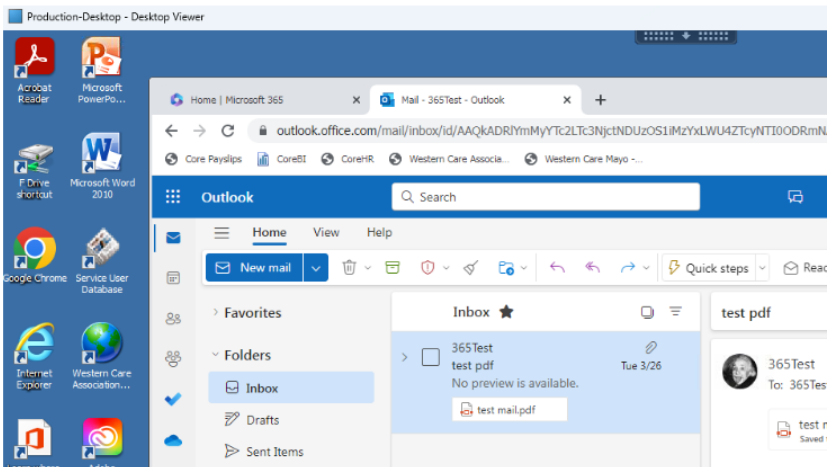


HOW TO SAVE EMAILS & ATTACHMENTS

When you need to save an email with an attachment, it has to be done in two separate steps.

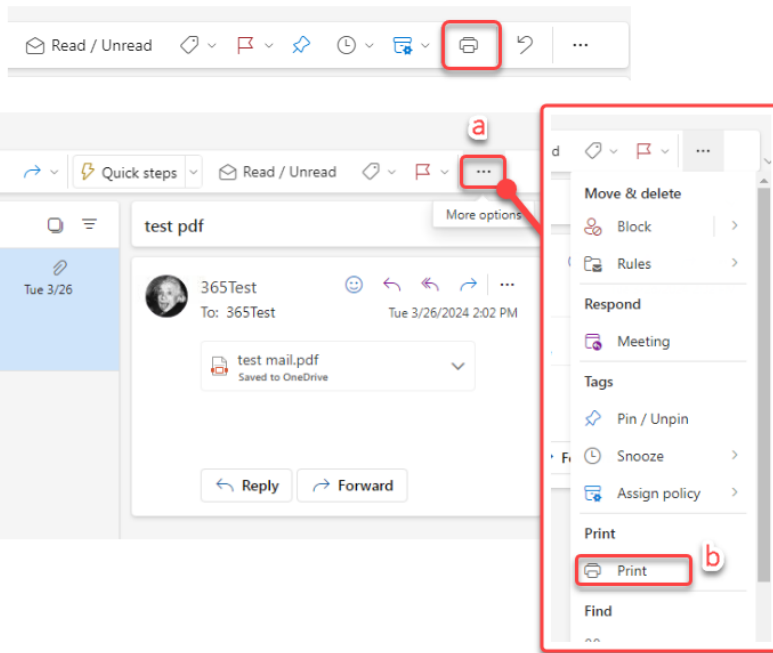
Step 1 – save the email itself



1

In Citrix in a browser open Office 365 webapp and open Outlook Mail.

Open the folder with the message you wish to save. Select the message by pointing to it in whatever folder you are in (so that it's highlighted in blue like shown on the screenshot).

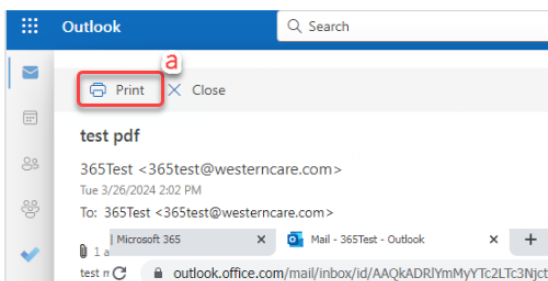


2

Normally you will be able to click on the Printer button in the toolbar, however if you don't see it -

a) click on the 3 dots "..."
(More options) and then

b) select "Print"



3

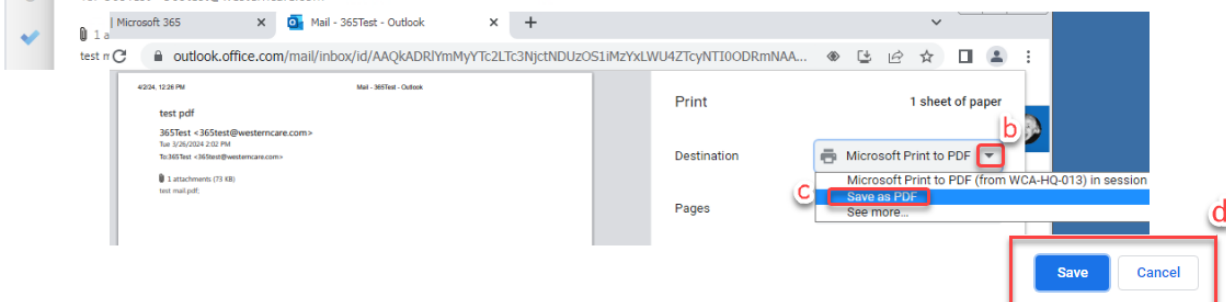
The email itself will open.

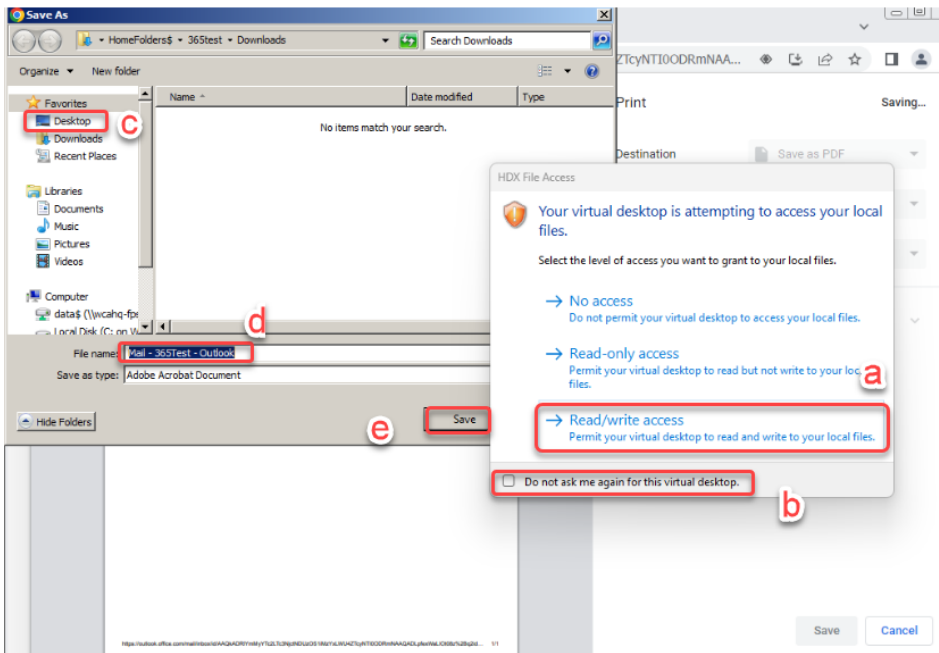
a) click on "Print"

b) in the new window click on the drop-down arrow and

c) choose "Save as PDF"

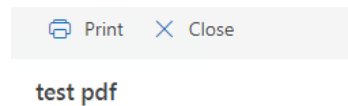
d) click on "Save"



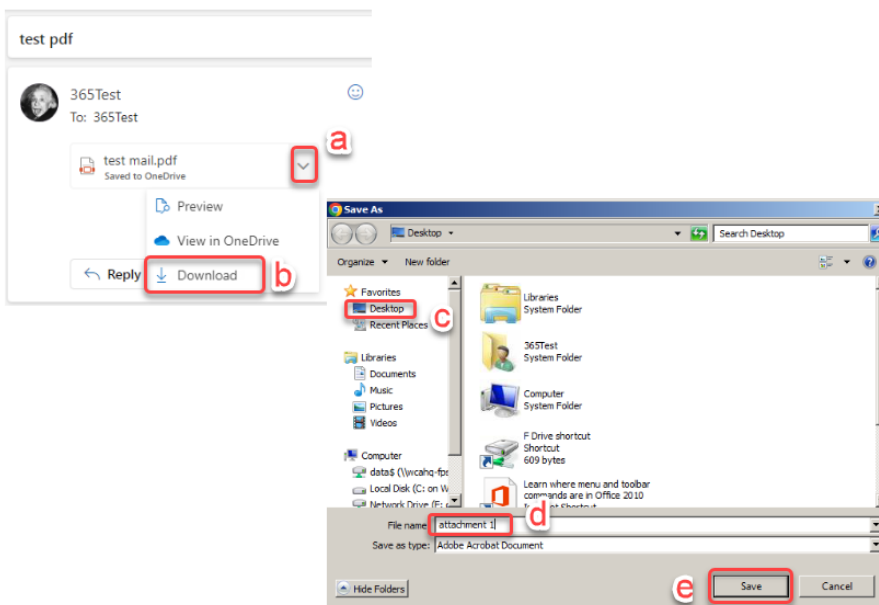


- 4**
- You might see an access permission pop-up, if you do:
- a) choose Read/Write access
 - b) check the option "Do not ask me again for this virtual desktop"
 - c) select Desktop as destination
 - d) give your email an appropriate name (keep it short)
 - e) click on "Save"

Once the email is saved, you will be taken back to the window from which you clicked Print, here you can now click on Close to come out of it:

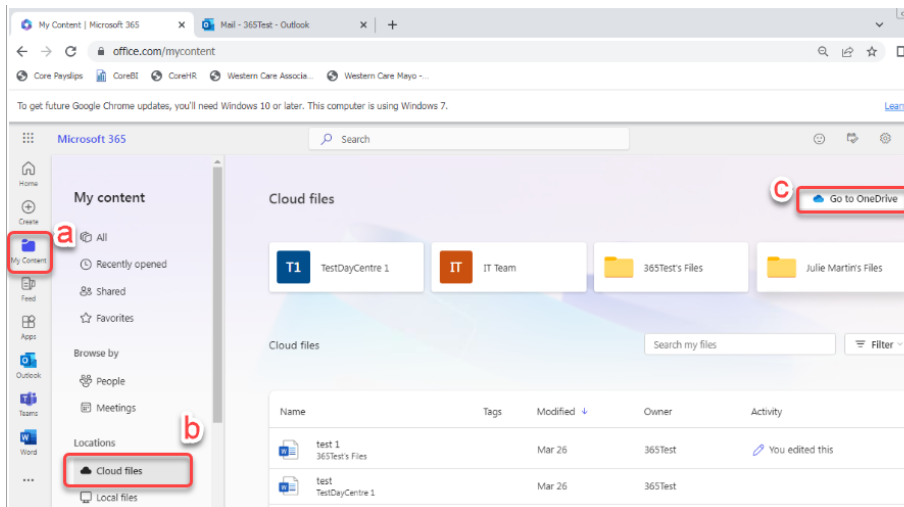


Step 2 – save the attachment



- 5**
- In the email with the attachment you wish to save, next to the attachment:
- a) click on the drop-down arrow
 - b) click on "Download"
 - c) choose "Desktop" as the destination
 - d) give the attachment an appropriate name (keep it short)
 - e) click on Save

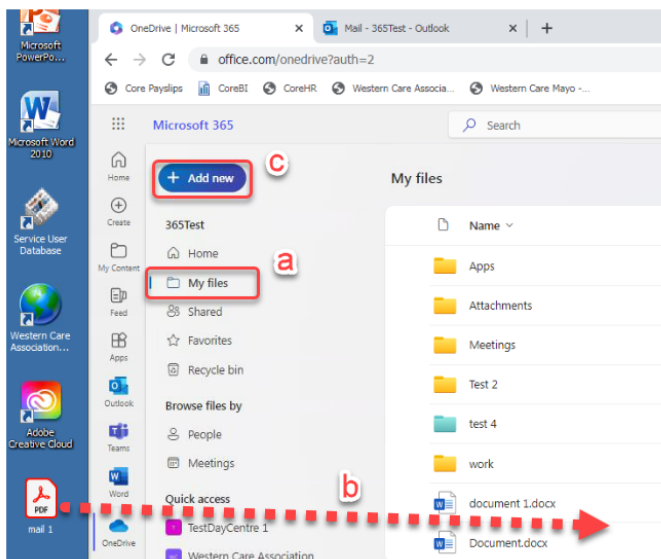
When you have saved both the email and the attachment, you will need to transfer them either to Teams (for work files, see separate video/guide on "How to save to Teams") or to the OneDrive (your personal online storage), follow these steps:



6

In the browser in 365 webapp:

- a) click on "My Content" icon
- b) under Locations, click on "Cloud files"
- c) in top right-hand corner click on "Go to OneDrive"



7

In OneDrive go to:

- a) My files
- b) drag-n-drop the file(s) from your desktop in Citrix to a location under My Files (eg into one of the folders like "Attachments" or in the body of My Files)
- c) you can also create new folders here by clicking on "+Add new"

You will see your file in the location you dragged it to:

Name	Modified	Modified By	File size
mail 1.pdf	A few seconds ago	365Test	51.5 KB
Apps	February 26	365Test	0 items

a confirmation will be seen at the bottom for a few seconds:

