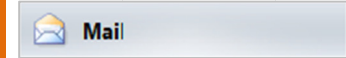
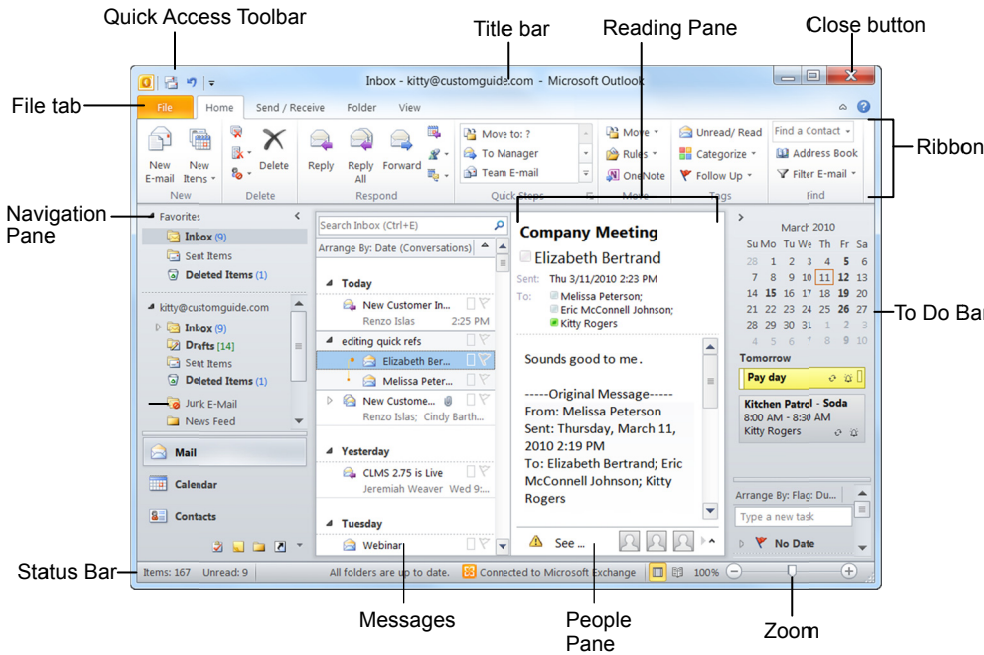


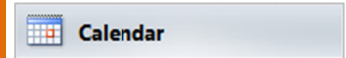
Microsoft®  
**Outlook 2010**  
 Quick Reference Card

**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.

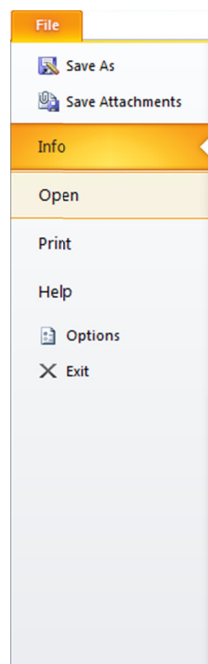
**Folder List:** Displays a list of all your Outlook folders.

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

**The Fundamentals**

**Mail: Basics**

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 **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>**.

**To Create a New Message:**

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

**Keyboard Shortcuts**

Save	<b>&lt;Ctrl&gt; + &lt;S&gt;</b>
Preview and Print	<b>&lt;Ctrl&gt; + &lt;P&gt;</b>
Undo	<b>&lt;Ctrl&gt; + &lt;Z&gt;</b>
Cut	<b>&lt;Ctrl&gt; + &lt;X&gt;</b>
Copy	<b>&lt;Ctrl&gt; + &lt;C&gt;</b>
Paste	<b>&lt;Ctrl&gt; + &lt;V&gt;</b>
Check Spelling	<b>&lt;F7&gt;</b>
Check for Mail	<b>&lt;F9&gt;</b>
Save, Close, and Send	<b>&lt;Alt&gt; + &lt;S&gt;</b>
Reply	<b>&lt;Ctrl&gt; + &lt;R&gt;</b>
Reply to All	<b>&lt;Alt&gt; + &lt;L&gt;</b>
Address Book	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;B&gt;</b>
Help	<b>&lt;F1&gt;</b>
Switch Between Applications	<b>&lt;Alt&gt; + &lt;Tab&gt;</b>
New Item	<b>&lt;Ctrl&gt; + &lt;N&gt;</b>
Search	<b>&lt;Ctrl&gt; + &lt;E&gt;</b>

## 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; 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. 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 **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 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.