

Add and Request Read Receipts and Delivery Notifications

Outlook for Microsoft 365, Outlook 2019, Outlook 2016, Outlook 2013, Outlook 2010

FIRST OF ALL... WHAT IS IT??

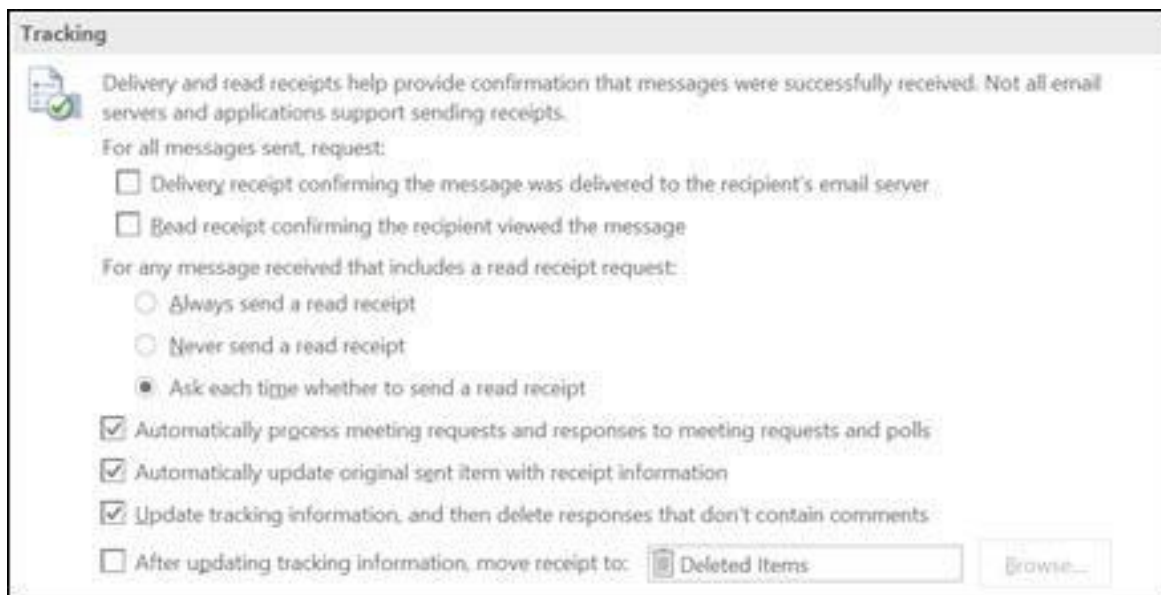


A **Delivery Receipt** confirms delivery of your email message to the recipient's mailbox, but not that the recipient has seen it or read it. A **Read Receipt** confirms that your message was opened.

[Request Read and/or Delivery Receipts for ALL messages that you send:](#)

On the **File** menu, select **Options > Mail**.

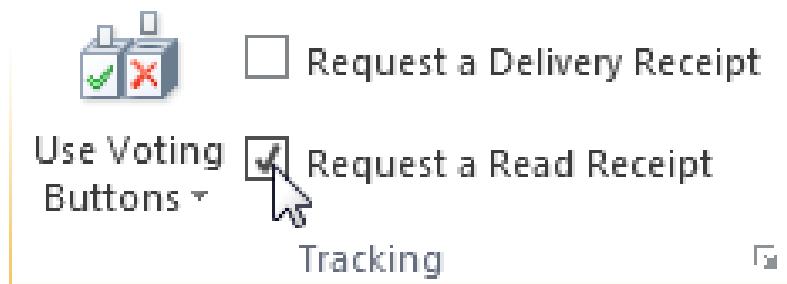
Under **Tracking**, select the **Delivery receipt confirming the message was delivered to the recipient's e-mail server** or **Read receipt confirming the recipient viewed the message** check box.



Click **OK** to apply your changes.

Request Read and/or Delivery Receipts for SINGLE messages that you send:

In a new email message, on the **Options** menu, in the **Tracking** group, select the **Request a Delivery Receipt** check box or the **Request a Read Receipt** check box.



Compose your email and click **Send**.

Track receipt responses:

Open the original message that you sent with a request for a delivery or read receipt. This message is usually located in the **Sent Items** folder.

On the **Message** tab, in the **Show** group, choose **Tracking**.

**If you need further assistance please contact Service Central at
516-686-1400 or email us at servicecentral@nyit.edu**