Microsoft®

Outlook 2010

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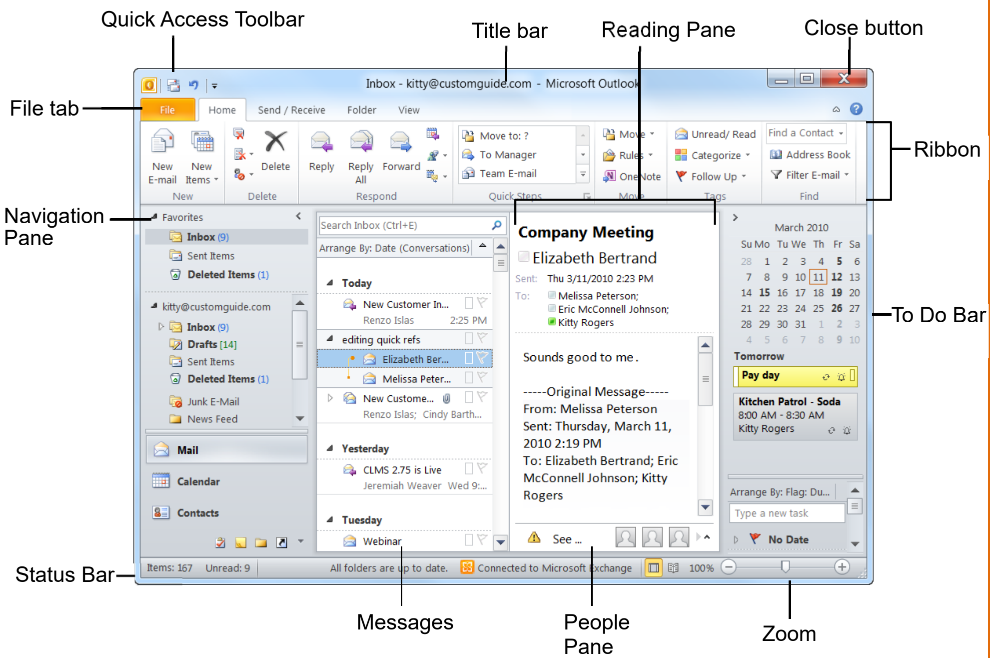
The Outlook 2010 Screen



Navigation Pane

Mail

Contains mail-related folders like your Inbox, Sent Items, and Search Folders. Use the Favorites section at the top of the pane for easy access to frequently-used folders.

Calendar

Enables you to view and schedule appointments, event, and meetings. View shared calendars and compare calendars by viewing them side-by-side.

Contacts

Store and keep track of addresses, phone numbers, and e-mail addresses.

Tasks

Organize to-do lists, track task progress, and delegate tasks.

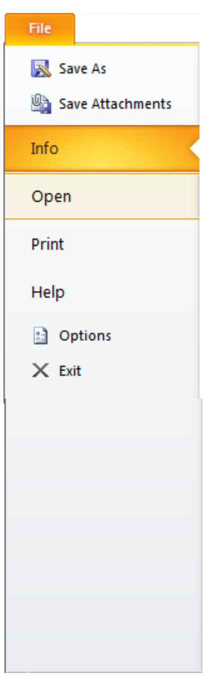
Notes: Use like electronic Post-It® Notes to write down information.

Folder List: Displays a list of all your Outlook folders.

Shortcuts: Add shortcuts to folders and locations in Outlook for quick access.

The Fundamentals

- The File tab menu and Backstage view contain commands for working with a program's files, such as Save As, Save Attachments, Close, New, and Print.



- To Check for New Messages: Click the Send/Receive All Folders button or press F9.
- To Preview and Print a Message: Click the File tab and select Print, or press Ctrl + P.
- Message Indicators:
  - Message has not been read.
  - Message has been read.
  - File is attached to the message.
  - Message has high or low importance.
- To Minimize the Ribbon: Click the Minimize Ribbon button on the Ribbon. Or, press Ctrl + F1. Or, right-click a tab and select Minimize Ribbon from the contextual menu.
- To Change Account Settings: Click the File tab and select Info. Click the Account Settings button.
- To Change Program Settings: Click the File tab and select Options.
- To Get Help: Press F1 to open the Help window. Type your question and press Enter.

Mail: Basics

- To Create a New Message:
  1. Click the New E-mail button in the New group of the Home tab on the Ribbon. Or, press Ctrl + N.
  2. Enter the e-mail address(es) in the To: box, or click the To button to use the Address Book.
  3. Click the Cc: or Bcc: buttons and enter the e-mail address(es) for whom you want to send copies of the message.
  4. Enter the subject of the message in the Subject box.
  5. Enter the text of your message in the text box.
  6. Click the Send button.
- To Reply to a Message: Select/open the message, click the Reply button, type your reply, and click the Send button.
- To Forward a Message: Select/open the message, click the Forward button, enter the e-mail address(es) in the To field, enter comments in the Body area, and click the Send button.
- To Delete a Message: Select the message and press the Delete key.
- To Open a Message: Click a message to view it in the Reading Pane or double-click the message to open it.

Keyboard Shortcuts

Save	**Ctrl + S**
Preview and Print	**Ctrl + P**
Undo	**Ctrl + Z**
Cut	**Ctrl + X**
Copy	**Ctrl + C**
Paste	**Ctrl + V**
Check Spelling	**F7**
Check for Mail	**F9**
Save, Close, and Send	**Alt + S**
Reply	**Ctrl + R**
Reply to All	**Alt + L**
Address Book	**Ctrl + Shift + B**
Help	**F1**
Switch Between Applications	**Alt + Tab**
New Item	**Ctrl + N**
Search	**Ctrl + E**

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Mail: Advanced Tasks

- **To Attach a File to a Message:** Click the **Attach Item** button in the Include group of the Message tab in the Message window.
- **To Preview an Attachment:** Click the **attachment** in the message preview in the Reading Pane.
- **To Open an Attachment:** Double-click the **attachment** in the Reading Pane. The file opens in its default program.
- **To Flag a Message as a To-Do Item:** Right-click the message, select **Follow Up** from the contextual menu, and select a flag. Or, click the **flag icon** on the message. Or, select the message, click the **Follow Up** button on the Standard toolbar and select a flag.
- **To Categorize a Message by Color:** Click the **Quick Click** icon on the message. Or, right-click the message, select **Categorize** from the contextual menu, and select a color category. Or, select the message, click the **Categorize** button in the Tags group of the Home tab on the Ribbon, and select a flag.
- **To Recall a Message:** Open the **Sent Items** folder. Double-click the message, click the **Actions** button in the Move group of the Message tab on the Ribbon, and select **Recall This Message**. Choose to delete the message or replace the message with a new one in the dialog box and click **OK**. *You can only recall a message if you are using MS Exchange Server and the recipient has not opened it.*
- **To Resend a Message:** Open the **Sent Items** folder. Double-click the message, click the **Actions** button in the Move group of the Message tab on the Ribbon, and select **Resend This Message**. Edit the message and recipients as necessary and click **Send**.
- **To Create a Contact Group:** Click the **New Items** button in the New group on the Ribbon and select **More Items Contact Group**. Click the **Add Members** button in the Members group on the Ribbon, select a name in the list, click the **Members** button, and repeat for each name to be added. Click **OK**, then click **Save & Close** in the Actions group of the Contact Group tab.
- **To Create a Signature:** In the message window, click the **Signature** button in the Include group of the Message tab on the Ribbon, select **Signatures**, and create the new signature.
- **To Change a Message's Options:** In the message window, click the **Options** tab on the Ribbon and click the **More Options** dialog box Launcher. Here you can specify: if the message is important or sensitive; if you want to add voting buttons to the message; where replies should be sent to; if you want a read receipt; and if you want to encrypt the message or delay its delivery.
- **To Move a Message to a Different Folder:** Select the item, click the **Move** button in the Move group of the Home tab of the Ribbon, and select the destination folder. Or, click and drag the item to a different folder in the Navigation Pane.
- **To Turn On the Out of Office Assistant:** Click the **File** tab, select **Info** and click the **Automatic Replies** button.
- **To Save a Message as a Draft:** Click the **Save** button on the Quick Access Toolbar in the message window. The message appears in the Drafts folder.
- **To Create a New Rule:** Click the **Rules** button in the Move group of the Home tab on the Ribbon and select **Create Rule**.
- **To Manage Rules:** Click the **Rules** button in the Move group of the Home tab on the Ribbon and select **Manage Rules and Alerts**.

Calendar

- **To Open the Calendar:** Click the **Calendar** button in the Navigation Pane.
- **To Change Views:** Click a view option in the **Arrange** group on the Home tab, or click the **View** tab and select an option there.
- **To View a Specific Date:** Click the date in the **Date Navigator**, or click and drag to view a set of consecutive dates.
- **To Schedule an Appointment:** Click the **New Appointment** button in the New group on the Home tab or press **Ctrl** + **N**.
- **To Schedule a Recurring Appointment:** Click the **New Items** button in the New group on the Ribbon, and select **More Items Recurring Appointment**.
- **To Schedule a Meeting:** Click the **New Meeting** button in the New group on the Ribbon. Add recipients and meeting details and click **Send**.
- **To Schedule an All Day Event:** Click the **New Items** button in the New group on the Ribbon and select **All Day Event**.
- **To Reschedule an Item:** Click and drag the item to a new date and/or time on the Calendar. Or, double-click the item to open it, make your changes, and click the **Save & Close** button in the Actions group on the Ribbon.
- **To Edit an Item:** Click the item to view the Calendar Tools contextual tab. Or, double-click the item, make your changes, and click the **Save & Close** button in the Actions group on the Ribbon.
- **To Delete an Item:** Select the item and press **Delete**. Or, select the item and click the **Delete** button in the Actions group of the Appointment tab on the Ribbon.
- **To Search the Calendar:** Click in the **Search** box in the upper right corner, or press **Ctrl** + **E**. Type search keywords and press **Enter**.

Contacts

- **To Open Contacts:** Click the **Contacts** button in the Navigation Pane.
- **To Change Views:** Click a view option in the **Current View** group on the Home tab, or click the **View** tab and select an option there.
- **To Create a New Contact:** Click the **New Contact** button in the New group on the Home tab or press **Ctrl** + **N**.
- **To Create a New Contact Group:** Click the **New Contact Group** button in the New group of the Home tab on the Ribbon. Click the **Add Members** button in the Members group on the Ribbon, select a name in the list, click the **Members** button and repeat for each name to be added. Click **OK**, then click **Save & Close** in the Actions group of the Contact Group tab.
- **To Edit a Contact:** Double-click the contact and make your changes.
- **To Find a Contact:** Type your search text in the **Search Contacts** field or press **Ctrl** + **E**. Or, click the **Find a Contact** field in the Find group on the Home tab, enter your search text and press **Enter**.
- **To Delete a Contact:** Select the contact and press **Delete**.

Tasks and To-Do Items

- **To Open Tasks/To-Do List:** Click the **Tasks** button in the Navigation Pane and select **To-Do List** or **Tasks** in the Navigation Pane.
- **To Create a New Task/To-Do Item:** Click the **New Task** button in the New group on the Home tab or press **Ctrl** + **N**.
- **To Complete a Task:** Click the **Mark Complete** button in the Manage Task group on the Ribbon, or click the task's **check box** in Simple List view.
- **To Delete a Task:** Select the task and press the **Delete** key. Or, click the **Delete** button in the Delete group of the Home tab.

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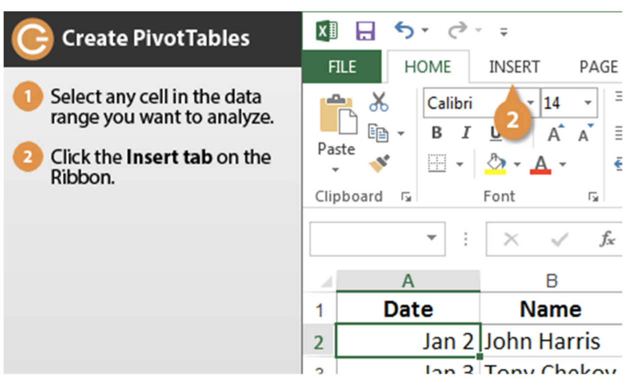

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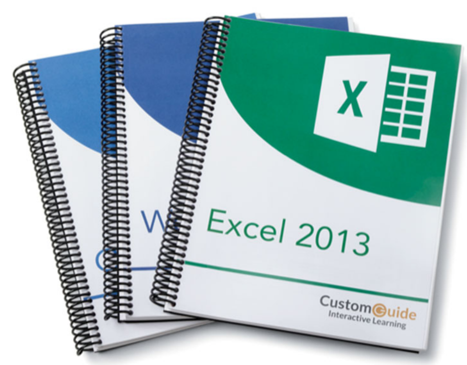

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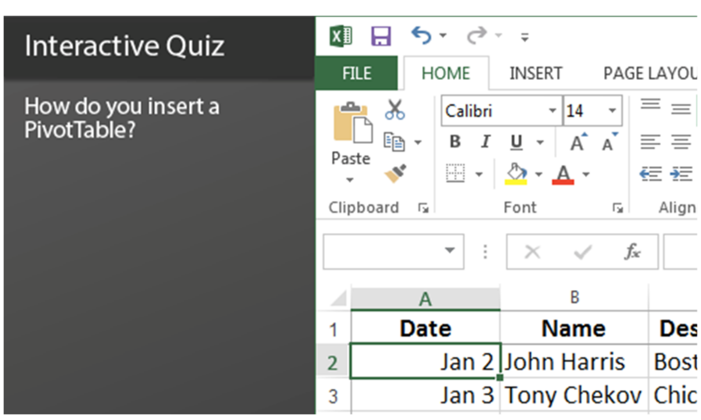

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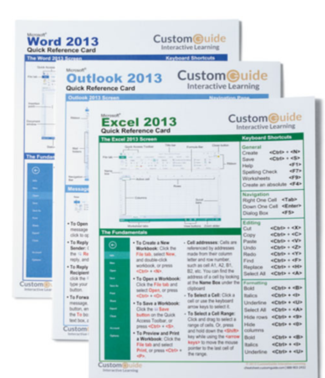

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