Microsoft® OUTLOOK 2010

QUICK REFERENCE CARD

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CUSTOMIZABLE TRAINING MATERIALS

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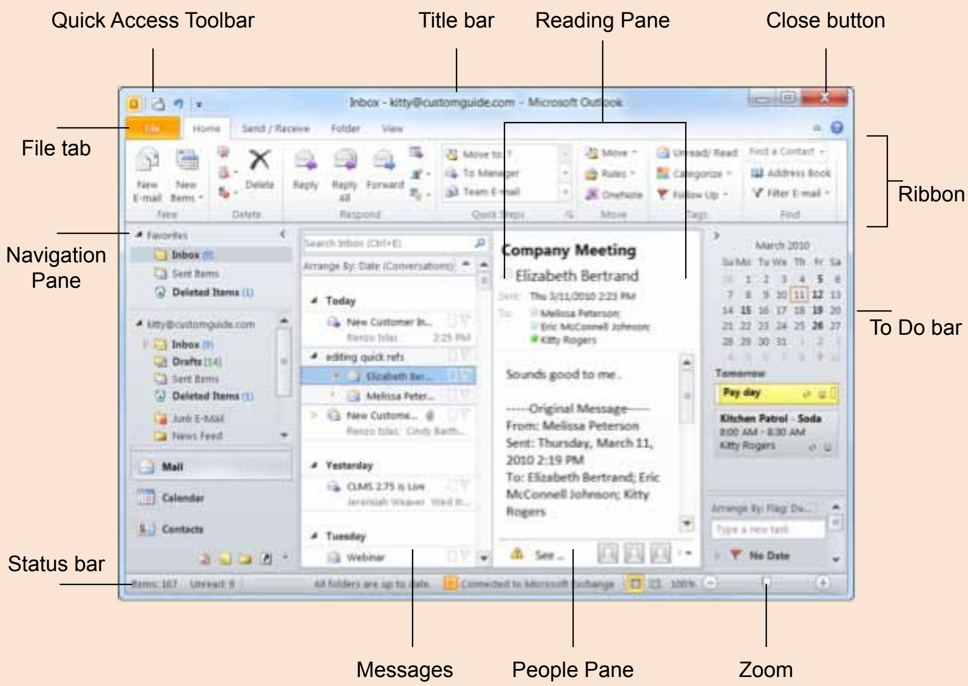
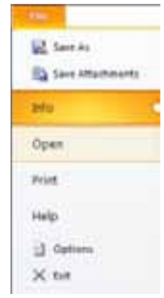
THE OUTLOOK 2010 SCREEN



THE FUNDAMENTALS

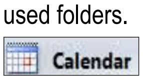


The **File** tab and Backstage view contain commands for working with a program's files, such as Save As, Save Attachments, Close, New, and Print.

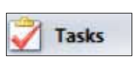
- **To Check for New Messages**: Click the **Send/Receive All Folders** button.
- **To Preview and Print a Message**: Click the **File** tab and select **Print**.
- **To Minimize the Ribbon**: Right-click a **tab** and select **Minimize Ribbon** from the contextual menu.
- **To Change Account Settings**: Click the **File** tab and select **Open**. 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>**.

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.



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



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

Notes: Use like electronic Post-It® Notes to write down information. **Folder List**: List all your Outlook folders. **Shortcuts**: Add shortcuts to folders and locations in Outlook.

Store addresses, phone numbers, and e-mail addresses.

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.
2. Enter the e-mail address(es) in the To: box,
3. Enter the **Subject** of the message in the Subject box.
4. Enter the text of your message in the text box.
5. 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: box, 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.
- **Message Indicators**:
  - Unread message
  - Read message
  - Message with an attachment
  - Message has high or low importance

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 (Email, Event and Contact)	<Ctrl> + <N>
Search	<Ctrl> + <E>

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.

• **To Flag a Message as a To-Do Item**: Right-click the message, select **Follow Up** from the contextual menu, and select a flag.

• **To Categorize a Message by Color**: Click the **Quick Click** icon on the message.

• **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 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; 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 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.

• **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**.

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.

• **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.

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.

• **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.

• **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>**.

• **To Search the Calendar**: Click in the **Search** box in the upper right corner. 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 Arrange 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.

• **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, click the **Find a Contact** field in the Find group on the Home tab, enter your search text and press **<Enter>**.