



Outlook – Customize view

Welcome to your inbox

Overview of Outlook layout

- Folders are available in the Folder Pane. Some folders are pre-populated, or you can create new ones.
- Inbox is located in the Message List.
- Emails open in the Reading Pane.
- A To-Do bar lets you see your calendar, schedule, and people you work with.
- The Ribbon gives you more options to organize emails.

Change the appearance of your email

- Select **View**.

From here, you can:

- Change the size of the Folder Pane.
- Move the Reading Pane.
- Turn the To-Do bar on or off.

See more email options

- Right-click folders in the Folder Pane to see common organization actions.
- Right-click an email in the Message List to show more message options.
- Right-click the Reading Pane for additional email commands such as translation.

Get training and help

- If you're searching for a specific topic or question, type what you want into "Tell me".

[Click to watch the "Welcome to your inbox" video.](#)

Create and send email

Create and send an email

1. Select **Home > New Email**.
2. Add attendees, a subject, and a message in the email body.
3. Select **Send**.

Reply to an email

1. Select an email to reply to.
2. Select **Reply**.
3. Type a response in.
4. Select **Send**.



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Forward to share email with others

1. Select an email to forward.
2. Select **Forward**.
3. Type in who you'd like to forward to.
4. Add a note in the email body if you'd like.
5. Select **Send**.

[Click to watch the “Create and send email” video.](#)

Create an email signature

Create custom signatures that can be automatically added to your email messages. Email signatures can include text, images, your electronic business card, a logo, or even your handwritten signature.

Create an email signature

1. Select **New Email**.
2. Select **Signature > Signatures**.
3. Select **New**, type a name for the signature, and select **OK**.
4. Under **Edit signature**, type your signature and format it the way you like.
5. Select **OK** and close the email.
6. Select **New Email** to see the signature you created.

[Click to watch the “Create an email signature” video.](#)

Sending and receiving attachments

Send a file with your email message by adding an attachment.

Add an attachment

1. Select **Home >New Email**.
Or, for an existing email, select **Reply/Reply All** or **Forward**.
2. Select **Home >Attach File**, and choose an option:
 - **Recent items** - select a file from the list of the files you have saved or worked with recently. These files could be saved locally, or they might exist on internal network locations and Group Files.
 - **Browse Web Locations** - select files from OneDrive, SharePoint sites, or Group Files that you have accessed earlier.



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Note: By default, recipients have permission to edit the attachment, but you can override this before sending the attachment. To change the permissions, see **Manage the items** attached to an email.

- **Browse This PC** - select a file from your local computer.
 - **Outlook Item** - attach an email message as text or as an attachment.
 - **Business Card** - attach an electronic business card to the message.
 - **Calendar** - insert a calendar, with specific date range and other details.
 - **Signature** - add your signature to the message.
3. To attach an item, select **Attach Item**, and then select one of the following options:
 4. You can see the size of an attached file and its name if you hover your mouse cursor over it. If you want to remove an attached file, select the down arrow, and then select **Remove Attachment** in the drop-down list.

[Click to watch the “Sending and receiving attachments” video.](#)

Retract or replace a sent email

If you and your recipients are all on Microsoft Exchange and in the same organization, you can recall or replace an email message that you sent.

1. Select **File > Info**.
2. Under **Account Information**, make sure the account you sent the email from is selected.
 - If your account is a **Microsoft Exchange** account and your email message recipients are all on the same email system, you can use recall or replace.
 - If your account is a MAPI or POP account, recall won't work.
3. Select the **Back** button .
4. In the navigation pane, select the **Sent Items** folder.
5. Double-click the email message that you want to recall or replace.
6. Select **Message > Actions > Recall This Message**.
Or, select **File > Info > Resend or Recall > Recall This Message...**
7. In the **Recall This Message** box, select an option:
 - Select **Delete unread copies of this message** to recall the sent message.
 - Select **Delete unread copies and replace with a new message** to replace the sent message with a new message.
8. Select the **Tell me if recall succeeds or fails for each recipient** check box.



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9. Select **OK**.

Note: If you selected **Delete unread copies and replace with a new message**, the original message opens for editing. When you select **Send**, the original email message will be deleted from the recipient's mailbox and replaced with the newly edited one.

[Click to watch the “Retract or replace a sent email” video.](#)

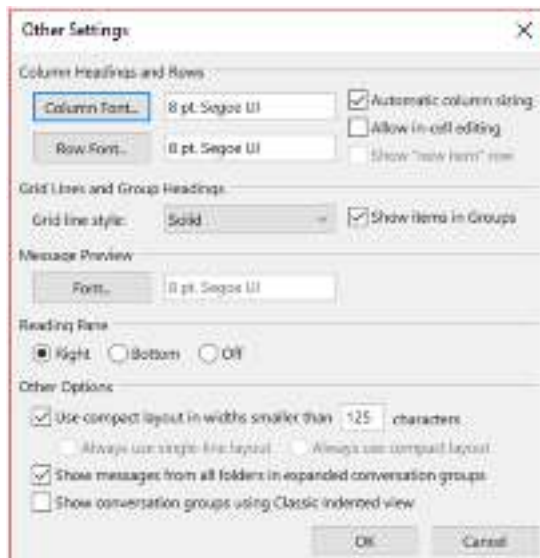
Create change, or customize a view

Views give you different ways to look at items in a folder. Each Outlook folder, such as **Inbox** and **Calendar**, allows you to customize your view to change the organization of items, fonts, and many other settings.

The most common change to make to a view is to change the font size in the message list, the Reading Pane, or when composing a message.

Change the font or font size in the message list

1. Select **View > View Settings**.
2. Select **Other Settings** in the Advanced View Settings box.
3. Select **Column Font** or **Row Font**.



Note: To change the font size of the message preview, sender name, and subject in the default Inbox view, choose **Row Font**.



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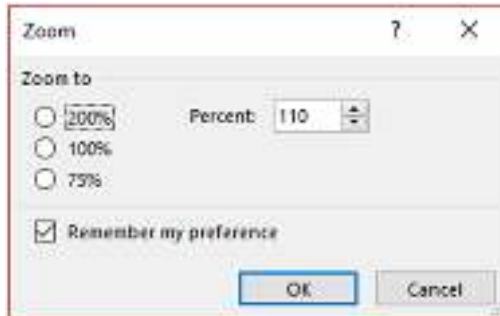
4. Select the font, font style, and size you want, then click **OK** three times to save your settings and apply your changes.

Note: If you only want to change the font or font size for the message preview (the line of message text you see under the subject and sender, select **Font** under **Message Preview**.

Change your font or font size in the Reading Pane

The Reading Pane doesn't allow you to change the default font or font size. However, you can zoom in or zoom out easily. You can also tell Outlook to display all of your email messages in plain text, and have more control over the font size. If you're an **Microsoft 365 subscriber**, you can select a zoom percentage that persists across all of the messages you read.

1. At the bottom right corner of the Reading Pane, click the percentage (usually 100%) to display the **Zoom While Reading** dialog box.



2. Choose one of the default percentages or enter your own percentage. Select the **Remember my preference** checkbox to keep your zoom level the same across all messages you receive.

If you're not an Microsoft 365 subscriber, the Zoom percentage will not save from one message to the next. Every time you switch messages in the reading pane, you'll need to zoom in or out. To change your zoom percentage, use the following steps.

1. To zoom in or out in the Reading Pane, look for the magnification slider at the bottom right corner of the Reading Pane.



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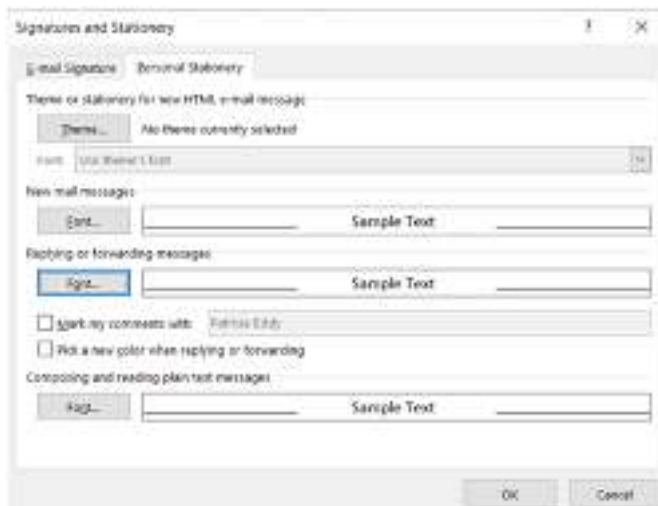
2. Move the slider left or right to change the size of the text in the Reading Pane.

Note: Any change you make to the zoom level only persists while you're viewing the message. If you select a different message, the zoom percentage will return to 100%. If you click back to the first message, the zoom percentage isn't saved.

Change the font size for messages when composing, replying, and forwarding

To change the font size for messages when composing, replying, and forwarding, use the following steps.

1. Select **File > Options > Mail > Stationery and Fonts**.
2. Select the **Font** button for **New mail messages** or **Replying or forwarding messages** to change the default font, font size, and font color when composing or replying to messages.



3. Click **OK** twice to save your changes.

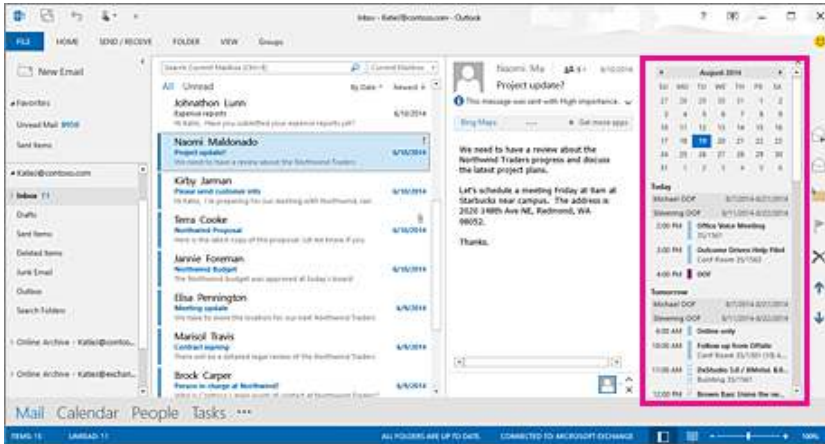


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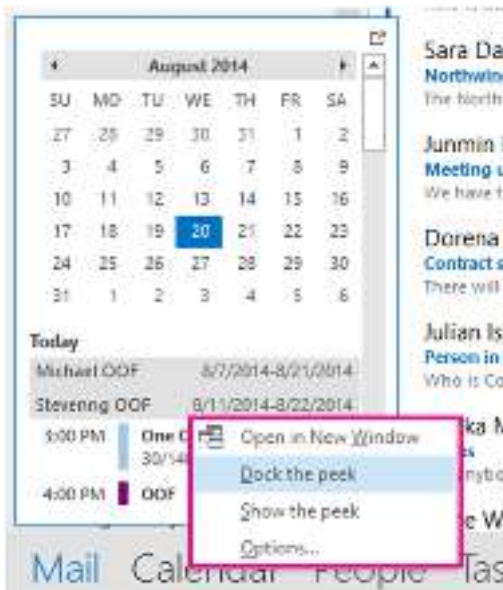
Change how you view your Outlook calendar

Keep upcoming calendar items visible

Keep your upcoming appointments and meetings in view by opening the Calendar peek on the right side of your Mail.



- Right-click **Calendar** on the Navigation Bar, and then click **Dock the peek**.

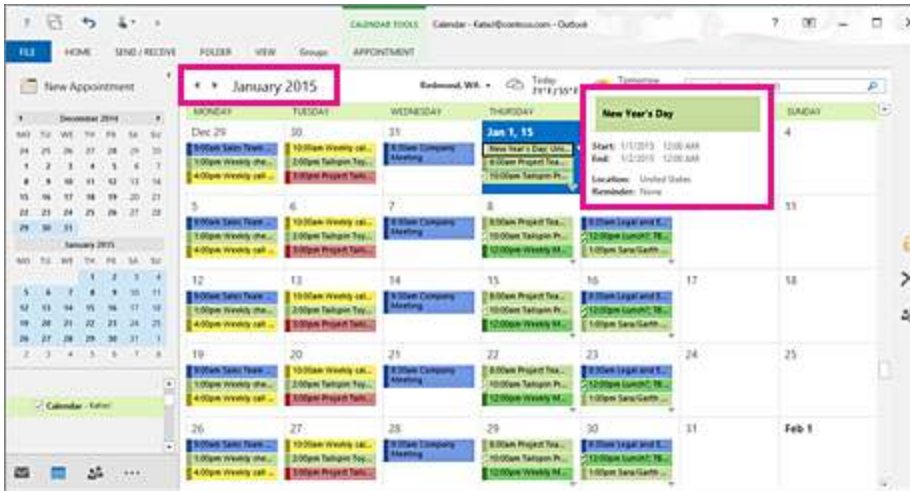


Change to Month view with a Monday start date and show U.S. holidays



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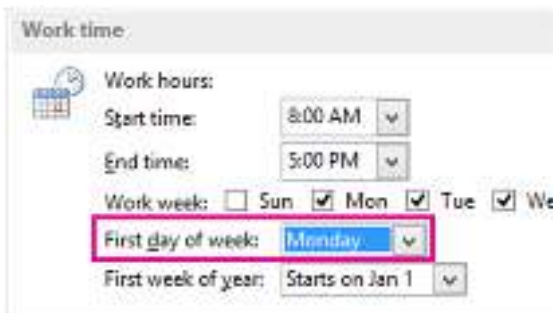
View the Calendar by month to see what you are doing at-a-glance. A common way to view the calendar is by setting the work week to start on a Monday, with U.S. holidays.



1. Click **Calendar**.
2. Click **Home > Arrange > Month**.



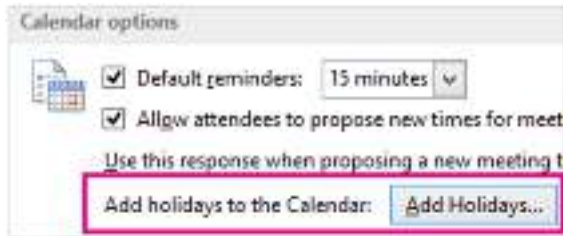
3. Click the **File** tab.
4. Click **Options**, and then click **Calendar**.
5. Under **Work time**, for **First day of week**, select **Monday**.



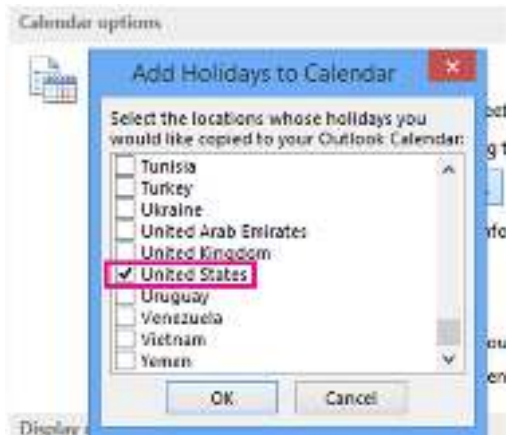


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- Under **Calendar options**, for **Add holidays to the Calendar**, click **Add Holidays**.

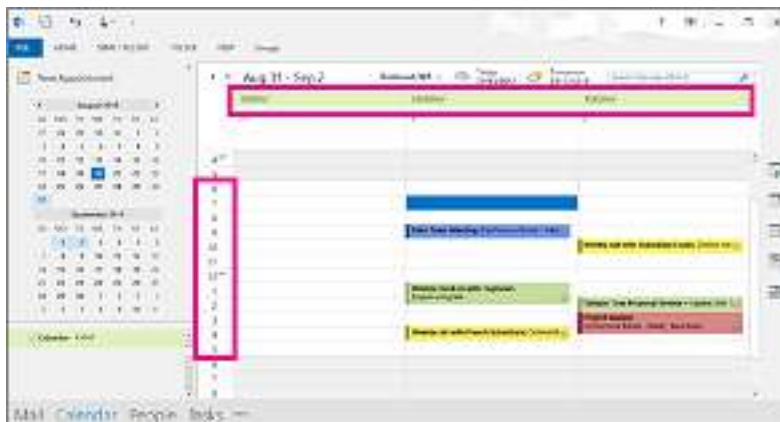


- Click **United States**, and then click **OK**.



Change Work Week view to Sunday-Tuesday with 12-hr days (non-traditional work week)

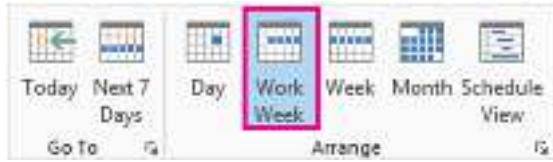
If you work a non-traditional work schedule, you can set your **Work Week** view to only show those working times. For example, if you are a nurse you may only want to view your Sunday – Tuesday, 12-hour shift at the hospital.



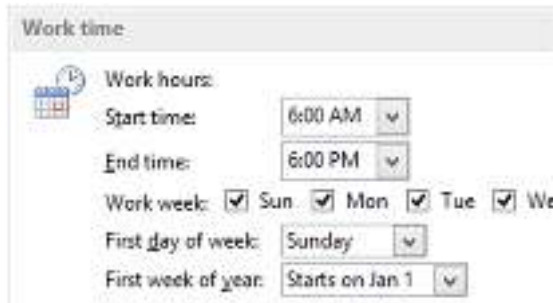
- Click **Calendar**.
- Click **Home > Arrange > Work Week**.



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3. Click the **File** tab.
4. Click **Options**, and then click **Calendar**.
5. Under **Work time**, for **Start time**, select **6:00 AM**.
6. Under **Work time**, for **End time**, select **6:00 PM**.
7. For **Work week**, select **Sun, Mon, and Tue** and clear any other selected check boxes.
8. For **First day of week**, select **Sunday**.



9. Click **OK**.

Tip: To view all your hours during a long shift in the **Work Week** view, use **Zoom** in the bottom-right corner of the Calendar to make it smaller.

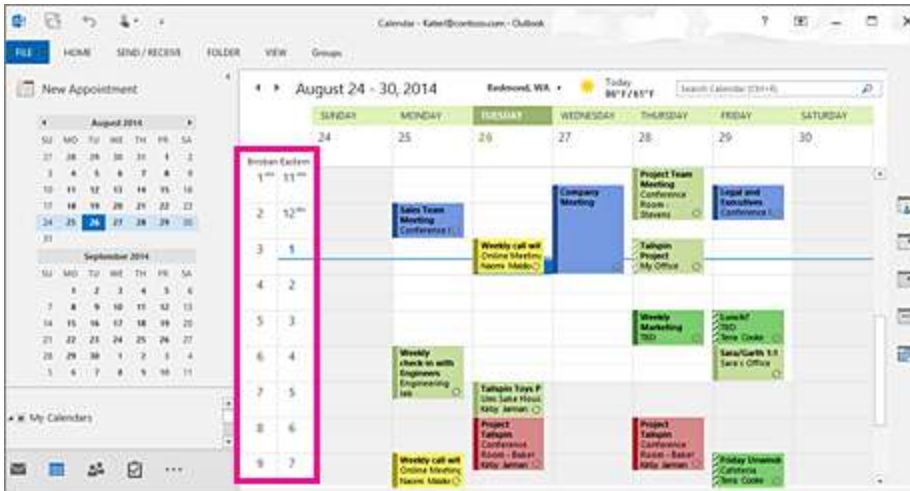


View two time zones in the Week view

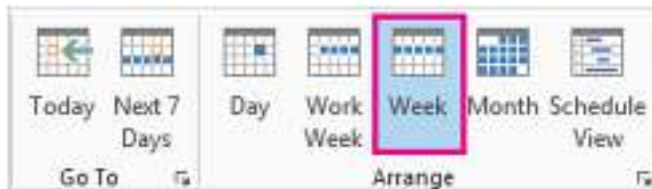
When working with partners in different time zones, it's helpful to see both time zones in the **Week** view. For example, when I schedule meetings from the New York office (Eastern time zone), I want to view my Australian co-worker's schedule (Brisbane time zone) so I don't book her during non-working hours.



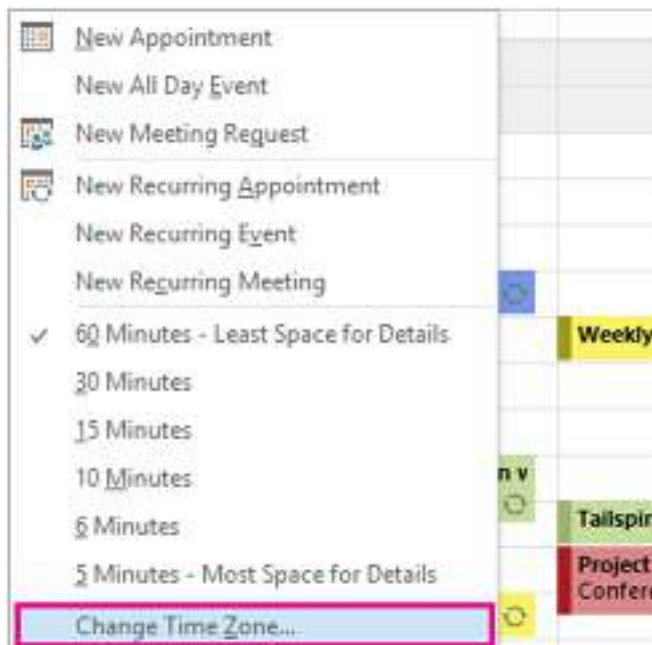
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1. Click **Calendar**.
2. Click **Home > Arrange > Week**.



3. Right-click the empty space at the top of the time bar, and then click **Change Time Zone** on the shortcut menu.

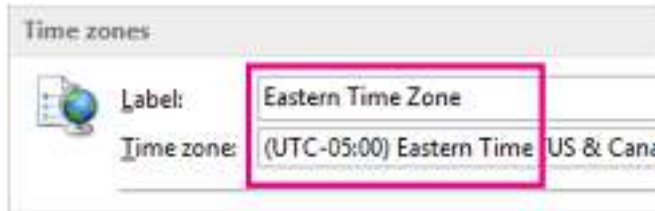


4. Under **Time zones**, type **Eastern Time Zone** in the **Label** box.



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- In the **Time zone** list, click **(UTC-05:00) Eastern Time (US & Canada)**.



- Select **Show a second time zone**.
- Type **Brisbane** in the **Label** box.
- In the **Time zone** list, click **(UTC+ 10:00) Brisbane**.



- Click **OK**.

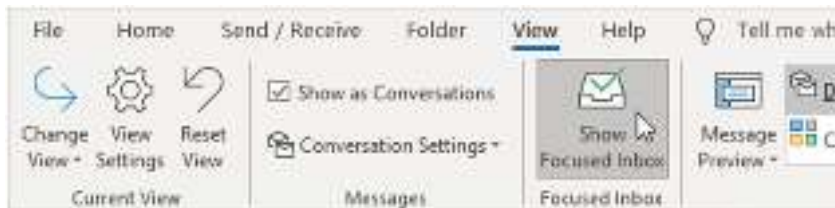
Focused inbox for Outlook

Outlook for Windows

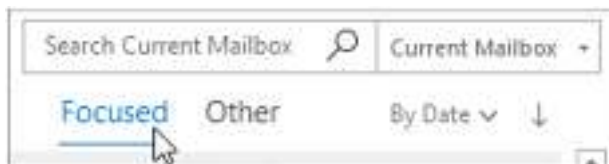
In Outlook for Windows, Focused Inbox is available only for Microsoft 365, Exchange, and Outlook.com accounts.

Turn Focused Inbox on

- In Outlook, select the **View** tab.
- Select **Show Focused Inbox**.



The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.





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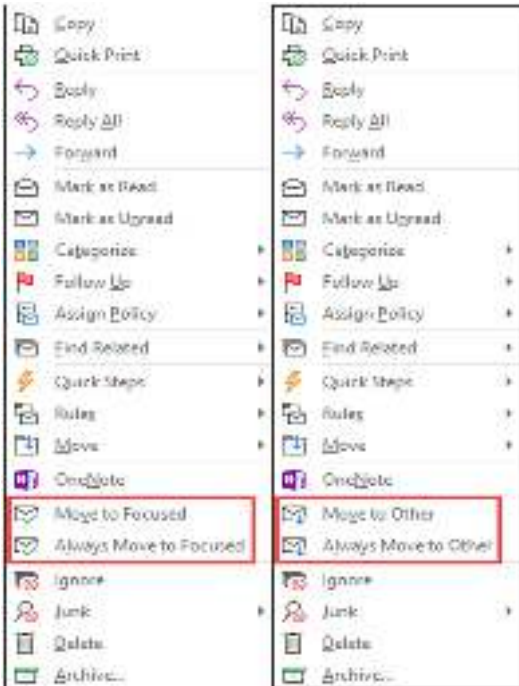
Change how your messages get organized

1. From your inbox, select the **Focused** or **Other** tab, and then right-click the message you want to move.
2. If you're moving from Focused to Other, select **Move to Other** if you want only the selected message moved.

Select **Always Move to Other** if you want all future messages from the sender to be delivered to the **Other** tab.

If you're moving from Other to Focused, select **Move to Focused** if you want only the selected message moved.

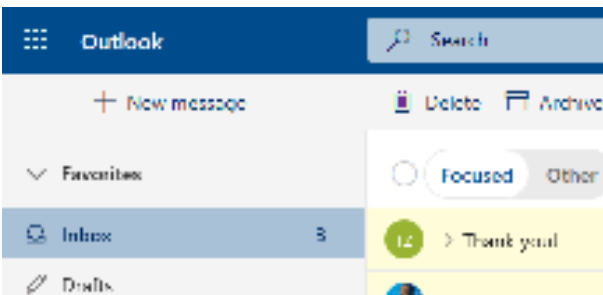
Select **Always Move to Focused** if you want all future messages from the sender to be delivered to the **Focused** tab.



Outlook on the web

Turn on Focused Inbox

1. Open Outlook on the web.



2. At the top of the page, select **Settings**
3. Select the toggle next to **Focused Inbox**.



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The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.

Change how your messages get organized

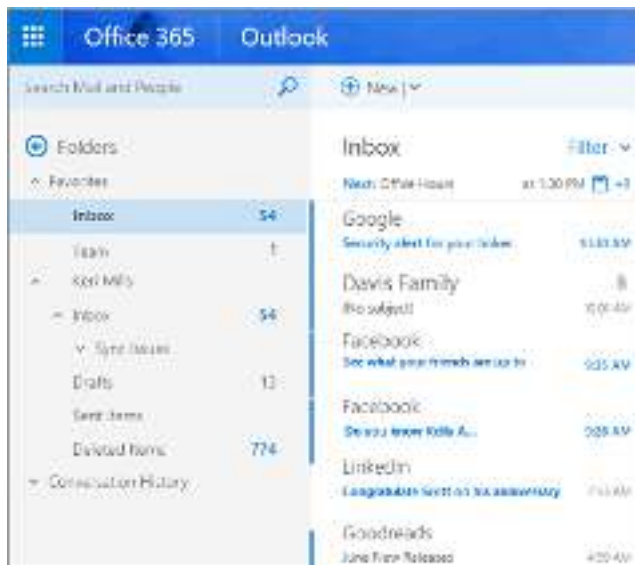
1. From your inbox, select the Focused or Other tab, and then right-click the message you want to move.
2. To move a message from Focused to Other, select **Move > Move to Other inbox**. Select **Always move to Other inbox** if you want all future messages from the sender to be delivered to the Other tab.

If you're moving a single message from Other to Focused, select **Move > Move to Focused inbox**. Select **Always move to Focused inbox** if you want all future messages from the sender to be delivered to the Focused tab.

Instructions for classic Outlook on the web

Turn Focused Inbox on

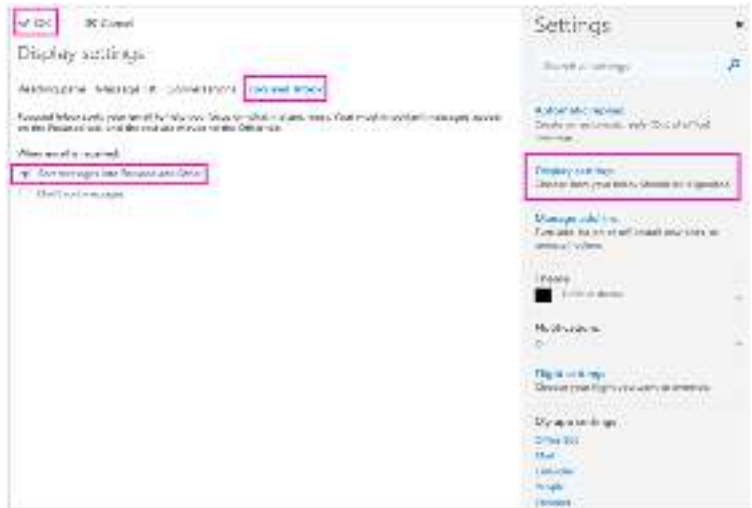
1. Open Outlook on the web.



2. Select **Settings** > **Display settings** > **Focused Inbox**.
3. Under **When email is received**, select **Sort messages into Focused and Other**. The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.



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4. Click **OK**.

Change how your messages get organized

1. From your inbox, select the Focused or Other tab, and then right-click the message you want to move.
2. If you're moving a single message from Focused to Other, select **Move to Other inbox**. Select **Always move to Other inbox** if you want all future messages from the sender to be delivered to the Other tab.

If you're moving a single message from Other to Focused, select **Move to Focused inbox**. Select **Always move to Focused inbox** if you want all future messages from the sender to be delivered to the Focused tab.





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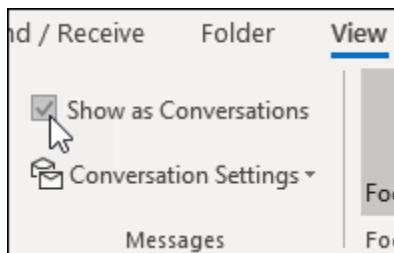
View email messages by conversation

View email messages by conversation

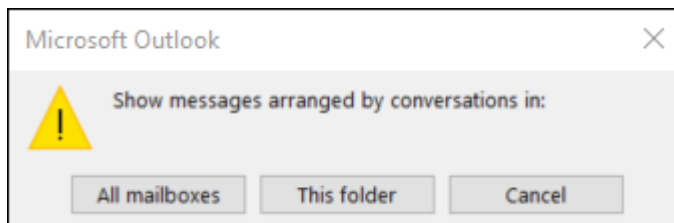
By default, when you add most account types to Outlook, your messages are displayed in Conversations. A conversation includes all messages in the same thread with the same subject line.

Use Conversation view

1. From any mail folder, such as your inbox, select **View > Show as Conversations** to toggle Conversation view on or off.



2. Select **All mailboxes** or **This folder**.



Conversations that include multiple messages are identified in the message list by a triangular expand/collapse icon .

Select the icon  to expand or collapse a Conversation.

Within each Conversation, messages are sorted with the newest message on top. You cannot change this sort order.

When you receive a new message that's part of a Conversation, the whole Conversation moves to the top of your message list.

Any Conversation that includes unread messages has a bold subject and the count of the unread messages appears next to the subject. When you expand the Conversation, any unread messages have a bold heading.

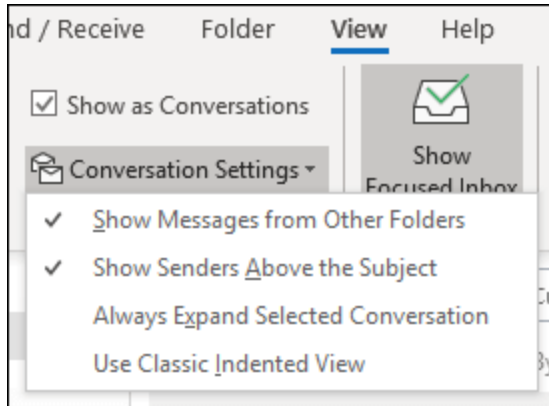


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Change Conversation options

There are several conversation options you can change.

1. From any email folder, such as your inbox, select **View > Conversation Settings**



2. Select any of the available options.
 - **Show Messages from Other Folders** Use this option to display messages in the conversation that have been moved to other folders as well as messages you've sent that are stored in your Sent Items folder.
 - **Show Senders Above the Subject** Selecting this option shows the sender names at the top of the conversation rather than the conversation subject.
 - **Always Expand Selected Conversation** This option applies only to the currently selected conversation. The conversation selected when you check this box will always appear expanded.
 - **Use Classic Indented View** Classic indented view shows messages in the conversation indented based on their position within the conversation.

Mark a message as read or unread

Mark a message as read or unread

1. Right-click the message.
2. Click **Mark as Read** or **Mark as Unread**.
3. To mark several messages as either read or unread at once, click the first message, hold down **Ctrl**, click the other messages, and then select the option you want.



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4. Repeat to toggle a message status from read to unread and back again.

Mark all messages in a folder as read or unread

1. From the folder pane, select a folder (only one at a time).
2. Click any message in the list of messages, and then press **Ctrl+A** to select everything in the folder.
3. Right-click the selected messages. and then
4. Select **Mark as Read** or **Mark as Unread**.

For more information, please refer to the Microsoft training resource page [HERE](#)