

## 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 desktop and web-based versions of Microsoft Outlook for Microsoft 365, but the steps described may be helpful in creating client folders in other email programs.

Desktop-based Outlook:

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 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.

Web-based Outlook:

1. With Microsoft Outlook open, click on the **Settings** icon, which looks like a sprocket and is located at the top-right.
2. Under **Arrange message list** select **Group into conversations**.
3. Conversations that include multiple messages will be identified with a small expand/collapse icon . Select the icon to expand or collapse a Conversation. By default, messages within each conversation are sorted chronologically, with the newest message at top. Under **Arrange the reading pane**, however, the chronological order can be reversed or each message shown in full.

### IMPORTANT NOTICES

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