

## How to Avoid Trouble

Solemnly resolve to slow down when working on e-mail and pay attention to what you are doing. Ask yourself, out loud, if necessary:

- Should this even be an e-mail at all?
- Have I proofread this enough for grammar, spelling, and tone?
- Are the right people in the right address fields?
- Are the attachments that I say are there really attached?

## Settings to Check on Your Computer

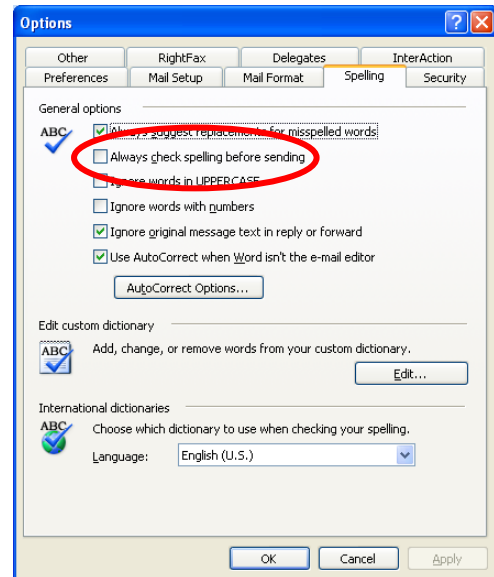
1. Turn off automatic spell-check and get into the habit of manually running spell-check.

In Outlook, go to Tools/Options and click on the "Spelling" tab.

Uncheck the box next to "Always check spelling before sending."

Click "OK."

To manually run spell-check in your e-mails, hit the F7 button, click the spell-check button in your toolbar (if you have one), or go to Tools and click "Spelling."

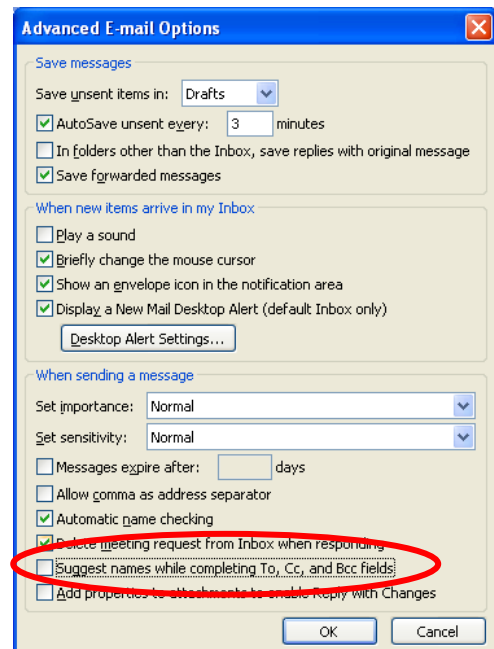


2. Consider turning off autocomplete, and instead using the To button to pick contacts from your Outlook Contacts or the "InterAction Lookup" button to pick contacts from InterAction.

In Outlook, go to Tools/Options. On the "Preferences" tab, click the "E-mail Options" button, and then click the "Advanced E-mail Options" button.

In the "Advanced E-mail Options" dialogue box, uncheck the box next to "Suggest names while completing To, Cc, and Bcc fields."

Click "OK."

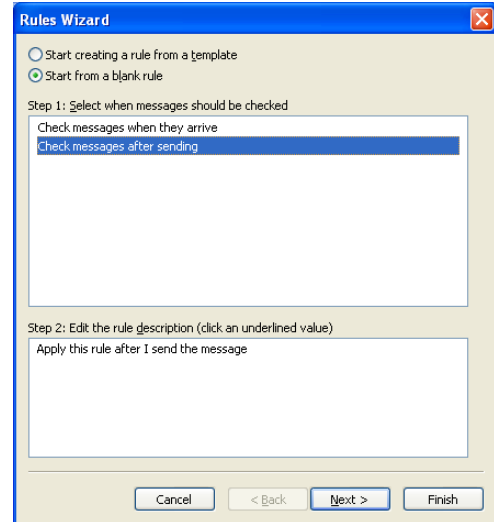


3. If you often find yourself clicking "Send" in slow motion and screaming "Nooooo" at the computer screen, you can set a rule to have all of your e-mails delayed by 2 minutes. That's probably not long enough for anyone to perceive a delay on your part, but it will give you a chance to go to your Outbox and fix the e-mail if the light bulb goes on after you thought you were done.

In Outlook, go to Tools/Rules and Alerts, and click the "New Rule" button.

In the "Rules Wizard" dialogue box, click the button next to "Start from a blank rule," click "Check messages after sending", and then click the "Next" button.

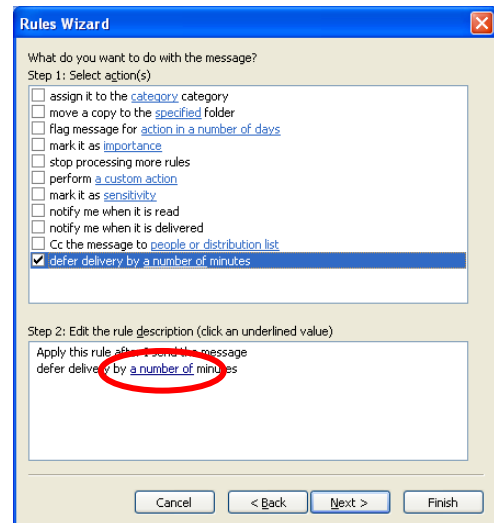
On the next screen, the Rules Wizard will ask you to specify what kind of e-mails your new rule will apply to. Leave all of the choices blank and click the "Next" button to make your new rule apply to all e-mails you send. A box will pop up asking if that is what you want to do, and you should say "Yes."



On the next Rules Wizard screen, click the box next to "defer deliver by a number of minutes."

Then, in the bottom half of that screen, click on the underlined words "a number of." That will bring up the "Deferred Delivery" dialogue box, where you will tell Outlook how many minutes it should hold on to your e-mail before sending. I suggest holding outgoing e-mail for 2 minutes.

Click "OK" in the Deferred Delivery Dialogue box, and then click "Finish" on the Rules Wizard screen.



The next pop-up box reminds you that this rule will only run when you have Outlook running on your computer. Click "OK," but keep in mind that you will have to wait to turn off your computer for at least 2 minutes after you've sent the last e-mail of the day.

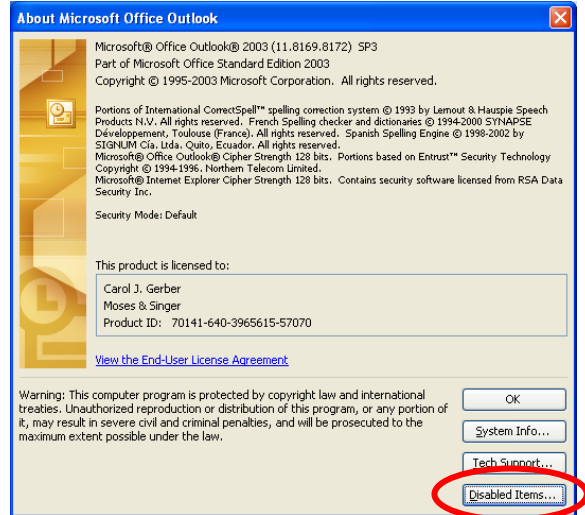
Click "OK" to close the "Rules and Alerts" dialogue box.

E-mails that you send will stay in your "Outbox" folder for as many minutes as you told Outlook to hold them for. You can open an e-mail before it leaves the Outbox folder and edit or delete it. To send an e-mail that you opened from the Outbox folder, you have to click the "Send" button in the e-mail again.

4. When Outlook Crashes, check that Workshare is still running.

To be sure that Workshare was not disabled in the Outlook crash, when Outlook comes back up go to the "Help" menu and click on "About Microsoft Office Outlook."

In the "About Microsoft Office Outlook" dialogue box, click the "Disabled Items" button.



If the "Disabled Items" dialogue box looks like this one, everything is fine.

If, however, Workshare is listed as a disabled item, click on it to select it and then click the "Enable" button.

After you re-enable Workshare, you can send a test document to your own home e-mail address to make sure the metadata cleaner is really up and running again.

