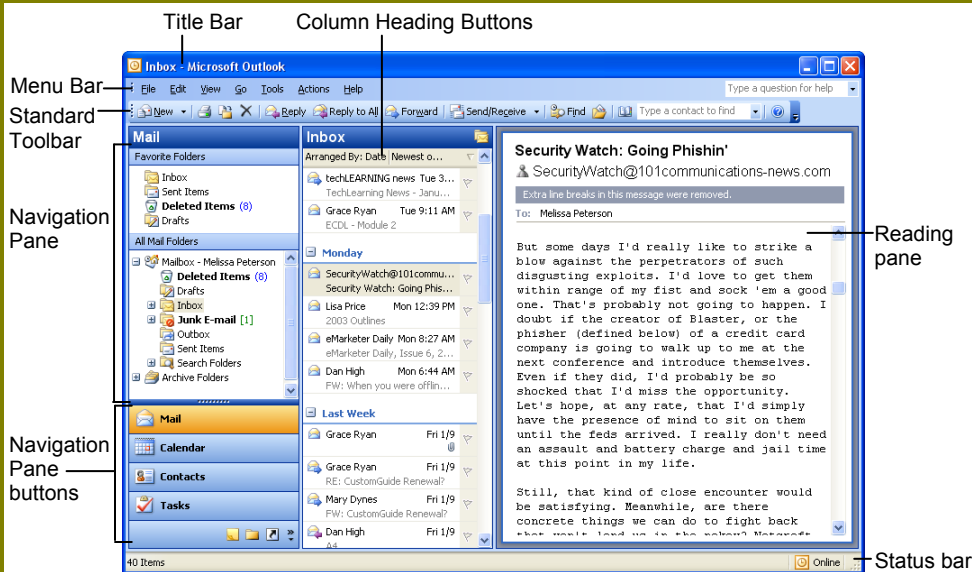


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**The Outlook 2003 Screen**

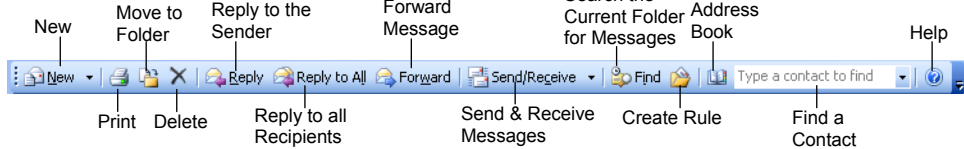


**The Navigation Pane**

- Mail**  
 Contains mail-related folders, like your Inbox, Sent Items and Search Folders. Use the Favorite Folders at the top of the pane for easy access to frequently-used mail folders.
- Calendar**  
 Enables you to view and schedule appointments, events, and meetings. View shared calendars and compare calendars by viewing them side by side.
- Contacts**  
 Use to store and keep track of addresses, numbers, and e-mail addresses.
- Tasks**  
 Use to organize to-do lists by priority, track task progress, and delegate tasks.
- Notes**  
 Use like electronic Post-It® Notes to jot down information.

**Messages: Basic Tasks**

**The Standard Toolbar**






- To Access the Inbox:** Click the **Mail pane** in the Navigation pane.
- To Check for New Messages:** Click the **Send and Receive** button on the Standard toolbar, or press **<F9>**.
- Message Indicators:**
  - Message has not been read.
  - Message has been read.
  - File is attached to the message.
  - This message is marked as urgent—you better look at it fast!
- To Open a Message:** Open the Inbox and click the message you want to read.
- To Reply to the Message Sender:** Click the message, click the **Reply** button, type your reply, and click the **Send** button or press **<Alt> + <S>**.
- To Reply to All Message Recipients:** Click the message, click the **Reply to All** button, type your reply, and click the **Send** button or press **<Alt> + <S>**.
- To Forward a Message:** Click the message, click the **Forward** button, enter the e-mail address(es) in the **To: box**, enter additional comments in the text box, and click the **Send** button or press **<Alt> + <S>**.
- To Create a Message:**
  - Click the **New** button or press **<Ctrl> + <N>**.
  - Enter the e-mail address(es) in the **To: box**, or click the **To...** **To** button to use the address book.
  - Click the **Cc...** **Cc: button** and enter the e-mail address(es) for whom you want to send a copy of the message.
  - Enter the subject of the message in the **Subject box**.
  - Enter the text of your message in the text box.
  - Click the **Send** button or press **<Alt> + <S>**.
- To Attach a File:** Create a new message, click the **Attach** button on the Standard toolbar in the Message window, select the file you want to send, and click **Insert**.
- To Send a Blind Carbon Copy (Bcc):** Select **View** → **Bcc Field** from the menu. Click the **Bcc...** **Bcc: button** and enter the e-mail address(es) for whom you want to send a blind copy of the message.
- To Delete a Message:** Select the message and press the **<Delete>** key.
- To Open an Attachment:** Double-click the attachment at the top of the message screen.

- Folder List**  
 Displays a list of all your Outlook folders in the Navigation pane.
- Shortcuts**  
 Add shortcuts to folders and locations in Outlook for quick access.



**Keyboard Shortcuts**

Save	<Ctrl> + <S>
Print	<Ctrl> + <P>
Undo	<Ctrl> + <Z>
Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Check Spelling	<F7>
Check for Mail	<Ctrl> + <M> or <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	<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 **Follow Up** from the shortcut menu and select a flag color. Or, select **Add Reminder** from the shortcut menu and select a type of flag and due date in the dialog box. Click **OK** to apply the flag.
- **To Clear a Flagged Message:** Right-click the message and select **Follow Up** → **Clear Flag** from the shortcut menu.
- **To Recall a Message:** Open the **Sent Items** folder. Double-click the message and select **Actions** → **Recall This Message** from the menu. 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 and select **Actions** → **Resend This Message** from the menu. Enter new recipients in the message window and click **Send**.
- **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 button list arrow** and select  **Distribution List**. Click **Select Members**, select a name in the list, click the **Members** button and repeat for each name to be added. Click **OK** and click **Save and Close**.
- **To Delete a Distribution List:** Select **Tools** → **Address Book** from the menu. Select the list and click the **Delete** button.
- **To Create a Signature:** Select **Tools** → **Options** from the menu, click the **Mail Format** tab, and click the **Signatures** button.
- **To Change a Message's Options:** Click the  **Options button** on the Standard toolbar in the Message window 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 and Alerts** from the menu and click the **New Rule** 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

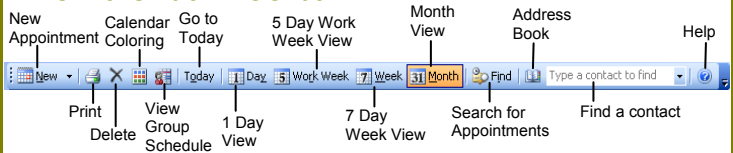
- **To View Your Contacts:** Click the **Contacts** pane in the Navigation pane.
- **To Create a New Contact:** Click the  **New button** or press **<Ctrl> + <N>**.
- **To Edit a Contact:** Double-click the contact.
- **To Find a Contact:** Click the  **Find button** on the toolbar, type who or what you're looking for and where to search, and click **Find Now**.
- **To Delete a Contact:** Select the contact and press the **<Delete>** key.
- **To Change Views:** Select **View** → **Arrange By** → **Current View** and select the desired view from the menu.




## General Outlook Functions

- **To Display/Hide the Folder List:** Click the  **Folder List** button at the bottom of the Navigation pane to toggle the display.
- **To Change the Current View:** Select **View** → **Current View** and or **View** → **Arrange By** → **Current View** and select the desired view.
- **To Change How a Folder is Organized:** Open the folder, select **Tools** → **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** pane on the Navigation pane.
- **To Change Views:** Select **View** from the menu bar and select the desired view. Or...  
Click one 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 list arrow** 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** pane on the Navigation pane.
- **To Create a New Task:** Click the  **New button**, or press **<Ctrl> + <N>**, or simply type the task in the **task box** near the top of the window.
- **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**.