

Create a New E-mail Message

Outlook 2010 enables you to communicate with one or more recipients with a rich set of features and customizations.

1. In Mail, on the Home tab, in the New group, click New E-mail.



Forward or Reply to an E-mail Message

1. On the Home or Message tab, in the Respond group, click Reply, Reply All, or Forward.



Add an Attachment to an E-mail Message

Files can be attached to an e-mail message. Also, other Outlook items, such as messages, contacts, or tasks can be included with messages that you send.

1. Create a message, or for an existing message, click Reply, Reply All, or Forward.
2. In the message window, on the Message tab, in the Include group, click Attach File.



Schedule a Meeting with Other People

A meeting is an appointment that includes other people and can include resources such as conference rooms. Responses to your meeting requests appear in your Inbox.

1. In Calendar, on the Home tab, in the New group, click New Meeting.



Sharing Your Calendar with Other People

1. On the "Home" Tab, open your Calendar by clicking on it at the bottom left.



2. On the Ribbon, select the button for "Share Calendar"



3. This will open an email invitation that you can send to the person you would like to share your calendar with.



4. From here, you can also select the visibility you would like them to have such as Availability Only which will only show when you are free/busy. Or, Full Details which will show them whatever details you have placed into a message.
5. After clicking "send" the recipient will receive an email to accept and will then be able to view your Calendar.

Set a Reminder

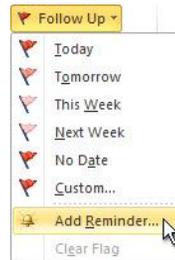
You can set or remove reminders for a variety of items, including e-mail messages, appointments, and contacts.

For appointments or meetings

1. In an open item, on the Appointment or Meeting tab, in the Options group, in the Reminder drop-down list, select the amount of time before the appointment or meeting when you want the reminder to appear. To turn a reminder off, select None.

For e-mail messages, contacts, and tasks

1. On the Home tab, in the Tags group, click Follow Up, and then click Add Reminder.



Create a Contact

Contacts can be as simple as a name and e-mail address, or include additional detailed information such as street address, multiple phone numbers, a picture, birthdays, and any other information that relates to the contact.

1. In Contacts, on the Home tab, in the New group, click New Contact.



Create a Task

Many people keep a list of things to do — on paper, in a spreadsheet, or with a combination of paper and electronic methods. In Microsoft Outlook you can combine various lists into one, get reminders and track task progress.

1. In Tasks, on the Home tab, in the New group, click New Task.



Create a Note

Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on paper.

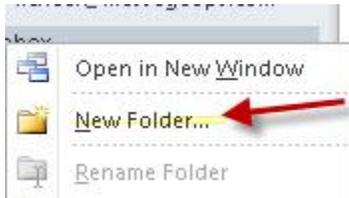
1. In Notes, in the New group, and click New Note.



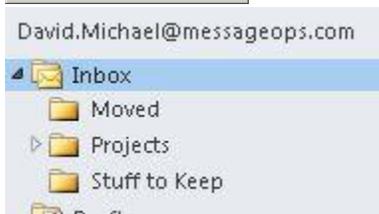
Creating New Folders in Outlook

Folders in Outlook are an incredibly useful way of organizing mail that you receive. For instance, if you wanted to create a folder to store important messages you could:

1. Right Click on the **Inbox** folder in and select “New Folder”



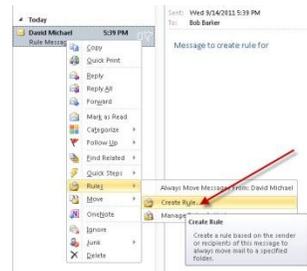
2. Place the appropriate name into the Name field and you now have a custom folder.



Using Rules to Organize Your Email

You can use Rules in Outlook for a variety of purposes. Here is an Example of creating a rule to automatically move all email from a specific sender to a custom folder in your Inbox:

1. Right Click on any message from the Sender. Select -> Rules -> Create Rule



2. Next, as a condition, select the “From” check box that specifies the sender. Then click “Select Folder” to specify where to put the messages.



3. Select “New” to create the destination folder.
4. Name the new folder and press “OK”

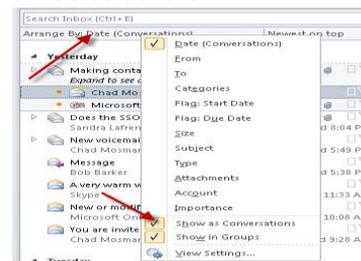


5. Press “OK” again to create the rule and then run it in the Inbox. Now all messages from this sender will be automatically moved to this folder.

Changing Your View

There are many ways to view your mail in Outlook. Conversations are a new feature in Outlook 2010 that can be enabled or disabled.

1. Right mouse click on the “Arrange By” field to open your options. Here you can sort by any number of options as well as turn conversations on or off.

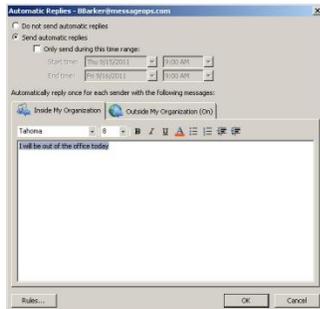


Setting your Out of Office

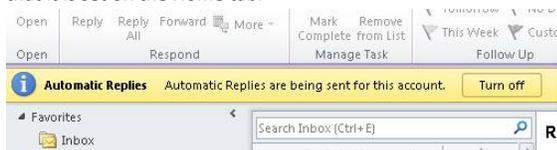
1. Click on the File Tab at the top left of the screen.



2. Select "Send Automatic replies" and you will then be able to customize the reply that will be sent out. You can send different replies to people inside and outside of your organization.



3. After Clicking Ok, your Out of Office will be set. It can be turned off in the same place.
4. An Out of Office notification will also be displayed to remind you that it is set on the Home tab.



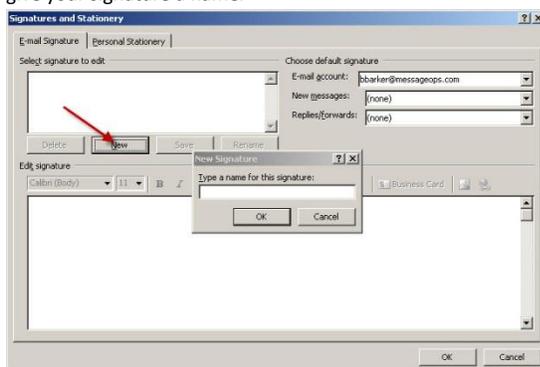
Creating a Custom Signature

There are several ways to create a new Outlook Signature. The easiest is done after you have opened a new piece of mail.

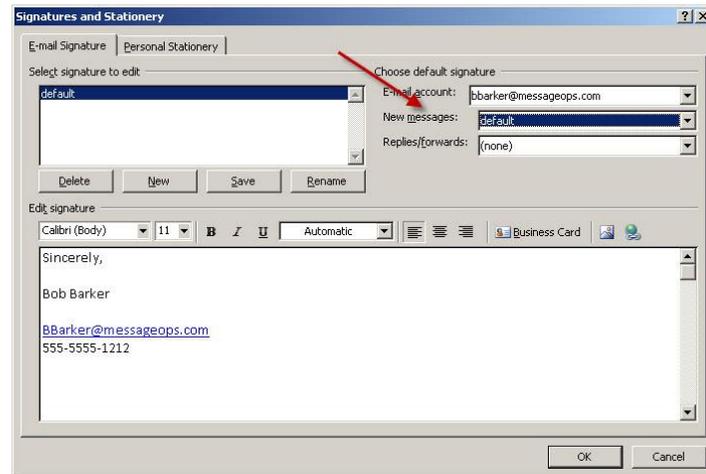
1. On the new mail message ribbon, select Signature -> Signatures...



2. On the Signatures and Stationary window, select "New" and then give your signature a name.



3. In the "Edit Signature" section, you can either copy paste or create new text that will be included on your email. Then you can choose whether or not to make this the default for all new messages, replies and forwards.



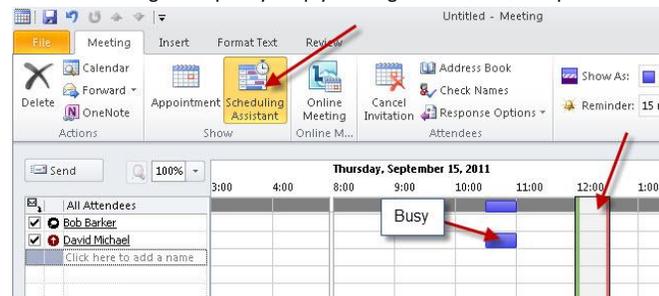
Scheduling a Meeting

Meetings are an important part of how businesses plan their schedules. To create and schedule meeting in Outlook:

1. On the "Home" tab, select New Items -> Meeting



2. On the "To..." field, select whom you will be meeting with, the Subject and the Location.
3. Next, click on the "Scheduling Assistant" button to check the recipient's availability. In this case you can see that David already has a meeting scheduled from 10:30-11:00am so we will schedule the new meeting for 12pm by simply clicking on 12:00 at the top.



4. Click back on the Appointment button at the top. Confirm that the Start and End times are correct or make changes. Select a room if needed and then click "Send" to send the Meeting Request.
5. The recipient can then either accept, decline or offer a new time for the meeting.

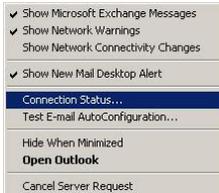
Checking your Connection Status to Office 365

Often, it is important to confirm that Outlook is properly connected to the Office 365 servers as a basic troubleshooting step.

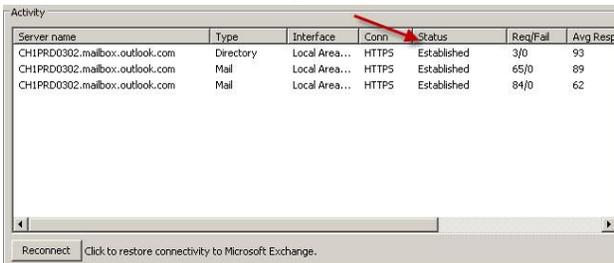
1. Find the Outlook icon in the Notification Area at the bottom left of your monitor. You may have to click the “two arrows” icon to reveal it.



2. Hold down the left “Ctrl” button on your Keyboard and then Right Mouse Click on the Outlook Icon. This will bring up an extended menu selection. From here, select “Connection Status.”



3. This will open the Connection Status window. Here you can check that you are connected by viewing the Status column.



Server name	Type	Interface	Conn	Status	Req/Fail	Avg Resp
CH1PRD0302.mailbox.outlook.com	Directory	Local Area...	HTTPS	Established	3/0	93
CH1PRD0302.mailbox.outlook.com	Mail	Local Area...	HTTPS	Established	65/0	89
CH1PRD0302.mailbox.outlook.com	Mail	Local Area...	HTTPS	Established	84/0	62

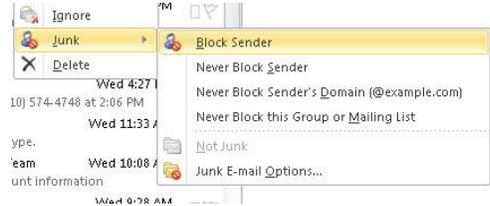
4. If the Status is not “Established” or in a “Connecting/Disconnecting” state, you may need to restart Outlook or check your internet connection.

Working with Junk Mail

Despite great efforts, Spam will often reach your inbox. Important mail can also incorrectly be delivered to your “Junk Mail” folder causing a delay in responding to it. In Outlook, you can block the sender of a Spam message or easily add a valid sender to your Safe Sender’s list.

To Block a Sender:

1. Right click on the Spam message and select Junk -> Block Sender



2. If valid mail reaches your Junk Mail folder, you can use the same method to “Never Block Sender” or mark the message as “Not Junk”
3. By selecting “Junk E-Mail Options” you can also customize how Outlook handles suspected Spam. Here you can also manage your Safe Senders, Safe Recipients and Blocked Senders lists.

