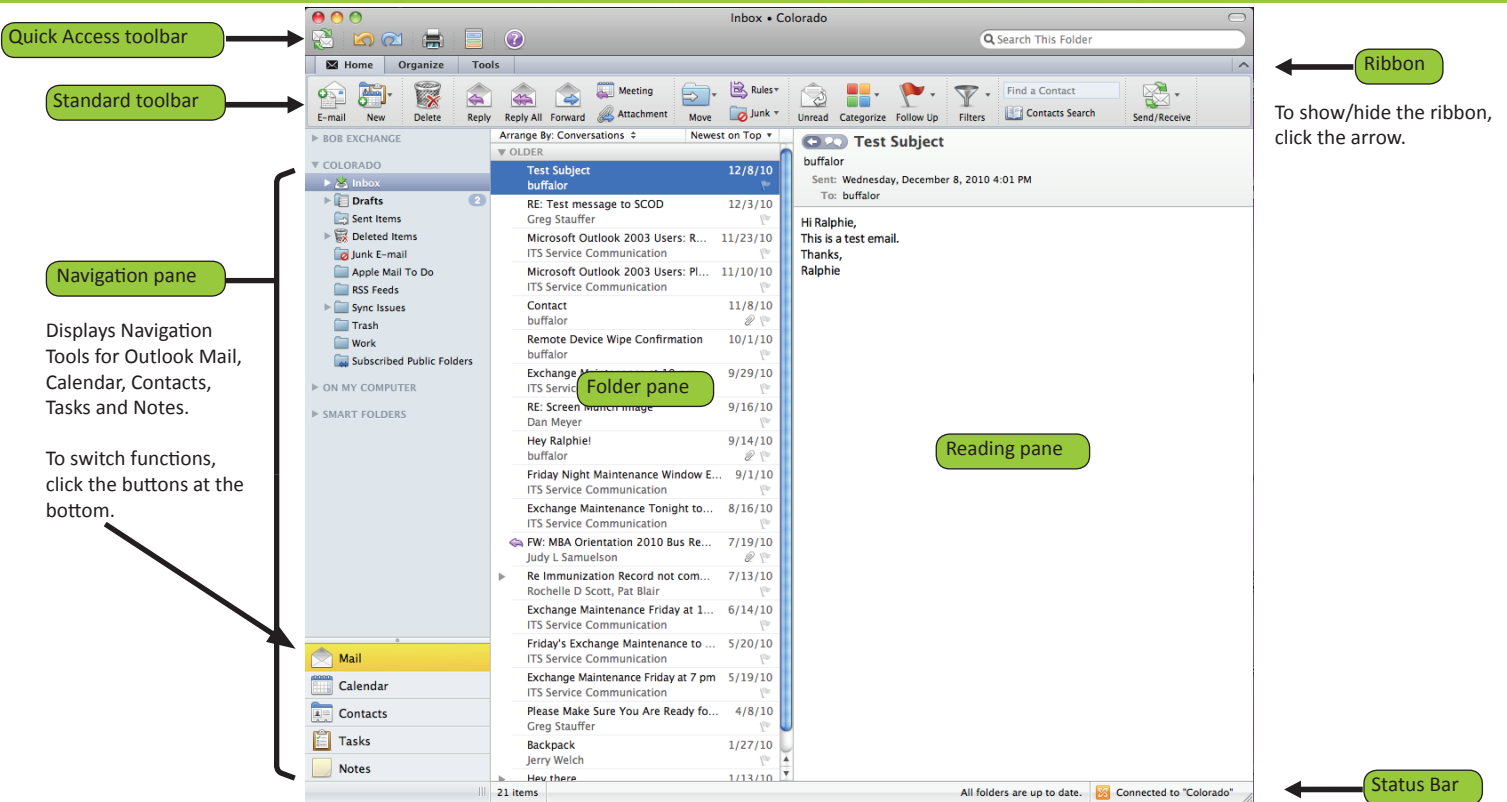


THE OUTLOOK 2011 SCREEN



MAIL: Basic Tasks

- **TO CREATE A NEW MESSAGE:**
 - On the Standard toolbar, click **E-mail**.
 - Enter one or more e-mail addresses in the **To: (Cc:)** box, or click **Address Book** icon to search the Address Book.
 - Enter the subject of the message in the **Subject:** box.
 - Enter the text of your message in the text box.
 - Click **Send**.
- **TO ATTACH A FILE:**
 - While still in the new message window, select **Attach File** from the Message tab toolbar. Select the file you want to send, and click **Choose**.
- **TO OPEN AN ATTACHMENT:**
 - Double-click the attachment at the top of the Reading pane.
- **TO SAVE AN ATTACHMENT:**
 - Open the e-mail by double-clicking on it. Right-click the attachment and click **Save As...** Select the location where you want to save the attachment and click **Save**. Or drag the attachment to the location to which you would like it saved.
- **TO CREATE A FOLDER:**
 - From the Organize tab on the Ribbon, click **New Folder**. Name the Folder and hit the <Enter> key.
- **TO OPEN A MESSAGE:**
 - Open the Inbox. Click on a message to preview it or double-click to open.
- **TO MOVE A MESSAGE INTO A FOLDER:**
 - Messages can be dragged from the Inbox and dropped in other Folders.
- **TO GROUP/SORT MESSAGES:**
 - In the Navigation pane, select the Folder to group/sort. In the Folder pane, click the **Arranged By:** title bar and select the arrangement criteria.
- **TO CHECK FOR NEW MESSAGES:**
 - Outlook is set to automatically check for new messages. To manually check for message, click the **Send/Receive** button from the Home tab on the Ribbon.
- **TO PRINT A MESSAGE:**
 - Click on the message that you would like to print and then click the **Print** icon from the Quick Access toolbar.
- **TO DELETE A MESSAGE:**
 - Select the message and click the **Delete** icon or press the **Delete** key on your keyboard. This will move the message to the **Deleted Items** folder. To empty the **Deleted Items** folder, right-click it and then click **Empty Folder**.
- **TO REPLY/REPLY ALL:**
 - Click the message to be replied to in the Folder pane and click **Reply** or **Reply All**, type your reply, and click **Send**.
- **TO FORWARD A MESSAGE:**
 - Click the message to be forwarded, click **Forward**, enter the e-mail addresses in the **To:** box, type any comments in the text box, and click **Send**.
- **TO SEND A BLIND CARBON COPY (Bcc):**
 - While still in the new message window, click **Options** on the Ribbon. Click the **Bcc** button. A new row labeled "BCC" appears under the CC: area.
- **MESSAGE INDICATORS:**
 - ✉ Message has not been read
 - 📎 File is attached to the message
 - 🔴 Message has high priority
 - 🔵 Message has low priority

The Ribbon

In Outlook 2011 the ribbon shows tools for all tasks.

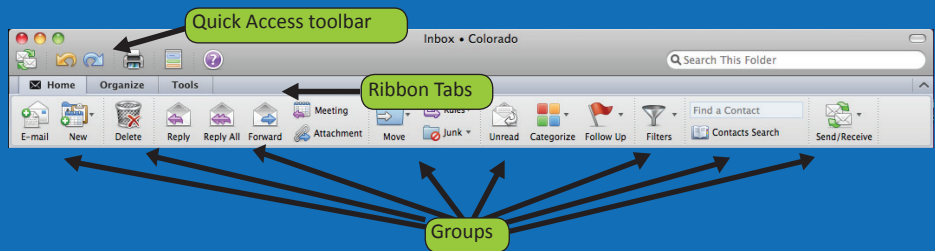
Customizing the Ribbon:

You CAN'T:

- Add, rearrange, or remove commands
- Change or remove groups

You CAN:

- Minimize the Ribbon
- Customize the Quick Access toolbar (click the down arrow to the right of the toolbar, then select **More Commands**)



MAIL: Advanced Tasks

➤ TO SAVE A MESSAGE AS A DRAFT:

- While still in the new message window, click **Save** on the Quick Access toolbar. The message appears in the **Drafts** folder.

➤ TO RESEND A MESSAGE:

- Select the message in the **Sent Items** folder. From the **Message** menu, select **Resend**. The message will open in a new window. Type in the recipient's e-mail address, then click **Send**.

➤ TO CHANGE MESSAGE OPTIONS:

- While composing a message, click the **Options** tab on the Ribbon. Here, you can specify:
 - o Permissions
 - o Security
 - o Format
 - o Background

➤ TO CREATE A SIGNATURE:

- When composing a message click the **Signature** button. Click **Edit Signatures...** Click the + to create a new signature. Name the Signature and then type the text that you would like for your signature and then close the window. To insert your signature select it from the **Signature** button drop-down menu.
- To use a different signature select a different signature from the **Signature** button drop-down menu.

➤ TO CATEGORIZE A MESSAGE BY COLOR:

- With the message selected in the Folder pane click the **Categorize** button from Standard toolbar, and select a Color category.

➤ TO RENAME THE COLOR CATEGORY:

- Click **Categorize** on the Standard toolbar, and select **Edit Categories...** Double-click the name of the category to be changed and rename it what you would like it named.

➤ TO SEARCH A FOLDER:

- With the folder selected that you would like to search, type in your search terms into the search box labeled **Search This Folder**, then hit the **<Enter>** key.

➤ TO CREATE A CONTACT GROUP:

- On the Standard toolbar click on the **New** drop-down menu and then select **Contact Group**. To add contacts click the **Add** button and type in the information for the person that you would like to add. You can also double-click in an empty space to create a new entry. If you are content with this contact group click **Save & Close**.

➤ TO SEND TO A CONTACT GROUP:

- While composing a message, click the **Address Book** icon. Search for the name of the group and then click **To**, **Cc**, or **Bcc** to send an e-mail to the group that has been selected.

➤ TO EDIT A CONTACT GROUP:

- Click on the **Contacts Search** button from the Standard toolbar. Search for the desired group and double-click the group. Use **Add** and **Remove** to edit the group. Click **Save & Close** from when done.

➤ FLAG A MESSAGE AS A TO-DO ITEM:

- Select the message in the Folder pane, click the **Follow Up** button on the Standard toolbar, and select a flag.

➤ TO CLEAR A FLAGGED MESSAGE:

- Select the message in the Folder pane, click the **Follow Up** button on the Standard toolbar, and select **Clear Flag**.

CREATING A VACATION MESSAGE

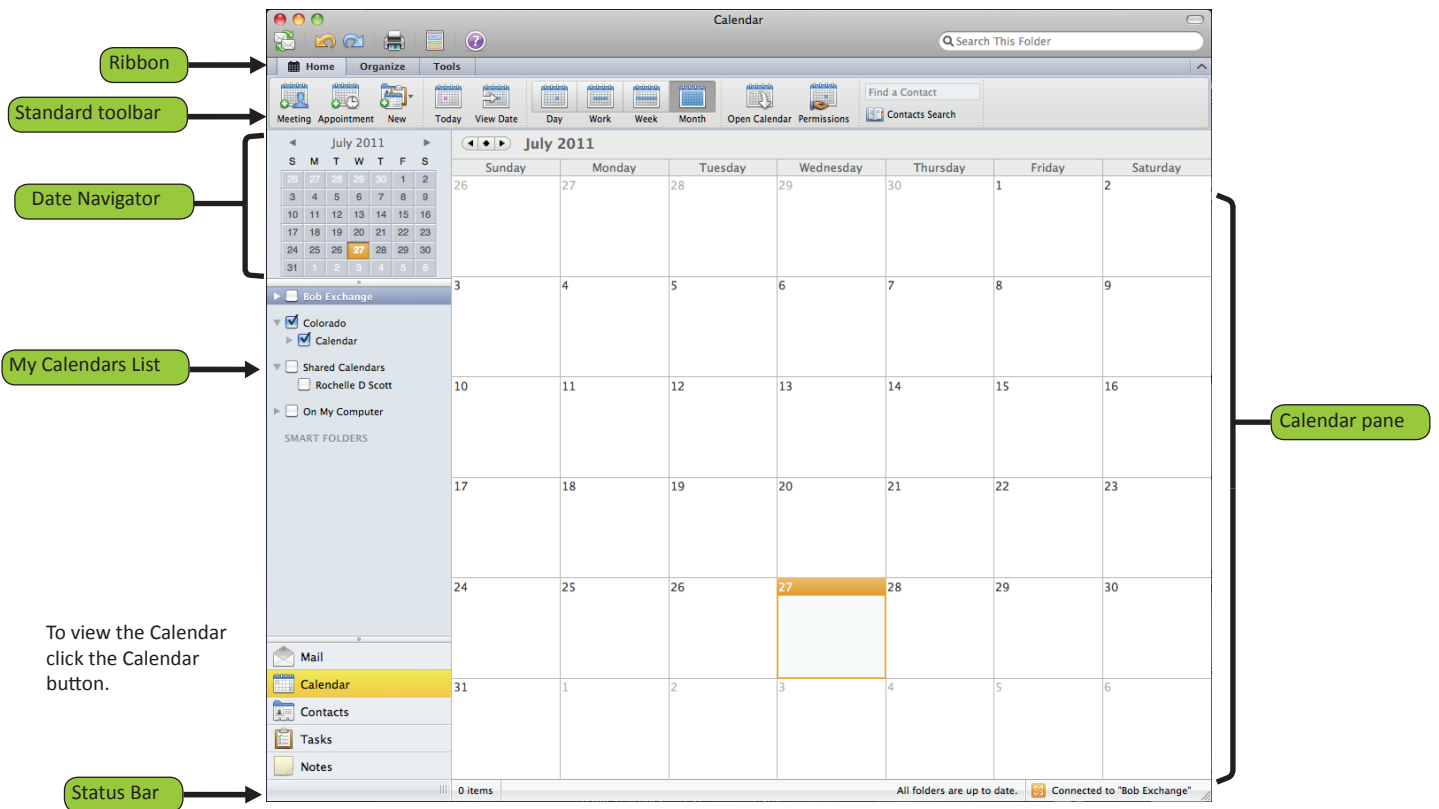
➤ CREATING A VACATION MESSAGE:

- From the **Tools** tab in the Ribbon click **Out of Office**.
- To turn **ON**: select **Send Out of Office messages**.
 - o Auto-replies begin immediately unless you specify Start / End dates.
 - o Type the message to be sent in the **Reply to messages with:** box.
 - o The **Reply to each sender outside of my company with:** box: This message is optional. If you would like to send it, create the message AND
 - Activate by clicking the **Send replies outside of my company to:** checkbox.
 - Select recipients: **Address book Contacts only** or **Anyone outside my company**.
- To turn **OFF**: select **Do not send Out of Office messages**.

SPAM CONTROLS

➤ CONTROLLING SPAM:

- In order to reduce the number of false positives, ETS recommends that you allow the E-mail server to filter your e-mail instead of using the spam filters available on individual mail clients.
- To do this, you must turn off the spam filters in your mail client which are set to "On" by default.
 - o From the **Junk** drop-down menu in the Ribbon, select **Junk E-mail Protection...**
 - o In the **Junk E-mail Options** window that comes up, click to select **None, Turn junk e-mail protection off**. Then, click **Okay** to save your choices.



To view the Calendar click the Calendar button.

CALENDAR: Basic Tasks

> TO CREATE AN APPOINTMENT:

- Click on the **Appointment** button or double-click anywhere in the Calendar to get a new Appointment window. (shown to the right)
 - o Enter a Subject and Location for the Appointment.
 - o Select Start and End times.
 - o Add related information in the text box.
 - o Click **Save & Close** in the Actions group on the Ribbon.

> TO DELETE AN APPOINTMENT:

- Click the Appointment in the Calendar pane, then click **Delete** on the Standard toolbar.

> TO COLOR CODE AN APPOINTMENT:

- Click the Appointment in the Calendar pane, click **Categorize** in the Standard toolbar, and select a category.

> TO CHANGE THE LENGTH OF AN APPOINTMENT:

- Double-click the Appointment and change the Start or End time.

> TO CHANGE DATE/TIME OF AN APPOINTMENT:

- Click on any part of the Appointment in the Calendar pane. Hold down the left mouse button and drag the Appointment to the desired date/time. Or, double-click the Appointment, and change the Start and End dates/times.

> TO CREATE A NEW CALENDAR:

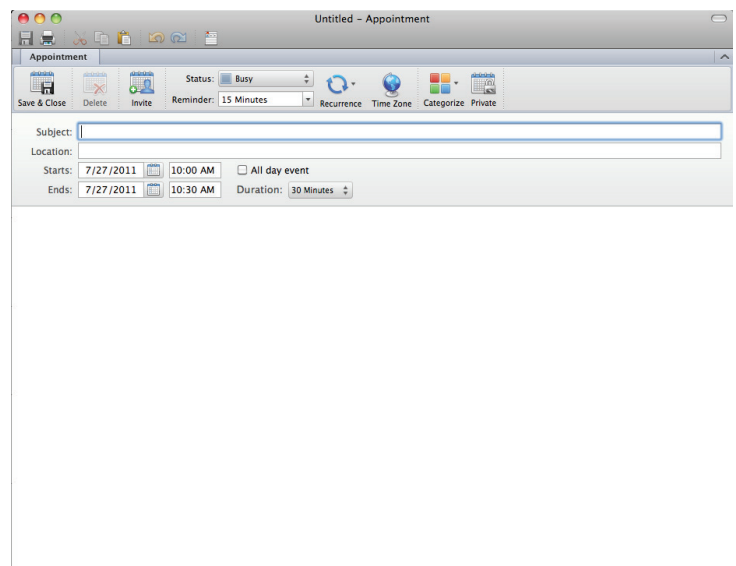
- From the Organize tab in the Ribbon click **New Calendar...** Give the new Calendar a name such as Personal, Resource, Seminars, etc and hit the <Enter> key. The new Calendar appears in your My Calendars list in the Navigation pane.

> TO VIEW DIFFERENT DATES:

- Click on the desired date in the Date Navigator. The new dates appear in the Calendar pane.

> TO GO TO TODAY:

- In the Standard toolbar click **Today**.



> TO CHANGE DATES DISPLAYED IN DATE NAVIGATOR:

- Click the arrows to either side of the month at the top of the Date Navigator.

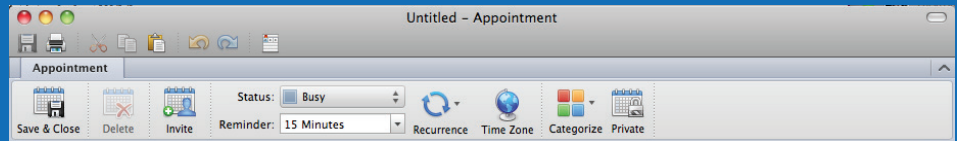
> TO CHANGE VIEWS:

- Click **Day**, **Week**, or **Month** located on the Standard toolbar for different views of your Calendar.

> VIEW MULTIPLE CALENDARS:

- Click on the checkbox next to the calendars you would like to view in your My Calendars list. The Calendars will appear side by side in the Calendar pane.

In the Appointment and Meeting windows, the Ribbon will show Meeting related actions.



MAIL: Advanced Tasks

> CREATE A MEETING REQUEST:

- Click the **Meeting** button from the Standard toolbar, or click the **Appointment** button and then click on **Invite**.
 - o **Set up:** Fill in the Subject, Location, Date, and Time.
 - o **Invite Guests:** Click the **Address Book** icon and search for the contacts Guests you would like to invite, or type the e-mail in the **To:** field. Click **Required** or **Optional** to add the selected names to that group. Close the contact search window when finished.
 - o **Additional Information:** If desired, add additional information by typing in the text box or attaching files, business cards, tables, or illustrations from the Insert tab.
 - o **Request an RSVP:** If desired, on the **Request Response** icon located to the right of the **Recurrence** icon.
 - o **Send:** Click **Send** to send the invitation to the Invitees.

> TO VIEW INVITEE SCHEDULES:

- To find times when everyone is available, add Invitees to the Meeting as described above. Click **Scheduling Assistant** tab on the bottom of the Appointment window.
 - o Use the scroll bar under the Attendee list to view different dates.
 - o An Attendee's row will be blocked when they are NOT available.
 - o Adjust Start/End times at the bottom of the Scheduling window.
 - o When finished, click **Message** tab to return to the Meeting details and the message to be sent.

> TO ADD/DELETE GUESTS:

- Double-click the Meeting to open it. Click **Scheduling Assistant** as described above. Invite additional guests as described above. Remove guests by deleting them by clicking on the name in the **To:** field and hitting the <Delete> key.

> TO CANCEL A MEETING:

- Open the meeting by double-clicking it. Click **Cancel Meeting**, then click **Send Cancellation**.

> TO RESCHEDULE OR UPDATE A MEETING:

- Double-click the Meeting, make your changes, then click **Send Update**.

> TO RESPOND TO A MEETING REQUEST:

- Meeting Requests arrive in the Mail Inbox. Double-click the Meeting Request to open it. Click on one of the Responses located at the top of the request and select how to respond.

> TO TRACK RESPONSE:

- Responses will be sent to your e-mail once people have selected whether or not to attend.

> TO CREATE A TENTATIVE MEETING:

- Create a meeting as usual. Before sending, click the **Status** box and select **Tentative**. Complete and Send the Meeting Request. The Meeting will appear with a striped border in the Attendees' calendars until the Tentative option is removed.

> TO CREATE RECURRING MEETINGS:

- While creating a Meeting, click **Recurrence**. Select how often you would like for the meeting to reoccur or select Custom... to create a unique schedule. Complete and Send the Meeting Request.

> TO SHARE YOUR CALENDAR:

- Right-click on the calendar you would like to share and select the **Share Permissions** option.
 - o When this new window opens select **Add User...**
 - o Search for the person, select their name and click **OK**.
 - o Click **OK** again to share your Calendar.

> TO VIEW SHARED CALENDARS:

- Once granted permission to see a Shared Calendar, that Calendar will appear in your My Calendars List in the Navigation pane. Click on the Shared Calendar to view it.

CONTACTS

> TO VIEW YOUR CONTACTS:

- In the Navigation pane click **Contacts**.

> TO CREATE A NEW CONTACT:

- From the New menu select **Contact**, or from within the Contact section click **Contact**.

> TO EDIT A CONTACT:

- Double-click the contact.

> TO FIND A CONTACT:

- Type the contact to search for in the **Find a Contact** box.

> TO DELETE A CONTACT:

- Select the contact and press the <Delete> key.

TASKS

> TO VIEW A TASK:

- Your Tasks for each day appear in the Task section, found in the Navigation pane. Double-click the task to view the details.

> TO WORK WITH TASKS:

- Click **Tasks** in the Navigation pane to enter Task View.

> TO CREATE A NEW TASK:

- From the New menu select **Task**, or from within the Task section click **Task**.

> 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 **Recurrence**, then define how often the task will reoccur.