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 is 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.

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.
- Move the mouse pointer over the message and then click the **Delete** icon.
- To delete an opened message, click **Delete** on the Message Toolbar.

**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**.