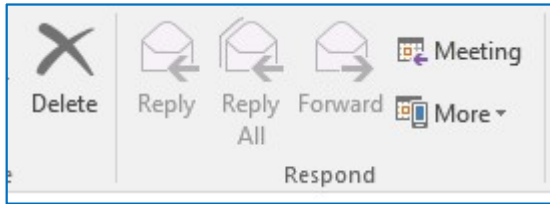


How to forward messages from Outlook Drafts folder

If you have set up 4 drafts emails with pre-written subject lines (as we discussed during my recent presentation), you've probably found that the forward button is greyed out when you try to use it.



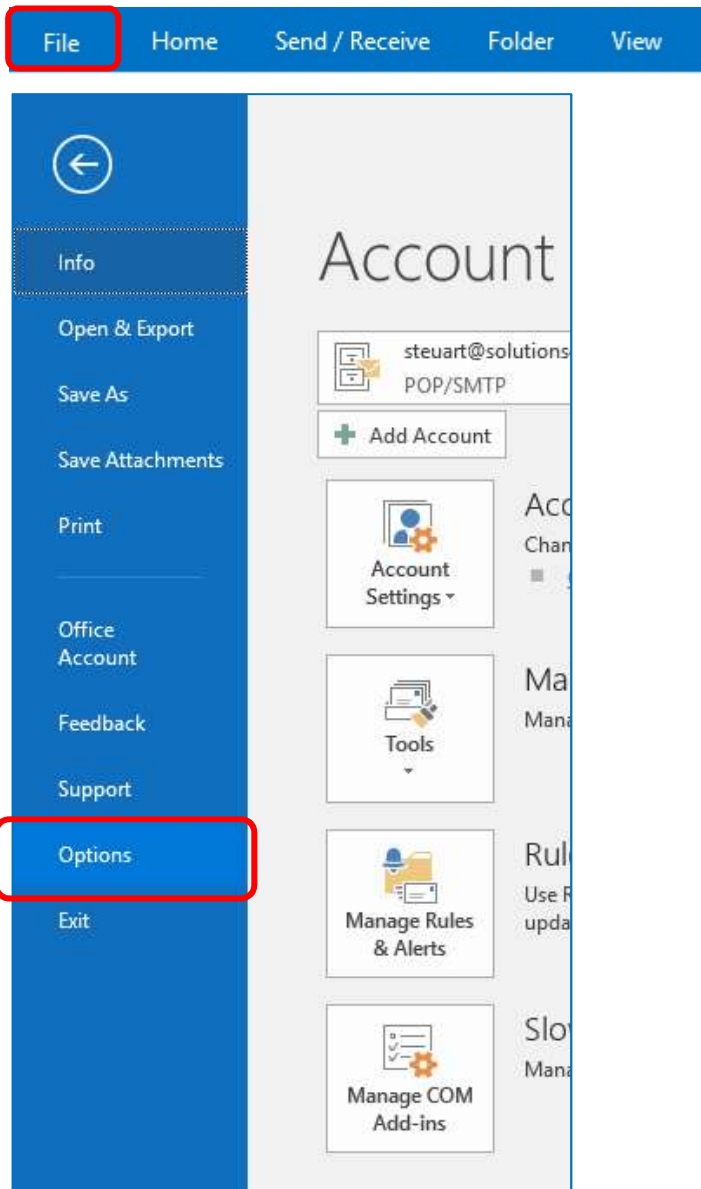
I had the exact same issue (ie: *cannot forward unsend draft messages*) when updating to Outlook 2016 and I believe it occurs in Outlook 2013 as well.

Here are a couple of solutions to this issue (#1 is best).

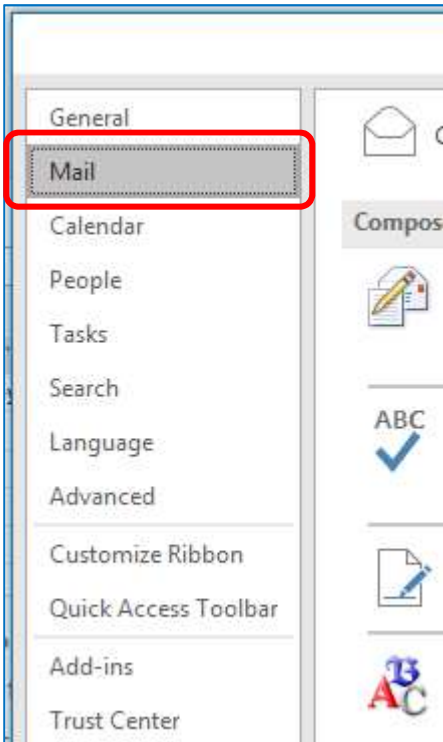
Method #1:

The best method is to change the default setting so that Outlook open a new window when you Reply or Forward. Here's how to set this up.

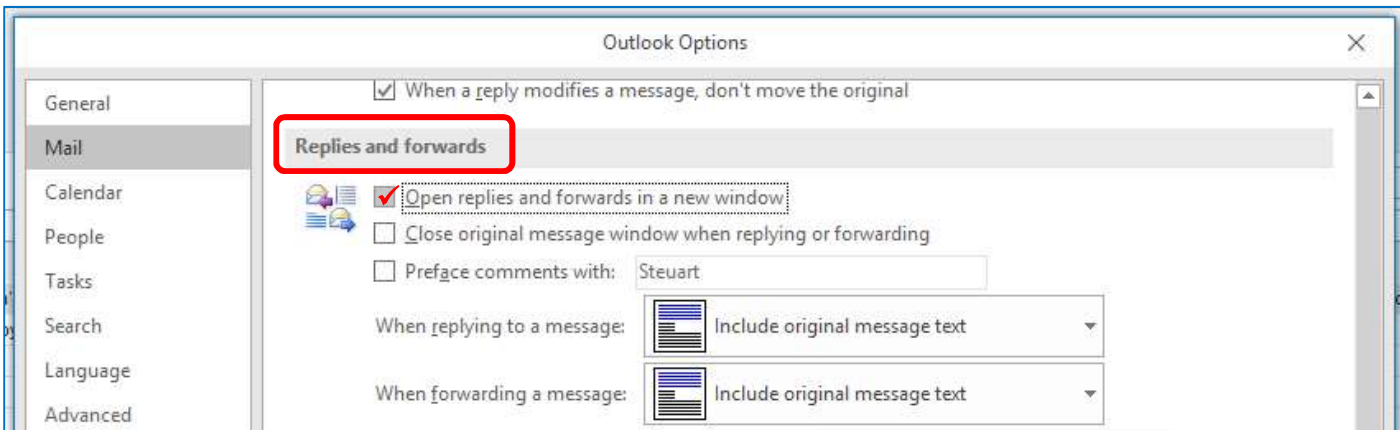
1. When in Outlook, select the **File** tab at top left of your screen, then select **Options** from the drop-down menu.



2. In the new window which appears, select **Mail**



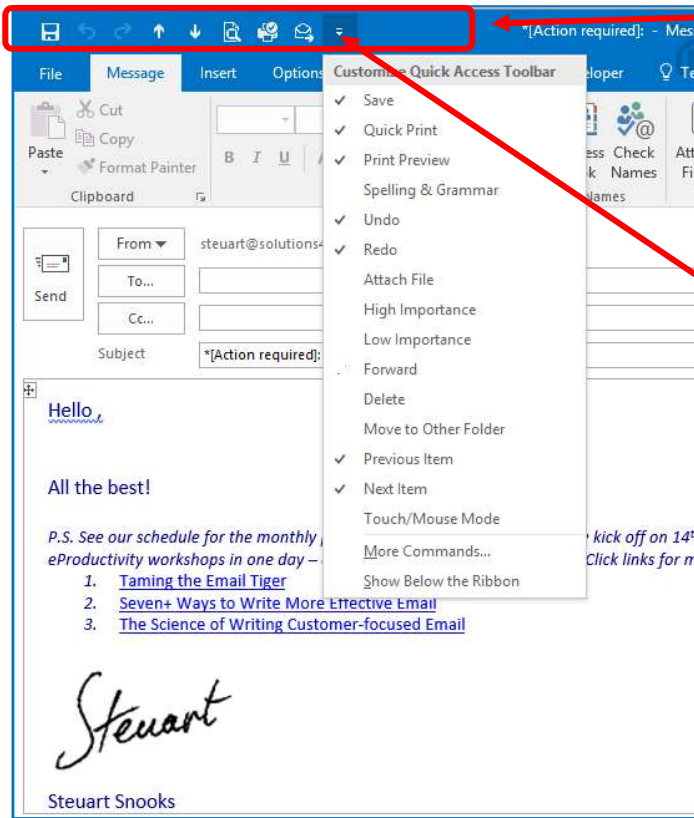
3. Scroll down to the **Replies and Forwards** section and then click the box beside **Open replies and forwards in a new window** and then click OK



Note that this will now open a new window for your replies and forwards in the inbox as well (which I always prefer anyway). Try this for yourself now and you'll see that the Reply, reply All and Forward buttons in the Drafts folder are now active.

Method #2:

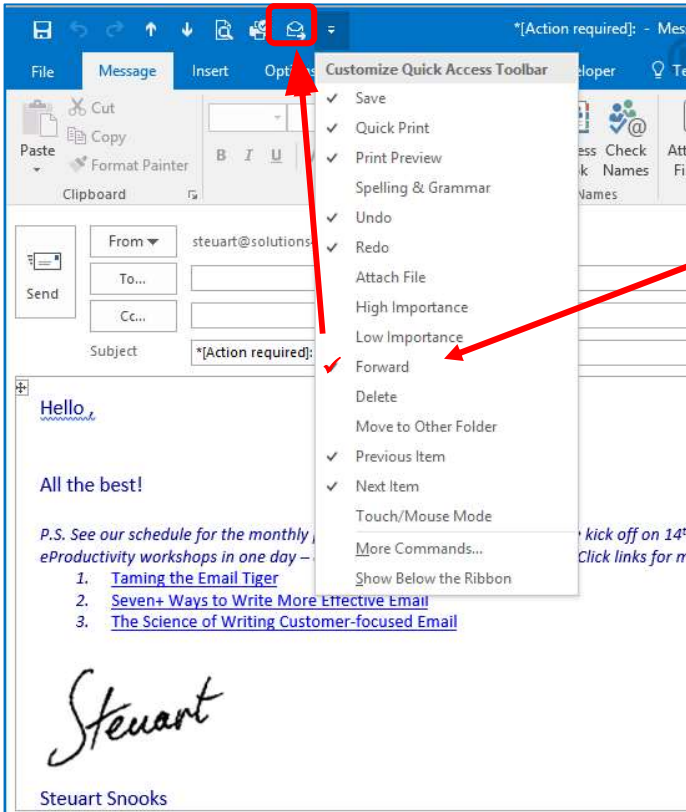
The alternate method is to double click the draft message you wish to forward. This opens the message in a new window and then you can use the **Forward** command from the **Quick Access Toolbar** (add this command from the drop list if you don't have it already – see second image below).



Quick Action Toolbar

Click arrow to open drop down menu

Here's how to add the Forward command to the Quick Access Toolbar.



Select **Forward** to add Forward command to the Quick Action Toolbar