

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

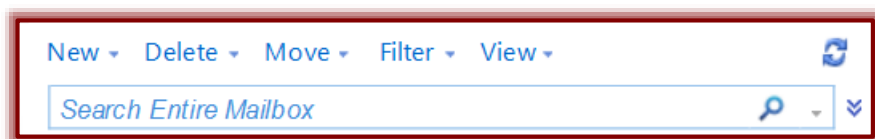
- † When in this view, use the arrow next to a conversation to expand or collapse the conversation.
- † The **List** view will show:
 - * The subject at the top of the conversation.
 - * The person who sent each message.
 - * What time the message was received, if it's stored in the current folder.
 - * 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

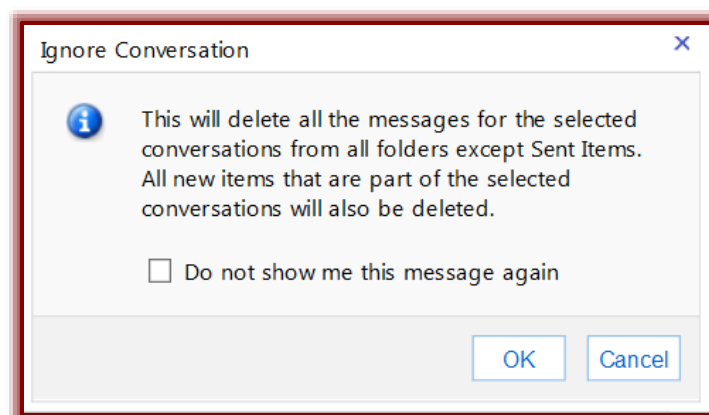
To delete one or more messages from a folder, select the messages, and then do one of the following:

- † 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**.