

# Learn About Conversations

---

**Applies to:** Office 365 for professionals and small businesses, Office 365 for enterprises, Microsoft Exchange, Live@edu

**Topic Last Modified:** 2009-09-14

By default, Outlook Web App uses Conversation view in all e-mail folders whenever the Reading Pane is turned on. Conversation view displays every message in a conversation in a single view.

## How do I use Conversation view?

Conversation view shows all messages in a conversation, no matter what folder they're stored in. For example, if you've replied to a message in your Inbox, you'll see both the original message and your reply in Conversation view.

In the List view, use the arrow next to a conversation to expand or collapse the conversation. The List view will show:

- The subject at the top of the conversation.
- The person who sent each message.
- What time the message was received, if it's stored in the current folder.
- What folder the message is in, if it's not the current folder.
- The relationship of the message to other messages in the conversation, indicated by a vertical line and dots.

You can click any message in Conversation view to see it in the Reading Pane.

In the Reading Pane, you can use the arrow next to a message to expand or collapse that message. The Reading Pane will show:

- The subject at the top of the Reading Pane.
- The sender of each message.
- When each message was received.

When you expand a message in the Reading Pane, you'll also see:

- Which message it's a response to (if any).
- The folder the message is in directly under the sender's name, if the message isn't saved in the current folder.
- The senders' and recipients' availability for IM, indicated by a colored dot next to their names. Click the dot to see a list of actions you can take.
- The **Actions** menu. Click **Actions** to see a list of things you can do with the message.
- The relationship of the message to other messages in the conversation, indicated by a vertical line and dots.

## How do I reply to a message in Conversation view?

When you click a message in Conversation view, the most recent message is highlighted. If you click **Reply** , **Reply All**, or **Forward** , that's the message you'll reply to or forward.

To reply to or forward a different message in the conversation, select that message to highlight it, and then click **Reply** , **Reply All**, or **Forward** . You can select the message in the List View or in the Reading Pane.

You can also click **Actions** on a message to view of list of things you can do with that message, including reply.

## How do I turn Conversation view on or off?

In the List view, click **Arrange by**, and then select the check box next to **Conversation** to turn Conversation view on (selected) or off (cleared).

**What else do I need to know?**

- You can delete an entire conversation, or just parts of a conversation. You can also ignore a conversation. For more information, see [Delete a Message](#).