

Setting email importance

To indicate whether an email is urgent or not, you can set its importance

To set the importance of an email you are sending:

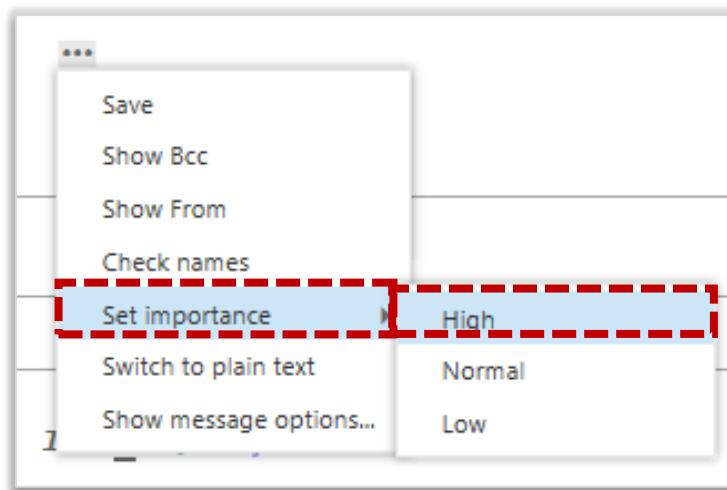
Mail Calendar People Tasks

1

Click **Mail** in the navigation bar at the top right of the screen. Then select New Mail at the left of the screen

2

Click the **three dots**  from the menu at the top of the new email screen and select **Set importance**



3

Select either **High, Normal or Low** and the recipient will be notified of the email's importance



If you select High, the email will contain a red exclamation mark, if you select Normal, the recipient will not be notified and if you select Low, the email will contain a blue downwards arrow

Setting email sensitivity

So that the recipient knows if your email is confidential, personal or private, you can set the sensitivity of the email you are sending

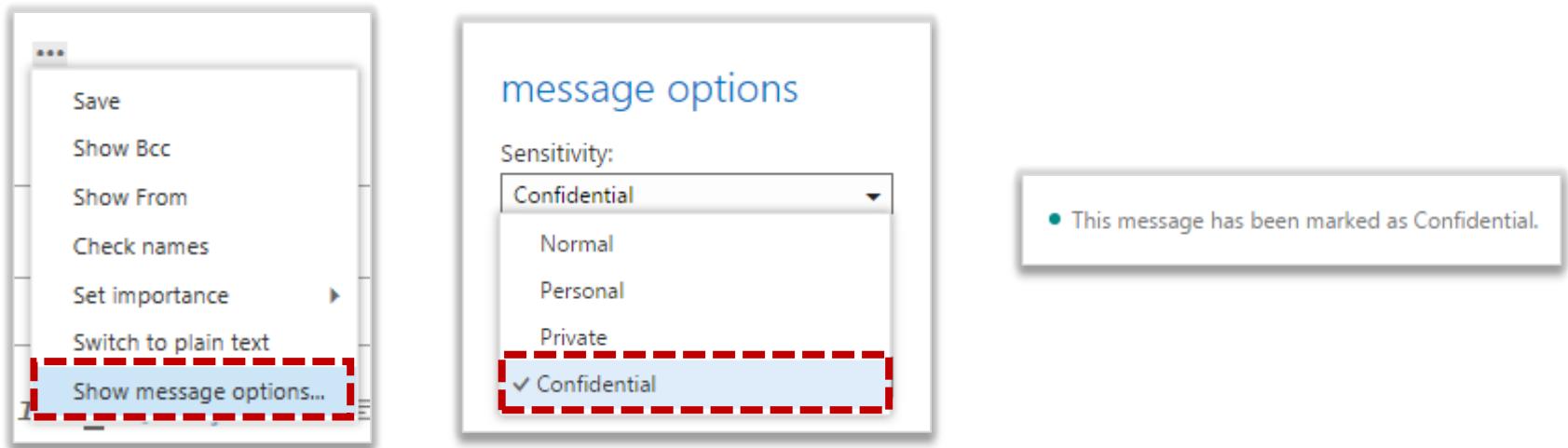
To set the sensitivity of an email you are sending:

1

Click the **three dots**  at the top of the email and select **Show message options**

2

Select either **Normal**, **Personal**, **Private** or **Confidential** and the recipient will be notified of the email's sensitivity



For example, if you select confidential the email in the recipient's mailbox will say "This message has been marked as Confidential" at the top of the message

3

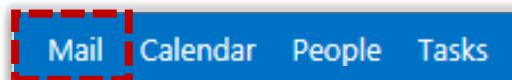
Click **ok**  at the bottom of the window

Opening and downloading an attachment

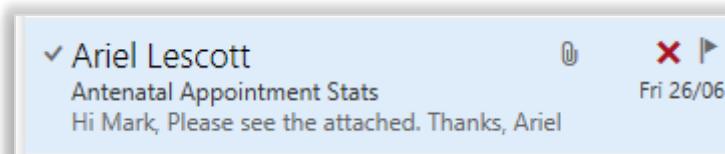
If you receive an email with an attachment you will see the paperclip icon displayed within the list of emails

To open an attachment:

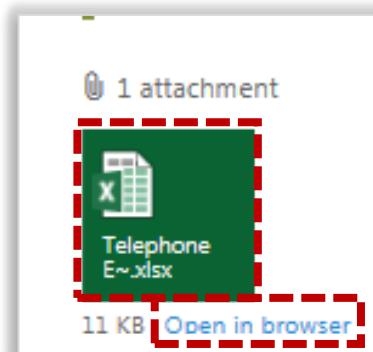
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on the **email** with the attachment you want to download



- 3 Click on the **attachment file name** or click **Open in browser** to get a quick snap shot of the file



- 4 In the pop up box, select **Open** to view the file in the programme it was sent in

Do you want to open or save **Antenatal Appointment Stats.xlsx** (7.47 KB) from **email.accenturenhs.com?**

Open

Save

Cancel

x

- 5 To save the file, you should click the down arrow next to **Save** and select **Save As** and save in the most appropriate secure storage location according to local organisation policies



Warning

If you select Save, you will have no control over where the file is saved



Warning

If you are using a non-N3 connection and are on a public computer, you will only be able to view the attachment online

Sending an email with an attachment

To send an email with an attachment:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Click on **New mail**  in the top left hand corner of the screen

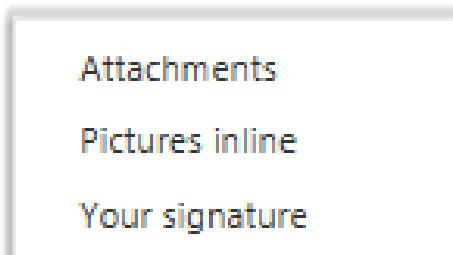
- 3 Type in the **recipient** and **subject** of the email



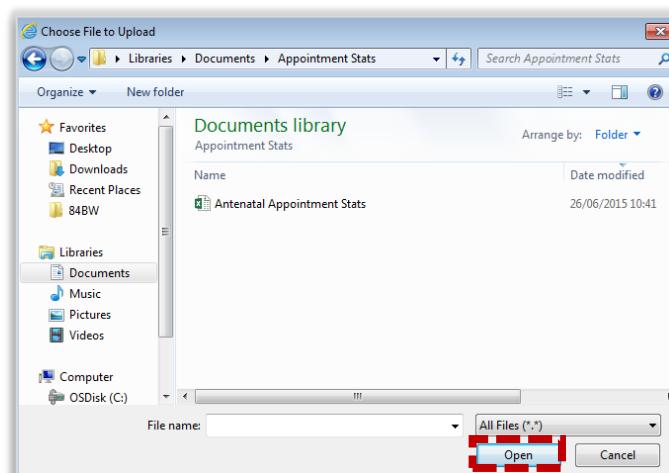
To: _____ +
Cc: _____
Subject: _____

- 4 Click **Insert**  at the top of the email

- 5 Click **Attachments** (to add a document), **Pictures inline** (to add an image to the body of the email) or **Your signature** (to add your signature)



- 6 When the attachment window opens, locate the document, select it and click **Open**



Sending an email with an attachment

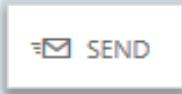
6

If you add the wrong attachment, you can remove it by clicking the **cross**  next to the attachment name

 Antenatal Appointment Stats.xlsx (7 KB) Preview 

Make sure that you save the latest changes to the attachment you want to include and that you attach the latest version of the document

7

Type in the **body** of the email and click **Send**  at the top of the page

When you are forwarding an email that was sent to you with an attachment, the attachment will be automatically included in your email

When you are replying to an email that was sent to you with an attachment, the attachment will not be included in your reply

Creating an email signature

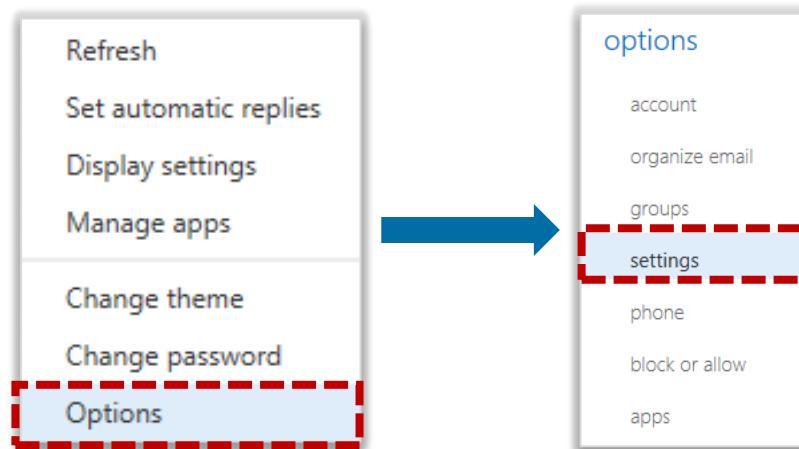
Before setting your email signature, please check if your local organisation has any signature requirements

An email signature is a way of providing your contact details when you send an email, such as your name, job title, organisation and phone number

To create an email signature:

1

Click on the **settings icon**  at the top right of the screen and select **Options**

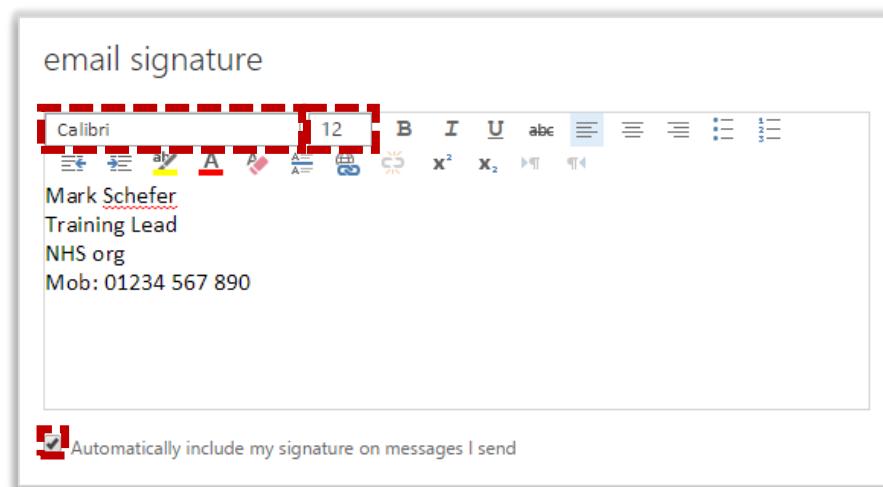


2

Click on **settings** on the left side of the screen

3

Type your desired signature in the **empty text box** and select the **Automatically include my signature on messages I send** box



4

You can change the **font** and **size** of your signature

5

Click **save**  at the bottom of the page and your signature will be included in any email you send

Warning



You cannot insert a logo into your email signature

Your Company may have asked for a disclaimer to be added to the signature, if so, **do not remove this disclaimer**

Setting automatic replies (Out of Office)

Advanced email use

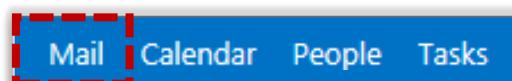
Before setting automatic replies, please check if your local organisation has any automatic reply requirements

An automatic reply or **Out of Office** message is an automatic response that is sent to the sender when you receive an email and should be set when you will not be accessing your emails for a period of time. An automatic reply will only be sent to an email sender once, after the first email that is received

An automatic reply will commonly include details of when you will be returning and who to contact in your absence

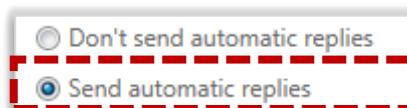
To set an automatic reply:

- 1 Click **Mail** in the navigation bar at the top right of the screen



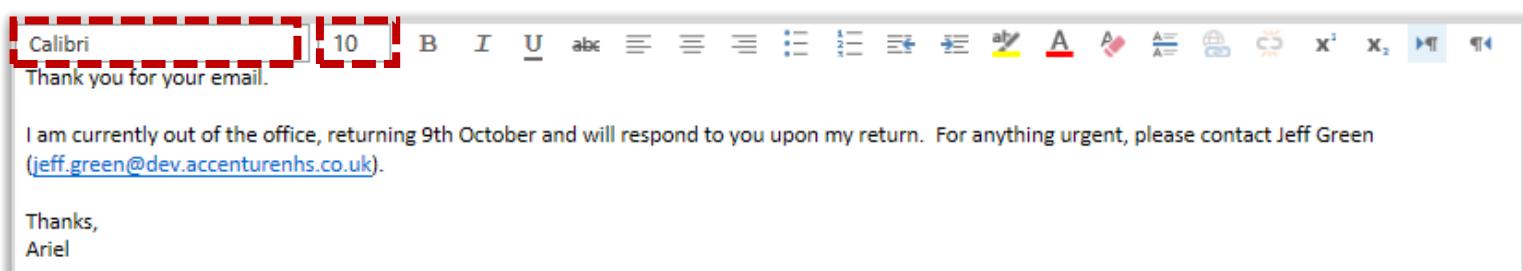
- 2 Click on the settings icon and then **Set automatic replies**

- 3 Select the **Send replies only during this time period** box if you already know when you would like your automatic reply to switch off and choose a **Start and End date and time**



If there is a circumstance when you do not know the end date of an automatic reply, for example if you are on indefinite sick leave, you can choose not to select this box

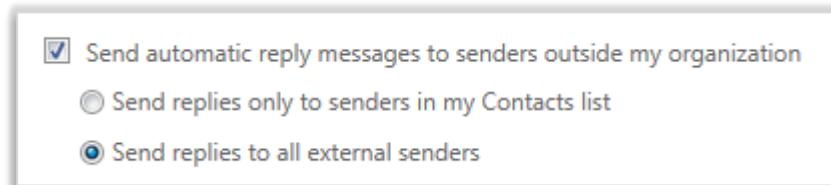
- 4 Type in your automatic reply in the **free text field** and change the **font** and **size**



5

Scroll down and select the **Send automatic reply messages to senders outside my organisation** box

You can copy and paste the text above or change the message as you wish



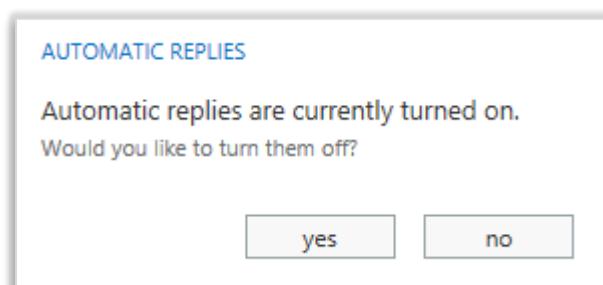
Send automatic reply messages to senders outside my organization
 Send replies only to senders in my Contacts list
 Send replies to all external senders

6

Click **save**  and a **triangle with an exclamation mark** in the middle  will appear at the top of the inbox page to remind you that automatic replies are being sent

If you click on the blue triangle, a pop up will appear at the top of the screen asking if you would like to turn off automatic replies

The message will also appear the next time you log into your account if it is before the end date of your automatic reply or if you have not specified an end date



AUTOMATIC REPLIES

Automatic replies are currently turned on.
Would you like to turn them off?

yes no



Handy Hint

MailTips will notify you when you are emailing someone who has automatic replies set. A small message will be displayed above the person's name in the To field with their automatic reply as you draft your email.