Address a message using the Address Book

1 Create a message.

2 Click the **To**, **Cc**, or **Bcc** button.

To add any of these buttons to the message, click the **View** menu, and then click the button name.

If you are in the contact item, click the **Tools** menu, and then click **Address Book** .

3 In the **Contacts** box, click the contact folder you want.

4 In the **Address** list, click the name you want.

5 To add a new name, click **New Contact.**

Create a group in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 Click **New Group**

3   In the **Group name** box, type the name of the group.

4   Click **Select members** to select one or more names from the Address Book.

5   Click a name in the list, and then click **Select.**

To add people to the distribution list that are not currently in your Address Book, click **New Contact.**

To select more than one address at a time, hold down CTRL as you click names in the list.

Delete a group in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 In the **Address** list, click the group you want to remove.

3 Click **Delete** ⊠.

Add a name to a group in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 In the **Address** list, double-click the group you want to add a name to.

Groups are identified by the group icon .

3 Click **Select members.**

4 Click a name in the list, and then click **Select.**

To add people to the distribution list that are not currently in your Address Book, click **New Contact.**

To select more than address at a time, hold down CTRL as you click names in the list.

Remove a name from a group in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 In the **Address** list, double-click the group you want to remove a name from.

3 Click the name you want to remove, and then click **Remove.**

Find names in the Address Book

1 Click **Start,** point to **Find,** and then click **People.**

2 In the **Look in** box, click the directory service you want to search.

3 On the **People** tab, type the information to search for.

4 Click **Find Now.**

Get information about names in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 Click the name you want more information about, and then click **Properties.**

Change the order in which Internet directory services are checked

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

2 Click **Set Order.**

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

Add or remove an Internet directory service to be checked for e-mail names

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

2 In the **Directory Services** list, select the directory service, and then click **Properties.**

3 To add or remove a directory service to be checked for names, select or clear the **Check names against this server when sending mail** check box.

Sort names in the Address Book

1 On the **Tools** menu, click **Address Book.**

2 On the **View** menu, point to **Sort by,** and then click an option.

About directory services

Directory services expand the list of names that are checked automatically when you enter an e-mail name in the **To, CC, or BCC** box of an e-mail message. You can look for e-mail addresses on other Internet service providers' servers, even if you do not subscribe to that provider.

Add a directory service

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

2 Click **Add.**

3 Follow the steps in the wizard.

Delete a directory service

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

2 In the **Directory Service** list, click the directory service you want to remove.

3 Click **Remove.**

Change the information about a directory service

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

2 In the **Directory Service** list, click the directory service you want to change.

3 Click **Properties.**

**4** Select the options you want.

For Help on an option, click the question mark [?], and then click the option.

Print the Address Book

1 In the Address Book, select the contacts you want to print.

2 Click **Print** .

3 Select the options you want.

For Help on an option, click the question mark , and then click the option.

If you want to print more information about a contact than is available in the Address Book, open the contacts folder and print the information you want.

Import an address book from another program

1 On the **File** menu, click **Import and Export.**

2 Click **Import Internet Mail and Addresses.**

3 To import entries from your Address Book, select the **Import address book** check box.

4 To specify a destination for your address book other than Contacts, select **Personal Address Book.**

5 To specify that duplicate addresses should be replaced with addresses being imported, click **Replace duplicates with items imported.**

To specify that duplicate addresses should be added, click **Allow duplicates to be created.**

To specify that duplicate addresses should not be imported, click **Do not import duplicate items.**

6 Click **Finish.**

7 To save a copy of the Import summary to your Inbox, click **Save in Inbox.**

Set up and publish my free/busy information

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

2 On the **Preferences** tab, click **Calendar Options.**

3 Click **Free/busy Options.**

4 Select the **Publish my free/busy information** check box.

5 In the **Publish at this URL** box, type the name of the server where your free/busy information is stored.

6 To specify how often Outlook automatically updates your free/busy information on the server, enter a number in the **Update free/busy information on the server every minute** box.

7 To specify how many months of free/busy data is available on the server, enter a number in the **Publish [x] month(s) of Calendar free/busy information on the server** box.

Tip   To specify a default server for storing free/busy information, type the URL in the **Search at this URL** box. The file extension for free/busy files is .vfb.

Distribute my free/busy information to others

1   On the **File** menu, point to **New,** and then click **Contact.**

2   Click the **Details** tab.

3   Under Internet Free-Busy, in the **Address** box, type the name of the server where your free/busy information is stored.

4   Save the contact in vCard format (.vcs).

» _____ How?

5   Insert the file in a message and send it out.

? _____ How?

Store another person's free/busy information

1 On the **File** menu, point to **New,** and then click **Contact.**

2 Click the **Details** tab.

3 Under Internet Free-Busy, in the **Address** box, type the name of the server where your contact's free/busy information is stored.

Tip   If most of your contacts are storing their free/busy information in the same location, you can specify a default search URL by typing the URL in the **Search at this URL** box in the Free/busy options dialog box.

Update another person's free/busy information

1 In a new or open meeting request, click the **Attendee Availability** tab.

2 Click **Show attendee availability.**

3 Click **Options** and then click **Update free/busy.**

Manually publish free/busy information

- In Calendar, on the **Tools** menu, point to **Send and Receive,** and then click **Free/Busy Information.**

Specify a default free/busy server search URL

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

2 On the **Preferences** tab, click **Calendar Options.**

3 Click **Free/Busy Options.**

4 Select the **Publish my free/busy information** check box.

5 In the **Search at this URL** box, type the name of the server where the free/busy information is stored.

Note Outlook supports %NAME% and %SERVER% substitutions. This is very important when setting a default location because you specify both a directory and a file. (The file extension for free.busy files is .vfb.) You might have a default search location of: ftp://%SERVER%/fb/%NAME%.vfb. When you create a meeting request, Outlook replaces %NAME% and %SERVER% with the name and server of the person you are sending the meeting request to. (In an SMTP address, Name corresponds to all the characters before the @ symbol, and Server corresponds to all the characters after the @ symbol.) For example, MichaelSuyama@microsoft.com becomes ftp://microsoft.com/fb/michaelSuyama.vfb.

Subscribe to an IMAP folder

1 On the **Tools** menu, click **IMAP folders.**

2 In the **Display folders whose names contain** box, type a folder name.

3 Click **Query** to display a list of available folders.

4 In the **Folders** box, click the folder you want to subscribe to.

5 Click **Subscribe.**

Unsubscribe an IMAP folder

1 On the **Tools** menu, click **IMAP folders.**

2 In the **Folders** box, click the folder you want to cancel your subscription to.

3 Click **UnSubscribe.**

Remove deleted items from an IMAP folder

1 Click the item you want to delete.

   To delete more than one item, hold down CTRL and click the items you want.

2 Click **Delete** ☒.

3 On the **Edit** menu, click **Purge Deleted Messages.**

Restore a deleted item from an IMAP folder

1 Select the deleted message.

Deleted messages have a line through them.

2 On the **Edit** menu, click **UnDelete.**

To quickly see all your messages that are marked for deletion, on the **View** menu, point to **Current View** and then click **Group messages marked for deletion.**

Download IMAP folders or items

- On the **Tools** menu, point to **Download,** and then click the option you want.

Check my IMAP account when I send or receive messages

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

2 In the **Account** box, select the IMAP account you want to check when you send or receive messages.

3 Click **Properties,** and then click the **General** tab.

4 Select the **Check for New Messages in the Inbox** check box.

Change settings for an IMAP account

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

2 In the **Account** box, select the IMAP account you want to change the settings for.

3 Click **Properties,** and then change the options you want.

Display only the IMAP folders I am subscribed to

1 On the **Tools** menu, click **IMAP folders.**

2 Select the **When displaying hierarchy in Outlook, show only subscribed folders** check box.

Add an IMAP account to Outlook

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

2 Click **Add,** and then click **Mail.**

3 Type the e-mail name you want associated with this account, and then click **Next.**

4 Type the e-mail address for your IMAP account, and then click **Next.**

5 In the list of server types, click **IMAP.**

6 Follow the rest of the steps in the wizard.

Set up fax

1 Quit all programs.

2 Click **Start,** point to **Settings,** and then click **Control Panel.**

3 Double-click **Add/Remove Programs.**

4 Click the **Install/Uninstall** tab, and then click **Microsoft Outlook 98.**

5 Click **Add/Remove.**

6 Click **Add New Components.**
Outlook will start Microsoft Internet Explorer and connect to the Outlook 98 Components Web page.

7 Click the **Symantec WinFax Starter Edition** check box, and then click **Next.**

8 In the **Download Site** box, click a location, and then click **Install Now.**

9 When the download is complete, quit all programs, and then restart your computer.

Set up Outlook for e-mail if you are not currently using it

If you chose the **No E-mail** option when you installed Outlook, you can still install e-mail support.

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

2   Click the **Mail** tab.

3   Click **Add,** and then click **Mail.**

4   Follow the rest of the instructions in the Internet Connection Wizard.

   For Help on an option, click **Help.**

Send messages

- On the **Tools** menu, point to **Send and Receive,** and then click the <u>e-mail account</u> you want to send and receive from.

  Notes

- If you have more than one account you can choose which account to use per message. For information, click
  ?.

- For information about how to automatically send new messages when using a local area network (LAN), click ?.

Check for new messages

- On the **Tools** menu, point to **Send and Receive,** and then click the <u>e-mail account</u> you want to send   and receive from.

Note   For information about how to set a time interval to check for messages, click   [?].

Set a time interval to check for messages

1 On the **Tools** menu, click **Options,** and then click the **Mail Delivery** tab.

2 Select the **Check for new messages every** check box, and then enter a number in the box.

Send pictures with messages from the Internet

This procedure is only available if you use HTML as your e-mail editor. For information about selecting an e-mail editor, click ![?].

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click **HTML.**

3 Click **Settings.**

4 To include pictures in a message, including any backgrounds, select the **Send pictures from the Internet with messages** check box.

   To provide pointers to the pictures instead of including them, clear the **Send pictures from the Internet with messages** check box.

Notes

* Sending pictures can increase the size of a message, and slow down the sending and receiving of messages.
* You can turn this setting on and off per message. In the message, click the **Format** menu, and then click **Send Pictures from the Internet.**

Specify which e-mail account to use to send a message

1 In the message, click **Options** .

2　　　In the **Send message using** box, click the account you want to use, and then click **Close.**

Create a POP3 e-mail account

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

2 Click the **Mail** tab.

3 Click **Add,** and then click **Mail.**

4 Type the e-mail name you want associated with the account, and then click **Next.**

5 Type the e-mail address of the POP3 account, and then click **Next.**

6 Follow the rest of the instructions in the Internet Connection Wizard.

For Help on an option, click **Help.**

Delete an e-mail account

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

2 Click the **Mail** tab.

3 In the **Account** box, select the e-mail account you want to delete, and then click **Remove.**

Change the way you connect to your Internet e-mail server

You can connect to your Internet e-mail server either by using a local area network (LAN), a dial-up networking connection using a modem, or your own dialing program using a modem. You can also use a dial-up networking connection in combination with a LAN connection—for example, if you have a docking computer. For more information about these connection options, click   {bmp chiclet.bmp}.

What do you want to do?

[?]   Connect to your Internet e-mail server by using a modem and a dial-up networking account
[?]   Connect to your Internet e-mail server by using another dialing program
[?]   Connect to your Internet e-mail server by using a LAN connection

About connecting to your Internet e-mail server

You can connect to your Internet e-mail server either by using a local area network (LAN), a dial-up networking connection using a modem, or your own dialing program using a modem:

- To connect to the Internet through a LAN, your organization must provide external access to the Internet through an Internet <u>gateway,</u> or use an Internet Mail server that is already on a LAN. When you connect to the Internet through a LAN, your Internet e-mail server automatically checks for and delivers new messages at preset time intervals. You can also specify a dial-up networking connection to use when the LAN is not available.

- To connect to the Internet by using a modem, your <u>Internet service provider</u> needs to provide you with the phone number, modem settings, and required network protocols. To check for and deliver new messages by using a modem, click the **Tools** menu, and then click **Send and Receive.** Your Internet e-mail server will not do this for you automatically.

- If you use another dialing program, and you would rather prompt the server when you want your incoming and outgoing mail to be delivered, you can connect to the server manually. For example, you might want to connect manually if you have a slow connection to your e-mail server using a dial-up networking connection, and you don't want to wait for the server to connect automatically.

Return to <u>Change the way you connect to your Internet e-mail server</u>

Connect to your Internet e-mail server by using a LAN connection

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

2 Click the **Mail** tab.

3 In the **Account** box, click the account you want to change.

4 Click **Properties,** and then click the **Connection** tab.

5 Click **Connect using my local area network (LAN).**

If you want to automatically use a dial-up networking connection when the LAN is not available, select the **Connect via modem if the LAN is not available** check box.

Connect to your Internet e-mail server by using a modem

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

2 Click the **Mail** tab.

3 In the **Account** box, click the account you want to change.

4 Click **Properties,** and then click the **Connection** tab.

5 Click **Connect using my phone line.**

6 In the **Use the following Dial-Up Networking connection** box, select the appropriate connection from the list, or click **Add.**

Note   You can automatically disconnect from your modem after you send and receive messages. On the **Tools** menu, click **Options,** click the **Mail Delivery,** and then select or clear the **Hang up when finished sending, receiving or updating** check box.

Connect to your Internet e-mail server using another dialing program

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

2 Click the **Mail** tab.

3 In the **Account** box, click the account you want to change.

4 Click **Properties,** and then click the **Connection** tab.

5 Click **I will establish my Internet connection manually.**

Keep a copy of your messages on a server

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

2 Click the **Mail** tab.

3 In the **Account** box, select the account you want to change.

4 Click **Properties,** and then click the **Advanced** tab.

5 If you are connected to a POP3 mail server, select or clear the **Leave a copy of messages on server** check box.

To have your messages deleted from the server after a number of days, select the **Remove from server after** check box, and then enter a number of days in the box.

6 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.

Send messages automatically

1 On the **Tools** menu, click **Options,** and then click the **Mail Delivery.**

2 Select or clear the **Send messages immediately** check box. The message is sent when you click **Send** in a message.

Note   If you connect using a LAN, messages are sent in the background. If you use a dial-up networking connection, Outlook tries to connect to the server after you click **Send** in a message.

Stop downloading large messages

This option is ignored if you send messages over a local area network (LAN). For information about changing the way you connect, click [?].

1 On the **Tools** menu, click **Options,** and then click the **Mail Delivery** tab.

2 Select the **Don't download messages larger than** check box, and then enter a number in the box.

Check your e-mail server settings

You can change e-mail server settings for POP3 and IMAP accounts.

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

2 Click the **Mail** tab.

3 In the **Account** box, click the account you want to change.

4 Click **Properties.**

5 On the **Servers, 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. Also, make sure your ISP server supports PPP, SMTP, and POP3 or IMAP protocols.

## Set the line length of messages

This procedure is only available if you use HTML or plain text as your e-mail editor. For information about selecting an e-mail editor, click [?].

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click **Plain Text** or **HTML.**

3 Click **Settings.**

4 In the **Encode text using** box, click **None.**

5 In the **Automatically wrap at** box, enter a number between **30** and **132.**

Encode messages for travel over the Internet

This procedure is only available if you use HTML or plain text as your e-mail editor. For information about selecting an e-mail editor, click [?].

1 On the **Tools** menu, click **Options,** and then click the **Mail Format** tab.

2 In the **Send in this message format** box, click **Plain Text** or **HTML.**

3 Click **Settings.**

4 Select the options you want to use.

For Help on an option, click the question mark [?], and then click the option.

Switch between offline and online

- On the **File** menu, click **Work Offline.**

Notes

- When you are online, Outlook automatically sends and receives messages based on the time interval you set. Outlook checks recipient names against any LDAP servers that you use, and any IMAP folders you use are available.

- When you are offline, Outlook connects to the server only when you specify, and hangs up immediately after sending and receiving messages. Outlook does not check LDAP servers for recipient names, and IMAP folders are not available.

The add-in I use no longer works

If you use an Outlook add-in, and it no longer works after setting up Outlook 98, you may have selected the wrong setup option. To use any add-in that uses Microsoft Exchange Server, you must use the corporate or workgroup component of Outlook.

1 Quit all programs.
2 Click **Start,** point to **Settings,** and then click **Control Panel.**
3 Click **Add/Remove Programs.**
4 Click the **Install/Uninstall** tab, and then click **Microsoft Outlook 98.**
5 Click **Add/Remove.**
6 Click **Add New Components.**
7 Click the **Corporate or Workgroup E-mail Service** check box, and then click **Next.**
8 In the **Download Site** box, click a location, and then click **Install Now.**
9 When the download is complete, quit all programs and restart your computer.

Break apart large messages when you send them

This procedure only works if the recipient of the message uses Outlook 98.

1 On the **Tools** menu, click **Accounts.**
2 Click the **Mail** tab.
3 In the **Account** box, click the account you want to change.
4 Click **Properties,** and then click the **Advanced** tab.
5 Select the **Break apart messages larger than** check box, and enter an number in the box.

Troubleshoot sending and receiving messages

What do you need help with?

[?]   I can't send or receive messages.

[?]   I can't see all of my messages.

[?]   Sending and receiving messages is slow. How can I speed this up?

[?]   My messages remain in my Outbox and are not sent.

[?]   My e-mail account worked in the past, but no longer works.

I can't send or receive messages

- The settings for your e-mail account might not match what your <u>Internet service provider</u> requires. For example, you may have mistyped the name of your server or e-mail address. Also, most Internet addresses and connection settings are case-sensitive. Make sure settings are capitalized correctly. For information about checking your server settings, click [?].

- If you used another e-mail program in the past, some of your settings may not have been imported properly, or you may have renamed your account.. For more information, click [?].

- You must have a modem, an <u>e-mail account,</u> and a phone line or a network cable connection to send and receive e-mail messages. If you use a modem, make sure dial-up networking options are set correctly. For information, see Windows Help.

- The server you use may not be available. Wait and try again later, or see your administrator.

- If your server is   not responding, you may want to increase the amount of time Outlook tries to connect. For information about increasing how long Outlook tries to connect to the server, click [?].

- If you receive an <u>Internet</u> e-mail message that was delayed, you can look at the list of transactions for the message over the Internet, such as the time the message arrived at each location on its route. Open the message you want to view the Internet headers for, click the **View** menu, and then click **Options.**

- If you chose the **No E-mail** option when you installed Outlook, you cannot send or receive e-mail. You can still install e-mail support at any time. For information, click [?].

My e-mail account worked in the past, but no longer works

- If you used another e-mail program in the past, not all the settings may have been properly imported. For example, Outlook does not import passwords. For information about checking your server settings, click [?].
- If you changed the name of your e-mail account after you created it, replies and forwards of messages created under the previous account name cannot be sent. Create a new message.

Sending and receiving messages is slow. How can I speed this up?

- Notifications can slow down the speed at which you receive messages. For information about how to turn off notifications, click [?].

- If you use WordMail as your e-mail editor, you should have at least 16 MB of memory available. For information about how to select another e-mail editor, click [?].

I can't see all of the items in a folder

- You may have a filter on that hides some or all of the <u>items</u> in the folder. If there is a filter on the current folder, the words "Filter Applied" appear in the <u>status bar.</u> To remove a filter, click the **View** menu, point to **Current View,** click **Customize Current View,** click **Filter,** and then click **Clear All.**

- Grouped items may be collapsed. To expand groups to show details, click the **Expand** button .

- The item might be in another folder. Check any appropriate folders.   To see all the folders at once, click the **View** menu, and then click **Folder List.**

- You may have the folder set up to <u>AutoArchive</u> items after they reach a certain age. On the **Tools** menu, click **Options,** click the **Other** tab, and then click **AutoArchive.** If the **AutoArchive every** check box is selected, the item you want may have been archived.

- If you have any rules set up, the message may have been automatically moved or deleted.

My messages remain in my Outbox and are not sent

- If you edit a message in the Outbox and save the changes, the message is not sent. Open the message and click **Send** . Messages waiting to be sent are formatted in italics in the Outbox.

Change the server time out

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

2 Click the **Mail** tab.

3 In the **Account** box, click the account you want to change.

4 Click **Properties,** and then click the **Advanced** tab.

5 Under Server timeouts, select the interval you want.

Add security to Internet messages

You can add two security features to the e-mail messages you send:

- You can sign a message with a digital signature to ensure that the message is not altered by someone else and to assure recipients that the message came from you.
- You can encrypt a message to ensure that the message and its attachments cannot be read by anyone other than the recipients you select.

Before you can send a secure message, you and the message recipient must set up the appropriate security options. To send and receive secure messages from the Internet, you use a <u>digital ID</u> to encrypt messages. To send an encrypted e-mail message to someone, you must have a copy of that person's digital ID in your contact list.

For more information about digital IDs, click [?].

What do you want to do?

[?]   <u>Set up security for Internet messages</u>

[?]   <u>Send a message with a digital signature</u>

[?]   <u>Send an encrypted message</u>

Send a message with a digital signature to an Internet recipient

1 Compose a message.

2 In the message, click **Options** [?] Select the **Add digital signature to outgoing message** check box.

3 To modify the security options for this message, click the **File** menu, click **Properties** and then click the **Security** tab.

4 Click **Send** [?].

Note

- To add a digital signature to all of the messages you send, click the **Tools** menu in the main Outlook window, click **Options,** and then click the **Security** tab. Select the **Add digital signature to outgoing messages** check box.

Get a digital ID for sending secure messages

1 On the **Tools** menu, click **Options,** and then click the **Security** tab.

2 Click **Get a Digital ID.**

Outlook opens Internet Explorer and then opens a Web page about digital IDs.

3 Follow the instructions on the Web page.

The certificate authority will send you a digital ID and instructions.

Send an encrypted message to an Internet recipient

1 Compose a message.

2 In the message, click **Options** [?] .Select the **Encrypt contents and attachments** check box.

3   Click **Send** [?] .

Notes

- If a recipient of the message has not set up the appropriate security options, the message cannot be sent securely. To send an encrypted message, you must have the recipient's digital ID. For more information about setting up security, click   [?] .

- To encrypt all of the messages you send, click the **Tools** menu in the main Outlook window, click **Options,** and then click the **Security** tab. Select the **Encrypt contents and attachments for outgoing messages** check box.

- To modify the security settings for an individual message, click the **File** menu in the message window, and then click **Properties**.

Set up security for Internet e-mail messages

To set up security for internet e-mail messages you need   a digital ID, and you need a copy of the digital ID for any recipient you want to send encrypted messages to.

1 Get a digital ID from a Certificate Authority.

[?]_____How?

2 Copy the recipient's digital ID into your contact list or address book.

[?]_____How?

Add a digital ID to your contacts list

1 Open a message that has a digital ID attached.

To have the sender attach a digital ID to a message, ask him or her to send you a digitally signed e-mail message.

2 Right-click the name in the **From** field, and then click **Add to Contacts** on the shortcut menu.

3 If there is already an entry for this person on your contacts list, click **Overwrite this address.**

The digital ID is now stored with your contact entry for this recipient. You can now send encrypted e-mail messages to this person.

To view the certificates for a contact, double-click the person's name, and then click the **Certificates** tab.

Send a copy of a digital ID in a message

1 Address the message to the person you want to send your digital ID to.

2 In the message, click **Options** 🔲.

3 Select the **Add digital signature to outgoing message** check box.

4 Click **Send** 🔲.

About Internet security

Outlook 98 includes security features that allow you to send and receive secure e-mail messages and prevent unauthorized access to your computer.

To send secure messages you need a digital ID. A digital ID (also called a certificate) provides a means for proving your identity on the Internet. With a digital ID you can add a digital signature to your messages so the intended recipients can make sure that the message actually came from you and has not been tampered with. You can also encrypt messages, using a special mathematical formula, so that only the intended recipient can read your messages and attachments.

You obtain your digital ID from a certifying authority, such as Verisign Inc. With some types of e-mail servers, your network administrator can also issue a digital ID. Part of the digital ID is an irreplaceable private key that is usually stored on your computer. You can export and import this private key to other computers if you need to move your secure e-mail security settings from one computer to another. You can also make a backup copy of your digital ID. The other component of your digital ID is a public key that you send to people who want to send you encrypted messages or verify your signed messages.

To send someone an encrypted message, you need a copy of that person's digital ID. Just have the person send you a digitally signed message. When you receive the message, you copy the person's address in the **From** field of the message into your contacts. For information about setting up secure mail, click .

Security zones provide control over how much access incoming e-mail messages and Web pages have to your computer. Security zones provide advanced protection against certain types of files that may gain access to your computer and replace or damage files. You can choose which security zone to place your incoming e-mail messages in, and you can also select specific security options for each zone. For example, you can choose to disable all scripts, Java applets, or ActiveX Controls in e-mail messages that come from the Internet.
  You can also set security levels for attachments.

Move a digital ID to another computer

1 On the **Tools** menu, click **Options,** and then click the **Security** tab.

2 Click **Import/Export Digital ID.**

3 Click **Export your Exchange or S/MIME Security Information.**

 If the certificate you want to move does not appear in the **Certificate** box, click **Select,** and then click the certificate to be exported.

4 Click **Browse,** and then type a file name for your digital ID. Outlook saves your digital ID as a .pfx file.

5 In the **Password** box, type your password for this digital ID.

6 To remove the digital ID from this computer, select the **Delete Security Information Digital ID from system** check box.

7 Copy the .pfx file you created in step 5 to the new computer.

8 On the new computer, carry out steps 1 and 2.

9 Click **Import existing Exchange or S/MIME Security Information.**

10 Click **Browse,** and then select the .pfx file you created in step 5.

11 Type the password you created in step 6.

12 In the **Keyset** box, enter your keyset. This is usually your mailbox name.

Back up or copy a digital ID

1 On the **Tools** menu, click **Options,** and then click the **Security** tab.

2 Click **Import/Export Digital ID.**

3 Click **Export your Exchange or S/MIME Security Information.**

4 Click **Select,** and then choose the certificate you want to back up.

5 In the **Password** box, type the password for this certificate.

6 Click **Browse,** and then specify the location and file name for your digital ID.

Outlook saves your digital ID as a .pfx file.

Troubleshooting Internet security

What do you need help with?

[?]   I get a warning when I open messages or attachments.

[?]   I can't open a message that was sent to me using security.

[?]   I can't send a message using encryption.

[?]   None of the ActiveX Controls™, Java applets, or scripts I receive in HTML mail work.

[?]   Why does a signature failure message appear when I try to open e-mail messages?

I get a warning when I open messages or attachments

- You may need to change the security zone settings. On the **Tools** menu, click **Options,** and then click the **Security** tab. Click **Zone Settings,** and then click **Low.**
- You may need to change the setting for attachments. On the **Tools** menu, click **Options,** and then click the **Security** tab. Click **Attachment Security,** and then click **None.**
- When a secure e-mail message does not open properly, an error message appears that describes the problem. A red X defines which part of the certificate has a problem.
- You may have to change the trust levels for the sender. In the Certificate dialog box that appears, click **Edit Trust,** and then click **Explicitly trust this certificate.**

I can't open a message that was sent to me using security

When a secure e-mail message does not open properly, an error message appears that describes the problem. A red X defines which part of the certificate has a problem.

You may have to change the trust levels for the sender. In the Certificate dialog box that appears, click **Edit Trust,** and then click **Explicitly trust this certificate.**

The sender's certificate may have expired. In the Certificate dialog box that appears, click **View Certificate.** Click the **Details** tab, and then look at the **Valid from** date.

I can't send a message using encryption

To send an encrypted message to a recipient, you must have a copy of the recipient's digital ID stored with the address in your contact list or address book. If you have more than one entry for the recipient, you must use the one that has the digital ID.

For information about how to add a copy of the recipient's digital ID to your contact list or address book, click [?].

None of the ActiveX Controls, Java applets, or scripts I receive in HTML messages work

Your security zone setting may be set to the highest level, which disables all active content in HTML messages. To change your security zone setting, click the **Tools** menu, click **Options,** and then click the **Security** tab. Click **Zone Settings,** and then click **Medium** or **Low.**

Why does a signature failure message appear when I try to open e-mail messages?

When a secure e-mail message does not open properly, an error message appears that describes the problem. A red X defines which part of the certificate has a problem.

You may have to change the trust levels for the sender. In the Certificate dialog box that appears, click **Edit Trust,** and then click **Explicitly trust this certificate.**

The sender's certificate may have expired. In the Certificate dialog box that appears, click **View Certificate.** Click the **Details** tab, and then look at the **Valid from** date.