

# Send Automatic Replies when you're away

## Quick Reference Card

### Determine your type of mail account

You can only use the Automatic Replies feature if you have a mail account on a Microsoft Exchange Server. If you don't have an Exchange account, you need to create a template, and then a rule that sends the template to those who send you mail. You'll find those steps later in this reference card.

Outlook provides two ways to know if you have an Exchange account.

#### Look at your account settings

1. Click the **File** tab.
2. Click **Account Settings**, and then click **Account Settings**.
3. In the **Account Settings** dialog box, on the **E-mail** tab, under **Type**, look for the words **Microsoft Exchange**.

#### Look at Backstage view

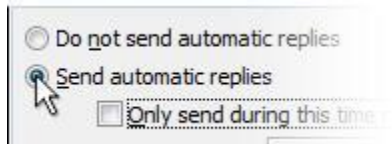
1. Click the **File** tab.
2. Do you see the **Automatic Replies** button? If not, you don't have an Exchange account.

### Create an Automatic Reply for an Exchange account

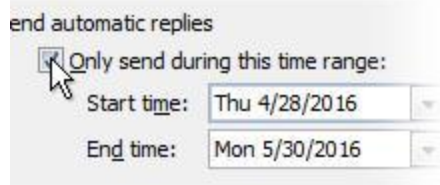
You can create replies for people inside and outside your organization.

## Create a reply for people inside your organization

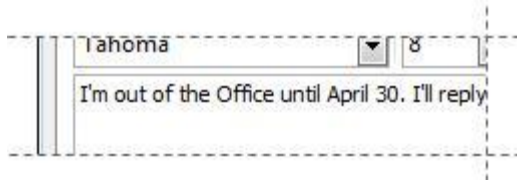
1. Click the **File** tab.
2. Click **Automatic Replies**, and then click **Send Automatic Replies**.



3. Optionally, click **Only send during this time range**, and then select starting and ending dates and times from the **Start Time** and **End Time** lists.



4. In the area below the formatting controls, enter the message that you want people to receive while you're gone. For example:



5. Optionally, use the formatting controls to change the font, size, or color of the text in your outgoing message.
6. Click **OK**.

If you don't set a start time, Exchange sends your outgoing message immediately. If you set a start time, people will receive your message once that time is reached.

## Create a reply for people outside your organization

1. Repeat steps 1-5 in the previous section.
2. Click the **Outside My Organization** tab, and then click **Auto-reply to people outside my organization**.



3. Do one of the following:
  - Click **My Contacts only**, if you only want to reply just to the people in your Outlook Contacts list.
  - Click **Anyone outside my organization** to send replies to anyone from outside your organization who sends you a message.

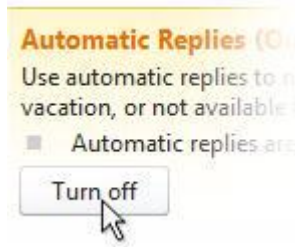
4. Enter the message that you want people to see.
5. Optionally, you can use the formatting controls above the message pane to change the appearance of your text.
6. Click **OK**.

If you don't set a start time, Exchange sends your outgoing message immediately. If you set a start time, people will receive your message once that time is reached.

## Stop Automatic Replies that use an Exchange account

If you don't set a start and end time, Automatic Replies will run until you manually turn them off.

- Click the **File** tab, and under **Automatic Replies (Out of Office)**, click **Turn Off**.



## Create an Automatic Reply if you don't have an Exchange account

You follow a two-step process to send Automatic Replies with POP3 or IMAP accounts (Hotmail, Gmail, and the like): You create an outgoing message and save it as a template, and then you create a rule that send your template.

**Important** To use this feature, you must install Service Pack 1 for Microsoft Office 2010 32-bit Edition or Service Pack 1 for Microsoft Office 2010 64-bit Edition. To determine which version you need, click the **File** tab in Outlook, and then click **Help**. The version you have installed (32-bit or 64-bit) is listed in the lower-right corner of the text on that page.

## Create the outgoing message template

1. On the **Home** tab, in the **New** group, click **New E-mail**.
2. In the new message, enter your message text.
3. In that new message, click the **File** tab, and then click **Save As**.
4. In the **Save As** dialog box, open the **Save as type** list and select **Outlook Template**.
5. Enter a name for the template and click **Save**.
6. Close the open message. When prompted to save your changes, click **No**. Clicking **Yes** merely saves the message to your Drafts folder.

## Create the rule to send the message

1. On the **Home** tab, in the **Move** group, click **Rules**, and then click **Manage Rules & Alerts**.  
The **Rules and Alerts** dialog box appears.
2. Click **New Rule**, click **Apply rule on messages I receive**, and click **Next**.
3. If you want to limit the people who receive your replies, select an option under **Which condition(s) do you want to check**. Otherwise, click **Next**.  
**Note** If you don't check conditions, a dialog box reminds you that your rule will be applied to every message you receive. Click **Yes**.
4. Under **What do you want to do with the message**, click **reply using a specific template**.
5. Under **Step 2**, click **a specific template** (the underlined words).  
The **Select a Reply Template** dialog box appears.
6. Open the **Look In** list, select **User Templates in File System**, select your automatic reply template, and click **Open**.
7. Click **Next** and optionally choose any exceptions, then click **Next** and enter a name for the rule. Keep the name as short as you can.
8. Make sure **Turn on this rule** is selected, click **Finish**, and then click **OK** to close the advisory message.
9. Make sure the checkbox next to your new rule is selected, and click **OK** one last time to close the **Rules and Alerts** dialog box.  
The rule is now working and sending your reply template.

## Stop sending this type of reply

1. On the **Home** tab, in the **Move** group, click **Rules**, and then click **Manage Rules & Alerts**.  
The **Rules and Alerts** dialog box appears.
2. Clear the checkbox next to your automatic reply rule.

**Note** If you select the rule and click **Delete**, you won't be able to undo the deletion. You'll have to create the rule from scratch.

## Create a forwarding rule for an Automatic Reply

Forwarding rules work on messages sent from inside and outside your organization.

1. Click the **File** tab, and then click **Automatic Replies**.  
That starts the **Automatic Replies** dialog box.
2. Click **Rules**, and then click **Add Rule**.  
That starts the **Edit Rule** dialog box.
3. In the box next to **From**, enter the name of the person who sends the messages you want to forward.



If it's easier, you can click **From** and use the resulting address book.

4. Click the **Forward** check box, and in the field next to the **To** command, enter the name of the person to whom you want to forward the messages.



Again, you can enter a name manually, or click **To** and use your address book, or you can enter the recipient's name.

5. Optionally, click **Check Names** to ensure you entered the names correctly. If you have, they're underlined, as shown in the images above.
6. Click **OK** to close the open dialog boxes.

## Create a forward-and-copy rule for Automatic Replies

In addition to forwarding messages from someone to someone else, you can also have Outlook copy all forwarded messages. .

### Change the rule so it copies messages to a folder

1. Follow steps 1-5 in the previous section to create a rule that forwards messages.
2. With the rule still open, click the **Copy To** check box, and then click **Folder**.



That starts the **Copy Message To** dialog box.

3. Expand the folder tree for your account, locate and click your folder, and then click **OK**.



4. Click **OK** to close all open dialog boxes.

## Stop a rule but keep it

You can start and stop these rules at any time.

1. Click the **File** tab, click **Automatic Replies**, and then click **Rules**.  
That starts the **Automatic Reply Rules** dialog box.
2. Select the rule you want to change and clear the checkbox next to the rule.
3. Click **OK** to close all open dialog boxes.

## Delete a rule

Once you delete a rule, you can't undo the deletion. You have to create the rule from scratch.

1. Click the **File** tab, click **Automatic Replies**, and then click **Rules**.
2. Select the rule you no longer want and click **Delete Rule**.
3. Click **Yes** to confirm the deletion.
4. Click **OK** to close all open dialog boxes.