Displaying Mail Folders
In the Navigation Pane, [Click] Mail or press <Ctrl-1>, To show the Inbox [Click] Inbox.

Hiding/Displaying the Navigation Pane
- Choose VIEW, NAVIGATION PANE NORMAL, MINIMIZED, or OFF, or press <Alt-F1> to toggle among the modes.
- To display folders when minimized, [Click] FOLDERS.

Hiding/Displaying the To-Do Bar
- Choose VIEW, TO-DO BAR NORMAL, MINIMIZED, or OFF, or press <Alt-F2> to toggle between the modes.
- To temporarily display when minimized, [Click] anywhere on the To-Do Bar.
- To change the display, [Click] VIEW, TO-DO BAR OPTIONS.

Creating and Sending a Message
1. Choose HOME, then NEW E-MAIL.
2. In the TO or CC text boxes, type the names of the addressees. For an Internet address, type the full address (e.g. info@beezez.com). As you type, Outlook presents previously used addresses.
   Or select names from the address book:
   a. Choose MESSAGE, then ADDRESS BOOK.
   b. Select a different ADDRESS BOOK if desired.
   c. Select the names. [Ctrl]- or [Shift]-[Click] to select multiple names.
   d. [Click] TO, CC or BCC. [Click] OK.
3. If any names are not underlined, choose MESSAGE, then CHECK NAMES or press <Ctrl-K> to validate them.
4. Type the SUBJECT and the message.
5. [Send]

Attaching a File to a Message
1. Choose MESSAGE, ATTACH FILE.
2. Select the file(s) to insert and [Click] INSERT.

Showing BCC
In the message window, choose OPTIONS then SHOW BCC.

Sending a Message with High or Low Importance
Choose MESSAGE then or . To revert to normal importance, [Click] the button again.

Requesting a Read or Delivery Receipt
In the message window choose OPTIONS, then check REQUEST A DELIVERY RECEIPT or REQUEST A READ RECEIPT, or both.

Drafting a Message
If you are not ready to send a message, you can draft it and save it in a special folder.
1. Create the message.
2. Instead of sending the message:
   a. [Click] on the Quick Access Toolbar.
   b. Close the message window. The message is automatically placed in a folder called Drafts.
3. When you are ready to send the message:
   a. [Click] on the DRAFTS folder in the Navigation Pane.
   b. [Double-Click] on the message to open it.
   c. Edit the message as needed, then [Click] Send.

Delaying the Delivery of a Message
1. In the message window choose OPTIONS, DELAY DELIVERY.
2. Change the DO NOT DELIVER BEFORE date and time.
3. [Click] CLOSE.

Restricting Forwarding, Printing, Copying
To prevent a recipient of an email message from forwarding, printing or copying the message, choose OPTIONS, PERMISSION.
You and the recipient may be prompted to install Windows Rights Management software and configure a certificate to enable this feature.

Reading Messages
An easy way to read messages is to use the Reading Pane. If the Reading Pane is not already open, choose VIEW, READING PANE ➤ RIGHT or BOTTOM. You can change the size of the pane by dragging the bar dividing the Reading Pane and the list of emails.
2. To read a message, [Click] on it to view it in the Reading Pane, or [Double-Click] to open.
3. To preview an attachment:
   a. [Click] the attachment in the reading pane.
   b. [Click] PREVIEW FILE if necessary.
   c. [Click] Message to return to the message.
4. To read an attachment:
   a. [Double-Click] the attachment. When prompted, [Click] OPEN. If you have the required program for reading the file, Windows starts the program and displays the attachment.
   b. When you have finished reading the attachment, close the program window to return to Outlook.

Using the People Pane
The People Pane shows information such as email history, RSS feeds, and social media updates about a person.
- To show/hide, in a folder choose VIEW, PEOPLE PANE then an option.
- To view details and communications for a person, [Click] their picture.

Manual Send/Receive
Outlook can be set up to automatically send a message immediately or send/receive periodically.
To manually send/receive choose SEND/RECEIVE, SEND/RECEIVE ALL FOLDERS or press <F9>.

Using the Outlook
The Outlook contains emails that are going to be sent. To edit or remove emails before they are sent:
1. [Click] ☐ in the Navigation Pane.
2. Delete as usual. Or to edit, [Double-Click] the message, edit as usual, [Click] SEND any messages that have been opened and closed without sending will appear under DATE: NONE, and will not be sent.
   To send, open the message then [Click] Send.

Using Desktop Alerts
Whenever a new email arrives, Outlook displays a Desktop Alert on top of the application that is currently being used. The Desktop Alert is a box which appears in the bottom right of the screen. It provides a brief summary of the email, and the ability to quickly open, flag, or delete the email.
- To open, [Click] on the email message.
- To delete, [Click] X.
- To flag, [Click] ➤.

Deleting Messages
1. Select or open the message(s) to delete.
2. Choose HOME or MESSAGE, then DELETE.
   The messages are moved to the Deleted Items folder.
   To delete all messages in a folder, choose FOLDER, then DELETE ALL ☐, [Click] YES.
   To empty the Deleted Items Folder, [Right-Click] the DELETED ITEMS folder, and choose EMPTY FOLDER, then [Click] YES.
   Or, select the Deleted Items folder, then choose FOLDER, EMPTY FOLDER and [Click] YES.

Saving an Attachment
[Right-Click] the attachment, then REMOVE ATTACHMENT.

Replying to a Message
1. Select the message.
2. Choose HOME or MESSAGE, then REPLY to reply to the sender only, or REPLY ALL to reply to all addresses.
3. Complete the message, then [Click] Send.

Forwarding a Message
1. Select the message.
2. Choose HOME or MESSAGE, then FORWARD.
   Or to forward as an attachment, choose HOME or MESSAGE, ➤ MORE ➤ FORWARD AS ATTACHMENT.
3. Complete the message then [Click] Send.

Printing a Message
1. Select or open the message.
2. Choose FILE, PRINT.
3. Make any necessary changes and [Click] PRINT.

Keyboard Shortcuts
From anywhere in Outlook, create a:
- Mail message: Ctrl-Shift-M
- Contact Group: Ctrl-Shift-L
- Folder: Ctrl-Shift-E
- Send/Receive: F9
- Search all address books: F3 or Ctrl-E
- Go to the search box: F3 or Ctrl-E
- Go to a folder: Ctrl-Y
- Show inbox: Ctrl-Shift-I
- Flag for follow up: Ctrl-Shift-G
- Add a Quick Flag (msg list only): Insert key
- Reply to a message: Ctrl-R
- Reply to all: Ctrl-Shift-R
- Forward a message: Ctrl-F
- Show hide command key tips: Alt

Selecting Multiple Messages
Several consecutive messages and <Shift>-[Click] the last message.
Several: [Click] the first message and <Ctrl>-[Click] messages additional ones.
Sorting Messages
Choose VIEW then a sort method in the ARRANGEMENT group. Or:
1. Single view (each message takes one line):
   - Click on the column heading (e.g. Subject, Received) by which to sort.
2. To reverse the sort order, [Click] again on the heading.
   - In Compact view (each message takes two lines):
     1. [Click] ARRANGED BY, then select a method.
     2. To reverse the sort order, [Click] the sort order header, e.g. NEWEST ON TOP, A ON TOP, etc.

Grouping Messages by Conversation
Arrange messages by conversation to group messages that are related (replies to a previous email).
- To turn off grouping by conversation, choose VIEW, DATE, then check SHOW AS CONVERSATIONS. Specify whether to group ALL FOLDERS or only THIS FOLDER.
- Conversations are indicated by . To show the conversation, including messages filed in another folder, [Click]

Ignoring a Conversation
- To automatically delete existing and future messages from a conversation from all folders except Sent Items, select an email, then choose HOME, [Ignore]
- To stop ignoring and move all messages to Inbox, select a message in the Deleted items folder, then choose HOME, [Ignore], then STOP IGNORING CONVERSATION.

Cleaning up Redundant Messages
To delete all messages with text that is found in a newer message, choose GOTO HOME, [Clean up] then, specify whether to clean up folders/subfolders, or the selected conversation.

Turning Grouping On/Off
Outlook sorts messages in groups. The type of group depends on the sort order. E.g. when sorted by Date Received, Outlook groups messages by Today, Yesterday, etc.
To turn this feature on or off, choose VIEW, then [Click] IN THE ARRANGEMENT group, then select SHOW IN GROUPS. Or, [Click] ARRANGE BY and select SHOW IN GROUPS.

Creating an E-mail Signature
1. Choose FILE, OPTIONS.
2. [Click] MAIL, then SIGNATURES.
3. [Click] NEW. Type a descriptive name then [Click] OK.
4. Under EDIT SIGNATURE type the information you want to insert at the end of every message.
   a. Format your text using the formatting toolbar.
   b. To add contact information in the form of a business card, [Click] Business Card.
   c. [Click] to insert a picture or logo.
   d. To hyperlink, highlight some text, [Click] Hyperlink.
5. If you wish to create additional signatures, [Click] SAVE then repeat steps 3 to 5 as needed.
6. Under CREATE DEFAULT SIGNATURE, select which signatures you would like to appear automatically in NEW MESSAGES and/or REPLIES/FORWARDS for a specific E-MAIL ACCOUNT. Select (NONE) if you want to manually insert the signature.
7. When done, [Click] OK, then OK again.

Manually Inserting a Signature
1. In a message, position the insertion point where you want the signature to appear.
2. Choose MESSAGE, SIGNATURE and select the desired signature from the list.

Using Task Flags
Task Flags help identify and group messages that need follow up. Flagged items appear in the To-Do Bar, To-Do task list, and the Calendar Daily Task List.
- To flag a message: In the message list, [Click] in an open message, [Click] FOLLOW UP.
- By default, the message is flagged to be followed up the same day.
- To mark a flag complete: [Click] flag.
- To select a different date for follow up, add a reminder, or clear a flag: [Right Click] the flag, then select an option.
- To view incomplete flags: [Click] Tasks

Creating a Folder
1. Choose FOLDER, NEW FOLDER.
2. Type a name for the new folder.
3. If necessary, a make a selection from the FOLDER CONTAINS drop-down list.
4. Select the parent folder then [Click] OK.

Adding/Removing Favorite Folders
1. Select the folder in the Navigation Pane.
2. [Click] FOLDER, SHOW IN FAVORITES.

Moving or Copying Messages
Select or open the messages to move or copy.
1. In the Navigation Pane, ensure that you can see the folder into which you want to move or copy the messages by clicking or.
2. To move the selected messages, [Drag] them to a folder. Or to copy, <Ctrl>-[Drag].
3. Or [Click] HOME or MESSAGE, MOVE or [Right] Click the message and choose MOVE.
   1. To move, select a recently used folder or, for a list of all folders, select OTHER FOLDER. Or to copy, select COPY TO FOLDER.
   2. If necessary, select a folder then [Click] OK.

Using Quick Steps
To perform multiple commands with one click, choose HOME or MESSAGE then choose from the QUICK STEPS group. To create a Quick Step:
1. Choose HOME, then [Click] Create New.
2. Enter a name then [Choose AN ACTION] then fill out the details.
3. To add more actions, [Click] ADD ACTION.
4. Optionally, specify a SHORTCUT KEY and TOOLTOP TEXT.
5. [Click] FINISH.
   1. To edit, [Right Click] the Quick Step and choose EDIT.

Finding Mail Messages
1. In the Navigation Pane, select the folder you want to search through.
2. Enter search text in the search box above the list of messages. Outlook narrows down the list as you type.
3. To refine the search, choose options from the SEARCH TOOLS, SEARCH tab.
4. To display all messages again [Click] or [Esc].

Creating a Contact from a Message
Outlook automatically creates a contact in the Suggested Contacts folder for anyone you send to that is not in your Contacts.
To create a contact from a received message:
1. In an open message or the Reading Pane, [Right Click] on the person's name.
2. Select ADD TO OUTLOOK CONTACTS.
3. Add other necessary information, then choose CONTACT, SAVE AND CLOSE.

Creating a Distribution List
Create a Contact Group if you frequently send mail to the same group of people.
1. Choose HOME, NEW ITEMS, MORE ITEMS, CONTACT GROUP.
2. Type the group NAME.
3. [Click] ADD MEMBERS and select FROM OUTLOOK CONTACTS, FROM ADDRESS BOOK OR NEW E-MAIL CONTACT. Add MEMBERS or fill out contact details, then [Click] OK.
4. [Click] SAVE & CLOSE.

Using the Rules Wizard
The Rules Wizard allows you to set up instructions for incoming messages. E.g. Messages from a certain person are placed in a specific folder.
1. Choose HOME or MESSAGE, RULES.
2. Select a suggested rule.
3. Select CREATE RULE, select the CONDITIONS and what to do. [Click] OK. If desired, check RUN THIS RULE NOW. [Click] OK.
To change or delete rules, choose HOME, RULES then MANAGE RULES & ALERTS.

Using the Out of Office Assistant
If using Outlook with an Exchange server, you can have Outlook automatically reply to messages when you are away for some time.
1. Choose FILE, INFO, then AUTOMATIC REPLIES.
2. If using Exchange 2007 or 2010:
   a. Select SEND AUTOMATIC REPLIES.
   b. Optionally, specify START and END TIMES.
   c. On the INSIDE MY ORGANIZATION tab, type the reply you want to send out while you are away.
   d. Optionally, enter an OUTSIDE MY ORGANIZATION reply. Indicate whether to reply to anyone who sends you a message, or just those listed in Contacts.
If using an earlier Exchange Server:
   a. Select I AM CURRENTLY OUT OF THE OFFICE.
   b. Type your message in the AUTOREPLY ONLY ONCE TO EACH SENDER WITH THE FOLLOWING TEXT box.
   c. To create rules to manage incoming messages while away, [Click] ADD RULES. Fill out rule and [Click] OK.
   d. [Click] OK. An information bar appears below the Ribbon, and [Automatic Replies] is on the status bar.

Turning off the Out of Office Assistant
[Click] Turn off on the AUTOMATIC REPLIES information bar.
If, in the status bar [Click] Automatic Replies, then select AM CURRENTLY IN THE OFFICE, [Click] OK.

Handling Junk Mail
Messages identified as junk are moved to the junk e-mail folder and features are disabled including links and HTML layout.
If a legitimate message is put in your junk e-mail folder:
1. Select the message, choose HOME or MESSAGE, JUNK, then NOT JUNK.
2. Check ALWAYS TRUST E-MAIL FROM to add the sender to your safe senders list.
3. The message is moved into your Inbox with features enabled.

Check junk mail for the sender who you have set to the Safe Senders List.

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