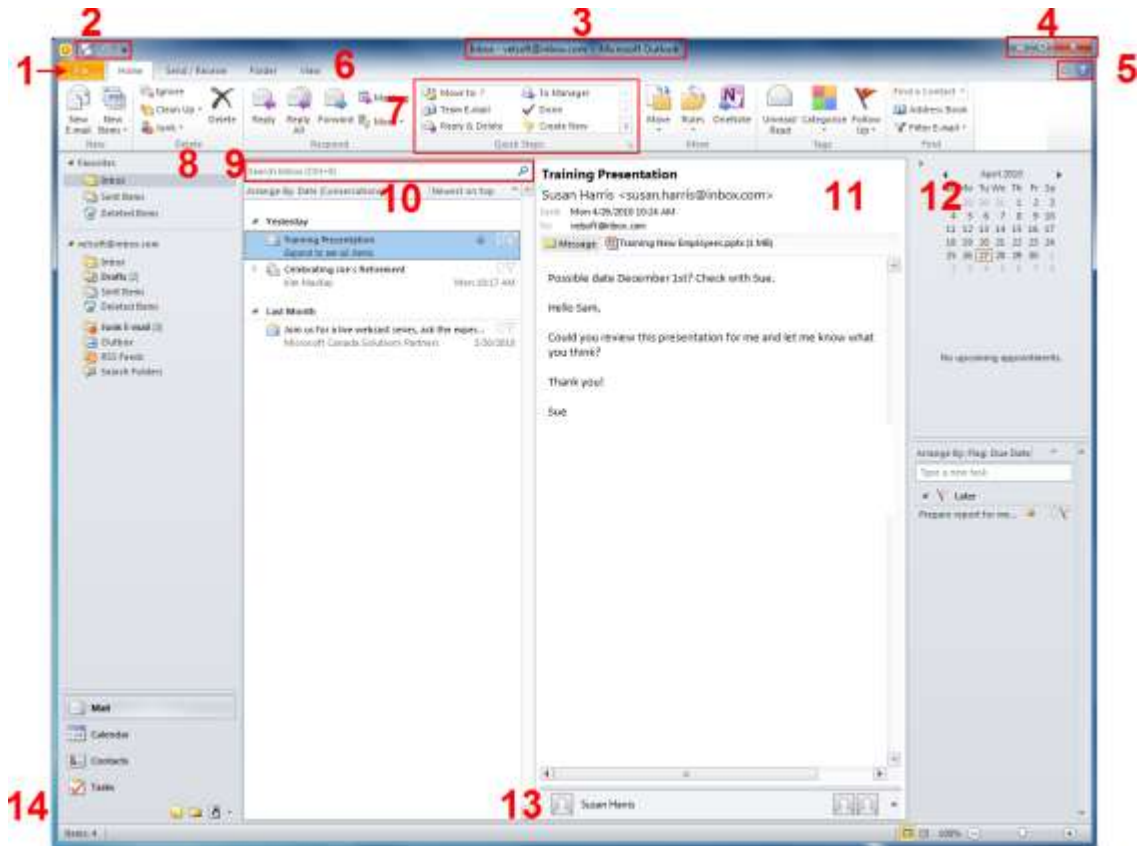


# Outlook 2010

## Basic Quick Reference Guide

### The Outlook Interface



**1: File Menu (Backstage)**

Click the File button to view the Backstage menu.

**2: Quick Access Toolbar**

This specialized toolbar provides quick access to the commands you use most often.

**3: Title Bar**

The name of the current folder, your mailbox, and the program name will appear here.

**4: Window Controls**

From left to right, these are the Minimize, Maximize/Restore, and Close commands.

**5: Minimize the Ribbon/Help Icons**

Click the small up arrow on the right-hand side of the window to minimize or expand the ribbon. Click the blue question mark icon to open the Help dialog.

**6: Tabs**

Click a tab name to view commands specific to that name.

**7: Groups**

The commands on each tab are separated into groups. Sometimes, in the bottom right-hand corner of a group, you will see an option button. Click this button to see additional commands related to the group.

**8: Navigation Pane**

This pane is the easiest way to get around in Outlook. It contains links to various folders so that you can easily view your contacts, mail, calendar, and more.

**9: Search Box**

Use this area to search for items.

**10: Working Area**

Here is where you can see the contents of the selected folder. Here, we can see new mail because we're in the inbox.

**11: Reading Pane**

View the contents of the selected item here.

**12: To-Do Bar**

This bar is visible in all folders except the Calendar folder. It summarizes upcoming tasks and appointments.

**13: People Pane**

Summarizes Outlook information, RSS feeds, status updates, and other social networking information about the person referenced in the currently selected item.

**14: Status Bar**

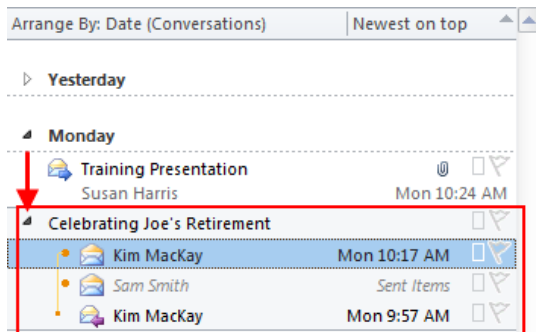
Displays item count for the current folder as well as view controls.

## Keyboard Shortcuts

Keyboard Combination	Action
Ctrl + N	Create a new item (relevant to folder you're in)
Alt + S	Send your e-mail or save and close your item
Ctrl + S	Save your e-mail/item
Ctrl + R	Reply to an e-mail
Ctrl + P	Open the Print area of the File menu
Ctrl + Shift + E	Create a folder
Ctrl + Shift + B	Use the Outlook Address Book
Ctrl + Shift + C	Create a contact
F1	Get Help
F3 or Ctrl + E	Go to the search box
F9	Send/receive e-mail
F11	Find a contact
Ctrl + 1	Go to Mail View
Ctrl + 2	Go to Calendar View
Ctrl + 3	Go to Contacts View
Ctrl + 4	Go to Tasks View
Ctrl + 5	Go to Notes View
Ctrl + 6	Go to Folder List View
Ctrl + 7	Go to Shortcuts View
Ctrl + 8	Go to Journal View

## Understanding Conversations

Conversations are a new way of looking at messages in Outlook 2010. They group messages together by subject, even if different people are involved in the conversation. Conversations can be identified by the small triangle at their top level. You can use this triangle to expand or collapse the conversation:



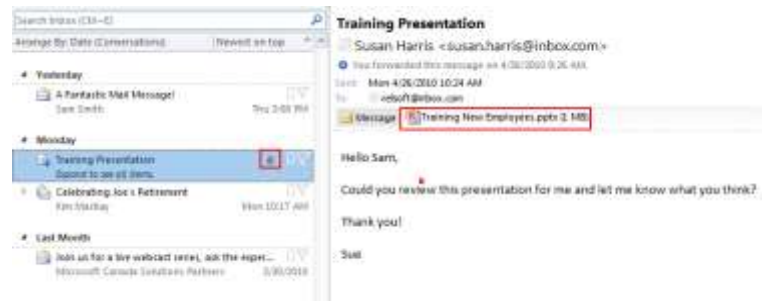
In this conversation, we can see that the first message was received by Kim. Then, we responded (the Sam Smith entry in italics). Kim replied back to us. (Conversation messages are always sorted by date and time, with the newest one on top.)

Conversations organize messages even if those messages are in different folders. (The message we sent, for example, is in the Sent Items folder.)

You can toggle conversation grouping on or off with the Conversations group on the View tab and the Arrange By menu. And, the Conversation Settings menu on the View tab allows you to customize how conversations are displayed.

## Understanding Attachments

Often, if someone is sending a long document or a file that can't be copied and pasted into an e-mail message, they will attach the file itself. You can tell if a file is attached by the paperclip icon in the message list. If you look at the message in the Reading Pane, you will see that a file is attached.



You can right-click the file to see options.

### Training Presentation

Susan Harris <susan.harris@inbox.com>

You forwarded this message on 4/30/2010 9:26 AM.

Sent: Mon 4/26/2010 10:24 AM

To: velsoft@inbox.com

Message Training New Employees.pptx (1 MB)

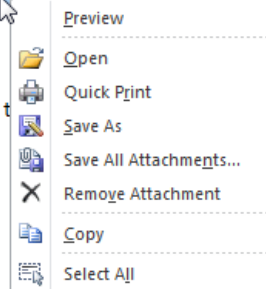
Hello Sam,

Could you review t

et me know what you think?

Thank you!

Sue

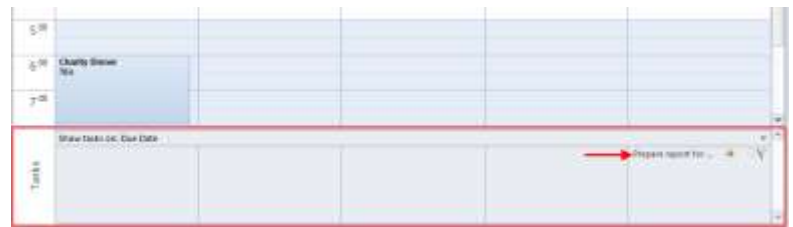


Or, if you click to select the attachment, you will see the Attachment Tools tab.



## The Daily Task List

At the bottom of the calendar, you will see a pane listing tasks that are due on each day. (You set this due date when you create tasks.) This replaces the TaskPad feature available in previous versions of Outlook.



You can add, edit, and monitor tasks using this pane. There is also a contextual tab available when you are working with the Daily Tasks List.