Microsoft® **Outlook 2016**

Quick Reference Card

- **To Access the Inbox:** Click the **Mail** button in the Navigation Bar.

- **To Check for New Messages:** Click the **Send/Receive** button on the Quick Access toolbar, or press **F9**.

- **Message Indicators:**
Message has not been read.
File is attached to the message.
Message has high or low importance.

- **To Open a Message:** Click a message to preview or double-click to open it.

- **To Reply to the Message Sender:** Click the message, click the **Reply** button, type your reply, and click the **Send** button.

- **To Reply to All Message Recipients:** Click the message, click the **Reply to All** button, type your reply, and click the **Send** button.

- **To Forward a Message:** Click the message, click the **Forward** button, enter e-mail addresses in the **To** box, enter comments in the text box, and click the **Send** button.

- **To Delete a Message:** Select the message and press the **Delete** key.

- **To Create a New Message:**
1. Click the **New** button or press **Ctrl** + **N**.
2. Enter the e-mail addresses in the **To** box, or click the **To** button to use the address book.
3. Click the **Cc** button and select the e-mail addresses for recipients to whom you want to send a copy of the message.
4. Enter the subject of the message in the **Subject** box.
5. Enter the text of your message in the text box.
6. Click the **Send** button.

- **To Attach a File:** Create a new message, click the **Attach File** button in the Include group on the Ribbon in the Message window, select the file you want to send, and click **Insert**.

- **To Send a Blind Carbon Copy (Bcc):** In the message window, click the **Options** tab on the Ribbon and select **Show Bcc** in the Fields group. Click the **Bcc:** button and select the e-mail addresses for recipients to whom you want to send a blind copy of the message.

- **To Open an Attachment:** Double-click the attachment at the top of the message window.

Mail
folders
Title Bar
Messages
Navigation
Bar
Ribbon
To-Do Bar
Reading Pane

Shortcuts
Add shortcuts to folders and locations in Outlook for quick access.

Use to organize to-do lists, track task progress, and delegate tasks.
Contains mail-related folders like your Inbox, Sent Items and Search Folders. Use the Favorite Folders at the top of the pane for easy access to frequentlyused mail folders.
Enables you to view and schedule appointments, events, and meetings. View shared calendars and compare calendars by viewing them side by side.
Use to store and keep track of addresses, numbers, and e-mail addresses.

Notes
Use like electronic Post-It® Notes to write down information.

Folder List
Displays a list of all your Outlook folders in the Navigation pane.

New
Delete
Move to
Folder
Reply to
the Sender
Reply to All
Recipients
Forward
Message
Address
Book
Find a
Contact
Mark for
Follow Up
Save **Ctrl + S**
Print **Ctrl + P**
Undo **Ctrl + Z**
Cut **Ctrl + X**
Copy **Ctrl + C**
Paste **Ctrl + V**
Check Spelling **F7**
Check for Mail **F9**
Save, Close, **Alt + S**
and Send
Reply **Ctrl + R**
Reply to All **Alt + L**
Address Book **Ctrl + Shift + B**
Help **F1**
Switch Between **Alt + Tab**
Applications
New Item **Ctrl + N**

Keyboard Shortcuts

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Like in Outlook 2010, the File menu and Ribbon replace the Office button and Standard Toolbar in Outlook 2013. Ribbon Quick Access Toolbar

- **To Flag a Message as a To-Do Item:** Right-click the message, select **Follow Up** from the contextual menu, and select a flag. Or, click the flag icon on the message. Or, select the message, click the **Follow Up** button on the Ribbon and select a flag.

- **To Clear a Flagged Message:** Right-click the message, select **Follow Up** from the contextual menu, and select **Clear Flag**.

- **To Categorize a Message by Color:** Click the **Quick Click** icon on the message. Or, right-click the message, select **Categorize** from the contextual menu, and select a color category. Or, select the message, click the **Categorize** button on the Ribbon, and select a flag.

- **To Recall a Message:** Open the **Sent Items** folder. Double-click the message, click the **Actions** button in the Move group on the Ribbon, and select **Recall This Message**. Choose to delete the message or replace the message with a new one in the dialog box and click **OK**. *You can only recall a message if you are using MS Exchange Server and the recipient has not opened it.*

- **To Resend a Message:** Open the **Sent Items** folder. Double-click the message, click the **Actions** button in the Move group on the Ribbon, and select **Resend This Message**. Enter new recipients in the message window and click **Send**.

- **To Save a Message as a Draft:** Click the **Save** button on the Quick Access Toolbar in the message window. The message appears in the Drafts folder.

- **To Move an Item to a Different Folder:** Select the item, click the **Move to Folder** button and select the destination folder. Or, click and drag the item to a different folder in the Navigation Pane.

- **To View Your Contacts:** Click the **People** button in the Navigation Bar.

- **To Create a New Contact:** Click the **New Contact** button on the Ribbon.

- **To Edit a Contact:** Double-click the contact.

- **To Find a Contact:** Type words to search for in the **Search Contacts** box.

- **To Delete a Contact:** Select the contact and press the **Delete** key.

- **To Change Views:** Select the desired view in the Current View section of the

- **To View the Calendar:** Click the **Calendar** button in the Navigation Bar. Contacts Navigation pane.

- **To Change Views:** Click the **View** tab on the menu bar and select the desired view. Or, click one of the **Day**, **Week**, or **Month** view buttons.

- **To Schedule an Appointment:** Click the **New Appointment** button or press **Ctrl** + **N**.

- **To Schedule a Recurring Appointment:** Click **New Items** on the Ribbon and select **Appointment** from the menu. Click the **Options** arrow and then the **Recurrence** button. Fill in the fields and click **OK.**

- **To Schedule a Meeting Request:** Click the **New Meeting** button on the Ribbon and in the **To…**field type the contact that you wish to include.

- **To Schedule an All Day Event:** Click **New Items** arrow on the Ribbon and select **New All Day Event** from the menu.

- **To Reschedule an Item:** Double-click the meeting, appointment, or event, make your changes and click the **Save & Close** button.

- **To View Your Tasks:** Click the **Tasks** button in the Navigation Bar.

- **To Create a New Task:** Click the **New** button, press **<Ctrl** + **<N**, or type a new task in the text box at the top of the window or in the "**Type a new task**" box in the To-Do Bar.

- **To Complete a Task:** In Simple List view, check the task's check box.

- **To Delete a Task:** Select the task and press the **Delete** key.

- **To Create a Recurring Task:** Double-click the task and click the **Recurrence** button on the Ribbon.

- **To Assign a Task:** Double-click the task, click the **Assign Task** button in the Manage Task group on the Ribbon, enter the person's name in the **To** box, and click **Send**.

- **To Create a Distribution List:** Click the **New Items** button arrow on the Ribbon and point to More Items and select **Contact Group**. Click **Add Members** in the Members group on the Ribbon, select the location of the contacts you wish to use and select a name in the list. Click the **Members** button and repeat for each name to be added. Click **OK**, then click **Save & Close** in the Actions group.

- **To Create a Signature:** Go to **File**, select **Options** and click the **Mail** tab. Click the **Signatures** button, and create the new signature.

- **To Change a Message's Options:** In the message window, click the **Options** tab on the Ribbon and click the **More Options** Dialog Box Launcher . Here you can specify the level of importance or sensitivity of the message, add voting buttons to the message, indicate where replies should be sent to, choose to receive read receipts and encrypt the message or delay its delivery.

- **To Use the Rules Wizard:**
1. Make sure that you're in the **Inbox**.
2. Click **File** on the menu bar, click the **Info** tab select **Manage Rules and Alerts**, and click the **New Rule** button.

3. Select the type of rule you want to create and click **Next**.
4. Click the first piece of underlined text in the Step 2 box, which may be people or distribution lists, specific words, etc.
5. Specify the criteria—a person's name, a keyword, etc.—and click **OK**.
6. Click the next piece of underlined text in the Step 2 box and specify the name of the folder where you want to move the messages or the action you want done to the message.
7. Click **Finish** to complete the rule and click **OK**.