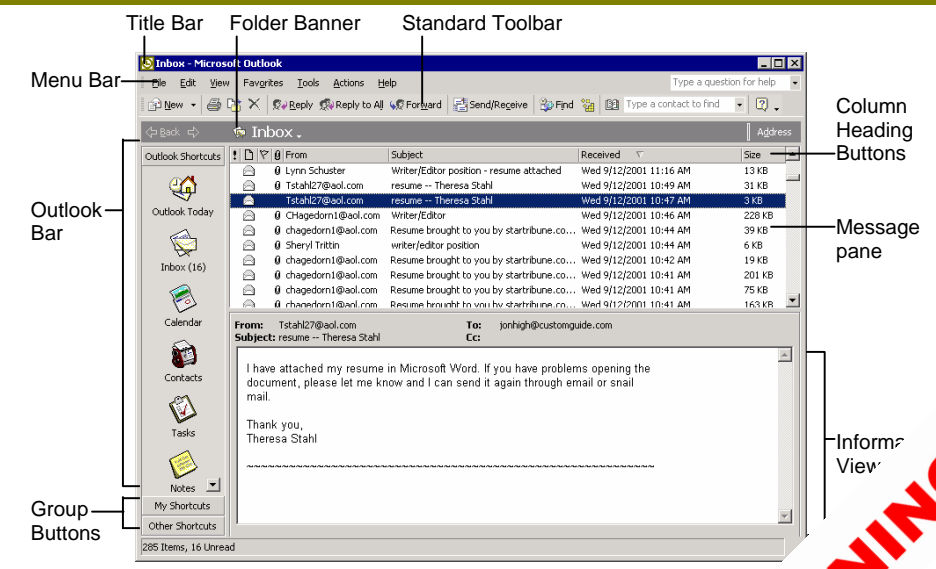


### The Outlook 2002 Screen



### The Outlook Bar

Outlook Shortcuts	Provides a preview of your day. Summarizes appointments, tasks, and new e-mail messages
Outlook Today	Control panel for appointments, tasks, and recent messages
Inbox (7)	Use 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	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 Outlook folders
My Shortcuts	
Other Shortcuts	

### 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 **<F5>**.
- Message Indicators:**
  - Message has not been read
  - Message has been read
  - File is attached to the message
- To Open a Message:** Click the message in the Inbox and double-click the message you want to read.
- To Reply to a Message:** 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, 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 Compose a New Message:**
  - Click the **New** **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: box** 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** **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 and enter the e-mail address(es) for whom you want to send a blind copy 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 top of the message screen.

### Keyboard Shortcuts

Save	<b>&lt;Ctrl&gt; + &lt;S&gt;</b>
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;Ctrl&gt; + &lt;M&gt; or &lt;F5&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>
New Message	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;M&gt;</b>
New Appointment	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;A&gt;</b>
New Contact	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;C&gt;</b>
New Note	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;N&gt;</b>
New Task	<b>&lt;Ctrl&gt; + &lt;Shift&gt; + &lt;K&gt;</b>

## Messages: Other Tasks

- **To Flag a Message for Follow-Up:** Right-click the message and select **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 **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 you are using MS Exchange Server and the recipient has not opened it.*
- **To Resend a Message:** Click the **My Shortcuts** button in the Outlook Bar and then click the **Sent Items** icon, or click **Send Items** in the Folder list. Double-click the message and select **Actions** → **Resend This Message** from the menu.
- **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 click **OK**.
- **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** 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.
  3. Select the type of rule you want to create.
  4. Click the first piece of underlined text in the **Rule Description** box, which may be people or distribution list, and click **Choose**.
  5. Specify the criteria—a person's name, a distribution list, etc., and click **OK**.
  6. Click the next piece of underlined text in the **Rule Description** box and specify the name of the folder you want to move the messages or the action you want to perform.
  7. Click **Finish** to create the rule and click **OK**.

## 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 show the Folder list then click and drag the item to the destination folder.

## Calendar

### The Calendar Tools



- **To View the Calendar:** Click the **Calendar** icon on the Outlook bar or click **Calendar** in Outlook Today view.
- **To View Calendar Views:** Select **View** from the menu and select the desired view.
- **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.

## Contacts

- **To View 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.

## 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**.