Mail: Basics

- To Open the Inbox: Click the Mail button in the View switcher and click the Inbox folder in the Navigation Pane.
- To Check for New Messages: Click the Send and Receive Messages button on the Standard toolbar or the Home tab of the Ribbon.
- Message Indicators:
  - Message has not been read
  - A reply to the message has been sent
  - Message has been forwarded to someone
  - A file is attached to the message
- To Read a Message: Click a message to view it in the Reading Pane or double-click the message to open it.
- To Reply to the Message Sender: Select the message and click the Reply button in the Ribbon. Type your reply, and click the Send button.
- To Reply to All Message Recipients: Select the message and click the Reply to All button in the Ribbon. Type your reply, and click the Send button.
- To Forward a Message: Select the message and click the Forward button on the Ribbon. Enter the e-mail address(es) in the To: box, enter any additional comments in the message area, and click the Send button.
- To Delete a Message: Select the message and press the <Delete> key, or click the Delete button.

To Create a Message:
1. Click the New button or press < > + <N>.
2. Enter the e-mail address(es) in the To: box, or select contacts from the Address Book.
3. (Optional) Click the Cc: box and enter the e-mail address(es) for whom you want to send a carbon copy of the message.
4. (Optional) Click the Options tab on the Ribbon. Click the Bcc button, click the Bcc: box, and enter the e-mail address(es) for whom you want to send a blind carbon copy of the message. Blind carbon copy means the addressees will not appear as recipients of the message.
5. Enter the subject of the message in the Subject box.
6. Enter the text in the message body.
7. Click the Send button.
- To Attach a File: Click the Attach button on the Message tab of the Ribbon in the Message window.
- To Minimize the Ribbon: Click the Minimize Ribbon button in the upper right corner of the Ribbon. Or, click the active tab.
- To Flag a Message for Follow-up: Click the Flag icon on the message.
- To Get Help: Click the Help button on the toolbar, or click the Help button on the menu bar and select an option from the menu.

Keyboard Shortcuts

Send <><> + <Return>
Print <><> + <P>
Undo <><> + <Z>
Cut <><> + <X>
Copy <><> + <C>
Paste <><> + <V>
Minimize the Active Window <><> + <M>
Refresh Message List <><> + <L>
Mark as Read <><> + <T>
Send Outbox Mail/Receive new messages <><> + <K>
Add an Attachment <><> + <E>
Message List <><> + <1>
Address Book <><> + <2>
Calendar <><> + <3>
Notes List <><> + <4>
Tasks List <><> + <5>
Hide Outlook <><> + <H>
Quit Outlook <><> + <Q>
Mail: Advanced Tasks

- To Preview an Attachment: Click the attachment in the message preview in the Reading Pane.
- To Open an Attachment: Double-click the attachment in the Reading Pane. The file opens in its default program.
- To Flag a Message as a To-Do Item: Click the flag icon on the message. Or, select the message, click the Follow Up button on the Standard toolbar and select a flag. Or, right-click the message, select Follow Up from the contextual menu, and select a flag.
- To Categorize a Message by Color: Select the message, click the Categorize button in the Home tab on the Ribbon, and select a flag. Or, right-click the message, select Categorize from the contextual menu, and select a color category.
- To Resend a Message: Open the Sent Items folder. Double-click the message and select Message > Resend from the menu. Edit the message and recipients as necessary and click Send.
- To Move a Message to a Different Folder: Select the item, click the Move button on the Home tab of the Ribbon, and select the destination folder. Or, click and drag the item to a different folder in the Navigation Pane.
- To Turn Conversations On or Off: To activate Conversations in Outlook 2011, click the Conversations button on the Home tab of the Ribbon and select List view from the menu. To turn this functionality off, click the Conversations button on the Home tab of the Ribbon and select Normal view from the menu.
- To Change the Reading Pane: Click the Organize tab on the Ribbon, click the Reading Pane button, and choose the layout you wish to use for the Reading Pane.

Calendar

- To Open the Calendar: Click the Calendar button in the View switcher.
- To Change Views: Click a view option in the Arrange group on the Home tab, or click the View tab and select an option there.
- To View a Specific Date: Click the View Date button and use the date navigator to find the date(s) you wish to view.
- To Schedule an Appointment: Click the New Appointment button on the Ribbon or press <Ctrl>+<N>.
- To Schedule a Recurring Appointment: Create a new appointment and click the Recurrence button on the Ribbon in the Message window.
- To Schedule a Meeting: Click the New Meeting button on the Ribbon. Add recipients and meeting details as applicable. Use the Scheduling Assistant to check participants’ schedules. Click Send to invite meeting attendees.
- To Schedule an All Day Event: An all-day event appears as a banner at the top of the date in the calendar. Create a new appointment and click the All Day Event check box next to the Start settings for the appointment.
- To Reschedule an Item: Click and drag the item to a new date and/or time on the Calendar. Or, double-click the item to open it, make your changes, and click the Save & Close button on the Ribbon.
- To Edit an Item: Click the item to view the Appointment contextual tab. Or, double-click the item, make your changes, and click the Save & Close button on the Ribbon.
- To Delete an Item: Select the item and press <Delete>. Or, select the item and click the Delete button in the Appointment tab on the Ribbon.
- To Search the Calendar: Click in the Search box in the upper right corner of the program window. Type search keywords and press <Enter>.

Contacts

- To Open Contacts: Click the Contacts button in the View switcher.
- To Change Views: Click the Details or List button on the Home tab to change contact folder views.
- To Create a New Contact: Click the New Contact button on the Home tab or press <Ctrl>+<N>.
- To Activate Contact Group Functionality: New Items button in the New group on the Ribbon and select Outlook > Preferences from the menu. Click the General group and uncheck the Hide My Computer check box.
- To Create a New Contact Group: Open the Contacts folder. Click the Contact Group button on the Home tab of the Ribbon. Enter a name for the Contact Group and click the Add button in the Ribbon, or double-click the cell. Enter the name of the contact you wish to add in the Name column, and select the contact’s name as it appears in the autocomplete list. Repeat for each contact to be added. Click Save & Close on the Ribbon.
- To Edit a Contact: Double-click the contact and make your changes.
- To Delete a Contact: Click in the Search box. Or, click the Find Contact button on the Ribbon. Enter your search text in the Contact Search panel and press <Enter>. Contacts matching the search are listed.
- To Edit a Contact: Select the contact and press <Delete>.

Tasks and To-Do Items

- To Open Tasks/To-Do List: Click the Tasks button in the Navigation Pane and select To-Do List or Tasks in the Navigation Pane.
- To Create a New Task/To-Do Item: Click the New Task button in the New group on the Home tab or press <Ctrl>+<N>.
- To Complete a Task: Click the Mark Complete button in the Manage Task group on the Ribbon, or click the task’s check box in Simple List view.
- To Delete a Task: Select the task and press the <Delete> key. Or, click the Delete button in the Home tab.