

# SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

## MS OUTLOOK – TRACKING YOUR EMAILS

### Purpose

This handout shows how to use the Email Tracking Features of MS Outlook.

Please note that this feature only works for sending messages internally (within SASD MS Outlook Email) or with external email systems that support tracking.

### Let's first look at a sample use...

Let's say you have an important email that you need to have read by a certain number of people.

Once the email is sent, you can track to see who has received and read the email (for example, the message below notifies that the message was *sent* successfully; it does not mean that the message was *read*):

#### **Delivered: This is a test for a Tech Tip on tracking emails**

Microsoft Exchange

Sent: Tue 7/13/2010 12:14 PM

To: Nick Rava (IT College Intern)

#### **Your message has been delivered to the following recipients:**

[Rick Rava \(Staff - Director of Information Technology\)](#)

Subject: This is a test for a Tech Tip on tracking emails

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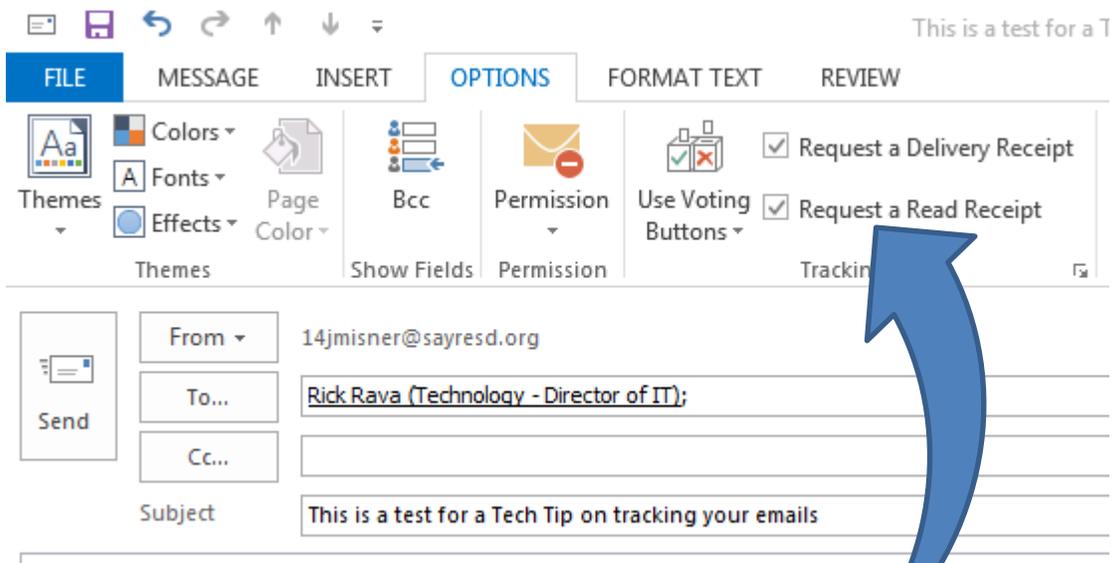
Sent by Microsoft Exchange Server 2007

### Here's how you track an email...

Let's say you composed an email message and you wish to ensure that it is read (please note that this procedure should not be used for all emails but only for those that are critical to read).

You will now need to change your options for delivery – first type and address your email (see the following sample):

Click on the Options tab



Notice the Request a Delivery Receipt and Request a Read Receipt

Select the Request delivery receipt (ensure that the email was delivered)  
 Select the Read Receipt (ensure that the email was read by that person)

Now you can send the email.

Once the email is delivered – you will receive an email message in your inbox – see the sample below:

