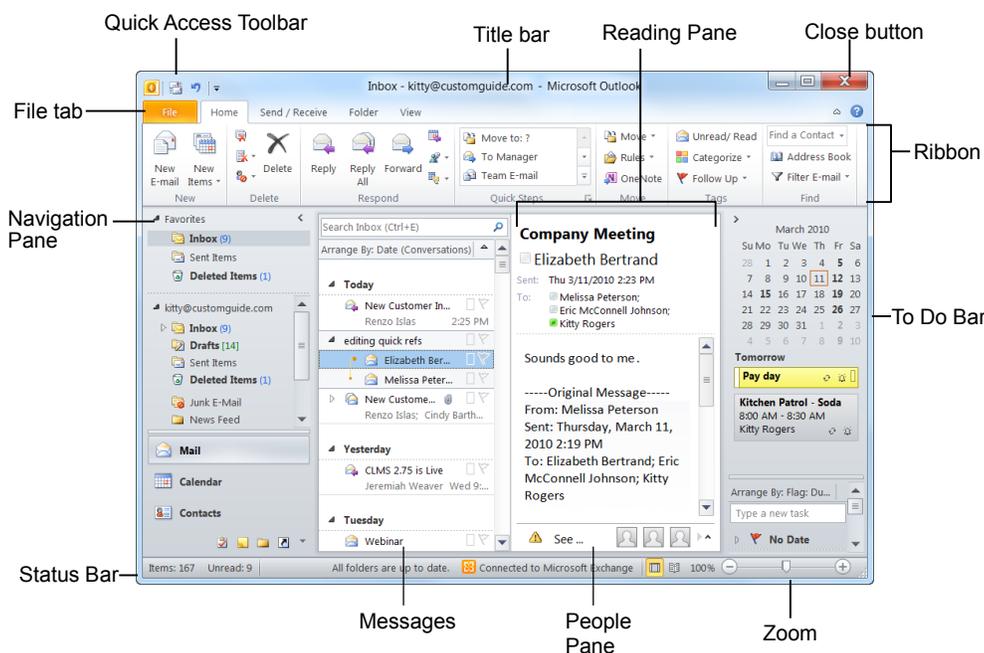


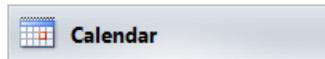
The Outlook 2010 Screen



Navigation Pane



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.



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



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



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.

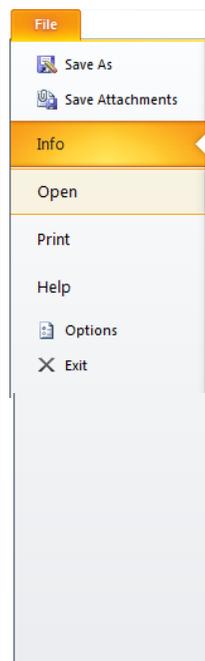
Shortcuts: Add shortcuts to folders and locations in Outlook for quick access.

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

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:**
 - Click the **New E-mail** button in the New group of the Home tab on the Ribbon. Or, press **Ctrl + N**.
 - Enter the e-mail address(es) in the **To:** box, or click the **To** button to use the Address Book.
 - Click the **Cc:** or **Bcc:** buttons and enter the e-mail address(es) for whom you want to send copies of the message.
 - Enter the subject of the message in the **Subject** box.
 - Enter the text of your message in the text box.
 - 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.

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.