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.

<u>Request Read and/or Delivery Receipts for ALL messages that you</u> <u>send:</u>

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.

Trackin	ng
	Delivery and read receipts help provide confirmation that messages were successfully received. Not all email servers and applications support sending receipts.
	For all messages sent, request:
	Delivery receipt confirming the message was delivered to the recipient's email server
	Bead receipt confirming the recipient viewed the message
	For any message received that includes a read receipt request:
	 Always send a read receipt
	Never send a read receipt
	Ask each time whether to send a read receipt
	Automatically process meeting requests and responses to meeting requests and polls
	Automatically update original sent item with receipt information
	Dpdate tracking information, and then delete responses that don't contain comments
	After updating tracking information, move receipt to:

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