

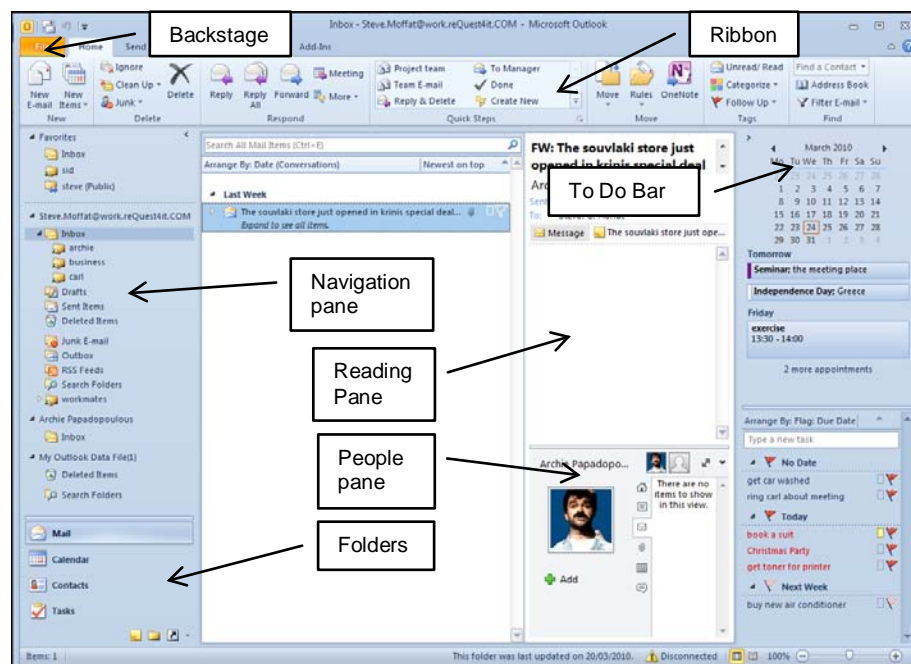
Outlook 2010

<http://www.mousetraining.co.uk>

Quick Reference Card

Outlook 2010 Screen Navigation Pane

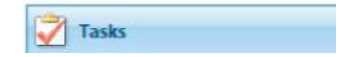
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Contains mail-related folders like your Inbox, Sent Items and Search Folders. Use the Favourite Folders at the top of the pane for easy access to frequently-used mail folders.



Use to store and keep track of addresses, numbers, and e-mail addresses.



Use to organize to-do lists, track task progress, and delegate tasks



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

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

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

Folder List Displays a list of all your Outlook folders in the Navigation pane

Keyboard Shortcuts

Save	<Ctrl> + <S>
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> +
Help	<F1>
Switch Between Applications	<Alt> + <Tab>
New Item	<Ctrl> + <N>

Messages: Basic Tasks

To Access the Inbox: Click the **Mail** button in the Navigation Pane.

➤ **To Check for New Messages:** Click the **Send/Receive** button on the **Send/Receive** Ribbon, or press <F9>.

➤ **Message Indicators:**

➤ Message has not been read. Message has been read.

➤ File is attached to the message. Message has high or low importance.

➤ **To Open a Message:** Open the Inbox. Click a message to preview or double-click to open it.

➤ **To Reply to the Message Sender:** Click the message, click the **Reply** button, type your reply, and click the **Send** button.

➤ **To Reply to All Message Recipients:** Click the message, click the **Reply All** button, type your reply, and click the **Send** button.

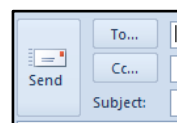
➤ **To Forward a Message:** Click the message, click the **Forward** button, enter e-mail addresses in the **To** box, enter comments in the text box, and click the **Send** button.



➤ **To Delete a Message:** Select the message and press the <Delete> key.

➤ **To Create a New Message:**

1. Click the **New** button or press <Ctrl> + <N>.
2. Enter the e-mail addresses in the **To** box, or click the **To** button to use the address book.
3. Click the **Cc** button and select the e-mail addresses for recipients to whom you want to send a copy 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 Attach a File:** Create a new message, click the **Attach File** button in the Include group on the Ribbon in the Message window, select the file you want to send, and click **Insert**.



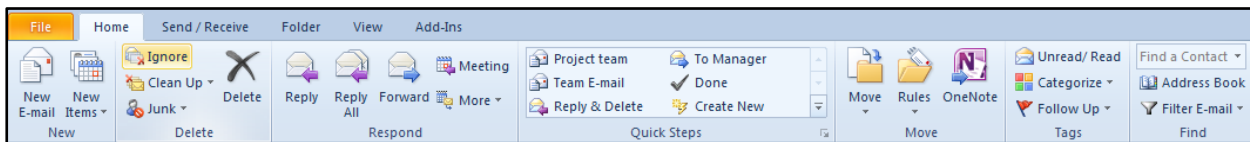
➤ **To Send a Blind Carbon Copy (Bcc):** In the message window, click the **Options** tab on the Ribbon and select **Show Bcc** in the Fields group. Click the **Bcc:** button and select the e-mail addresses for recipients to whom you want to send a blind copy of the message.








➤ **To Open an Attachment:** Double-click the attachment at the top of the message window.




Message Window Features

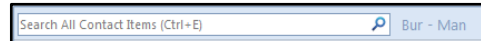
In all windows, the File Tab or **Backstage view** and the **Ribbon** replace the File menu found in previous versions of Outlook.



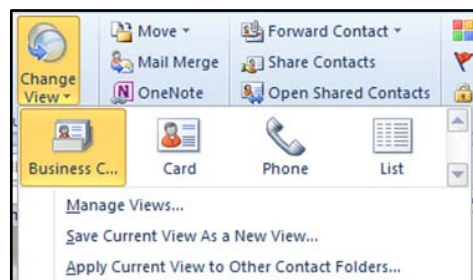
Messages: Advanced Tasks

- **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 **Home** Ribbon and select a flag. 
- **To Clear a Flagged Message:** Right-click the message, select **Follow Up** from the contextual menu, and select **Clear Flag**.
- **To Categorize a Message by Color:** Click the **Categorize** 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 on the Standard toolbar, 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 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 on the Ribbon, and select **Resend This Message**. Enter new recipients in the message window and click **Send**.
- **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 Move an Item to a Different Folder:** Select the item, click the **Move** button in the move group and select folder to move to. Or, click and drag the item to a different folder in the Navigation Pane. 
- **To Create a Distribution List:** Click the **New Contact Group** button on the ribbon. Click **Select Members** 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. 
- **To Create a Signature:** Go to **backstage view (File Tab)** click **Options**, and then click the **Mail** button, click the **Signatures** button, 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: the level of importance or sensitivity of the message; 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 Use the Rules Wizard:** Go to **backstage view (File Tab)**, select **Rules and Alerts**, and click the **New Rule** button. Select the type of rule you want to create and click **Next**. Click the first piece of underlined text in the Step 2 box, which may be people or distribution lists, specific words, etc. Specify the criteria—a person's name, a keyword, etc.—and click **OK**. Click the next piece of underlined text in the Step 2 box and specify the name of the folder where you want to move the messages or the action you want done to the message. Click **Finish** to complete the rule and click **OK**.

- **To Schedule an Appointment:** Click the **New** button or press **Ctrl> + <N>**. 
- **To Schedule a Recurring Appointment:** Click **Recurrence** on the ribbon. Set Recurrence options. 
- **To Schedule a Meeting Request:** Click the **New Meeting** button on the Home ribbon. 
- **To Schedule an All Day Event:** Tick the **All Day Event** checkbox in an appointment.
- **To Plan a Tentative Meeting:** create a meeting and set the **free/busy** time to **tentative**.
- **To Reschedule an Item:** Double-click the meeting, appointment, or event, make your changes and click the **Save & Close** button in the Actions group on the Ribbon.
- **To View Your Contacts:** Click the **Contacts** button in the Navigation Pane.
- **To Create a New Contact:** Click the **New** button on the Standard toolbar.
- **To Edit a Contact:** Double-click the contact.
- **To Find a Contact:** Type words to search for in the Search Contacts box.



- **To Delete a Contact:** Select the contact and press the **<Delete>** key.
- **To Change Views:** Select a view using the **Change view** Button in the Current View group.



Tasks and To-Do Items

- **To View Your Tasks:** Click the **Tasks** button in the Navigation Pane.
- **To Create a New Task:** Click the **New** button, press **<Ctrl> + <N>**, or type a new task in the text box at the top of the window or in the "Type a new task" box in the To-Do Bar.
- **To Complete a Task:** In Simple List view, check the task's check box.
- **To Delete a Task:** Select the task and press the **<Delete>** key.
- **To Create a Recurring Task:** Double-click the task and click the **Recurrence** button in the Options group on the Ribbon.
- **To Assign a Task:** Double-click the task, click the **Assign Task** button in the Manage Task group on the Ribbon, enter the person's name in the **To** box, and click **Send**.

Calendar / Contacts

- **To View the Calendar:** Click the **Calendar** button in the Navigation Pane.
- **To Change Views:** Click **View** on the menu bar and select the desired view. Or, click one of the **Day**, **Week**, or **Month** view buttons.

