


VIEW EMAIL MESSAGES BY CONVERSATION IN OUTLOOK

Lawyers can often feel overwhelmed by the number of emails in their inbox. It can be helpful to organize emails so that they are viewed as a conversation or “thread,” meaning all emails with the same subject line are viewed in chronological order. This can be helpful in tracking emails, especially if there are long periods of time between responses so you don’t have to wade through your email inbox or outbox to find the original email. These instructions are for Microsoft Outlook 2016, but the steps described may be helpful in viewing email messages by conversation in other email programs.

1. With Microsoft Outlook open, click the **View** tab.
2. Click **Show as Conversations** if it is not already checked. Select **All mailboxes** or **This folder**.
3. Conversations that include multiple messages will then be identified with a small expand/collapse icon . Select the icon to expand or collapse a Conversation. Within each Conversation, messages are sorted chronologically, with the newest message at the top. When you receive a new message that is part of an ongoing conversation, the whole conversation then moves to the top of your Inbox.
4. You can then change the conversation settings to your preference. Click the **View** tab. Then click **Conversation Settings**. The following options appear:
 - a. **Show Message from Other Folders**. Use this option to display messages in the conversation that have been moved to other folders as well as messages you’ve sent that are stored in your Sent Items folder.
 - b. **Show Senders Above the Subject**. Selecting this option shows the sender names at the top of the conversation rather than the conversation subject.
 - c. **Always Expand Selected Conversation**. This option applies only to the currently selected conversation. The conversation selected when you check this box will always appear expanded.
 - d. **Use Classic Indented View**. Classic indented view shows messages in the conversation indented based on their position within the conversation.

IMPORTANT NOTICES

This material is provided for informational purposes only and does not establish, report, or create the standard of care for attorneys in Oregon, nor does it represent a complete analysis of the topics presented. Readers should conduct their own appropriate legal research. The information presented does not represent legal advice. This information may not be republished, sold, or used in any other form without the written consent of the Oregon State Bar Professional Liability Fund, except that permission is granted for Oregon lawyers to use and modify these materials for use in their own practices. © 2019 OSB Professional Liability Fund