

# E-Mail Technical Tips

## Come on, Get Crabby: Get Your Technology Questions Answered

by *Crabby Office Lady*

(NAPSA)—For many of us, getting answers to technology questions can be intimidating and frustrating. Wouldn't it be nice to know there's a friendly face out there with technology advice that's useful? Well, help has arrived in the form of a very amusing and helpful new adviser on the Microsoft Office scene: the Crabby Office Lady. She's blunt, sassy and smart; she's capturing Office users' hearts; and she even has garnered a few marriage proposals. The Crabby Office Lady offers advice—from how to save addresses in Outlook 2002 to how to customize templates—that can benefit any user of Microsoft Office.

Here is a sample of a few readers' questions the Crabby Office Lady has answered with her unique flair:

**Q: How do I save addresses in Outlook 2002?**

A: I'm getting the feeling you actually like to spend hours hunting down the simplest of solutions. And here it is. Ready? Are you sure? Close your eyes, click your heels together three times, and repeat after me: Open the message, right-click on the name you want to make into a contact in the From field, click on Add to Contacts on the shortcut menu, and click on Save and Close. What were we thinking by making it so simple and putting it in Help? I just don't know.

**Q: How do I create an e-mail list that will not show individuals in the group?**

A: You're obviously both devious and sneaky—I like that about you. Outlook just happens to have a feature for people like you: the bcc field (which stands for blind carbon copy). If you add someone's name to this box in an e-mail message, a copy of the message is sent to that person, but his or her name is not visible to other recipients of the message. Being the devious thinker that you are, I'm



**The Crabby Office Lady explains it all to you.**

sure you can imagine when this might be useful.

**Q: How do I customize templates (and avoid the guilt)?**

A: It's ethically correct and creatively necessary to learn how to customize those templates you've been downloading from the Microsoft Office Template Gallery and passing off as your own. Whether you're working in Microsoft Word, Excel, PowerPoint or Access, customizing templates can become second nature to you after you learn a few tricks. Some of the most common ways you can make a template your own are by customizing tables, fonts, numbers, dates and fields.

**How the Crabby Office Lady can help you**

The Crabby Office Lady gets her column ideas from you. Send her questions about those technical issues you have been struggling with, and let her give you advice in her unique way. To read her columns or ask her a question, visit [http://office.microsoft.com/assistance/2002/articles/crabby\\_columns.aspx](http://office.microsoft.com/assistance/2002/articles/crabby_columns.aspx). Although she reads every e-mail message, the Crabby Office Lady unfortunately cannot respond to everyone personally or she wouldn't have time to write her column.