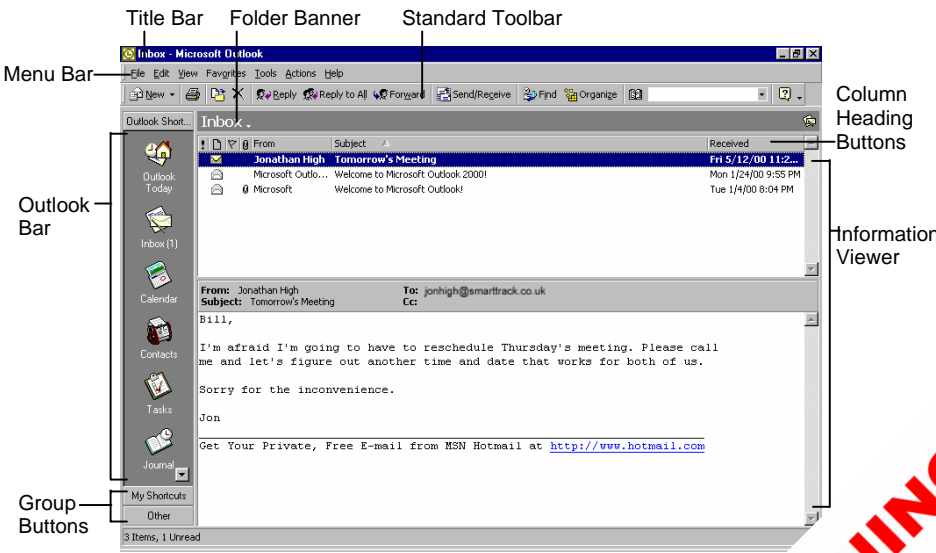


The Outlook 2000 Screen

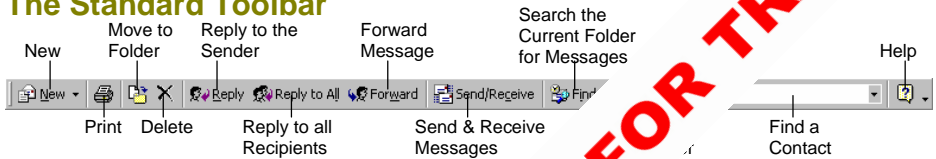


The Outlook Bar

	Provides a preview of your day. Summarizes appointments, tasks, and new e-mail messages
	Contains your e-mail messages and recent messages
	View and schedule appointments, events, and meetings
	Keep track of addresses, phone numbers, and e-mail addresses
	Use to organize to-do lists by priority
	Records information about items that you send or receive and files you create with Microsoft Office
	Use like electronic Post-It® Notes to jot down information
	Works like the Windows Recycle Bin—stores deleted messages
	Use My Shortcuts to access additional Outlook folders

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 and Receive** button on the Standard toolbar, or press **<Ctrl> + <S>**.
- Message Indicators:**
 - Message has not been received
 - Message has been received
 - File is attached to the message
- To Open a Message:** Click the message in the Inbox and double-click the message to open it to read.
- To Reply to a Message:** 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 and 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 any additional comments in the text box, and click the **Send** button or press **<Alt> + <S>**.
- Message:**
 - Click the **New** button or press **<Ctrl> + <N>**.
 - Enter the e-mail address(es) in the **To: box**, or click the **To** button to use the address book.
 - Click the **Cc: box** and enter the e-mail address(es) to 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 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) to whom you want to send a blind copy to 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	<F7>
Check for Mail	<Ctrl> + <M> or <F5>
Save, Close, and Send	<Alt> + <S>
Reply	<Ctrl> + <R>
Reply to All	<Alt> + <L>
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 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 the **Send Items** in the Folder list. Double-click the message and select **Actions** → **Resend This Message** from the menu.
You can only re-send 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** button and select **Distribution List**. Click **Select Members** to select names from the address book, 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 names, etc.
 5. Specify the criteria—a person's name, a word, etc., and click **OK**.
 6. Click the next piece of underlined text in the **Rule Description** box and specify the name of the action you want to perform, such as move the messages or delete a message.
 7. Click **Finish** to complete 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 Toolbar



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

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.

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**.