

Outlook® 2016

Mail, Calendar, People, Tasks & Notes

Mail

Displaying Mail Folders

1. At the bottom, left of the main window [Click] 
2. From the Folder pane on the left, expand the preferred account or Favorites.
3. [Click] the preferred folder, e.g. INBOX.

Hiding/Displaying the Folder Pane

- Choose **VIEW**, **FOlder PANE**  **NORMAL**, **MINIMIZED**, or **OFF**, or press **Alt+F1** to toggle among the modes.
- To display folders when minimized, from the left edge, [Click] **ALL FOLDERS**.

Creating and Sending a Message

1. Choose **HOME**, then **NEW (M&A)** .
2. In the TO or CC text boxes, type the names of the addressees. For an Internet address, type the full address (e.g., info@twinkl.com). As you type, Outlook suggests previously used addresses. Or to select names from the address book:
 - a. Choose **MESSAGE**, then **ADDRESS BOOK** .
 - b. Select a different ADDRESS BOOK if desired.
 - c. Select the names. <Ctrl> or <Shift> [Click] to select multiple names.
 - d. [Click] TO, CC or BCC. [Click] OK.
3. If any names are not understood, choose **MESSAGE**, then **CHECK NAMES**  or press <Ctrl>+<C> to validate them.
4. Type the SUBJECT and the message.
5. [Click] **SEND** .

Attaching a File

1. Choose **MESSAGE**, **ATTACH FILE** .
2. Select the file(s) to attach.
- For a recently used file, [Click] from the RECENT ITEMS list.
- For an older file, [Click] BROWSE THIS PC, or OneDrive or other with locations, choose BROWSE WEB LOCATIONS, select the file(s) to insert and [Click] INSERT.

Showing BCC

In the message window, choose **OPTIONS**, **BCC** .

Sending a Message with High or Low Importance

Choose **MESSAGE**, then  or  to insert to normal importance, [Click] the button again.

Requesting Read or Delivery Receipts

In the message window choose **OPTIONS**, then click **REQUEST A DELIVERY RECEIPT** or **REQUEST A READ RECEIPT**, or both.

Drafting a Message

If you are not ready to send a message, you can draft it and use it in a special folder.

1. Create the message.
2. Instead of sending the message:
 - a. [Click]  on the Quick Access toolbar.
 - b. Close the message window. The message is automatically placed in a folder called Drafts.
3. When you are ready to send the message:
 - a. [Click] on the DRAFTS folder in the Folder Pane.
 - b. [Double Click] on the message to open it.
 - c. Finish the message, then [Click] **SEND** .

Delaying the Delivery of a Message

1. In the message window choose **OPTIONS**, **DELAY DELIVERY** .
2. Change the DO NOT DELIVER BEFORE date and time.
3. [Click] CLOSE.

Restricting Forwarding, Printing, Copying

To prevent a recipient of an email message from forwarding, printing or copying the message, choose **OPTIONS**, **PERMISSIONS** . You and the recipient may be prompted to install Information Rights Management software and configure a certificate to enable this feature.

Quick Filters: All and Unread

- To show only unread messages in the Inbox, [Click] **UNREAD** at the top of the message list.
- To show all messages in the Inbox, read and unread, [Click] **ALL**.

Reading Messages

An easy way to read messages is to use the Reading Pane.

1. If the Reading Pane is not already open, choose **VIEW**, **READING PANE**  **RIGHT** or **BOTTOM**. You can change the size of the pane by [dragging] the bar dividing the Reading Pane and the list of emails.
2. To read a message, [Click] on it to view it in the Reading Pane, or [Double Click] to open.
3. To safely, quickly preview an attachment:
 - a. [Click] the attachment below the header, [Click] **PREVIEW FILE** if necessary.
 - b. When done, [Click] **BACK TO MESSAGE** at the top of the Reading Pane.
4. To fully open an attachment in its original application:
 - a. [Double Click] the attachment. When prompted, [Click] **OPEN**. If you have the required program for reading the file, Windows starts the program and displays the attachment. You may need to enable editing to work on the document.
 - b. When you have finished working with the attachment, close the program window.

Manual Send/Receive

Outlook can be set up to automatically send a message immediately or send/receive periodically. To change settings, such as frequency, choose **FILE**, **OPTIONS**, then **ADVANCED**, [Click] **SEND/RECEIVE**, adjust settings, then [Click] **CLOSE**, then OK.

To manually send/receive press <F1> or choose **SEND/RECEIVE**, then **SEND/RECEIVE ALL FOLDERS** or in the Quick Access toolbar [Click] .

Replying to a Message

1. Select or open the message.
2. Choose **HOME** or **MESSAGE**, then **REPLY**  to reply to the sender only, or to reply to all addressees, [Click] **REPLY ALL** .
3. Complete the message, then [Click] **SEND** .

Forwarding a Message

1. Select or open the message.
2. Choose **HOME** or **MESSAGE**, then **FORWARD** . Or to forward as an attachment, choose **HOME** or **MESSAGE**, then **FORWARD AS ATTACHMENT** .
3. Complete the message then [Click] **SEND** .

Using the Outbox

The Outbox contains emails that are going to be sent later. To edit or remove emails before they are sent:

1. [Click] **OUTBOX** in the Folder Pane.
2. Delete as usual. Or to edit, [Double Click] the message, edit as usual, [Click] **SEND** . Messages that have been opened and closed without [Clicking] **SEND** will appear under SENT, **HOME**, and will not be sent.
3. To send, open the message then [Click] **SEND** .

Printing a Message

1. Select or open the message.
2. Choose **FILE**, **PRINT**.
3. Make any necessary changes and [Click] **PRINT** .

Saving an Attachment

1. View the message that contains the attachment(s).
2. [Right Click] an individual attachment and choose **SAVE AS** or to save multiple attachments, choose **SAVE ALL ATTACHMENTS**, [Click] or <Ctrl> [Click] to select/select attachments and [Click] **OK**.
3. Select the folder in which you want to save the attachment and [Click] **OK** or **SAVE**.

Removing an Attachment

Remove attachments for files you keep in order to reduce mailbox size and stay below quota restrictions:

[Right Click] attachment, choose **REMOVE ATTACHMENT**.

Using Desktop Alerts

Whenever a new email arrives, Outlook displays a Desktop Alert over top of the application that is currently being used, in the bottom right of the screen. It provides a brief summary of the email. To open the message, [Click] on the Desktop Alert.

Tip: Can't find the command you want? [Right Click] an item for available options.

Selecting Multiple Items / Messages

Consecutive items [Click] on the first item and <Shift> [Click] the last item.
Non-consecutive items [Click] on the first item and <Ctrl> [Click] on the others.

Keyboard Shortcuts

From anywhere in Outlook, create a:

Mail message	Ctrl+Shift+M
Contact	Ctrl+Shift+C
Contact Group	Ctrl+Shift+L
Appointment	Ctrl+Shift+A
Meeting Request	Ctrl+Shift+Q
Task	Ctrl+Shift+T
Task Request	Ctrl+Alt+Shift+U
Note	Ctrl+Shift+N
Folder	Ctrl+Shift+F
Go to Mail	Ctrl+1
Go to Calendar	Ctrl+2
Go to People/Contacts	Ctrl+3
Go to Today/To-Do List	Ctrl+4
Go to Notes	Ctrl+5
Send/Receive	F9
Use Advanced Find	Ctrl+Shift+F
Go to a folder	Ctrl+Y
Show Inbox	Ctrl+Shift+I
From Mail	
Go to the search box	F3 or Ctrl+E
Flag for follow up	Ctrl+Shift+G
Add a Quick Flag	Insert key
Reply to a message	Ctrl+R
Reply to all	Ctrl+Shift+R
Forward a message	Ctrl+F
Mark as unread	Ctrl+U
From Calendar	
Go to a Date	Ctrl+G
Go to previous week	Alt+4 or Alt+9
Go to previous month	Alt+PgUp or Alt+PgDn