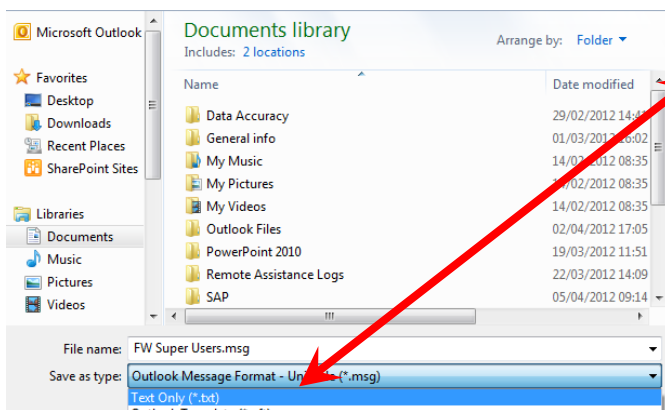


## Saving & Uploading an Email from Outlook

**TEXT FROM EMAILS SHOULD NOT BE COPIED INTO A CASE NOTE AS THIS CAN CAUSE SYSTEM PROBLEMS. PLEASE FOLLOW THE INSTRUCTIONS BELOW TO ATTACH THE FULL EMAIL TO FRAMEWORKi**

### In Outlook:

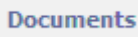

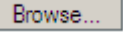
- Open the email that you want to save
- Click on **File**
- Select **Save As**
- Give the email an appropriate name and save to a Designated Folder in **My Documents**

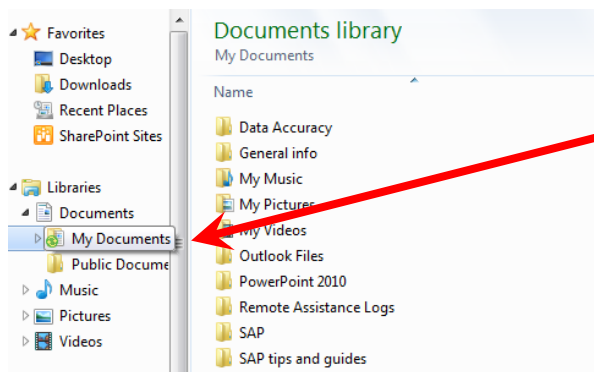


'Select **Text Only**' from the 'Save as type' drop down list.

Click 

### In Frameworki:

On the customer's Personal Details screen, click  and then the  button. Click  to navigate to the saved email.



Select **My Documents** from Libraries and then open the Designated folder where you saved the email

Once you have found the saved email click on it (it will turn ) now click **Open**.

**File as \*** Allows you to re-name the email (adding a date is useful for future searches)

**Main Category \*** Select Category

Click **Save**.

**\*\*\*Once you have Uploaded the email, you MUST delete it from the My Documents folder\*\*\***