

# Section C- Outlook Email Basics

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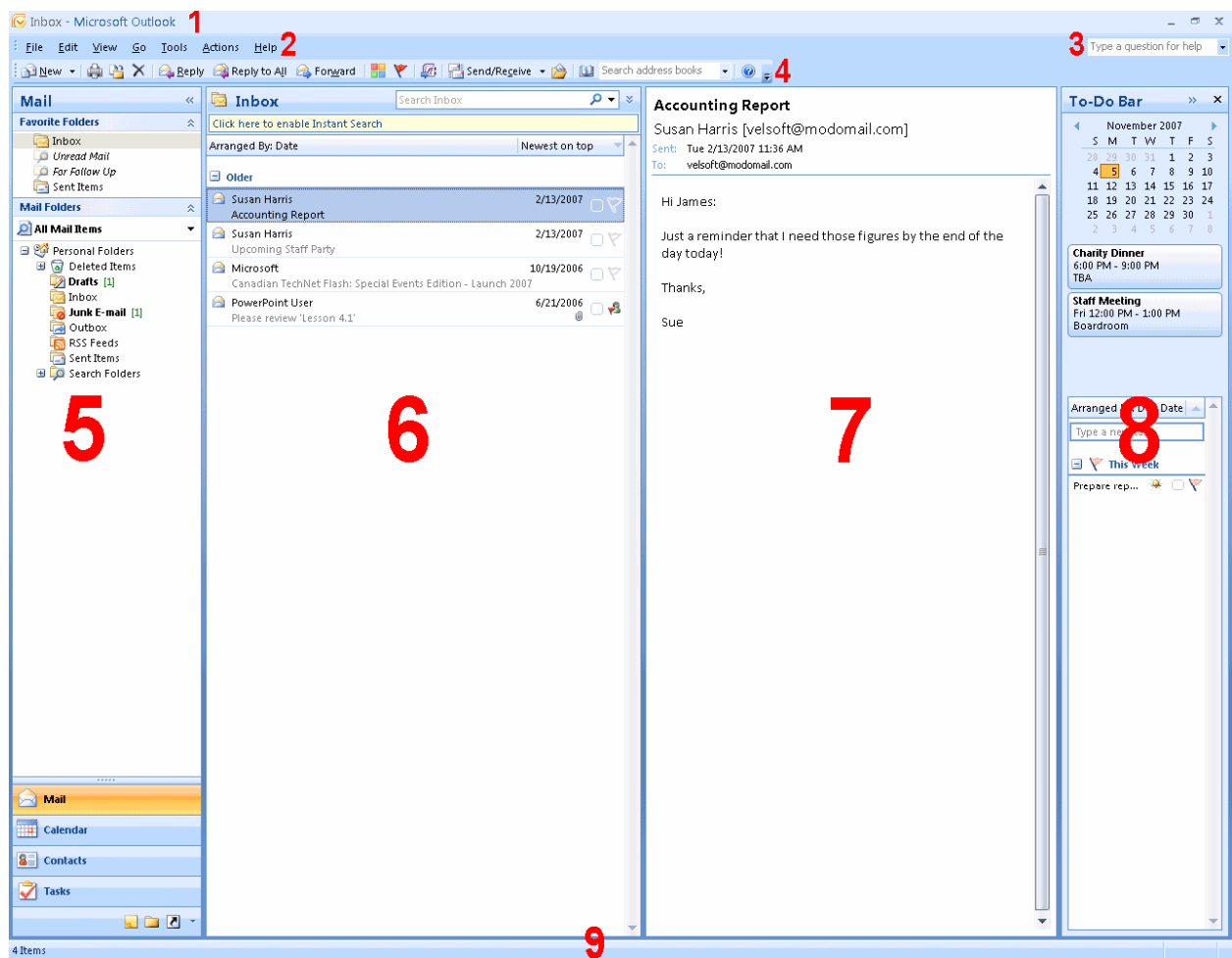
# Starting Out

## Interacting with Outlook

Now that we know how to open and close Outlook, we're going to look at using some of the elements on the main screen, including menus, shortcut keys, and dialog boxes.

### The Outlook Interface

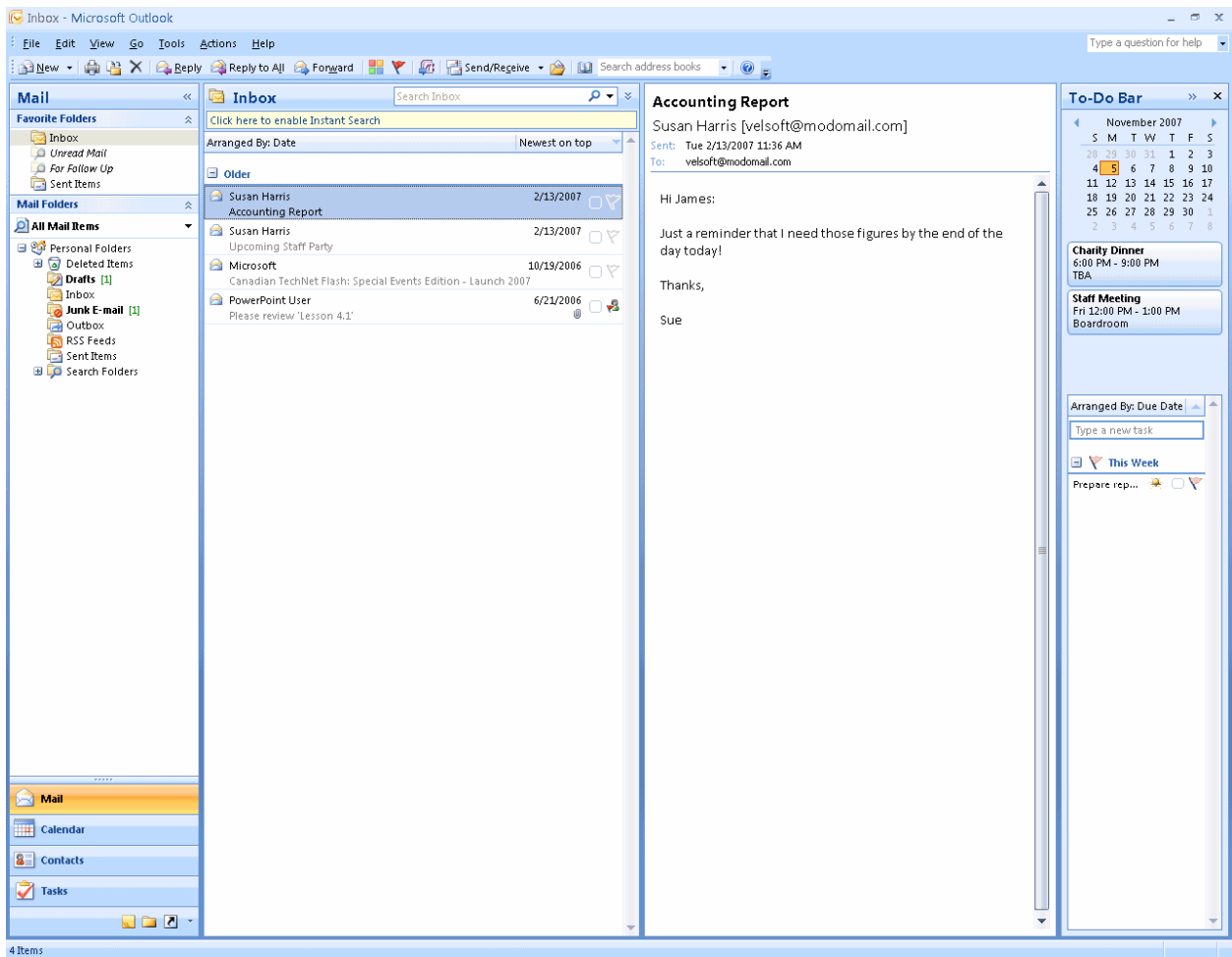
Before we get too far, let's take a look at the different components of the Outlook interface. Here we're viewing the Mail folder, just because it's the first folder that you will see when you open Outlook. The interface will be slightly different for each folder that we look at, but the basic components will remain the same.



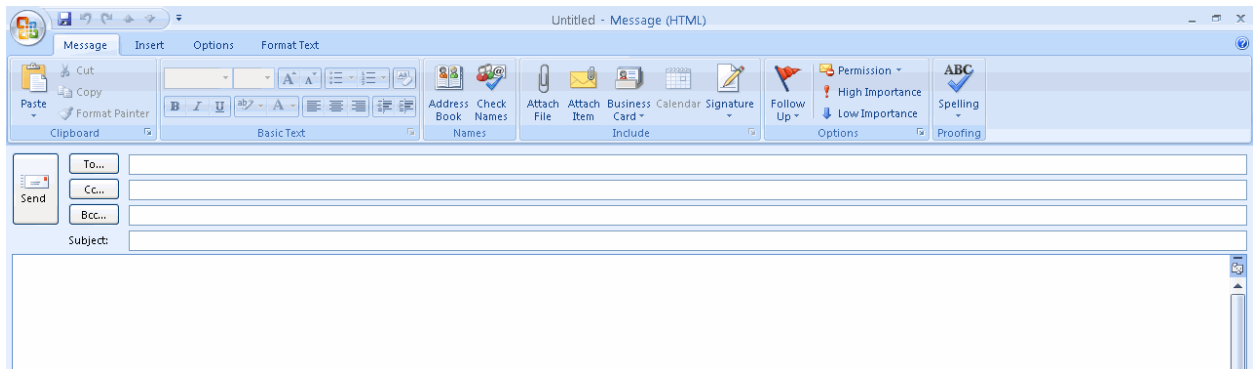
- 1. Title Bar** On the left hand side, the title bar displays the title of the document you're working on and the name of the program. To the far right of the title bar, you have buttons to maximize, minimize, restore, or close the window.
- 2. Menu Bar** You can click on any of these items (File, Edit, View, Go, Tools, Actions, or Help) to view a list of commands. (We'll talk more about using menus in a moment.)
- 3. Type a Question** If you need help, type a question in this box, press Enter, and answers will appear in a new window.
- 4. Toolbars** This is the Standard toolbar. Outlook has three toolbars: Standard, Web, and Advanced. We'll discuss all of them in the next lesson.
- 5. 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 appointments, and more. We'll discuss this pane in Lesson 1.4.
- 6. Inbox** This is where all your new mail will appear. And, no matter what folder you're in, you will see its items in this central pane (although the pane may be a different size).
- 7. Preview/Reading Pane** View the contents of the selected item here.
- 8. To-Do Bar** This is a new feature in Outlook 2007. It is visible in all folders except the Calendar folder. It summarizes upcoming tasks and appointments.
- 9. Status Bar** Displays item count for the current folder.

### **Understanding the Two Interfaces**

As we just saw, when you open Outlook, you will see the older style interface with menus and toolbars:



However, if you start working with Outlook items, you will see an entirely different interface. This interface uses a ribbon system, where you click the tab for the commands that you want to see.

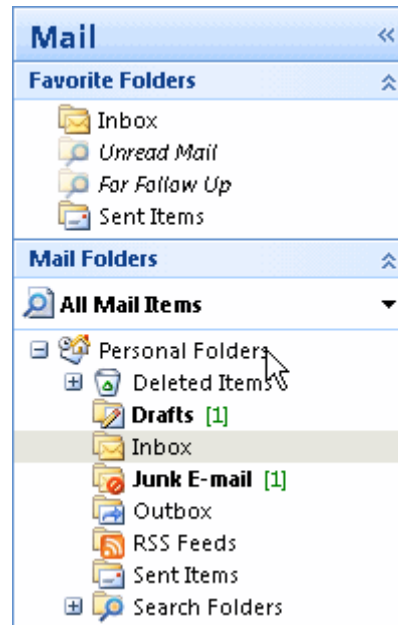


This is the interface that most of the Office 2007 applications use. We'll cover both interfaces in depth as we discuss the topics.

## Using the Outlook Panes

### Using Outlook Today

Outlook Today is your home page when you're using Outlook 2007. To display it, click on Personal Folders in the Navigation Pane (it's at the very top of the list of folders).

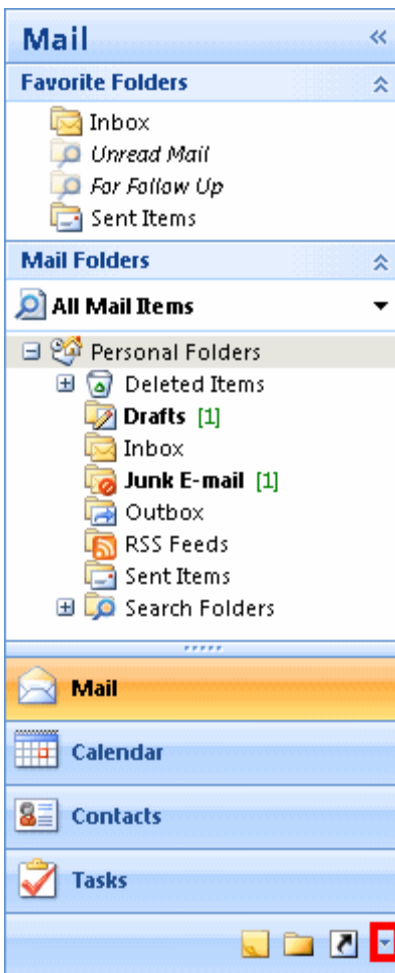


Outlook Today will show you not only the date, but also appointments for that day; tasks you have created; and e-mail messages that are in your inbox, drafts, and outbox.



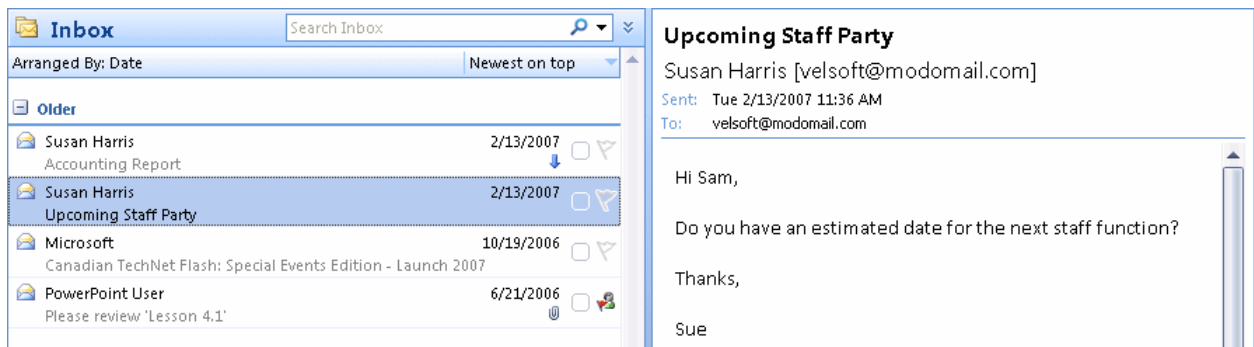
### Using the Navigation Pane

The Navigation Pane allows you to move between folders through Outlook and provides tools for working with those folders. For now, we'll focus on what the pane looks like in mail view. When we look at particular folders later on, we'll look at the various tools.

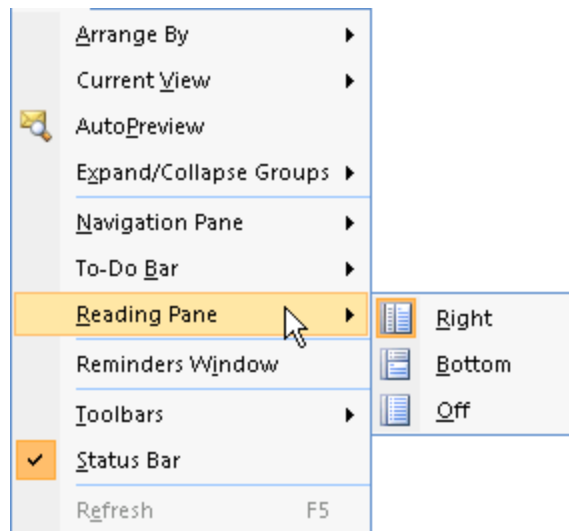


## Using the Reading Pane

The Reading Pane (also known as the Preview Pane) will show you a preview of the currently selected item.

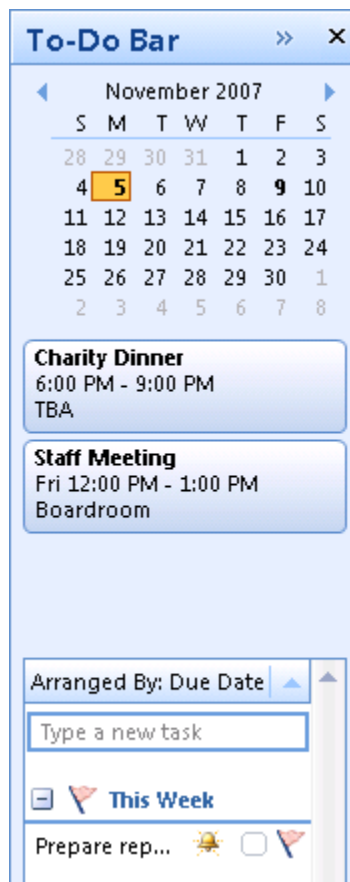


You can control the location of the pane using the View menu.

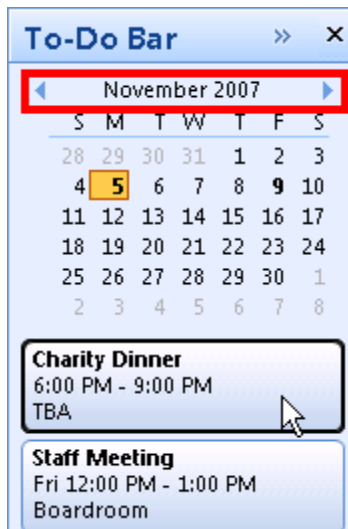


### Using the To-Do Bar

The to-do bar is a new feature in Outlook 2007. Visible in all folders except the calendar, it provides quick access to upcoming tasks and appointments.

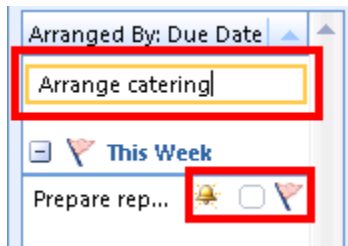


The top section shows the current calendar month and upcoming appointments.



You can use the arrows to navigate through the calendar months, or you can double-click an appointment to open it in your calendar.

The bottom section provides tools for tasks.



## Sending E-Mail

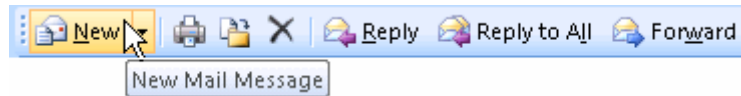
### Composing E-Mail

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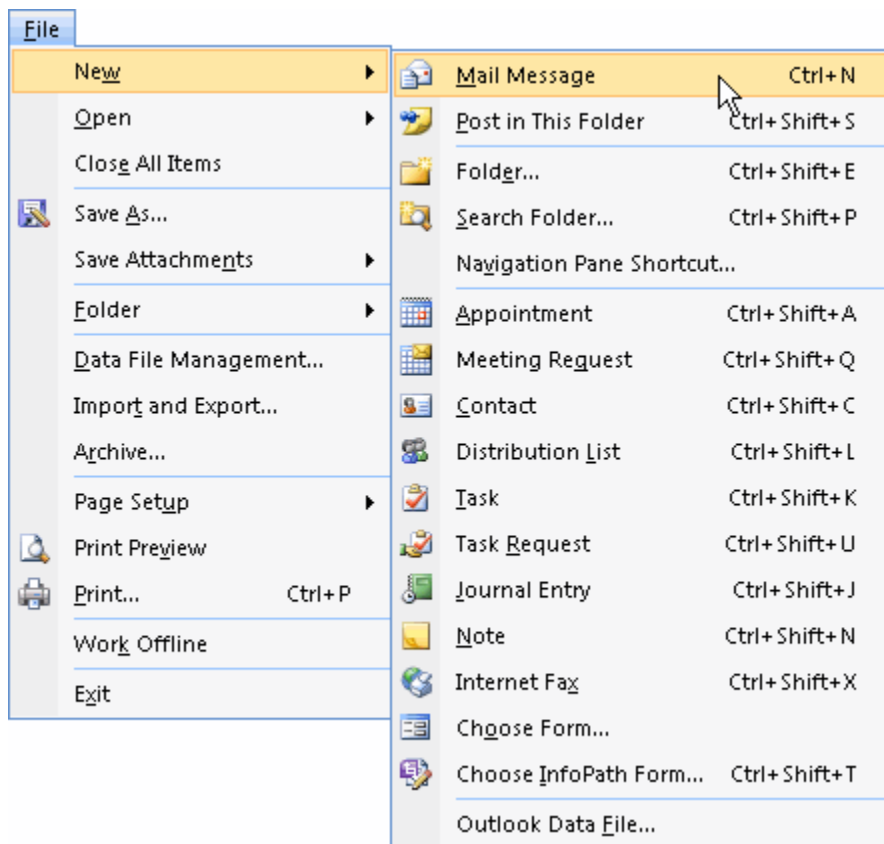
In the last lesson, we got a brief look at the message window. In this lesson, we're going to take a closer look at the tools available to you when creating an e-mail.

## Creating a New Message

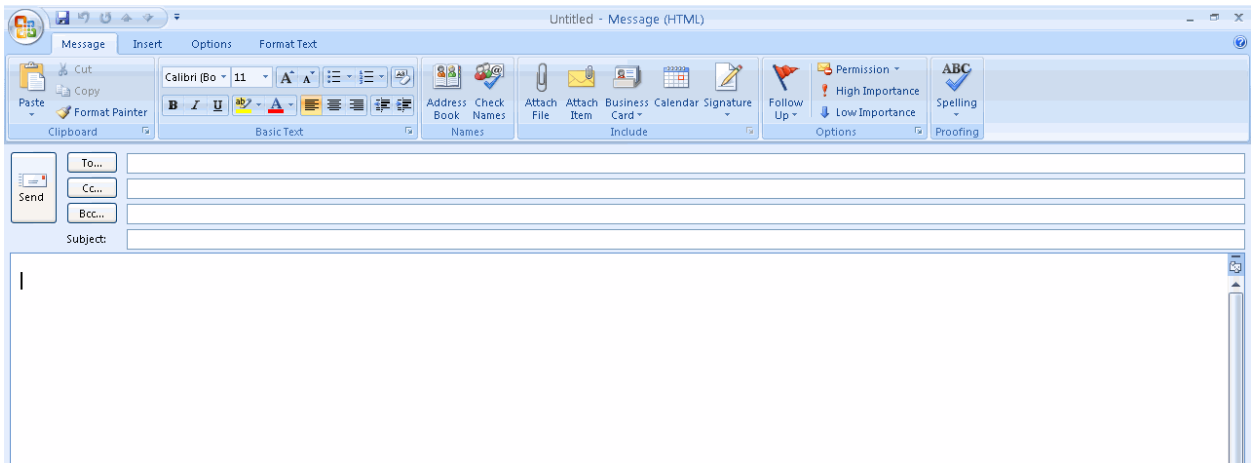
There are a few ways to create a new e-mail message. The easiest is to click the New button on the Standard toolbar while in a mail folder.



You can also click the File menu, choose New, and choose Mail Message. There is also the Ctrl + N shortcut.

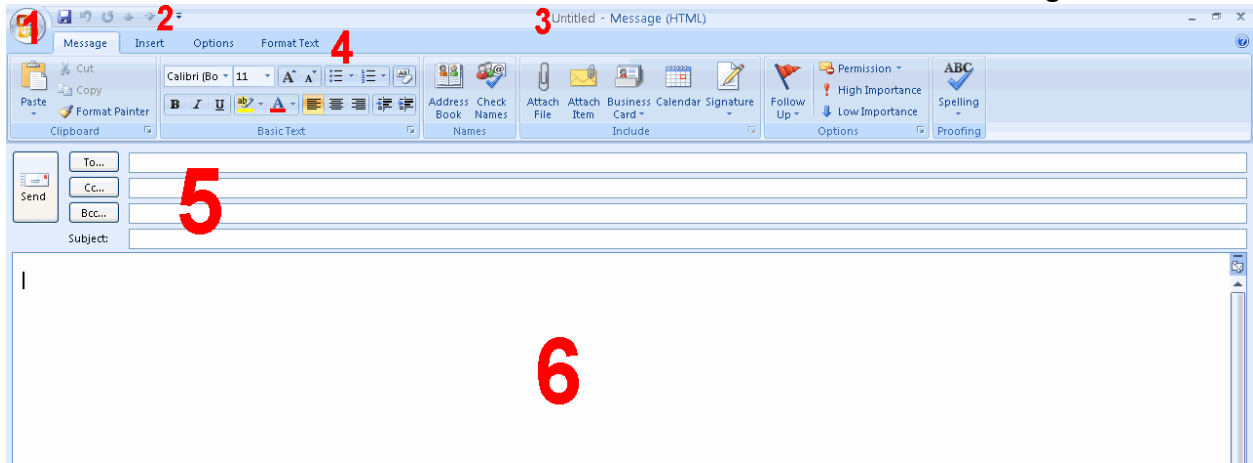


With any of these actions, you will see this window.



## The Message Interface

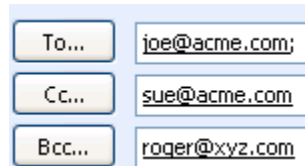
Let's take a closer look at the window we see when we create a new mail message.



- 1. Office Menu** Click the Office logo to see commands for working with your message, including saving, sending, moving, deleting, and protecting it.
- 2. Quick Access toolbar** Contains icons for frequently used commands. (See Lesson 2.4.)
- 3. Title Bar** Shows the title of your message and the format being used. At the far right, you have buttons to minimize, maximize, and close the window.
- 4. Tabs** Commands are stored in the various tabs. So, to insert an item, you would click the Insert tab and then click the item. (See Lesson 2.3 for more information.)
- 5. Address fields** Type your recipients' addresses here. You will also find the Send command here.
- 6. Editing Window** This is where you will type your message.

## Adding Recipients

To choose who to send your message to, simply type the address in the proper field.

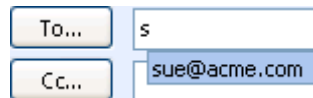


A screenshot of the Outlook email composition window showing three address fields: 'To...', 'Cc...', and 'Bcc...'. The 'To...' field contains 'joe@acme.com;', the 'Cc...' field contains 'sue@acme.com', and the 'Bcc...' field contains 'roger@xyz.com'.

Here's a quick overview of the three address fields:

- To** Messages are addressed directly to these recipients.
- CC** Messages are copied to these recipients.
- BCC** Messages are copied to these recipients, but their address is not visible to other recipients.

If you have sent a message to this recipient before, you may see a small menu pop up as you are typing.



A screenshot of the Outlook email composition window showing the 'To...' and 'Cc...' fields. The 'To...' field contains the letter 's'. A dropdown menu is visible below the 'To...' field, showing 'sue@acme.com' as a suggestion.

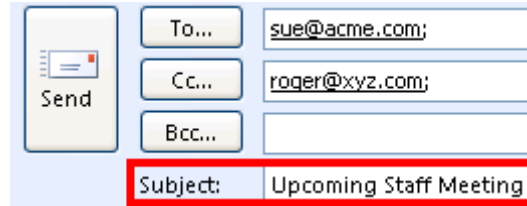
Simply use the down arrow on your keyboard to choose the correct entry and press Enter to accept it. If the entry is not correct, just keep typing and ignore the menu.

### Address lookup options

1. Start typing portion of name first or last doesn't matter. Then click the check names button or enter Ctrl+K (will produce a short list of names that meet the criteria entered regardless of character placement example: firstname or lastname if you use Holl you will get both Holly and Hollenbeck))
2. Start typing and an address appears in a quick list. This is the names cache this is stored on your local hard drive, this is NOT doing a search against any address book so make sure if the address is one you want to keep it is saved to your Contacts.
3. Click the To: button and browse an address book, the Global Address Book (GAL) (equal to the Novell GroupWise Address Book) or one of your Contacts Folders.

## Typing a Subject Line

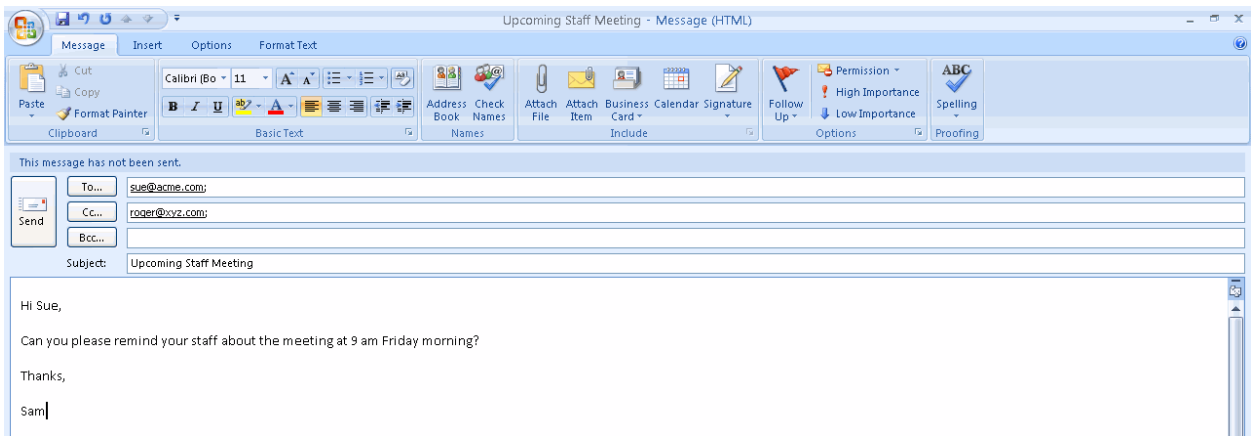
The next item that you will need to fill out is the subject line.



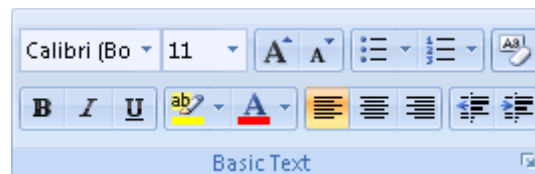
Typically, this will be a five to ten word line explaining what the message is about. Simply type your text in the area shown in the image above.

## Creating Your Message

To create a basic message, all you have to do is type in the white area.

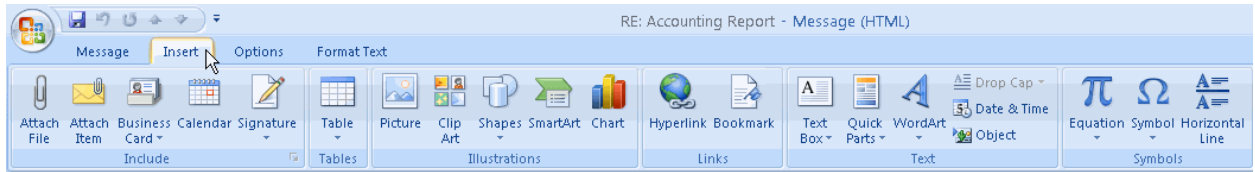


However, Outlook uses Microsoft Office Word 2007 as its e-mail editor, so there are many more features that you can add to your message. First, let's look at the Basic Text group on the Message tab.



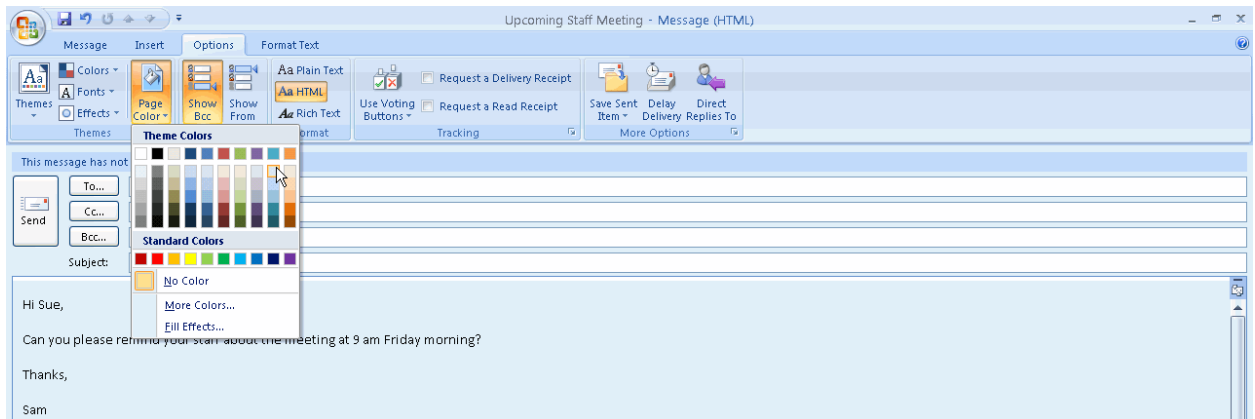
Here, you can choose the face, size, color, alignment, and appearance for your font.

To add other Word elements, such as pictures, charts, SmartArt, ClipArt, and text boxes, look at the Insert tab.

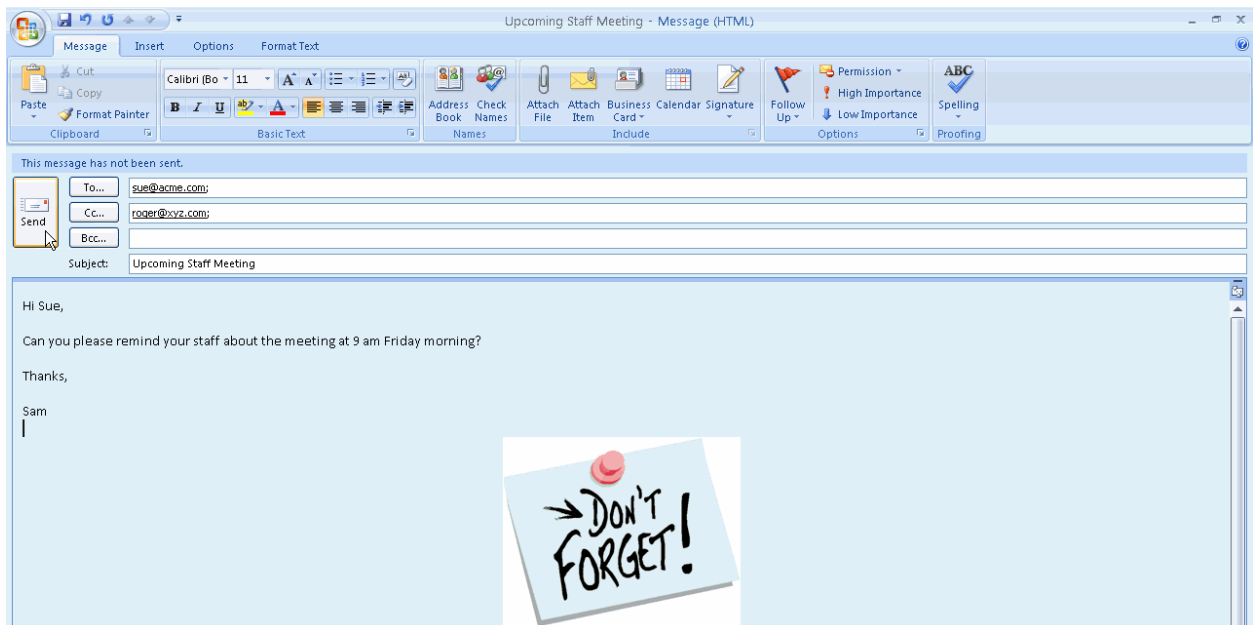


Many of these features are offered with Microsoft Office Word 2007, so for more information on using them, refer to Word help.

The last option we're going to look at is changing the background color of your mail message. To do this, click the Options tab, click Page Color, and choose a color.



Watch your message change as you mouse over the various colors! When you find a color you like, click it to apply it. When you're all done with your message, click Send.

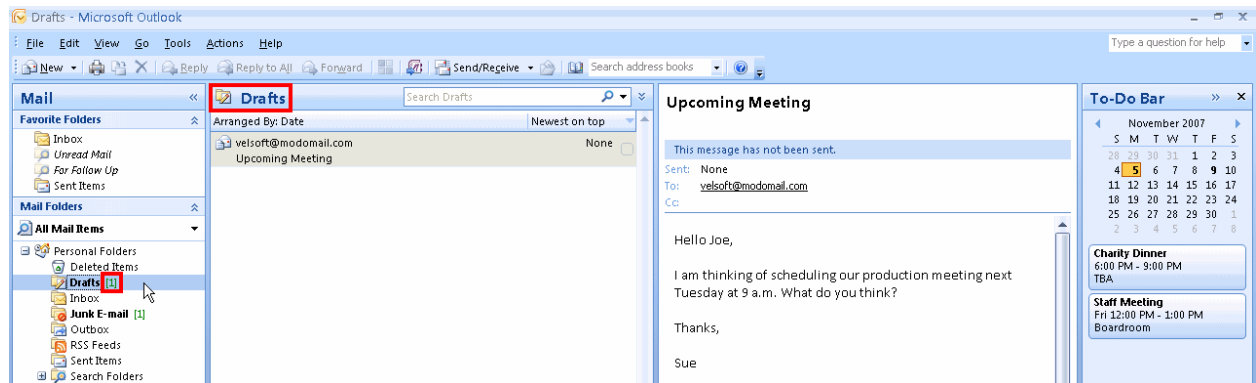


## Using the Drafts Folder

In the past few lessons, we've created messages and sent them right away. However, there may be times when you need to save a message for later editing. Luckily, we have just the tool for you: the Drafts folder. This is where you can store incomplete messages and edit, delete, or send them later on.

## Opening the Drafts Folder

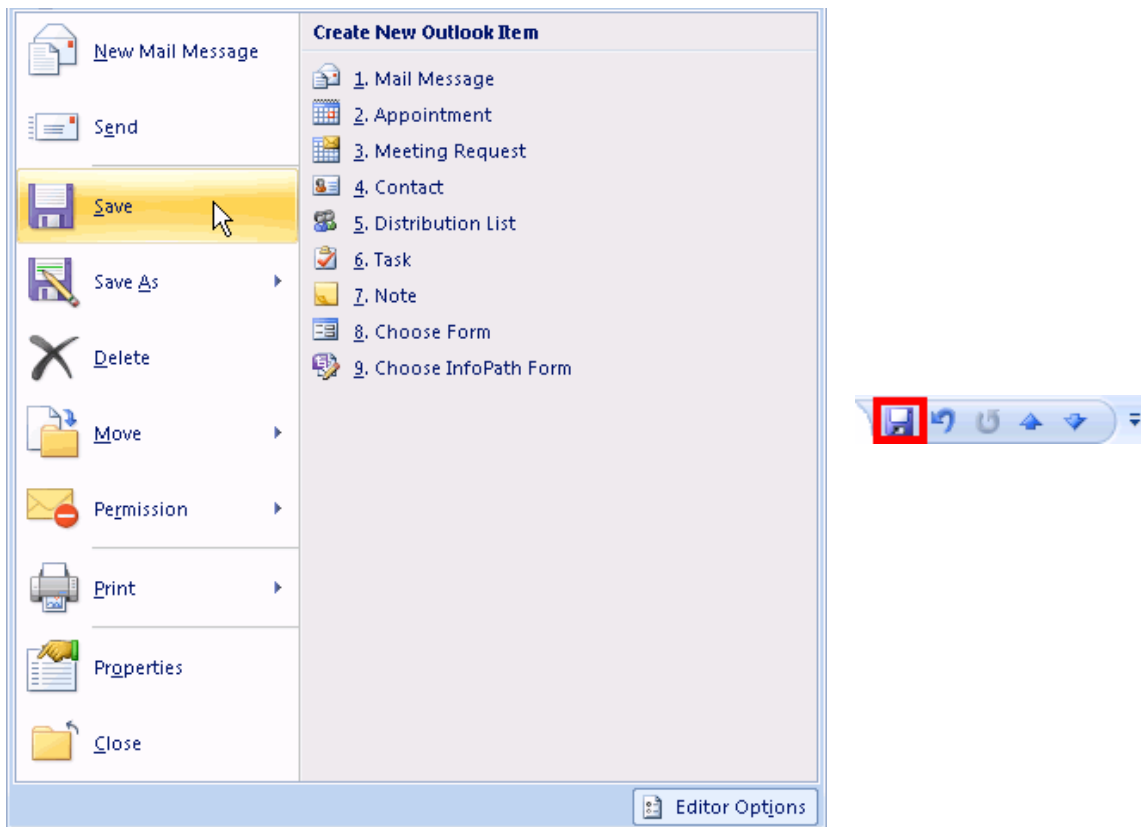
To view the contents of your Drafts folder, simply click it in the folder list.



The number in green next to the folder indicates how many items are in it.

## Saving a Message as a Draft

By default, Outlook saves messages to the Drafts folder every three minutes. This really comes in handy if your computer blows up while you're typing a message! If you want to save your message manually, however, you can press **Ctrl + S**, click the Office menu and click **Save**, or use the **Save** command on the Quick Access toolbar.



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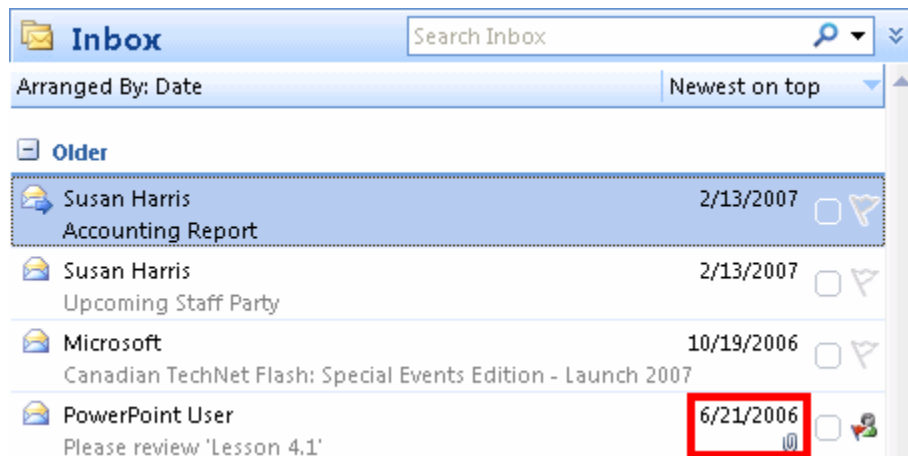
## Answering Mail

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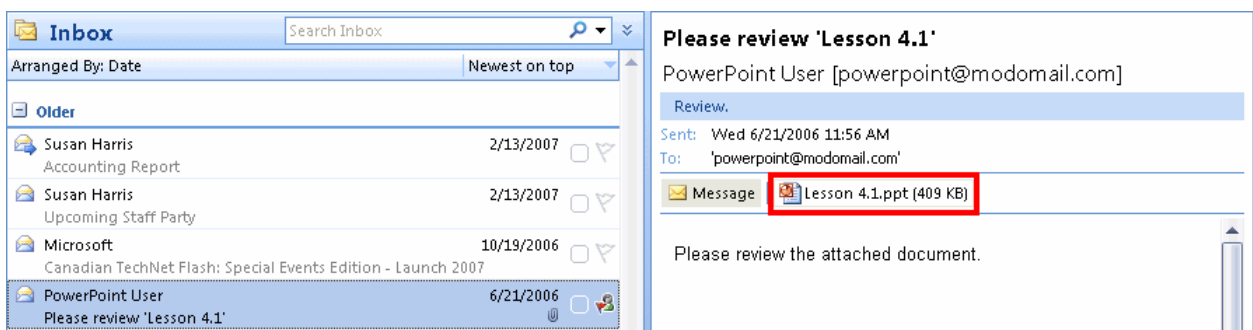
In our last section, we learned how to work with messages and how to use the new 2007-style interface. In this section, it's time to get to the real fun: answering your mail. In this lesson, we'll learn how to reply to messages, forward messages, open and save attachments, and use the new Attachment Previewer.

### Opening and Saving Attachments

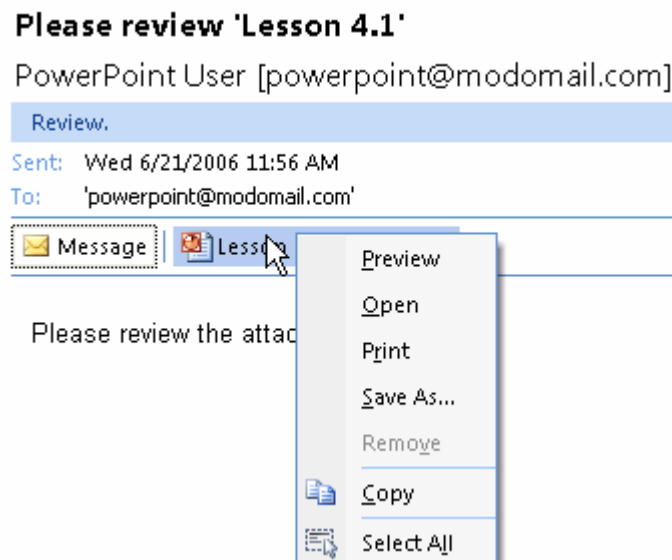
Often, if someone is sending a long document or a file that can't be copied and pasted into an e-mail message, they will attach the file itself. You can tell if a file is attached by the paperclip icon in the message list.



If you look at the message in the Reading Pane, you will see that a file is attached.



You can right-click on the file to see options.

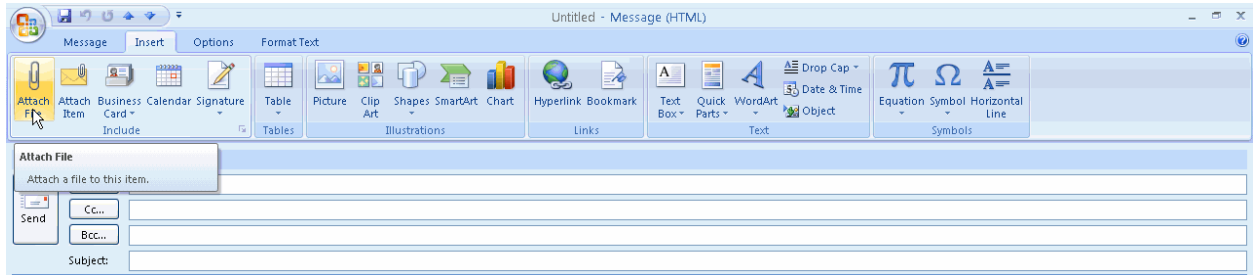


## Doing More with E-Mail

In our last lesson, we learned how to create a basic e-mail message. In this lesson, we'll learn how to use some more advanced features, including attaching files and items, adding hyperlinks, and using themes.

### Adding Attachments

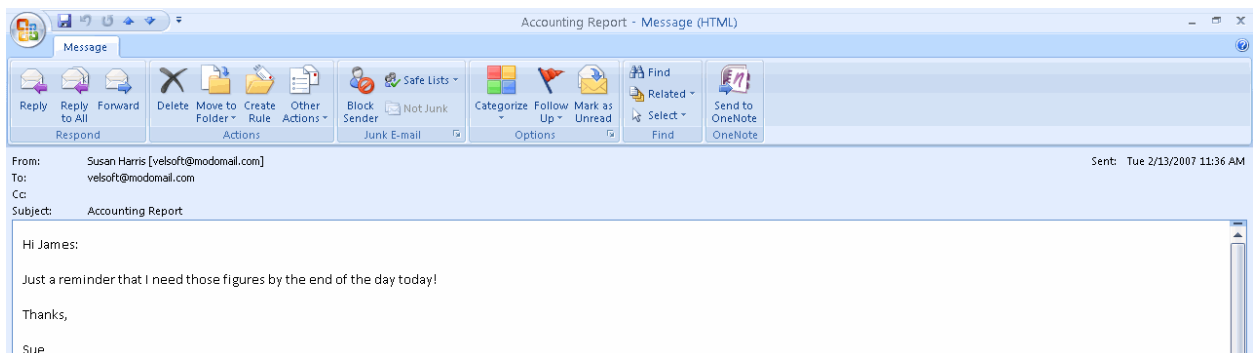
It's easy to add an attachment to your message. Just click the Insert tab and click Attach File.



## Receiving E-Mail

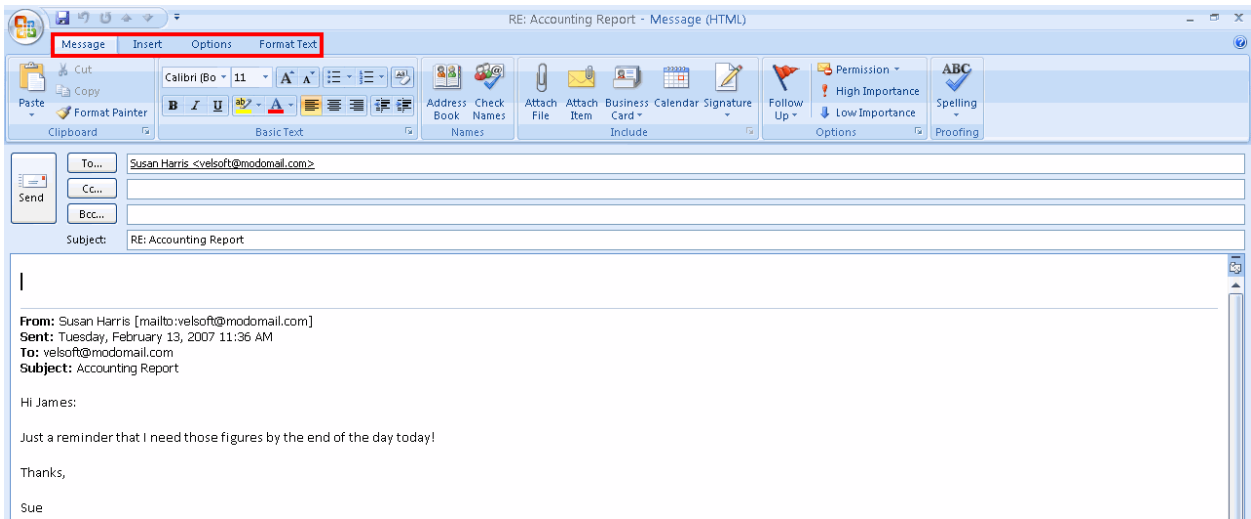
### The New Interface – Part I the Ribbon

In our last lesson, we got a glimpse of the 2007-style interface that Outlook uses when creating and editing items. In this lesson, we'll take a closer look at it.

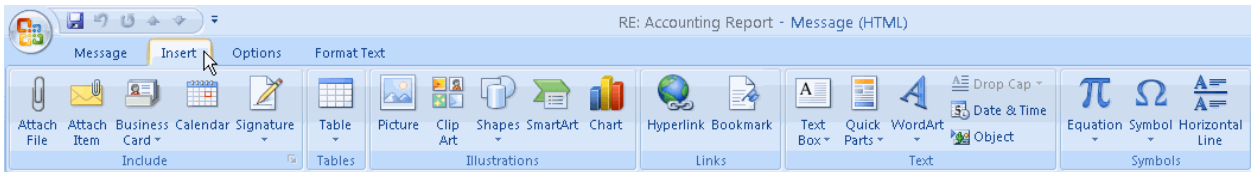


### About Tabs

The ribbon interface used by most of the Office 2007 system changes depending on what kind of object you're creating. It also ensures you see only the commands that are most applicable to what you're doing, as the various sets of commands are accessible using the tabs.

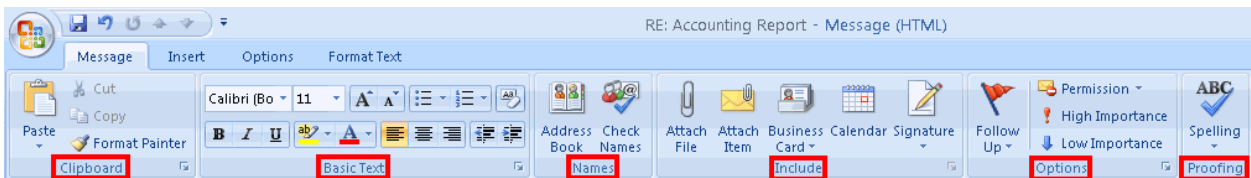


So, if you wanted to insert an item into your mail message, you would click the Insert tab to see those commands.



### About Groups

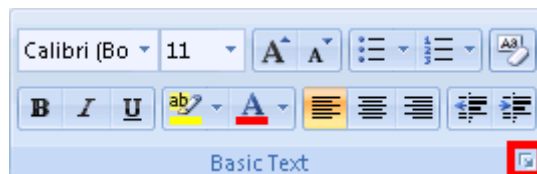
Each tab is composed of groups of commands. For example, the Message tab has Clipboard, Basic Text, Names, Include, Options, and Proofing commands.



These separations are useful and can help you quickly and easily find commands.

### About Option Buttons

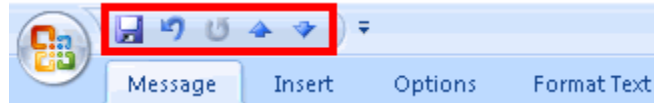
Some groups will have a small button in their bottom right hand corner.



Clicking this button will open a dialog box with more features related to the group. In the example above, clicking the small arrow would open the Font dialog.

## The New Interface, Part 2 the Quick Access toolbar

Another aspect of the new interface is the Quick Access toolbar. This toolbar is right next to the Office menu, just above the tab. It's a place to store your most frequently used commands, to save you from hunting around in the tabs. In this lesson, we're going to learn all about the toolbar!



### Using the Quick Access Toolbar

By default, there are five icons on the toolbar.



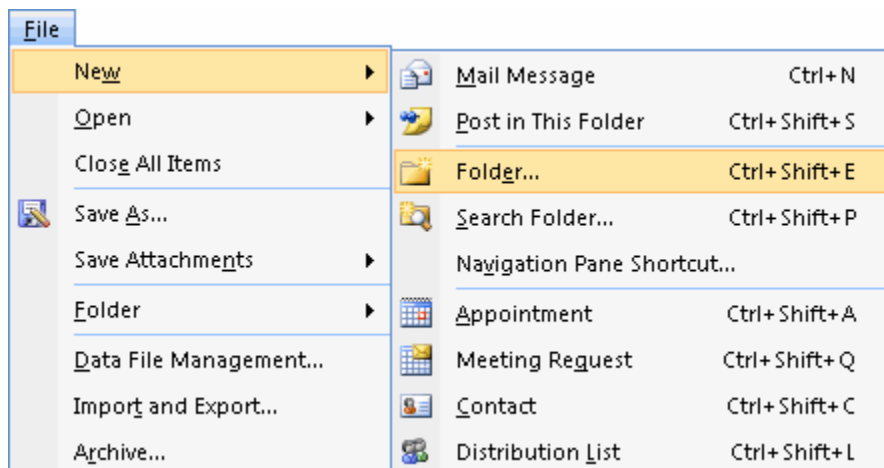
From left to right, they are Save, Undo, Redo/Repeat, previous item, and next item. Using the toolbar is as easy as clicking the icon!

### Managing Folders

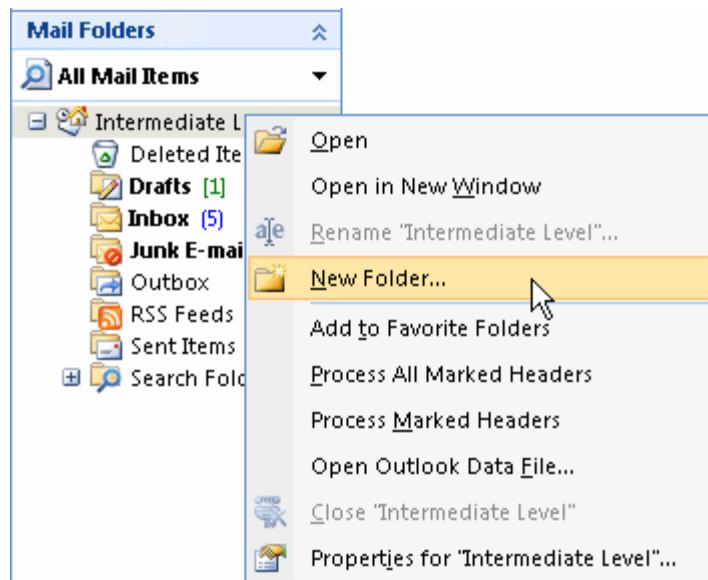
By now, you're probably quite familiar with creating messages and working with the default folders in Outlook. However, Outlook gives you the ability to create your own folders to manage your mail. In this lesson, we'll learn about creating, renaming, deleting, and using folders.

### Creating Folders

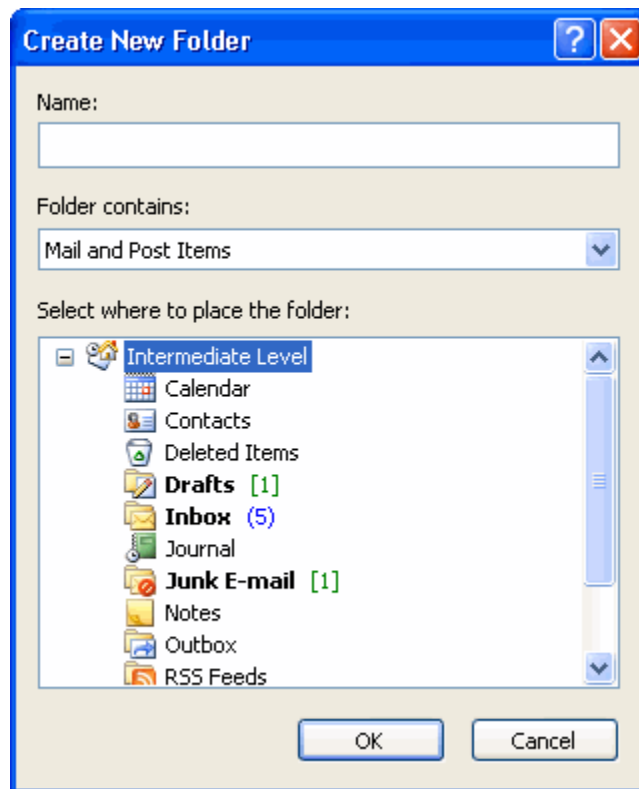
To create a new folder, you can click the File menu, choose New, and click Folder.



You can also use the Ctrl + Shift + E shortcut, or right-click a folder and click New Folder.



You will then see this dialog:



At the top, type a name for your folder. Then, choose what type of items you want it to contain. Then, choose what folder you want to place it underneath. When you're ready, click OK.