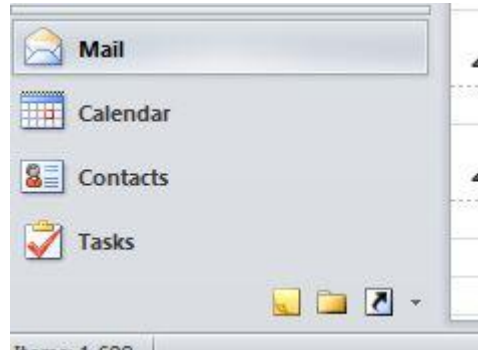


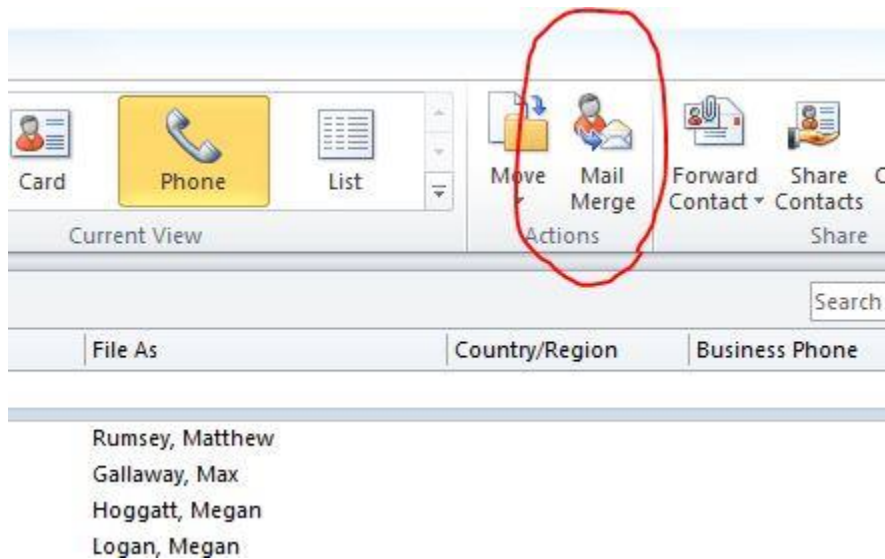
How to send a personalized email to multiple recipients (email merge) in Outlook 2010

To send an email to multiple recipients that appears as though it were sent to each one individually, use the mail merge feature in Office.

- 1) In Outlook, open your Contacts folder.



- 2) Choose the contacts whom you wish to include in the mail merge. (You can hold down the Ctrl key and click multiple recipients.) Click the "Mail Merge Button" in the Actions section of the menu bar.



- 3) This will open the “Mail Merge Contacts” dialog box. The defaults are okay, except in the “Merge options” section, choose “Email” from the “Merge to” menu. This will let you enter a subject line for the email.

The dialog box is titled "Mail Merge Contacts" and has a close button (X) in the top right corner. It is divided into several sections:

- Contacts:** Two radio buttons: "All contacts in current view" (unselected) and "Only selected contacts" (selected).
- Fields to merge:** Two radio buttons: "All contact fields" (selected) and "Contact fields in current view" (unselected).
- Document file:** "New document" (selected) and "Existing document:" (unselected) with an empty text box and a "Browse..." button.
- Contact data file:** "Permanent file:" (unselected) with an empty text box and a "Browse..." button.
- Merge options:** "Document type:" dropdown set to "Form Letters". "Merge to:" dropdown is open, showing "New Document", "Printer", and "E-mail" (highlighted).

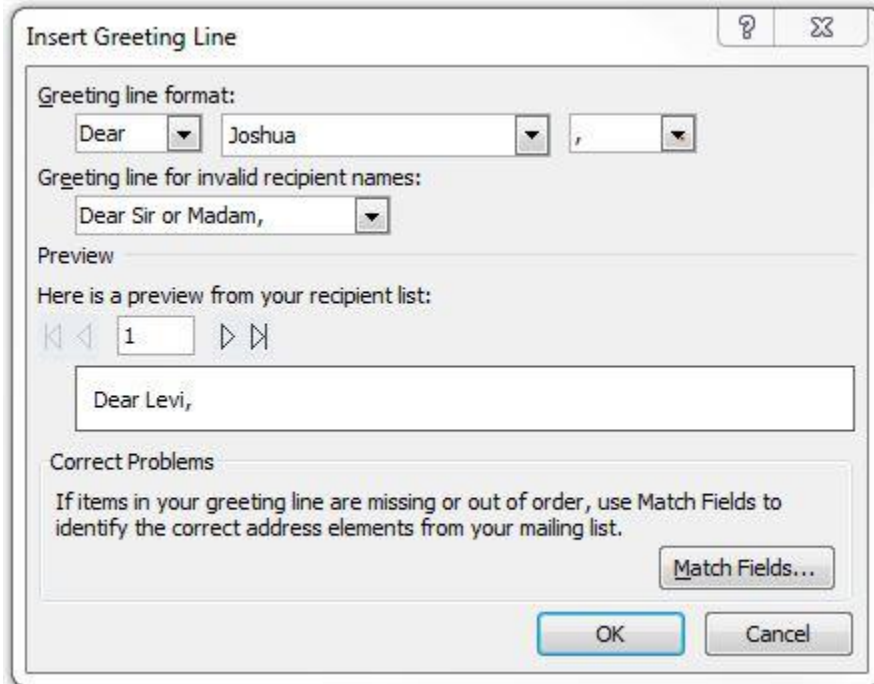
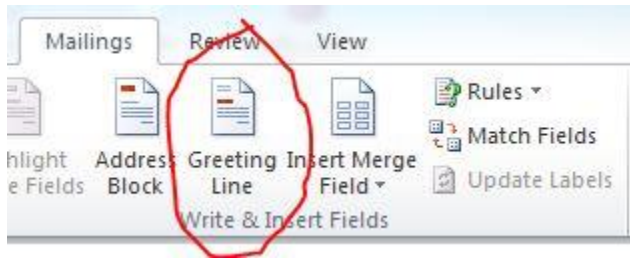
At the bottom right are "OK" and "Cancel" buttons.

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- Contact data file:** "Permanent file:" (unselected) with an empty text box and a "Browse..." button.
- Merge options:** "Document type:" dropdown set to "Form Letters". "Merge to:" dropdown set to "E-mail". "Message subject line:" text box containing "Test Mail Merge".

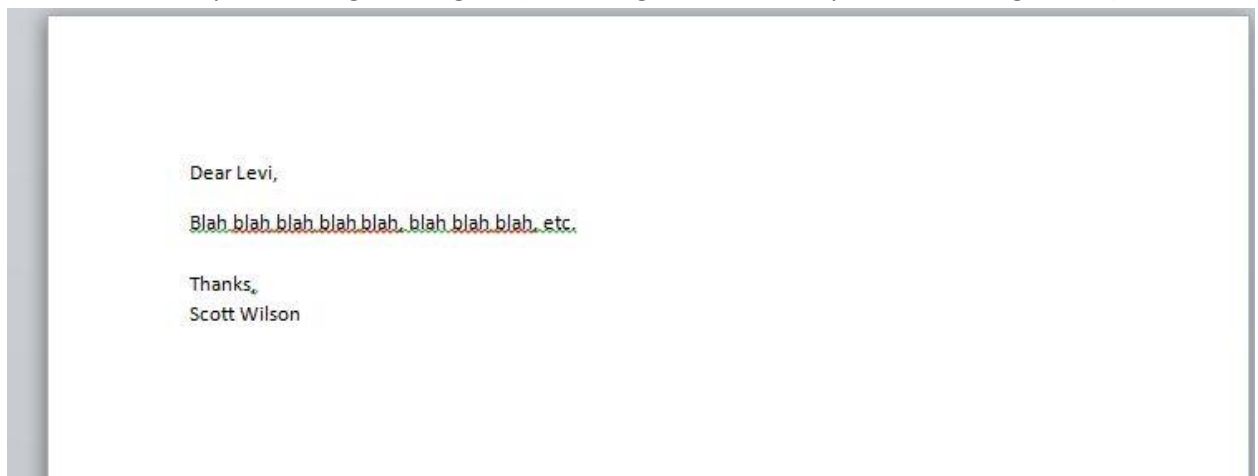
At the bottom right are "OK" and "Cancel" buttons.

- 4) Click "OK". This will open Word and allow you to edit your message just as if you were doing a standard mail merge. You will probably want to begin with a greeting line.

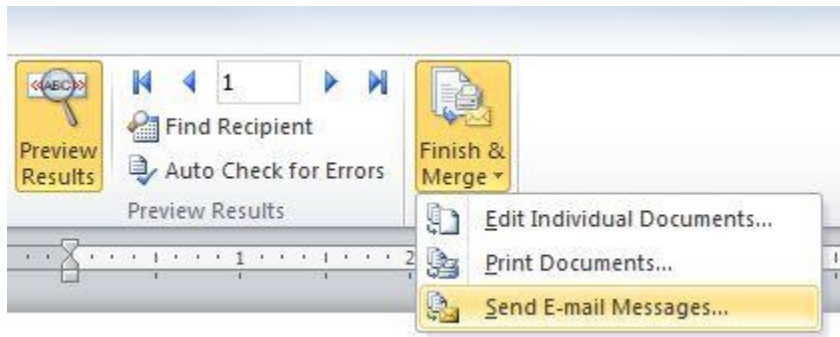


You can choose the level of formality from the second drop-down menu, as well as adjust other parts of the personalized greeting.

- 5) Write the rest of your message and sign it. (Mail merge does not use your Outlook signature.)



- 6) Click the “Finish and Merge” menu and choose “Send E-mail messages”.



- 7) The defaults here are fine; click “OK” to send your messages.

