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## Receiving an Email with a follow up

1. In the Inbox, you will see the new email message with a different icon, 
2. Double-click the email to open it
3. Click on the flag icon

*Icon changes to a flag, this means the follow up has been completed*

## Flagging Contacts

If you flag a contact you can set a due date to call the contact and a reminder to do so.

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### Adding a flag to a contact

1. Double click the Contact to open it
2. Click on the Follow up button
3. Select a flag
4. Click on the Save and Close button

*Follow up text appears at the top*

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### Clearing a flag

1. Double click the Contact to open it
2. Click on the Follow up button
3. Select Mark Complete
4. Click on the Save and Close button

## Delay the delivery of a message

Keeps a message in your outbox until the time specify.

1. Double click the message to open it
2. Click on the Options tab
3. Within the More Options group, click on Delay Delivery
4. Under Delivery options, select the Do not deliver before tick box
5. Click the Delivery date and time you want

6. *Click Close*

## Adding an expiry date to a message

The message you are sending is specific to a particular date. After this date the message will either disappear or have a line through it.

**Example:** Meeting invitation on a specific date or an appraisal reminder

1. *Double click the message to open it*
2. *Click on the Options tab*
3. *Within the More Options group, click on Delay Delivery*
4. *Under Delivery options, select the Expires after tick box*
5. *Click the date and time you want*
6. *Click Close*

## Specifying where replies will be sent to

If a message you have sent is replied to, you can specify which Email address the reply will go to.

**Example**

You send Emails from work and want the replies from certain Emails to be sent to your home Email account.

1. *Double click the message to open it*
2. *Click on the Options tab*
3. *Within the More Options group, click on Direct Replies To*
4. *Under Delivery options, select the Have replies sent to tick box*
5. *Select the name of the person you want the replies sent to*
6. *Click Close*