

Outlook 2019 with JAWS

Locating Sent Messages



Every time you send a message, a copy is made and stored in the **Sent Items** folder. This feature is extremely useful, as you often need to read a message again, print it out or perhaps send it again to a colleague.

To display the contents of the **Sent Items** folder in Outlook 2019, in conjunction with JAWS, follow these suggested steps:

1. Ensure that you are not in an open message.
2. Press the keyboard shortcut **CTRL and Y**. Upon doing this, the **Go To Folder** dialog box will be displayed. This consists of a list of all of your email accounts and related folders. JAWS will announce the name of the currently selected folder in the list. This is likely to be **Inbox**.
3. From the list of folders, select **Sent Items** and press **ENTER**. Upon doing this, the contents of the folder will be displayed.
4. In the **Sent Items** folder, You can press **DOWN ARROW** until the desired message is selected and then press **ENTER** to open it. Once the message has been opened, you can read it using standard JAWS navigation commands.
5. When you have finished with the message, press **ESCAPE**. Upon doing this, focus will return to the **Sent Items** folder.

To return focus to the **Inbox** folder, press the keyboard shortcut **SHIFT and CTRL and I**.