



OUTLOOK

2016

Microsoft Outlook 2016

Certification Guide – Lesson 1: Getting Started with Email

Lesson Objectives

- use the Ribbon and Quick Access Toolbar
- use the Navigation Pane and Peek Bar
- configure mail settings
- compose, address, and format message text
- insert items into a message
- set message options
- work with attachments in messages
- read and view messages
- reply to or forward messages
- save and print messages

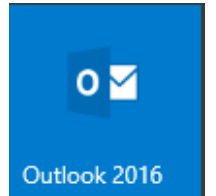
What is Microsoft Outlook?

- Microsoft Outlook allows users to conveniently organize and share information with other users by:
 - sending and reading email messages
 - scheduling appointments
 - managing contacts
 - creating a to-do list
 - recording notes

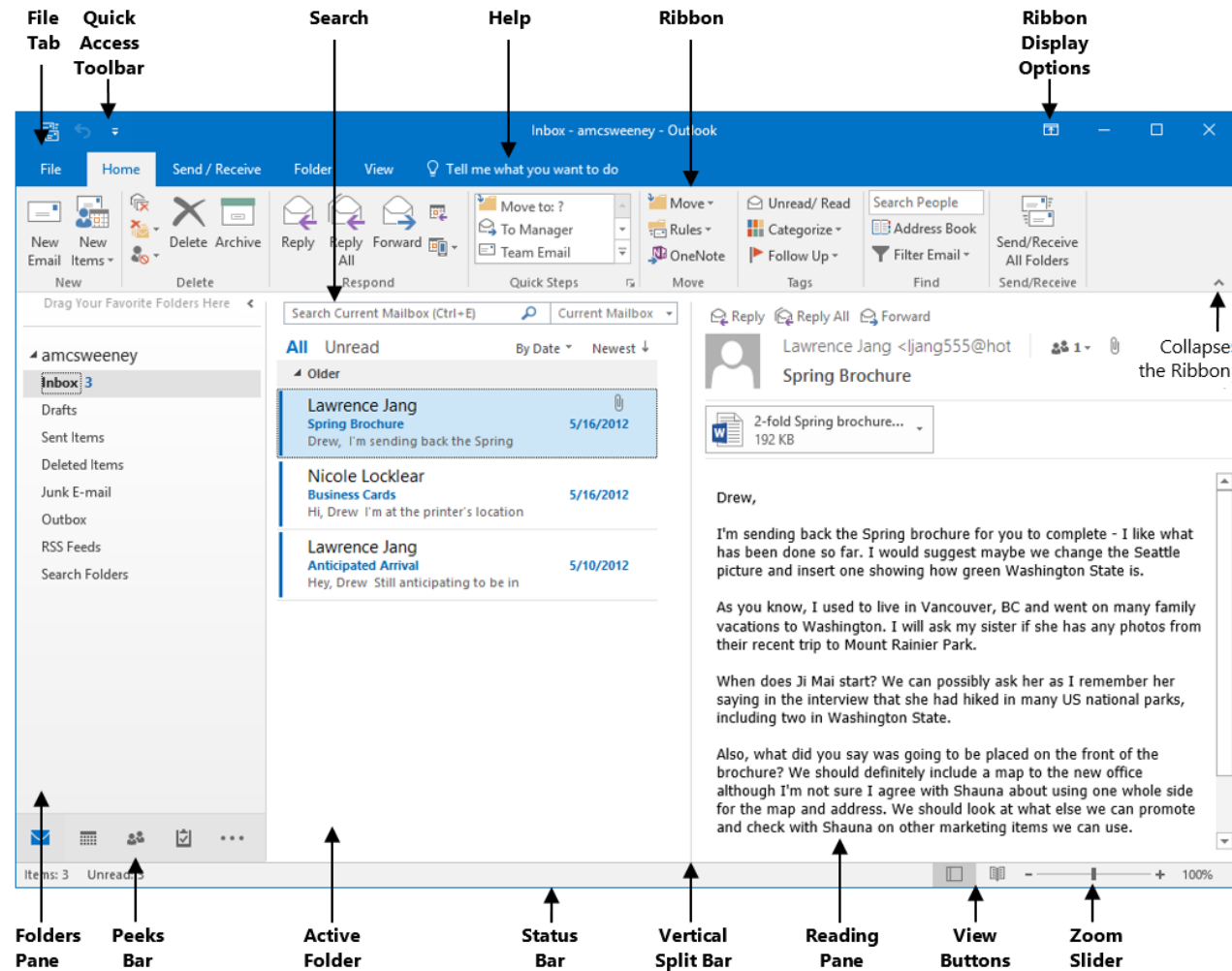


Starting Outlook

- Press the WINDOWS key, then click or tap the **Outlook 2016** tile;
or
- click **Start**, click **All apps**, then click or tap **Outlook**; or
- click the **Outlook 2016 Quick Launch** icon in the taskbar

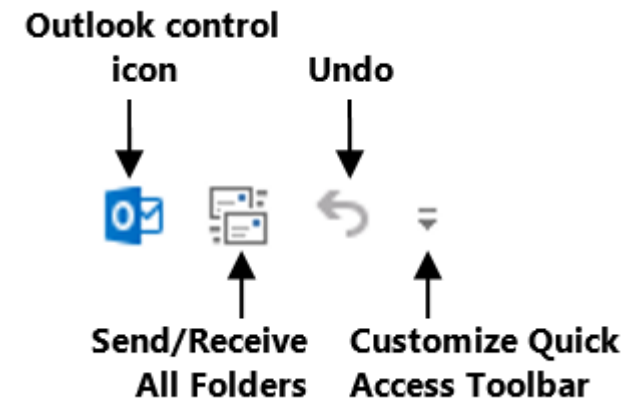


Looking at the Outlook Window

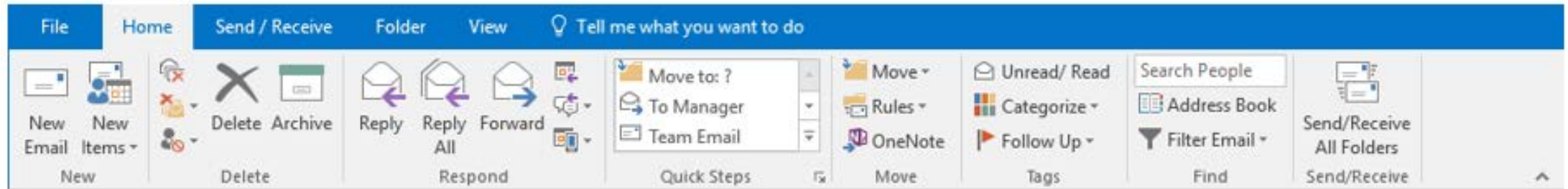


Using the Quick Access Toolbar

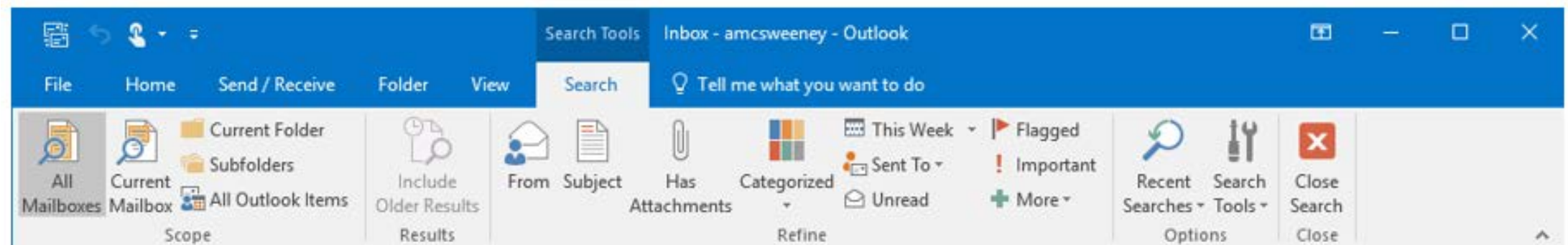
- The Quick Access Toolbar provides buttons for frequently used commands
- To customize it:
 - Click **Customize Quick Access Toolbar** and click a button from the list or click **More Commands**; or
 - click **File**, click **Options**, click **Quick Access Toolbar**, then click a button from the list and make the appropriate changes; or
 - right-click the Ribbon, click **Customize Quick Access Toolbar**, click a button from the list and make the appropriate changes.




Using the Ribbon

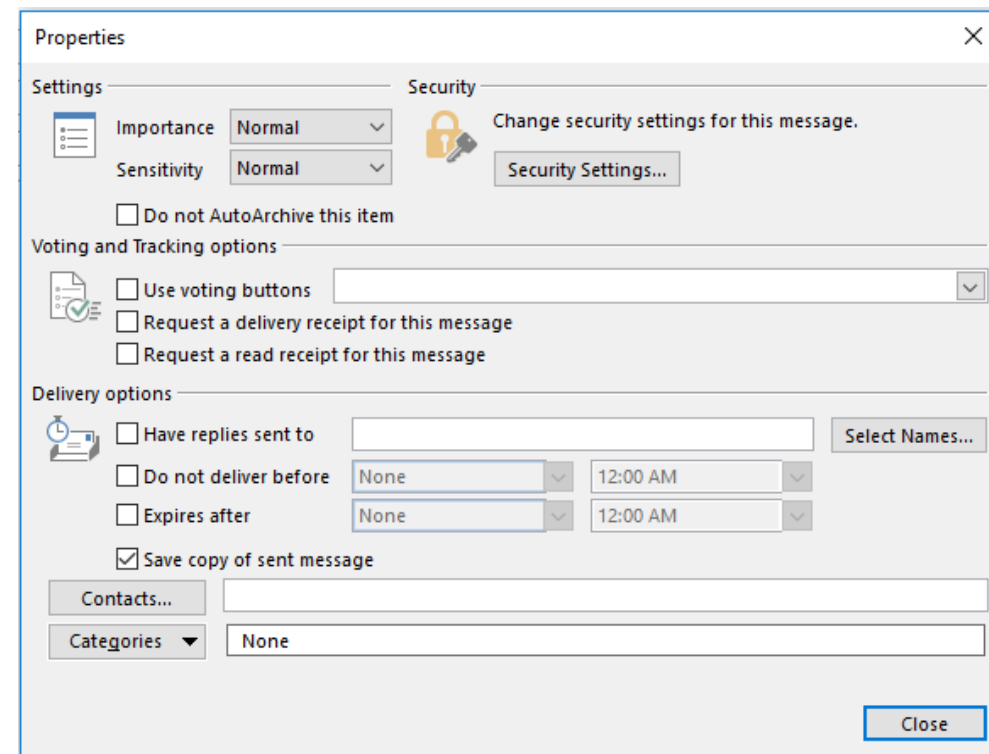
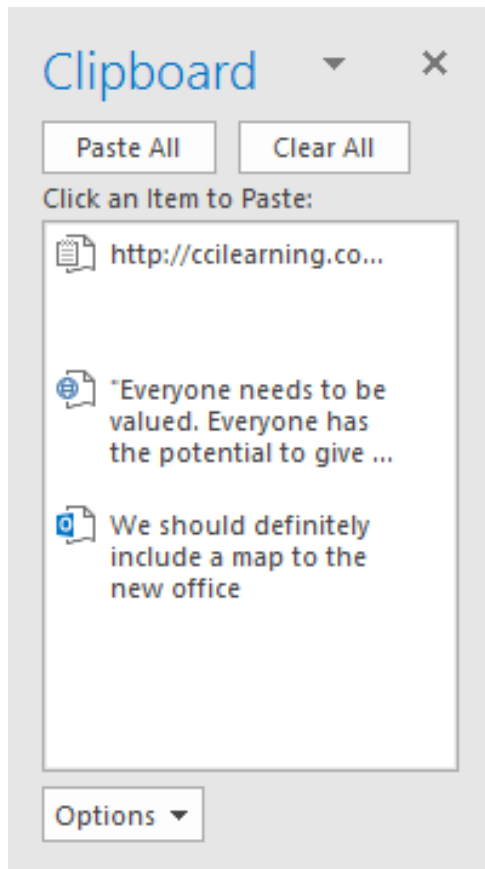


- Commands are grouped on ribbon tabs
- Many ribbon buttons are toggle buttons
- Contextual ribbons appear only when needed



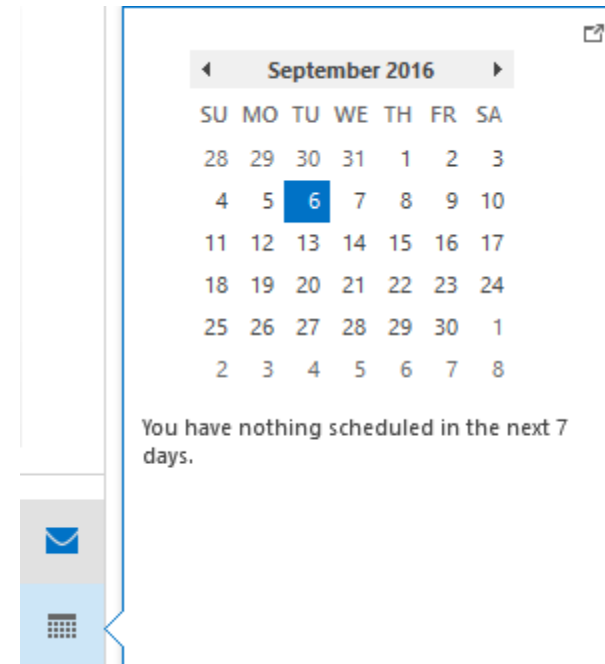
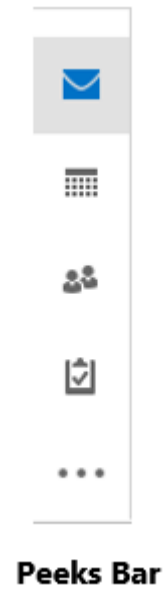
Using the Ribbon

- Click  (dialog box launcher) to open a dialog box or task pane



Using the Navigation Pane

- When you start Outlook, the Navigation Pane and Peeks bar display
- Use them to efficiently switch among different Outlook components



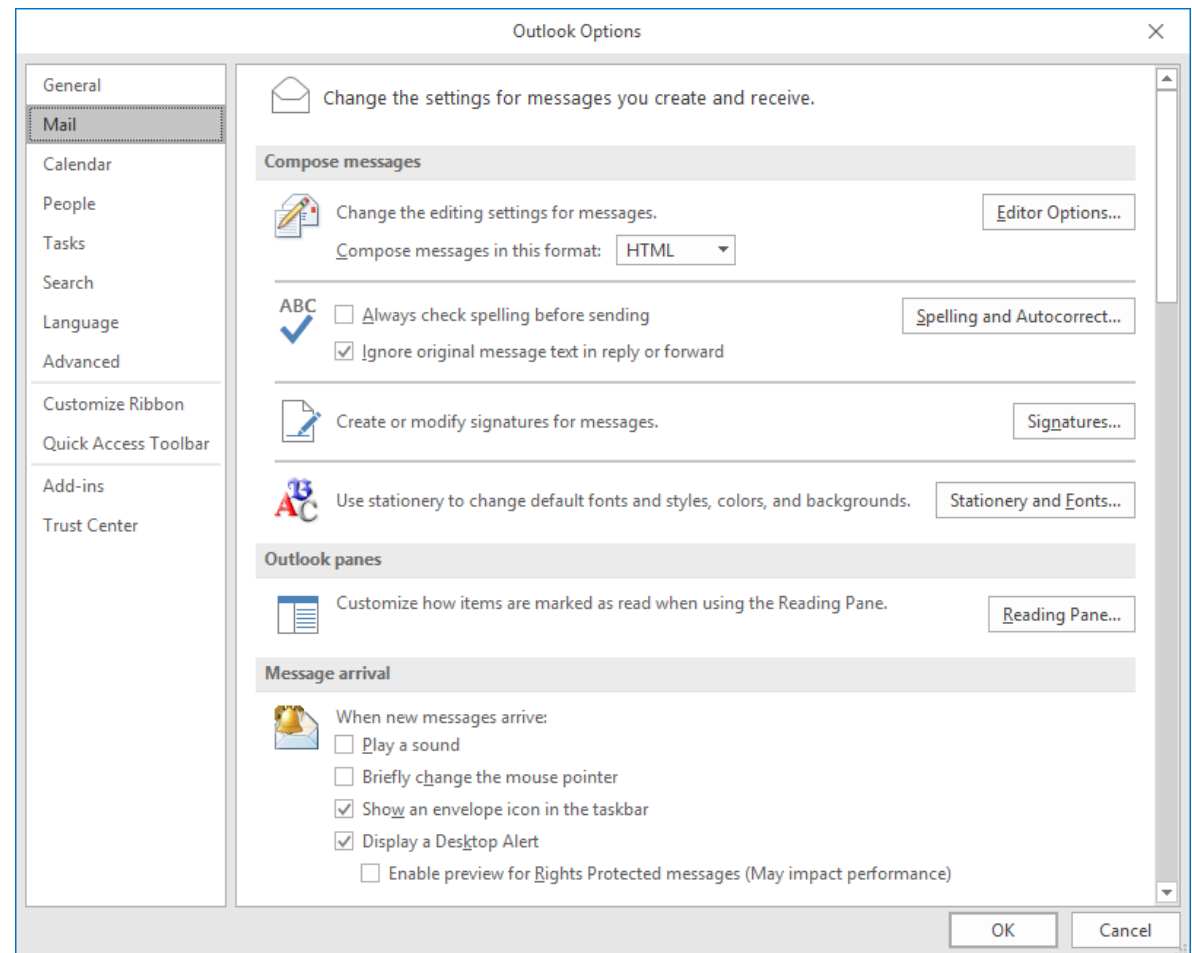
Using the Navigation Pane

- To customize the Navigation Pane, click the **File** tab, click **Options**, click **Advanced**, then click **Navigation**



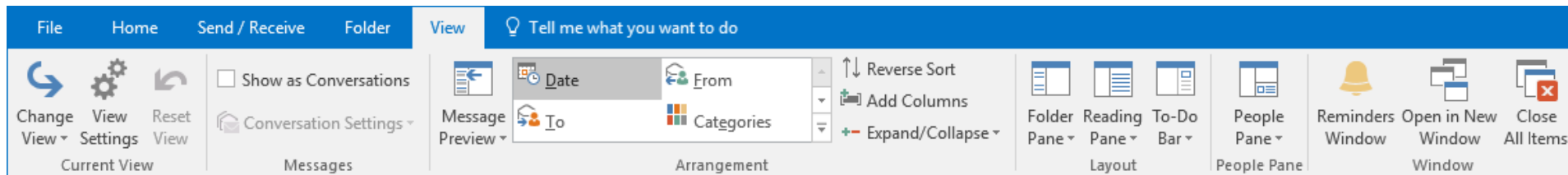
Customizing Mail

- Click the **File** tab, click **Options**, then click **Mail**



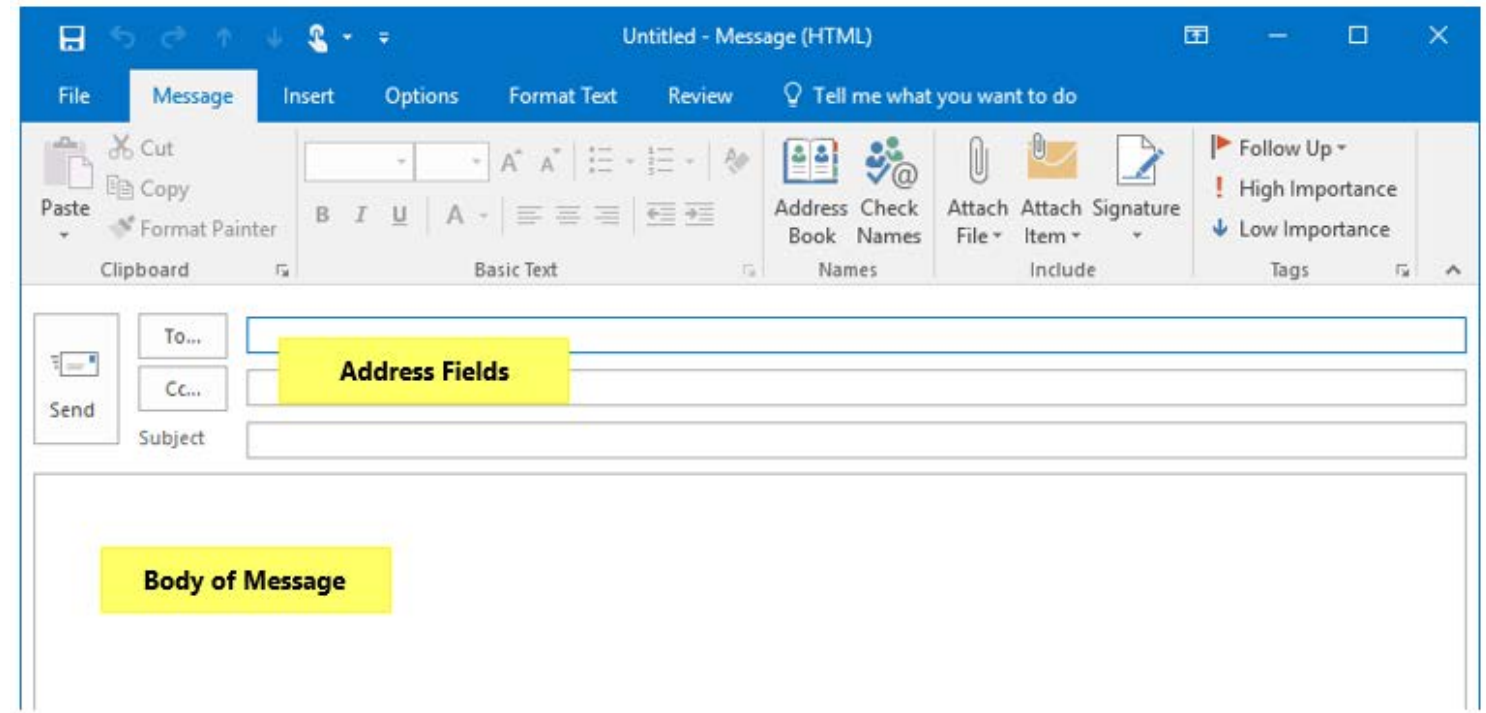
Customizing the View

- To customize the view, click the View tab to see the available options



Creating a New Message

- On the Home tab, in the New group, click **New Email**; or
- on the Home tab in the New group, click **New Items** and then click **E-mail Message**; or
- press CTRL+N



Addressing a New Message

- Type the name or mail address directly into the address box; or
- select the name from the Address Book

To...	nklassen@tolano.com; ihanover@tolano.com
Cc...	nlocklear@tolano.com

Select Names: Contacts

Search: ☒ Name only ☐ More columns Address Book

Go [Advanced Find](#)

Name	Display Name	E-mail Address
Abigail Colby	Abigail Colby (acolby@tolano.com)	acolby@tolano.com
Amar Boutros	Amar Boutros (aboutros@tolano.c...	aboutros@tolano.com
Andrew McSweeney	Andrew McSweeney (amcsweeney...	amcsweeney@tolano.com
Blair Miller	Blair Miller (bmiller@tolano.com)	bmiller@tolano.com
Brittany Cooke	Brittany Cooke (bcooke@tolano.co...	bcooke@tolano.com
C. Guanzon	C. Guanzon (cguanzon@tolano.co...	cguanzon@tolano.com
Christie Akira	Christie Akira (cakira@tolano.com)	cakira@tolano.com
Curtis Gorski	Curtis Gorski (cgorski@tolano.com)	cgorski@tolano.com
Daniel Inex	Daniel Inex (dinex@tolano.com)	dinex@tolano.com
David Singh	David Singh (dsingh@tolano.com)	dsingh@tolano.com
Edward Tanaka	Edward Tanaka (etanaka@tolano.c...	etanaka@tolano.com
Frances Nakamura	Frances Nakamura (fnakamura@tol...	fnakamura@tolano.com
Heidi Anderson	Heidi Anderson (handerson@tolan...	handerson@tolano.com

To ->

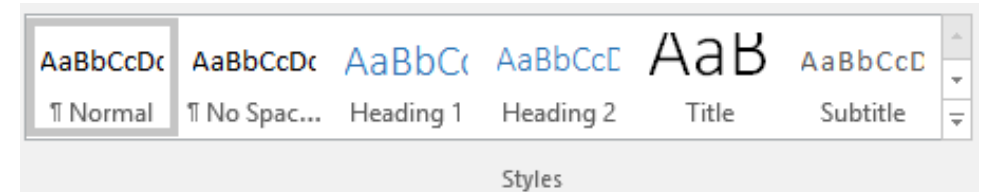
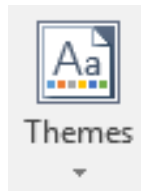
Cc ->

Bcc ->

OK Cancel

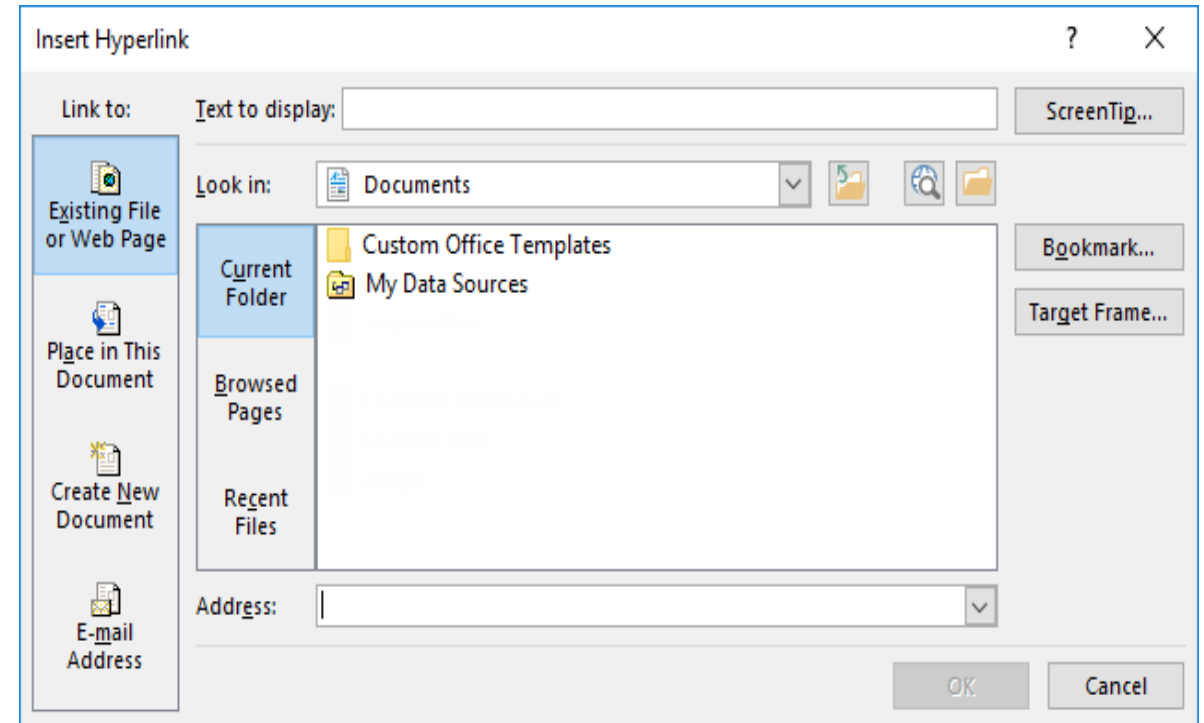
Entering and Formatting Message Text

- Email Formats
 - HTML – Formatting is compatible with most email readers
 - Plain Text – No formatting; allows emails to be read by everyone
 - Rich Text – Formatting is compatible with Outlook
- Email Formatting Tools
 - Themes
 - Styles
 - Options on the Formatting toolbar or in dialog boxes



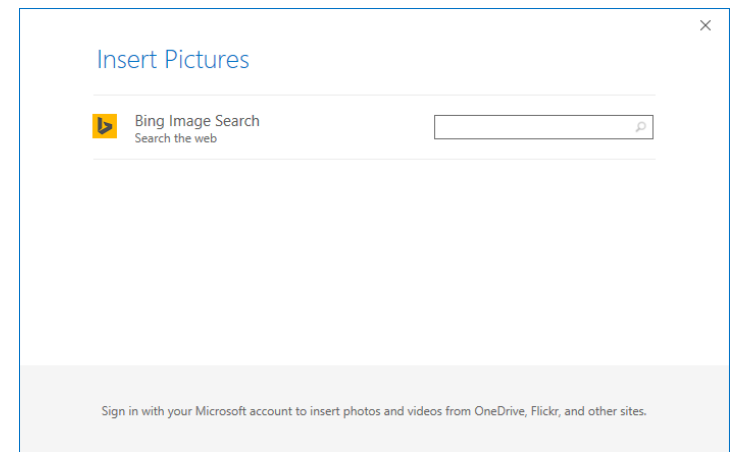
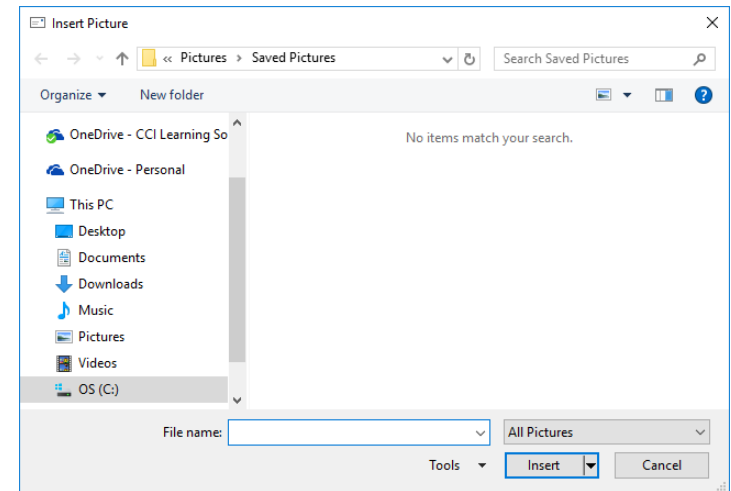
Inserting Hyperlinks

- To insert a hyperlink:
 - Click the **Insert** tab and, in the Links group, click **Hyperlink**; or
 - press CTRL+K; or
 - right-click in the body message and then click **Hyperlink**



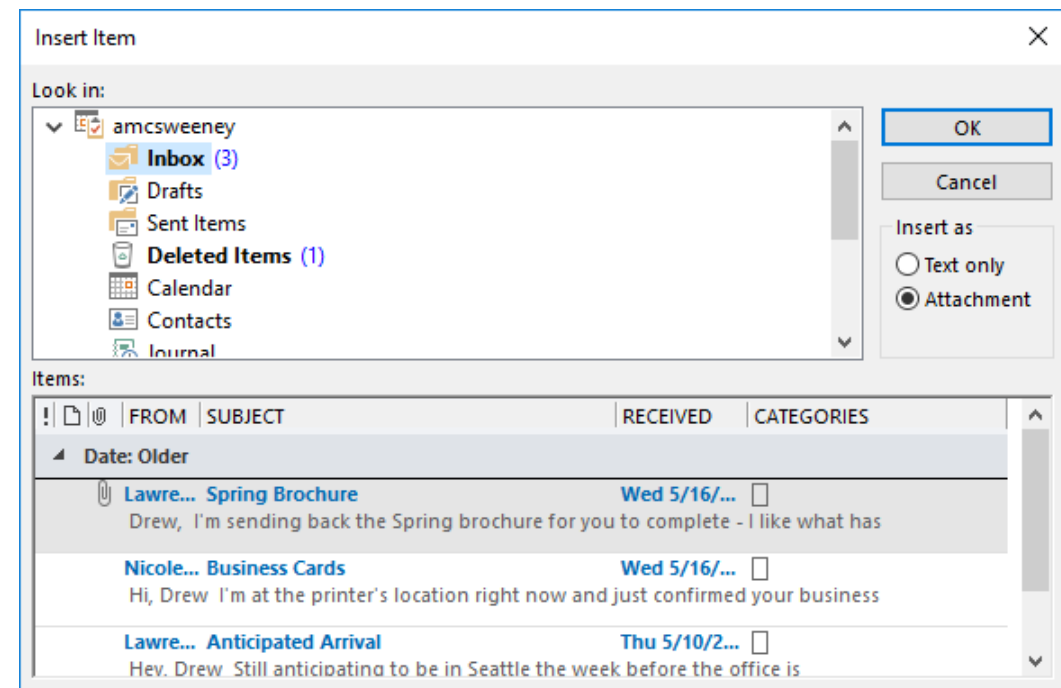
Inserting Pictures

- To insert pictures from your computer:
 - Click the **Insert** tab, and click **Pictures** in the Illustrations group
- To insert online pictures:
 - Click the **Insert** tab, and click **Online Pictures** in the Illustrations group



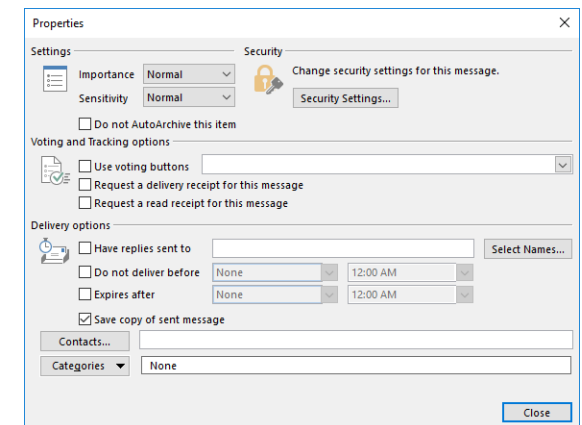
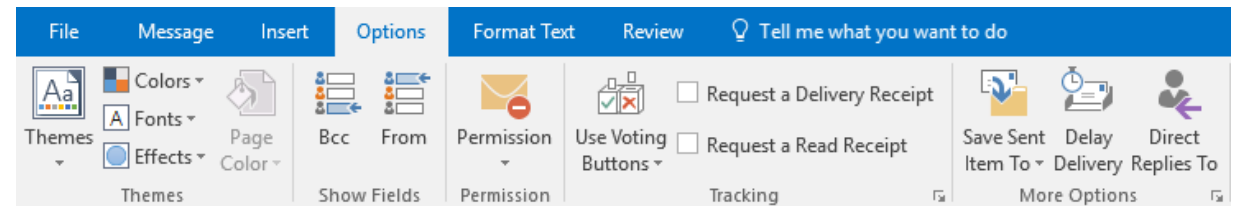
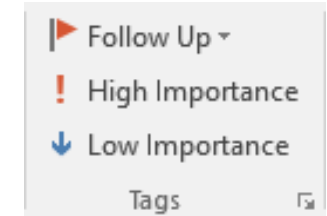
Working with Attachments

- The following items can be attached to an Outlook email message:
 - A file from a user's computer
 - Outlook items including:
 - Email messages
 - Calendars
 - Contacts
 - Tasks



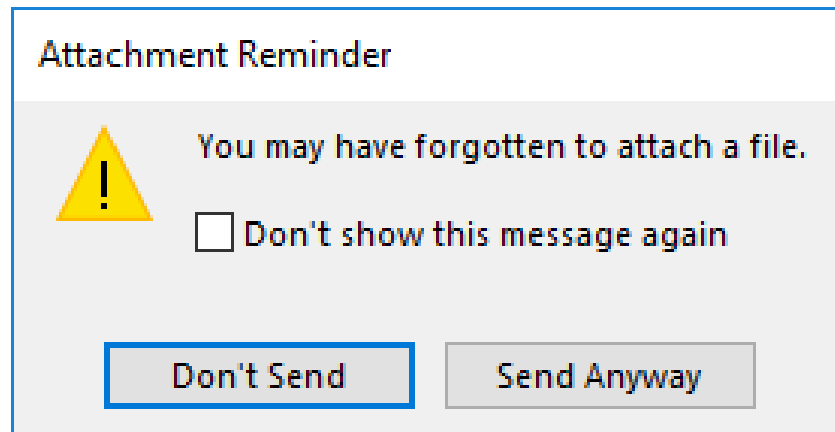
Using Message Options

- Tags
 - Follow Up
 - High Importance
 - Low Importance
- Options tab
 - Voting Buttons
 - Read/Delivery Receipt
 - Delay Delivery
 - Direct Replies To
- Message Options dialog box
 - Settings
 - Voting and Tracking Options
 - Delivery Options



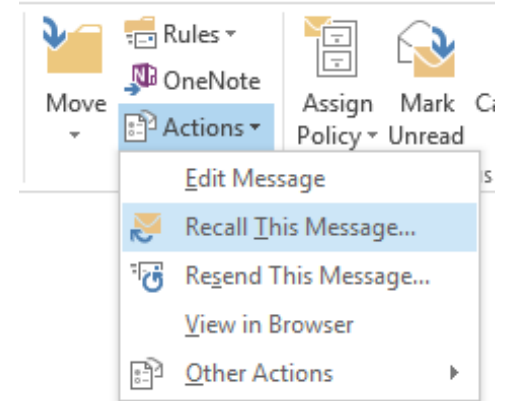
Sending a Message

- When sending a message Outlook will prompt a user if one of the following is missing:
 - Subject
 - Email attachment (occurs only when text in the body of the message refers to an attachment)




Recalling a Message

- Unread email messages can be recalled in Outlook:
 - Open the message in the Sent Items folder, click **Actions** in the Move group, then click **Recall This Message**

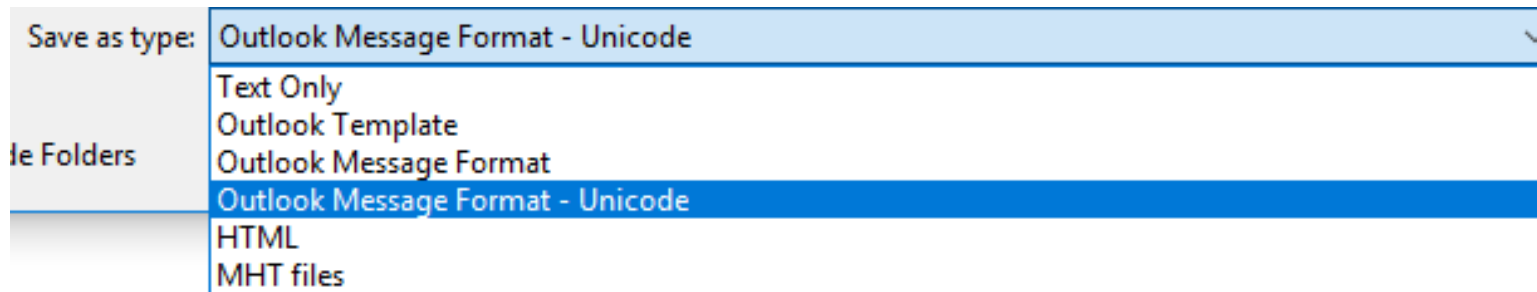


Checking for New Messages

- To check for new messages in Outlook:
 - Automatically – Outlook checks the mail server and downloads new messages at specified intervals, for example, every five minutes.
 - Manually – Users can manually check for new messages by:
 - clicking the **Send/Receive** tab, in the Send & Receive group, clicking **Send/Receive All Folders**; or
 - on the Send/Receive tab, in the Send & Receive group, clicking **Send All** to send messages in the Outbox folder only; or
 - on the Quick Access Toolbar, clicking the  (**Send/Receive All Folders**) button; or
 - pressing F9

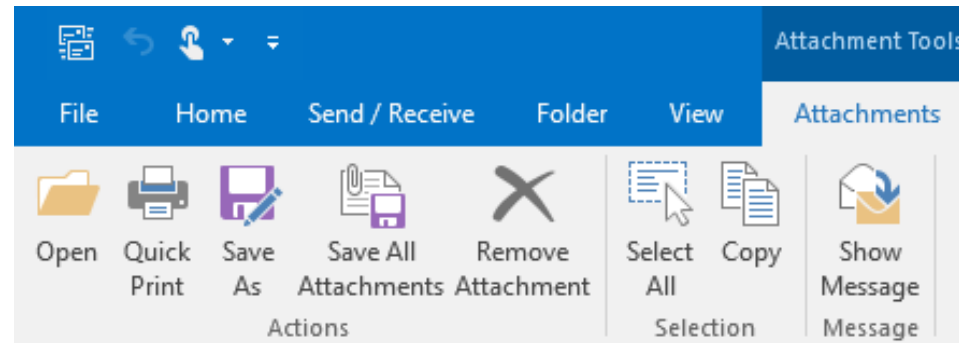
Saving Messages

- Outlook email messages can be saved in alternate formats, allowing them to be read in other programs
- To save a message in a different format, select or open the message, click the **File** tab, click the arrow for **Save As** and then select the file format




Dealing With Attachments


- Users can do the following with received attachments:
 - Preview
 - Open
 - Save As
 - Save All
 - Remove attachments



Replying to Messages

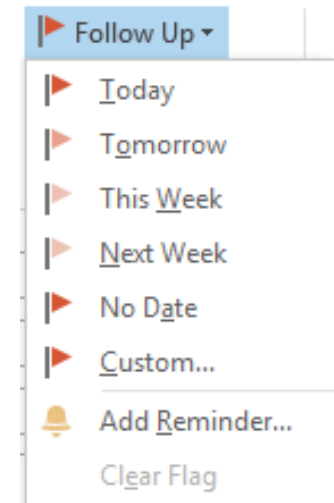
- There are two options for replying to messages:
 - **Reply** – the reply message will be sent to the sender of the message
 - **Reply All** – the reply message will be sent to all recipients and the sender of the message.
- Once you have replied to a message, Outlook displays  next to the message to indicate a response has been sent

Forwarding Messages

- The Forward option allows a user to send a copy of an email message to other users:
 - click the **Message** tab, and in the Respond group, click **Forward**; or
 - press CTRL+F
- Once a message has been forwarded, Outlook displays  next to the message

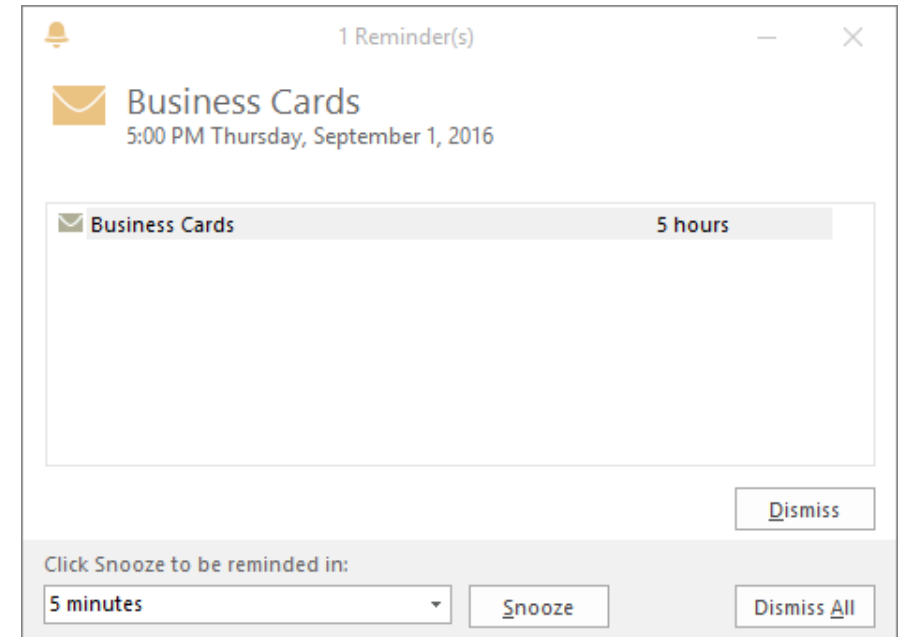
Flagging Messages

- You can flag messages for follow up or add reminders to them
- To flag a selected or open message in Outlook:
 - click **Follow up** in the Tags group and select an option; or
 - right-click the message, point to **Follow Up**, then select an option



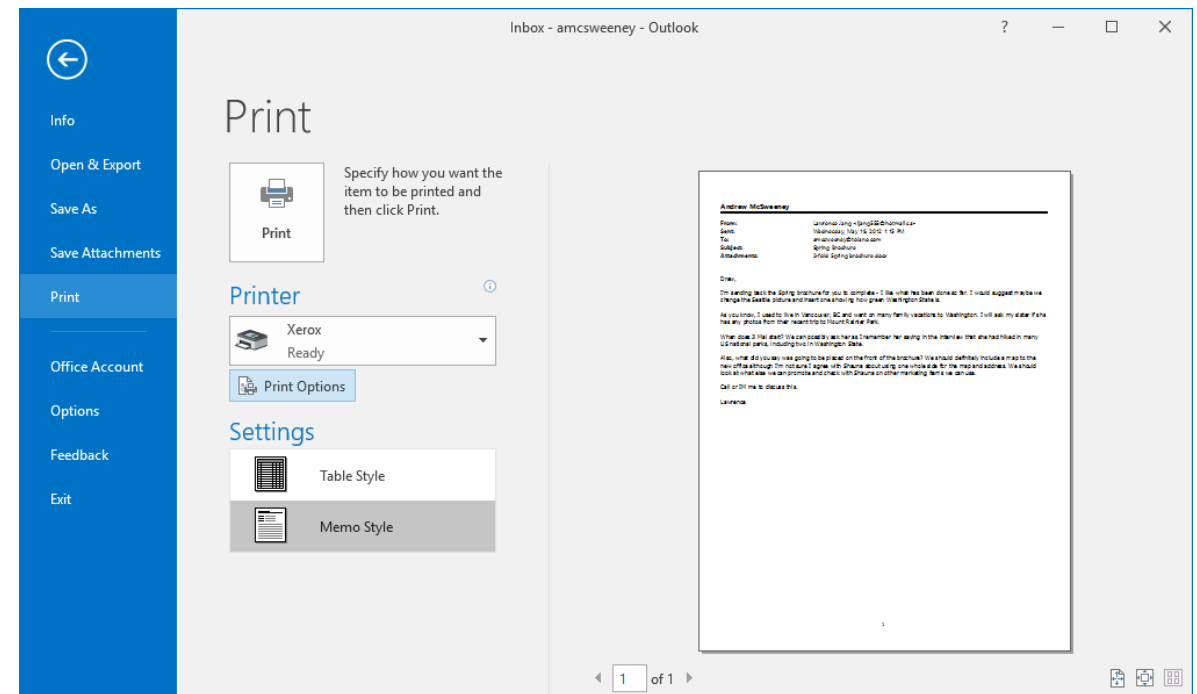
Using the Reminders Menu

- The Reminders window prompts you when scheduled events are approaching. The reminder includes the following options:
 - **Dismiss** – close the reminder and don't show it again
 - **Click Snooze to be reminded in** – specify the time interval in which to display the reminder again when you click Snooze
 - **Snooze** – click to set the snooze alarm; the reminder will appear again after the specified time interval
 - **Dismiss All** – close all reminders and don't show them again



Printing Messages

- Printing messages provides users with a hard copy trail of conversations
- To print messages, select one or more messages and then:
 - click the **File** tab, then click **Print**; or
 - press CTRL+P



Lesson Summary

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