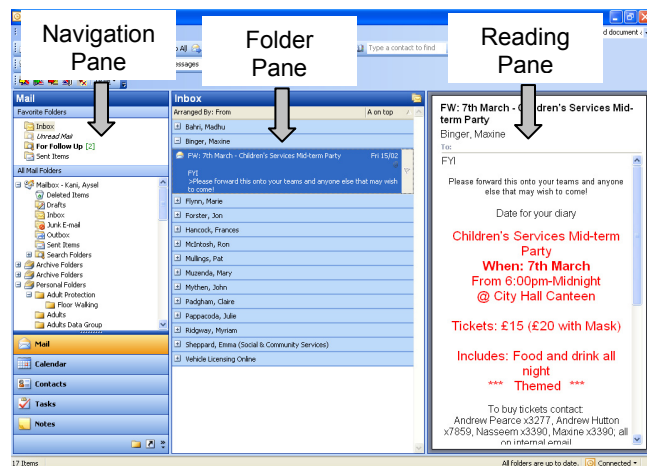


The Outlook Screen

The following is the Default view for Mail. You can change this view using the “View” menu on the Toolbar.

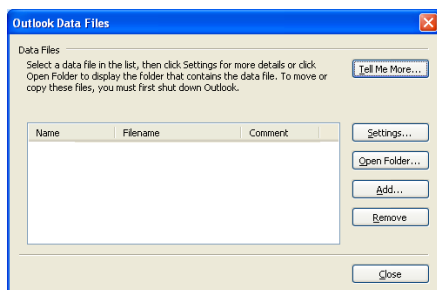


Email Management

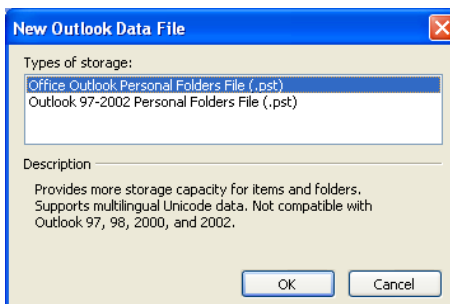
There is a size limit on your Mailbox so creating Personal folders will help you to manage your e-mail effectively. You should structure your folders in the best way that works for you allowing you to quickly find messages that you have “filed away”.

Creating an email personal folder:

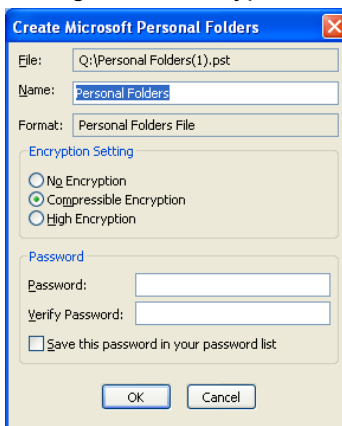
- From the Menu, click **File** ⇒ **Data File Management**



- Click the **Add** button



- Leave the first option selected
- Click **OK**
- Select your **Q** drive (never save on the C: drive)
- Type the file name and make sure it is saving as a **.PST** type file then click **OK**



- Enter the name you want to appear in the list of email folders
- Click **OK**

Messages - Basic Tasks

- To access the Inbox:** Click **Mail** in the Navigation pane

- To reply to the message sender:** Open the message, click the button, type your reply and click the button or press **[Alt]+[S]**

- To reply to all:** Open the message, click the button, type your reply and click the button or press **[Alt]+[S]**

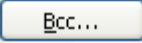
- To forward a message:** Open the message, click the button, enter the email address in the **To:** box, enter any additional comments and click the button or press **[Alt]+[S]**

- To create a new message:** Click the button or press **[Ctrl]+[N]**.

- Enter the email address in the **To:** box or click the button to use the address book
- Click the button and enter the email address of anyone who 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
- Click the button or click **[Alt]+[S]**

- To attach a file:** Create your message, click the button on the Toolbar, select the file you want to insert and click **Insert**

- To send a Blind Carbon Copy (Bcc):** Select **View** ⇒ **Bcc** Field from the menu. Click the

 button and enter the email address for whom you want to send a blind carbon copy of the message

- **To Delete a Message:** Select the message and press the **DELETE** key
- **To Open an Attachment:** Double-click the attachment
- **To Save a Single Attachment:**
 - Right-click on the attachment icon and select “**Save As**”
 - Select the folder where you want to save the attachment in
 - Click **Save**
- **Saving Multiple Attachments:**
 - From the **File** menu select the **Save Attachments** command
 - The **Save All Attachments** dialog box displays
 - Click **OK**
 - Select the Folder you want to save in and click **OK**

Messages - Additional Tasks

- **To flag a message for follow up:** Select the message you want to flag, click on the **Quick Flag** icon located on the right hand side of the message header
- **To clear a flagged message:** Right click on the message and select **Follow Up** ⇒ **Clear Flag** from the shortcut menu
- **To recall a message:**
 - Open the **Sent Items** folder
 - Open the message you want to recall
 - Select **Actions** ⇒ **Recall This Message**
 - Select the required option
 - Click **OK**

- **To resend a message:** Open the Sent Items folder. Double click the message and select **Actions** ⇒ **Resend This Message**. Make any changes required and click **Send**

Automatically Spell Check before Sending

- Click **Tools** ⇒ **Options**
- Select the **Spelling** tab
- Tick **Always suggest replacements for misspelled words**
- Tick **Always check spelling before sending**
- Click **OK**

Keyboard Shortcuts

Save	[Ctrl]+[S]
Print	[Ctrl]+[P]
Undo	[Ctrl]+[Z]
Cut	[Ctrl]+[X]
Copy	[Ctrl]+[C]
Paste	[Ctrl]+[V]
Check Spelling	[F7]
Save, Close and Send	[Alt]+[S]
Reply	[Ctrl]+[R]
Reply to All	[Alt]+[L]
Address Book	[Ctrl]+[Shift]+[B]
Help	[F1]
New Item	[Ctrl]+[N]



City of Westminster

Microsoft Outlook Mail Inbox

- Personal Folders
- Messages – Basic Tasks
- Messages – Additional Tasks
- Automatic Spell Check
- Keyboard Shortcuts