**Conversation-Web Access**

By default, Outlook Web App uses Conversation view in all e-mail folders whenever the Reading Pane is turned on. Conversation view displays every message in a conversation in a single view.

**Conversation View**
Conversation view shows all messages in a conversation, no matter what folder they’re stored in. For example, if you reply to a message in the Inbox, both the original message and the reply will appear in Conversation view.

**List View**
- When in this view, use the arrow next to a conversation to expand or collapse the conversation.
- The **List** view will show:
  - The subject at the top of the conversation.
  - The person who sent each message.
  - What time the message was received, if it's stored in the current folder.
  - What folder the message is in, if it's not the current folder.
  - The relationship of the message to other messages in the conversation, indicated by a vertical line and dots.

**Reading View**
- Any message in Conversation view can be clicked to see it in the Reading Pane.
- The arrows next to a message can be used to expand or collapse that message.
- The Reading Pane will show:
  - The subject at the top of the Reading Pane.
  - The sender of each message.
  - When each message was received.
- When a message is expanded in the Reading Pane, you will also see:
  - Which message it's a response to (if any).
  - The folder the message is in will display directly under the sender's name, if the message isn't saved in the current folder.
  - The senders' and recipients' availability for IM, indicated by a colored dot next to their names. Click the dot to see a list of actions that can be taken.
  - The **Actions** menu. Click **Actions** to see a list of things you can do with the message.
  - The relationship of the message to other messages in the conversation. This is indicated by a vertical line and dots.

**Turn Conversation View On/Off**
- Click **View** on the **Toolbar** (see illustration below).
- Click the **Use Conversations** link.
- The **Conversation** will be turned off if a check mark doesn’t appear next to this option.
- If a check mark appears next to this option, the **Conversation** will be turned on.
Reply to Message in Conversation View

- When a message is clicked in Conversation view, the most recent message is highlighted.
- When Reply, Reply All, or Forward is clicked, the most recent message is highlighted.
- To reply to or forward a different message in the Conversation, do one of the following:
  - Select the message in List View.
  - Select the message in the Reading Pane.
- Do one of the following to respond to the message:
  - Click Reply to respond to just the sender of the message.
  - Click Reply All to reply to everyone to whom the message was sent.
  - Click Forward to send the message to someone who did not receive the message.
  - Click Actions in the message window to select a list of options for responding to the message.

Delete a Message

To delete one or more messages from a folder, select the messages, and then do one of the following:

- Click Delete on the toolbar.
- Right-click the message and then click Delete on the menu.
- Press the Delete key on the keyboard.
- To delete an opened message, click Delete on the Message Toolbar.

Ignore a Conversation

This feature can be used to delete any messages received in a conversation, and delete any future messages sent to that conversation. Ignoring a conversation won't remove messages from the Sent Items folder.

- Select the conversation.
- Do one of the following:
  - Click the down arrow next to Delete and click Ignore Conversation.
  - Right-click the conversation in the List View and click Ignore Conversation.
- The message shown in the illustration below will display.
Cancel Ignore Conversation:

- In the folder list, click the Deleted Items folder.
- Locate the Conversation that was ignored, click it to select it.
  - The Delete will be changed to Ignore Conversation.
  - Click the Down Arrow next to the Ignore Conversation icon.
  - Select Cancel Ignore Conversation.

NOTES:

- In Conversation view, when Delete is clicked, what is deleted depends on what has been selected.
- If the conversation has been selected in the List View, every message in the conversation that's in the current folder will be deleted.
- If one message in the conversation has been selected, only that message will be deleted.
- When a message is deleted by clicking Delete, or Ignore Conversation, or by pressing the DELETE key, the message is moved to the Deleted Items folder.
- It is possible to cancel Ignore Conversation and return the conversation to the Inbox.