

Introducing Outlook on the web – Managing your Email messages

Outlook is your one-stop application for Microsoft 365 emails, calendars, contacts, notes and tasks. We have produced a number of guides to help you get the most out of the browser version of Outlook.

How you manage your messages will depend on your own preferences. You can:

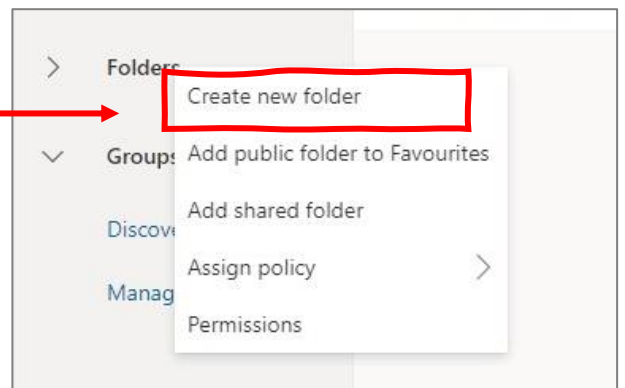
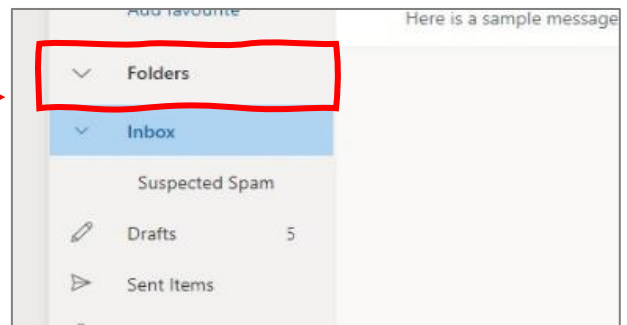
- Create **folders**
- Apply **categories**
- A combination of both

Creating and using folders

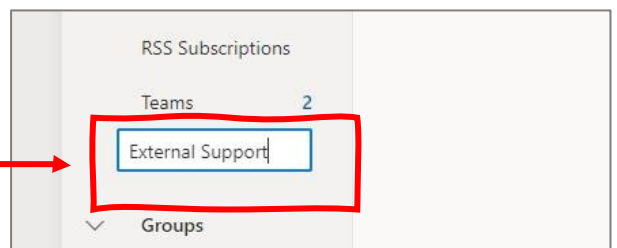
Folders are listed in the navigation pane on the left of the screen.

To add a new folder:

- Right-click on the “**Folder**” heading
- Select “**Create new folder**”
- Enter a **name** for your new folder
- Press **Enter** to finish



Your new folder is now ready to accept email messages

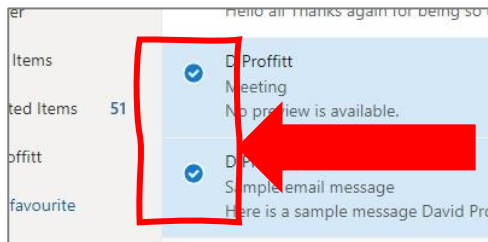
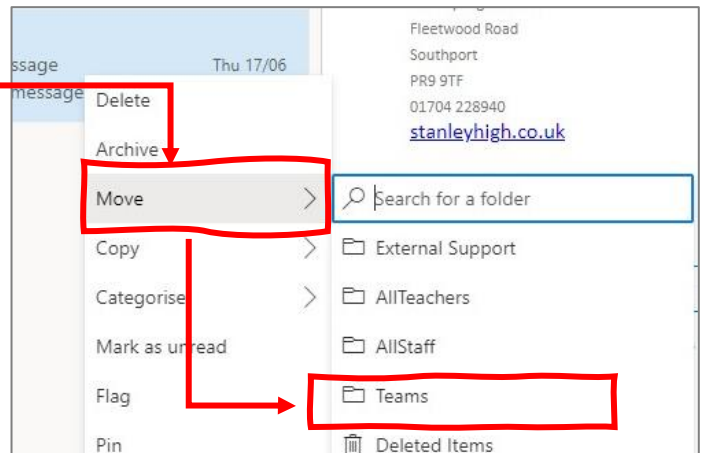


To move an email into a folder:

- **Right-click** on the email
- Click on **“Move”**

Select the folder from the pop-out.

If the folder you want to move to is not on the list, click **“Move to a different folder”** and select from the expanded list.



You can select multiple emails by clicking on the selection box to the left of the message detail.

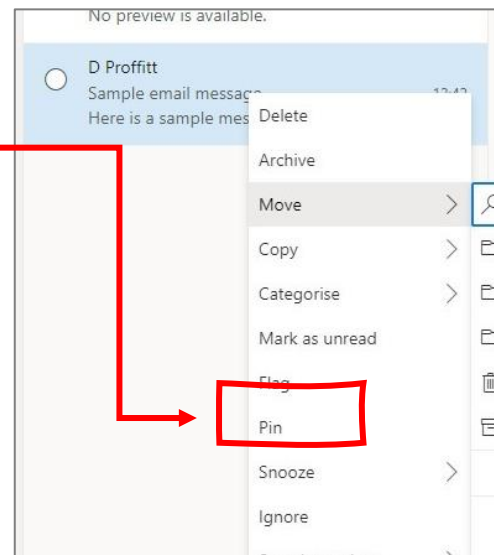
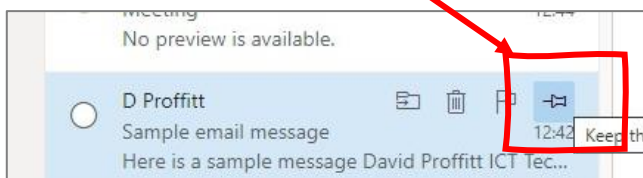
Pinning a message

One of the most useful options in Web Outlook is the ability to **pin** selected emails to the top of your message list. This ensures that important messages are kept in view at all times.

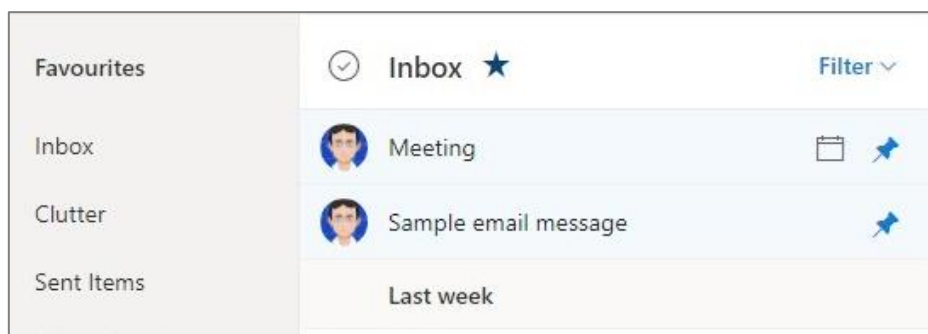
To pin an email:

- Right-click the message in the list
- Select “Pin” from the options menu

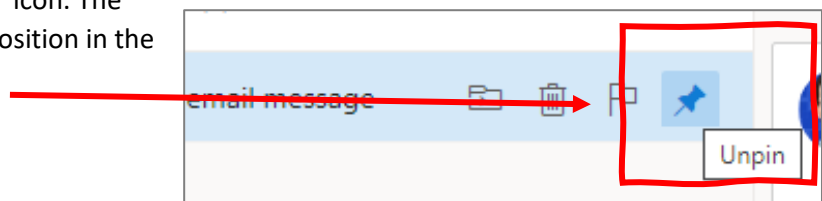
Or you can click on the “Pin” icon when you hover your mouse over the message.



Pinned messages appear at the top of this list.



To **unpin** an email, click on the “Pin” icon. The message will return to it’s original position in the list.



Using Categories

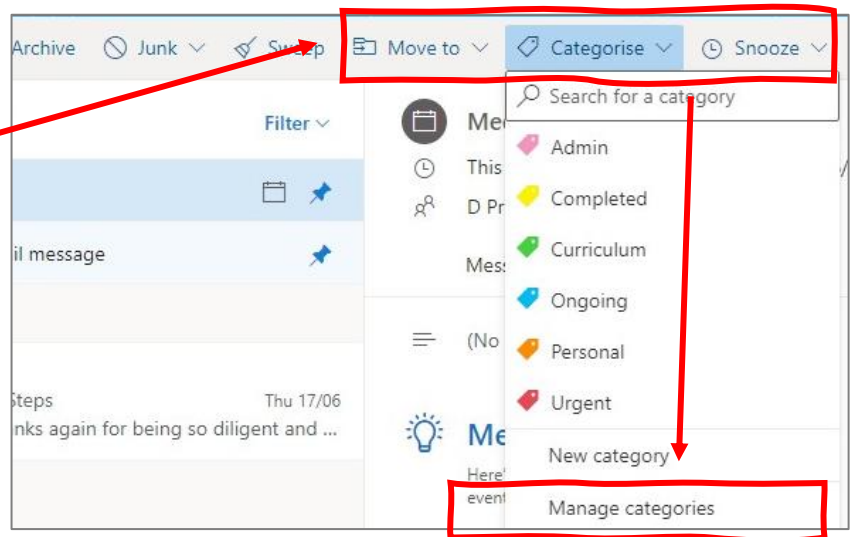
Another useful way of managing your emails is by using Categories.

These are tags that can be added to any email message and they allow you to sort and track messages quickly and easily.

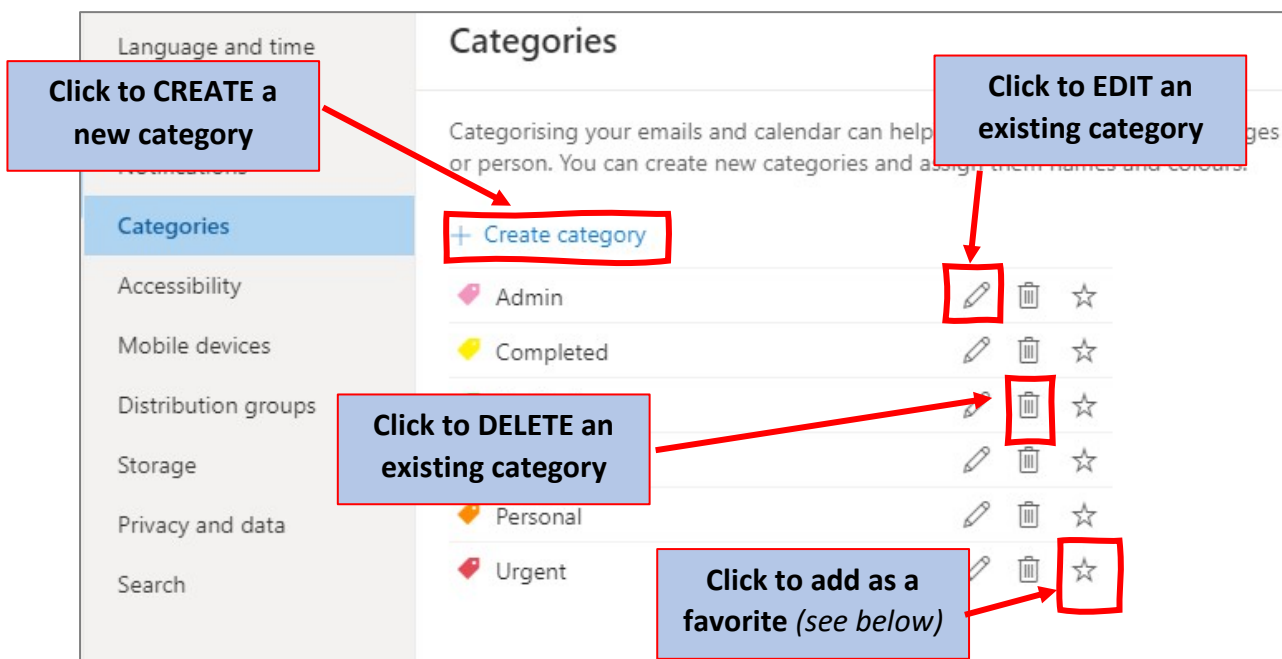
Outlook comes with several default categories named by colour. Before assigning categories, take a few minutes to set them up to suit your own purposes.

To manage your categories:

- Select any email
- Click on the menu bar
- Click on **“Categorise”**
- Click on **“Manage Categories”**



This will open the Categories settings page. Here you can create, delete or edit your categories.

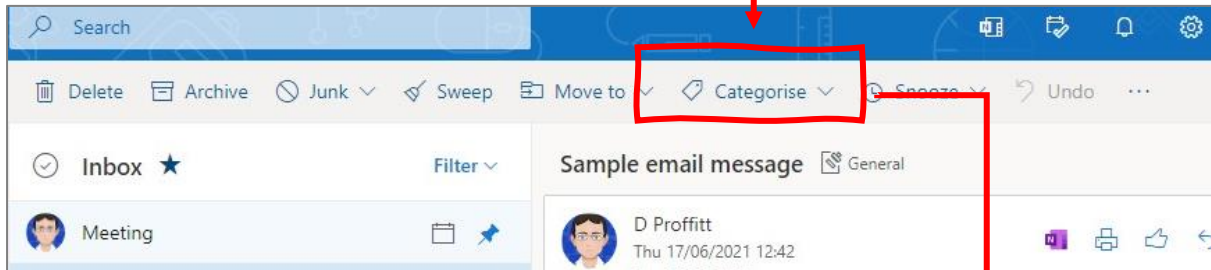


Assigning Categories

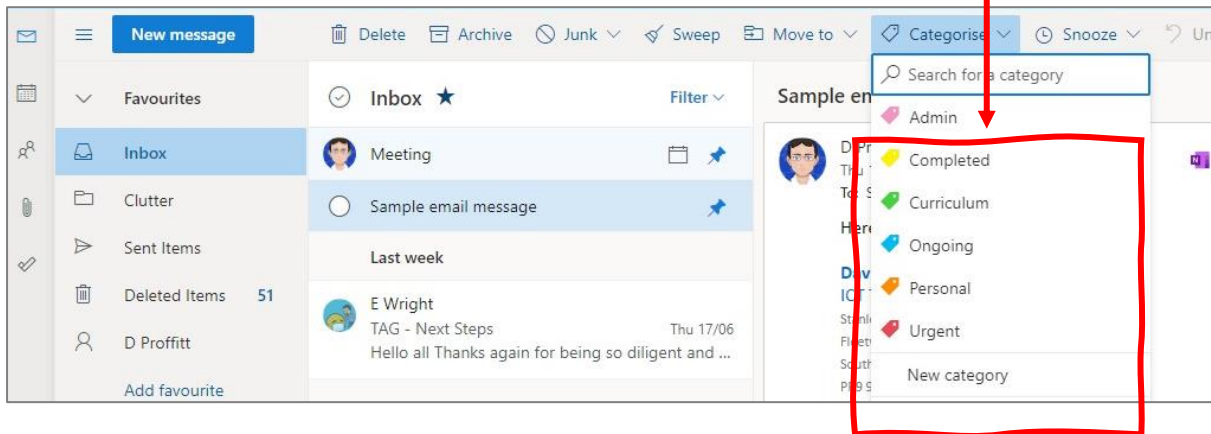
To add a category to an email:

Select or open the email

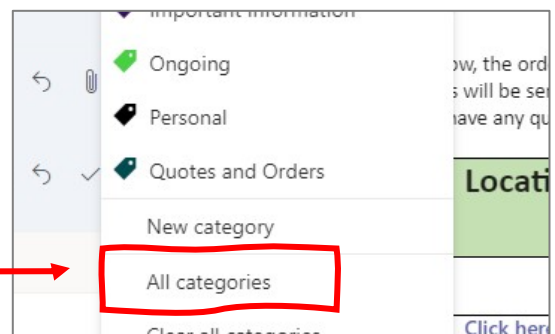
From the menu bar, click on “Categorise”



Select the **Category** from the list



Note: If you have more than 7 categories, the menu will show the last 7 categories used. To select from a category not shown, click on “All Categories” to expand the list.



The Category will be added as a tag

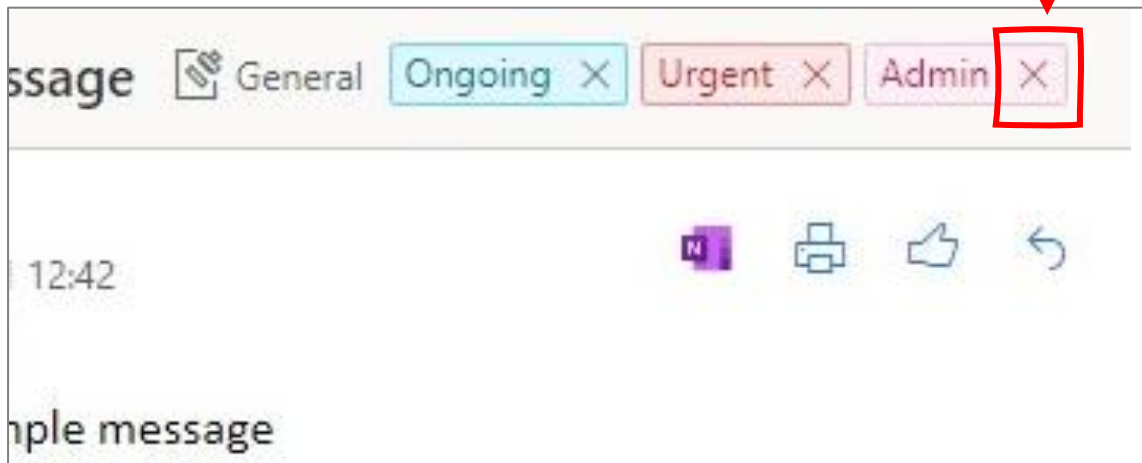


You can add as many categories to each message as you need.

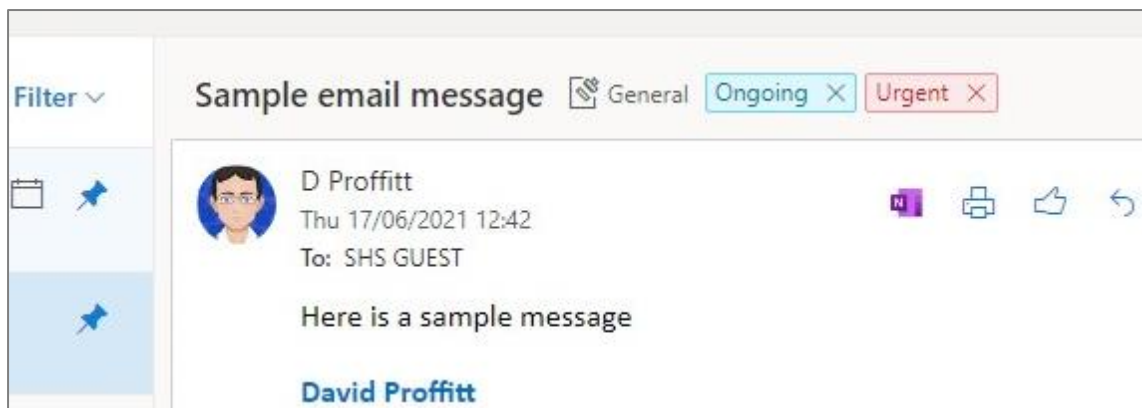
Removing a Category from an email

To remove a Category,

- Open the email. The Category tags will show at the top of the window.
- **Click on the cross** alongside the Category you wish to remove.

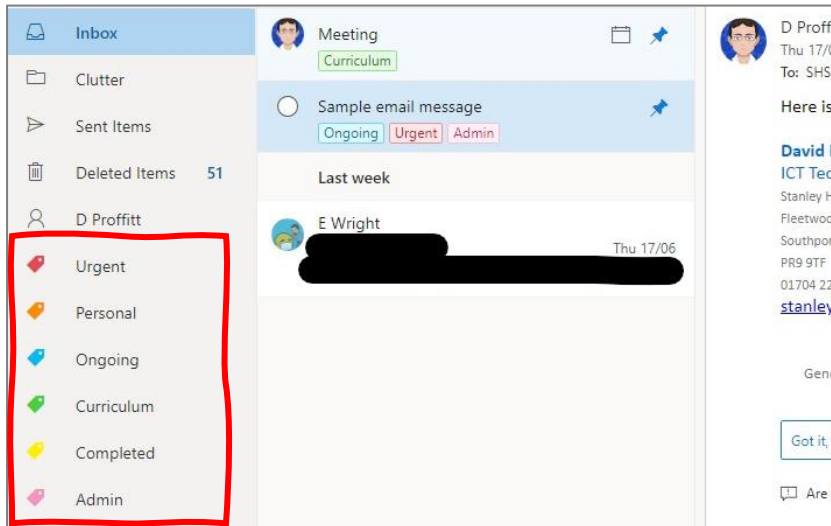


This will remove the tag.



Favoriting

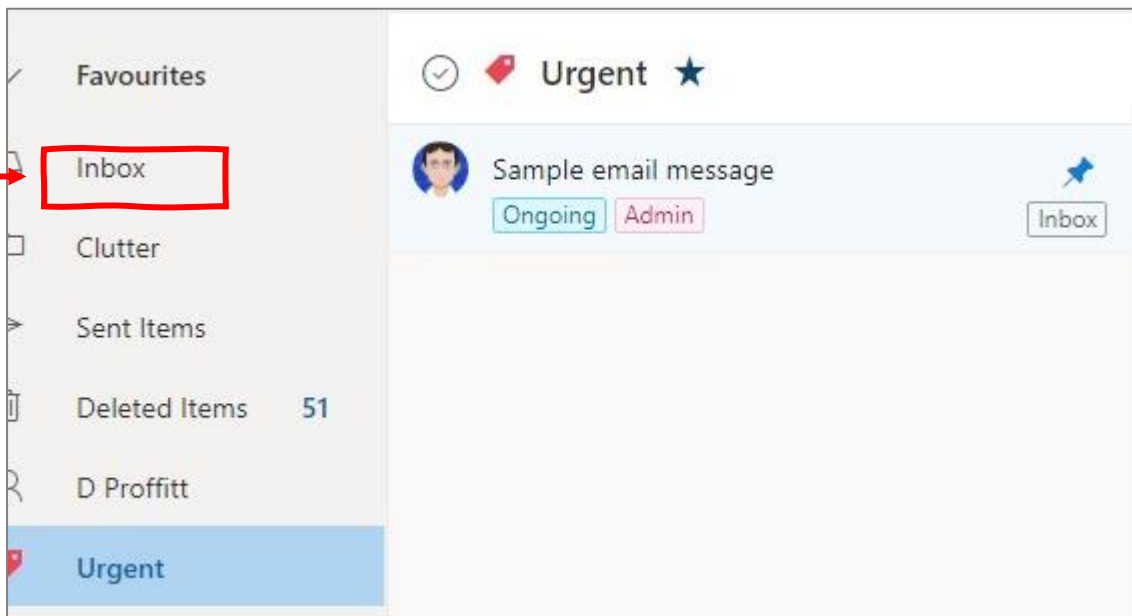
If you select the **Favoriting** option in the **Category** Settings (see above), those Categories will appear on the navigations pane along with your folders.



To view all emails with a specific Category tag, either

- Click on the category in the Favorites list, OR
- Click on the tag in any email.

All emails with the selected Category will be listed.



To return to the unsorted list, click on **"Inbox"** (or any other folder)