

Introduction to Outlook/Email

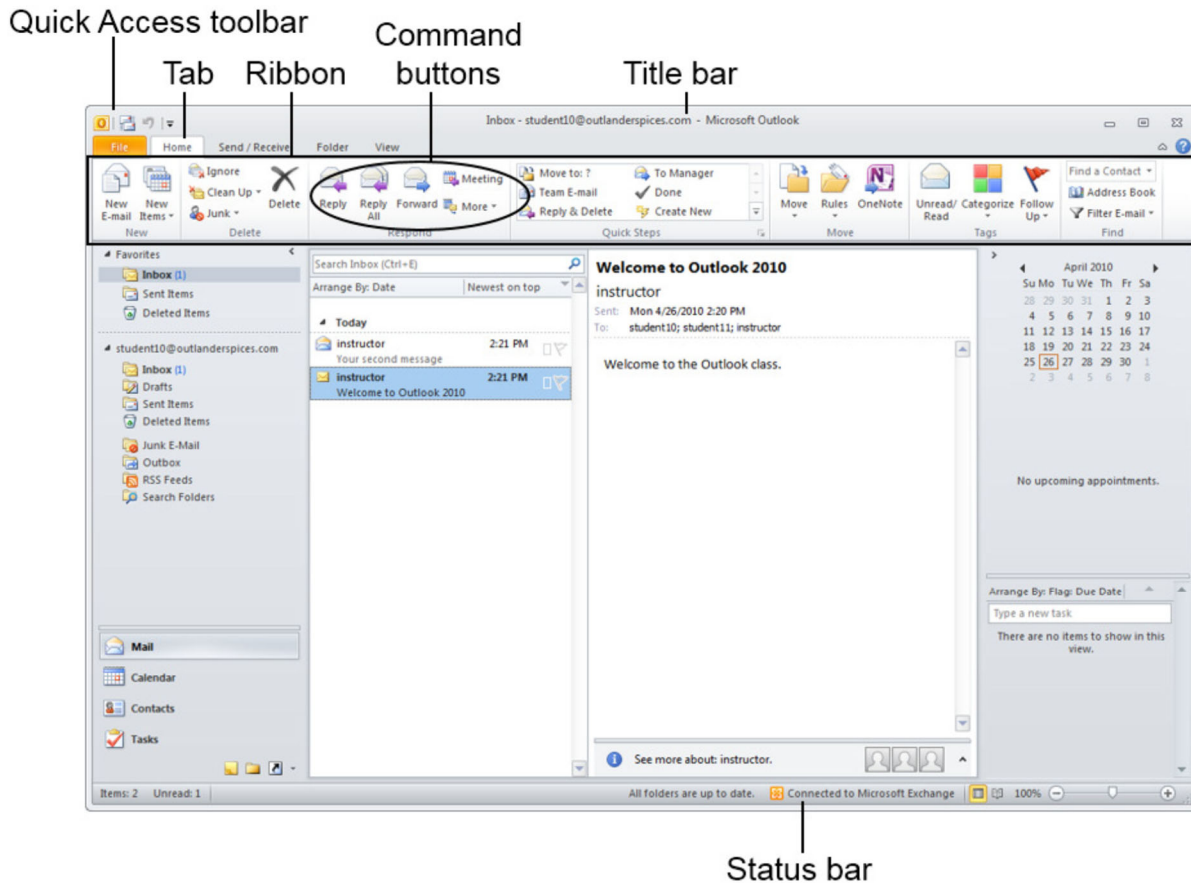
Microsoft Outlook

By Don Bremer

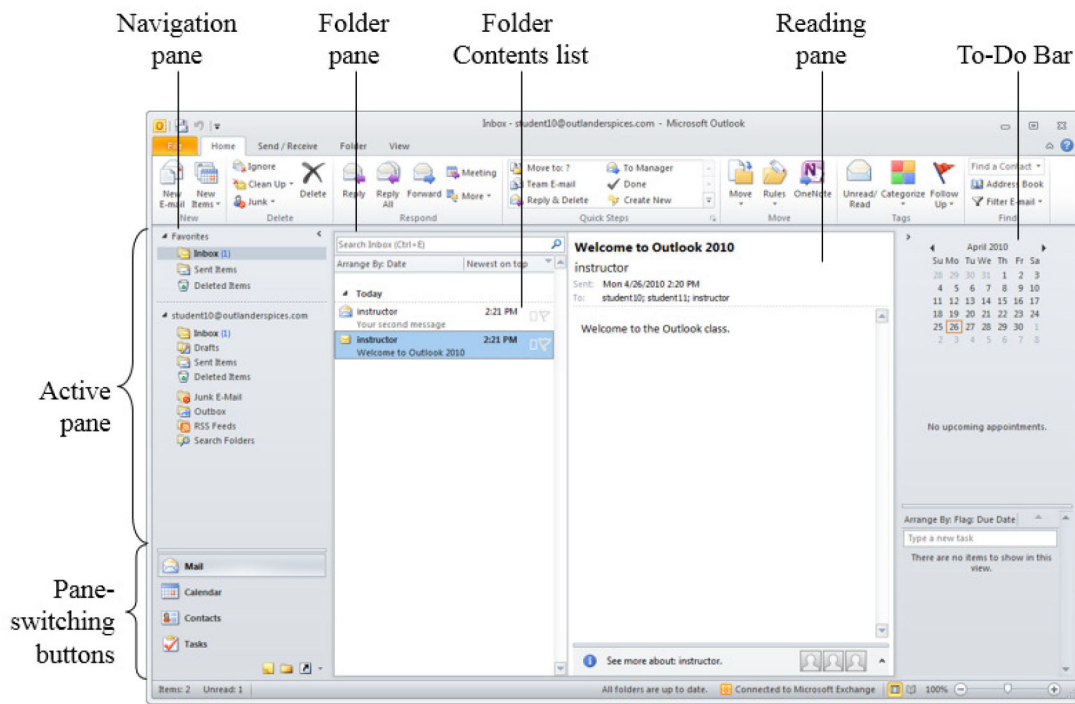
Starting the application

You can start a look by clicking on start and choosing all programs Microsoft office and Microsoft office 2010.

The Outlook 2010 window



The Outlook window also contains elements that are specific to the Outlook application. These elements include a Navigation pane, a Folder pane, a Reading pane, and a To-Do Bar. The Navigation pane shows the active pane and a set of buttons for switching the active pane. The Folder pane displays the Folder Contents list. The Reading pane displays emails. The To-Do Bar displays the Date Navigator, upcoming appointments, and tasks.



Expanding and minimizing a pane

You can collapse and expand the Navigation pane and To-Do Bar by clicking the sideways-pointing caret-shaped buttons at the top of those panes. If the pane is expanded, clicking the button minimizes the pane. A minimized pane shows summary information and key buttons. If the pane is minimized, clicking the button expands the pane to show its full complement of information and commands.

Resizing a pane

You can increase or decrease the width of an individual pane in the program window. To do so, point the border of the pane so that the pointer appears as a double-headed arrow, and then drag the border to the left or right.

The Navigation pane

The Navigation pane provides centralized navigation to all parts of Outlook. The top section displays the active Outlook pane, and the bottom section contains the pane switching buttons.

Default panes

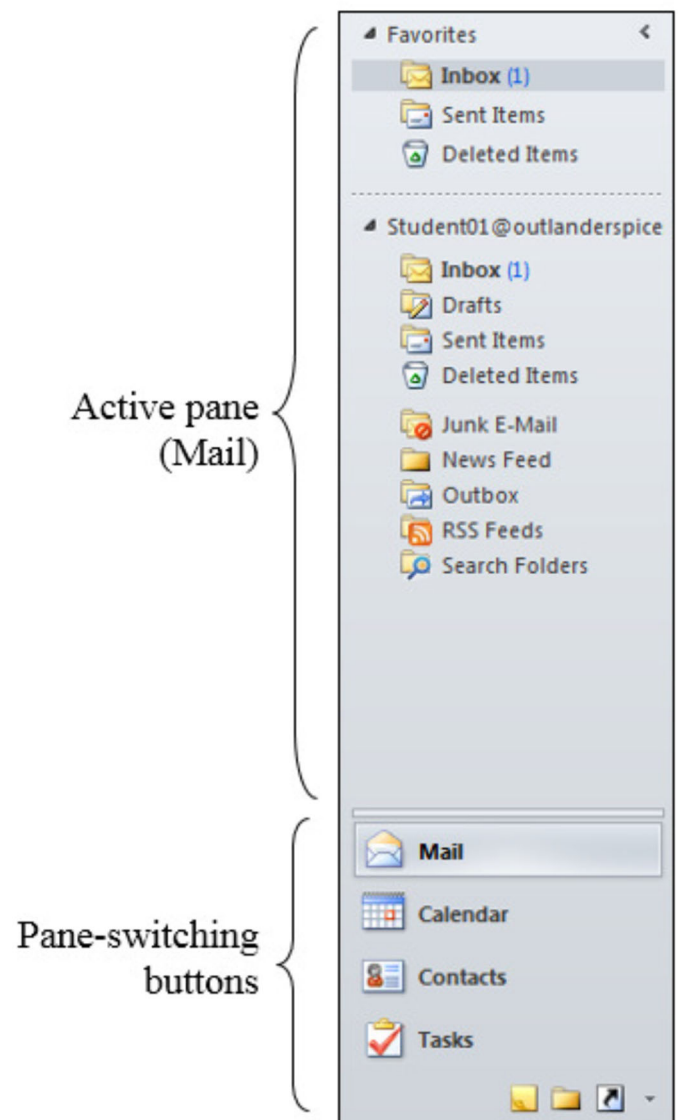
Outlook provides several default panes where you can access folders or shortcuts specific to each pane. You can access each pane by clicking the pane-switching buttons in the Navigation pane.

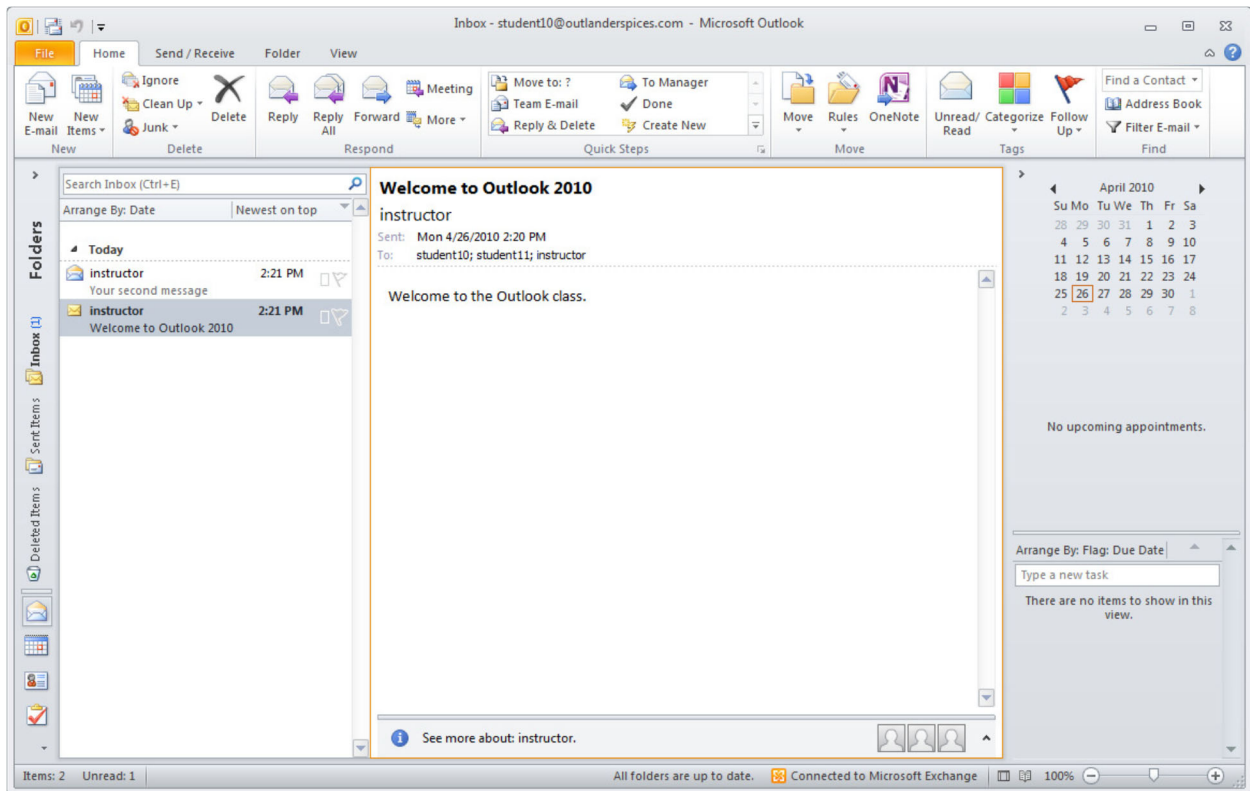
Available panes

- Mail
- Calendar
- Contacts
- Tasks
- Notes
- Folder
- Shortcuts
- Journal

Collapsing and expanding the Navigation pane

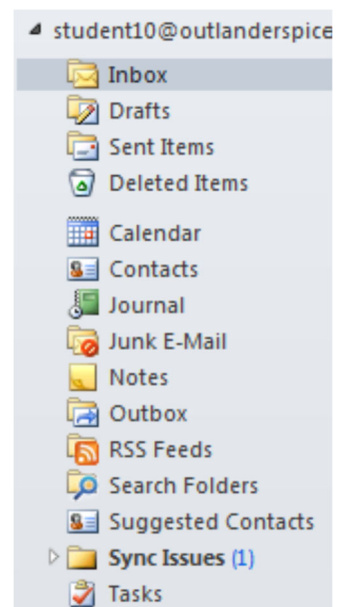
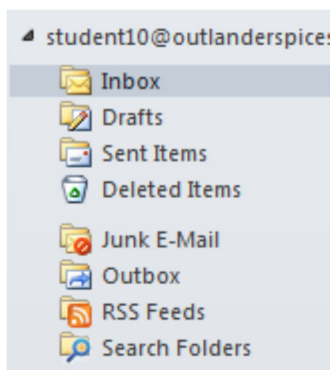
You can free up space in your Outlook windows by collapsing the Navigation pane. To collapse or expand the Navigation pane, either click the sideways-caret symbol (< or >) at the top corner of the pane, or click the View tab and choose Normal, Minimized, or Off from the Navigation Pane menu.





Outlook folders

Outlook provides folders in which you can save and store the items you create. You can access these folders by using the default panes within the Navigation pane. You can also access a folder by clicking the Folder List icon in the Navigation pane and then clicking the folder you want. You can use the default folders or create your own folders.



The Reading pane

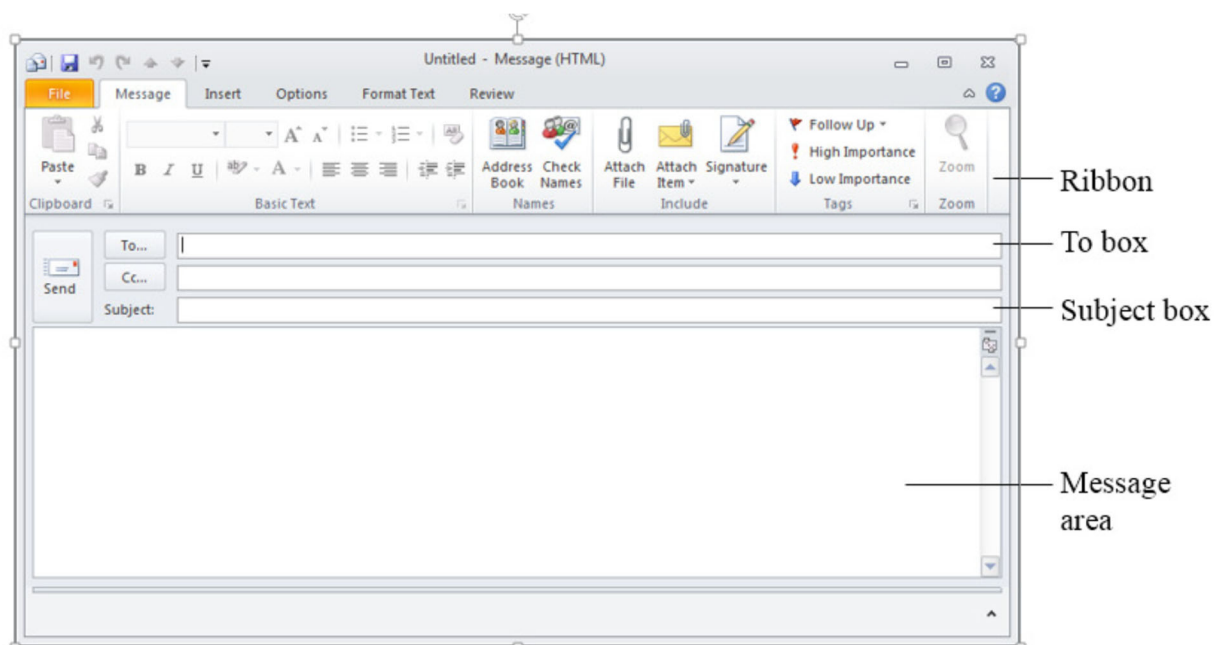
- Displayed only when a mail-related pane or folder is active
- Read contents of an item
- Preview and open attachments
- Follow a hyperlink
- Use voting buttons
- Respond to meeting requests

The Inbox

By default, all messages you receive are stored in the Inbox folder. This is one of the most frequently used folders in Outlook. You can read messages stored in the Inbox. You can also create and send messages and reply to messages.

Icon	Description
	New and unread message
	Message that's been read
	Message that's been read and replied to
	Message that's been read and forwarded
	Message with a file attachment

Additionally, a category indicator icon is shown for each message. By default, messages are uncategorized, so the box-shaped icon is white. You can assign a category in which case the icon will be blue, red, or one of the other available colors.



Creating Messages

The Bcc box

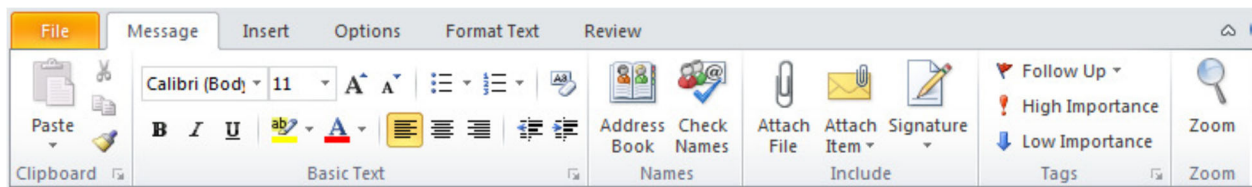
Recipients can see who a message is sent to by looking at the e-mail header in the Outlook window. This is also true when you include a recipient on the cc line. However, you can send a “blind carbon copy” (bcc) to a recipient. He or she will receive the copy, but none of the recipients will see the name on the To or CC lines.

Selecting the message format

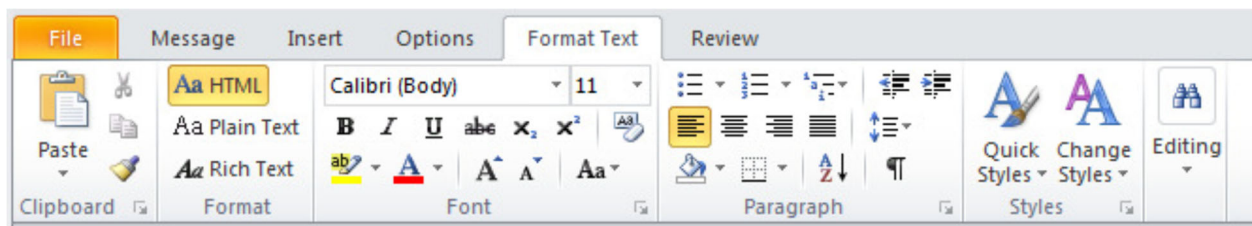
By default, new messages are composed in HTML format. HTML formatting in messages enables you to apply character and paragraph formats to your message’s body text.

Formatting messages

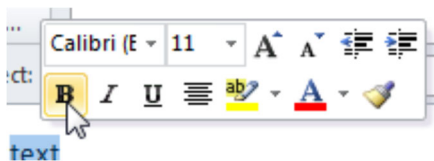
Message tab on Ribbon in Message window



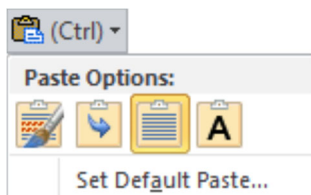
Format Text tab



Mini toolbar



Paste Options



	Keep Source Formatting (preserves the original text formatting)
	Keep Text Only (cleans the text and removes all original formatting)
	Merge Formatting (matches the text around it)
	Use Destination Theme (when copying between documents changes to the standard styles for the new document)

Working with messages

Outlook provides a variety of tools for managing your email messages.

- Reply
- Forward
- Delete and Restore

Replying to a message

- Reply – Creates a return message addressed only to the sender
- Reply All – Creates a return message addressed to the sender and everyone who received a carbon copy of the original message.

Forwarding a message

By default, when you forward a message, you're really creating a new message. And in that new message, the entire original message is included in the body text, with the insertion point at the top of the new message. You can change this behavior using the Outlook Options dialog box.

To open the dialog box, click the File tab and then click Options. In the left pane, click Mail to display the mail properties that you can configure. Scroll to the "Replies and Forwards" section.

Replies and forwards

☐ Open replies and forwards in a new window
☐ Close original message window when replying or forwarding
☐ Preface comments with:

When replying to a message:  Include original message text ▼

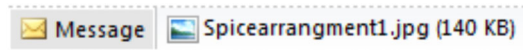
When forwarding a message:  Include original message text ▼

Preface each line in a plain-text message with:

Handling Attachments

You can attach any type of file to an email message in order to send the file to the recipient. For example, you can send Word, graphics, sound, and movie files as attachments. You can attach a single file or multiple files to a message.

By default, Outlook blocks potentially unsafe attachments, such as EXE and VBS.



Specifying email reply addresses.

By default, when a recipient replies to an email message, the reply is sent to the original sender's address. However, when you send a message, you might want replies to be sent to a different address.

1. Create a message
2. Open the message's Properties dialog box:
 - a. On the Message tab, in the Tags group, click the Dialog Box Launcher. In the dialog box, check "Have replies sent to."
 - b. On the Options tab, in the More Options group, click Direct Replies To. In the dialog box, "Have replies sent to" is checked automatically.
3. Next to "Have replies sent to," specify the email address to which you want replies sent.
4. Click Close
5. Finish the message and click send.

Managing junk email

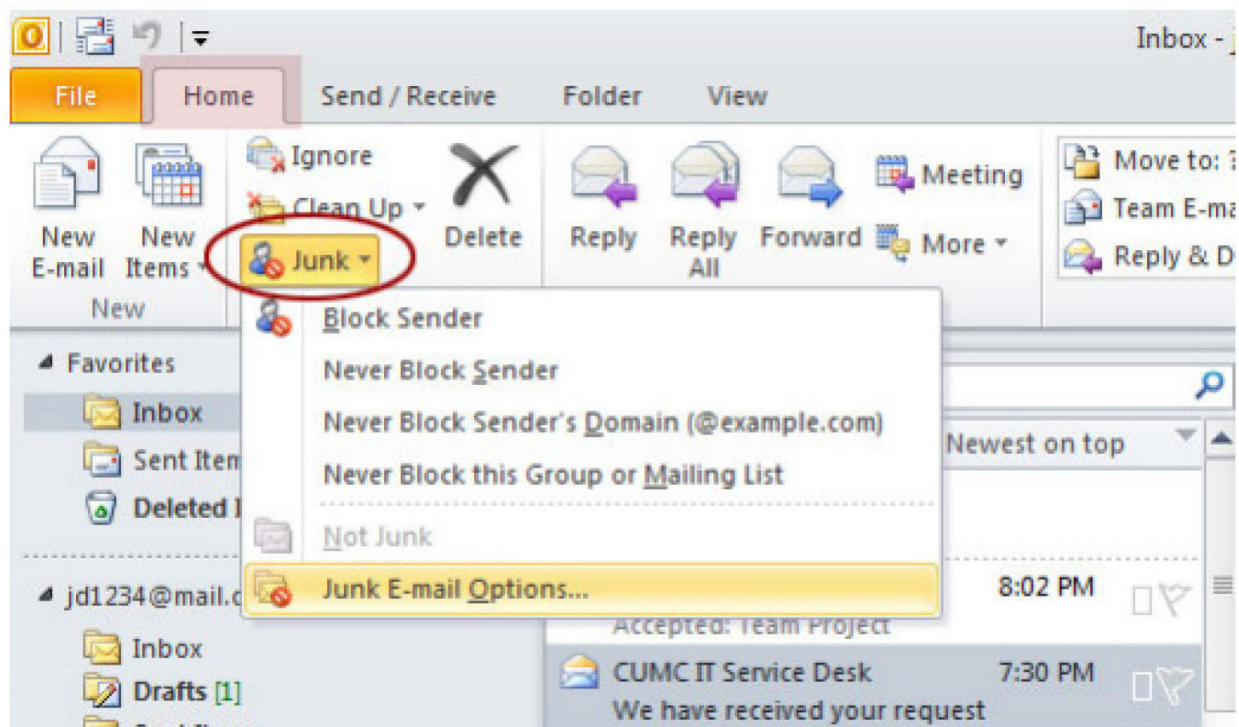
You might get unwanted or junk email messages, which can clog your Inbox if they're not managed properly. Outlook provides various tools to help you manage such messages.

1. The Junk Email folder
2. The Junk Email Filter

3. The Blocked Senders list
4. The Safe Senders list
5. Additional Options

The Junk email folder appears in the left-most column under your list of all mail folders. If you have any junk messages, this folder will appear in bold with a number in parenthesis to its right indicating the total number of messages.

Simply click on the Junk folder to view these messages. To permanently delete this mail, select the Delete icon in the upper left of the Outlook Home tab while viewing an individual email, or right-click on the Junk folder and select Empty folder from the menu that appears.



The first options in the Junk drop down menu reference the specific message that is selected in your mail Outlook window. For quick Junk mail filtering, select any of the following:

- Block Sender - automatically put any email from the sender's address into your Junk Email folder.
- Never Block Sender - messages where the sender's email address is in the From field will never be identified as Junk E-mail.
- Never Block Sender's Domain (@example.com) - any messages from that same domain will not be filtered as Junk E-mail.
- Never Block this Group or Mailing List - messages that use a distribution list may have the email address in the To, Cc or Bcc fields of the email you receive.
- In this case you would add them to the Safe Recipients List to ensure that messages aren't filtered as junk mail.

Search folders

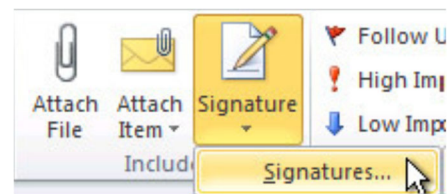
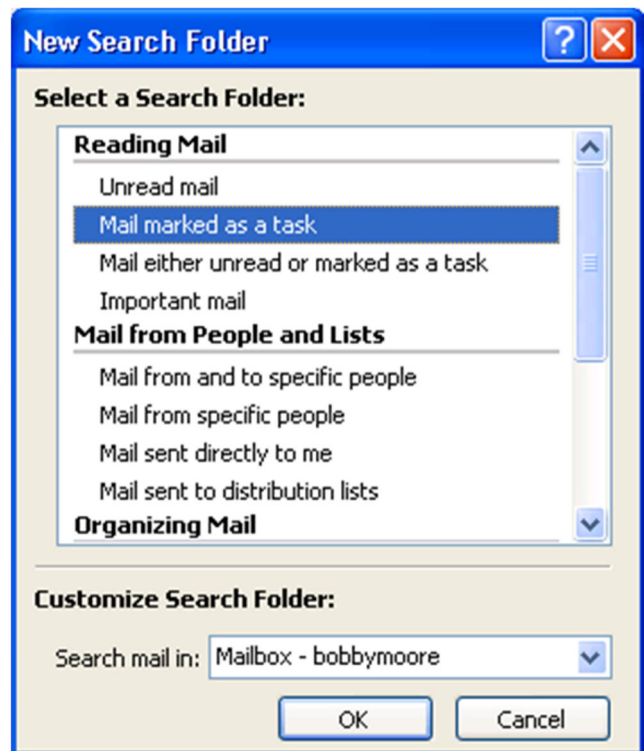
In Outlook, you can use built-in Search folders to find messages in a specific category or based on a specific condition. For example, you could use a Search folder to find all messages containing specific text.

1. In the Navigation pane, click Mail
2. Right-click Search Folders and choose New Search Folder
3. From the Select a Search Folder list, select a condition
4. Click OK

Signatures

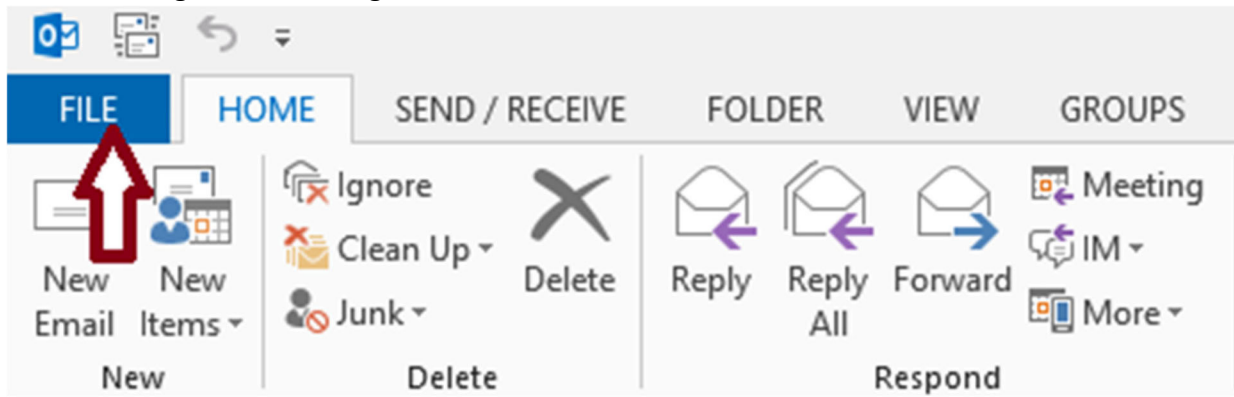
You can create personalized signatures for your email messages that include text, images, your electronic business card, a logo, or even an image of your handwritten signature.

1. Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures.
2. Signatures command on the ribbon
3. On the E-mail Signature tab, click New.
4. Type a name for the signature, and then click OK.
5. In the Edit signature box, type the text that you want to include in the signature.
6. To format the text, select the text, and then use the style and formatting buttons to select the options that you want.



Add a signature to messages

1. Signatures can be added automatically to all outgoing messages, or you can choose which messages include a signature.



Under Choose default signature, in the E-mail account list, click an email account with which you want to associate the signature.

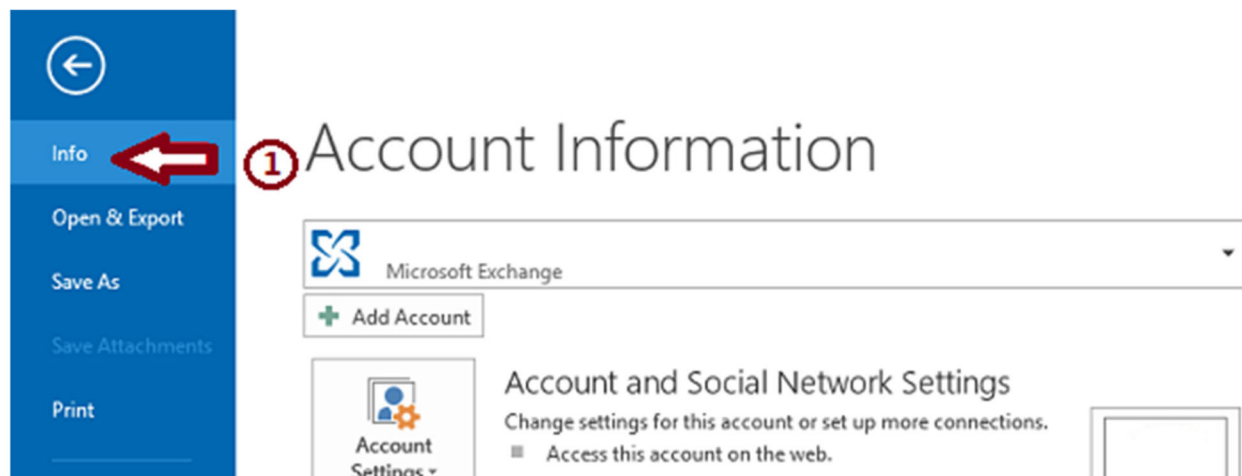
3. In the New messages list, select the signature that you want to include.

4. If you want a signature to be included when you reply to or forward messages, in the Replies/forwards list, select the signature. Otherwise, click (none).

Automatic replies

You might want to send automatic replies to the email messages you receive, such as when you are out of the office on a business trip. You can use the Automatic Replies dialog box, formerly called the Out of Office Assistant, to send such replies.

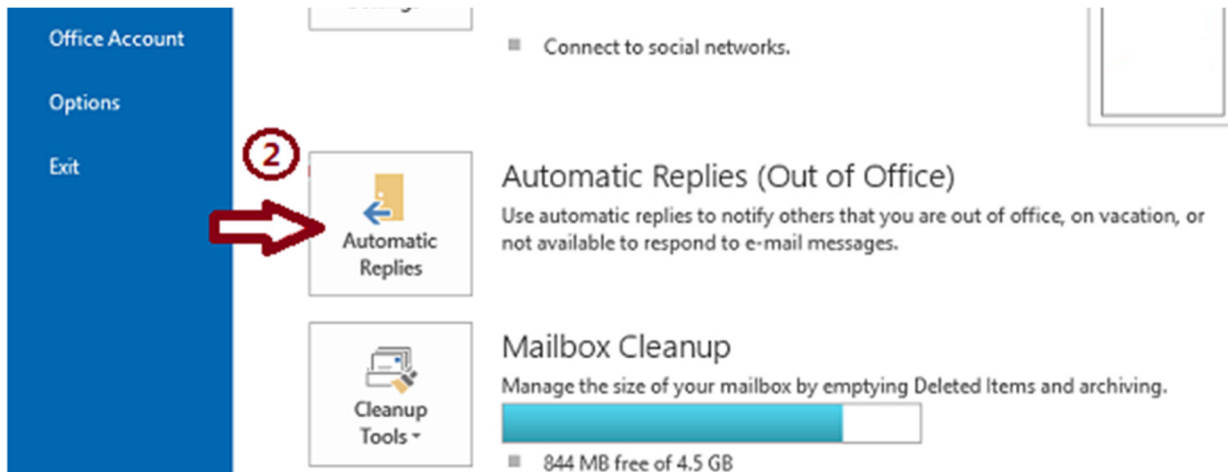
In order to process automatic replies, Outlook must be open and running on your computer or you must use an Exchange Server. In an Exchange Server environment, it is the server, not Outlook that manages the automatic replies.



1. Click the File tab, and then click the Info tab in the menu.

2. In the Automatic Replies dialog box, select the Send Automatic Replies check box.

3. If you want to specify a set time and date range, select the Only send during this time range check box.
4. Then set the Start time, and then set the End time.
5. In the Inside my organization tab, type the message that you want to send within your organization, and in the Outside my organization tab, type the message that you want to send outside your organization.
6. Click OK.



Setting Rules

A rule is an action that Microsoft Outlook takes automatically on an arriving or sent message that meets the conditions that you specify in the rule. You can choose many conditions and actions by using the Rules Wizard.

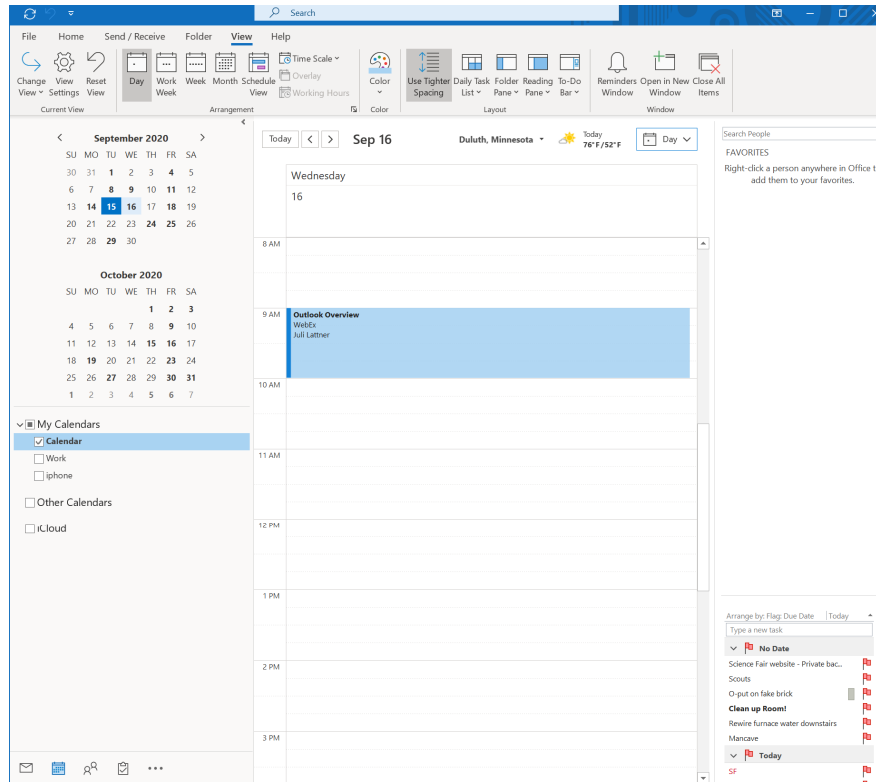
Rules fall into one of two categories — organization and notification. Rules don't operate on messages that have been read, only on those that are unread.

Creating Rules

You can create rules in at least two ways. If you have an email message that meets the criteria you want to use in your new rule, you can select that message, click Rules, and choose Create Rule. Alternatively, you can start the Rules Wizard by clicking Rules, choosing Manage Rules & Alerts, and clicking New Rule

Calendar – Appointments

- Click on the Mail bar at the bottom of the Mail Folders view
- You may select a day, week, or month view from the menu at the top of Outlook.



Creating new appointments

- Navigate to the appropriate day
- Drag through the time you want for the appointment
- Click on the “New” appointment button on the toolbar, or press CTRL-N
 - Fill in the Subject
 - Type in a Location
 - Date/Time is automatically filled in because you selected the day/time first
 - Reminders can be set
 - Show Time As: Free (clear), Tentative (Light Blue), Busy (Blue), Out of Office (Maroon)
 - Notes can be used to type in additional information
- Any day you see in bold on your calendar you have at least one appointment for that day

Changing appointment times

- Change Start time but keep length of appointment
- Hover over by the left colored bar of the appointment until a 4-directional arrow appears and then hold the mouse down and drag the appointment to new starting time.
- Change length of appointment
 - Hover over the top or bottom of the appointment until a vertical bi-directional line appears and then hold the mouse down and drag until desired duration of appointment is obtained.

Changing appointment dates

- Hover over the left colored bar of the appointment until a 4-directional arrow appears and then hold the mouse down and drag to the new date. If the date isn't showing, drag up to the mini-calendars in the upper-right hand corner and release over the desired date.

Copying appointments

- Hover over the left colored bar of the appointment until a 4-directional arrow appears and then hold the CTRL key down and the mouse down and drag to the additional date.

Deleting appointments

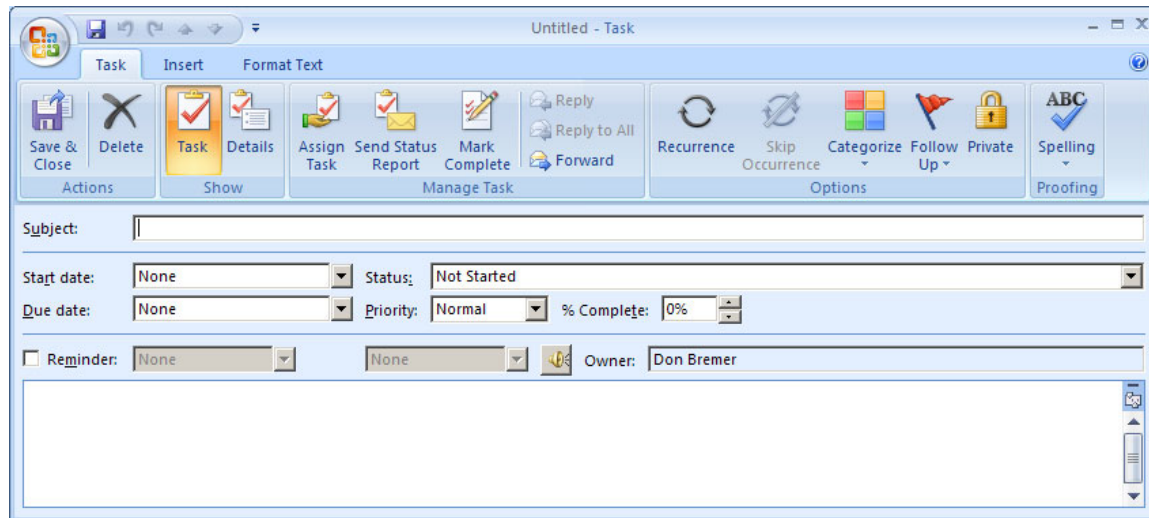
- Hover over the left colored bar of the appointment until a 4-directional arrow appears and then select the appointment and choose Delete from the keyboard or use the toolbar button.

Setting up recurring appointments

- Set up the appointment as described above
- Click on the Recurrence button
- Create proper Recurrence Pattern
- Specify Range of recurrence

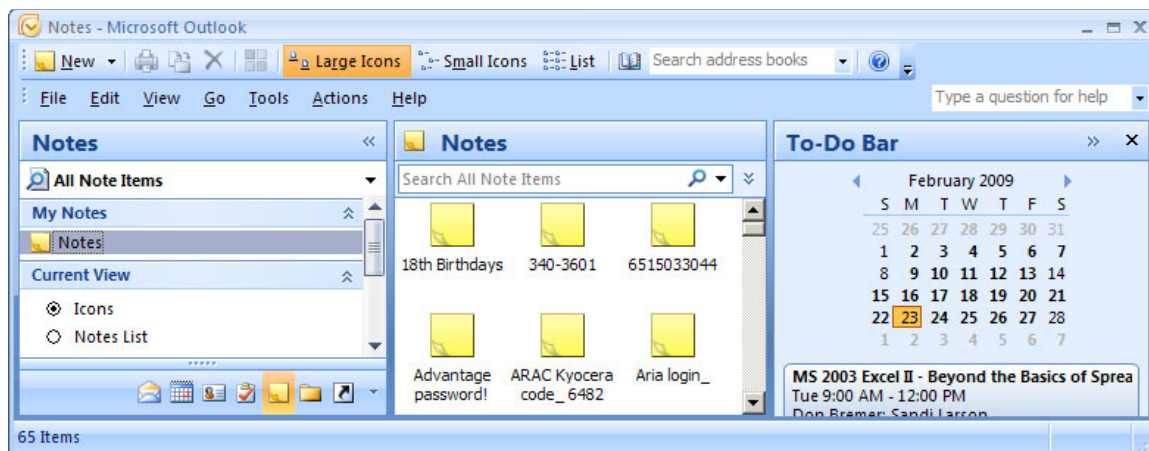
Tasks

1. Navigating through Task View - Click on the Task folder to view the task pane
2. Creating new Tasks - Double click on the task pane, fill in the appropriate information for the task
3. Editing Tasks
4. Deleting Tasks
5. Completing Task
6. Modify Task Pane View
 - Go to View/Current View
 - Choose Arrange By / Current View / Customize Current View
 - Select Field Chooser
 - Drag the Due Date Field to the TaskPad line it will show a red insertion point
 - Close Field Chooser
 - Adjust width of due date field to see the entire field (drag at dividing line between the words TaskPad & Due Date.
 - Right Click on Due Date Heading and Sort Ascending.
 - Right Click on Due Date heading and Group by this field.
 - Right Click on Due Date heading and select Customize Current View
 - Click OK when prompted

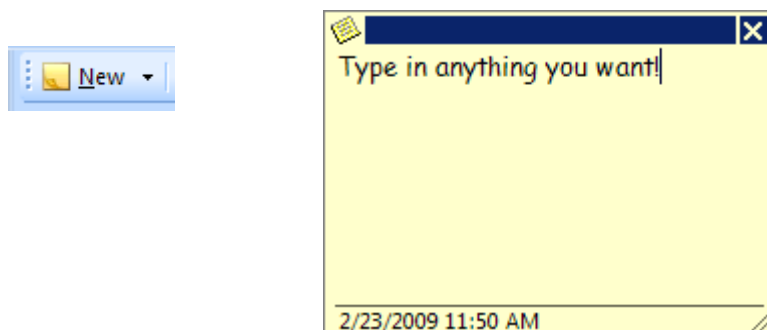


Notes

This is Microsoft's answer to the little yellow post-it notes around your desk



To add a new one, just click the New button in the upper, left hand corner.

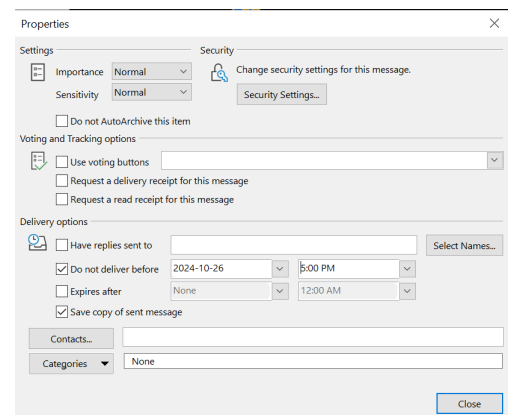


Top 10 Email Etiquette

1. Use a Clear Subject Line – Make it easy for the recipient to understand the purpose of your email.
2. Start and End Professionally – Begin with a polite greeting and end with a respectful closing, like "Best regards."
3. Be Concise and On-Topic – Respect the recipient's time by keeping the message brief and focused.
4. Mind Your Tone – Avoid sarcasm, excessive caps, and casual language; strive for politeness and clarity.
5. Proofread Before Sending – Check for grammar and spelling errors to ensure clarity and professionalism.
6. Use "Reply All" Sparingly – Only include all recipients if necessary to avoid cluttered inboxes.
7. Attach Files and Links Thoughtfully – Mention attachments and links so recipients know where to find them.
8. Respond Promptly – Aim to respond within 24-48 hours or acknowledge when you need more time.
9. Use BCC When Needed – Protect recipients' privacy by using BCC for large groups or unfamiliar contacts.
10. Follow Up Respectfully – Wait a few business days before sending a gentle follow-up if you haven't received a reply.

Schedule and Email:

1. Compose your email:
 - a. Open Outlook and create a new email by clicking New Email.
 - b. Fill in the recipient, subject, and message body as usual.
2. Set the Delivery Delay:
 - a. Go to the Options tab in the message window.
 - b. Click Delay Delivery (in the More Options group).
 - c. In the Properties dialog that opens, check the box for Do not deliver before and set the date and time you want the email to be sent.
 - d. Click Close to save the settings, then click Send. The email will stay in your Outbox until the scheduled time.



For Outlook Web (Outlook.com or Office 365 Web)

1. Compose your email:
 - a. Go to Outlook.com or your Office 365 account and start a new email.
 - b. Enter the recipient, subject, and message as usual.
2. Schedule Send:
 - a. Next to the Send button, click the dropdown arrow.
 - b. Select Send later.

- c. Choose the date and time you want the email to be sent.
- d. Click Send to schedule the email.