

# Outlook 2010 Basics



SAMPLE

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## Tutor Setup Information

- Prior to running this course, please make sure that the Outlook Inbox on each computer to be used in the class is empty.
- Issue each person using a computer in the class with their own email address to be used within the classroom.
- Issue each person taking the course with a short list of all the other email addresses that are used by all the other computers within the classroom.
- At the end of the course, remove all files modified or created during the course, prior to re-running the course.
- At the end of the course, reset all program and operating system defaults that may have been modified during the course, prior to re-running the course.

# SAMPLE

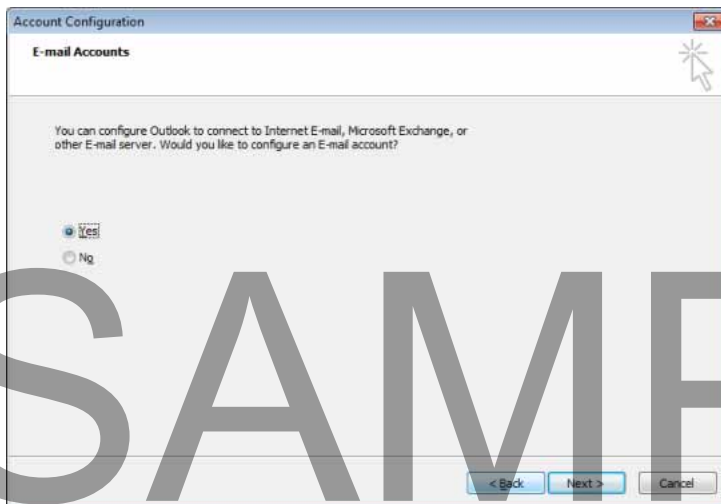
# Outlook 2010 Setup & Configuration

## Initial configuration

- When you start Outlook for the first time you may see the following screen.



- Click on the **Next** button to continue and you will see the following screen.

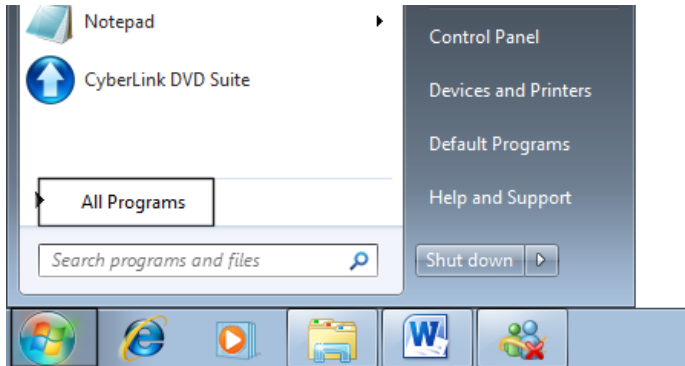


- As Outlook can connect to many different types of E-mail system, you will need to ask your tutor for instructions for proceeding beyond this point.

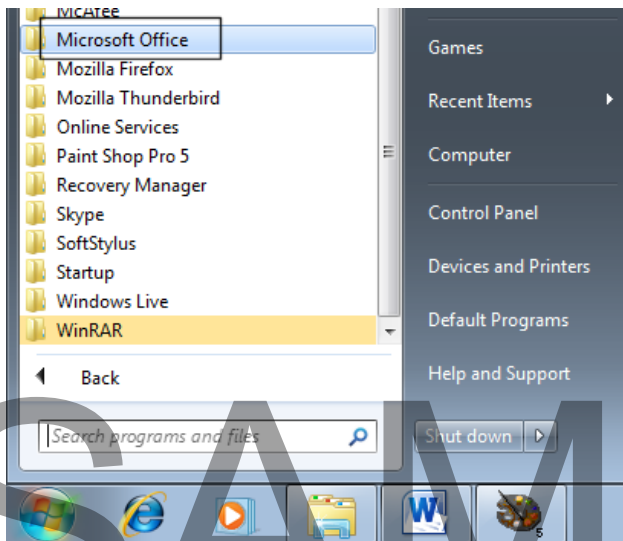
# A first look at Outlook 2010

## Starting Outlook 2010

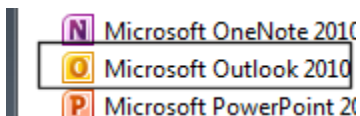
- Click on the **Start** button and then click on **All Programs**.



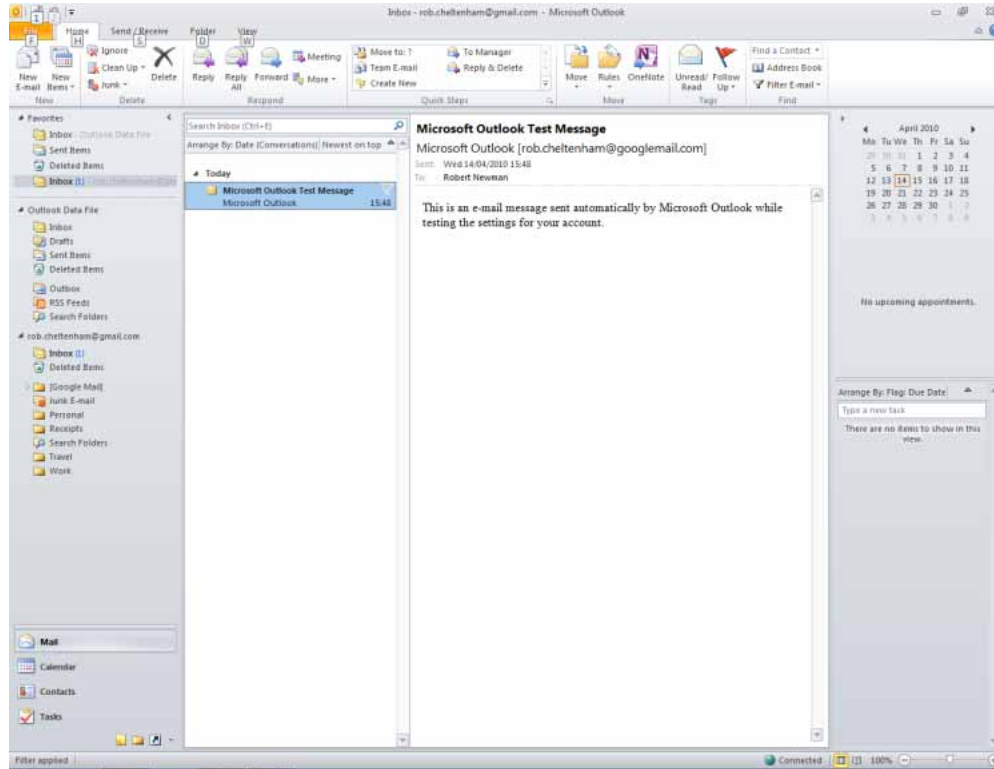
- Click on **Microsoft Office** folder.



- Click on **Microsoft Outlook 2010**.



- You will then see the Outlook program window displayed.

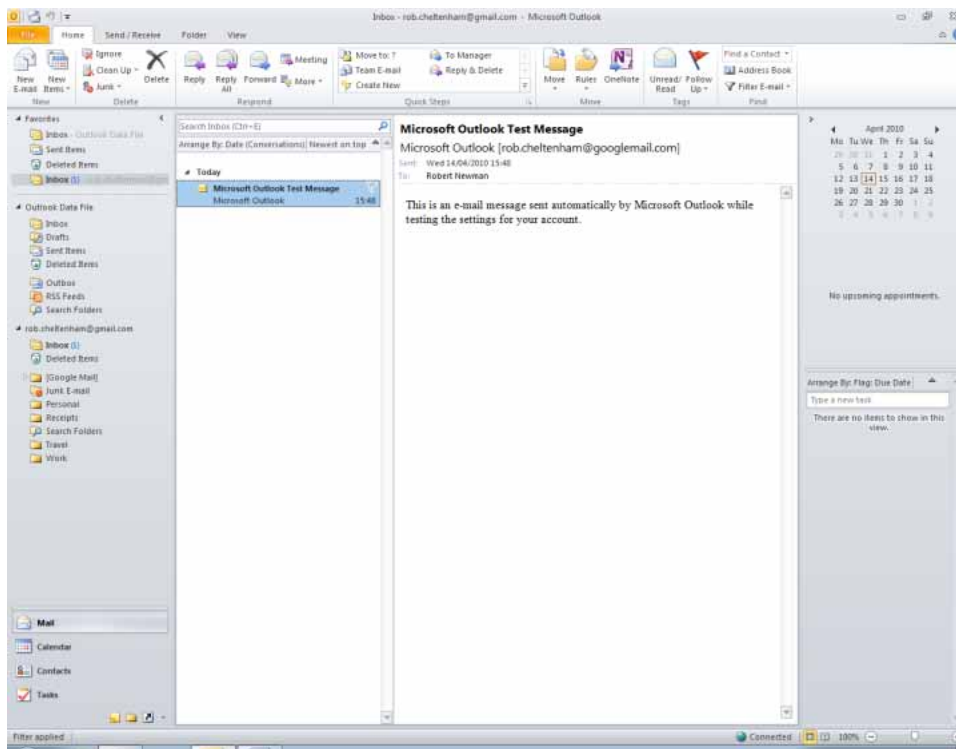


## The Microsoft Outlook 2010 Screen

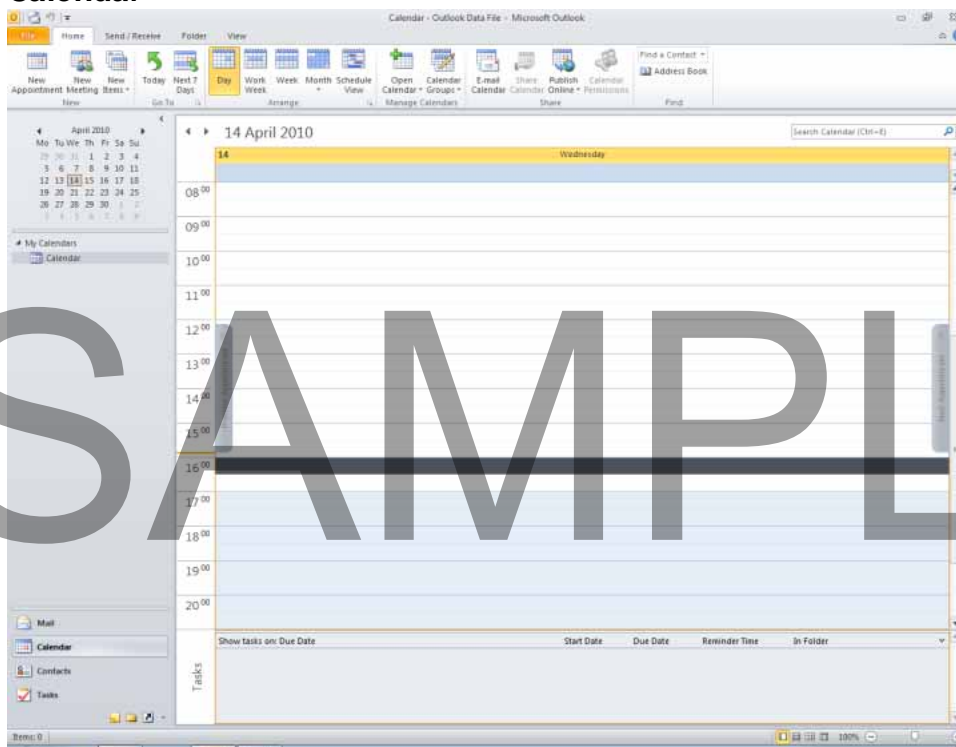
- The Outlook screen has a number of buttons displayed towards the bottom-left of the window. Clicking on these will display screens relevant to **Mail**, **Calendar**, **Contacts** or **Tasks**.



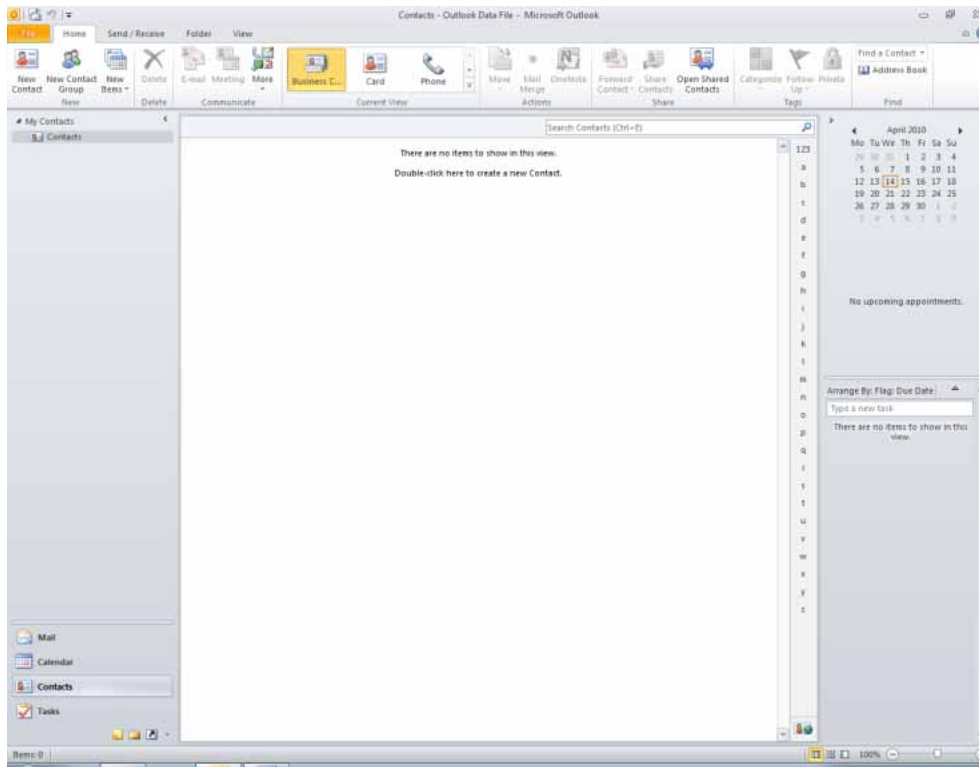
- Mail



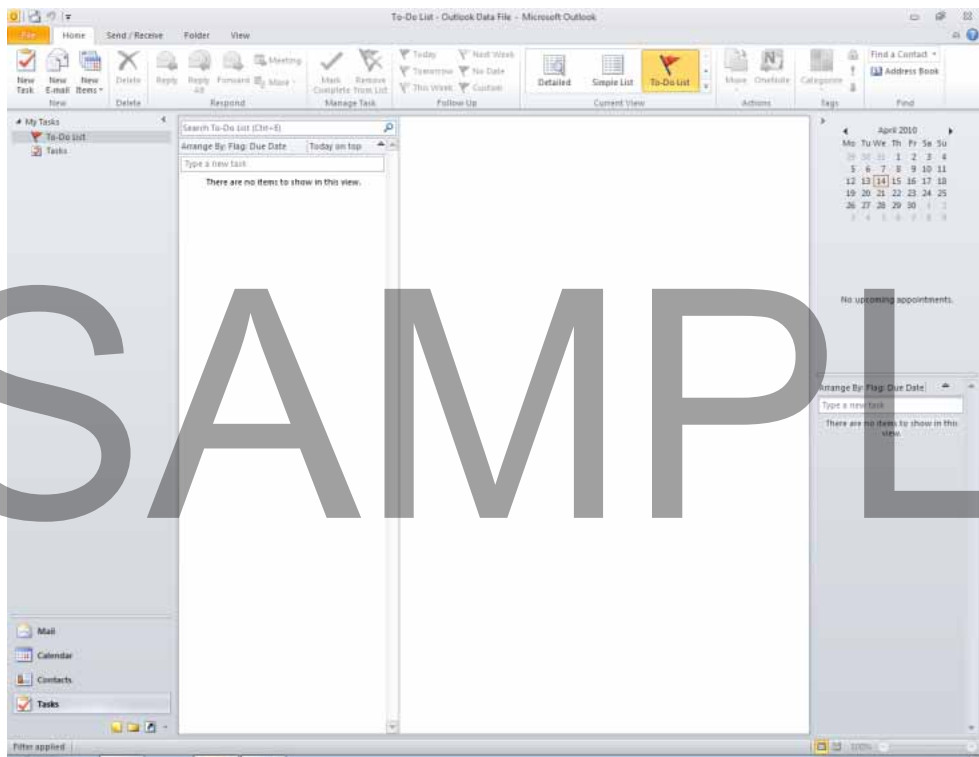
- Calendar



- **Contacts**



- **Tasks**

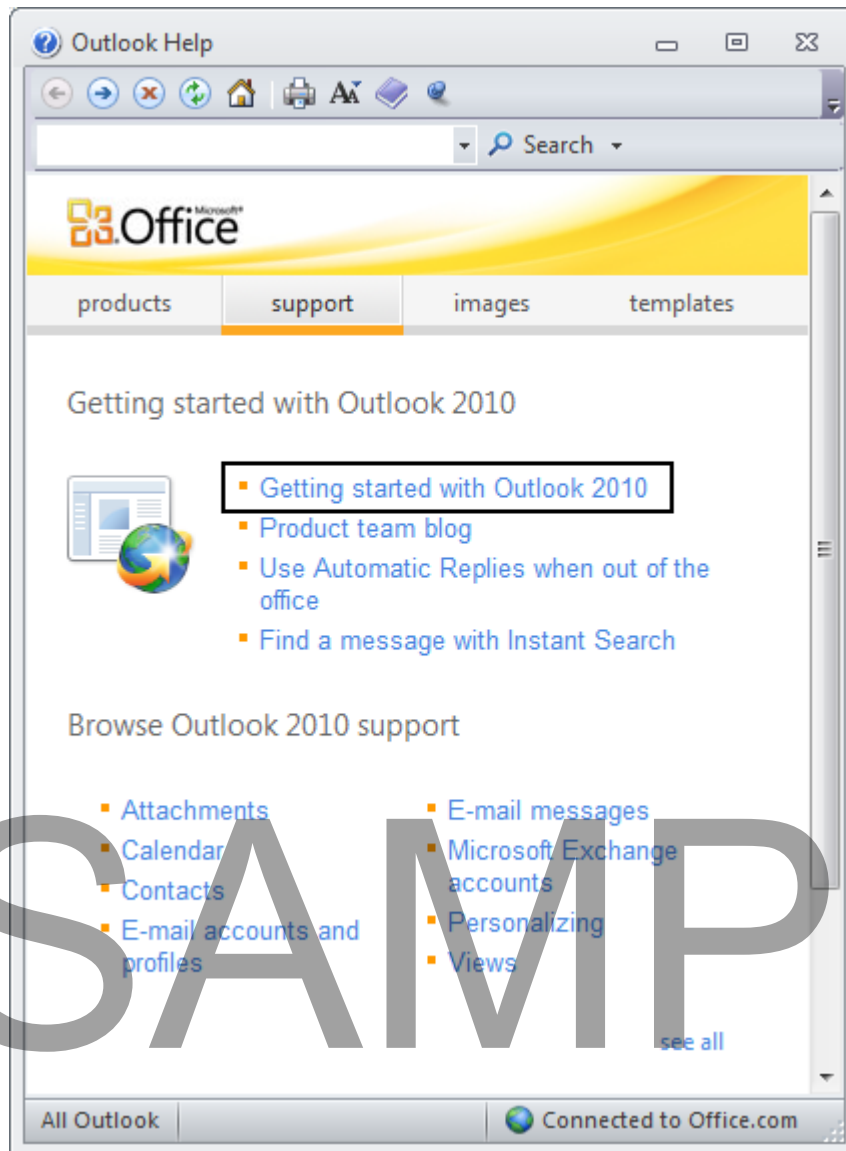


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- In this course we will be concentrating on the use of Outlook to send and receive messages.

## Help in Outlook 2010

- When using Outlook you can always press the **F1** key for help. The **F1** key is a function key displayed towards the top-left of your keyboard. This will display the **Outlook Help** window, as illustrated.

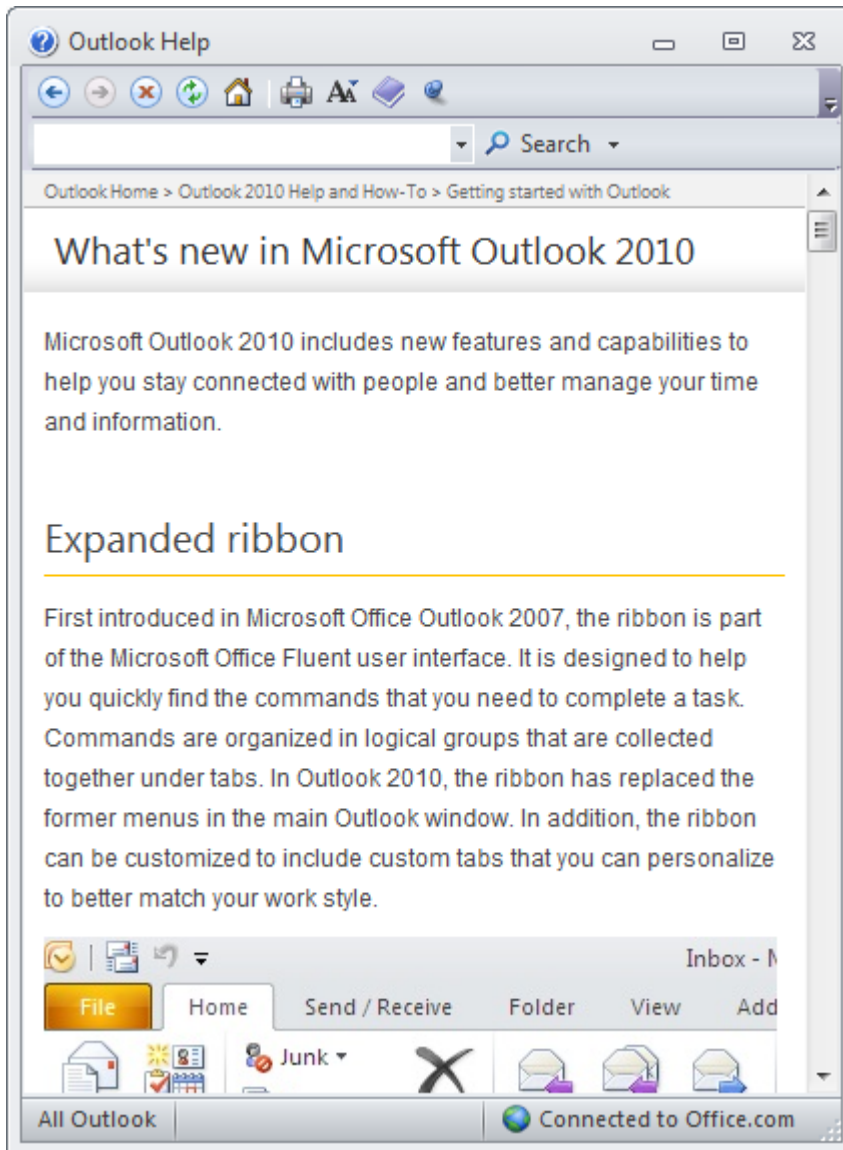


- Click on the **Getting started with Outlook 2010** link and you will see the following.

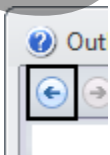


- Click on the **What's new in Outlook 2010** item and you will see the following.

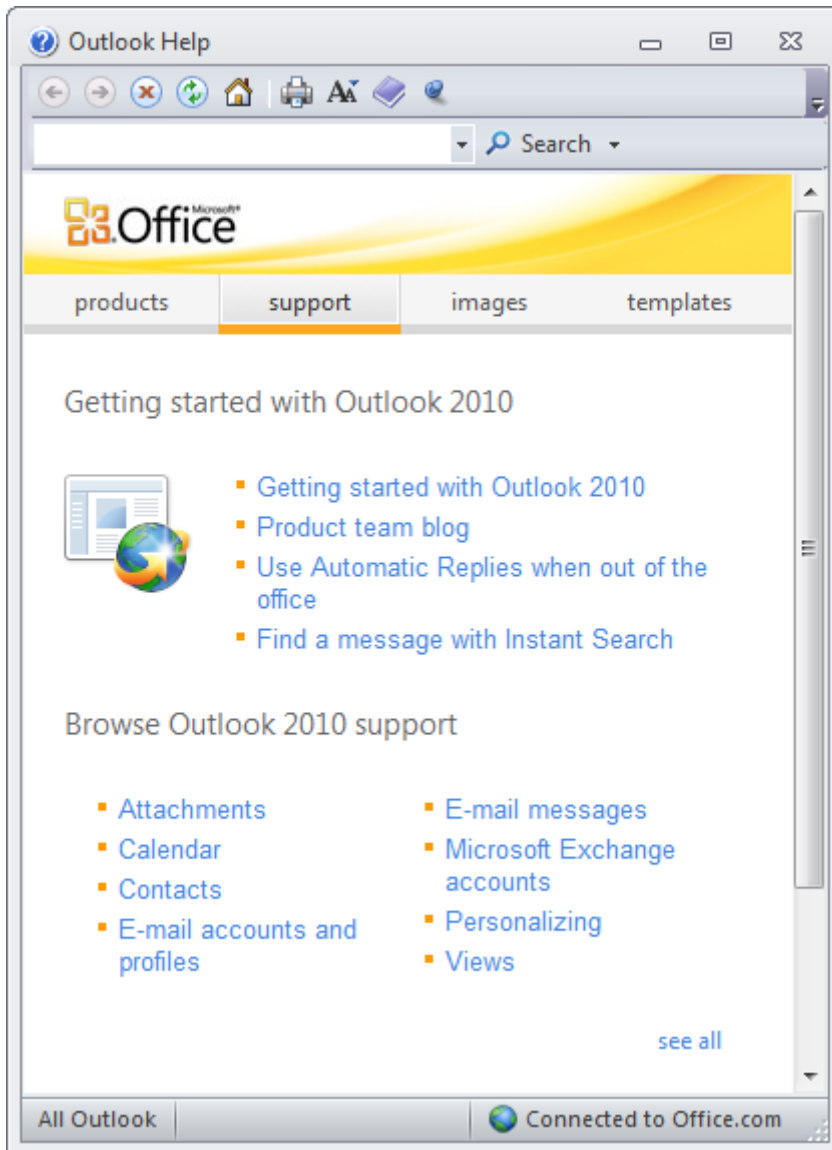
SAMPLE



- You can use the vertical scroll bars to display more information further down this window.
- Click on the **Back** button a few times (top-left of your window).



- Your screen should look like this again.



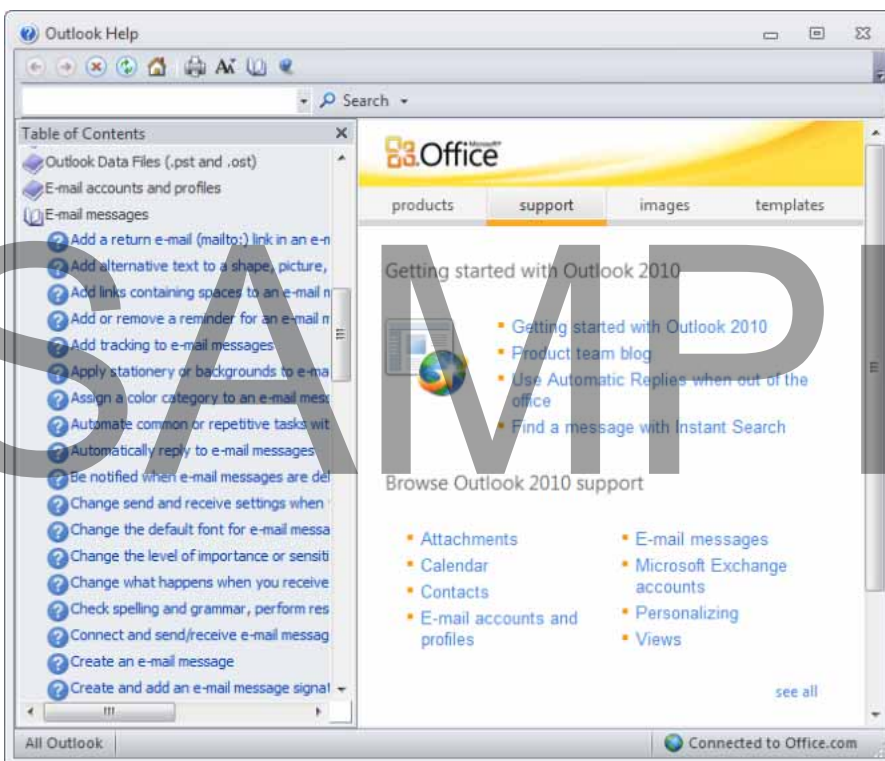
- Click on the **Show Table of Contents** icon (displayed within the Help toolbar).



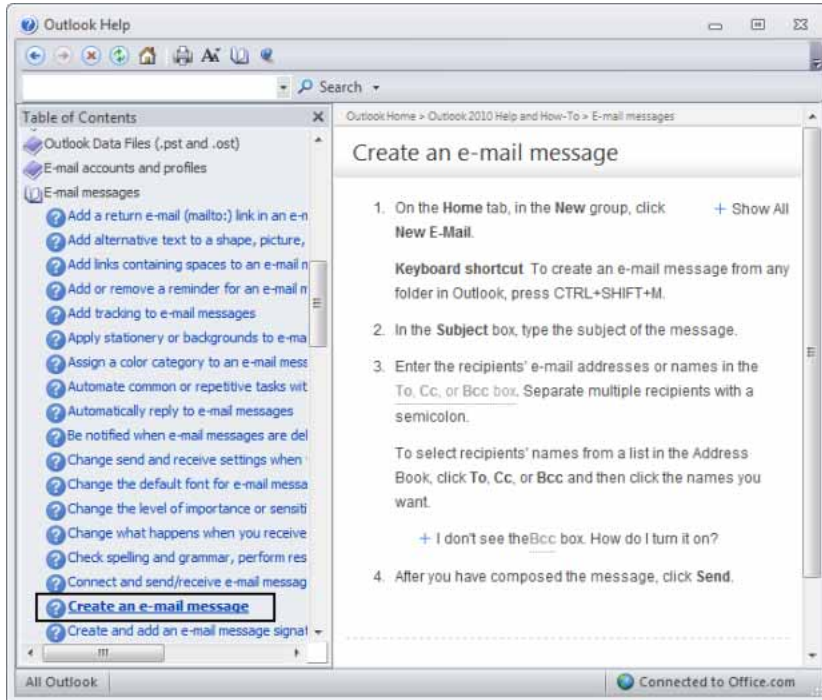
You will see a table of contents displayed down the left side of the Help window.



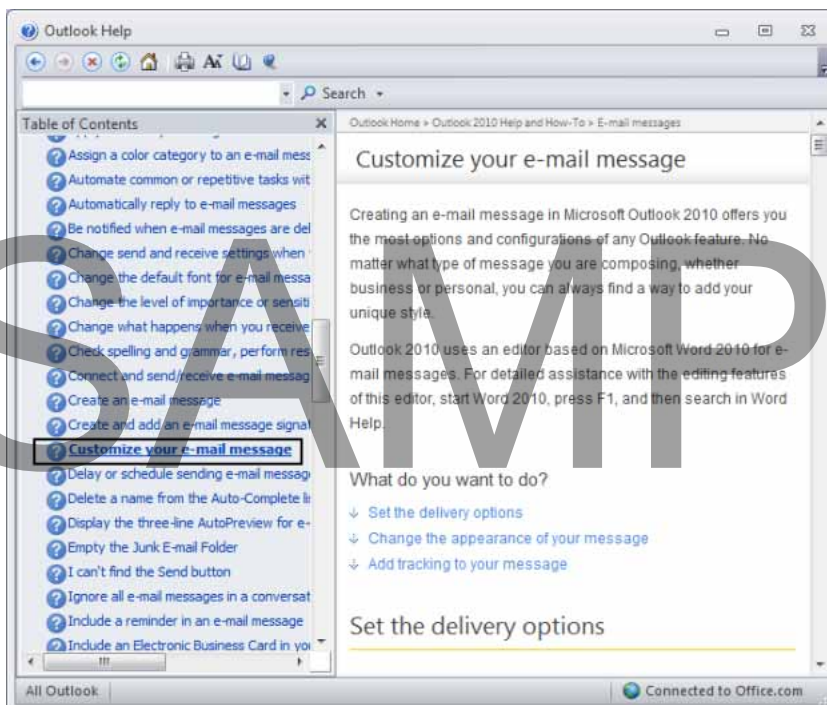
- Within the table of contents click (left part of the window) on **E-Mail messages** (you may need to scroll down the table of contents to find this item). You will see this item expands to display subjects relating to E-mail.



- Click on an item, such as **Create an e-mail message**. You will see the following.



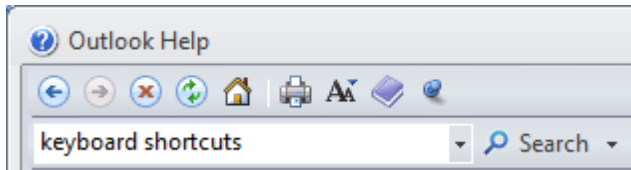
- Click on the **Customize your e-mail message**. You will see detailed instructions about how to customize a message.



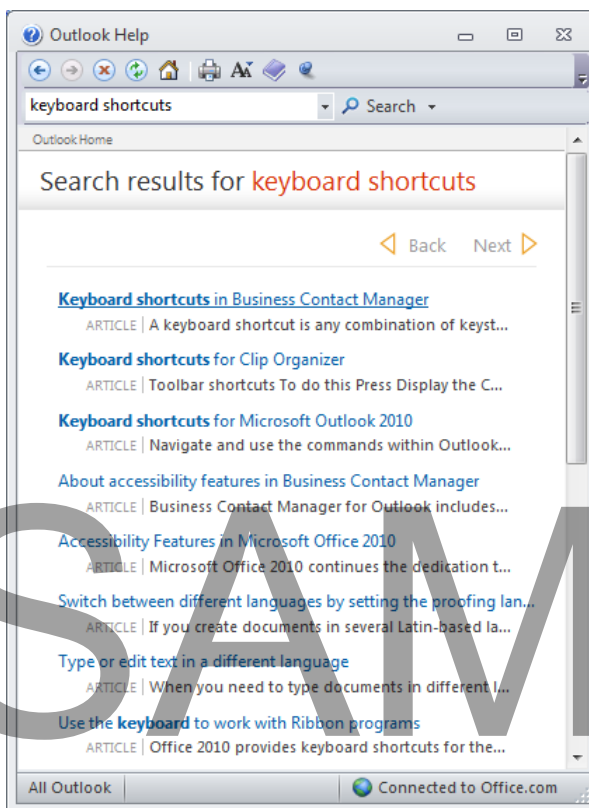
- Have a quick read. Don't worry about the details. The point to remember is that if you need help, press **F1**, and from the table of contents get exactly the answers you need.

## Searching for Help

- You can search for help information using the search facility within the Help window. For instance to search for help about **Keyboard Shortcuts** within Outlook 2010, type in the following.



- Press the **Enter** key and you will see the following displayed.

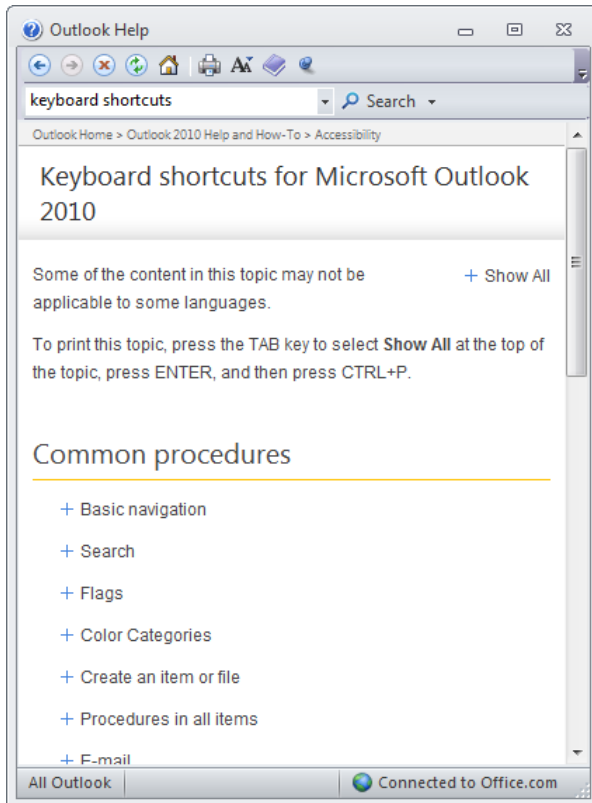


- Click on the item shown below.

## Keyboard shortcuts for Microsoft Outlook 2010

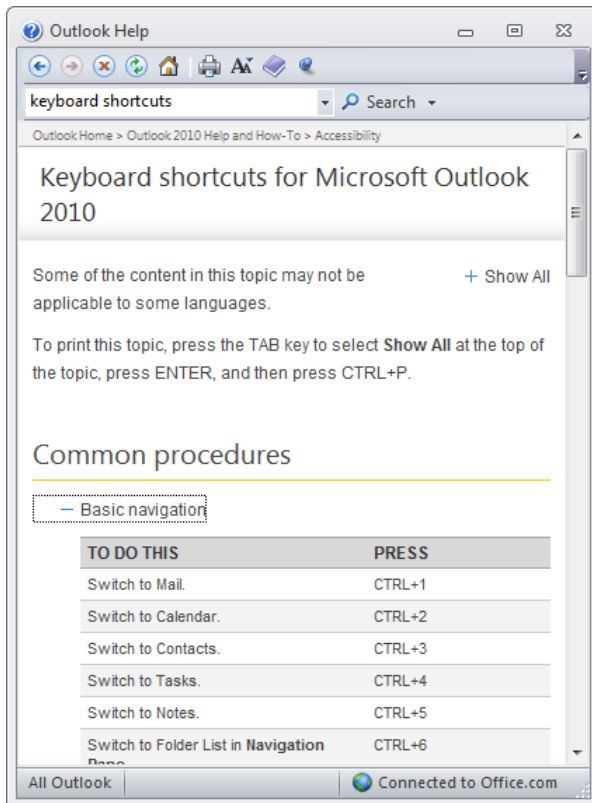
ARTICLE | Navigate and use the commands within Outlook...

- You will then see a window, similar to that shown below.



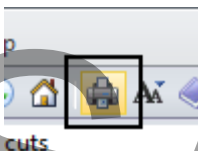
- Click on an item, such as **Basic navigation**. You will then see keyboard shortcuts, relating to basic navigation within Outlook displayed, as illustrated below.

# SAMPLE



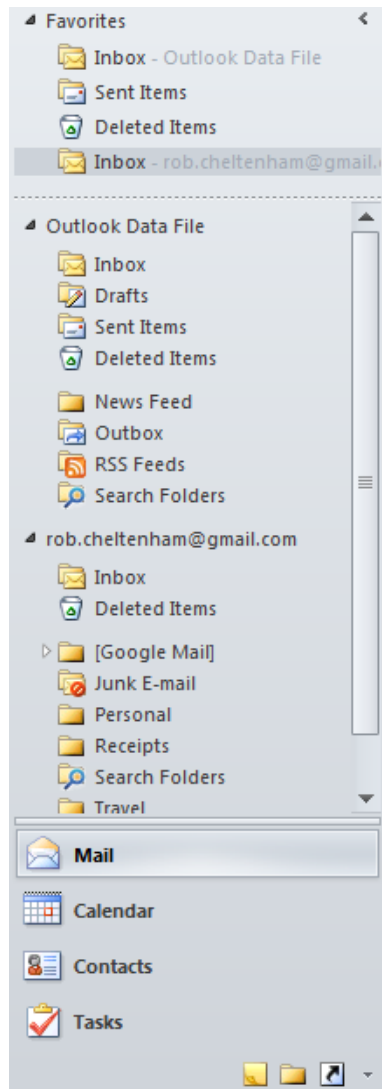
## Printing help sheets

- Once you have found the help you need within the Outlook help, you can click on the **Print** icon within the Help window toolbar. This will print out the help for you and you can keep it in a folder for future reference. Try this now.



## Microsoft Outlook Navigation Pane

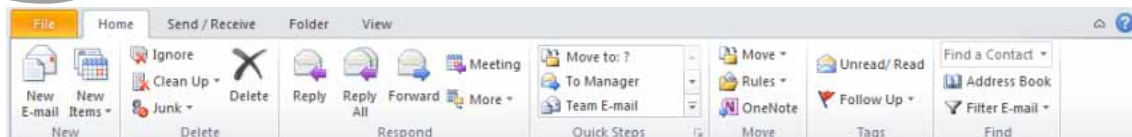
- The navigation pane is normally displayed down the far left of the Outlook window.



The navigation pane is used to access the various folders and tabs that together make up the Outlook program.

## Microsoft Outlook Ribbon

- The Outlook ribbon is displayed at the top of the Outlook window.



- The ribbon has several tabs displayed across the top: File, Home, Send/Receive, Folder & View in the above example. Other tabs may be available when you are performing certain tasks.

- Each tab is divided into many groups of related buttons.
- The icons/buttons displayed in each group can be clicked upon to perform certain functions.

## Closing Outlook

- Close Outlook by clicking on the **Close** icon in the top-right of the Microsoft Outlook window.



# SAMPLE

# Terminology & Concepts

## What is email?

- The word email (also spelt as e-mail) stands for 'electronic mail' and describes the sending of messages over networks. These messages can be just plain text or may contain file attachments such as picture files. Once an email is sent they are stored in electronic mailboxes until the person that you sent the e-mail to, requests to look at new email sent to them.

## The structure of an email address

- Take a typical email address:

**dave-cheltenham@gmail.com**

The first part of the address "**dave-cheltenham**", is the user name and indicates the person to whom the email is addressed.

The "@" symbol marks the end of the user name.

The "@" symbol is followed by one or more sub-domains, separated by periods. In the example above the "**gmail**" is the sub-domain. Sub-domains are registered by organizations or individuals to give themselves an internet identity.

At the very end of the email address is the TLD or Top Level Domain. In the example the TLD is ".com", indicating an international company. There are other TLDs such as ".net", ".org", ".biz" and ".info" designed to help you identify different types of organization.

## The advantages of using email

- **Fast:** One of the great things about email is that you can send messages and files to anyone in the world, almost instantly.

**Mass communication:** You can write one email and tell the computer to send it to lots of different addresses. This is unlike a physically posted item. Spammers can send out 'junk email' to millions of people in one go and this accounts for the 'spam' email that most people get once they start using email. This feature however can also be used legitimately, to mail all the employees within a company or to send out a newsletter to maybe thousands of people who have requested that they receive the newsletter.

**Low cost:** The cost of sending information by email is a fraction of that involved

when using the traditional mail system, especially when emailing to a different country.

**Worldwide portability:** Once you have an email account set up, you should be able to access your email from anywhere that has an Internet connection. Even many holiday hotels now have an email connection for customers!

**Time Zone friendly:** If you live in Europe and phone someone in the western United States at 9 am locally, you would either get no answer (because the office in the US would be empty), or you could be waking them up in the middle of the night. The great thing about sending an email is that you can send it anytime you want and the recipient will read the mail when they want.

**Web-based Email:** Many email providers now offer a web-based interface for accessing your email. This enables you to access your message from any web enabled PC or device without the need to install software.

## Recommendations for email content and use

- There are some simple rules when sending emails:

**USE SHORT, ACCURATE SUBJECT DESCRIPTIONS:** In a busy office situation, a person may receive many emails a day. Prior to opening the email the only indication that an email might be relevant to that person is the email subject header. Keep emails simple, short and to the point!

Avoid using all upper case letters in a message: The use of letters in UPPER CASE is considered as shouting within an email. Use of all upper case (or all lower case) can also make the message difficult to read.

**BE BRIEF:** People tend to 'skim read' email messages. If they are too long the chances are that the recipient will miss important information buried within the message.

**USE THE SPELL CHECKER:** Never send an email without spell checking the contents first. This can give a really poor impression about your organization.

**RESPECT PRIVACY AND CONFIDENTIALLY:** Never quote part of one person's email within another email without permission. In many cases there is a message attached to the bottom of emails, warning that the email is confidential!

**DON'T 'FLAME':** If some idiot emails you over something which is inappropriate, do not respond and get into a series of increasingly hostile email exchanges. This is called flaming. Never reply to unsolicited email (spam), unless you want to receive even more rubbish in your email inbox!

## SMS (Short Message Service)

- Commonly known as 'texting'. SMS allows you to send and receive text messages between mobile (cell) phones.

## Voice over Internet Protocol (VoIP)

- Voice over Internet Protocol, (VoIP pronounced voyp), is a technology that allows you to talk with other people via the Internet. You can talk for free to other people using VoIP on their computers. You can even make calls to real telephones at a much cheaper rate than normal. This system is ideal when you need to make a lot of long distance or international calls. You can use VoIP by just installing a microphone and headset, or you can purchase a special VoIP compatible phone, which will normally plug into one of the USB sockets on your computer. A well-known VoIP product supplier is Skype, who produce a range of excellent phones.



- Allows you to make inexpensive long-distance and international calls compared to traditional phone systems.
- You can search for contacts, worldwide.
- You can combine speech with video when you use a Webcam.
- Portable, people can contact you on the move as long as you have an Internet connection. This is especially useful when travelling internationally, as international calls using mobile (cell) phones are very expensive.

**WARNING:** A VoIP phone is not suitable for making emergency calls. If your computer or internet connection is unavailable you may not be able to use the VoIP phone.

Also the voice quality may be worse compared to using a traditional phone.

## Instant messaging

- Instant messaging (IM) provides a mechanism for real-time communication between two or more people sending text messages via their computers. This is different from sending an email which once sent may be read sometime later by the person you sent the email to.
- Some types of instant messaging software lets you speak rather than having to type your messages. You can use your web cam so that you can see the person you are talking to.

- **Benefits of Instant Messaging:**

**Real-time communication:**

Unlike leaving an email, IM allows you to communicate in real time and have a two way conversation.

**Knowing whether contacts are online:**

Unlike when sending a email, you can see if the person you want to send the message to is online or not.

**Low cost:**

Compared to tradition phone calls, IM is very cost effective, especially when combined with the flexibility of use and additional features compared to a traditional phone call.

**Ability to transfer files:**

As well as sending text message you can attach files including pictures, sound, video and other files.

## Online (virtual) communities

- It is important to understanding the concept of online (virtual) communities. These can take many forms including:
  - Social networking websites
  - Internet forums
  - Chat rooms
  - Online computer games

## Social networking websites

- These sites allow you to link up with other people, to share news, experience and gossip. Some such as 'Friends Reunited' are specifically designed to let you find friends that you have lost contact with.

- MySpace



- Facebook



- **Friends Reunited**



## Internet forums (message boards / discussion boards)

- An Internet forum is a web based application that lets you join in online discussions. You can post your views or comments for all in the forum to see and react to. Try searching the Web for information on message boards and you will find that there is a discussion for you, whatever your interest!

## Chat rooms

- The term 'chat room' has had a lot of media attention over the last few years. The term has evolved to include any web based mechanism to share your news with other on the web. The communication is in real time, i.e. you can talk to other individuals, rather than leaving messages. Try searching the Web for more information and examples.

## Online computer games

- Online games are games that are access and played via the Internet. In many cases you can play against other people. Try searching the web use the phrase 'online computer games' and you will find lots of sites you can access.

# Security Issues

## Spam

- Spam is the bulk sending of unsolicited and often fraudulent email messages, normally trying to sell a commercial product or service. There are companies which will sell lists of email addresses by the million. If you are a regular Internet user, then the chances are that the providers of these lists will pick up your email address (using a variety of sneaky techniques). As more and more companies buy in these lists and use them in their marketing campaigns, you will receive more and more spam emails, offering you an increasingly bizarre range of products and services! In many countries the sending of spam is now against the law!
- Increasingly unscrupulous marketing companies are using popup windows within your Web browser to display unwanted messages. There are now many anti-popup programs available to help block this newer type of spam.

## Viruses

- Be very careful about opening files which are attached to email messages as they may contain viruses. You should know that Microsoft Word documents can contain special types of virus, called macro viruses. Even pictures can contain virus like code.

## Phishing

- Phishing refers to efforts to trick you into revealing your personal or financial information. This is often done by sending out millions of emails at random claiming to be from your bank or similar organizations and then requesting that you update your details, using a link provided within the email. When you click on this link you are taken to a web site that looks just like the real thing but is in fact a copy of a banks web site. When you type in your details, you have just given the information to criminals who will use that information in identity theft related crime.
- Be careful of emails claiming to be from financial institutions or popular web sites instructing you to click on a link and login. Often the link points to a clone of the legitimate web site which is under the control of criminals. Should you click on the link & log into the fake site you will have inadvertently given your password details away. Never click on a link in an email, to be safe open your web browser and type in the address for the web site, this way you can be sure that you are viewing the legitimate site.

Modern web browsers such as Internet Explorer 7+ or Mozilla Firefox 2+ have anti-

phishing features that will display a warning if you visit a web site that has been identified as fraudulent.

## Digital signatures

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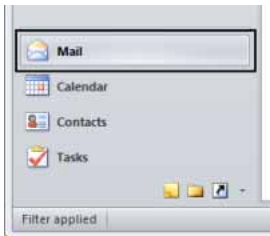
- A digital signature is a code which is attached to an email to uniquely identify the sender. Like a traditional hand written signature the purpose of the digital signature is to guarantee that the sender of the message is who he or she claims to be. Digital signatures employ sophisticated encryption techniques to ensure that they cannot be counterfeited.

SAMPLE

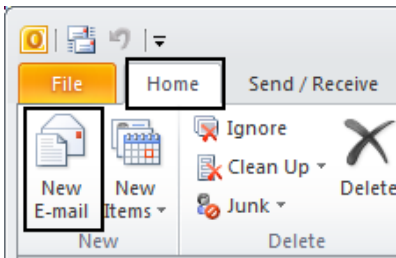
# Sending Messages

## Creating and sending your first email

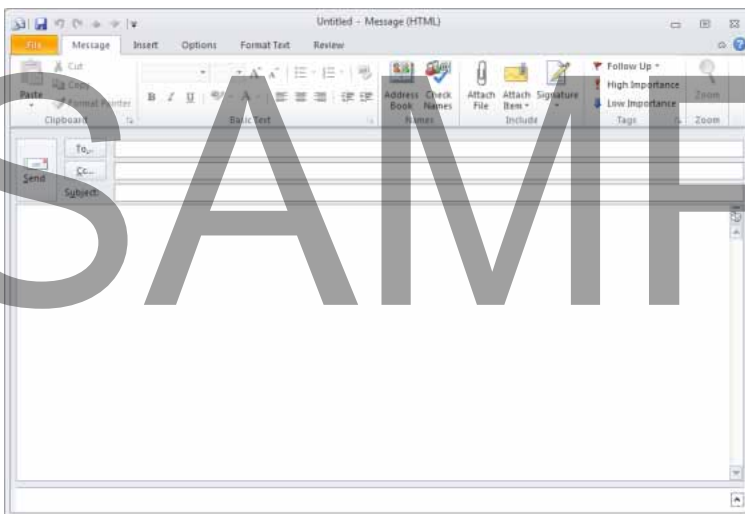
- Start the **Outlook** application.
- Click on the **Mail** button, located near to bottom of the navigation pane.



- Click on the **Home** tab.
- Click on the **New E-mail** button in the **New** group on the ribbon.

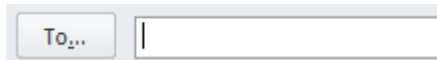


You will see the **Message** window displayed, as illustrated.



- First you need to enter the email address of the person you are sending the email to, in the **To** section of the window. Your tutor should have given you a list of email

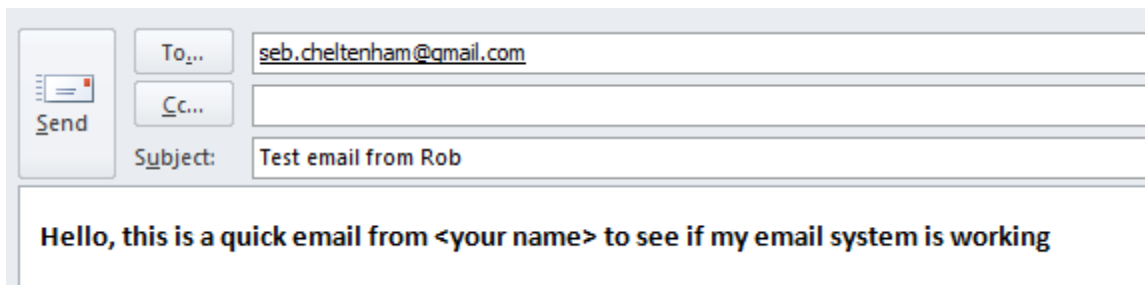
addresses of the other people taking this course. Enter the email address of one of these people.

A screenshot of the Outlook 'To:' field. The label 'To...' is in a small box on the left, followed by a larger empty text input box.

- Next you need to click within the **Subject** box and type in a title for your email. Type in any title you want such as **Message from <your name>**.

A screenshot of the Outlook 'Subject:' field. The label 'Subject:' is in a small box on the left, followed by a larger empty text input box.

- We are now ready to type out the body text for your email. Click within the white area of the window and you will see the insertion point indicating that you can type your message. In this case type in any message you want. Keep it short as this is just a test email to see if you can send messages. Use a message such as **'Hello, this is a quick email from <your name> to see if my email system is working'**

A screenshot of the Outlook email composition window. The 'To:' field contains 'seb.cheltenham@gmail.com'. The 'Subject:' field contains 'Test email from Rob'. The 'Send' button is visible on the left. Below the fields, the body text reads: 'Hello, this is a quick email from <your name> to see if my email system is working'.

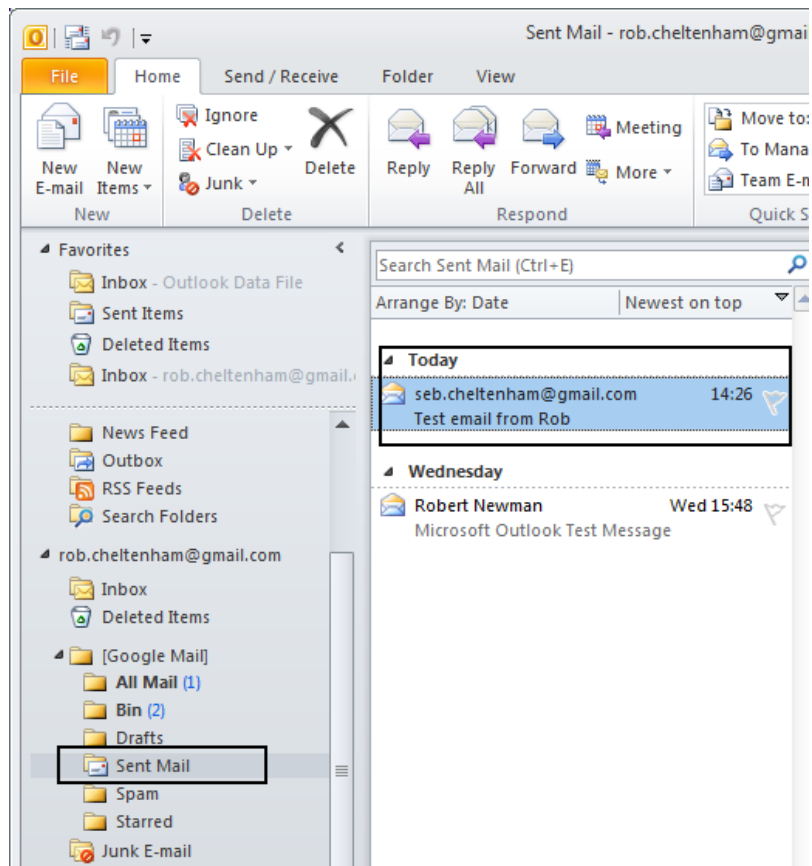
- Click on the **Send** button.



- That was it. You have just sent your first email. As you can see using Outlook is really simple, in fact easier than writing a traditional letter and a lot faster to deliver.

### Checking that your email was sent

- Click on the **Sent Items** or **Sent Mail** folder icon in the navigation pane and you will see that the email has been sent as expected.



Depending upon your email system, you may have more than one Sent Items or Sent Mail folders.

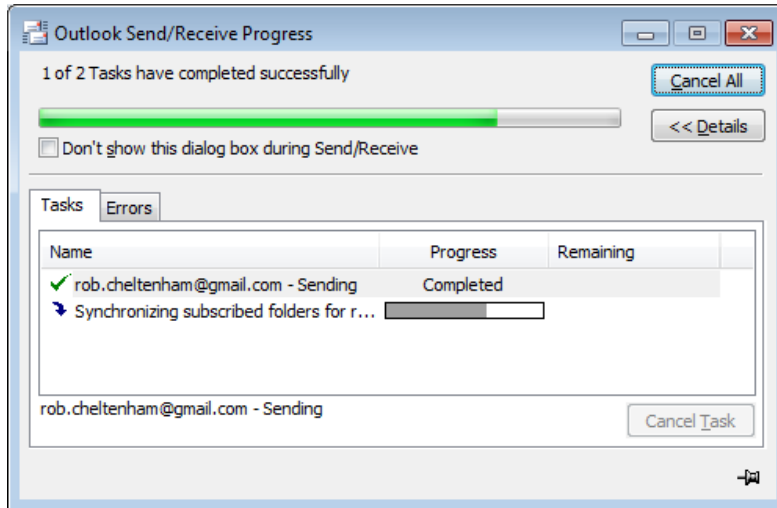
**TIP:** If you do not see an item listed here, wait a short while and see if it appears. If you do not see it, try clicking on the **Outbox** icon and see if the item is waiting to be sent. It should disappear from the **Outbox** and then appear in the **Sent Emails** box. If you are still having problems, seek help from your tutor now.

## Sending emails to more than one person at a time

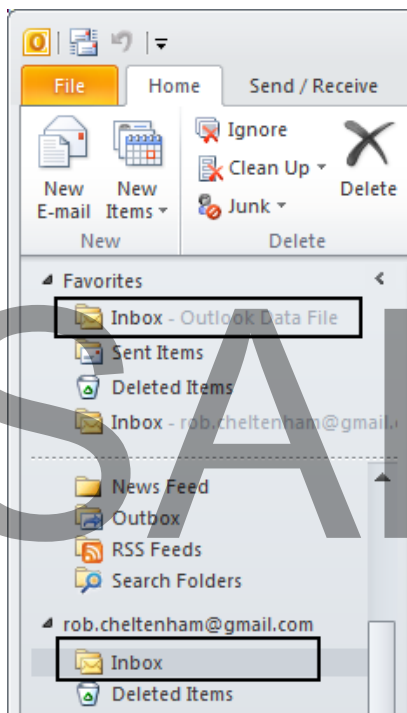
- It is very easy to send your email to lots of people at the same time. Click on the **New E-mail** button again. Click on the **To** box and type in the first email address from the list your tutor has supplied. Then type in a comma and type in the next email on the list (with no spaces). Carry on typing in the entire list of email addresses, remembering to place a comma before each email address that you type in.
- In the **Subject** field, type in a subject for your email (anything will do).
- In the body text area type in a short message.
- Click on the **Send** button and the same message will be sent to everyone on your list.

## Receiving emails

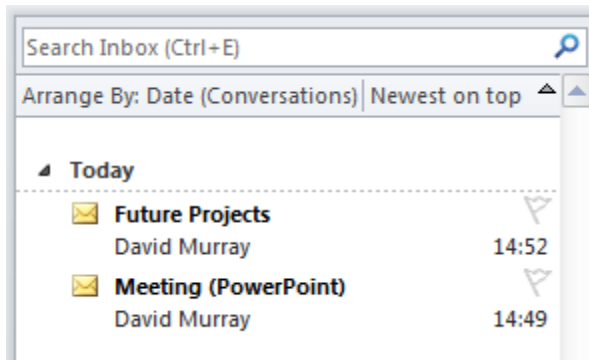
- The rest of the class has now sent you an email. Each email will have a different subject and different message content. If you can't see any new messages, press the **F9** key to force Outlook to retrieve new emails.



- To see what messages you have received, click on the **Inbox** folder icon. Depending on your email system you may have more than one Inbox folder.



- The emails that you have received will be listed in the message list to the right of the navigation pane.



## Sending a copy of a message to another address

- To send a copy of a message to another email address, type the address into the **Cc** (Carbon Copy) field.

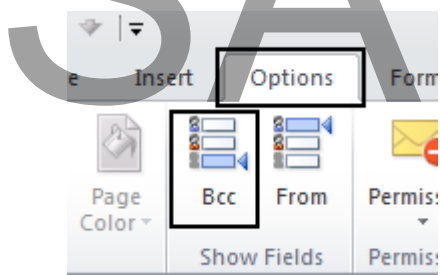


## What is a blind carbon copy?

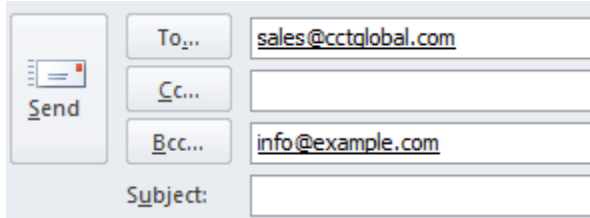
- A blind carbon copy is a copy of the message which is sent to someone in secret, other recipients of the message will not know that the person has received a copy of the message.

## Sending a copy of a message to another address using blind carbon copy

- Whilst composing your email in the Message window, display the Bcc field by clicking on the **Options** tab selecting the **Bcc** button from the **Show Fields** group on the ribbon.



- Type the address of the person you wish to receive the blind carbon copy into the **Bcc** text box.

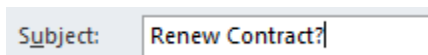


The screenshot shows the 'Send' dialog box in Outlook 2010. It features a 'Send' button on the left. To the right, there are three input fields: 'To...' containing 'sales@cctglobal.com', 'Cc...' which is empty, and 'Bcc...' containing 'info@example.com'. Below these fields is a 'Subject:' label followed by an empty text box.

- In the example above the message is addressed to **sales@cctglobal.com**, in addition a copy of the message will also be sent to **info@example.com** without the knowledge of the other recipients.

### Setting the message subject

- Enter a short overview of the message into the **Subject** field box.

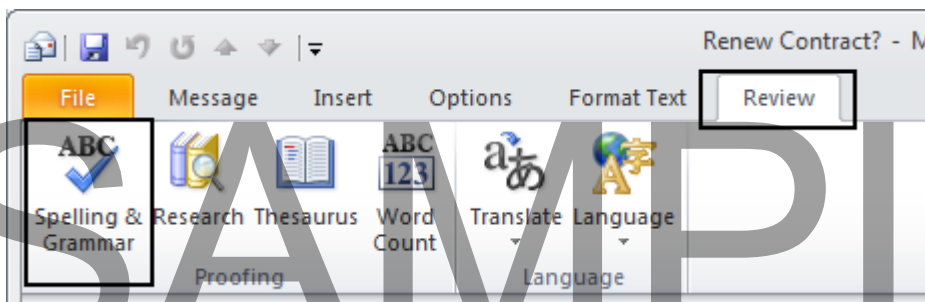


The screenshot shows the 'Subject:' field in Outlook 2010. The text 'Renew Contract?' is entered into the field.

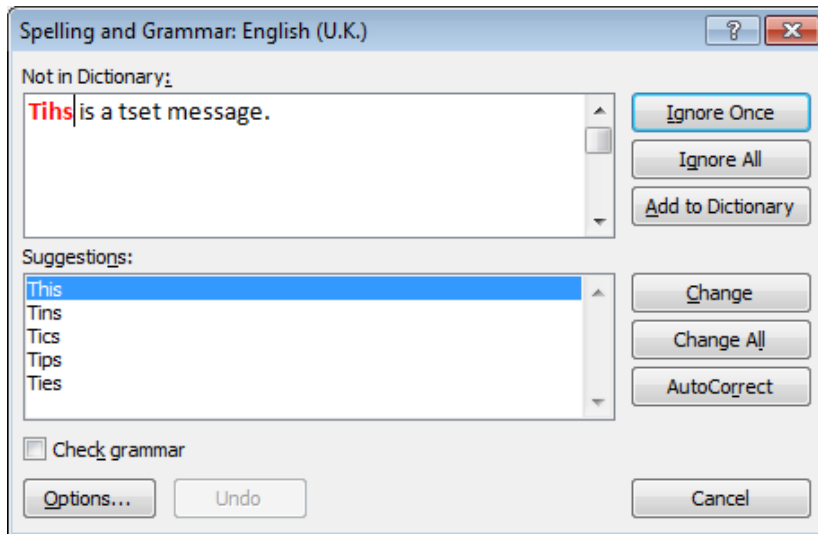
The message subject should be short but informative. The recipient of the email should be able to get a good idea of the content of the message from just looking at the subject line, this makes managing large volumes of emails much less time consuming.

### Spell checking your message

- Click on the **Review** tab followed by the **Spelling & Grammar** button, or press the **F7** key.

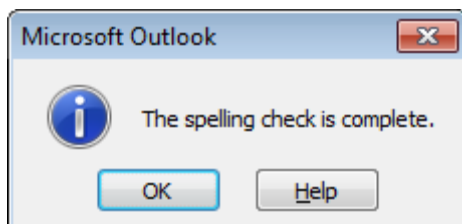


- Outlook will now check the spelling of your message. If an incorrectly spelt word is encountered the **Spelling and Grammar** dialog box will be displayed.



The incorrectly spelt word is displayed in red, Outlook suggests correctly spelt words from its dictionary.

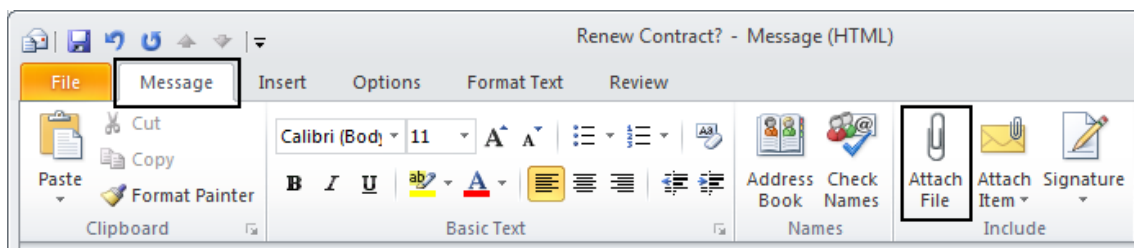
- Select the correct spelling from the list of suggested words and click on the **Change** button to correct the word.
- When Outlook reaches the end of your message the following dialog box is displayed.



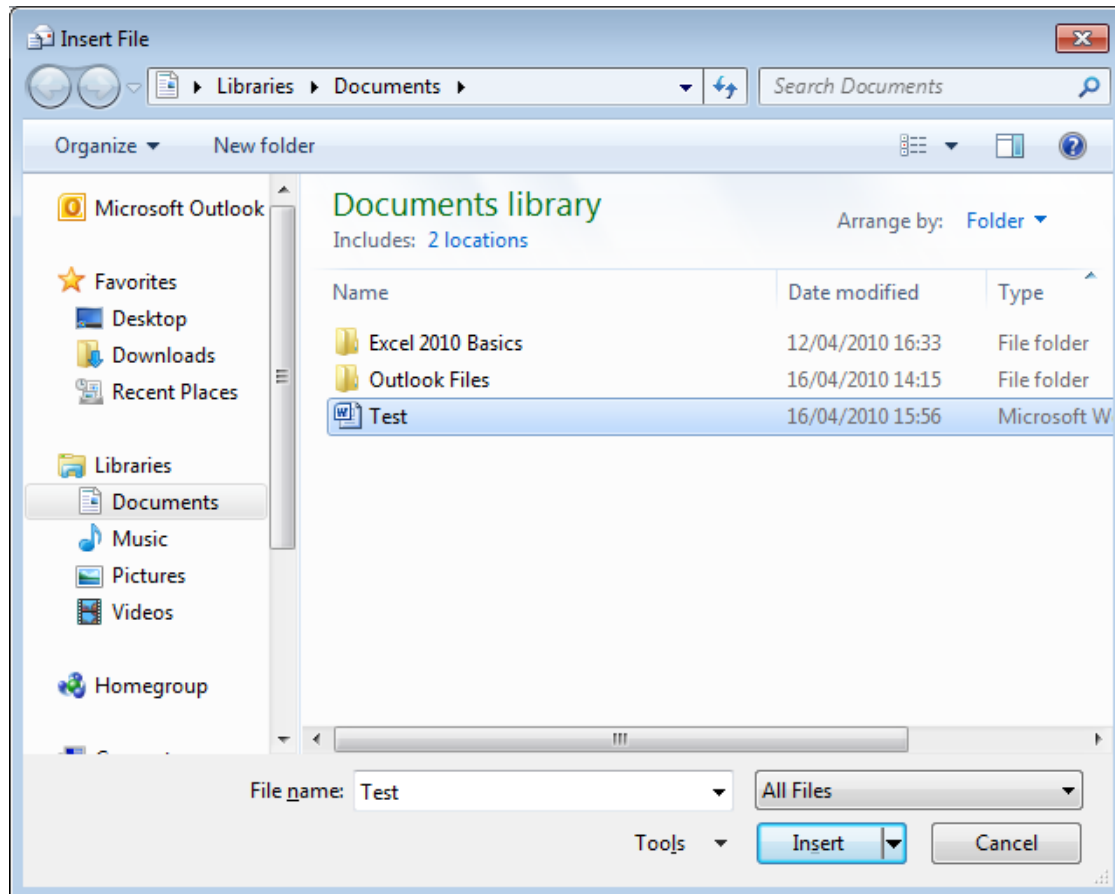
- Click on the **OK** button to close the dialog box and finish the spell checking session.

## Attaching a file to a message

- Display the **Message** tab and click on the **Attach File** button from the Include section.



- Outlook will display the **Insert File** dialog box, locate and select the file you wish to attach to your message.



- Click on the **Insert** button. The **Insert File** dialog box will close, the attached file will be shown below the Subject field.

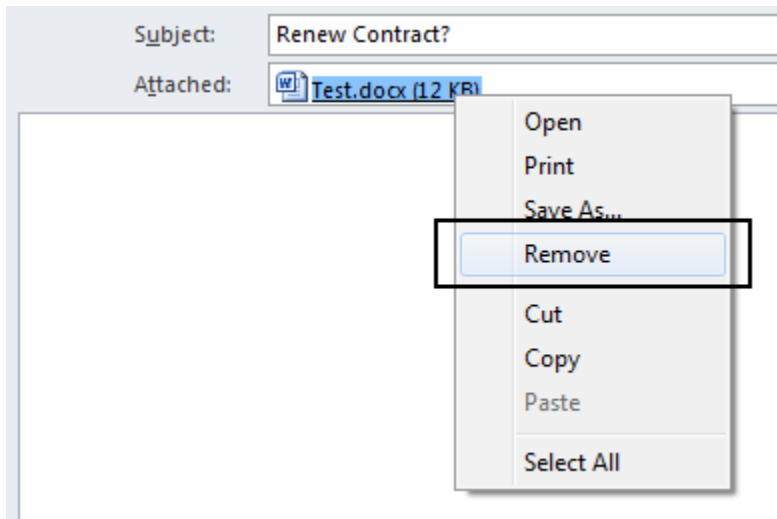
Subject: Renew Contract?

Attached: Test.docx (12 KB)

- When you are attaching files to emails be aware of the file size. In general, messages travelling across the internet with files greater than 5 megabytes in size attached are likely to be returned undelivered. Certain files types such as Windows executable (.EXE) files may also be rejected as they are common carriers of viruses or malware.

### Deleting an attached file from an outgoing message

- Attached files are displayed below the **Subject** field. To delete an attached file, right click on the file you wish to delete to display a popup menu.



- Select the **Remove** command. The file is no longer attached to the message.

### Issues when sending file attachments

- There are a number of issues to consider such as:

#### File size limits:

If you attach a file of a certain size, then the coding necessary to attach the file to the email will make the file size of the attached file larger than the original file size.

Many email systems will set limits on the size of email attachment that they will accept. These limits differ from one system to another. Also remember that the larger the attached file the longer your email will take to be delivered.

#### File type restrictions:

Many email systems will block attached files if the attachment is an executable file. This is because many viruses and other malicious software types are spread through the emailing of attached executable files. Even if you can attach an executable file, do not be surprised if the email is rejected by the email software of the person you are sending the file to.

#### Do not send too many attachments at the same time:

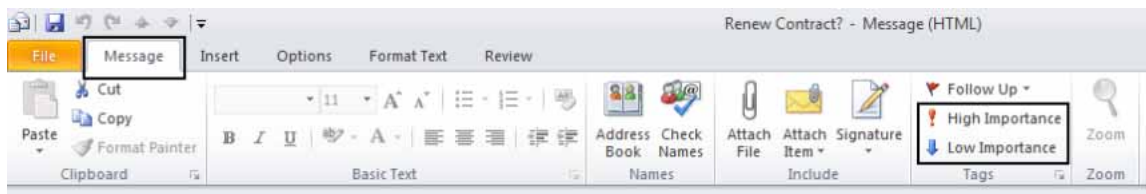
Sending a lot of simultaneous attachments (such as photographs), may exceed file size attachment limits.

#### Netiquette:

Remember do not send large file attachments to people who are not expecting them.

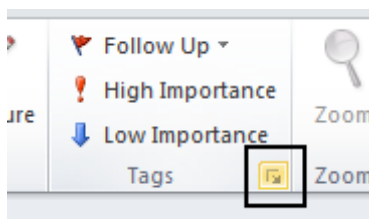
## Setting message importance (message priority)

- Click on the **Message** tab. Use the icons in the **Tags** group to assign importance to your message.

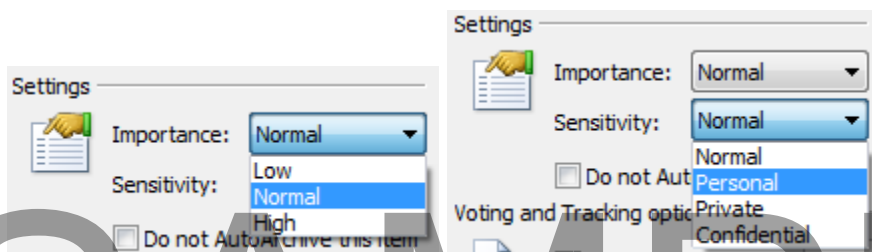


## Setting message sensitivity

- To set the sensitivity of your message, click on the **Message** tab and then click on the Message Options dialog box launcher icon as shown.



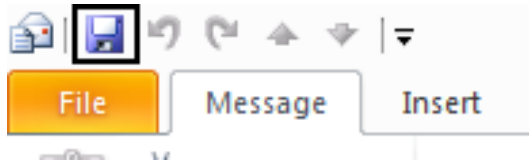
- A dialog box will be displayed enabling you to set the **Importance & Sensitivity** options.



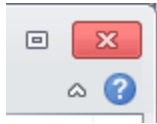
- Close the dialog box by clicking on the **Close** button.

## Saving a draft copy of an e-mail

- It is possible to save an email that you are currently writing to be completed and sent at a later time.
- To do this, simply click on the **Save** icon, displayed at the top-left of the Message window.



- You may now close the **Message** window by clicking on the **Close** icon.



- The message will be saved into the **Drafts** mail folder. To resume editing the message open the **Drafts** mail folder from the navigation pane and double-click on the message.

# SAMPLE

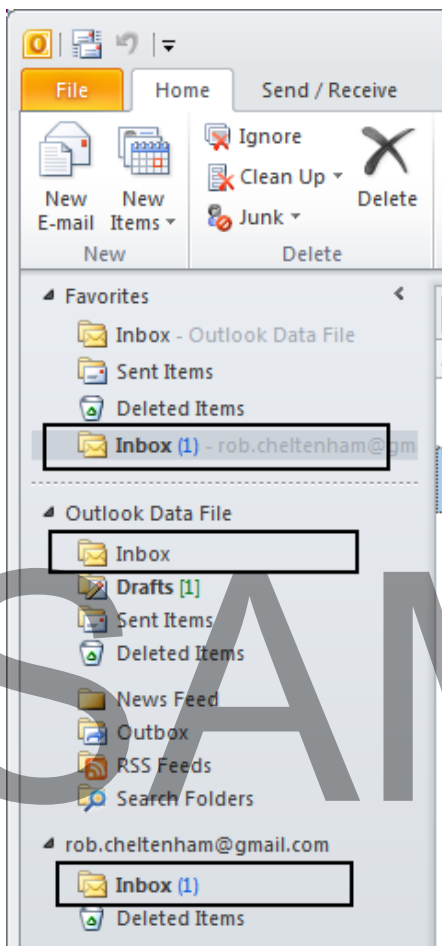
# Receiving, reading and replying to messages

## The Inbox folder

- The Inbox folder is where you view & reply to email messages that you have received.

## Opening the Inbox folder

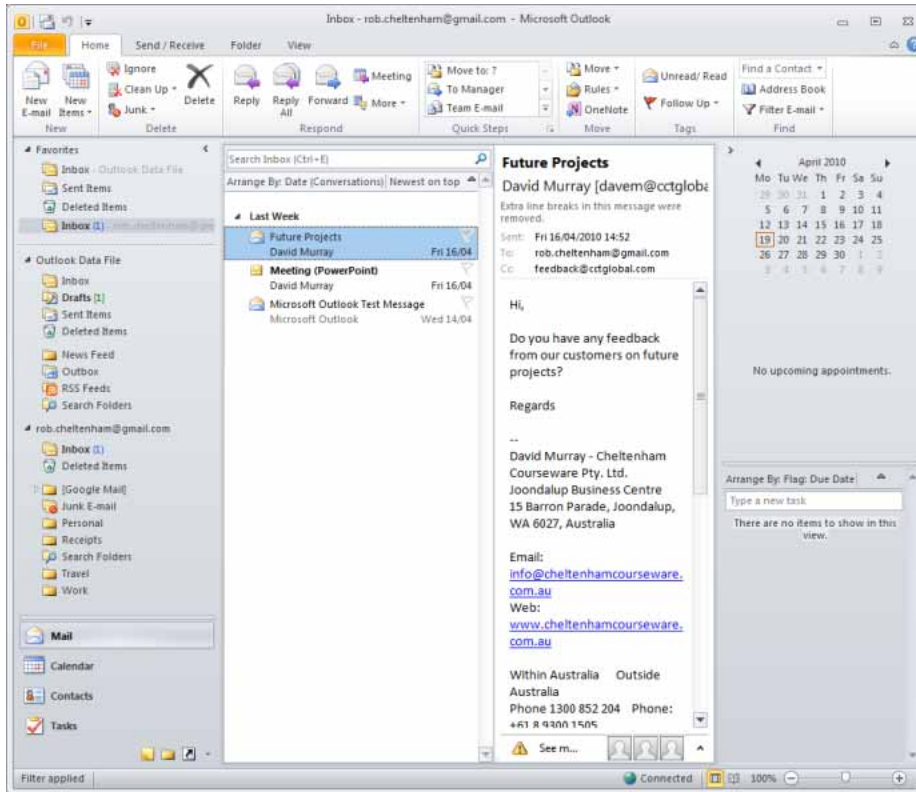
- To open the Inbox folder, click on the word **Inbox** displayed in the navigation pane to the left of the Outlook window.



Depending on your email system you may have more than one Inbox folder. Open the Inbox folder which contains the email messages which you have received.

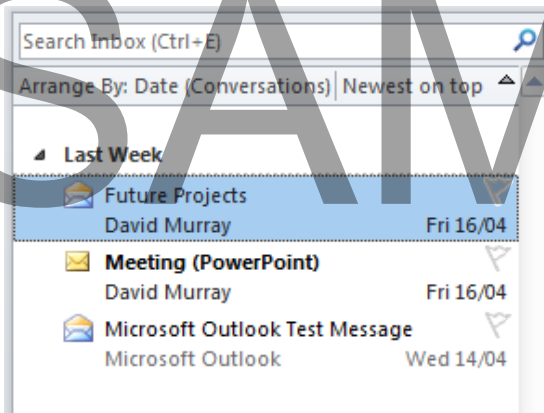
## The Inbox screen

- By default the Inbox screen is displayed as below. The navigation pane is on the far left with any message contained within the Inbox listed beside it. To the right of the message list is the reading pane; the content of the message is displayed here.

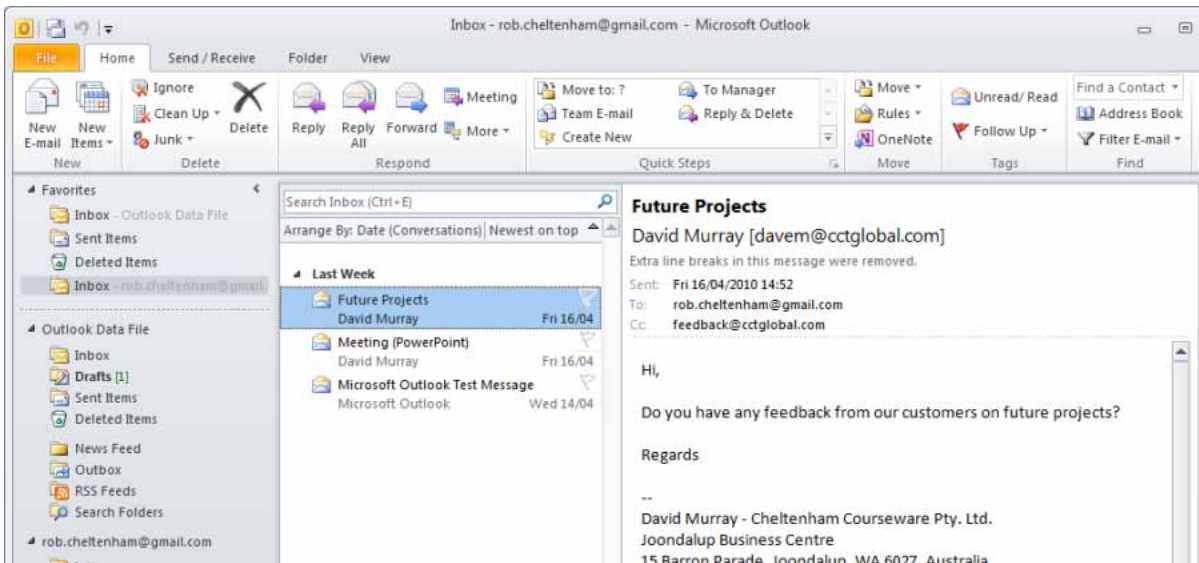


## Selecting a message

- To select a message, click on the message in the list.

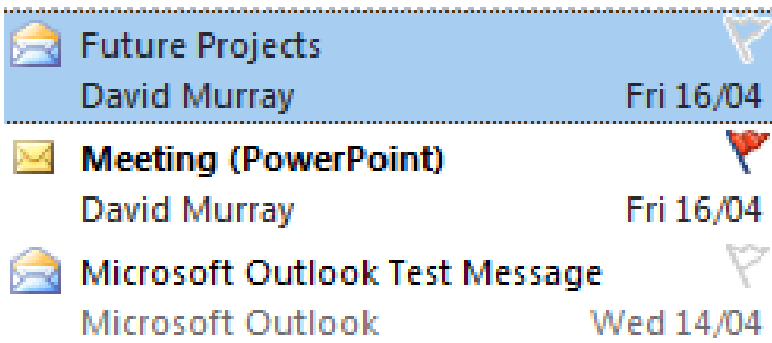


- Once a message is selected, the contents of that message will be displayed in the reading pane.



### Message Status icons

- Messages have icons associated with them to help you manage your emails.



A closed envelope means that the message has not been read.



An open envelope is displayed next to a message that has been viewed.

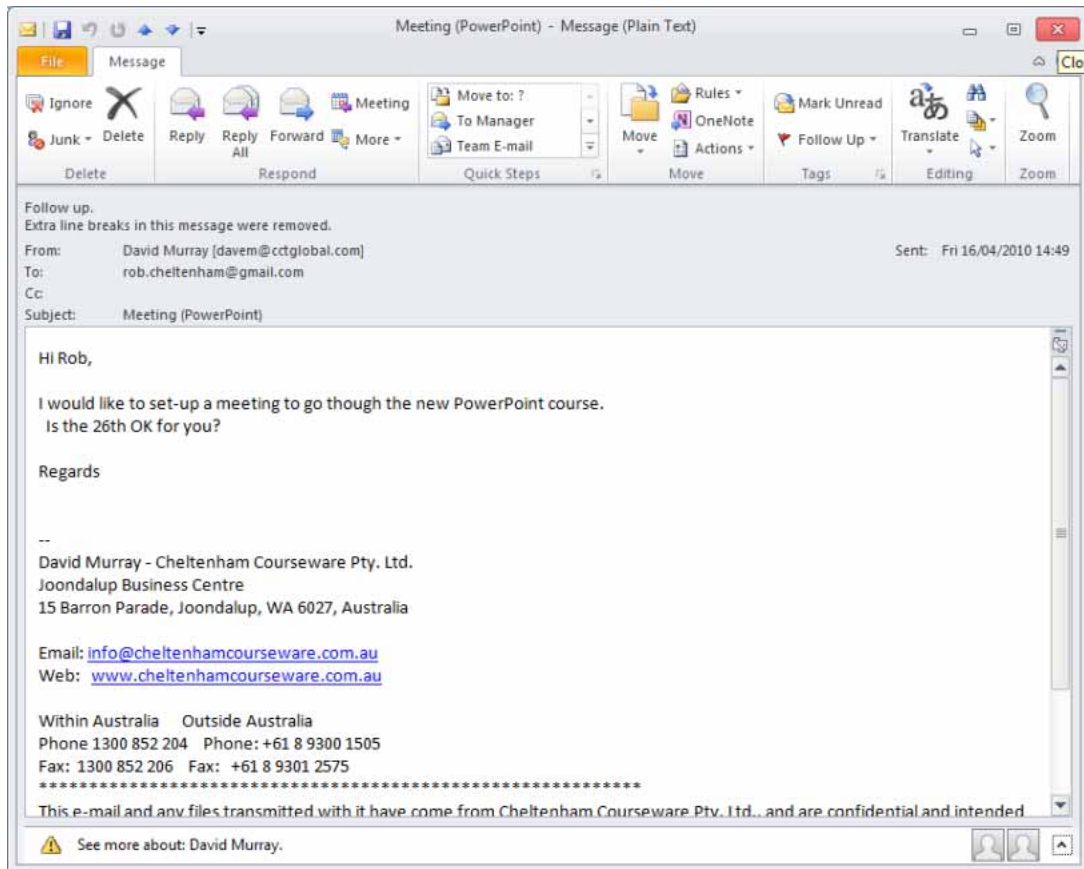


You can attach flags to messages that you need to revisit at a later date. We will see how to do this later.

SAMPLE

## Reading a message

- Sometimes it is more convenient to view a message in a separate window; this allows you to have multiple messages on view simultaneously. To do this double click on the message, a new message window will open.



- The message window displays the message text along with the headers which show who the message was from and the subject.
- To close the message window click on the **Close** icon in the top right of the window.



## End of the preview sample



This sample is approximately half of the full course. Please see the table of contents at the beginning of this document to see the full list of topics covered in the full course.

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