

Track e-mail messages that require follow up

Applies to: Microsoft Outlook 2010

Flagging e-mail messages helps you track responses to messages that you send and follow up on messages that you receive. In either case, you can also include a reminder alert.

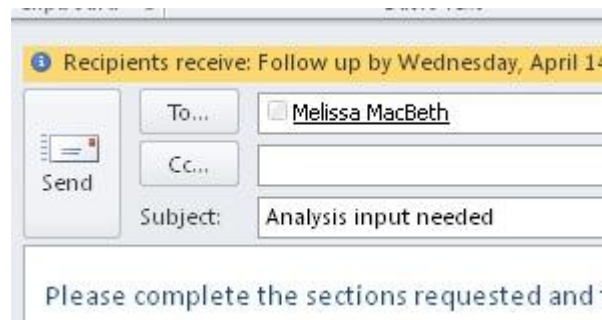
Flag to remind recipients to follow up

When you require a timely response to a message, use a flag for the recipients.

TIP Use this feature with discretion. Some recipients might not appreciate having reminders added to their Outlook.

1. Before you click **Send**, on the **Message** tab, in the **Tags** group, click **Follow Up**, and then click **Custom**.
2. Click **Flag for Recipients**.
3. Under **Flag for Recipients**, click a flag in the **Flag to** list.
4. By default, a reminder accompanies the task. To send a flag without a reminder alert, clear the **Reminder** check box.

The flag text that recipients receive appears in the InfoBar.



Flag to remind you to follow up

If you must follow up on a message that you are about to send, set a reminder for yourself.

1. Before you click **Send**, on the **Message** tab, in the **Tags** group, click **Follow Up**.
2. Click a flag for when you want to be reminded about this message.

By default, the following flag start dates, due dates, and reminders are available:

FLAG	START DATE	DUE DATE	REMINDER
Today	Current date	Current date	One hour before the end time of today's work day
Tomorrow	Current date plus one day	Current date plus one day	Start time of current day plus one work day
This Week	Current date plus two days, but no later than the last work day of this week	Last work day of this week	Start time of current day plus two work days
Next Week	First work day of next week	Last work day of next week	Start time of the first work day of next week
No Date	No date	No date	Current date
Custom	Current date	Current date	Current date

Alternately, click **Custom** to create a **Start date** and **Due date** that does not appear on the list. Click **OK** to close the dialog box.

The flag text that recipients receive appears in the InfoBar.

NOTE If you want to customize the flag by specifying **Start** and **Due** dates or change when the reminder alert appears, follow the steps in the Flag to remind you and recipients to follow up section. You can clear the **Flag for Recipients** check box to customize flags that only you see.

Flag to remind you and recipients to follow up

To flag a new message both for you and the recipients, do the following:

1. On the **Message** tab, in the **Tags** group, click **Follow Up**.
2. Click **Flag for Recipients**.

To send a flag without a reminder alert, clear the **Reminder** check box.

1. Select the **Flag for Me** check box, and if you want, the **Reminder** check box.
2. You can specify a **Start date** and a **Due date** for the **Flag for Me**.
3. In the **Flag to** list, click the flag text that you want to appear. You can also type custom text in the box, and then press ENTER.

NOTE You cannot change the flag text or set the **Start date** and **Due date** if you are using an IMAP e-mail account.

4. If either the **Reminder** check box for **Flag for Me** or the **Flag for Recipients** is selected, specify a time for a reminder to be activated.
5. Click **OK**.

The flag text appears in the InfoBar.

i After this message is sent, it will be flagged for you with the following information:
Follow up. Start by Tuesday, September 13, 2011. Due by Thursday, September 29, 2011.
Recipients receive: Follow up by Thursday, September 29, 2011 5:00 PM.

Find responses to your flagged messages

After you send a message with a flag, you can search for responses.

NOTE By default, sent messages are saved in the **Sent Items** folder. If you use a Microsoft Exchange account and move your sent items to an Outlook Data File (.pst) either manually or with AutoArchive, this feature is not available.

1. Do one of the following:
 - a. Open the original message in the **Sent Items** folder.
 - b. Open the flagged sent message in the **To-Do Bar**.
 - c. Open any message that is a response to the original message, click the InfoBar, and then click **Open original flagged message**.
2. Click the InfoBar, and then click **Find related messages**.
 - a. The **Advanced Find** dialog box opens and begins searching for messages that are a response to your flagged message.

Stop tracking an e-mail conversation

When tracking a message is no longer wanted, you can clear the flag on the message.

Do one of the following:

- **You added a flag to a message that you have not sent, but now want to remove the flag**
 1. In the message draft, on the **Message** tab, in the **Tags** group, click **Follow Up**.
 2. Click **Clear Flag**.
- **You sent a message with a flag for yourself or others, but now want to remove the flag**

Do one of the following:

- Delete the flagged message in the To-Do Bar.
- This deletes the message in your **Mail** folders as well.
- Right-click on the message anywhere it appears in Outlook, and then click **Mark Complete** or **Clear Flag**.

NOTE Recipients of the message still see the flag. When you remove a flag, it only affects what you see.

- **A flag reminder appears, and you want to remove the flag**
 - When the reminder alert appears, right-click it, and then click **Mark Complete** or **Clear Flag**.
- **A response to a flagged message arrives, and you want to remove the flag**
 1. In the Reading Pane or in the open message, click the InfoBar, and then click **Open Original Flagged Message**.
 2. On the **Message** tab, in the **Tracking** group, click **Follow Up**.
 3. Click **Clear Flag**.

Flag a message that you receive

You can flag a message that you receive to remind yourself to follow up or take action later. To flag a received message, do one of the following:

- In the message list, click in the flag column next to the message.

- Unless you have changed the default flag, the flag uses today's date for the **Start date** and **Due date**.
- In the message list, right-click the flag column next to the message. Select the due date for the task.

For example, if you click **Next Week**, a **Start date** of next Monday and a **Due date** of the following Friday is set. Click **Custom** to use a **Start date** and a **Due date** that do not appear in the list.

After you click **OK**, the flag text appears in the InfoBar.

Flagged messages appear in the To-Do Bar, in Tasks, and in the Calendar Daily Task List.

By default, the following flag options are available.

FLAG	START DATE	DUE DATE	REMINDER
Today	Current date	Current date	One hour before the end time of today's work day
Tomorrow	Current date plus one day	Current date plus one day	Start time of current day plus one work day
This Week	Current date plus two days, but no later than the last work day of this week	Last work day of this week	Start time of current day plus two work days
Next Week	First work day of next week	Last work day of next week	Start time of the first work day of next week
No Date	No date	No date	Current date
Custom	Current date	Current date	Current date