

Quicklaw[®] for Microsoft[®] Office: Background or Suggest Feature Not Working

Problem Description

Your email message is in plain-text (non-HTML) format. If you want to highlight and hyperlink portions of text in an email message, the content has to be HTML-aware.

Suggested Action

If you receive a plain-text email message, such as a LexisNexis[®] Alerts notification, click **Reply** or **Forward**. In compose or edit format, Microsoft[®] Outlook[®] unprotects the email message, and the editor becomes HTML-aware. This allows you to utilize the **Background** or **Suggest** functionality.



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