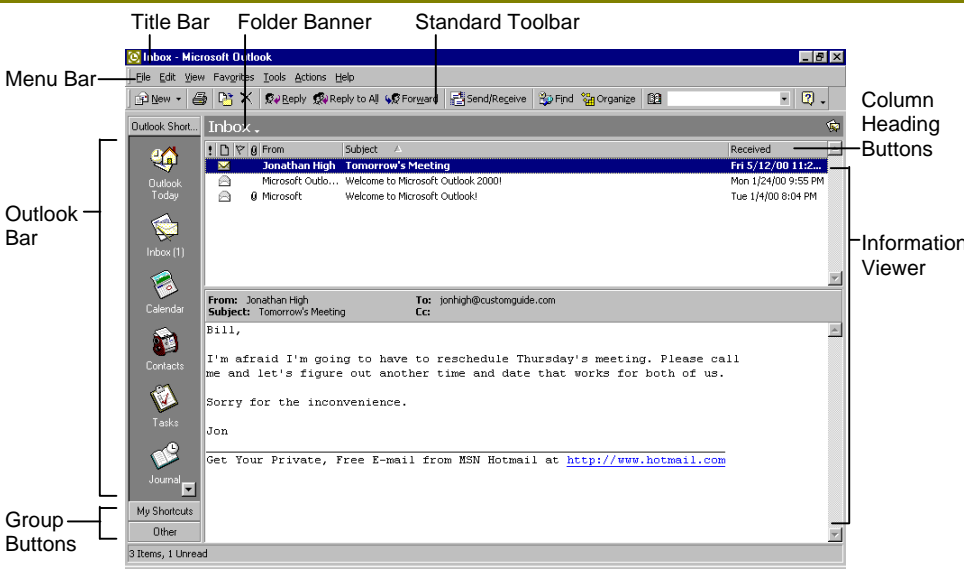




The Outlook 2000 Screen



The Outlook Bar

| | |
|------------------|--|
| Outlook Short... | Provides a preview of your day. Summarizes appointments, tasks, and new e-mail messages |
| Outlook Today | Contains your unread and recent messages. |
| Inbox (1) | Enables you to view and schedule appointments, events, and meetings. |
| Calendar | Use to keep track of addresses, numbers, and e-mail addresses. |
| Contacts | Use to organize to-do lists by priority. |
| Tasks | Records information about items that you send or receive and files you create with Microsoft Office. |
| Journal | Use like electronic Post-It® Notes to jot down information. |
| Notes | Works like the Windows Recycle Bin—stores deleted messages. |
| Deleted Items | Use My Shortcuts to access your e-mail. |
| My Shortcuts | |
| Other | |

Messages: Basic Tasks

The Standard Toolbar






- **To Access the Inbox:** Click the **Inbox** icon on the Outlook bar or click **Inbox** in Outlook Today view.
- **To Check for New Messages:** Click the **Send/Receive** **Send and Receive** button on the Standard toolbar or press **<Ctrl> + <M>**.
- **Message Indicators:**
 - ✉ Message has not been read
 - ☐ Message has been read
 - 📎 File is attached to the message
- **To Open a Message:** Open the Inbox and double-click the message you want to read.
- **To Reply to the Message Sender:** Click the message, click the **Reply** **Reply** button, type your reply and click the **Send** **Send** button or press **<Alt> + <S>**.
- **To Reply to All Message Recipients:** Click the message and click the **Reply to All** **Reply to All** button, type your reply and click the **Send** **Send** button or press **<Alt> + <S>**.
- **To Forward a Message:** Click the message, click the **Forward** **Forward** button, enter the e-mail address(es) in the **To: box**, enter any additional comments in the text box and click the **Send** **Send** button or press **<Alt> + <S>**.
- **To Create a Message:**
 1. Click the **New** **New** button or press **<Ctrl> + <N>**.
 2. Enter the e-mail address(es) in the **To: box** or click the **To...** **To** button to use the address book.
 3. Click the **Cc: box** and enter the e-mail address(es) to whom you want to send a copy of the message.
 4. Enter the subject of the message in the **Subject box**.
 5. Enter the text of your message in the text box.
 6. Click the **Send** **Send** button or press **<Alt> + <S>**.
- **To Attach a File:** Create a new message, click the **Attach** **Attach** button on the Message form toolbar, select the file you want to send and click **OK**.
- **To Send a Blind Carbon Copy (Cc):** Select **View** → **Bcc Field** from the menu enter the e-mail address(es) to whom you want to send a blind copy of the message in the **Bcc: box**.
- **To Delete a Message:** Select the message and press the **<Delete>** key.
- **To Open an Attachment:** Double-click the attachment at the bottom of the message screen.




Keyboard Shortcuts

| | |
|-----------------------------|--|
| Save | <Ctrl> + <S> |
| Print | <Ctrl> + <P> |
| Undo | <Ctrl> + <Z> |
| Cut | <Ctrl> + <X> |
| Copy | <Ctrl> + <C> |
| Paste | <Ctrl> + <V> |
| Check Spelling | <Ctrl> + <F7> |
| Check for Mail | <Ctrl> + <M> or <F5> |
| Save, Close, and Send | <Alt> + <S> |
| Reply | <Ctrl> + <R> |
| Reply to All | <Ctrl> + <Shift> + <R> |
| Address Book | <Ctrl> + <Shift> + |
| Help | <F1> |
| Switch Between Applications | <Alt> + <Tab> |
| New Item | <Ctrl> + <N> |
| New Message | <Ctrl> + <Shift> + <M> |
| New Appointment | <Ctrl> + <Shift> + <A> |
| New Contact | <Ctrl> + <Shift> + <C> |
| New Note | <Ctrl> + <Shift> + <N> |
| New Task | <Ctrl> + <Shift> + <K> |



Messages: Other Tasks

- **To Flag a Message for Follow-Up:** Right-click the message and select **Flag for Follow Up** from the shortcut menu. Select a flag type and due date from the dialog box and click **OK**.
- **To Clear a Flagged Message:** Right-click the message and select **Clear Flag** from the shortcut menu.
- **To Recall a Message:** Click the **My Shortcuts** button in the Outlook Bar, then click the **Sent Items** icon or click the **Send Items** in the Folder list. Double-click the message and select **Actions** → **Recall This Message** from the menu.
You can only recall a message if the recipient has not opened it.
- **To Resend a Message:** Click the **My Shortcuts** button in the Outlook Bar then click the **Sent Items** icon or click the **Send Items** in the Folder list. Double-click the message and select **Actions** → **Resend This Message** from the menu.
You can only resend a message if the recipient has not opened it.
- **To Save a Message as a Draft:** Select **File** → **Save** from the menu. The message appears in the Drafts folder.
- **To Create a Distribution List:** Click the  **New** and select  Distribution List. Click **Select Members** to select names from the address book then click a name in the list and click **Select**.
- **To Delete a Distribution List:** Select **Tools** → **Address Book** from the menu. Select the group from the Address list and click **Delete**.
- **To Create a Signature:** Select **Tools** → **Options** from the menu, click the **Mail Format** tab and click the **Signature Picker** button.
- **To Change a Message's Options:** Click the  **Options** button on the Formatting toolbar. Message options allow you to specify:
 - + The level of importance of the message
 - + The level of sensitivity of the message
 - + Where replies should be sent to
 - + If you want a read receipt to be delivered when the message is opened
 - + If you want to encrypt the message
- **To Use the Rules Wizard:**
 1. Make sure that you're in the **Inbox**.
 2. Select **Tools** → **Rules Wizard** from the menu and click the **New** button.
 3. Select the type of rule you want to create and click **Next**.
 4. Click the first piece of underlined text in the Rule Description box, which may be people or distribution list, specific words, etc.
 5. Specify the criteria—a person's name, a keyword, etc. and click **OK**.
 6. Click the next piece of underlined text in the Rule Description box and specify the name of the folder where you want to move the messages or the action you want done to the message.
 7. Click **Finish** to complete your rule and click **OK**.

Contacts

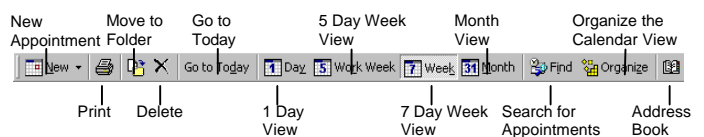
- **To View Your Contacts:** Click the  **Contacts** icon on the Outlook bar.
- **To Create a New Contact:** Click the  **New** button or press **<Ctrl> + <N>**.
- **To Edit a Contact:** Double-click the contact.
- **To Find a Contact:** Click the  **Find** button on the toolbar, specify who or what you're looking for and click **Find Now**.
- **To Delete a Contact:** Select the contact and press the **<Delete>** key.
- **To Change Views:** Select **View** → **Current View** and select the desired view from the menu.





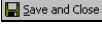
General Outlook Functions

- **To Display/Hide the Folder List:** Select **View** → **Folder List** to toggle the display.
- **To Change the Current View:** Select **View** → **Current View** and select the desired view.
- **To Change How a Folder is Organized:** Open the folder, click the  **Organize** button and specify how you want the folder to be organized.
- **To Move an Item to a Different Folder:** Select the item, click the  **Move to Folder** button and select the destination folder.
Or...
Select **View** → **Folder List** from the menu to display the folder list then click and drag the item to the destination folder.




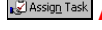
Calendar

The Calendar Toolbar



- **To View the Calendar:** Click the  **Calendar** icon on the Outlook bar or click **Calendar** in Outlook Today view.
- **To Change Views:** Select **View** from the menu and select the desired view.
Or...
Click on of the Calendar View buttons on the toolbar.
- **To Schedule an Appointment:** Click the  **New** button or press **<Ctrl> + <N>**.
- **To Schedule a Recurring Appointment:** Select **Actions** → **New Recurring Appointment** from the menu.
- **To Schedule a Meeting Request:** Click the  **New** button and select  **Meeting Request**.
- **To Schedule an All Day Event:** Select **Actions** → **New All Day Event** from the menu.
- **To Plan a Tentative Meeting:** Select **Actions** → **Plan a Meeting** from the menu.
- **To Reschedule an Item:** Double-click the meeting, appointment, or event, make your changes and click the  **Save and Close** button.

Tasks

- **To View Your Task List:** Click the  **Tasks** icon on the Outlook bar.
- **To Create a New Task:** Click the  **New** button or press **<Ctrl> + <N>** or simply type the task in the **task box**.
- **To Complete a Task:** 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 the  **Recurrence** button on the toolbar.
- **To Assign a Task:** Double-click the task, click the  **Assign** **Task** button on the toolbar, enter the person's name in the **To: box** and click **Send**.