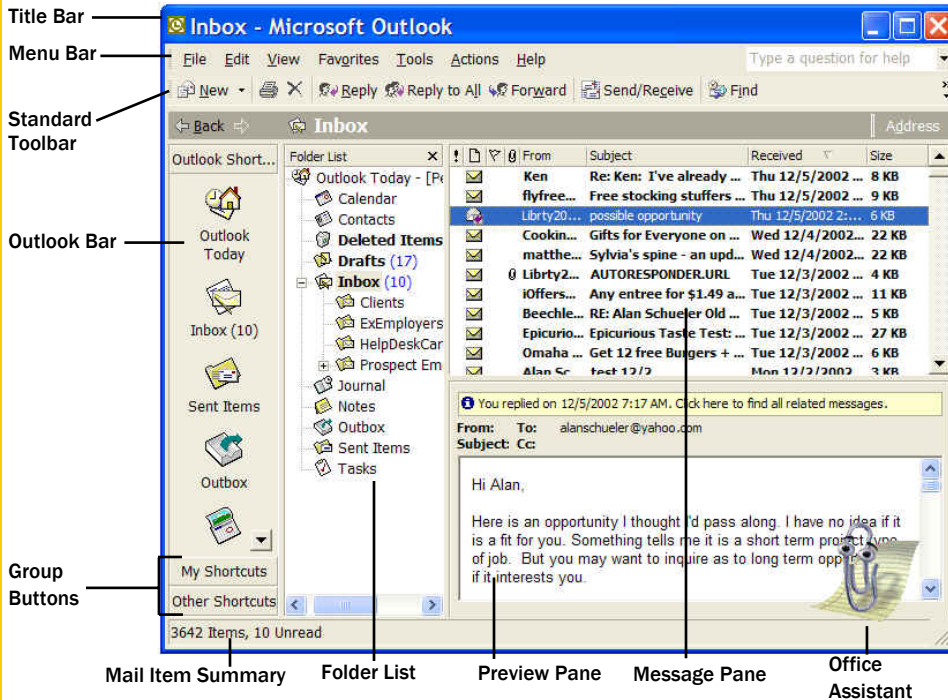


Outlook 2002 Screen At A Glance



DeskCardHints

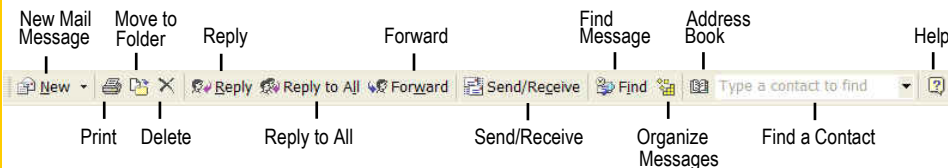
Outlook Performance

Add Groups or Folders to Sort Messages by contact Groups or Subjects. To add a Group, Right-Click on the background area of the Outlook Bar and Point to Add Group. To add a Folder, Right-Click on the background area of the Folder List and Click New Folder. If Folder List is not in view, Click View on the Menu Bar and Click Folder List.

Back-Up or Transfer All Outlook Messages without using the built-in Archive Function. Click Start then Search on the Start Menu. Click All Files and Folders, then Click More advanced options. Check the box next to "Search Hidden Files and Folders" and then type **Outlook.pst** in the "All or part of the file name" box and Click Search. When the file is found, Right-Click on it and Click Copy. Choose the destination folder and Click Paste. To transfer existing messages to the new computer, copy the old Outlook.pst onto the new computer's desktop. Right-Click it and Click Copy. Repeat the steps above to find Outlook.pst on the new computer and Right-Click the file found (make sure it's not the one on the desktop) and Click Open Containing Folder. Right-Click in the folder and Click Paste. Click Yes when prompted to replace the existing file. *NOTE: All email on the new computer will be erased and replaced with Old Computer messages.*

E-mail Basics

STANDARD Toolbar Buttons



To Create an E-mail:

Click New on the Standard Toolbar.

To Read an E-mail:

Click the Inbox on the Outlook bar.

To Send and Receive E-mail:

Click Send/Receive on the Standard Toolbar.

To Reply to an E-mail:

Click Reply on the Standard Toolbar.

To Carbon Copy (Cc) an E-mail:

Enter a Recipient on the Cc line. They will receive a copy of the e-mail and the recipients name will be visible to all recipients of the message.

To Blind Carbon Copy (Bcc) an E-mail:

Enter a Recipient on the Bcc line and they will receive a copy of the e-mail and their name will not be visible to all recipients of the message. If the Bcc line is not visible, Click New Message, then press View and Click Bcc Line on the menu.


To Forward an Email:

Click Forward on the Standard Toolbar and fill in the recipients on the line. Click Send.

To Reply to All of an E-mail:


Click Reply to All on the Standard Toolbar and all recipients of the e-mail, except recipients that were Bcc'd, will receive your reply.

To Send an Attachment:

Click the Insert File Button  on the Standard Toolbar in Create Mail View. Click desired File and Click Attach.

To Open an Attachment: Double-Click on the Attachment. *NOTE: E-mail Attachments are the Primary way for malicious viruses to get on your computer. If the sender is unknown and you cannot verify the safety of a file with Virus-Checking software, opening attachments is not recommended. Remember, even if the sender is known a malicious virus might have replicated on the sender's computer and sent itself out without their knowledge.*

To Request a Return-Receipt for an E-mail:

Click the Options Button  Options... on the Standard Toolbar in Create Mail View. To confirm e-mail delivery, click the box next to "Request a delivery receipt for this message."

Hide or Reveal Preview Pane: Speed up browsing new messages by turning on Preview Pane, which opens the message. Click View on the Menu Bar and Click Preview Pane add it to Current View, Press it again to turn Preview Pane off.

Use Outlook to Maintain Schedule: Click Calendar on the Folder List or on the Outlook Bar. Double-Click the time for the appointment. Reminders and even marking your time as "busy" to other members of your group can be done here.

Outlook Appearance

Change Number of Calendar Days Shown quickly by pressing <Alt> + <Number Key> and as many days (beginning with current day) will be displayed. For example, to see 5 days, Click Calendar, then Press <Alt> + <5> on the keyboard and five days will show.

Hide and Reveal Folder List: Click View on the Menu Bar. Click Folder List to reveal and again to hide.












Change Default Folder at Startup: Click Tools on the Menu Bar, Click Options, Click the Tab marked Other and then Click Advanced Options. Choose the folder desired from the Startup in this folder from the drop down list.

Keyboard Shortcuts (Editing and General)

Save Message (Draft)	<Ctrl> + <S>
Print Message	<Ctrl> + <P>
Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Undo Typing	<Ctrl> + <Z>
Send/Receive Mail	<F5>
Save, Close and Send	<Alt> + <S>
Reply to Message	<Ctrl> + <R>
Reply to All	<Alt> + <L>
Help	<F1>
Show Address Book	<Ctrl> + <Shift> +
New Message	<Ctrl> + <Shift> + <M>
New Appointment	<Ctrl> + <Shift> + <A>
New Contact	<Ctrl> + <Shift> + <C>
New Note	<Ctrl> + <Shift> + <N>
New Task	<Ctrl> + <Shift> + <K>

Spell Check	<F7>
Switch to Weekly View	<Alt> + <->
Switch to Monthly View	<Alt> + <=>

Outlook Bar

	Manage your calendar, tasks, appointments and create e-mail.
	Contains new and previously-received e-mail.
	Contains all sent e-mail items and their attachments.
	Contains e-mail to be sent. Right-Click a message here to cancel.
	View and schedule appointments, meetings and events.
	Keep track of e-mail and street addresses and phone numbers
	Organize your to-do list. Prioritize tasks and assign tasks to others.
	"Sticky" reminder notes. Handy for jotting down thoughts or reminders.
	Like Windows' Recycle Bin, deleted messages are stored here.
	Find and access other shortcuts and folders.
	

Outlook Tips

Using E-mail Signatures

To Automatically Insert a Signature in an e-mail, Click Tools on the Menu Bar, Click on Options and then the Mail Setup Tab. Click on the Signatures box and then New to create a signature.

Use Different Signatures for New E-mails and Replies by creating more than one signature and setting the preferred settings by Clicking Tools on the Menu Bar, Click on Options and then the Mail Setup Tab. Click on the drop-down menu for Signature for new e-mail to set the new e-mail preferred signature and Signature for replies and forwards to set those.

Using The Address Book

To Quickly Add A Contact to the Address book, open the message and Right-Click on the Sender's Name. Click Add to Contacts in the menu. Only the sender's name and e-mail address will be automatically entered.

To Manage Contact Lists, Click Contacts on the Outlook Bar or on the Folder List. Double-Click on the Name to edit or delete and adjust preferences.

To Add A New Contact Press <Ctrl> + <N> in Contact View or <Ctrl> + <Shift> + <C> in message view.

Preventing Junk E-mail or Spam

Use the Rules Wizard to Block Messages from a particular sender or with certain defined rules in the subject line. To set preferences, Click Tools on the Menu Bar, Click Rules Wizard and then Click New. Set Rule Preferences and then Click Finish.

TheHelpDesk

Activate the Office Assistant by going to the Inbox Folder and Click Tools from the Menu Bar. Choose Out of Office Assistant and set preferences.

To Offer Voting Options for Messages such as requesting meetings or voting for solutions, Click the Options Button on the Toolbar in New Message View and Check the Use voting buttons and choose the responses from the drop down list. Custom buttons can be created by deleting default button names and typing new names separated by a semicolon (e.g. Monday; Wednesday; Friday).

Save Copies of Sent E-mail: Click Tools on the Menu Bar, Click Options, then Preference and then E-mail Options. Check the Box next to Save copies of messages in sent items folder.

Flag Message for Follow-Up: Right-Click the Message and select Follow-up and set preferences.

Save a Message in the Draft Folder: Write message and Click on the Save Icon on the Standard Toolbar. To retrieve or edit message, Click the Drafts Folder and Open the message.

Automatically Check Spelling of Outgoing messages by Clicking Tools on the Menu Bar. Click Options and then the Spelling Tab. Check the Box next to Always check spelling before sending and Click OK.

Change Options on a Message by Clicking the Options button on the Toolbar in New Message View. Messages Importance, Return Receipt, Reply-to Address and more can be adjusted.

View Web Pages Within Outlook to make viewing pages quicker. On the Address Bar, click and drag to the right the vertical lines next to the Address box in the upper-right area of the window. In the Address box, type the address of the web page (e.g. <http://www.helpdeskcards.com>) and Click Go. To return to Outlook click Back.

Delete the Largest E-mails if Mailbox is Near the size limit. Create a Customized Search by Clicking Tools on the Menu Bar, Click Advanced Find, then Click the More Choices Tab. In the Look For box, click Messages, then in the Size list Click Greater than 500 (kilobytes). Click Find to Sort.

Use Notes For Quick Reminders like a "sticky" note all over your desk. You can jot questions, ideas and reminders as easily as on paper. Click File on the Menu Bar, then click New and then Note. After typing, Close the note by clicking the x in the upper-right corner. Access Notes by Clicking the Notes folder on the Outlook Bar.

Make a Distribution List to Quickly Send E-mails to typically-grouped recipients (such as all members of a Study Group or Sales Managers.) Click File on the Menu Bar, Point to New and then Point to Distribution List. Name the list and then Click on the desired Group's Member Names from the Address. Click Save and Close. To send to the Distribution List, Click the To... button in the New Message Box and choose the new list.

Change The Rules List to Control How Inbox messages are handled. Go to the Inbox and Click Tools on the Menu Bar and Click Rules Wizard. Click New and Select the Type of Rules desired. Click the first line (contacts/distributions lists/etc.) and define where you'd like Outlook to place the message on receipt (the second criteria). Click OK.