Chapter 1: Staying in Touch No Matter Where You Are

In This Chapter

- **Letting Outlook handle e-mail while you're out of the office**
- **Getting someone else to handle your e-mail and appointments**
- **Managing Mail and Calendar for someone else**

Outlook makes handling life's little nuisances pretty easy. For example, Outlook can automatically organize and categorize incoming mail, remind you to leave early for a dentist's appointment, and even nag you to pick up your laundry. But what about vacations or business trips where you're out of the office for several days in a row? Do you just let e-mail flood the Inbox, or can Outlook help you there as well, and notify people that you're out of town so they won't expect an immediate response?

Perhaps you're a busy professional, with a nice assistant who not only keeps track of where you need to be *right now,* but even stops drop-in clients at the door so you can get there on time. As nice as that may sound, the system tends to break down every now and then, especially when you make an appointment and forget to tell your assistant, or vice-versa. Is there any way for Outlook to help you keep your appointments in one place that both of you can access and make changes to? The answer to all of these questions is a resounding, "Yes!" as you see in this chapter.

Letting the Out of Office Assistant Handle Mail While You're Gone

Every time I leave the office for even just the afternoon, I return to find my Inbox full of messages. Some are junk, and some are important. But I don't know which until I take the time to go through them all. Wouldn't it be nice to have someone sitting in for you while you're out, deleting the junk, forwarding the stuff that's important to a colleague so it gets acted on in a timely manner, and letting everyone else know that you're not ignoring them, you're just out of the office until tomorrow? Well, actually, you do have someone who can sit in at a moment's notice, and he's called the Out of Office Assistant.

The Out of Office Assistant is available to help you only if you work on an Exchange network. If you don't, you're not totally out of luck. You can still do some things to get Outlook to help you with e-mail management. See "What to Do if You Have a POP3 or IMAP E-Mail Account," later in this chapter.

You can use the Out of Office Assistant to send an instant reply to anyone who e-mails you while you're away. What the reply says is up to you: "I'm out of the office; see Bill if you need immediate assistance" or "Leave me alone. I'm on vacation, you bug!"

You can set up rules to process your e-mail automatically, too. For example, you may want e-mails from particular people passed on to someone in your company, and you may want junk newsletters and such automatically deleted.

Turning the Assistant on or off

To turn the Out of Assistant on, follow these steps:

1. **Choose Tools➪Out of Office Assistant.**

   The Out of Office Assistant dialog box jumps up to help, as shown in Figure 1-1.

   If you use Outlook on an older Exchange network (and not Exchange 2007), your dialog box has fewer options. For example, you can create only one outgoing message that then goes to both people in your organization and out. Also, you can't format the message, or set the Office Assistant to turn on at a later time.

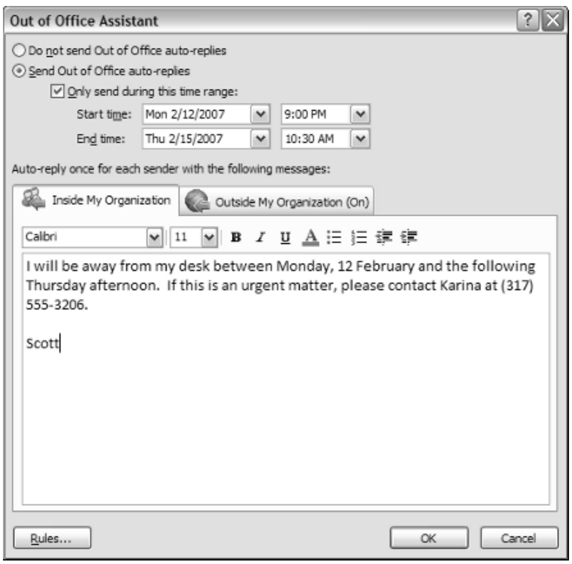

Figure 1-1: One assistant you don't have to hire.

2. **Choose Send Out of Office Auto-Replies.**
3. **Set limits, if desired.**

   If you want to limit the time when the Assistant is active (for example, you want to set it up to work while you're on vacation next week, but not actually turn it on right now), then set a Start date and time, and an End date and time.
4. **To create a message for e-mail received from people you work with, click the Inside My Organization tab located in the middle of the Out of Office Assistant dialog box, and then click inside the text box and type a message.**
5. **To create a message for e-mails received from people you don't work with, click the Outside My Organization tab as shown in Figure 1-2 and then click inside the box and type your message. Make sure that the Auto-Reply to People Outside My Organization option is turned on.**

   TIP: You can format the text for your outgoing message(s) however you like by using the buttons just above the text boxes on each tab.

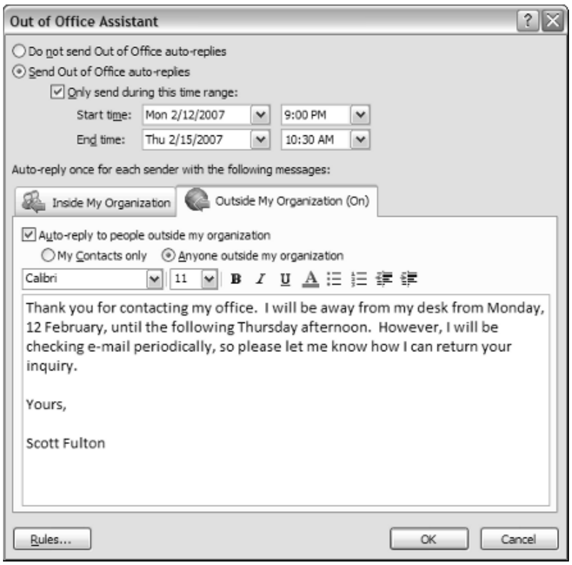

Figure 1-2: Create a message for people outside your company.

6. **Decide which "non-colleagues" you mean:**
   - **To use this auto reply only with people outside your company who are listed in your Contacts,** choose the My Contacts Only option, located just above the formatting buttons.

- **To use this auto reply with anyone who sends you an e-mail who is not in your company** even if he isn't in your Contacts list and chances are you don't know him, choose the Anyone Outside My Organization option.

If you choose the My Contacts Only option, the contact who e-mails you must be listed in your Exchange Contacts list — this can be the main list, or one you create — it just can't be a contacts list in an offline folder, or a personal folder you're using with a POP3, IMAP, or HTTP account.

Letting rules control the Assistant

With the Rules Wizard, you can create a set of rules to handle your e-mail while you're out — for example, you can move it from one folder to another, forward it to a colleague, or delete it. These rules are different from the ones I discuss in Book IX, Chapter 2, in that they only come into effect when you turn on the Out of Office Assistant.

To create a rule that limits what the Out of Office Assistant does with certain e-mails when you're at the spa (or wherever), follow these steps:

1. **Choose Tools⇨Out of Office Assistant⇨Add Rule.**

   The Edit Rule dialog box pops out, as shown in Figure 1-3.

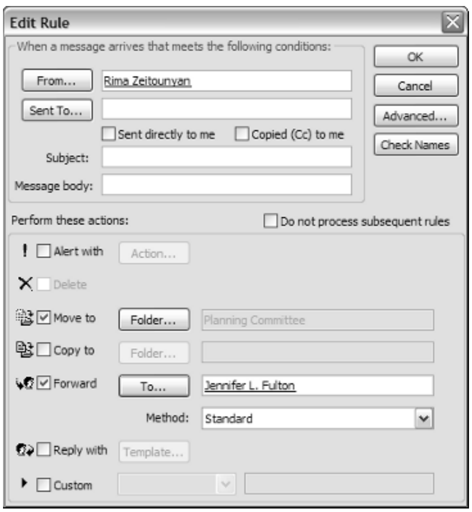

Figure 1-3: You make the rules.

2. Tell Outlook when to apply this rule.

In the When a Message Arrives That Meets the Following Conditions section, select the conditions that define the kinda e-mail you want to do something special with. For example, maybe you want to do something special when an e-mail arrives from your boss, or with a Subject line that includes "Blackford account" or just "Blackford."

TIP

For the lowdown on how to select conditions that define the e-mail you want to affect and to set Advanced rules options, see Book IX, Chapter 2.

3. If necessary, you can get nitpicky on which e-mails you want to affect by clicking Advanced and specifying additional conditions. After you're done, click OK.

In the Advanced dialog box (see Figure 1-4), you can further define the e-mails you want this rule to apply to. For example, you might want to do something special with large e-mails, e-mails received on a particular day or days, e-mails with attachments, and so on. After making selections, click OK and you return to the Edit Rule dialog box (refer to Figure 1-3).

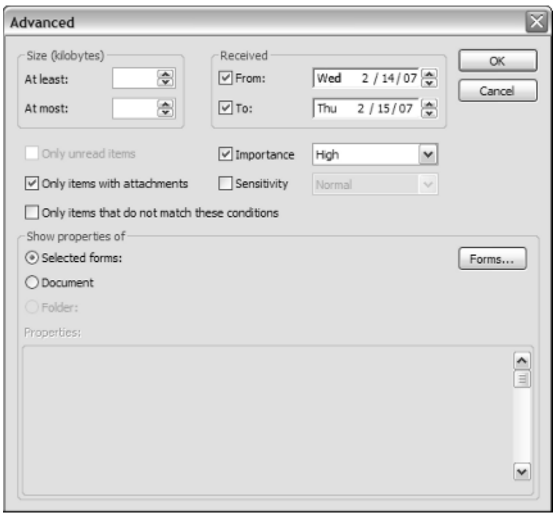

Figure 1-4: Set more options to define which e-mails you want to rule.

4. If you want this particular rule to be applied last, after all other rules, then select the Do Not Process Subsequent Rules options.

Normally, rules are applied in the order in which they are listed, until every rule has been applied, but turning on this option changes that.

5. **Under Perform These Actions, select the action(s) you want done with the e-mails that match the conditions you've set.**

If you're creating a rule that deletes specific e-mail, then for obvious reasons, after that rule is applied, Outlook won't go looking at the rest of the rules to see if any more might apply to the e-mail. You can change the order of rules to have Outlook do something to the e-mail before its deleted, if you want. See the upcoming section, "Changing the rules," for help.

6. **Click OK.**

The rule is added to your other Out of Office rules. To create more rules, just click Add Rule and then rinse and repeat Steps 2 to 6.

Changing the rules

Just because you created some rules doesn't mean you're stuck with them. You can modify rules to make them work the way you want them to work. You can also delete rules you don't need.

To modify an existing rule, follow these steps:

1. **Choose Tools➪Out of Office Assistant.**

Your rules are displayed in a list, in the Out of Office Rules dialog box, as shown in Figure 1-5.

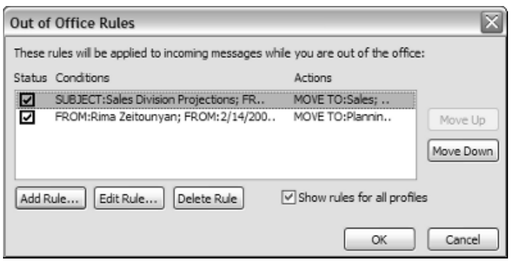

Figure 1-5: Select the rule you want to change.

2. **Select a rule and click Edit Rule.**

The Edit Rule dialog box appears (see Figure 1-6).

3. **Make changes and click OK twice.**

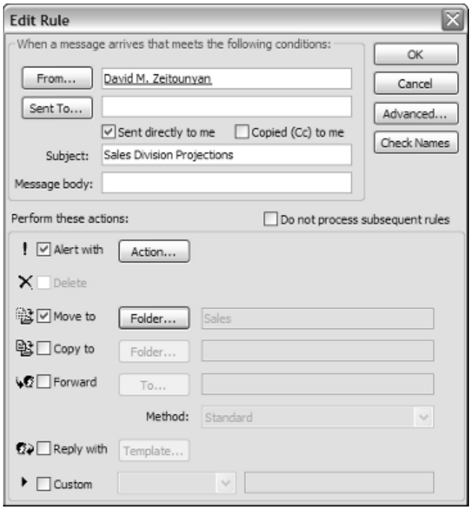

Figure 1-6: Rules aren't set in stone.

To change the order in which rules are applied, follow these steps:

1. **Choose Tools➪Out of Office Assistant.**

   The Out of Office Rules dialog box appears. Refer to Figure 1-5.

2. **Select a rule to move up or down in the list.**

   Rules are applied in the order in which they appear in the list, so moving a rule up means that it will be applied before some other rule. Moving a rule down means that it will be applied after other rules have been applied to an e-mail message.

3. **Click Move Up or Move Down.**
4. **Repeat these steps to adjust the order of other rules. When you're done, click OK.**

To remove a rule completely, follow these steps:

1. **Choose Tools➪Out of Office Assistant.**

   The Out of Office Rules dialog box appears. Refer to Figure 1-5.

2. **Select a rule to delete.**
3. **Click Delete Rule.**

   This is so much fun, why not remove other bothersome rules, like that red stoplight thing? I mean, why do I have to let others go first just because they have a green light? I like red.

4. **Then click OK when you're done.**

What to do if you have a POP3 or IMAP e-mail account

Well, okay, not everyone has an Exchange network. So not everyone can just wiggle their fingers and call the Out of Office Assistant to take over when they're away from their desk. Assuming you don't have an HTML account, and that you at least use POP3 or IMAP, well, you can at least do something to handle e-mail when you're away.

TIP

Some HTML (Web-based) e-mail accounts provide simple ways to handle incoming e-mail, so you might be able to use a Web interface to set up a system.

Here's the basic plan: You create a plain text message and save it as a template. Then you create a rule that uses the template to generate outgoing messages while you're out of the office. So here's stage one, creating the template:

1. **Choose File⇨New⇨Mail Message.**

   A new mail message for pops up.

2. **Choose Options⇨Format⇨Plain Text.**

   The message is changed to plain text rather that HTML format. Plain text means you're not going to be able to apply any formatting, but you can at least get your message out, as you can see in Figure 1-7.

3. **Type the message you want people to get while you're gone.**

   WARNING!

   Outlook, being a bit of a control freak, keeps track of each and every e-mail you receive while you're gone, and sends the reply only once to each one, even if somebody sends you a bunch of e-mail. So keep that in mind when you design your message.

4. **To save the message as a template, click the Microsoft Office Button and choose Save As⇨Save As.**

   The Save As dialog box pops up.

5. **In the Save As Type drop-down list, select Outlook Template.**

6. **Type a filename for your template, like** Out of Office, **and click Save.**

7. **Close the message.**

   Because you saved your message as a template, and you don't want to send it to anyone just now, close the e-mail message and do not save any changes.

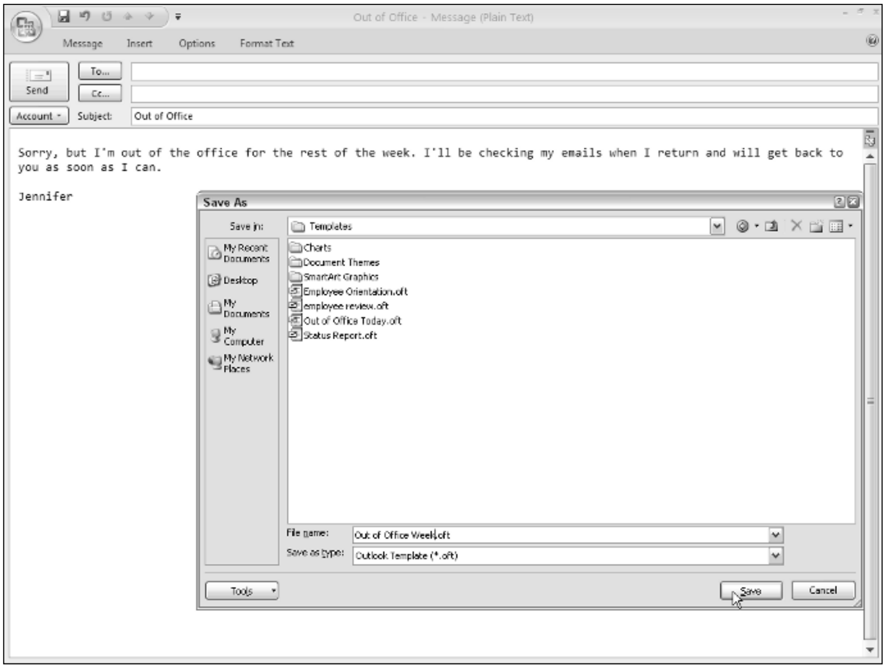

Figure 1-7: Create the message you want to send when you're out of the office.

You created a template for your out-of-office replies. Now, onto stage 2, creating a rule to use it:

1. **Choose Tools➪Rules and Alerts➪New Rule.**

   The Rules Wizard dialog box appears. See Figure 1-8.

2. **In the Start From a Blank Rule section, Select Check Messages When They Arrive and click Next.**

3. **Set conditions to define which messages get replies.**

   For example, you can send replies only to messages sent directly to you and no one else by choosing Sent Only to Me.

   You can set more limiting conditions if you want, or select none at all if you want this to apply to all incoming e-mail. Click Next. If you set up a rule that applies to every message you get, click Yes.

4. **In the What Do You Want to Do With the Message? list, choose Reply Using a Specific Template, as shown in Figure 1-9.**

5. **Click the A Specific Template link shown in the bottom of the dialog box.**

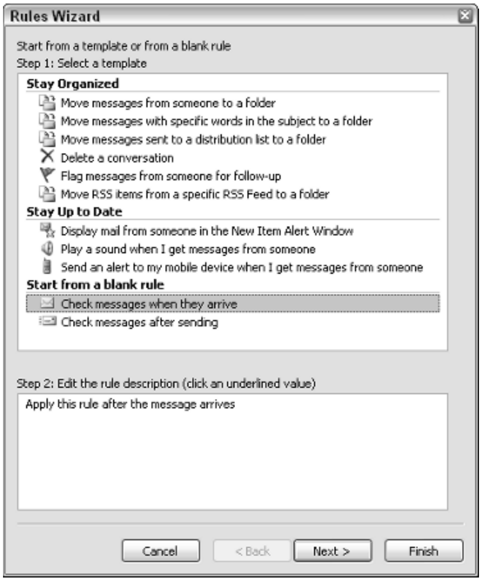

Figure 1-8: The Rules Wizard steps you through the process of creating an e-mail rule.

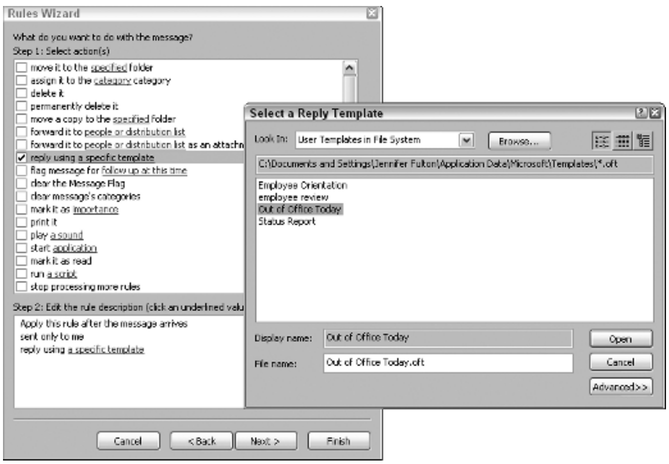

Figure 1-9: Send out auto-replies using a template.

6. **Choose User Templates in File System from the Look In list.**
7. **Select the template you just created, and click Open. Then click Next.**
8. **Select any exceptions and click Next.**
9. **Type a name for the rule in the Step 1: Specify a Name for This Rule box, select the Turn On This Rule option, and click Finish.**
10. **Click OK.**

Now, assuming that you leave Outlook (and your computer) on, and that you have Outlook set up so that it automatically checks for e-mail every once in a while, then when you get an e-mail, a reply is automatically created using your template.

Assigning a Delegate to Handle E-Mail and Appointments While You're Gone

If you work on an Exchange network, you can designate someone to act as your delegate, meaning that she can take over your day-to-day Outlook operations, including sending e-mails, accepting meeting requests, canceling appointments, and so on. Whether you can get her to do your laundry and walk the dog is another story.

Now, there is a different kind of sharing, which is typically more equal, and that involves simply sharing folders. For example, you can share your Calendar with someone, and he can share his with you. This sharing might involve only being able to view items in the folder, or it can involve various permission levels all the way up to being allowed to not only view, but create, change, and delete items in the folder. See Book IV, Chapter 3 for Calendar; Book V, Chapter 4 for Contacts; and Chapter VI, Chapter 3 for Tasks. Although you can use these same techniques to share an e-mail folder, typically you use delegate access to allow them to perform certain tasks *acting as you,* as described in this section.

For delegate access to work, both you and your personal workhorse must not only be on the same Exchange network, but also using the same version of Outlook. Typically, the network administrator makes sure that everyone has the same software so this shouldn't be a problem. In addition, for someone to have access to the e-mails you want her to answer, those e-mails must arrive in your regular Exchange mailbox — either the Inbox or some custom folder, and not into a Personal Folder you've created (a completely different data file, with a `.pst` extension).

Assigning a delegate

When you assign a delegate to take over some of your Outlook calendar duties, he can not only respond to meeting and task requests (by accepting, declining, or tentatively accepting them) but also receive meeting and task responses (responses to meeting or task requests you've sent). When people get these meeting/task replies, however, the From field reads something like *Delegate Name* on behalf of *Manager Name.* That way, people know it's not actually you responding, but someone acting on your behalf. For very special delegates, you can adjust the permissions to allow them to do even more, basically acting as your replacement. Don't worry; no matter how many tasks you allow him to perform for you, your delegate can't take over your corner office.

To assign a delegate, follow these steps:

1. **Choose Tools➪Options.**

   The Options dialog box appears.

2. **Click the Delegates tab and then click the Add button.**

   The Add Users dialog box jumps up, as shown in Figure 1-10.

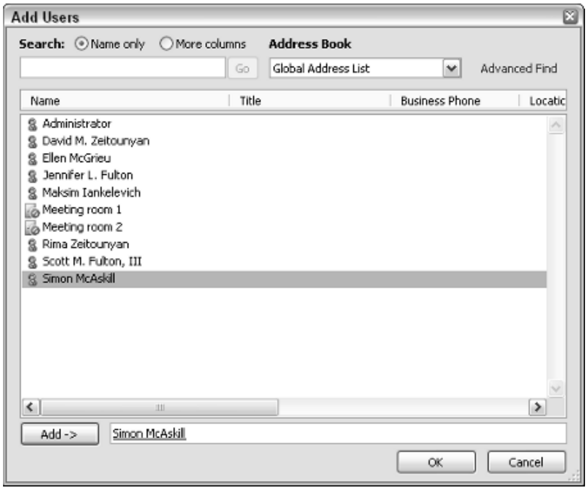

Figure 1-10: Add a delegate.

Now, if that ol' Add button isn't active, you may not be connected to the Exchange network. Check the status bar to make sure that you're connected properly and that the network is not down for some reason. If you're connected, then the problem is that you're trying to create delegate access to a Personal Folder (`.pst` file). Sorry, can't do that. Try again with your regular Exchange Inbox.

3. **From the people listed, select a workhorse (uh, delegate) to take over your job while you're gone. Then click Add and OK.**

4. **Set what you want them to do.**

   By default, a delegate can reply to meeting requests, and process meeting replies you receive. They can also respond to task requests and task replies. You can allow a delegate to do more if you want by changing settings in the Delegate Permissions dialog box, shown in Figure 1-11.

Even though the Inbox permission level is set to None, with the Delegate Receives Copies of Meeting-Related Messages Sent to Me option turned on, your delegate automatically receives your meeting requests and replies in her Inbox. She doesn't need a higher level of permission for your Inbox unless you want her to read, send, or delete e-mails on your behalf. The Calendar and Tasks permission level is set to Editor to allow the delegate to read and respond to task/meeting requests and task/meeting replies and do other stuff, as explained here.

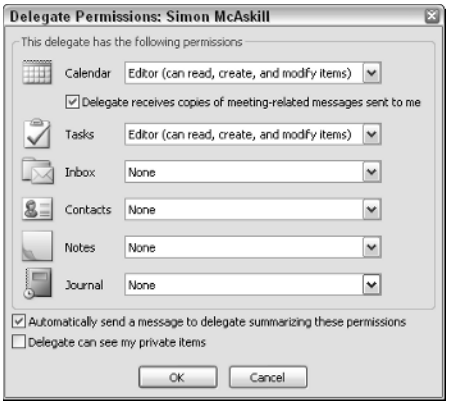

Figure 1-11: You can allow your delegate to do more for you.

For any Outlook module, such as Inbox or Contacts, choose a permission level from the appropriate list box:

- *Reviewer:* Delegate can read items only.
- *Author:* Delegate can read any item, create new items, and change or delete the items he creates only.
- *Editor:* Delegate can read any item, create new items, and change or delete any item, even if the delegate did not create the item.

5. **To allow your delegate to see items you've marked as private, select the Delegate Can See My Private Items option.**

   This option allows a delegate to see all private items in your Exchange data file, regardless of the folder they are in.

6. **To create a message to your delegate that summarizes the permissions you've just set, choose the Automatically Send a Message to Delegate Summarizing These Permissions option.**

7. **When you're through setting options and having fun, click OK.**

   You return to the Options dialog box. See Figure 1-12.

Figure 1-12: Set additional options for your delegate.

8. **Set whether you want copies and then click OK.**

   With the Delegate Receives Copies of Meeting-Related Messages Sent to Me, your delegate gets your meeting requests and replies. You can ask to get copies of these items placed in your Inbox, or bypass that altogether. You might want the copies, for example, so you can review what went on while you were gone. Select the option you want:

   - **To get copies of the meeting requests and replies that come in while you're gone,** choose the My Delegates Only, But Send a Copy of Meeting Requests and Responses to Me option.
   - **To allow meeting requests and replies to go to your delegate's Inbox only,** choose the My Delegates Only option.
   - **To place the original meeting requests and replies in both your delegate's Inbox and yours so you can also reply to them,** choose My Delegates and Me.

   The problem with this last option is that you might both reply differently, and who knows what Outlook would do with that.

If you choose the Automatically Send a Message to Delegate Summarizing These Permissions option in Step 6, your delegate gets an e-mail letting him know his duties and the permission levels you set. Your delegate can now take over the tasks (replying to meeting requests, for example) that you have assigned them. See "Managing Someone Else's E-Mail and Calendar," later in this chapter, for more help.

Changing a delegate's permission levels

To change what a delegate can do for you, follow these steps:

1. **Choose Tools➪Options. Click the Delegate tab.**

   The Options dialog box jumps up, with the Delegates tab showing. See Figure 1-13.

2. **Select the delegate you want to change, and click Permissions.**

   The Delegate Permissions dialog box peeks out (see Figure 1-13).

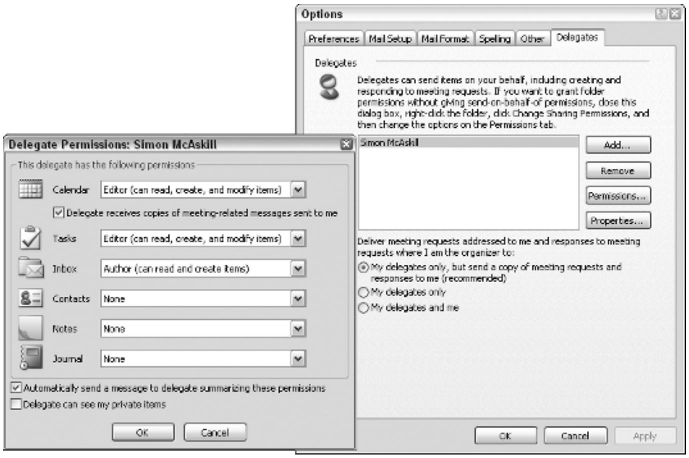

Figure 1-13: Changing the permissions you gave.

3. **Make changes to the various permissions levels.**

   To change the access level for one of your Outlook modules, such as Contacts or the Calendar, open the permission list and make a selection: Editor, Author, Reviewer, or None.

4. **Set other options as desired, and then click OK twice.**

You can also remove a delegate altogether, which you may want to do once you get back to work:

1. **Choose Tools➪Options➪Delegates.**

   The Options dialog box appears, with the Delegates tab open. Refer to Figure 1-12.

2. **Select the delegate you want to remove.**

   From the list of delegates, click a name to select it.

3. **Click Remove.**

   The delegate is removed from your Permissions lists and no longer is able to access your various Outlook folders. Your delegate doesn't get any e-mail letting him know that he's now "off the hook," so you might want to drop an e-mail yourself to thank him for his hard work and to tell him to stop reading your mail.

Managing Someone Else's E-Mail and Calendar

You might be given access to somebody else's Outlook folders in several ways. If someone wants to control exactly what you can do and doesn't want you acting on her behalf, you were probably given access to a shared folder. You can find help managing these folders in Book IV, Chapter 3 for Calendar; Book V, Chapter 4 for Contacts; and Chapter VI, Chapter 3 for Tasks.

This section assumes that you are given a different kind of access — delegate access — to someone's folders. With this kind of access, when you create items, you do it by acting on the other person's behalf. If you send a task request, for example, everyone knows that it came from you, but on behalf of someone else. So, no, you can't plan an eight-hour "doing nothing" meeting just to get some time off, without your boss eventually catching on.

Displaying somebody else's folders

When someone sets you up as a delegate, you get an e-mail detailing exactly which folders you have access to and what you can do there. The first thing you'll probably want to do is to display that person's folders in your Outlook, so you can keep an eye on them.

WARNING!

Although delegate access is great, unless the person also makes his mailbox visible, you can't access it through the Navigation pane. To make a mailbox visible on the Exchange network, you need to change to Mail and right-click the Mailbox - *your name* folder in the Navigation pane and choose Change Sharing Permissions. Select the Folder Visible option and click OK. Then tell your delegate that everything's set.

To add somebody's folders to Outlook so you can see them each time you start the program, follow these steps:

1. **Choose Tools➪Account Settings.**

   The Account Settings dialog box appears (see Figure 1-14).

2. **Select your Exchange account and click Change.**

   The Change E-Mail Account dialog box appears. See Figure 1-15.

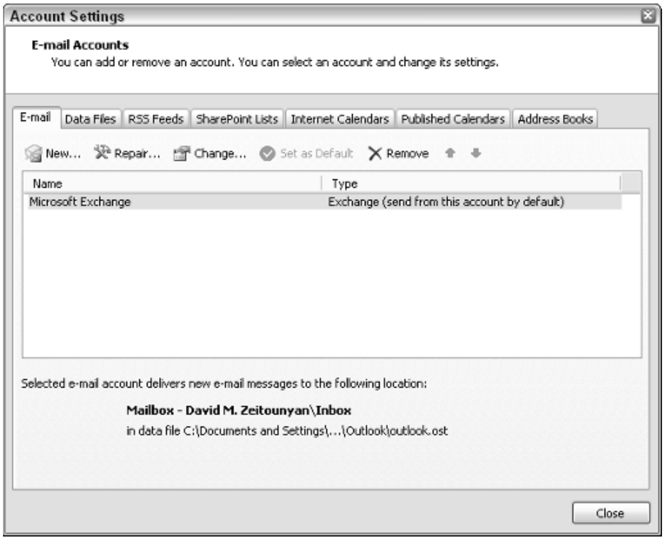

Figure 1-14: Getting a peek at somebody's Outlook folders.

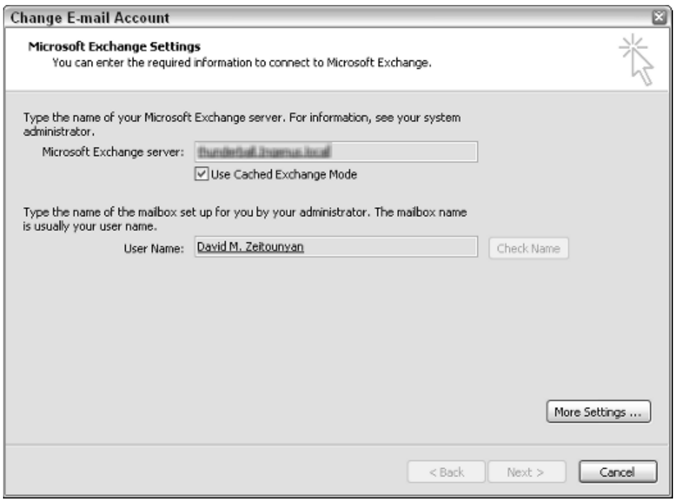

Figure 1-15: The Change E-Mail Account dialog box.

3. **Click the More Settings button. Click the Advanced tab in the More Settings dialog box. Then click the Add button.**

   The Add Mailbox dialog box opens, as shown in Figure 1-16.

4. **Enter the name of the person whose folders you want displayed in your Outlook, and click OK.**

   The person's name appears in the list at the top of the Advanced tab in the Microsoft Exchange dialog box.

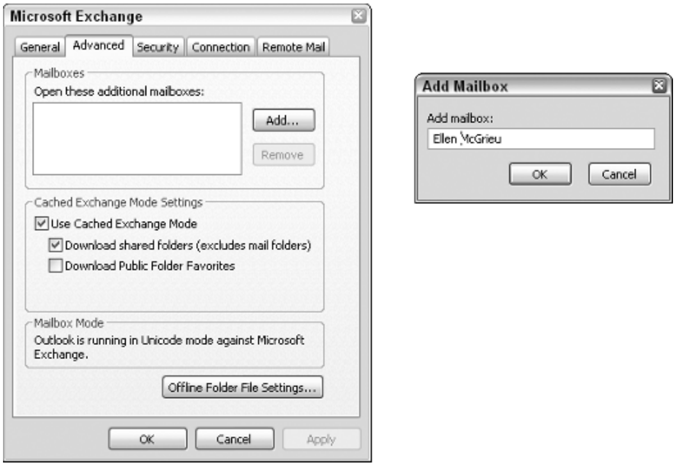

Figure 1-16: Add somebody's mailbox to yours.

5. **Click OK in the More Settings dialog box.**

   You return to the Change E-Mail Account dialog box.

6. **Click Next and then click Finish.**

   The Account Settings dialog box peeks back out.

7. **Click Close.**

8. **Restart Outlook.**

Assuming the person whose name you typed has granted you access to some or all their folders, you can access her folders from the Navigation pane within the appropriate module. For example, if you have Editor access to the Calendar so you could handle meeting requests and replies, you also have permission to view that person's calendar and to make appointments and events. After following the previous steps conveniently provided here by *moi,* you can now access that person's calendar easily, as shown in Figure 1-17. Here, I've switched over to my Calendar, and I've clicked the Calendar in Mailbox - Ellen McGrieu link (I found it under the My Calendars category) to view her calendar side-by-side with mine. You can repeat this process in any other module you've been given access to, such as Tasks, to view its items and perform your duly designated duties as delegate.

TIP

When you gain access to someone's Contacts folder, you need to click only that folder in the Navigation pane at any time to display its contacts.

Figure 1-17: Now you can access the folders.

If you don't want to see somebody's folders hanging out with yours, causing you to accidentally add your appointments to their Calendar or vice versa, you can display their folder just when you need it. As you change to a different module, or exit Outlook, that folder is removed from view and you'll need to repeat these steps to see it again. To temporarily display someone's folder in your Outlook (assuming you have permission), follow these steps:

1. **Choose File➪Open➪Other User's Folder.**

   The Open Other User's Folder dialog box appears, as shown in Figure 1-18.

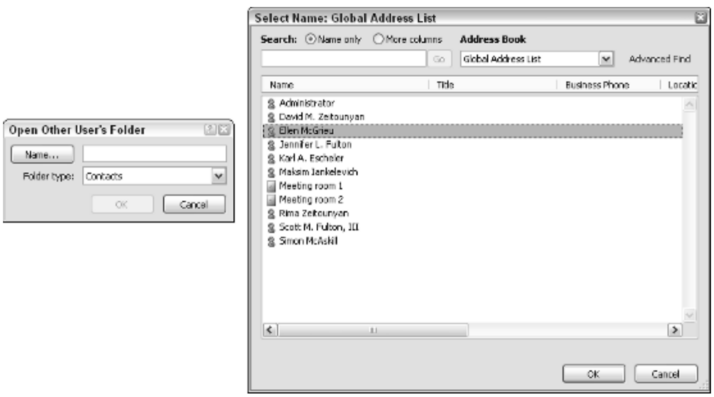

Figure 1-18: Spying on another user, kinda.

2. **Designate a mailbox to open.**

   In the Name box, type the name of the person whose mailbox you want to open temporarily, or click the Name button and select that person from a list displayed in the Select Names: Global Address List dialog box (refer to Figure 1-18). Click OK to return to the Open Other User's Folder dialog box.

3. **From the Folder Type list, select the type of Outlook module you want to open. Click OK.**

   The folder you chose is added to the Navigation pane.

4. **Click that folder to display its contents.**

   For example, change to Calendar and click Ellen McGrieu under My Calendars to display her calendar next to yours.

If for some reason you haven't been given access to the folder you wanted to open, you'll see a message asking if you'd like to request access. Click Yes.

Dealing with meetings and tasks as a delegate

Well now, you're pretty well set. You have the folders for that special someone who's stuff you promised to take care of, appearing right there in your Outlook, all nice and ready to go. All you need to do now is sit back and wait for a meeting or task request or reply to come in, assuming that's what you're taking care of. If you're in charge of other things as well, such as adding or canceling appointments, well, just go ahead and take care of that too.

Here's how to deal with meeting or task requests that come in for the person you're covering for, follow these steps:

1. **Open the task or meeting request you want to reply to.**

   Assuming the colleague whose stuff you're handling left the Delegate Receives Copies of Meeting-Related Messages option on, any incoming meeting requests appear in your Inbox, where you can easily deal with them. If your colleague didn't choose this option when she set you up as a delegate, then you need to actually check that person's mailbox for the requests (assuming you have at least Reviewer access for that). Once found, double-click the request to open it, as shown in Figure 1-19. The InfoBar reminds you that this request is actually for someone else.

   Now, unless you were given at least Reviewer access to your colleague's Inbox, you need to do some digging to find and reply to task requests because they don't appear automatically in your Inbox. With Editor access to Tasks, you can use the steps in the preceding section to display your colleague's Tasks folder, and then when task requests come in, they appear in the listing in bold (until you open them, that is).

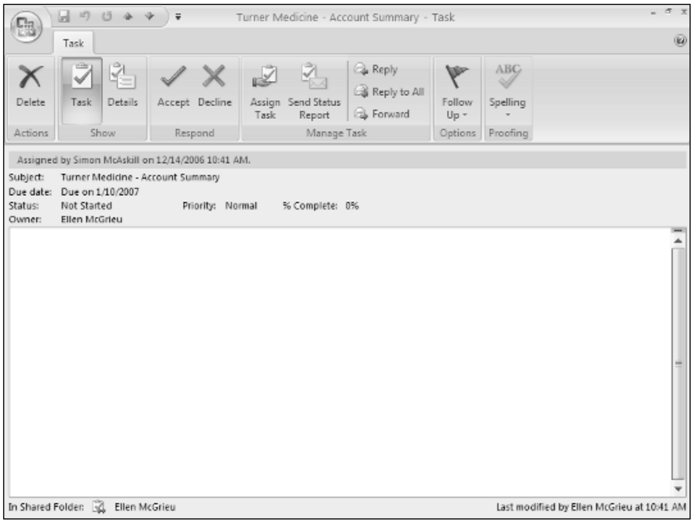

Figure 1-19: As delegate, you can open up somebody else's requests.

TIP

To help you quickly identify task requests, sort your colleague's Tasks list by person responsible. Choose View➪Current View➪Person Responsible.

2. **Decide what to do.**

   As the delegate, hopefully you've been given some guidelines on how to determine whether or not to accept a meeting or task request. If not, there's always the Magic 8 Ball. Click Accept, Decline, or Tentative. If appropriate, you can (for a meeting request, that is), propose a different time by clicking Propose New Time.

3. **Choose whether or not to comment.**

   In the dialog box that appears, choose Edit the Response Before Sending to type a comment in your reply before sending it; choose Send the Response Now to just send the reply; or choose Don't Send a Response to cancel your reply. Click OK.

The sender of the meeting or task request gets your reply, clearly marked with your name, and the name of your colleague. This helps everyone know that you're acting as someone's delegate.

To create a meeting request or task request on behalf of someone else, follow these steps:

1. **Open the other person's Calendar or Tasks folder.**

   See the preceding section, "Displaying somebody else's folders," for help accessing someone's folders.

2. **Choose File➪New➪Meeting or Task.**

   Create the meeting or task request in the usual manner. For help in creating meeting requests, see Book IV, Chapter 4. For help with task requests, see Book VI, Chapter 3.

3. **Click Send.**

   When a colleague receives the meeting or task request, he sees that you created it, but on behalf of someone else. He knows exactly who's asking the favor, and who owes him one if he ultimately accepts.

When meeting replies come in, you simply need to open the messages to have Outlook add that person's Accept, Decline, or Tentative added to the meeting total. For task replies, you need to open the message as well, so you can at least see whether or not she accepted the task.

Dealing with e-mail as a delegate

Managing a few meeting replies or task requests that come in while someone's on vacation should probably amount to very little work on your part. Of course, if it's your full-time job to manage someone's schedule, that's another matter altogether. Still, dealing with appointments, meetings, and a few stray task requests is nothing compared to dealing with a steady stream of incoming e-mail. I mean, I know how much e-mail I get on any given day, and if I had to double that by taking on someone else's e-mail, I'd probably never be able to leave the office.

To send out a new e-mail on someone's behalf, follow these steps:

1. **Choose File➪New➪Mail Message.**

   A message form jumps up.

2. **Add your colleague's name to the From box.**

   Now, normally, the From box doesn't show up in the message form. To make it show, choose Options➪Fields➪Show From. Then either type the name of the person you're creating the e-mail for in the From box, or click the From button and select the name. See Figure 1-20.

3. **Complete the e-mail.**

   The rest is familiar: address the e-mail, type a Subject, and enter your message, or rather, your colleague's message, in that big white box at the bottom of the form. If you need help creating the e-mail, see Book II, Chapter 1.

4. **When you're finished, click Send.**

   The recipient knows that you sent the e-mail, but he also knows that the message was ultimately from someone else.

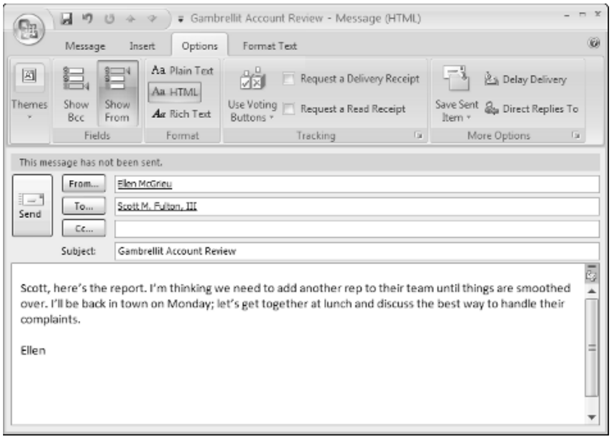

Figure 1-20: Sending an e-mail that's not from you.

To reply to somebody else's e-mail, you need to be able to view the contents of her Inbox first. See the section, "Displaying somebody else's folders" for help. After you display her Inbox, here's how to do the rest:

1. **Select the message you want to reply to.**

   It's hiding in your colleague's Inbox.

2. **Click Reply.**

   A message form appears, as shown in Figure 1-21. If you have the From box displayed, you'll notice that your colleague's name automatically appears there.

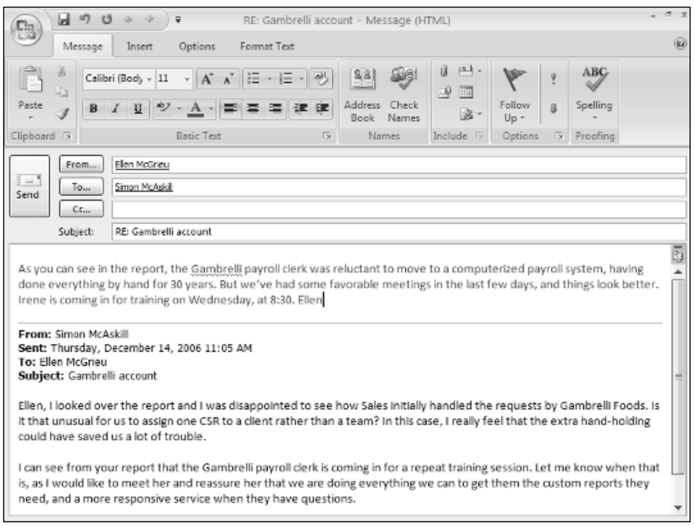

Figure 1-21: Ghost writer.

3. **Type the reply and click Send.**

   The message arrives in the recipient's mailbox, clearly addressed from you, acting on the behalf of your colleague.

TIP

You can follow these same basic steps to forward a colleague's e-mail to someone else, on his behalf.

Dealing with appointments as a delegate

As a delegate, assuming you're given access to somebody's Calendar, you can not only reply to meeting requests and open meeting replies, but you can add appointments and events.

Follow these steps to deal with someone else's appointments:

1. **Change to your colleague's Calendar.**

   The calendar should be listed on the Navigation pane; if not, see the previous section "Displaying somebody else's folders" for more info. If the calendar is listed, select it to make that calendar active.

2. **Choose File⇨New⇨Appointment.**

   An appointment form appears.

3. **Complete the appointment.**

   Complete the appointment as normal: Add a Subject, Location, Start Time and Date, End Time and Date, and so on. If you need help in creating an appointment, see Book IV, Chapter 1.

4. **Choose Save & Close to save the appointment.**

5. **Choose Appointment⇨Actions⇨Save & Close.**

   The appointment appears in your colleague's Calendar and not yours.

TIP

Follow these same basic steps to add an event to somebody else's Calendar. For help in creating a meeting on behalf of someone else, see the section, "Dealing with meetings and tasks as a delegate."