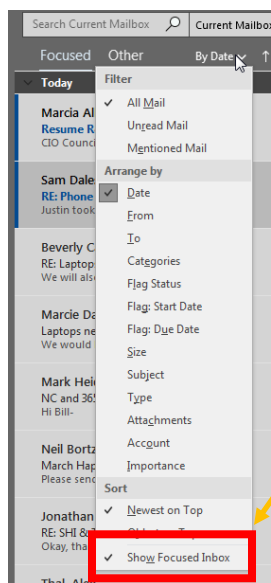
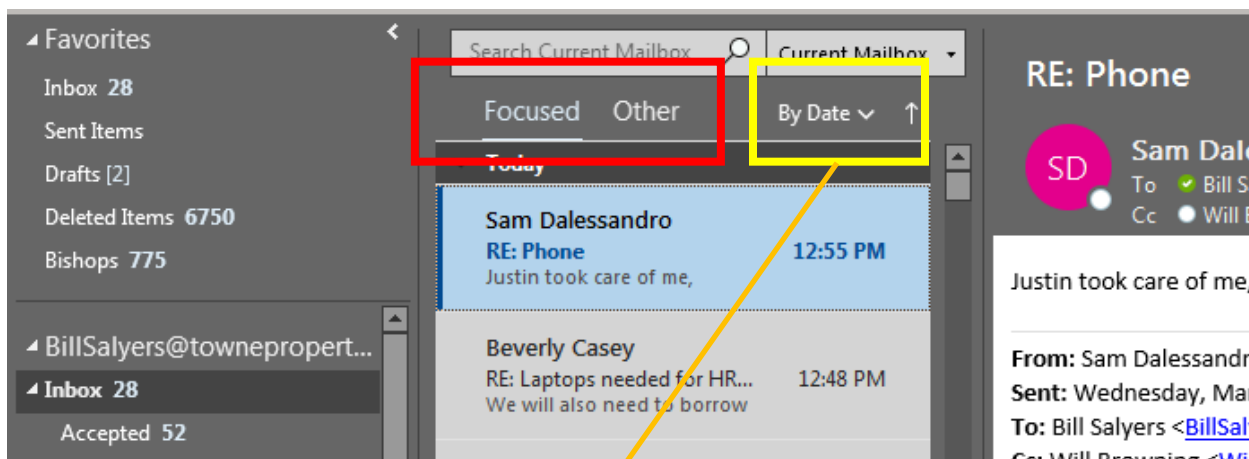


Customizing Your Outlook eMail Desktop Client

Many of our association associates don't particularly like the default view that is loaded on your desktop and ask to change one or more of 5 things: The "Focus" Section, Messages displayed as "Conversations", the way the To Do section is displayed, the Reading Pane and the Message Preview. Here is how to customize those items.

The Focus Section

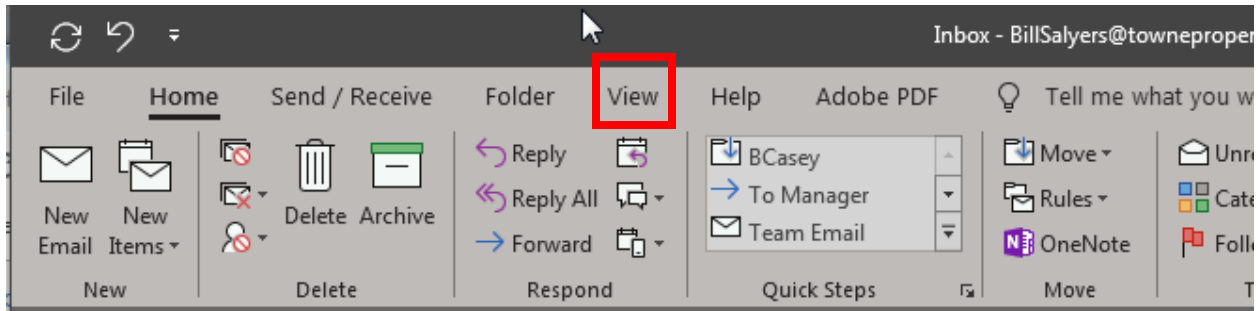
By default, the Outlook client has a feature called "Focused" emails. This is Microsoft's approach to reducing Inbox clutter. However, you may have email moved to either the "Focused" or the "Other" sections of the Inbox. The view is shown below:



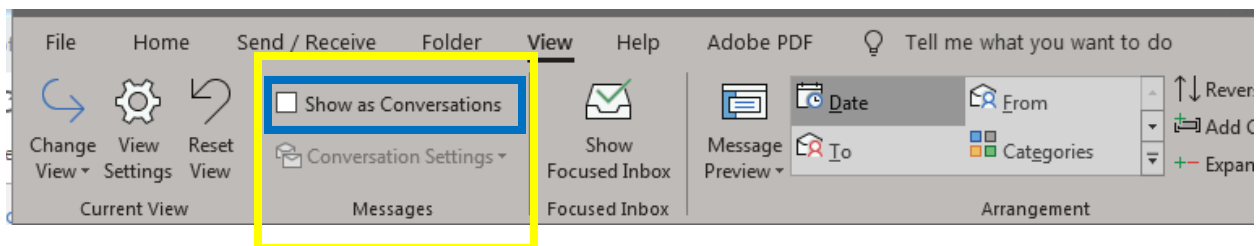
I don't particularly like this and most users don't either. To change it, click on the options by next to the By Date Sort button. (Shown in Yellow above) You will get a pop down menu. Uncheck the "Show Focused Inbox" option as shown in Red.

Conversations

The Outlook client has the option to display emails in the order they are received OR group by subject, otherwise known as Conversation. We recommend displaying them as they are received until you are more comfortable with the various display options. To verify the display mode, find the View button on the menu bar as shown below:

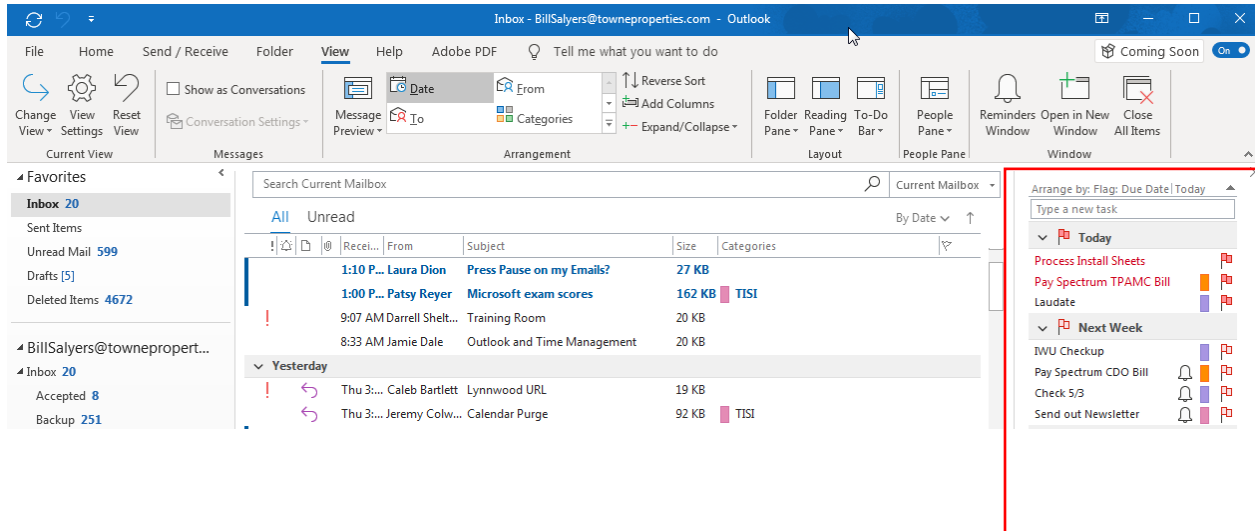


Click on View and the menu bar will change. Locate the Messages area (Yellow) and make sure that the “Show as Conversations” box is not checked. (Blue)



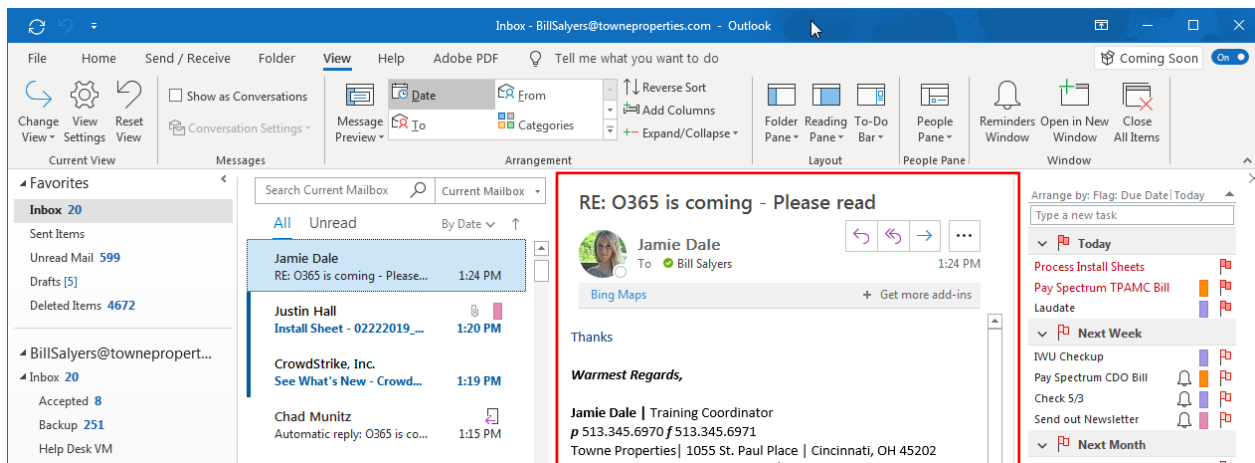
To Do Section

To add the “To Do Task” Section, look along the menu bar at the top for a menu item labeled “To-Do Bar”. Click on the small triangle on the label and choose “Task”. The display should change to something that is more familiar as shown below. You can change this to a view that you prefer.



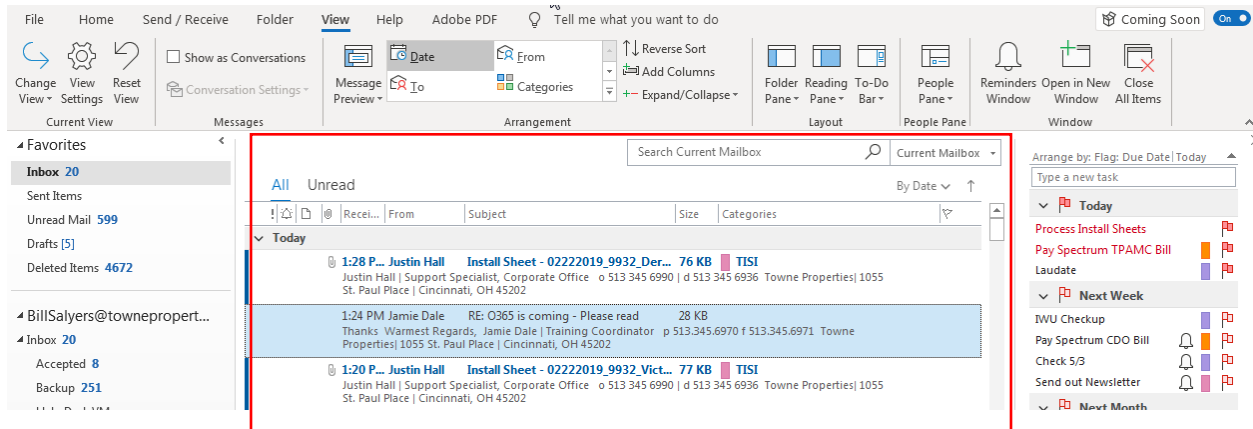
The Reading Pane

Most of our associates are used to a reading pane area instead of just a list of emails. To control this function, look along the menu bar at the top for a menu item labeled “Reading Pane”. Click on the small triangle on the label and choose “Right”. The display should change to something that is more familiar as shown below. You can change this to a view that you prefer.



The Message Preview

Some associates prefer a list of emails with the first, second or third line of the email displayed instead of the entire message. To control this function, look along the menu bar at the top for a menu item labeled “Message Preview”. Click on the small triangle on the label and choose “1, 2, or 3 Lines”. The display should change as shown below. You can change this to a view that you prefer.



If you need more information, have a question, a suggestion, or need Help, you can contact the Towne Information Systems Help Desk in any one of the following ways:

- By Phone – 513-345-6990
- By email – help@towneproperties.com
- By filling out the form on www.towneinfosystems.com
- By submitting a work order via the TISI app, located in the Apple IOS and Android store.

Of course, supply as much information as you can so we can provide the best help possible quickly.