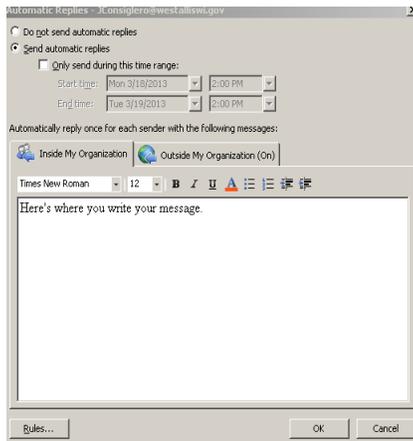Using the Automatic Replies/Out of Office Assistant, you can automatically send a reply to any message received in your mailbox while you are away.

To turn on the Automatic Replies feature from your Outlook Inbox, click the File tab, then the Automatic Replies button.
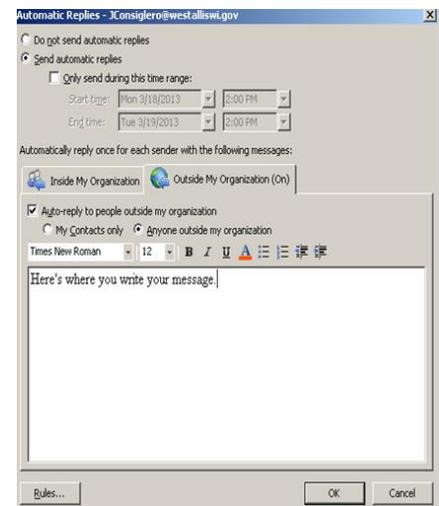

The default setting for Automatic Replies is 'Do not send automatic replies.' To turn on Automatic Replies, click 'Send automatic replies.'

Set a start time and end time for when replies are to be sent by clicking the checkbox, then setting the dates and times. New in Outlook 2010, the automatic reply will disable itself after the end time has expired.


Another new feature for Outlook 2010 is the ability to have two different replies, one for those 'Inside My Organization' (anyone with an @westalliswi.gov address) and a different message for those 'Outside My Organization'. Type your 'Out of Office' messages in the large white area of the message tabs. You can use the formatting toolbar to change the font or apply other text formatting to your messages.

On the 'Outside My Organization' tab, make sure to click the checkbox to 'Auto-reply to people outside my organization' if you want to send a reply. If the checkbox is not checked, no replies will be sent. You can also set who will receive your 'Out of Office' message: just those in your Personal Contacts list in Outlook, or all senders. There is not an option to select those in one of our Public Contacts folders.

For additional assistance, please call the IT Hotline at x8330 or email ITSupport@westalliswi.gov

In addition to Automatic Replies, you can also create rules for messages received while you are away. Rules define specific actions for incoming messages that meet specific criteria. For example, rules can be created to forward all messages to another user while you are away, or to reply to certain users with a different message. For more information on using Rules, see Outlook Help.

While the Automatic Replies feature is active, you may see the Automatic Replies banner just below the Ribbon. You can use the Turn Off button to stop Automatic Replies. To turn off Automatic Replies within Outlook click on Turn off button located just below the ribbon bar.
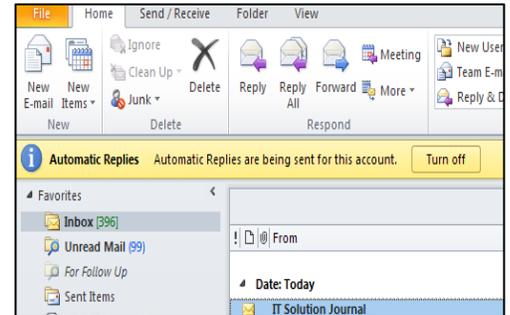
You may see the Automatic Replies icon on the Outlook taskbar at the bottom of the Outlook window. Double clicking on the icon will open up the Automatic Replies dialog box where you can manage your Automatic Replies messages and settings.
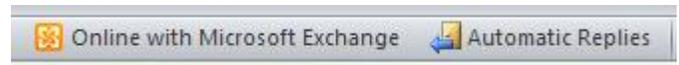
Did you know you can also manage your Out of Office message through the Internet using Outlook Web Access? Sign on to your account at http://webmail.westalliswi.gov/owa. Select the Options button on the horizontal navigation bar.

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