. For more information, consult an HTML reference.

Related Topics

Change the font, style, and size of text

Format paragraphs

To use Outlook Express to complete e-mail addresses

When you are sending e-mail to someone and you can't remember his or her full name or e-mail address, just type as much as you know in the **To** boxfor example, his or her first name. Outlook Express will search your address book to find an entry that matches the incomplete address.

If more than one person in your address book has the same first name, Outlook Express displays all matching names, and you can select the one you want. If it cannot find a match, it then searches any directory services you have set up to check e-mail names.

1 In the New Message window, type a partial name or address in the **To** box.

2 On the **Tools** menu, click **Check Names**.

Related Topic

[Set up a directory service to check e-mail addresses](#)

To set up a directory service to check for e-mail addresses

In Outlook Express, when you can't remember someone's complete e-mail address, you can enter a partial name, and then use the **Check Names** command on the **Tools** menu to search for matches. Outlook Express first searches your address book and if no matches are found, it searches the directory services you have set up to check e-mail addresses.

1 In Outlook Express or the Address Book, click the **Tools** menu, and then click **Accounts**.

2 If you are in Outlook Express, click the **Directory Service** tab.

3 Select a directory service, and then click **Properties**.

4 On the **General** tab, make sure the check box **Check names against this server when sending mail** is selected.

Related Topic

[Change the order in which directory services are checked](#)

To compact and back up mail folders

1 Select a mail folder, click the **File** menu, click **Folder**, and then click **Compact**.

2 To back up the compacted folders, find the files with the extensions .mbx and .idx, and then copy them to a backup folder, floppy disk, or network drive. Each message folder has one message file (.mbx) and one index file (.idx).

Notes

- Some message files might be too large to back up onto a floppy disk.
- If you are using a program other than Outlook Express to send e-mail messages to newsgroups, check your e-mail program's documentation for information about compacting and deleting mail folders.

To add a contact to the Address Book

1 In the Address Book, click the **New Contact** button on the toolbar.

2 Type the first and last names for the contact.

   A display name is required for each contact. If you enter a first, middle, or last name, nickname, or company name, a display name is created for you.

3 On each of the tabs, add the information you want.

To delete items from your address book

You can easily remove contacts and groups from your address book. When you delete a contact from a group, it remains in your address book. Likewise, deleting an entire group does not remove its members from your address book.

To delete a contact

• Click the contact in the list, and then click the **Delete** button on the toolbar.

   The contact name is also removed from any groups it is in.

To delete a contact from a group

• To delete a contact from a group (but not from your address book), double-click the group name, click the name in the **Members** list, and then click **Remove**.

To delete a group

• Click the group name in the list, and then click the **Delete** button on the toolbar.

To change contact information

- Double-click the name you want in the address book list, and then change the information as needed.

Tip

- To delete a contact, select the contact name in the address book list, and then click the **Delete** button on the toolbar. If the contact is a member of a group, the name will also be removed from the group.

Related Topics

Add a contact to the Address Book

Delete items from the address book list

Adding contacts to your address book

There are several ways to add e-mail addresses and other contact information to the Address Book:

[Add names from e-mail messages](#)

[Import an address book from other programs](#)

[Add a contact to the Address Book](#) by typing it in

[Find people and businesses on the Internet](#) and then add them to the Address Book

[Import a business card](#) (vCard file) that people send you

To change the fonts used to display messages

1 On the **Tools** menu, click **Options**.

2 On the **Read** tab, click **Fonts**, and then change the settings.

Increasing your disk space

There are several things you can do to reduce the amount of space that mail and news messages take up on your hard disk:

[Compact and back up mail folders](#)

[Increase disk space by deleting stored newsgroup messages](#)

[Remove copies of outgoing mail messages](#)

[Store messages on mail servers](#)

Customizing the Outlook Express window

There are a number of ways that you can arrange the Outlook Express window to suit your working style:

Change the display of the preview pane

Change the Outlook Express folder list, status bar, or toolbars

Customize the toolbar

Change the columns displayed in the message list

Change the fonts used to display messages

To add a directory service

To add a directory service to your address book, you need its server name. This information is provided by the directory service provider.

1 In the Address Book or Outlook Express, click the **Tools** menu, and then click **Accounts**.

2 If you are in Outlook Express, click the **Directory Service** tab.

3 Click **Add**, and then click **Directory Service**. Follow the instructions in the Internet Connection Wizard.

Related Topics

[What are directory services?](#)

[Find people and businesses on the Internet](#)

To change the order in which directory services are checked

1 In Outlook Express or the Address Book, click the **Tools** menu, and then click **Accounts**.

2 If you are in Outlook Express, click the **Directory Service** tab.

3 Click **Set Order**, select a directory service, and then click **Move Up** or **Move Down**.

To delete a directory service

1 In the Address Book or Outlook Express, click the **Tools** menu, and then click **Accounts**.

   If you are in Outlook Express, click the **Directory Service** tab.

2 In the **Directory Service** list, select the directory service, and then click **Remove**.

Related Topics

[Add a directory service](#)

[Refine search criteria for a directory service](#)

To refine search criteria for a directory service

1 In the Address Book or Outlook Express, click the **Tools** menu, and then click **Accounts**.

2 If you are in Outlook Express, click the **Directory Service** tab.

3 In the **Directory Service** list, double-click the directory service.

4 On the **Advanced** tab, change the information in the **Search** area as necessary.

For example, if the search connection times out before you get any results, increase the **Search time-out** value by dragging the bar to the right, and decrease the value in the **Maximum number of matches to return** box.

Related Topics

[Find people and businesses on the Internet](#)

[Add a directory service](#)

What are directory services?

Directory services are powerful search tools that you can use to find people and businesses around the world. The Address Book supports LDAP (Lightweight Directory Access Protocol) for accessing directory services, and it comes with built-in access to several popular directory services. You can also add additional directory services from your Internet service provider.

Like Internet search tools, directory services use different methods for collecting data, so when you are trying to find people or businesses online, you might try more than one service.

Related Topic

Find people and businesses on the Internet

To change the server port number for a directory server

Follow this procedure only if instructed to do so by a directory service administrator.

1 In the Address Book or Outlook Express, click **Tools**, and then click **Accounts**.

2 If you are in Outlook Express, click the **Directory Service** tab.

3 Click the directory service you are changing, and then click **Properties**.

4 On the **Advanced** tab, set the **Server Port Number** as instructed by your directory service administrator.

To create a business card

The easiest way to exchange contact information with people over the Internet is by attaching a business card to e-mail messages. A business card is your contact information from the Address Book in vCard format. The vCard format can be used with a wide variety of digital devices and operating systems.

You must have your contact information in the Address Book before you can create a business card.

1 In the Address Book, create an entry for yourself, and then select your name from the address book list.

2 On the **File** menu, click **Export,** and then click **Business Card (vCard)**.

3 Select a name and location for the file, and then click **Save**.

Note

- To add a business card to a mail message, click the **Insert** menu, and then click **Business Card**.

Related Topics

Import a business card

Adding contacts to your address book

Introducing Outlook Express

Microsoft Outlook Express puts the world of online communication on your desktop. Whether you want to exchange e-mail with colleagues and friends or join newsgroups to trade ideas and information, the tools are here.

Manage multiple mail and news accounts

If you have several mail accounts with different Internet service providers (ISPs), you can use them all from one window. And if your Usenet provider uses more than one news server, you can set up separate accounts and passwords for each one and then easily switch between them without reconfiguring your newsreader.

Browse through messages quickly and easily

Using the message list and preview pane, you can view a list of messages and read individual messages at the same time. The folder list contains mail folders, news servers, and newsgroups, and you can easily switch between them. You can also add folders to organize and sort messages, and then set up Inbox rules so that incoming mail that meets your criteria automatically goes to a specific folder.

Keep your mail on a server so you can view it from more than one computer

If your ISP uses an IMAP mail server for incoming mail, you can read, store, and organize your messages in folders on the server without downloading the messages to your computer. That way, you can view messages from any computer that can connect to that server.

Use the Address Book to store and retrieve e-mail addresses

You can save names and addresses in your address book either by importing them from other programs, typing them in, adding them from e-mail messages you receive, or searching popular Internet directory services (white pages). The Address Book supports Lightweight Directory Service Access Protocol (LDAP) for accessing Internet directory services.

Add a personal signature or stationery to your messages

Insert essential information (such as your phone number) into outgoing messages as part of your personal signature, or add stationery patterns and backgrounds to make your messages more attractive.

Find newsgroups that interest you

Looking for a newsgroup that matches your interests? You can search for newsgroups that contain keywords or browse through all of the newsgroups available from your Usenet provider. When you find a newsgroup you want to view regularly, add it to your Subscribed list so you can find it again easily.

View newsgroup threads efficiently

You can view a newsgroup message and all of the responses (called "threads") without reading an entire message list. When you view the list of messages, you can expand and collapse threads to make it easier to find what interests you. You can also mark messages to show that you have read them, filter out newsgroup messages that don't interest you, or set Outlook Express to display only unread messages.

Download newsgroup messages for offline reading

To use your online time efficiently, you can download messages or entire newsgroups, so you don't have to be connected to your ISP to read messages. You can also download only message headers to view offline, and then mark just those you want to read the next time you are connected. You can also compose messages offline and then send them the next time you reconnect.

To change the Outlook Express folder list, status bar, or toolbars

- To hide or display the folders, status bar, or toolbars, click the **View** menu, click **Layout**, and then select the options you want.
- To display just the folders and the HTML links in the window, click **Outlook Express** at the top of the folder list.

Formatting message text

When you want to add special emphasis or structure to message text, you can use HTML (Hypertext Markup Language). HTML is the standard for formatting text for the Internet. Using HTML formatting also enables you to add graphics and links to Web sites in your messages.

When you use HTML formatting, and the recipient's mail or news program does not read HTML, the message appears as plain text with an HTML file attached. Only e-mail programs that support MIME (multipurpose Internet mail extensions) can read HTML formatting.

The following topics provide more information:

[Use HTML formatting](#)

[Change the font, style, and size of text](#)

[Format paragraphs](#)

[Create a numbered or bulleted list](#)

To format paragraphs

1 In the message window, make sure HTML formatting is turned on by clicking the **Format** menu and then clicking **Rich Text (HTML)**. A checkmark appears by the command when it is selected.

2 Click anywhere in the paragraph you want to format, or select the text you want to format.

3 Use either the commands on the **Format** menu or the formatting toolbar to change the text.

To change the alignment, click the **Align Left**, **Align Center**, or **Align Right** button on the formatting toolbar.

To change the indentation of a paragraph, click the **Increase Indentation** or **Decrease Indentation** button on the formatting toolbar.

To add a horizontal line, click where you want the line to appear, and then click the **Insert Horizontal Line** button on the formatting toolbar.

To format contact names and addresses in the HTML Address tag (adding indented left margin and italics), click the **Format** menu, click **Style**, and then click **Address**.

To create hierarchical headings, click the **Format** menu, click **Style**, and then click one of the heading commands.

Note

- When you use HTML formatting, and the recipient's mail or news program does not read HTML, the message appears as plain text with an HTML file attached. The recipient can view the attached file by opening it in any Web browser.

Related Topics

Change the font, style, and size of text

Create a numbered or bulleted list

Getting Started with Outlook Express

With an Internet connection and Microsoft Outlook Express, you can exchange e-mail messages with anyone on the Internet and join any number of fascinating newsgroups.

The Internet Connection Wizard helps you connect to one or more mail or news servers. You will need the following information from your Internet service provider (ISP) or local area network (LAN) administrator:

- To add a mail account, you need your account name and password, and the names of an incoming and an outgoing mail server.
- For newsreading, you need the name of the news server you want to connect to and, if required, your account name and password.

The following topics tell you how to start receiving and sending e-mail, in addition to how to view and join newsgroups. After you get started, youll find there are many ways to tailor Outlook Express to your requirements. Look in the Help Contents for ideas.

Basic setup

Add a mail or news server

Switch between mail and newsreading

Getting started with e-mail

Import mail messages from other mail programs

Import an address book from other programs

Send a basic e-mail message

Read your messages

Getting started with newsreading

What are newsgroups?

View a newsgroup without subscribing to it

Subscribe to a newsgroup

Post a new message

To create a group of contacts

You can easily send messages to a group of people by creating a mailing group (or "alias") containing their names. Then, you just type the group name in the **To** box when you send messages. You can create multiple groups, and contacts can belong to more than one group.

1 In the Address Book, click the **New Group** button on the toolbar.

2 In the **Group Name** box, type the name of the group.

3 Click **Select Members**, and then click a name from the address book list.

4 To add the selected name(s) to the group, click **Select**.

5 Click **OK**, and then click **OK** to close the group properties dialog box.

Note

- To view a list of your groups separately from the address book listings, click the **View** menu, and then make sure that **Groups List** is selected.

To add a contact to an existing group

1 In the address book, double-click the group you want.

2 If the contact is already in your address book, click **Select Members**. Otherwise, click **New Contact**.

3 If you are adding names from your address book, select one or more names from the list, and then click **Select**.

If youre adding new names, fill in the appropriate information.

4 Click **OK**, and then click **OK** to close the group properties dialog box.

Related Topics

Delete items from the address book list

Create a group

Outlook Express keyboard shortcuts

You can use shortcut keys to choose commands and navigate through the preview pane and the message list. Except where indicated, shortcuts apply to both mail and newsreading.

Main window, view message window, and send message window

To do this	Press this
Open Help topics	F1
Select all messages	CTRL+A

Main window and view message window

To do this	Press this
Print the selected message	CTRL+P
Send and receive mail	CTRL+M
Delete a mail message	DEL or CTRL+D
Open or post a new message	CTRL+N
Reply to message author	CTRL+R
Forward a message	CTRL+F
Reply to all	CTRL+SHIFT+R or CTRL+G (news only)
Go to your Inbox	CTRL+I
Go to the next message in the list	CTRL+> or CTRL+SHIFT+> or ALT+RIGHT ARROW
Go to the previous message in the list	CTRL+< or CTRL+SHIFT+< or ALT+LEFT ARROW
View properties of a selected message	ALT+ENTER
Refresh news messages and headers	F5
Go to next unread mail message	CTRL+U
Go to next unread news thread	CTRL+SHIFT+U

Main window

To do this	Press this
Show/hide the folder list	CTRL+L
Open a selected message	CTRL+O or ENTER
Mark a message as read	CTRL+ENTER or CTRL+Q
Move between the message list, folder list (if on), and preview pane	TAB
Mark all news messages as read	CTRL+SHIFT+A
Go to a newsgroup	CTRL+W
Expand a news thread (show all responses)	LEFT ARROW or PLUS SIGN (+)
Collapse a news thread (hide messages)	RIGHT ARROW OR MINUS SIGN (-)
Go to next unread newsgroup/folder	CTRL+J
Download news for offline reading	CTRL+SHIFT+M

Message window   viewing or sending

To do this	**Press this**
Close a message	ESC
Find text	F3 or CTRL+SHIFT+F

Message window   sending only

To do this	**Press this**
Check names	CTRL+K or ALT+K
Insert signature	CTRL+SHIFT+S
Send (post) a message	CTRL+ENTER or ALT+S

To use HTML formatting

When you create messages using HTML formatting, only mail programs that support HTML can read the formatting. If you reply to a message sent with a mail or newsreading program that does not read HTML, Outlook Express prompts you to send the message as plain text.

To use HTML formatting on all outgoing messages

1 In the main window, click the **Tools** menu, and then click **Options**.

2 Click the **Send** tab, and then click **HTML** in the **Mail sending format** and/or **News sending format** areas.

To use HTML formatting on an individual message

• In the new message window, click the **Format** menu, and then click **Rich Text (HTML)**. A checkmark appears by the command when it is selected.

Notes

• If you send an HTML-formatted message to a mail program that does not support HTML in a note, it might display the formatted message as a file attachment.

• To set up Outlook Express so that your message replies are sent in the format that the mail or newsreading program can read, click the **Tools** menu, and then click **Options**. On the **Send** tab, make sure the check box named **Reply to messages using the format in which they were sent** is selected.

Related Topics

[Change the font, style, and size of text](#)

[Format paragraphs](#)

[Create a numbered or bulleted list](#)

To customize the toolbar

- •To add buttons, click the button name in the **Available buttons** list, and then click **Add**.
- To remove a button, click the button name in the **Toolbar buttons** list, and then click **Remove**.
- To change the order in which buttons appear, click the appropriate button in the **Toolbar buttons** list, and then click **Move Up** or **Move Down**.
- To change the toolbar back to the default settings, click **Reset**.

To view mail folders on an IMAP server

When you set up an Outlook Express mail account on an IMAP server, only the folders that you have subscribed to are displayed in the folder list. To view messages in mail folders you do not subscribe to, you can do one of two things:

- Subscribe to all folders and then unsubscribe from the ones you do not need. Subscribing to a mail folder puts it in your folder list, so it is a good way to only view the folders you need.
- Set Outlook Express to show all folders, subscribe to those you want, and then reset Outlook Express to only show subscribed folders.

To subscribe to or unsubscribe from mail folders

- On the **File** menu, click **Folder**, and then click the subscribe/unsubscribe option you need.

To set up Outlook Express to show all folders

1 On the **Tools** menu, click **Accounts**.

2 Select your IMAP mail account, and then click **Properties**.

3 Click the **Advanced** tab, and make sure that the check box named **Only show subscribed folders** is clear.

Related Topic

Set up Outlook Express to check for new messages

To import an address book from other programs

You can import address book contacts from a variety of popular Internet e-mail programs such as Netscape Communicator, as well as from Microsoft Exchange Personal Address Book and any text (CSV) file. For example, in Microsoft Outlook, you can export your address book to text file (CSV) format, and then import it using that option.

1 Click the **File** menu, click **Import**, and then click **Address Book**.

2 Click the address book or file type you want to import, and then click **Import**.

To import mail messages from other mail programs

Using the Outlook Express Import wizard, you can easily import mail messages from a variety of popular Internet e-mail programs such as Netscape Communicator, as well as from Microsoft Exchange and Microsoft Outlook.

1 In the folder list, click the **Inbox** icon.

2 On the **File** menu, click **Import**, and then click **Messages**.

3 Select the e-mail program you want to import messages from, and then click **Next**.

4 Follow the instructions on the screen.

Related Topic

Import an address book from another program

To import a business card

A business card is simply a file in vCard format that can be used in a wide variety of digital devices and operating systems.

1 In the Address Book, click the **File** menu, click **Import**, and then click **Business Card (vCard)**.

2 Locate the business card file on your computer or a network drive.

  When the business card is added to the address book, a properties dialog box appears and you can modify or add to the contact information as necessary.

Related Topic

Create a business card

To sort incoming messages

By using the Inbox Assistant, you can have incoming messages that meet certain criteria sent to the folders you want. For example, individuals using the same e-mail account can have their messages delivered to their personal folders. Or all mail from a certain person can be automatically routed to a specific folder.

You can also specify that certain messages are automatically forwarded to a contact in your address book, or that message recipients are automatically sent a file.

1 On the **Tools** menu, click **Inbox Assistant**.

2 Click **Add**.

3 Type the criteria you want the incoming messages to match.

4 In the **Perform the following action** area, select a check box, and then click the folder, person, or file you want to send the matching incoming messages to.

Tips
- You can specify multiple filters or rules for incoming messages.
- To change the priorities by which messages are sorted, click the **Move Up** or **Move Down** buttons in the Inbox Assistant dialog box.

To insert links, pictures, or files into messages

1 If you are attaching a link or picture, make sure HTML formatting is turned on by clicking the **Format** menu in the message window and then clicking **Rich Text (HTML)**. A checkmark appears by the command when it is selected.

2 In the message, click where you want the image or file to appear, or select the text that you want to link to a file or Web page.

3 To insert a link, click the **Insert Hyperlink** button on the formatting toolbar, select the file type, and then type the location or address of the link.

   To insert an image, click the **Insert** menu, and then click **Picture**. Click **Browse** to find the image file, and then click the file name.

   To insert a file, click the **Insert** menu, click **File Attachment**, and then click the file you want to send.

Note

- If message recipients are not able to view your inserted images, click the **Tools** menu in the new message window. Make sure that **Send pictures with messages** is selected. Then respond to your message.

To cancel a posted message

1 In the folder list, select the newsgroup where you posted the message.

2 On the **Compose** menu, click **Cancel Message**.

Notes

- You can cancel only messages that you posted.

- After you cancel a message, it may take some time for it to be removed from your server and other servers on the Internet. Canceling a message does not remove it from another user's computer if the user downloaded the message before it was canceled.

To move or copy a message to another folder

1 In the message list, right-click the message you want to move or copy.

2 Click **Move To** or **Copy To**, and then click the folder you want to move it to.

To delete a message

1 In the message list, click the message.

2 On the toolbar, click the **Delete** button.

3 If your messages are stored on an IMAP server, click the **Edit** menu, and then click **Purge Deleted Messages** to remove the deleted items from the folder.

Notes

- To restore a local message you deleted, open the Deleted Items folder, and then copy the message to the Inbox or other folder. To restore a message that is marked for deletion on an IMAP server, click the **Edit** menu, and then click **Undelete**.

- If you dont want messages to be saved in the Deleted Items folder when you quit Outlook Express, click the **Tools** menu, and then click **Options**. On the **General** tab, select the check box named **Empty messages from the Deleted Items folder on exit**.

Related Topic

Move or copy a message to another folder

To find mail messages in your message folders

1 On the **Edit** menu, click **Find Message**.

2 Type as much information as possible in the search fields to narrow down the search results.

To change the font, style, and size of text

1 Make sure HTML formatting is turned on by clicking the **Format** menu and then clicking **Rich Text (HTML)**. A checkmark appears by the command when it is selected.

2 Select the text you want to format.

   To change the font for an entire message, click the **Edit** menu, and then click **Select All**.

3 On the formatting toolbar, click the buttons for the options you want.

   To use your stationery font, click the **Format** menu, click **Style**, and then click **Normal**.

Note

- When you use HTML formatting, and the recipient's mail or news program does not read HTML, the message appears as plain text with an HTML file attached. The recipient can view the attached file by opening it in any Web browser.

Related Topics

Use stationery with outgoing messages

Format paragraphs

To forward an e-mail message

1 Open or select the message you want to forward.

2 On the toolbar, click the **Forward Message** button, and then type the e-mail name for each recipient. Separate each e-mail name with either a comma or a semicolon (;).

3 Type your message, and then click the **Send** button on the toolbar.

If you have multiple mail accounts, click the **File** menu, click **Send Message Using**, and then click the mail account you want to send it with.

If you are working offline, click the **File** menu, and then click **Send Later.** To deliver the message, click the **Tools** menu, and then click **Send**.

Tip

• You can check for new messages at the same time you send your message, by clicking the **Send and Receive** button on the toolbar.

To read international messages

Outlook Express usually can display messages in the language in which they were sent. However, some messages, particularly those from newsgroups, often do not have enough information (or the information is incorrect) in the header file to display the correct language.

When this happens, you can change the character set for the displayed message. You must already have support for that language, which you can get from the "Multilanguage Support" area of the Internet Explorer Web site.

1 In the message window, click the **View** menu, click **Language**, and then click the character set (alphabet) you want to use.

Or, if the **Language** button is displayed on the toolbar, click the button, and then click the alphabet.

2 In the dialog box that appears, click **Yes.**

All messages whose header files contain the character set you want to replace will be displayed in the one you have chosen.

Notes

- To remove a standard replacement of a character set by another (step 2 above), click the **Tools** menu, click **Options**, and then click the **Read** tab. Click **International Settings**, and then remove the character set.

- When you reply to the message, it is sent in the same character set as the original. If you change the character set in your reply, the original alphabet does not appear properly unless you are sending the message in HTML (and the receiving program can read HTML). You can also send the message using Unicode; however, not all mail and newsreading programs can display a Unicode message.

Related Topic

[Customize the toolbar](#)

To automatically mark messages as read

1 On the **Tools** menu, click **Options**.

2 On the **Read** tab, select the following check box: **Message is read after being previewed for x second(s)**.

   To mark all newsgroup messages as read when you quit Outlook Express or go to another newsgroup, select the following check box: **Mark all messages as read when exiting a newsgroup**.

Tips

• To mark an individual message as read or unread, click the **Edit** menu, and then click **Mark as Read** or **Mark as Unread**.

• To mark all the messages in a newsgroup thread as read, click any message in the thread, click the **Edit** menu, and then click **Mark Thread as Read**. A thread is an original message and any posted replies. Threads are sorted and grouped according to the title. For example, a thread that starts with a message titled "Tips for Labrador owners" includes all of the replies titled "RE: Tips for Labrador owners."

Related Topic

[View only unread newsgroup messages](#)

To set up Outlook Express to check for new messages

To check for new messages in folders on an IMAP server, start at step 1. To check for new messages on other mail accounts, start at step 3.

1 On the **Tools** menu, click **Accounts**, and then click **Properties**.

2 On the **General** tab, make sure the option **Check for new messages in subscribed folders** is checked.

3 On the **Tools** menu, click **Options**.

4 On the **General** tab, select the following check box: **Check for new messages every x minutes**.

5 Specify how often you want Outlook Express to check for new messages.

Tips

• When this check box is selected, Outlook Express also checks for new messages whenever you start the program.

• To check for messages immediately, click the **Send and Receive** button on the toolbar. Any messages in your Outbox are sent also.

Related Topic

View mail folders on an IMAP server

Organizing mail messages

To use your online time efficiently when you have large volumes of incoming mail, you can use Outlook Express to find messages, automatically sort incoming messages into different folders, keep messages on a mail server, or delete them entirely.

The following topics provide more information:

[Find mail messages in your message folders](#)

[Move or copy a message to another folder](#)

[Add, delete, or switch folders](#)

[Sort incoming messages](#)

[Store messages on mail servers](#)

[Delete a message](#)

To change the priority of an outgoing mail message

When you send a high-priority message to someone, it arrives in the recipient's Inbox with an "alert" icon next to it (usually an exclamation mark) so that he or she knows it is important or should be read immediately.

- In the message window, click the **Tools** menu, click **Set Priority**, and then click a priority option.

Note

- This setting changes the priority only for the current message.

To print a message

You can print a message that is displayed in the preview pane or one that is open in a separate window.

- On the **File** menu, click **Print**, and then select the print options you want.

To read your messages

After Outlook Express downloads your messages, or you click the **Send and Receive** button on the toolbar, you can read messages either in a separate window or in the preview pane.

1 Click the **Inbox** icon on the folder list.

2 To view the message in a separate window, double-click the message in the message list.

To view the message in the preview pane, click the message in the message list.

Tips

• To display or change the preview pane, click the **View** menu, click **Layout**, and then in the **Preview Pane** area, select the option(s) you want.

• To view all the information about a message, such as when it was sent, click the **File** menu, and then click **Properties**.

Related Topics

View a file attachment

Read international messages

Display message threads together

Forward an e-mail message

Delete a message

To remove copies of outgoing mail messages

By default, Outlook Express saves copies of the mail you send in the Sent Items folder. To save disk space, you can change this setting.

1 On the **Tools** menu, click **Options**.

2 On the **Send** tab, clear the following check box: **Save copy of sent messages in the 'Sent Items' folder**.

Tip

- After clearing this checkbox, you can save a copy of a message when you compose it by typing your e-mail name in the **Cc** box.

To send a basic e-mail message

1 On the toolbar, click the **Compose Message** button.

2 In the **To**, **Cc**, and **Bcc** boxes, type the e-mail name of each recipient, separated by a comma or semicolon (;).

   To add e-mail names from the Address Book, click the **To** icon in the New Message window, and then select names.

3 In the **Subject** box, type a message title.

4 Type your message, and then click the **Send** button on the toolbar.

   To use a mail account other than your default account, click the **File** menu, click **Send Message Using**, and then click the mail account you want.

   If you are composing a message offline, click the **File** menu, and then click **Send Later** to save the message in the Outbox folder.

Tips

• To send a message from within the Address Book, select the contact you want to send mail to (select multiple contacts by pressing CTRL while you click the contacts' names), and then click the **Send Mail** button on the toolbar.

• To look up e-mail names in the Address Book and directory services, type the name, or part of the name, in the **To** box, click the **Tools** menu, and then click **Check Names**. Note that your directory services must be set up to check e-mail names.

Related Topics

Use stationery with outgoing messages

Insert links, pictures, or files into messages

Change the priority of an outgoing mail message

Set up directory services to check for e-mail addresses

To add a mail or news server

You will need the following information from your Internet service provider (ISP) or local area network (LAN) administrator:

- To add a mail account: the mail server name(s), your account name and password, and the names of an incoming and an outgoing mail server.
- For newsreading: the name of the news server you want to connect to and, if required, your account name and password.

1 On the **Tools** menu, click **Accounts**.

2 Click **Add**.

3 Click either the **Mail** or **News** tab, and then follow the instructions in the Internet Connection Wizard to establish a connection with a mail or news server.

Related Topic

Change an existing mail or news server

To store messages on mail servers

Storing messages on a server is useful if you need to read mail from more than one computer. When you log on to your account from a different computer, Outlook Express downloads messages according to the options you have set. You can store messages on either a POP3 or IMAP mail server.

1 On the **Tools** menu, click **Accounts**.

2 Click the mail account, and then click **Properties**.

3 Click the **Advanced** tab.

4 If you are connected to a POP3 mail server, click **Leave a copy of messages on server**.

   If you are connected to an IMAP server, type the path in the **Root Folder Path** box. The root folder path identifies the mailbox that contains your folders on the server.

   Do not end the root folder path with a hierarchy character. For example, ~username/Mail is a valid root folder path, but ~username/Mail/ is not. If you are not sure what to type here, leave this box blank.

Note

• If your IMAP server is a Cyrus server, your user folders must be contained in the Inbox folder. If your IMAP server is UNIX-based, your mail is usually stored in its own directory in your user home directoryfor example: ~username/Mail.

To add an Outlook Express user account

1 In the Microsoft Internet Tools group, double-click **Outlook Express User Manager**.

2 On the **User Accounts** tab, click **Add**.

3 Follow the instructions in the wizard.

Related Topics

[Use one computer for multiple Outlook Express accounts](#)

[Set up a computer with multiple Outlook Express accounts](#)

To set up a computer with multiple Outlook Express accounts

You can set up Outlook Express to prompt you for the account you want to use each time you start the program, to always log on using the same account, or to use the Windows logon account.

1 In Program Manager, in the Microsoft Internet Tools group, double-click **Outlook Express User Manager**.

2 On the **Internet Logon** tab, select either **ask which account to use**, **logon as**, or **use the Windows login**.

Related Topics

[Using one computer for multiple Outlook Express accounts](#)

[Add an Outlook Express user account](#)

Combining multiple mail accounts

You can set up Outlook Express to receive mail from multiple accounts. Or, if several people share one mail account, you can set up folders for each person and then automatically route incoming messages to individual folders.

For example, if you have mail accounts for home and work, you can set up Outlook Express to receive messages for both accounts and sort them into separate folders.

If multiple users share the same computer but use different passwords, Outlook Express creates separate accounts for each. Note, however, that each person must log on as a different user to use a different mail account.

Note

- When you have multiple mail accounts, and you only want to read messages from one, click the **Tools** menu, click **Send and Receive**, and then click the account name.

Related Topics

[Add a mail or news server](#)

[Add, delete, or switch folders](#)

[Sort incoming messages](#)

To send large messages

Many mail and news servers limit the size of messages that can be received and sent. Usually this limit is one megabyte (1 MB) per message, including all attached files.

With Outlook Express, you can send large messages or files to mail and news servers that limit the size of messages they can receive by breaking the message into smaller ones. When the group of messages is received, the mail program recombines them into one message.

1 On the **Tools** menu, click **Accounts**.

2 On either the **Mail** or **News** tab, select the account, and then click **Properties**.

3 On the **Advanced** tab, select the following check box: **Break apart messages larger than x KB**, and then enter the maximum file size you can send.

To change the columns displayed in the message list

1 On the **View** menu, click **Columns**.

2 To add a column, click the column name in the **Available columns** list, and then click **Add**.

To remove a column, click the column name in the **Displayed columns** list, and then click **Remove**.

To change the order in which columns appear, click a column name, and then click **Move Up** or **Move Down**.

To download individual messages

If you have set up Outlook Express to download only message headers for offline viewing, you can mark those headers that look interesting while you are offline. Then, when you click **Download All** on the **Tools** menu, Outlook Express dials your Internet connection and downloads the full messages for offline reading.

1 In the newsgroup you downloaded, click a message header that looks interesting.

2 On the **Tools** menu, click **Mark for Retrieval**, and then click **Mark Message**. Repeat these steps for each header whose message you want to read offline.

3 On the **Tools** menu, click **Download All**.

Related Topics

[What is offline newsreading?](#)

[Set up newsgroups for offline newsreading](#)

To find messages in a newsgroup

1 On the **Edit** menu, click **Find Message**.

2 Type as much information as possible in the search fields to narrow down the search results.

Tip

- You can also find messages by resorting the columns (**Subject**, **From**, **Sent**, and so on). Click the column heading to reorder the messages by that column. For example, when you click the **From** column, messages are sorted alphabetically by the sender's name.

Related Topics

[View only unread newsgroup messages](#)

[Filter which newsgroup messages you see](#)

[Display message threads together](#)

To filter which newsgroup messages you see

When you filter newsgroup messages, you specify which messages you do *not* want to see. You can filter by sender, subject, length, or time of posting. Messages matching your criteria are neither downloaded to your computer nor displayed in the message list.

1 On the **Tools** menu, click **Newsgroup Filters**.

2 Click **Add**.

3 Select the newsgroup(s) you want to apply this filter to.

4 Select or type the criteria you want to filter out.

Related Topic

Find messages in a newsgroup

To switch between mail and newsreading

- On the Outlook bar, click **Outlook Express**, and then click the link you want in the window.

or

- In the folder list, click the **Inbox** or the news server icon.

Related Topic

[Change the Outlook Express folder list, status bar, or toolbars](#)

To find newsgroups of interest

To find newsgroups of interest to you, you can search through a news server to find specific words in newsgroup names.

1 In the folder list, click a server name, and then click the **News groups** button on the toolbar.

2 Type the words you want to search for in the **Display newsgroups which contain** box.

Tip

- If you cannot find a specific newsgroup in the list, your news server might not carry that newsgroup.

Related Topic

[View a newsgroup without subscribing to it](#)

To display message threads together

When many people participate in e-mail and newsgroup conversations, the replies (called "threads") can be hard to track. You can set up Outlook Express so that message replies are grouped under the original message. You can then choose to view only the original message, or the message and all replies to it.

- In either your **Inbox** or news server, click the **View** menu, click **Sort By**, and then click **Group Messages by Subject** (for mail); or **Group Messages by Thread** (for newsgroups).

- To display expanded threads for all messages, click the **Tools** menu, click **Options**, click the **Read** tab, and then select the **Automatically expand conversation threads** check box.

Tips

- To display the first message and all replies to it, click the plus (+) sign next to the first message. To display only the original message, click the minus ( ) sign next to the message.

- Message threads are grouped according to the title. For example, a thread that starts with a message titled "Tips for using Outlook Express" includes all of the replies titled "RE: Tips for using Outlook Express."

What are newsgroups?

A newsgroup is a collection of messages posted by individuals to a news server. News servers are computers maintained by companies, groups, and individuals, and can host thousands of newsgroups.

You can find newsgroups on practically any subject. Although some newsgroups are monitored, most are not, and messages can be "posted" and read by anyone who has access to that group. There are no newsgroup membership lists or joining fees.

Your Internet service provider must have a link to a news server for you to set up an account with that news server in Outlook Express. After you set up an account, you can read and post messages on any of the newsgroups stored on that news server.

When you find a newsgroup you like, you can "subscribe" to it so that it is displayed in your Outlook Express folder list. Then you don't have to scroll through the long list of newsgroups on the server to find what you want.

Newsgroups can contain thousands of messages, which can be time-consuming to sort through. Outlook Express has a variety of features that make it easier to find the information you want in newsgroups.

The following topics describe how to use Outlook Express to participate in newsgroups:

[Add a mail or news server](#)

[Find newsgroups of interest](#)

[Subscribe to a newsgroup](#)

[What is offline newsreading?](#)

[Organizing newsgroup messages](#)

To post a new message

1 In the folder list, select the newsgroup you want to post a message to.

2 On the toolbar, click the **Compose Message** button.

To send your message to additional newsgroups, click the **Tools** menu, and then click **Select Newsgroups**. Click a newsgroup in the list, and then click **Add**. You can choose from all newsgroups or only those you subscribe to.

3 Type the subject of your message. Outlook Express cannot post a message that does not contain a subject.

4 Compose your message, and then click the **Post Message** button on the toolbar.

Notes

- You can post a single message to multiple newsgroups only if all newsgroups are on the same news server. To post a message to newsgroups on other news servers, create a separate message for each news server.

- To cancel a message after it is sent, select the message, click the **Compose** menu, and then click **Cancel Message**. Canceling a message does not remove it from a newsgroup user's computer if the user downloaded the message before it was canceled.

Related Topics

[Posting messages to newsgroups](#)

[Insert links, pictures, or files into messages](#)

[Add a business card or signature to individual messages](#)

[Formatting message text](#)

To delete stored newsgroup messages

1 On the **Tools** menu, click **Options**.

2 On the **Advanced** tab, select the options you want for maintaining the size of all message files on your computer.

To compact, delete, or remove messages from all or specific message files now, click **Clean Up Now**, and then follow the instructions on the screen.

Note

• Most news servers periodically remove old messages. The next time you connect to a newsgroup you've cleaned up, your message file contains just the current messages from your news server.

To reply to a newsgroup message

1 In the message list, click the message you want to reply to.

2 To reply to the whole newsgroup, click the **Reply to Group** button on the toolbar. (To select additional newsgroups to post to, click the **Tools** menu, and then click **Select Newsgroups**. Click a newsgroup in the list, and then click **Add**. You can choose from only newsgroups you subscribe to or all newsgroups on the server.)

To reply to the author of the message by e-mail, click the **Reply to Author** button on the toolbar.

3 Type your message.

4 If you are sending the message to the newsgroup, click the **Post Message** button on the toolbar.

If you are sending the message to the author by e-mail, click the **Send** button.

Notes

- You can reply with a single message to multiple newsgroups only if all newsgroups are on the same news server. To post a reply to newsgroups on other news servers, create a separate reply for each news server.

- To cancel a message after it is sent, select the newsgroup where you posted it, click the **Compose** menu, and then click **Cancel Message**. Canceling a message does not remove it from a newsgroup user's computer if the user downloaded the message before it was canceled.

Related Topics

Post messages to newsgroups

Add a business card or signature to individual messages

Insert links, images, or files into messages

Formatting message text

Send large messages

Organizing newsgroup messages

Newsgroup messages can become unwieldy if you do not sort them in an order that you can use. The following topics describe several ways that you can manage a large newsgroup:

[Find messages in a newsgroup](#)

[View only unread newsgroup messages](#)

[Filter which newsgroup messages you see](#)

[Prevent newsgroup messages from automatically downloading](#)

[Display message threads together](#)

Related Topic

[Customizing the Outlook Express window](#)

To prevent newsgroup messages from automatically downloading

1 On the **Tools** menu, click **Options**.

2 On the **Read** tab, clear the following check box: **Automatically show news messages in the preview pane**.

Tip

• With the above option off, you can view a message in the preview pane by pressing the SPACEBAR after selecting a message in the list.

To view only unread newsgroup messages

- On the **View** menu, click **Current View**, and then click **Unread Messages**.

Related Topics

[Automatically mark messages as read](#)

[Filter which newsgroup messages you see](#)

To view a newsgroup without subscribing to it

To find out if a specific newsgroup is right for you, read some of the messages within it. When you find newsgroups that interest you, you can subscribe to them for easy access.

1 On the toolbar, click the **News groups** button.

2 If a **News Servers** list is displayed, click a server.

3 On the **All** tab, click a newsgroup, and then click **Go To**.

Tips

- You can search for newsgroups containing specific words in their titles by typing those words in the **Display newsgroups which contain** box.

- The first time you view a newsgroup, it may take several minutes to download the messages. The next time you go to that newsgroup, it downloads faster, because Outlook Express downloads only new messages.

- To subscribe to the newsgroup you are viewing, click the **Tools** menu, and then click **Subscribe to This Group**.

Related Topic

Find newsgroups of interest

To view a newsgroup you have subscribed to

- In the folder list, click a news server, and then click a newsgroup.

Tip

- To find, go to, subscribe to, or cancel a subscription to a newsgroup, click the **News groups** button on the toolbar.

Related Topic

View a newsgroup without subscribing to it

To view a file attachment

- At the bottom of the message window, double-click the file attachment icon.

or

- In the preview pane, click the file attachment icon in the message header, and then click the file name.

Tip

- To save a file attachment, click the **File** menu, click **Save Attachments**, and then click the file name. To save the attachment from the preview pane, press and hold down the CTRL key while clicking the file name.

To set the line length in outgoing newsgroup messages

Outlook Express automatically sets the line length of messages using plain text format at 76 characters per line, to accommodate servers that do not display more than 80 characters per line. When messages are quoted in a reply, the original text is usually marked and indented with an additional character. If your message is likely to be quoted after posting, set your text to wrap at 70 or 72 characters per line to prevent text from running beyond the edge of the window.

1 On the **Tools** menu, click **Options**.

2 On the **Send** tab, click **Plain Text**, and then click **Settings**.

3 For the option named **Automatically wrap text at x characters when sending**, type the maximum number of characters to display per line.

To set up newsgroups for offline newsreading

You can set up Outlook Express to download messages and/or headers from newsgroups that you subscribe to. This enables you to read them offline at your leisure.

1 In the folder list, select a newsgroup.

2 On the **File** menu, click **Properties**.

3 On the **Download** tab, select the check box named **When downloading this newsgroup, retrieve**, and then click the option you want.

4 Repeat steps 1 through 3 for as many newsgroups as you want.

Whenever you want to download the messages, click the **Tools** menu, and then click **Download All**.

Related Topics

[Subscribe to a newsgroup](#)

[What is offline newsreading?](#)

[Download individual messages](#)

What is offline newsreading?

Offline newsreading enables you to read newsgroup messages without being connected to the Internet. After downloading news messages to your computer, you can log off from the Internet and then read the messages at your leisure. By reading newsgroup messages offline, you can save connection costs and free up a phone line.

You can download message headers only, which tell you the subject, author, and size of the message. Or you can download complete messages, including attached files. Downloading only the message headers in a newsgroup is much faster than downloading the messages, and it can still give you an idea of the current discussions. While you are offline, you can mark the headers that look interesting and then download only those messages.

Related Topics

[Set up newsgroups for offline newsreading](#)

[Download individual messages](#)

To change the display of the preview pane

The preview pane lets you view message contents without opening the message. You can position the preview pane either below the message list or next to it; you can choose to display the message header in the preview pane or just the message; or you can hide the preview pane entirely.

1 On the **View** menu, click **Layout**.

2 In the **Preview Pane** area, select the options you want.

Tip

• To resize the preview pane and the message list, drag the divider between them.

To print address book information

1 In the Address Book, select the contact(s) you want to print.

To select a block of names, press and hold down the SHIFT key while you click the names.

To select individual names, press and hold down the CTRL key while you click the names.

2 Click the **Print** button on the toolbar, and then select a printing format:

To print all address book information about the contact(s), click **Memo**.

To print business-related information about the contact(s), click **Business Card**.

To print a list of phone numbers for the selected contact(s), click **Phone List**.

Tip

• You may be able to customize the size and orientation of your printed address book pages. To view your printers options, click the **Properties** button in the Print dialog box.

Using Microsoft Outlook Express accessibility features

In addition to Microsoft Windows, Windows NT, and Windows 95 accessibility products and services, the following features make Microsoft Outlook Express more accessible for people with disabilities.

Sound notification of new messages

You can choose to be notified by a sound when new mail messages arrive.

Resizable message and folder lists

You can customize how messages and message lists are displayed. You can display messages in a preview pane, and split the window horizontally or vertically between the message list and the preview pane. Or you can display only the message list.

Customizable toolbars

You can easily change the toolbar to display the buttons you use most. And you can move the toolbar to any side of the screen. On the **View** menu, click **Layout** to change the toolbar to meet your needs.

Keyboard access

All features in Microsoft Outlook Express are accessible by the keyboard or the mouse. Outlook Express supports Dvorak keyboard layouts, which make the most frequently typed characters more accessible.

Posting messages to newsgroups

There are several ways that you can post messages, depending on whether you are posting a new message or replying to one and how widely you want it distributed. You can also format messages, and add your signature, business card, or links to files. Note that some of these options require that the recipient's newsreader can read HTMLbe aware that many newsreaders cannot.

The following topics give you more information about posting messages:

Post a new message

Reply to a newsgroup message

Send large messages

Set the line length in outgoing newsgroup messages

To find people and businesses on the Internet

1 In the Address Book, click the **Find** button on the toolbar.

2 Type as much information as you can into the search boxes, and then click **Find Now**.

Tip

- If your search is too broad, the number of matches might exceed the server's limits, or your directory service settings might not be set up to handle all of the returned matches.

Related Topics

[What are directory services?](#)

[Add a directory service](#)

[Refine search criteria for a directory service](#)

Advanced security information

Outlook Express is compatible with the S/MIME version 2 specification. Outlook Express supports the following encryption algorithms: RC2 (40-bit and 128-bit), DES (56-bit), and 3DES (178-bit). The RC2 40-bit encryption algorithm is the only algorithm available on non-U.S./Canadian versions of Outlook Express. Outlook Express can decrypt 3DES (112-bit) and RC2 (64-bit) encrypted mail, but cannot send messages using these algorithms.

Outlook Express uses SHA-1 as the hashing algorithm when signing messages. The bit length of your private key varies, depending on the certifying authority from which you obtain it. A certifying authority that uses the Microsoft Enrollment wizard will generate private keys that are at least 512 bits in length.

The private keys are stored on your computer and are only as secure as your computer. Private keys installed using Microsoft cryptographic system components will not be transmitted to the certifying authority which issues the digital ID; the keys are not stored in escrow with any government agency.

Related Topics

[What are secure messages?](#)

[Obtain a digital ID and add it to your mail account](#)

[Add a digital ID to your address book](#)

[Send an encrypted and/or digitally signed message](#)

To obtain a digital ID and add it to your mail account

You obtain a digital ID from a third-party company called a certification authority. Certification authorities, such as VeriSign, issue digital IDs over the Internet.

1 In Outlook Express, click the **Tools** menu, and then click **Accounts**.

2 Select the mail account you want to send secure mail from, and then click **Properties**.

3 On the **Security** tab, select the check box **Use a digital ID when sending secure messages from**, and then click the **Digital ID** button.

4 Select the ID you want to use with this account.

Tips

- When sending secure mail, your e-mail address for replies must be the same as the account from which you're sending the digitally signed mail. Otherwise, message recipients won't be able to use the ID to reply with encrypted mail. (The e-mail address to which they reply won't match the address on the digital ID.)

Related Topics

What are secure messages?

Send an encrypted and/or digitally signed message

To add a digital ID to your address book

To exchange encrypted messages with someone, you need to have their digital ID in your address book. You can exchange digital IDs by sending digitally signed mail, or you can download an ID from a certifying authority's Web site.

To add a contact's digital ID to your address book from a digitally signed e-mail message

1 Open the digitally signed message

2 On the **File** menu, click **Properties**.

3 On the **Security** tab, click **Add digital ID to the address book**.

Notes

- You can change the "trust status" of a digital ID at any time. The trust status indicates the level of trust associated with that digital ID and/or its owner.
- When a contact has a digital ID, a red ribbon is added to their card in the Address Book.

Related Topics

What are secure messages?

Send an encrypted and/or digitally signed message

Change the trust status of a digital ID

To automatically encrypt and/or digitally sign messages

1 On the **Tools** menu in the main window, click **Options**.

2 Click the **Security** tab, and then select the appropriate check boxes in the **Secure mail** area.

Related Topics

[What are secure messages?](#)

[Send an encrypted and/or digitally signed message](#)

To set up a security zone for e-mail

If you are concerned about security risks of Internet e-mail (for example, e-mail that might contain harmful software), you can set up Outlook Express to check for harmful content before the e-mail is downloaded to your computer.

1 On the **Tools** menu in the main window, click **Options**.

2 Click the **Security** tab, select **Restricted sites zone**.

Note

- You can adjust the security level of these and other zones in Internet Explorer. Security settings that you make in Internet Explorer also apply to Outlook Express. In Internet Explorer, click the Tools menu, click Internet Options and then adjust your settings on the **Security** tab.

Reading encrypted and/or digitally signed messages

To exchange encrypted messages, you need to give the "public key" portion of your digital ID to the people you want to correspond with. By default, Outlook Express sends your public key whenever you send a digitally signed message.

You can read digitally signed and/or encrypted messages like any other messages. Outlook Express displays a Help screen the first time you open or preview a digitally signed and/or encrypted message.

If you receive a secure message that has a problem, such as the message was tampered with or the digital ID of the sender is expired, you will see a security warning that details the problems before you can view the message. Based on the information in the warning, you can decide whether to view the message.

Note

- When you receive a digitally signed message, you can add the sender's digital ID into your address book if you don't already have it.

Related Topics

[Add a digital ID to your address book](#)

[What are secure messages](#)

[Obtain a digital ID and add it to your mail account](#)

[Send an encrypted or digitally signed message](#)

What are secure messages?

As more and more people send confidential information via e-mail, it is becoming increasingly important to know that your messages cannot be intercepted and read by anyone other than the intended recipient. It is equally important to know that documents sent by e-mail such as checks and credit cards cannot be forged.

By using "digital IDs" with Outlook Express, you can prove your identity in electronic transactions, similar to showing your drivers license when you cash a check. You can also use your digital ID to encrypt messages to keep them private. Digital IDs incorporate the S/MIME specification for secure electronic mail.

How do digital IDs work?

A digital ID is composed of a "public key," a "private key," and a "digital signature." When you send your digital ID to others, you are actually giving them your public key, so they can send you encrypted mail which only you can decrypt and read with your private key.

The digital signature component of a digital ID is your electronic identity card. The digital signature tells the message recipient that the message actually came from you and has neither been forged nor tampered with.

Before you can start sending encrypted or digitally signed messages, you must obtain a digital ID and set up your mail account to use it. If you are sending encrypted messages, your address book must contain a digital ID for the recipient.

Where do you get digital IDs?

Digital IDs are issued by an independent certifying authority. When you apply for a digital ID from a certifying authority's Web site, they have a process to verify your identity before issuing an ID. There are different classes of digital IDs, each one providing a different level of credibility. For more information, use the Help at the certifying authority's Web site.

To get someone else's digital ID, they can send you digitally signed mail (which will include their ID); you can search through the database on a certifying authority's Web site; some directory services also list digital IDs along with other properties.

Related Topics

[Obtain a digital ID and add it to your mail account](#)

[Add a digital ID to your address book](#)

[Send an encrypted and/or digitally signed message](#)

[Reading encrypted and/or digitally signed messages](#)

[Advanced security information](#)

To send an encrypted and/or digitally signed message

Before you can digitally sign a message, you must obtain a digital ID and add it to your mail account. Before you can encrypt a message, you must have the message recipient's digital ID in your address book.

1 Start a new message by either clicking the **Send Mail** button in the Address Book toolbar, or clicking the **Compose Message** button on the Outlook Express toolbar.

2 Select message recipients from your address book, and then compose your message.

3 In the New Message window, click the **Encrypt message** button on the toolbar to encrypt the message.

   To add your digital signature to the message, click the **Digitally sign message** button on the toolbar.

Note

• You can also automatically encrypt and/or digitally sign all outgoing messages.

Related Topics

What are secure messages?

Obtain a digital ID and add it to your mail account

Add a digital ID to your address book

Automatically encrypt and/or digitally sign messages

To change the trust status of a digital ID

When you import someone's digital ID into your address book, it has a "trust status" associated with it. Trust status indicates whether you trust the individual, the group, or the corporation to whom the certificate is issued. The default trust status in Outlook Express is "Inherit trust from issuer," meaning that the digital ID is trusted because the issuer (for example, a certifying authority) is trusted.

However, not all digital IDs come from certifying authorities. If a digital ID is created by individuals, you might not want to trust it automatically. Or, if a digital ID owner warns you that he or she suspects someone has tampered with the digital ID's private key, you may want to change the trust status to "Explicit Distrust."

1 In the Address Book, double-click the name of the contact.

2 Click the **Digital IDs** tab, select the digital ID whose trust level you want to change, and then click **Properties**.

3 Click the **Trust** tab, and then select an option in the **Edit trust** area.

Click **Inherit trust from issuer** when you want the trust level of the ID to be the same as the one associated with the issuer.

Click **Explicitly trust this certificate** when you want to trust the digital ID irrespective of whether you trust its issuer.

Click **Explicitly distrust this certificate** when you do not trust the type of digital ID, or the person or company it is associated with. Using this option is preferable to removing the certificate, because you will be warned that the mail contains an untrusted certificate.

Related Topics

What are secure messages?

Add a digital ID to your address book

To change a mail or news server

1 On the **Tools** menu, click **Accounts**.

2 On either the **Mail** or **News** tab, click a server, and then click **Properties**.

3 Change the server information as needed on the appropriate tabs.

Tip

- If you have difficulty connecting to the server, click the **Advanced** tab, and try increasing the **Server timeouts** setting.

To organize address book entries

When you have a large address book, you can organize it in several ways to make it easy to retrieve contacts and groups. You can sort names alphabetically by first name, last name, or e-mail address, and you can order the list in ascending or descending order. You can also view a list of groups separately from the contacts list.

- To sort contacts by name, e-mail address, or phone number, click the appropriate column heading above the name list.
- To switch columns between ascending and descending sort order, click the column heading.
- To view a list of your mailing groups, click the **View** menu, and then make sure that **Groups List** is selected.

To check the spelling in messages

Outlook Express uses the spelling checker provided with all Microsoft Office 95 or Office 97 programs Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. If you do not have one of these programs installed, the **Spelling** command is not available.

- In the New Message window, click the **Tools** menu, and then click **Spelling**.

To add a business card or signature to individual messages

When you create stationery and you choose not to add your business card and/or signature to all messages, you can use this procedure to add them to individual messages.

- In the New Message window, click the **Insert** menu, and then click either **Signature** or **Business Card**.

Related Topic

Use stationery with outgoing messages

To use stationery with messages

With Outlook Express stationery, you can create attractive e-mail messages. Stationery can include a background image, unique text fonts, any text or file you want to add as a signature, or your personal business card. (A business card is your contact information from the Address Book in "vCard" format. The vCard format can be read by any type of computer or digital device.)

When you create stationery, your font settings and/or stationery picture are automatically added to all outgoing messages. However, you can choose to have your business card and/or signature added to either all messages or individual messages.

To create stationery from scratch

1 On the **Tools** menu, click **Stationery**.

2 On the **Mail** tab, select the stationery elements you want to use.

To create stationery from another message

1 Select the message you want to use

2 Click the **File** menu, and then click **Save as stationery**.

To add stationery backgrounds to individual messages

• Click the **Compose** menu, click **New message using**, and then select a background.

Notes

• When you attach a business card to messages, a business card stamp is displayed in the upper-right corner of the window.

• A picture can only be used as stationery if it uses an HTML body background tag. For more information, consult an HTML reference guide.

• Use the Windows File Manager to delete stationery files you no longer need.

Related Topic

Add a business card or signature to an individual message

To subscribe to a newsgroup

The benefit of subscribing is that the newsgroup is then included in the folder list for easy access. You can subscribe to a newsgroup in several ways:

- When you add a news server, Outlook Express prompts you to subscribe to newsgroups on that server.
- When you are viewing a newsgroup that you don't subscribe to, click the **Tools** menu, and then click **Subscribe to this Group**.
- Click a server name in the folder list, and then click the **News groups** button on the toolbar. Click the newsgroup that you want to subscribe to, and then click **Subscribe**.

Tips

- To view a newsgroup you subscribe to, click it in the folder list.
- To cancel your subscription to a newsgroup, click the **News groups** button on the toolbar, click the group you want, and then click **Unsubscribe**.

Related Topic

View a newsgroup without subscribing to it

To open Internet Explorer from Outlook Express

- To open Internet Explorer, click **Go**, and then click the page you want:

  Click **Home Page** to open Internet Explorer with your home (start) page displayed.

  Click **Search the Web** to find information on the Web by using the Explorer bar.

  Click **Best of the Web** to open the Internet Explorer Start page that lists some of the best sites on the Web.

To view newsgroups efficiently

Use these tips to view newsgroup messages efficiently.

To find newsgroups on specific topics

1 Select a news server in the folder list, and then click the **News groups** button on the toolbar.

2 In the **Display newsgroups which contain** box, type the topic or words describing it.

View only unread news messages in a newsgroup

- Select the newsgroup, click the **View** menu, click **Current View**, and then click **Unread Messages**.

View responses to a particular message in a newsgroup

- Click the plus sign (+) next to the message. The responses appear below it.

To add contacts to your address book from Outlook Express

When you receive e-mail, you can add the sender's name and e-mail address to your address book from within Outlook Express.

- Open the message, right-click the name you want to add, and then click **Add to Address Book.**

You can also set up Outlook Express so that people whose messages you reply to are automatically added to your address book.

- In Outlook Express, click the **Tools** menu, and then click **Options**. On the **General** tab, click **Automatically put people I reply to in my Address Book**.

To customize the toolbar

- On the **View** menu, click **Layout**, and then click the options you want.

  To move the toolbar to another part of the window, click the appropriate alignment option under **Toolbar**.

  To display only the toolbar buttons without the text labels, make sure the check box **Show text on toolbar buttons** is clear.

Contact your Internet service provider

You have encountered a problem that cannot be solved by using the Outlook Express Troubleshooter. The connection settings or account information provided to you by your Internet service provider (ISP) may be incorrect, or the ISP's servers or software may not be working properly.

Check the connection to your Internet service provider

To check the connection to your Internet service provider, try to establish the connection to your Internet service provider (ISP) before attempting to view or download messages.

Did this fix the problem?

Yes. Close the troubleshooter.

No. I want to try other troubleshooting options

Check your mail server settings

1 On the **Tools** menu, click **Accounts**.

2 Click the mail server, and then click **Properties**.

3 On the **Servers** and **Advanced** tabs, check the settings against those given to you by your Internet service provider (ISP).

If everything matches, contact your ISP to verify that you have the correct settings and that their servers are operating correctly. Also, make sure your ISP server supports PPP, SMTP, and POP3 protocols.

If this did not fix the problem, try checking your ISP connection.

Outlook Express Troubleshooter

Use this troubleshooter to identify and solve problems related to using Microsoft Outlook Express. Just click the statement that best describes the problem, and then try the suggested steps to fix the problem.

What's wrong?

[When I start Outlook Express, it does not connect to my Internet service provider (ISP)](#)

[I can connect to my ISP, but I can't send or receive e-mail](#)

[I can connect to my ISP, but I cannot view any newsgroups](#)

[I get a news connection error message on a specific server. I can connect to some news servers, but not all.](#)

[I get a news connection error message, and I cannot connect to any news servers.](#)

Check your news server settings

1 On the **Tools** menu, click **Accounts**.

2 Click the news server, and then click **Properties**.

3 On the **Server**, **Connection**, and **Advanced** tabs, check the settings against those given to you by your Internet service provider (ISP).

If everything matches, contact your ISP to verify that you have the correct settings and that their servers are operating correctly.

Did this fix the problem?

Yes. Close the troubleshooter.

No. I want to try other troubleshooting options

Check the following, and then try connecting to the news server again

There might be a problem with one or more of the settings for the news servers you cannot connect to. These settings are given to you by your Internet service provider (ISP).

Check the settings for the news server

1 On the **Tools** menu, click **Accounts**.

2 Click the **News** tab, select a server, and then click **Properties**.

3 On the **Server** tab, check the following:

  Does the news server name match the name given to you by your ISP?

  Does your ISP require a logon account name and password?

  If you are required to log on to this news server, check that the account name and password you have entered match those issued to you by your ISP.

  If you are not required to log on to this news server, clear the check box: **This server requires me to logon**.

4 Click **OK** to close the dialog boxes.

5 In the folder list, click the server, and then click the **News groups** button on the toolbar to view the newsgroups.

6 Repeat this procedure for each news server that you cannot connect to.

Did this fix the problem?

Yes. Close the troubleshooter.

No. What else could be wrong?

No. I want to try other troubleshooting options

Check the following, and then try connecting to the news server again

There might be a problem with one or more of the advanced settings for your news servers. These settings are given to you by your Internet service provider (ISP).

Check the server advanced settings

1 On the **Tools** menu, click **Accounts**.

2 Click the **News** tab, select the server, and then click **Properties**.

3 On the **Advanced** tab, check the following:

Does the port number match the number issued to you by your ISP? Most ISPs use port 119.

Is the server timeout set to **Short**?

Some servers might take longer to make a connection. To allow more time for your computer to make the connection, move the slider toward **Long**.

4 Click **OK** to close the dialog boxes.

5 In the folder list, click the server, and then click the **News groups** button on the toolbar to view the newsgroups.

Did this fix the problem?

Yes. Close the troubleshooter.

No. What else could be wrong?

No. I want to try other troubleshooting options

Using one computer for multiple Outlook Express user accounts

You can set up multiple Outlook Express user accounts if several people share the same computer and each person needs their own account. Once you set up multiple accounts, each user can gain access to the Internet and receive e-mail messages without logging off the computer and logging back on with a different user profile.

After you set up multiple accounts, you can specify which is used when you start Outlook Express. You can choose to be prompted for an account every time you start Outlook Express, to automatically use the same account every time, or to use the Windows logon account.

If working hours overlap for more than one person on the same computer, you should choose to be prompted for an account every time you start Outlook Express. If you rarely share the computer, you should use the same account every time you start Outlook Express. If each person uses only the computer that he or she is logged on to, you should set up Outlook Express to use the Windows log on account.

Related Topics

[Add an Outlook Express user account](#)

[Set up a computer with multiple Outlook Express accounts](#)

Introducing the Address Book

The Address Book provides a convenient place to store contact information for easy retrieval by programs such as Microsoft Outlook Express. It also features access to Internet directory services, which you can use to look up people and businesses on the Internet. You'll find that the following features help you organize all your contact information into the most usable form for you.

Store phone numbers and e-mail, home, business, and home page addresses

With the Address Book, you have a place to store multiple e-mail addresses, home and work addresses, and phone and fax numbers. You can also store individual and business Internet addresses, and link directly to them from the Address Book. For extra information that doesn't fit in these categories, there's a generous section for notes.

Create groups of contacts for mailing lists

You can create groups of contacts to make it easy to send e-mail to a set of people, such as business associates, relatives, or sports pals. Any time you want to send e-mail to everyone in the group, just use the group name instead of entering each contact individually. Creating groups is also a good way to organize a large address book.

Import names from your other address books

Moving forward with Outlook Express doesn't mean leaving your old address book information behind. You can import your personal address books from numerous popular e-mail programs including Microsoft Exchange, Eudora Light and Eudora Pro, Netscape Communicator, Microsoft Internet Mail for Windows 3.1, and any program that exports comma-separated values (CSV) text files, such as Microsoft Outlook.

Send and receive business cards

Business cards are the new way to send contact information electronically. When you create a business card in the Address Book, your contact information is stored in vCard format, so it can be exchanged between different programs (such as e-mail, address books, and personal planners), and between different digital devices (such as desktop computers, laptops or portable computers, personal digital assistants, and telephony equipment).

Print all or part of your address book and take it with you

Now you can print your address book to add to your personal planner. With three page styles to choose from, you can print all contact information, only business information, or only phone numbers, for any or all contacts.

Outlook Express message list icons

Mail message icons

The following icons indicate message priority, whether messages have files attached, and whether messages are marked as read or unread.

This icon	Indicates this
	The message has one or more files attached.
	The message has been marked high priority by the sender.
	The message has been marked low priority by the sender.
	The message has been read. The message heading appears in light type.
	The message has not been read. The heading appears in bold type.
	The message is in progress in the Draft folder.
	The message has responses that are collapsed. Click the icon to show all the responses (expand the thread).
	The message and all of its responses are expanded. Click the icon to hide all the responses (collapse the thread).
	The unread message header is on an IMAP server.
	The opened message is marked for deletion on an IMAP server.
	The message is digitally signed and unopened.
	The message is encrypted and unopened.
	The message is digitally signed, encrypted and unopened.
	The message is digitally signed and opened.
	The message is encrypted and opened.
	The message is digitally signed, encrypted, and opened.

News message icons

The following icons indicate whether a thread (a topic and all of its responses) is expanded or collapsed, and whether messages and headers are marked as read or unread.

This icon	Indicates this
	This level of the thread is collapsed. Click the icon to show all the responses (expand the thread).
	This level of the thread is expanded. Click the icon to hide all the responses (collapse the thread).
	The message has not been opened. The heading appears in bold type.
	The message header has been marked read.
	The message has been marked read, and it is stored in a message file on your computer.
	The message has not been marked as read, and the header and body are stored in a message file on your computer.
	The message is no longer available on the server.

⬧	The news message is marked to be downloaded.
⊞⬧	The news message and all threads are marked to be downloaded.
⊟⬧	The individual news message (without threads) is marked to be downloaded.
⁂	The newsgroup is new on the server.
📝	The message is in progress in the Drafts folder.

To open Address Book

- To open Address Book from Microsoft Internet Explorer, click the **Tools** menu, and then click **Address Book**.
- To open Address Book from Outlook Express, click the **Address Book** button on the toolbar.

  Or, in a New Message window, click the **To**, **Cc**, or **Bcc** icon.

Reading Mail Messages

[View mail folders on an IMAP server](#)

server

[Read your messages](#)

[Organizing mail messages](#)

[Set up a security zone for e-mail](#)

Creating and Sending E-mail Messages

[Send a basic e-mail message](#)

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into messages

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[Find newsgroups of interest](#)

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Accessibility for people with disabilities

Microsoft is committed to making its products and services easier for everyone to use. This section provides information on the following features, products, and services that make Windows operating systems more accessible for people with disabilities:

[Customizing Microsoft Windows Operating Systems](#)

[Microsoft Services for People Who Are Deaf or Hard-of-Hearing](#)

[Microsoft Documentation in Alternative Formats](#)

[Third-Party Utilities to Enhance Accessibility](#)

[Getting More Accessibility Information](#)

Note

- This information applies only if you acquired this Microsoft product in the United States. If you obtained this product outside the United States, your package contains a subsidiary information card, Help file, or other documentation listing Microsoft support services, telephone numbers, and addresses. You can contact your subsidiary to find out whether the type of products and services described in these Help topics are available in your area.

Microsoft Services for People Who Are Deaf or Hard-of-Hearing

If you are deaf or hard-of-hearing, complete access to Microsoft product and customer services is available through a text telephone (TTY/TDD) service.

Customer service

You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time.

Technical assistance

For technical assistance in the United States, you can contact Microsoft Product Support Services on a text telephone at (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, you can call (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Microsoft support services are subject to the prices, terms, and conditions in place at the time the service is used.

Third-Party Utilities to Enhance Accessibility

A wide variety of hardware and software products are available to make personal computers easier to use for people with disabilities. Among the different types of products available for the MS-DOS and Windows operating systems are:

- Programs that enlarge or alter the color of information on the screen for people with visual impairments.
- Programs that describe information on the screen in Braille or synthesized speech for people who are blind or have difficulty reading.
- Hardware and software utilities that modify the behavior of the mouse and keyboard.
- Programs that enable people to type by using a mouse or their voice.
- Word or phrase prediction software that allows users to type more quickly and with fewer keystrokes.
- Alternative input devices, such as single switch or puff-and-sip devices, for people who cannot use a mouse or a keyboard.

For more information about obtaining third-party utilities, see Getting More Accessibility Information.

Microsoft Documentation in Alternative Formats

In addition to the standard forms of documentation, many Microsoft products are also available in other formats to make them more accessible.

If you have difficulty reading or handling printed documentation, you can obtain many Microsoft publications from Recording for the Blind & Dyslexic, Inc. Recording for the Blind & Dyslexic distributes these documents to registered, eligible members of their distribution service, either on audio cassettes or on floppy disks. The Recording for the Blind & Dyslexic collection contains more than 80,000 titles, including Microsoft product documentation and books from Microsoft Press. For information about eligibility and availability of Microsoft product documentation and books from Microsoft Press, contact Recording for the Blind & Dyslexic at the following address or phone numbers:

Recording for the Blind & Dyslexic, Inc.
20 Roszel Road
Princeton, NJ   08540

Phone: (609) 452-0606

Fax: (609) 987-8116

World Wide Web: http://www.rfbd.org/

You can also download many of these books from the Microsoft Web site at http://microsoft.com/enable/.

Customizing Microsoft Windows Operating Systems

There are many ways you can customize Windows operating systems to make your computer more accessible.

- Accessibility features have been built into Windows operating systems since the introduction of Windows 95. These features are useful for individuals who have difficulty typing or using a mouse, have moderately impaired vision, or who are deaf or hard-of-hearing. The features can be installed during setup, or you can add them later from your installation disks. Look up accessibility in the Help Index for information about installing and using these features.

- Some of the accessibility features built into Windows operating systems can be added to earlier versions of those products, including Windows 3.1, and to MS-DOS, through Access Packs. You can download these files or you can order them on disks from Microsoft. (See details in Accessibility Notes and Utilities to Download or Order later in this topic.)

- You can also use Control Panel and other built-in features to adjust the appearance and behavior of Windows operating systems to suit varying vision and motor abilities. These include adjusting colors and sizes, sound volume, and the behavior of the mouse and keyboard.

- Dvorak keyboard layouts make the most frequently typed characters on a keyboard more accessible if you have difficulty using the standard QWERTY layout. There are three Dvorak layouts: one if you are a two-handed user, one if you type with your left hand only, and one if you type with your right hand only. You do not need to purchase any special equipment to use these features.

The specific features available, and whether they are built-in or must be obtained separately, depend on which operating system you are using.

For full documentation on the accessibility features available in the operating system you are using, obtain the appropriate application notes listed below. Accessibility features are also documented in the *Microsoft Windows 95 Resource Kit*, the *Microsoft Windows 98 Resource Kit,* and the *Microsoft Windows NT Resource Kit.*

Accessibility notes and utilities to download

The following documents explain how to customize Microsoft Windows operating systems for users with disabilities. Specific instructions for downloading the files immediately follow this list.

For this	You need
Customizing Windows for individuals with disabilities (describes all of the other documents in this list and includes links to download them; this article will be updated when new versions of Microsoft operating systems are released).	Microsoft Knowledge Base article Q165486.
Customizing Microsoft Windows 98 for individuals with disabilities.	Cst_W98.exe
Customizing Microsoft Windows 95 for individuals with disabilities.	Cst_W95.exe
Customizing Microsoft	Cst_NT4.exe

Windows NT 4.0 for individuals with disabilities.	
Customizing Microsoft Windows NT 3.1 and 3.5 for individuals with disabilities (includes Access Pack for Microsoft Windows NT, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing).	Cst_NT3x.exe
Customizing Microsoft Windows 3.1 for individuals with disabilities.	Cst_W3x.exe
Customizing Microsoft Windows for Workgroups 3.1 for individuals with disabilities.	Cst_WG3x.exe
Customizing Microsoft Windows 3.0 for individuals with disabilities.	Cst_W30.exe
Access Pack for Microsoft Windows 3.0 and 3.1, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing.	Accp.exe
Dvorak keyboard layouts for people who type with one hand (already included in Windows NT version 3.5 and later).	GA0650.exe

Downloading the files

If you have a modem or another type of network connection, you can download the accessibility files from the following network services:

- The Microsoft Accessibility and Disabilities Web site on the Internet, http://microsoft.com/enable.
- Support Online from Microsoft Product Support Services at http://support.microsoft.com/support. Choose the appropriate application from the list labeled My search is about (or choose All Products) and enter Q165486 in the text box labeled My question is. The search results will display a link to the Knowledge Base article, Customizing Windows for Individuals with Disabilities, which includes links to all of the documents listed above about customizing Windows operating systems.
- For other accessibility articles, choose the appropriate application from the list labeled My search is about and enter kbenable in the text box labeled My question is.
- Microsoft Internet server at ftp.microsoft.com, in /softlib/mslfiles.
- Microsoft Download Service (MSDL), which you can reach by calling (425) 936-6735 any time except between 1:00 A.M. and 2:30 A.M. Pacific time.

  MSDL supports 1200, 2400, 9600, or 14400 baud rates (V.22bis, V.32, V.32bis and V.42), with 8 data bits, no parity, and 1 stop bit. MSDL does not support 28800, 56K or ISDN connections.

Getting More Accessibility Information

In addition to the features and resources already described in this Help file, other products, services, and resources are available from Microsoft and other organizations.

Microsoft

Microsoft provides a catalog of accessibility aids that can be used with the Windows operating systems. You can obtain this catalog from our Web site or by phone:

Microsoft Sales Information Center
One Microsoft Way
Redmond, WA 98052-6393

World Wide Web: http://microsoft.com/enable/

Voice telephone: (800) 426-9400
Text telephone: (800) 892-5234

Macintosh Disability Solutions

For more information about products and services for the Macintosh for people with disabilities, contact:

Apple Worldwide Disability Solutions Group

World Wide Web: http://www.apple.com/disability/

Voice telephone: (800) 600-7808
Text telephone: (800)755-0601

Trace R&D Center

The Trace R&D Center at the University of Wisconsin-Madison publishes a database of more than 18,000 products and other information for people with disabilities. The database is available on their site on the World Wide Web. The Trace R&D Center also publishes a book, titled *Trace ResourceBook,* that provides descriptions and photographs of about 2,000 products.

To obtain these materials, contact:

Trace R&D Center
University of Wisconsin
S-151 Waisman Center
1500 Highland Avenue
Madison, WI 53705-2280

World Wide Web: http://trace.wisc.edu/

Fax: (608) 262-8848

Assistive technology programs and trained evaluators

Computers and other assistive devices can help persons with disabilities to overcome a variety of barriers. For general information and recommendations on how computers can help you with your specific needs, you should consult a trained evaluator. For information about locating programs or services in your area that may be able to help you, please contact:

National Information System
University of South Carolina
Columbia, SC 29208

Voice/text telephone: (803) 777-1782

Fax: (803) 777-9557