

Introducing Microsoft Office Outlook 2003



DO MORE FROM YOUR DESKTOP WITH OUTLOOK 2003!

Welcome to the Microsoft® Messaging Quick Reference Guide. This guide shows how the new and improved features in Microsoft Office Outlook® 2003 and Microsoft Exchange® Server 2003 can be used to help you work more efficiently and effectively. After reading this guide you will be able to use Search Folders, Quick Flags, and Rules to help manage and organize your e-mail. You'll be able to create secure and customizable collaboration environments in Meeting and Document Workspaces, send faxes from your desktop, work in cached Exchange mode, and connect from a remote location using Mobile Messaging. You will learn about messaging security options, trustworthy messaging, managing un-solicited e-mail (spam), and other useful messaging service developments. We hope you find the information in this guide helpful and will keep it handy for future reference.



SEE TWICE AS MUCH CONTENT

In Outlook 2003, you can change the position of the preview pane from the familiar view at the bottom of the screen to an "out of the way" view on the right side of the screen. This allows twice as much of your e-mail content to appear on the screen making reading your e-mail easier than ever.



FOLLOW LONG E-MAIL THREADS

You won't lose the thread in Outlook 2003 because this messaging client can display them in a compressed, non-cluttered form that makes conversations easier to follow and the Inbox appear less crowded. Threads can also be managed as a block of text rather than individually through multiple steps.



NAVIGATE WITH CONFIDENCE

Working in Outlook 2003 is easier than ever with the new Outlook Navigation Bar. This navigation reference allows you to easily transition from e-mail to tasks to frequently used activities. Search Folders are a special feature within the Outlook Navigation Bar that you can learn more about on Page 3.

Work on E-mail Continuously

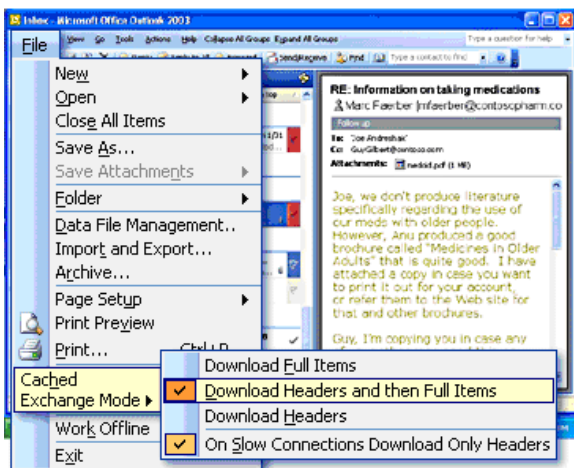


Cached Exchange Mode virtually eliminates the familiar "hung" state that users may have experienced with previous versions of Outlook if there were difficulties contacting the Microsoft Exchange Server. When configured for Cached Exchange Mode Outlook 2003 can insulate you from changing network conditions by working against a locally cached mailbox that is kept up to date with the server mailbox. Cached Exchange Mode is activated by enabling the "Use cached Exchange mode" option located in E-mail Accounts in the Tools menu.

Note: Cached Exchange Mode is only available if your organization uses Microsoft Exchange Server. Consult your e-mail administrator to see if this option is available.

CACHED EXCHANGE MODE

Cached Exchange Mode always knows the status of the connection to the Exchange server to determine online/offline status. Using Outlook 2003 with "Use cached Exchange mode" enabled provides a better user experience when a network connection to the Microsoft Exchange Server is slow or unavailable. By providing different levels of optimization, Outlook 2003 automatically detects and adapts to changing connection environments, such as disconnecting from a corporate LAN, going offline, and then re-establishing a connection to the server via a dial-up connection.



AUTOMATIC SYNCHRONIZATION WITH EXCHANGE SERVER

Rather than continually polling the Exchange Server for changes, Outlook 2003 relies on server-to-client notifications to determine when there are changes on the server that need to be downloaded. You no longer need to use F9 or shift+F9 to ensure your local mailbox is up to date. When operating in cached Exchange mode, the notification process ensures that your local mailbox is always up to date.

BENEFITS OF CACHED EXCHANGE MODE

In cached Exchange mode users work from a local copy of the mailbox called the Offline Folder file (OST) file. Simultaneously, in the background, Outlook 2003 synchronizes data from the Exchange Server to the local copy of the mailbox.

More reasons to take advantage of cached Exchange mode include:

- Take advantage of Outlook's new Junk E-mail filtering while running in cached Exchange mode.
- E-mail is stored both locally and on the Exchange Server mailbox store.
- Accidentally deleted e-mails can be recovered from the OST; e-mail deleted from a PST cannot be recovered.

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Protect Sensitive Information

Security is of the highest importance for most organizations and utilizing secure e-mail (S/MIME) and Microsoft Information Rights Management (IRM) are great ways to make your e-mail more trustworthy. The following guidelines should help you decide when to use each of these technologies.

When to use IRM to Protect Content: You should use IRM in all Office 2003 products if you want to control who can access your content and also control what those people can do with that content. IRM should meet most of your internal trustworthy messaging needs. See the accompanying section titled Information Rights Management for more information about IRM.

When to use S/MIME to Digitally Sign E-mail: You should digitally sign e-mail if you need to prove to your recipients that you are who you say you are and that the content was not tampered with in transit. S/MIME signing will not prevent unauthorized people from viewing the content.

When to use S/MIME to Encrypt E-mail: Like IRM, you should use S/MIME to encrypt e-mail if you want to control who can access your e-mail content, but you also want to force the recipients to enter a password to further validate their credentials.

E-MAIL SIZE IMPACT USING S/MIME AND IRM
It is important to realize that S/MIME and IRM result in an increase to the size of the e-mail you are sending.

Note: The size increase with IRM varies, but is generally smaller than with S/MIME. Due to the impact of file size, it is recommended that you do not use S/MIME and/or IRM on all e-mail by default. Instead, choose when to use these technologies where they make the most sense for your specific business e-mail needs.

Type	Normal	S/MIME	IRM
RTF 1 line	3K	7K	12K
RTF 1 page	4K	15K	15K
RTF 10 pages	12K	94K	53K
HTML 1 line	3K	7K	7K
HTML 1 page	9K	15K	15K
HTML 10 pages	57K	86K	42K

Use the numbers in the table as a guideline.

Information Rights Management

IRM is an exciting feature in Office 2003 that allows you to control the distribution and usage of documents and e-mail. IRM spans Word, Excel, PowerPoint®, and Outlook 2003 and helps to meet the following scenarios:

- Write an e-mail that cannot be forwarded
- Collaborate on time-sensitive information that will become inaccessible after a certain time.
- Create documents and e-mail marked “Confidential” that stay inside your organization and are inaccessible to unauthorized users.

WHY USE IRM

Using IRM on documents and e-mail means you can control their distribution and usage. This means that information marked “Do Not Forward” won’t be, unless the user is intentionally and maliciously trying to redistribute your content to others.

Note: IRM will not stop users from taking screenshots via non-Microsoft products or photographs of content.

You can use IRM on any type of information. If you are writing a document or e-mail and think

“I wish there was a way I could control where this information goes,” then IRM is appropriate. *Note: Any user with Microsoft Office 2003 or the Microsoft Rights Management Add-in (RMA) for Microsoft Internet Explorer 6.0 will be able to view the IRM-protected material you send to them.*

KEY FEATURES OF IRM INCLUDE

“Do Not Forward” E-mail: Create protected e-mail messages that prevent recipients from forwarding, printing, or copying information.

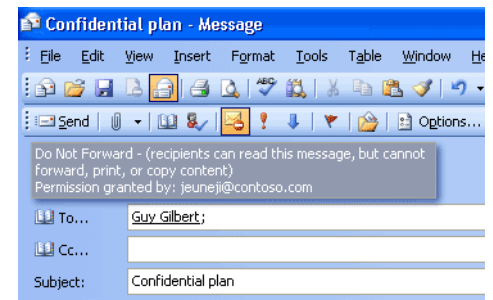
Document Permission: Create Word 2003, Excel 2003, and PowerPoint 2003 documents that only designated users can read, preventing them from extracting your information and/or repurposing it without your permission.

Information Expiration: Specify how long your information is accessible. After the expiration date you set has passed, users will no longer be able to view the protected information.

Protect From Prying Eyes: IRM uses strong encryption to help ensure that people without permission cannot get access.

HOW TO USE IRM

To apply IRM permissions, click the circular red button located in each Office application toolbar.



Easy Access to Information Within E-mails



SEARCH FOLDERS OVERVIEW

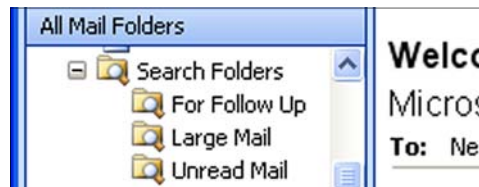
Search Folders in Outlook 2003 help users spend less time finding e-mail messages. Search Folders are live search results that look and act like folders, but differ from traditional e-mail folders in that e-mail is not saved in them. They are virtual folders that contain views of all e-mail items matching specific search criteria. Search Folders can be quickly set up with a number of pre-designed options, such as e-mail flagged “For Follow Up” or “Unread Mail.” You can also create your own custom Search Folders, defining specific search criteria that an e-mail must meet to be displayed in the folder.

USING SEARCH FOLDERS

Three Search Folders are created by default:

For Follow Up: This folder provides a virtual to-do list of all Quick Flagged messages.

Large Mail: This folder assists with mailbox cleanup by showing the largest e-mail messages from across the entire mailbox.



Unread Mail: All of a user’s unread e-mail messages on the server regardless of their folder, are shown in the Unread Mail search folder.

CREATING A NEW SEARCH FOLDER

1. Under **File**, select **New, Search Folder**.
2. Select the type of Search Folder you want in the **New Search Folder** dialog.
3. Select **Custom Search Folder**.
4. Click **OK** and follow on-screen instructions.

CUSTOMIZING SEARCH FOLDER SEARCHES

By default a Search Folder will search through all of the folders in your entire mailbox including sent and deleted items. To customize the search:

1. Right click on a Search Folder and select **Customize this Search Folder**.
2. Click the **Browse** button. The **Select Folder(s)** dialog will appear.
3. Click the **Clear All** button.
4. Select the folders to be searched and click **OK**.

Easier Personal and Group Scheduling

OVERVIEW



Outlook 2003 makes it possible to view multiple calendars including local, public folder, other users' calendars and calendar views side-by-side in the Outlook window. The calendars scroll together and are color-coded, making them useful for comparing schedules. Users can drag appointments between calendars or onto their own calendar or use the **New Meeting With** feature to quickly set up a meeting with the owners of some or all of the open calendars.

Note: This feature requires network connectivity to an Exchange Server and is not available while working Offline.

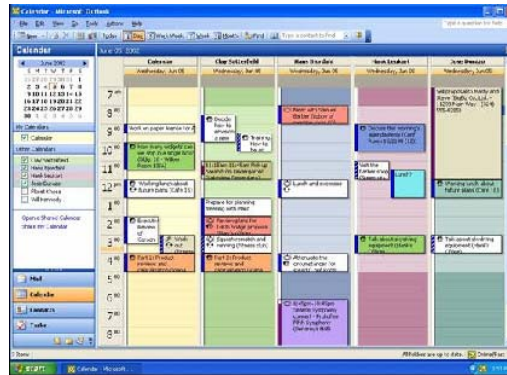
VIEW MULTIPLE CALENDARS SIDE-BY-SIDE

When you click on the **Open Shared Calendar** hyperlink, a dialog box will appear that specifies which contact's calendar you would like to open.

Selected calendars will be listed along side of your calendar for easy viewing. This provides a view of schedules and available times for meetings.

This feature requires viewing permissions to be set on each calendar you wish to view. Once permissions are established, viewing calendars side-by-side is as simple as clicking the checkbox next to the calendar name.

To open another user's calendar, Click **Open a Shared Calendar**. To share your calendar with others, click **Share My Calendar** and assign permissions.



Desktop Faxing



Composing and Sending a Fax

With Microsoft Office 2003, faxing is now as easy as sending an e-mail message if you have the contents accessible electronically. Here are the steps to send a fax with any Office application, including Word, Excel, and PowerPoint 2003:

1. Click on the File menu, point to **Send To**, and then click **Recipient using Internet Fax Service**.
2. Complete the Fax Recipient, Fax Number (for international faxing, do not enter leading zeros before a city code), and Subject fields.
3. From the Fax Service task pane on the right, choose from the cover sheet options available, and then complete your cover sheet located in the body of your e-mail message.
4. The fax document will be an attachment. Additional documents can be added by either clicking on the **Attach...** field or by clicking on the paper clip icon from the Toolbar. Click **Send**.

Faxing from Outlook is very similar:

1. Open a blank e-mail
2. From the File menu choose **Send To** and then **Recipient using Internet Fax Service...**
3. The Fax Service pane will appear on the right and the send fields will change to picture shown in step two above.

The body of the e-mail is the cover page and attachments can be added as in step four above.

Prioritize E-mails Quickly



QUICK FLAGS - A QUICK ORGANIZER

Through a study of Outlook users, Microsoft found that most people do one of three things with nearly every e-mail message:

1. They respond to it immediately
2. They delete or file it immediately
3. They decide to follow-up on it later

There are almost as many approaches to No. 3 as there are users: Mark the message as unread, move it to a mail folder called To Do, make a task out of it, rigorously delete or file all messages that don't require a response, etc. Each one of these is

inefficient and takes a lot of extra time, even though each strategy may work for a particular user.

Quick Flags are designed to solve this problem. Activated by a single click, Quick Flags are very simple to use.

Users single-click the flag icon next to any e-mail message in any folder in Outlook, to mark it with one of the six Quick Flag options and move on with what they were doing, minimizing the disruption of managing e-mail. Each marked message gets a brightly colored flag next to it so that it is easy to find again.

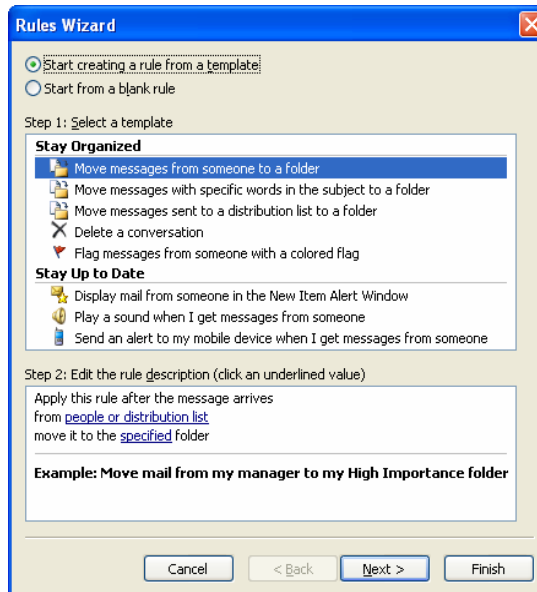
Organize E-mails With Rules



CREATE CUSTOM RULES FROM SCRATCH OR USING TEMPLATES

Custom Outlook rules save time and makes e-mail organization much simpler by automatically performing many actions based on the criteria you establish.

1. Click on the **Inbox** folder.
2. Select **Rules and Alerts...** from the **Tools** menu.
3. Click on **New Rule...** to launch the Rules Wizard.
 - If you want to use a template with pre-specified actions and conditions, Click **Start creating a rule from a template**.
 - If you want to use custom conditions and actions, Click **Start from a blank rule**.
4. Follow the instructions in the Rules Wizard.
5. If you want to run the newly created rule on messages already in the Inbox, select the **Run this rule now on messages already in Inbox** check box on the last page of the Rules Wizard.
6. (Optional) If you have more than one e-mail account or Inbox you can have this rule apply to all



of them. Select the "Create this rule on all accounts" check box on the last page of the Rules Wizard.

Quick Tip

If you want to create a rule based on a message, right-click the message on which you want to base a rule, and then click **Create Rule**.

Manage Junk E-mail

Un-solicited or junk e-mail continues to be a growing problem for many companies.

Spammers often use special techniques designed to collect e-mail addresses from newsgroups, mailing lists and other programs. It is strongly recommended that users not use their corporate e-mail address on the Internet to sign up for personal newsgroups, e-mail subscriptions, contests, etc. You should use a personal e-mail account (msn.com, hotmail.com, or other ISP) for Internet-related tasks.

TIPS TO PREVENT UNSOLICITED E-MAIL

1. Never use your corporate e-mail address to enter online contests.
2. Do not publicize your organization's internal Distribution List aliases on the Internet or in newsgroups.
3. Do not use your corporate e-mail account to purchase anything from unsolicited e-mail.
4. Never reply to unsolicited e-mail.
5. Never "unsubscribe" to unsolicited e-mail.

BLOCK UNSOLICITED E-MAIL AT THE INTERNET GATEWAY

Many organizations have implemented a server-based solution to restrict the entry of unsolicited e-mail in its messaging environment. Junk e-mail puts a significant burden on e-mail relays, Simple Mail Transport Protocol (SMTP) gateways and internal e-mail servers. It also impacts end-user productivity by forcing people to view unnecessary and sometimes offensive e-mail.

Note: Your organization may have implemented

a unsolicited e-mail management solution. Its intent is to eliminate junk e-mail at your organization's Internet gateway servers. Follow the instructions of your organization's e-mail system administrators to ensure that unsolicited e-mail is blocked effectively for your organization.

It is important to note that no anti-junk e-mail solution is 100% effective; therefore some junk e-mail may continue to be delivered to your mailbox.

MANAGE JUNK E-MAIL WITH OUTLOOK 2003

Outlook 2003 ships with an enhanced Junk E-mail filter which is designed to assist users with processing the unsolicited e-mail that does get delivered to their mailbox.

Each time the Junk E-mail filter detects unsolicited e-mail, it remembers the source. It can then use that information for future junk e-mail filtering. Users can also teach the filter by entering e-mail accounts, aliases, and domains into the **Trusted Sender** list.

Unwanted domains and unwanted senders can also be easily added to the junk senders list with a few simple mouse clicks.

Note: The new Junk E-mail filter is only available while using cached Exchange mode. (See page #1 for information on cached Exchange mode to indicate that junk e-mail filtering will work in other configurations, such as POP3, Hotmail, and IMAP.)

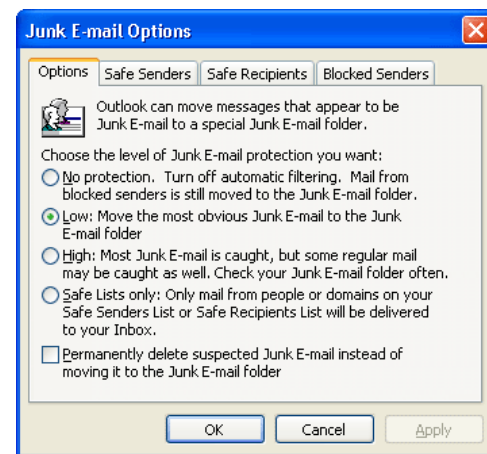
FALSE POSITIVES

Occasionally, the Outlook 2003 Junk E-mail filter might incorrectly classify a message as junk and move it to the Junk E-mail folder. It

is important to check the Junk E-mail folder regularly to ensure legitimate e-mail has not been routed there by mistake. If you do find legitimate e-mail in this folder simply highlight the e-mail, right click, select **Junk E-mail** from the menu and choose the appropriate action.

TRUSTED SENDERS

The **Trusted Senders** tab allows you to specifically add senders that you trust not to be spammers. All messages from those listed will be delivered directly to your Inbox. The **Also trust e-mail from my Contacts** is checked by default. This automatically adds the e-mail addresses of your contacts to this trusted list.



The Junk E-mail Filter in Outlook 2003 can help you set different levels of protection to reduce the amount of unsolicited email you receive.

Meeting Workspaces



Meeting Workspaces (MWS) are secure, customizable online locations for organizing, sharing and archiving meeting-related communications and documents. MWS's are ideal for all teams (local and global) that regularly schedule meetings and need to create agendas, share information, as well as track and follow up on action items.

MWS's are customizable sites that are secure online locations for organizing, sharing and archiving meeting-related communications and documents.

Note: The capability to create a Meeting Workspace is implemented by your organization's IT department using the Windows SharePoint™ Services feature of Microsoft Windows Server™ 2003. Check with your system administrator to see if this capability is available for your organization.

SETTING UP THE MEETING WORKSPACE

A MWS can be set up easily using Outlook 2003's Meeting Request capability. Click on **File, New Meeting Request** or from the **Calendar**, select

Actions, New Meeting Request. Add the attendees to the meeting request (their names, permissions and attendance status will be automatically added to and updated on the MWS site once you send the meeting request).

Once you have added the Subject, Time and Location to the Meeting Request, click on the MWS button and a MWS task pane is displayed on the right side of the panel. Click **Create** in the pane on the right to create your MWS.

Once you have created a MWS, you will have a hyperlink on the meeting invitation to navigate to the new MWS. Click **Change Settings** to modify the default MWS.

RECEIVING A MEETING INVITATION

The meeting invitation for a MWS looks just like any other meeting invitation in your Outlook Inbox. When you open your meeting invitation, you will notice a banner on the body of the invitation. To access the MWS, click the hyperlink in the banner. When a meeting with an associated MWS is placed on your calendar, you will notice an "M" icon in that item.

REPLYING TO THE MEETING INVITATION

When you send a reply to a meeting invitation (accept, decline or tentative), the status of your reply will be noted on both your Outlook Calendar and within the MWS. If you update your attendance status in your calendar, it will be reflected on the MWS.

FORWARDING A MEETING INVITATION

If you forward an invitation, the new attendee will not have access to the MWS unless you are the organizer/administrator. The site administrator must add the new person's alias to the site membership list for them to access the site.

Quick Tip

CALENDAR AND MEETINGS

When you are sent a meeting invitation, if you select the **Don't send a response** option, the meeting organizer is **NOT** able to view or track your response status. It is recommended that you select the **Send a response now** option to assure you have accurately communicated your attendance status.

Access E-mail While Out of the Office

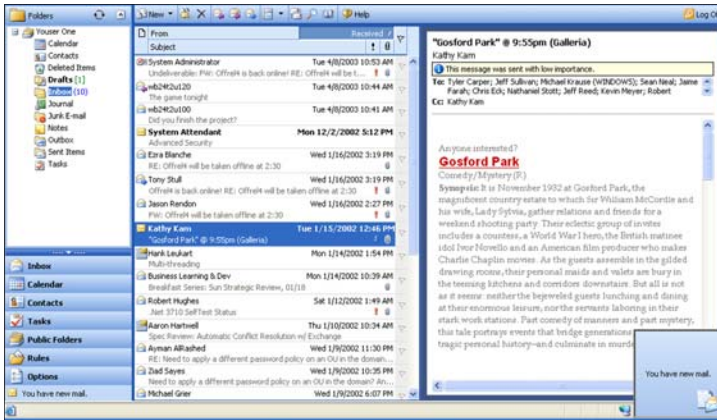
MOBILE MESSAGING: OWA, RPC over HTTP, OMA, and EAS

Wherever you are in the world, your organization's mailbox is as close as the nearest Internet connection. By using Microsoft Exchange Server 2003 your organization can offer users secure access to their corporate mailbox from any World Wide Web connection via Outlook Web Access (OWA), via Outlook 2003 using Remote Procedure Calls (RPC) over HTTP, or virtually any browser based mobile device via Outlook Mobile Access (OMA) and Exchange ActiveSync (EAS).

Note: Check with your organization's e-mail system administrator to see what types of mobile messaging are available within your organization.

Outlook Web Access (OWA)

Microsoft Office Outlook Web Access (OWA) enables users to access their Exchange Server-based e-mail, calendar, contacts, tasks, and public folders through the Internet or an intranet with only a Web browser.



OWA is a full-featured e-mail application that provides a graphical user interface experience similar to Outlook 2003.

ACCESS TO YOUR E-MAIL THROUGH OWA URLS

If your organization has enabled OWA, you can access your corporate e-mail wherever you are in the world so long as you have access to the World Wide Web. Using the access URL associated with your region or domain ensures that you are getting the best possible OWA performance. Even when traveling outside your home region, your regional URL provides the best performance.

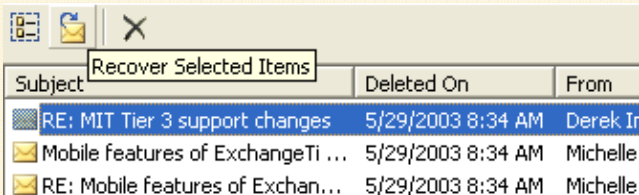
Note: Check with your organization's e-mail administrator to see if this option is available for you and for the appropriate URL for you to use.

Quick Tip

RECOVER DELETED E-MAILS

If you find that you deleted an e-mail by mistake there is a way to recover those e-mail items up to three days after deletion, even if you empty your deleted items folder upon exit.

1. Open the deleted items folder.
2. Select Recover Deleted Items from the Tools menu.
3. Search for e-mails deleted by mistake and highlight.
4. Click the Recover Selected Items icon.



Outlook via the Internet (RPC over HTTP)

RPC over HTTP is a new feature in Outlook 2003 and Exchange 2003 that enables mobile and home users to use Outlook to access organization e-mail over an Internet connection without needing a virtual private network (VPN) to access the rest of the network. Since Outlook is now "Internet aware", it will seem like you are connected directly to your organization's Exchange Server. If you can browse the Web, you can use RPC over HTTP with complete Outlook functionality.

Note: Check with your organization's e-mail administrator to see if this option is available and for the appropriate URL for you to use.

METHODS FOR ACCESSING E-MAIL VIA THE INTERNET

High-speed Internet connection at home, like DSL or cable: Outlook 2003 can detect your home connection and automatically connect to the appropriate Exchange Server within your organization.

Laptop connected to a customer network: If this network is connected to the Internet, but a firewall prevents you from creating a connection to your organization's network, Outlook 2003 can now route data through that firewall if RPC over HTTP is installed. Simply open Outlook 2003 and use it normally.

KEY BENEFITS OF USING RPC OVER HTTP

Simple to install: Determine if your organization has created a script that modifies your Outlook client configuration. If yes, install it per instructions from your e-mail administrator; your Outlook 2003 default profile will connect to your Exchange Server with any Internet connection.

Quickly connect to your Exchange 2003 Server over the Internet: By using the HTTP Internet protocol, Outlook 2003 users will be able to quickly connect to their Exchange servers and across network firewalls.

Secure connection: RPC over HTTP uses existing security authentication. Network traffic is further encrypted with Secure Socket Language (SSL). This is the same protocol used by banks for online banking.

Note: Check with your organization's e-mail administrator to see if this option is available and for the proper installation and usage instructions.

Outlook Mobile Access and Exchange ActiveSync (OMA and EAS)

Outlook Mobile Access (OMA) and Exchange ActiveSync (EAS) offer users real-time access and synchronization to corporate e-mail from any supported mobile device with Internet or Wireless LAN access, at any time, from anywhere.

- Use OMA to browse your mailbox via your mobile device.
- Use EAS to synchronize your Windows mobile device with your mailbox. After synchronization, you can work offline.

OMA and EAS are fully integrated features of Exchange Server 2003.

Note: Check with your organization's e-mail administrator to see if this option is available and for the proper installation and usage instructions.

Quick Tip

VIEW ADDITIONAL MAILBOXES

You can open any additional mailbox that has your e-mail profile has access to. Once these steps are complete you will find the additional mailbox in the folder view along with the original mailbox.

1. In Outlook, select E-mail Accounts from the Tools menu.
2. Under E-mail, select View or change existing e-mail accounts, and then click Next.
3. Click Change, then More Settings.
4. On the Advanced tab click Add.
5. In the Add Mailbox dialog, type the alias for the mailbox to be added and click OK.

Document Workspaces



Document Workspaces (DWS) are secure, customizable online locations for organizing, sharing and archiving documents and team information.

DWS's facilitate team participation in discussions, shared document collaboration, shared tasks, events, and surveys. Site content is accessible from both Web browsers and through clients that support Web Services. The document collaboration features allow for easy check-in, check-out and document version control.

Note: The capability to create a DWS is implemented by your organization's IT department using the Windows SharePoint Services feature of Microsoft Windows Server 2003. Check with your system administrator to see if this capability is available for your use.

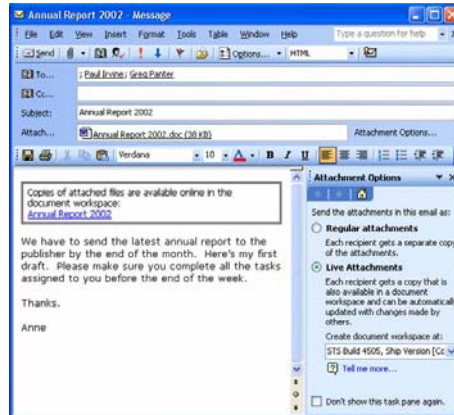
SETTING UP THE DOCUMENT WORKSPACE

When users of Microsoft Office Outlook 2003 attach an Office 2003 document to an e-mail message, the **Attachment Option** task pane becomes visible. By default, the attachment will be sent in the same way as in the previous versions of Outlook.

However, if users select **Shared Attachment** and sends the message, the document will be stored on a DWS site that is created automatically on an available server running Windows SharePoint Services. If users wish, they can specify the SharePoint site on which to create the document

workspace or use the default setting.

The recipient receives the e-mail containing the link to the DWS and can open the document from within Outlook and begin to collaborate.



Likewise, a DWS can be easily set up by using the Shared Workspace capability in any core program of Microsoft Office 2003, including Word, Excel, PowerPoint, and Visio.

While in the Office 2003 document, click on **Tools, Shared Workspaces** and a series of task panes will open on the right side. Type in the name of the document; then, click on the **Create** button. You will be requested to **Save** the document. Once you do this, the DWS will be created automatically. You have the option to specify the intranet URL for the DWS or use the

default URL set up by your organization's administrator.

Whether initiated within Outlook or other Office 2003 programs, sharing attachments automatically provides all of the collaborative workflow and information functionality found in a DWS. This information also appears in context directly in the Shared Workspace task pane beside the document whenever it is opened on a team member's PC. Recipients of the e-mail message are automatically added to the workspace.

INVITING WORKSPACE MEMBERS

DWS can be linked to your organization's e-mail address book making it easy to invite new members or to create groups. If your organization has implemented "presence"—the ability to see who in your group is online—then you can see at a glance who is available to respond and review your document.

WORKSPACE ADMINISTRATION

The sender (i.e. the creator) of the document becomes the site administrator of the DWS. All of the recipients become members of the DWS where they are granted permission to contribute to the site.

The administrator can invite other members to the DWS, assign permissions, establish tasks, and manage the DWS according to the rules established by your organization's administrator.

For More Information

Category	Online Location
Microsoft Office Outlook 2003	http://www.microsoft.com/office
Microsoft Exchange Server 2003	http://www.microsoft.com/exchange
Microsoft Information Rights Management—Windows Server 2003	http://www.microsoft.com/windowsserver2003/technologies/rightsmgmt/default.aspx
Microsoft Information Rights Management—Office 2003	http://www.microsoft.com/technet/treeview/default.asp?url=/technet/prodtechnol/office/Office2003/Plan/Of03IRM.asp
Microsoft Document and Meeting Workspaces	http://www.microsoft.com/windowsserver2003/technologies/sharepoint/default.aspx
Microsoft Anti-Spam Capabilities—Exchange Server 2003	http://www.microsoft.com/exchange/techinfo/security/antispam.asp
[Organization] Outlook Web Access URL	https://xxx.xxx.xxx [To be completed by organization]
[Organization] Outlook Mobile Access URL	https://xxx.xxx.xxx [To be completed by organization]

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