Instant Messaging – Using Webmail

Within webmail, you can initiate, send, and receive instant messages. You can initiate an instant message conversation from an e-mail or from a people search.

Messaging a Colleague Who Has Emailed You

1. To initiate an instant message conversation with a contact who has sent you an e-mail, select the contact’s name.
2. Double-click on the contact’s name or photo from the Reading Pane to open their contact card.
3. The Message window displays. Click the Send an instant message button.
4. An instant message window will display. Enter the desired message and press the Enter key.

Messaging a Colleague from People Search

1. From the Outlook view, enter part of the person’s name in the Search Mail and People field.
2. Select the desired person’s name from the People search results list. Their contact card appears to the right.
3. Click the Send an instant message button.
4. An instant message window will display. Enter the desired message and press the Enter key.