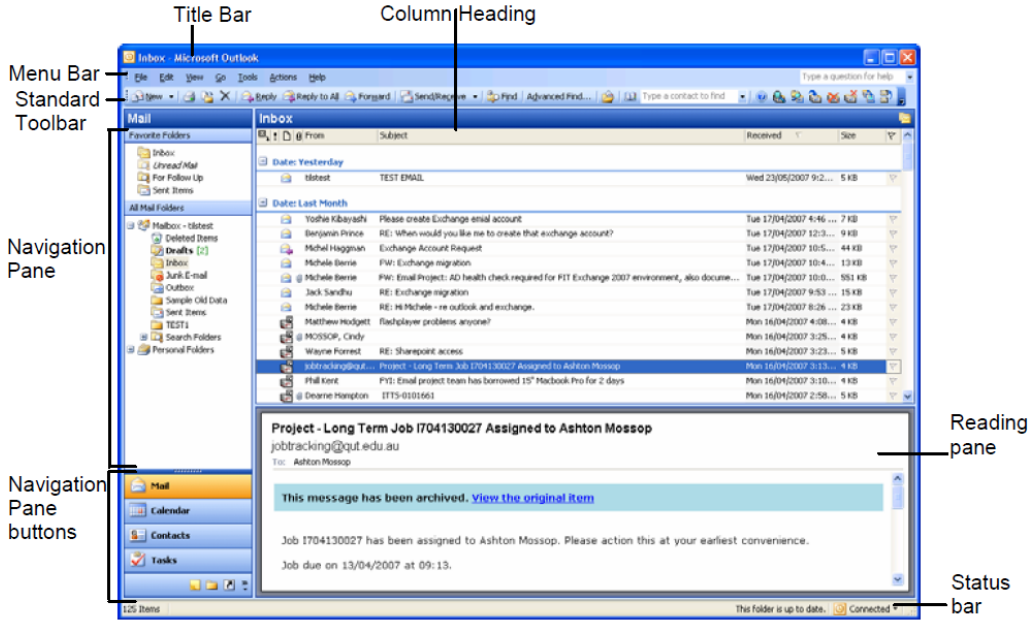
Microsoft®

Outlook 2003

Quick Reference Guide

The Outlook 2003 Screen



Navigation Pane

Mail

Mail Related folders, like your Inbox, Sent Items and Search Folders.

Calendar

Enables you to view and schedule appointments, events, and meetings.

Contacts

Use to store and keep track of addresses, numbers, and email addresses.

Tasks

Use to organize to-do lists by priority, track task progress, and delegate tasks.

Notes

Use like electronic Post-It ® Notes.

Folder List

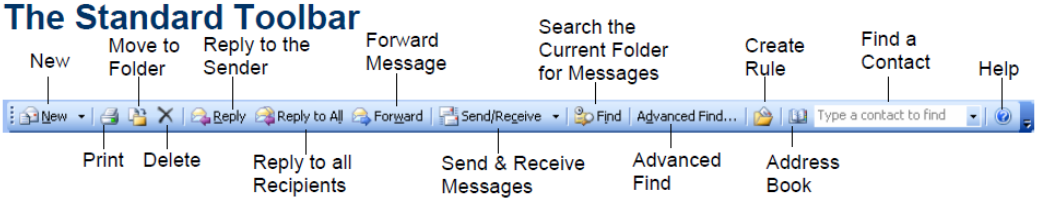
Displays a list of all of your Outlook folders in the Navigation Pane.

Shortcuts

Add for quick access to Outlook folders.

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/Receive **Send and Receive** button on the Standard toolbar, or press **<F9>**.
- **Message Indicators:**
  - Message has not been read.
  - Message has been read.
  - Message is stored.
  - File is attached to the m essage.
  - This message is marked as urgent.
- **To Open a Message:** Double click on the message you want to read.
- **To Reply to the Message Sender:** 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 email address(es) in the **To:** field, enter additional comments in the text box, and click the Send Send or press <Alt> + <S>. button
- **To Delete a Message:** Select the message and click the **Delete** button or press the **<Delete>** key.

To Create a Message:

1. Click the New **New** button on the toolbar or press **<Ctrl>** + **<N>**.
2. Enter the email address(es) in the To... **To**: box, or click the To button to use the address book.
3. Click the Cc... **Cc**: button and enter the email address(es) for whom you want to send a copy of the message.
4. Enter the subject of the message in the **Subject** field.
5. Enter the text of your message in the text box.
6. Click the Send **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 email address(es) for whom you want to send a hidden copy of the message. This should be used for mass mailings.
- **To Open an Attachment:** Double-click the attachment at the top of the message screen.
- **To Save an Attachment**: Right-click the message and select **Save As** from the shortcut menu. Select the location to save the file and click the **Save** button

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 and Send	**<Alt> + <S>**
Reply	**<Ctrl> + <R>**
Reply to All	**<Alt> + <L>**
Forward	**<Ctrl> + <F>**
Help	**<F1>**
Check Names	**<Alt> + <K>**
Move to Folder	**<Ctrl> + <Shift> + <V>**
Find	**<Ctrl> + <E>**
Advanced Find	**<Ctrl> + <Shift> + <F>**
Mark as Read	**<Ctrl> + <Q>**
Mark as Unread	**<Ctrl> + <U>**
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>**

General Outlook Functions

- **To Find a Message:** Click the Find button on the toolbar and enter your search criteria into the **Look for** field. Click on **Search In** and select a location to search, then click **Find Now**.
- **To perform an Advanced Find:** Click the Advanced Find... **Advanced Find** button or **<Ctrl>** +**<Shift>** + **<F>**. Fill in the appropriate criteria you want to search by and click the **Find Now** button or press **<Enter>**. Make sure you explore the **More Choices** and **Advanced** Tabs in the Advanced Find dialog box to open up more complex options.
- **To Change the Current View:** Select **View** → **Current View** and or **View** → **Arrange By** → **Current View** and select the desired view.
- **To Recover Deleted Items:** Select **Tools** → **Recover Deleted Items** from the menu, select the item you wish to restore and click on the **Recover Selected Items** button. The item appears back in the **Deleted Items** folder.
- **To Color an Email by Sender:** Select **Tools** → **Organize** and select **Using Colors** on the left. Click on an email from the person and their name will appear at the top, then select a color and click the **Apply Color** button.

Calendar

The Calendar Toolbar

- **To View the Calendar**: Click the **Calendar** pane on the Navigation pane.
- **To Change Views**: Select **View**, or **<Alt>** + **<V>** on the Menu bar and select the desired view, or, click on one of the Calendar View Buttons on the toolbar.
- **To Schedule an Appointment**: Click the New **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 **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 **New Button** or press **<CTRL>** + **<N>**, 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... **Recurrence button** on the toolbar.
- **To Assign a Task**: Double click the task and click the Assign Task **Assign Task Button** on the toolbar, enter the person's name in the **To: Box** and Click **Send**.

Messages: Other Tasks

- **To Send E-mail from another Account**: In your message, select **View** → **From Field** and enter the account name you wish to send from and click the Send **Send Button** or press **<Alt>** + **<S>**.
- **To create a folder:** From the Outlook toolbar, select the location of the new folder and right click. Then name the folder appropriately.
- **To Create a Custom Search Folder**:
  1. Select **File** → **New** → **Search Folder** or **<CTRL>** + **<Shift>** + **<P>**.
  2. Select **Create a custom Search Folder** and click on **Choose button**.
  3. Type a name for the Search Folder, then click on the **Criteria button**.
  4. Specify the criteria – a person's name, a keyword, etc. and click on **OK** → **OK** → **OK**.
  5. This will now be displayed as a subfolder of the Search Folders in the Navigation Pane.
     You can also use the find or advanced find feature and save the parameters a a Search Folder.
- **To Delete a Search Folder**: Right-click the Search Folder you are deleting. Click **Delete" Folder Name"**. Click **Yes**.
- **To Customize an Existing Search Folder:** Right-click the **Search Folder** folder, and select **Customize an Existing Search Folder**.
- **To Create an E-Mail using Stationery: From the Outlook screen, select Actions** → **New Email Message using** → **More Stationery. Select the stationery and click Ok.**
- **To Save Multiple Attachments:** Double click to open the message, select **File** → **Save Attachments**. This will list all attachments in the message, click on **OK**. Select a location to save the files and click **OK**.
- **Email Signature:** From the Outlook toolbar, click **Tools**, then **Options**. Then select the **Mail Format Tab**. In the **Signature** portion of the Tab, click **Signature** then **New**.
- **To Flag a Message:** From the Outlook toolbar, right click on an email, and select Options.

Contacts

- **To View Your Contacts**: Click the **Contacts** pane in the Navigation Pane.
- **To Find a Contact**: Click **Find a Contact** on the Outlook Standard Toolbar. Type in a portion of their name and press **Enter** to display the details.
- **To Create a New Contact:** Click the New **New** button or press **<CTRL>** + **<N>**.
- **To Edit a Contact:** Double click the contact and make the changes.
- **To Delete a Contact:** Select the contact and press the **<Delete>** key. e click the contact and make the changes.
- **To Create a Distribution List:** Click **<CTRL>** + **<Shift>** + **<L>**. 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**.

Still have questions ?

- If you still have questions about Outlook, here are some additional sources of information:
  1. http://office.microsoft.com/en-us/outlook/FX100647201033.aspx
  2. Send an email to ServiceDesk@cdfa.ca.gov
  3. http://cdfa.ca.gov/outlook/

cdfa