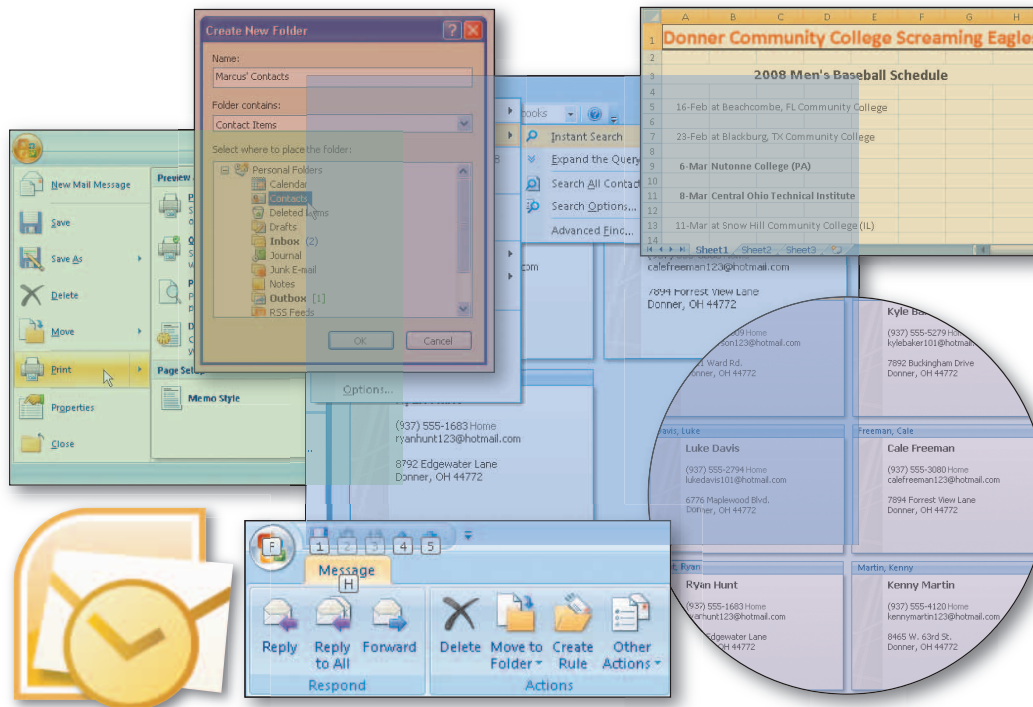


# 1 Managing E-Mail and Contacts with Outlook



## Objectives

You will have mastered the material in this chapter when you can:

- Start and quit Outlook
- Open, read, print, reply to, and delete electronic mail messages
- View a file attachment
- Create and insert an e-mail signature
- Compose, format, and send e-mail messages
- Insert a file attachment in an e-mail message
- Flag, categorize, sort, and filter e-mail messages
- Set e-mail importance, sensitivity, and delivery options
- Create a personal folder
- Create and print a contact list
- Use the Find a Contact feature
- Organize the contact list
- Track activities of a contact
- Use Outlook's Help

# 1 Managing E-Mail and Contacts with Outlook

## What Is Microsoft Office Outlook 2007?

**Microsoft Office Outlook 2007**, usually referred to as simply Outlook, is a powerful communications and scheduling program that helps you communicate with others (Figure 1-1), keep track of your contacts, and organize your calendar. Personal information management (PIM) programs such as Outlook provide a way for individuals and work-groups to organize, find, view, and share information easily. Outlook allows you to send and receive electronic mail (e-mail) and permits you to engage in real-time messaging with family, friends, or coworkers using instant messaging. Outlook also provides you with the means to organize your contacts. Users can track e-mail messages, meetings, and notes related to a particular contact. Outlook's Calendar, Contacts, Tasks, and Notes components aid in this organization. Contact information readily is available from the Outlook Calendar, Mail, Contacts, and Task components by accessing the Find a Contact feature.

**Electronic mail (e-mail)** is the transmission of messages and files over a computer network. E-mail has become an important means of exchanging information and files between business associates, classmates and instructors, friends, and family. Businesses find that using e-mail to send documents electronically saves both time and money. Parents with students away at college or relatives who are scattered across the country find that communicating by e-mail is an inexpensive and easy way to stay in touch with their family members. In fact, exchanging e-mail messages is one of the more widely used features of the Internet.

This latest version of Outlook has many new features to help make you more productive. For example, Outlook now offers Instant Search, which finds your information, no matter which folder it is in. Outlook also has added Color Categories, which let you apply the same color category to e-mail, calendar, and task items so you can visually locate all associated items. Outlook has added flags you can use to create and mark a follow-up item for tracking. The new To-Do Bar is a feature that integrates tasks, e-mail messages flagged for follow up, and calendar information in a toolbar located adjacent to the reading pane.

To illustrate the features of Outlook, this book presents a series of projects that use Outlook to create and send e-mail messages and create and manage a contact list.

### Project Planning Guidelines

The process of composing an e-mail message that communicates specific information requires careful analysis and planning. As a starting point, establish why the message is needed. Once the purpose is determined, analyze the intended readers of the message and their unique needs. Then, gather information about the topic and decide what to include in the message. Finally, determine the document design and style that will be most successful at delivering the message. Creating a contact list is simply a matter of who you want to add to the list. The contact list can be used to store people you have frequent contact with via e-mail, telephone, or fax. The contact list can also be used as a mailing list. Each project in this book provides practical applications of these planning considerations.

# Project — Communicating Over the Internet

The project in this chapter follows general guidelines and uses Outlook to create the contacts and messages shown in Figure 1-1. To communicate with individuals and groups, you typically send or deliver some kind of message. Telephone calls, faxes, and letters are examples of messages. E-mail is a convenient way to send information to multiple recipients simultaneously, instantly, and inexpensively.



Figure 1-1

As the captain of the Donner Community College baseball team, you use Outlook to keep the players up to date with team information using your school e-mail system. You also use the contact list to store addresses and phone numbers of each member of the team. The project uses the communications features of Outlook to compose, send, and read e-mail messages. In addition to using Outlook's communication tools, this project shows you how to create and organize a contact list. Using the contact list (Figure 1–1a), a user selects a recipient for an e-mail message and then sends an e-mail message requesting information from the recipient (Figure 1–1b). The recipient replies by sending an e-mail message (Figure 1–1c) and includes the requested information as an attachment (Figure 1–1d), or a file included with the e-mail message, that the recipient can open.

## Overview

As you read this chapter, you will learn how to communicate over the Internet as shown in Figure 1–1 by performing these general tasks:

- Open and read e-mail messages.
- Print an e-mail message.
- Reply to and forward an e-mail message.
- View a file attachment.
- Create an e-mail signature.
- Compose and format an e-mail message.
- Attach a file to an e-mail message.
- Organize and sort e-mail messages.
- Create and organize a contact list.
- Print a contact list.

### Plan Ahead

#### General Project Guidelines

When creating an e-mail message, the actions you perform and decisions you make will affect the appearance and characteristics of the finished message. As you create an e-mail message such as those shown in Figure 1–1, you should follow these general guidelines:

1. **Choose the words for the Subject line.** The Subject line should indicate the main subject of the message. Use as few words as possible. You should never leave the Subject line blank.
2. **Ensure that the content of the message is appropriate for the recipient.** An e-mail sent to a close friend may be considerably different from one sent to an instructor, coworker, or client. Use e-mail etiquette when composing your message. For work related e-mails, avoid shortening words or using abbreviations (i.e., u for you, r for are, 2 for to, etc.).
3. **Choose the words for the text.** Follow the *less is more* guideline. The less text, the more likely the message will be read to completion. Use as few words as possible to make a point.
4. **Identify how to format various elements of the text.** The overall appearance of a message significantly affects its ability to communicate clearly. Examples of how you can modify the appearance, or format, of text include changing its shape, size, color, and position on the page.
5. **Alert the recipient when sending large file attachments.** Some e-mail servers allow file attachments up to a certain size. If possible, compress large files using WinZip or comparable software. If several attachments are required, you may have to send multiple e-mails.

When necessary, more specific details concerning the above guidelines are presented at appropriate points in the chapter. The chapter also will identify the actions performed and decisions made regarding these guidelines during the creation of the messages shown in Figure 1–1.

# Starting and Customizing Outlook

If you are using a computer to step through the project in this chapter and you want your screen to match the figures in this book, you should change your screen's resolution to 1024 × 768. For information about how to change a computer's resolution, read Appendix E.

## To Start and Customize Outlook

The following steps, which assume Windows is running, start Outlook based on a typical installation. You may need to ask your instructor how to start Outlook for your computer.

**1**

- Click the Start button on the Windows taskbar to display the Start menu.
- Point to All Programs on the Start menu to display the All Programs submenu.
- Point to Microsoft Office on the All Programs submenu to display the Microsoft Office submenu (Figure 1-2).



**Figure 1-2**

- 2**
- Click Microsoft Office Outlook 2007 to start Outlook. If necessary, click the Mail button in the Navigation Pane and then click the Inbox folder in the All Mail Folders pane to display the Inbox message pane (Figure 1–3).
  - If the Inbox – Microsoft Office Outlook window is not maximized, click the Maximize button next to the Close button on its title bar to maximize the window.

**Q&A** What is a maximized window?

A maximized window fills the entire screen. When you maximize a window, the Maximize button changes to a Restore Down button.

- 3**
- Drag the right border of the Inbox message pane to the right so that the Inbox message pane and the Reading pane have the same width.

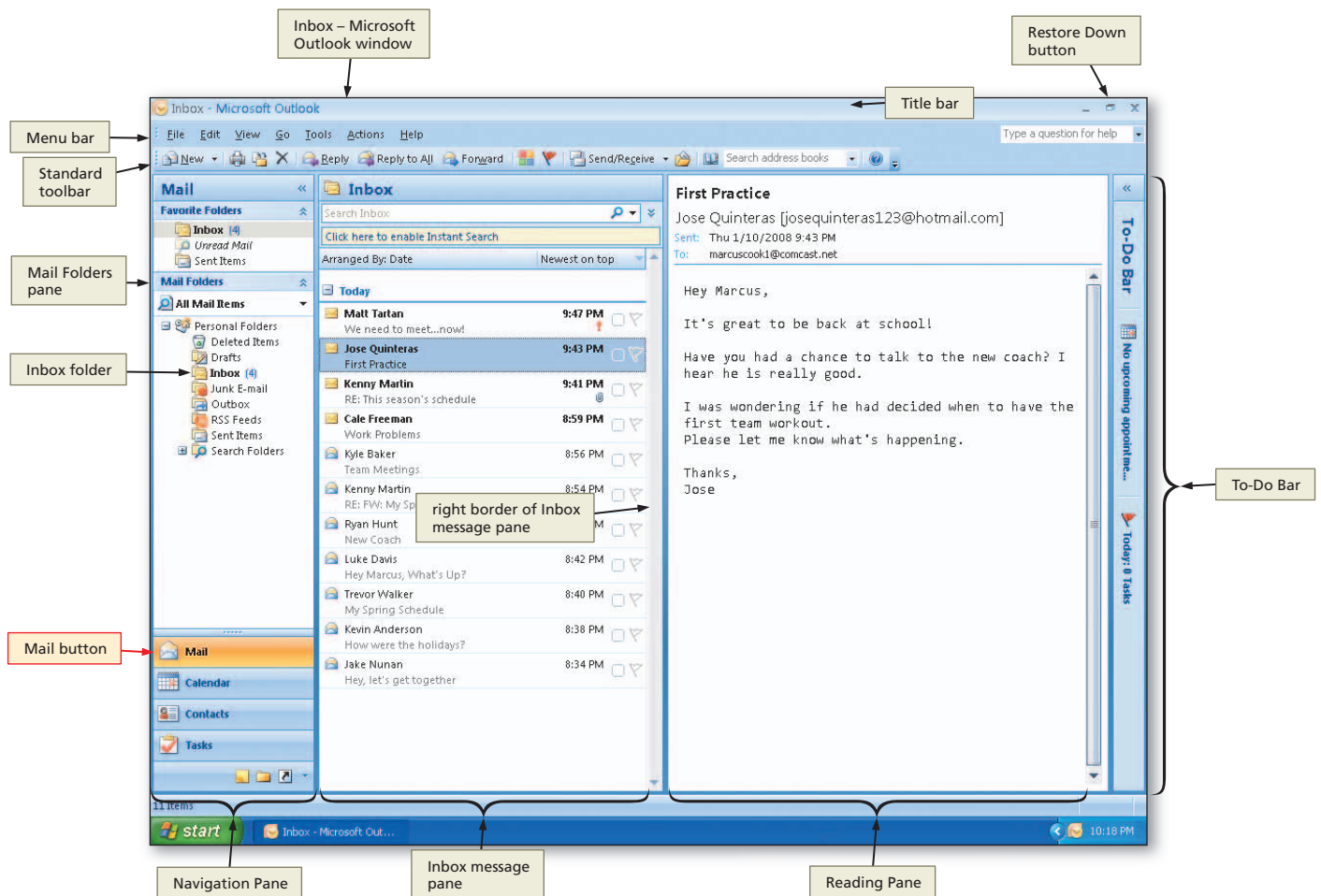


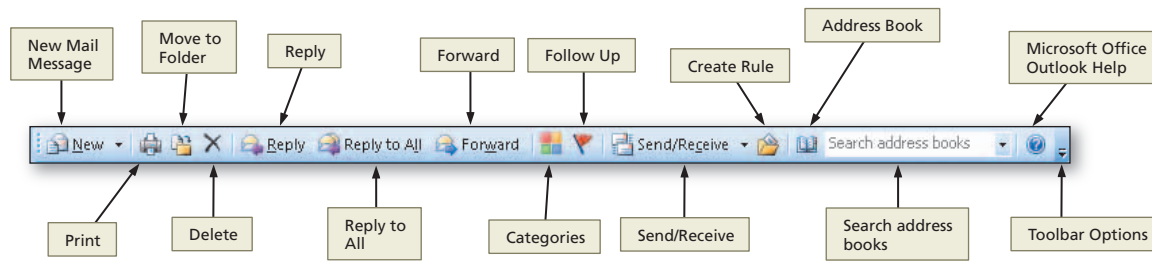
Figure 1–3

**Other Ways**

1. Double-click Outlook icon on desktop, if one is present
2. Click Microsoft Office Outlook 2007 on Start menu

## The Inbox — Microsoft Outlook Window

The Inbox – Microsoft Outlook window shown in Figure 1–3 comprises a number of elements that you will use consistently as you work in the Outlook environment. Figure 1–4 illustrates the Standard toolbar, located below the title bar and the menu bar. The Standard toolbar contains buttons specific to Outlook. The button names indicate their functions. Each button can be clicked to perform a frequently used task, such as creating a new mail message, printing, or sending and receiving mail.



**Figure 1-4**

The Inbox – Microsoft Outlook window is divided into four panes: the Navigation Pane on the left side of the window, the Inbox message pane to the left of center, the Reading pane to the right of center, and the To-Do Bar on the far right side of the window (Figure 1–5 on the next page).

**Navigation Pane** The **Navigation Pane** (Figure 1–5) is set up to help you navigate Microsoft Outlook while using any of the program’s components (Mail, Calendar, Contacts, or Tasks). It comprises one or more panes and two sets of buttons. Although the two sets of buttons remain constant, the area of the Navigation Pane above the buttons changes depending on the active Outlook component. When you click the Mail button, Outlook displays Mail in the title bar of the Navigation Pane. When using Mail, the Navigation Pane includes two panes: Favorite Folders and Mail Folders. The **Favorite Folders** pane contains duplicate names of your favorite folders in the Mail Folders pane. To add a folder in the Mail Folders pane to the list of favorite folders, right-click the folder and then click the Add to Favorites Folders.

Below the Favorite Folders pane, the **Mail Folders** pane contains a set of folders associated with the communications tools of Outlook Mail (Deleted Items, Drafts, Inbox, Junk E-mail, Outbox, RSS Feeds, Sent Items, and Search Folders).

The **Deleted Items folder** holds messages that you have deleted. As a safety precaution, you can retrieve deleted messages from the Deleted Items folder if you later decide to keep them. Deleting messages from the Deleted Items folder permanently removes the messages from Outlook. The **Drafts folder** retains copies of messages that you are not yet ready to send. The **Inbox folder** is the destination for incoming mail. The **Junk E-mail folder** is the destination folder for unwanted messages or messages of an unknown origin. You can customize the settings for Outlook to direct only messages that meet certain criteria to the Inbox folder. Messages not meeting those criteria are sent to the Junk E-mail folder. The **Outbox folder** temporarily holds messages you send until Outlook delivers the messages. The **RSS Feeds folder** is new to Outlook. **Really Simple Syndication (RSS)** feeds allow you to receive current information from sources that are updated frequently, such as news headlines or blogs, without having to visit the various Web sites. The **Sent Items folder** retains copies of messages that you have sent. The **Search Folders folder** is actually a group of folders that allows you to group your messages easily in one of three ways – messages for follow up, large messages, or unread messages.

**BTW** **The Inbox Window**  
The screen in Figure 1–3 on the previous page shows how the Inbox window looks after you have received several e-mail messages. Your screen may look different depending on your screen resolution and Outlook settings.

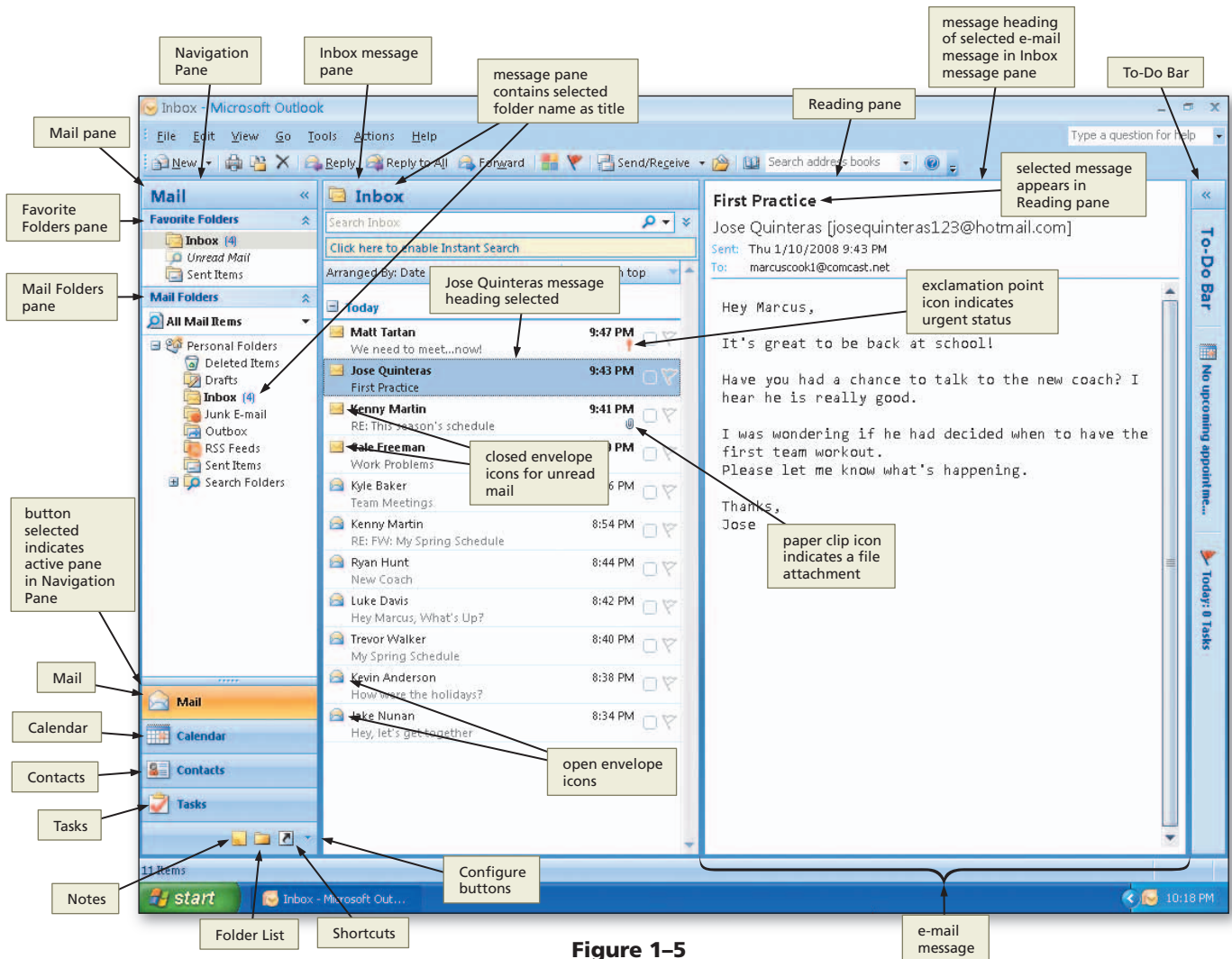


Figure 1-5

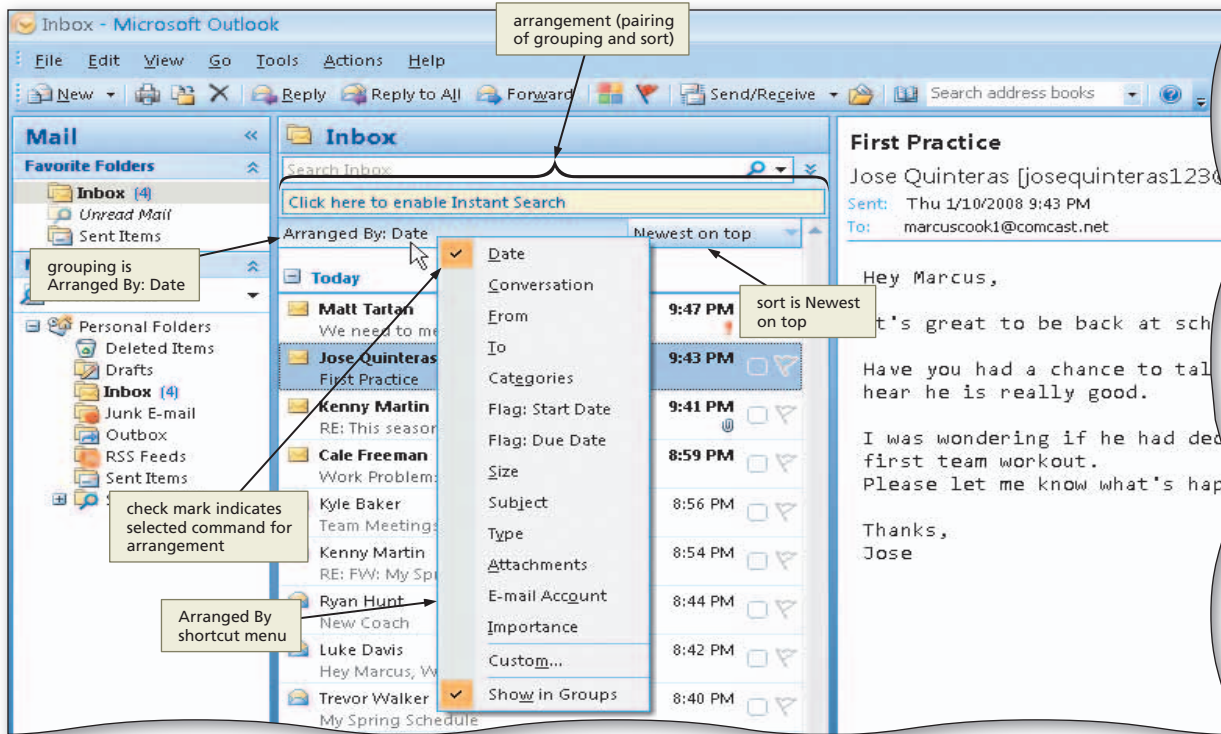
Folders can contain e-mail messages, faxes, and files created in other Windows applications. Folders in bold type followed by a number in parentheses, such as **Inbox (4)**, indicate the number of messages in the folder that are unopened. Other folders may appear on your computer instead of or in addition to the folders shown in Figure 1-5.

The two sets of buttons at the bottom of the Navigation Pane contain shortcuts to the major components of Outlook (Mail, Calendar, Contacts, Tasks, Notes, Folder List, Shortcuts, and Configure buttons).

**Message Pane** The **Inbox message pane** (shown in Figure 1-5) lists the contents of the folder selected in the Mail Folders pane. In Figure 1-5, the Inbox folder is selected. Thus, the message pane lists the e-mails received.

Figure 1-6 shows the Arranged By shortcut menu that appears when you click or right-click the Arranged By column header in the Inbox message pane. The command you choose on the Arranged By shortcut menu causes Outlook to display a column header to the right indicating the sort order within the Arranged By grouping. In Figure 1-5, the Arranged By option is Date. This predefined pairing of a grouping and a sort (Arranged By: Date/Newest on top) is called an **arrangement**. Predefined arrangements allow you to sort your messages in various ways.

Several small icons may appear to the right of a message: an **exclamation point icon** indicates that the message is high priority and should be read immediately, a **paper clip icon** indicates that the message contains an attachment. A message heading that appears in bold










**Figure 1-6**

type with a **closed envelope icon** to the left identifies an unread e-mail message. An **open envelope icon** indicates a read message. In Figure 1-5, the second e-mail message is highlighted and therefore is displayed in the Reading Pane on the right. The closed envelope icon and bold message heading indicate the e-mail message has not been read. The e-mail messages on your computer may be different.

The closed envelope icon is one of several icons called **message list icons**, which appear to the left of the message heading. Message list icons indicate the status of the message. The icon may indicate an action that was performed by the sender or one that was performed by the recipient. The actions may include reading, replying to, forwarding, digitally signing, or encrypting a message. Table 1-1 contains a partial list of message list icons and the action performed on the e-mail message.

**Table 1-1 Message List Icons and Actions**

Message List Icon	Action	Message List Icon	Action
	The message has been opened.		The message is in progress in the Drafts folder.
	The message has not been opened.		The message is digitally signed and unopened.
	The message has been replied to.		The message is digitally signed and opened.
	The message has been forwarded.		

**Reading Pane** The Reading pane (Figure 1-5) contains the text of the selected e-mail message. The message header appears at the top of the Reading pane and contains the e-mail subject (First Practice), the sender’s name and/or e-mail address (Jose Quinteras

[josequinteras123@hotmail.com]), and the recipient's e-mail address (marcuscook1@comcast.net). Outlook displays the text of the selected message below the message header. Using the View menu, you can display the Reading pane to the right of the message pane (vertically), as shown in Figure 1-5 on page OUT 8, or you can display it at the bottom of the message pane (horizontally) according to your personal preference.

**To-Do Bar** The To-Do Bar is a new feature in Outlook 2007. The To-Do Bar keeps e-mail messages flagged for follow up, tasks, appointments, and other calendar information in one place. When displayed, the To-Do Bar contains a Date Navigator, an appointment list, and a task list. The To-Do Bar is displayed by clicking the double arrow button at the top of the To-Do Bar (Figure 1-5).

BTW

**Reading E-Mail Messages**

If Outlook is not the active window on your screen, it still provides a mail notification alert informing you when you receive a new message. Outlook displays a semitransparent Screen Tip momentarily by the Outlook icon in the notification area, showing the sender's name, subject of the message, and the first few words of the message body.

## Working with Incoming Messages

**Note:** If you are stepping through this project on a computer and you want your screen to appear the same as in the figures in the Mail component section of this project, then you should ask your instructor to help you (or see page OUT 67) to import Marcus' Inbox from the Data Files for Students. Once you have imported Marcus' Inbox, click the plus sign (+) next to the Inbox folder in the Mail Folders list, and then select Marcus' Inbox folder. See the inside back cover of this book for instructions for downloading the Data Files for Students or see your instructor for information about accessing files for this book.

### To Open (Read) an E-Mail Message

To view the complete message in its own window, it must be opened. The following step opens the e-mail message from Jose Quinteras.

- 1** Double-click the Jose Quinteras message heading in the Inbox Message pane to display the First Practice window (Figure 1-7).
- If necessary, maximize the window.

Q&A

What happens to the message heading in the Message pane after the message is opened?  
 When you double-click the message heading in the Message pane, Outlook changes the closed envelope icon to an opened envelope icon, and no longer displays the message heading in bold type.

**Other Ways**

1. Right-click message heading, click Open on shortcut menu
2. Click message heading, on File menu point to Open, click Selected Items on Open submenu
3. Select message heading, press CTRL+O

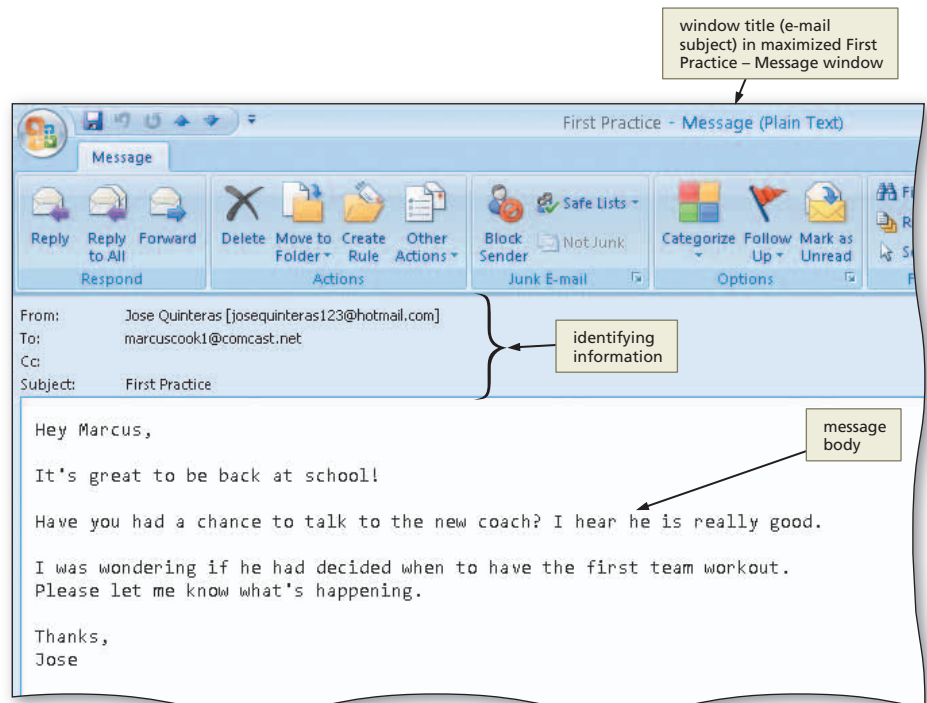


Figure 1-7

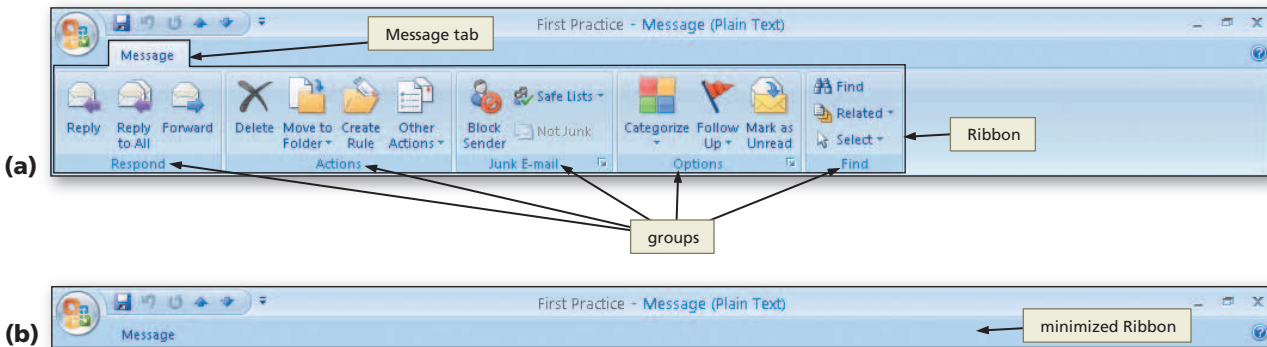
## Ribbon

The **Ribbon**, located near the top of the Outlook window, is the control center in Outlook (Figure 1–8a). The Ribbon provides easy, central access to the tasks you perform while creating or working with a message, contact, calendar item, or task. The Ribbon consists of tabs, groups, and commands. Each **tab** surrounds a collection of groups, and each group contains related commands. Figure 1–8a illustrates the Ribbon for the Message window.

When you open a message, the Message window Ribbon displays the Message tab. The Message tab contains the more frequently used commands.

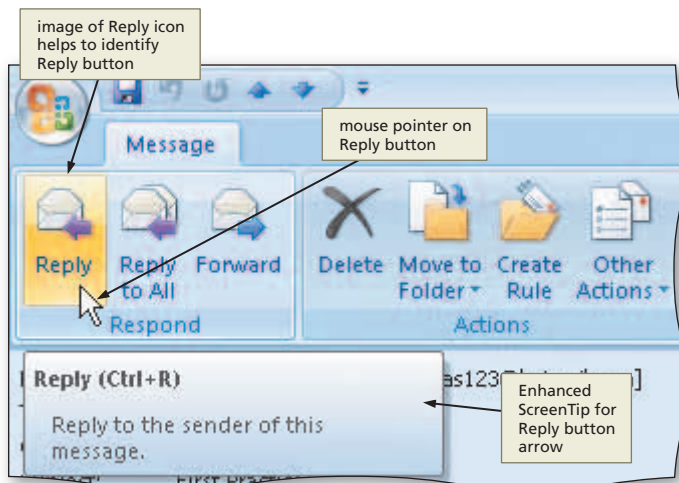
To display more of the document in the document window, some users prefer to minimize the Ribbon, which hides the groups on the Ribbon and displays only the Message tab (Figure 1–8b). To use commands on a minimized Ribbon, click the top-level tab.

Each time you open a message, the Ribbon appears the same way it did the last time you used Outlook. The chapters in this book, however, begin with the Ribbon appearing as it did at the initial installation of the software. If you are stepping through this chapter on a computer and you want your Ribbon to match the figures in this book, read Appendix E.



**Figure 1–8**

Some commands on the Ribbon display an image to help you remember their function. When you point to a command on the Ribbon, all or part of the command glows in shades of yellow and orange, and an **Enhanced ScreenTip** appears on the screen. An Enhanced ScreenTip is an on-screen note that provides the name of the command, available keyboard shortcut(s), a description of the command, and, sometimes, instructions for how to obtain help about the command (Figure 1–9). Enhanced ScreenTips are more detailed than a typical ScreenTip, which usually only displays the name of the command.



**Figure 1–9**

**BTW** **Minimizing the Ribbon**  
If you want to minimize the Ribbon, right-click the Ribbon and then click **Minimize the Ribbon** on the shortcut menu, double-click the active tab, or press CTRL+F1. To restore a minimized Ribbon, right-click the Ribbon and then click **Minimize the Ribbon** on the shortcut menu, double-click any top-level tab, or press CTRL+F1. To use commands on a minimized Ribbon, click the top-level tab.

The lower-right corner of some groups on the Ribbon has a small arrow, called a **Dialog Box Launcher**, that when clicked displays a dialog box or a task pane with additional options for the group (Figure 1–10). When presented with a dialog box, you make selections and must close the dialog box before returning to the document. A **task pane**, by contrast, is a window that can remain open and visible while you work in the document.

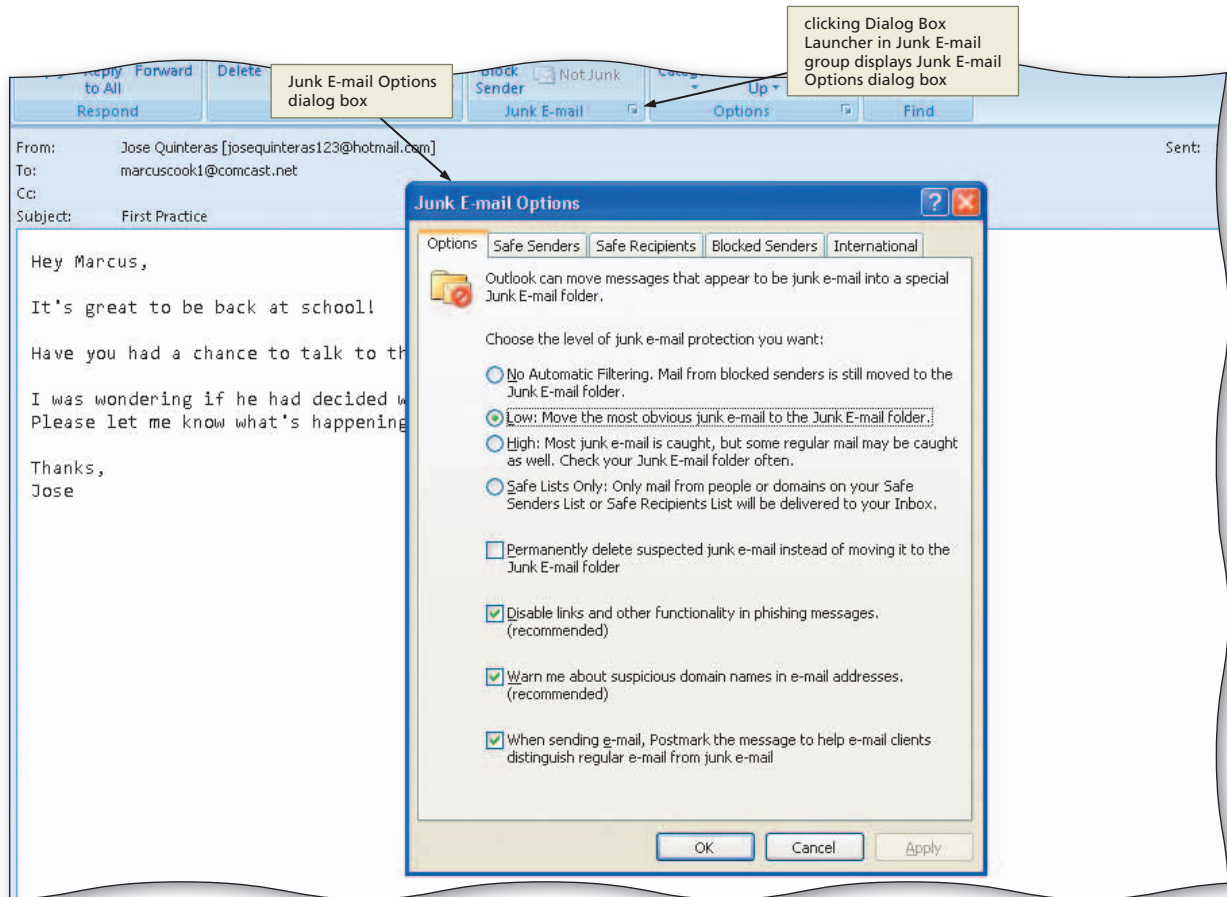


Figure 1–10

## Quick Access Toolbar

The **Quick Access Toolbar**, located by default above the Ribbon, provides easy access to frequently used commands (Figure 1–11a). The commands on the Quick Access Toolbar always are available, regardless of the task you are performing. Initially, the Quick Access Toolbar contains the Save, Undo, and Redo commands. If you click the Customize Quick Access Toolbar button, Outlook provides a list of commands you quickly can add to and remove from the Quick Access Toolbar (Figure 1–11b).

You also can add other commands to or delete commands from the Quick Access Toolbar so that it contains the commands you use most often. As you add commands to the Quick Access Toolbar, its commands may interfere with the document title on the title bar. For this reason, Outlook provides an option of displaying the Quick Access Toolbar below the Ribbon (Figure 1–11c).

Each time you start Outlook, the Quick Access Toolbar appears the same way it did the last time you used Outlook. The chapters in this book, however, begin with the Quick Access Toolbar appearing as it did at the initial installation of the software. If you are stepping through this chapter on a computer and you want your Quick Access Toolbar to match the figures in this book, you should reset your Quick Access Toolbar. For more information about how to reset the Quick Access Toolbar, read Appendix E.

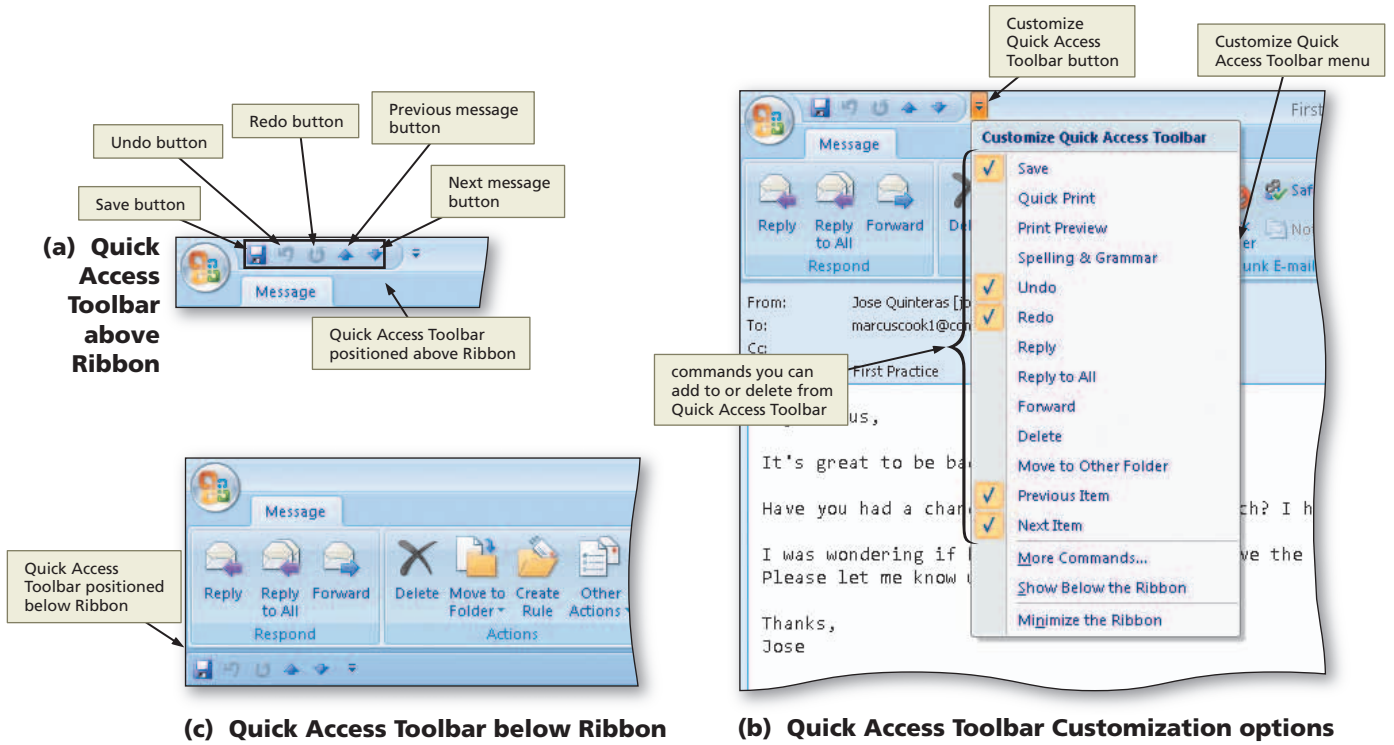


Figure 1-11

## Office Button

While the Ribbon is a control center for creating documents, the **Office Button** is a central location for managing Outlook items. When you click the Office Button, located in the upper-left corner of the window, Outlook displays the Office Button menu (Figure 1-12). A **menu** contains a list of commands.

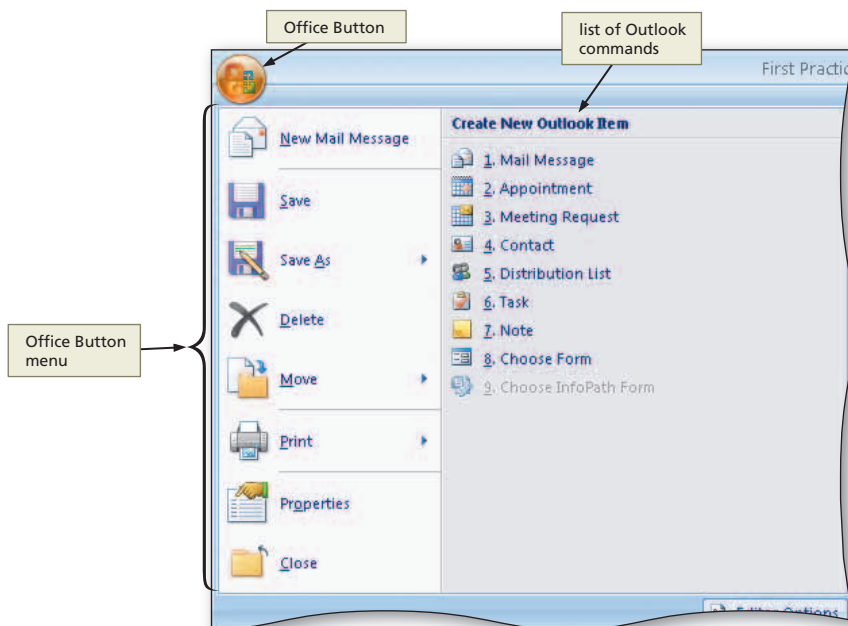


Figure 1-12

**BTW** **Quick Access Toolbar Commands**  
 To add a Ribbon command to the Quick Access Toolbar, right-click the command on the Ribbon and then click Add to Quick Access Toolbar on the shortcut menu. To delete a command from the Quick Access Toolbar, right-click the command on the Quick Access Toolbar and then click Remove from Quick Access Toolbar on the shortcut menu. To display the Quick Access Toolbar below the Ribbon, right-click the Quick Access Toolbar and then click Show Quick Access Toolbar below the Ribbon on the shortcut menu.

When you click the New Mail Message command, Outlook opens the message window to compose a new mail message. When you click the Save command, Outlook saves any changes you may have made to the message. When you click the Save As, Move, Permission, Print, and Properties commands on the Office Button menu, Outlook displays a dialog box with additional options. When you click the Delete command, Outlook sends the current message to the Deleted Items folder. When you click the Close command, Outlook closes the Message window. The Save As, Move, Permission, and Print commands have an arrow to their right. If you point to this arrow, Outlook displays a **submenu**, which is a list of additional commands associated with the selected command (Figure 1-13).

**BTW Spam Filters**  
 If an individual or company is not receiving e-mail from you, it is likely that the recipient's ISP spam filter is not allowing it through to their mailbox. Try sending the message in Plain Text format, because spam filters are less likely to drop an e-mail in Plain Text format.

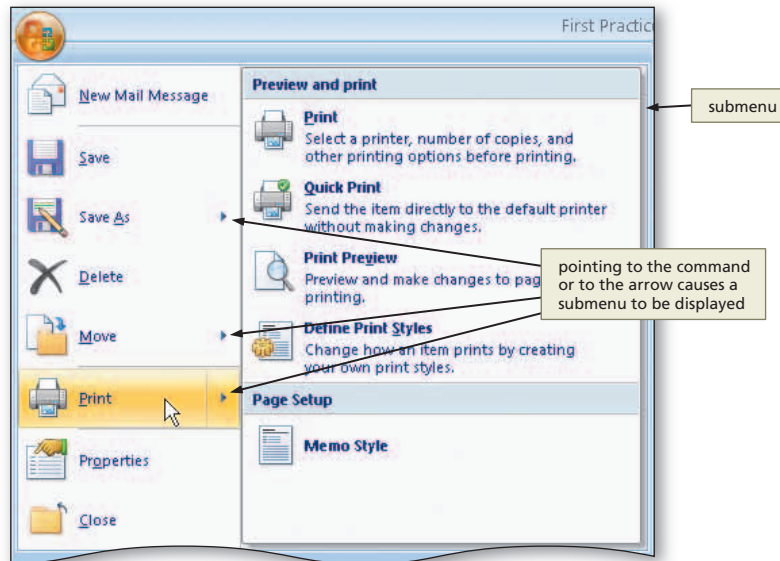


Figure 1-13

### Key Tips

If you prefer using the keyboard instead of the mouse, you can press the ALT key on the keyboard to display a **Key Tip badge**, or keyboard code icon, for certain commands (Figure 1-14). To select a command using the keyboard, press its displayed code letter, or **Key Tip**. When you press a Key Tip, additional Key Tips related to the selected command may appear. For example, to select the New Mail Message command on the Office Button menu, press the ALT key, then press the F key, and then press the N key.

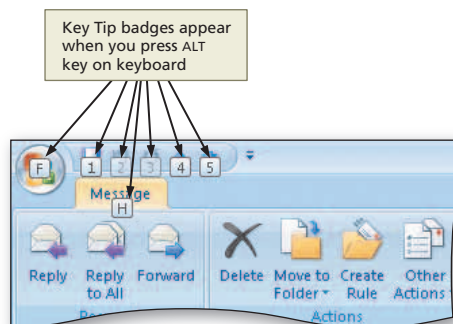


Figure 1-14

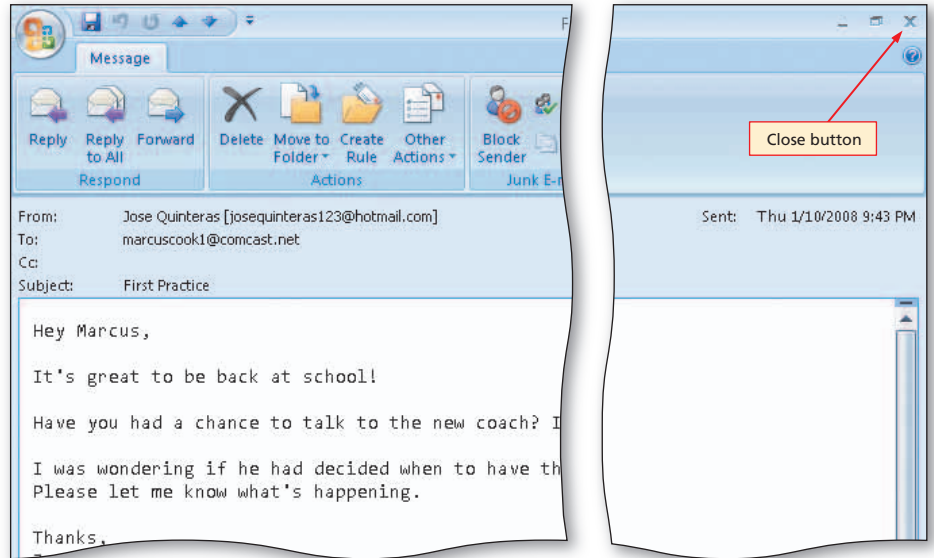
To remove the Key Tip badges from the screen, press the ALT key or the ESC key until all Key Tip badges disappear, or click the mouse anywhere in the Message window.

## To Close an E-Mail Message

After reading the message from Jose, Marcus closes it. The following step closes the Message window.

- 1 • Click the Close button on the title bar (Figure 1–15) to close the Message window

**Q&A** Why did the number next to the Inbox folder change from 4 to 3?  
When you close the Message window, the Jose Quinteras message heading in the message pane no longer appears in bold type and the closed envelope icon changes to an open envelope icon to indicate the message has been opened. In addition, the Inbox folder in the Mail Folders pane indicates three messages remain unopened.



**Figure 1–15**

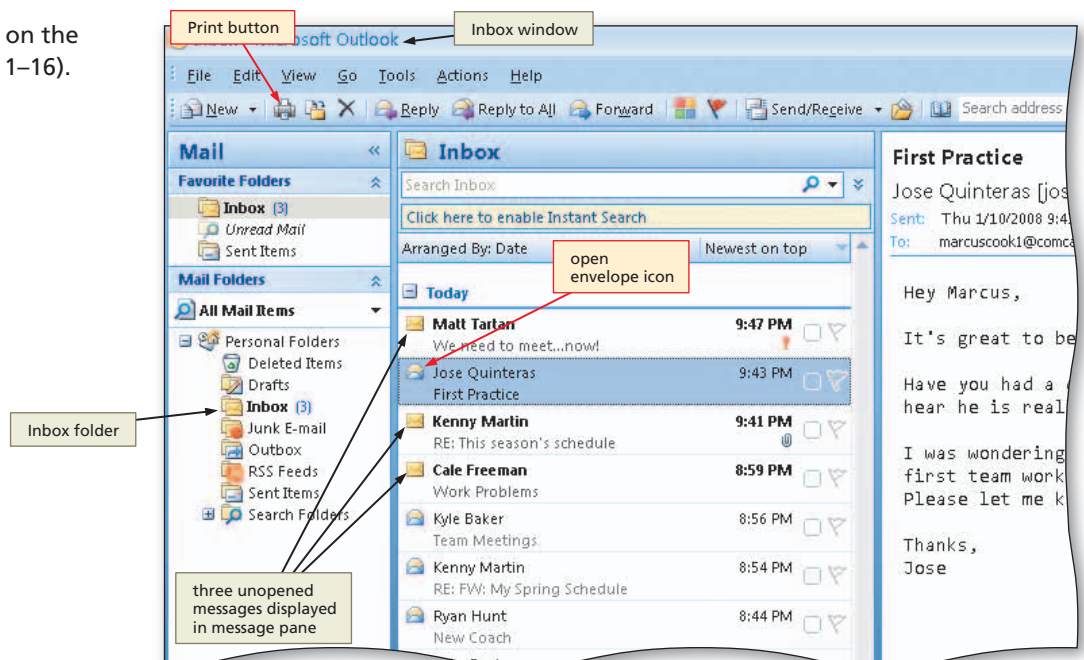
### Other Ways

1. On File Menu click Close
2. Press ALT+F4

## To Print an E-Mail Message

Often, you will want to have a hard copy of your e-mail messages. You print the contents of an e-mail message from the Inbox window. The following steps print the e-mail message from Jose Quinteras.

- 1 • Point to the Print button on the Standard toolbar (Figure 1–16).



**Figure 1–16**

- 2 Click the Print button to print the message shown in Figure 1-17.

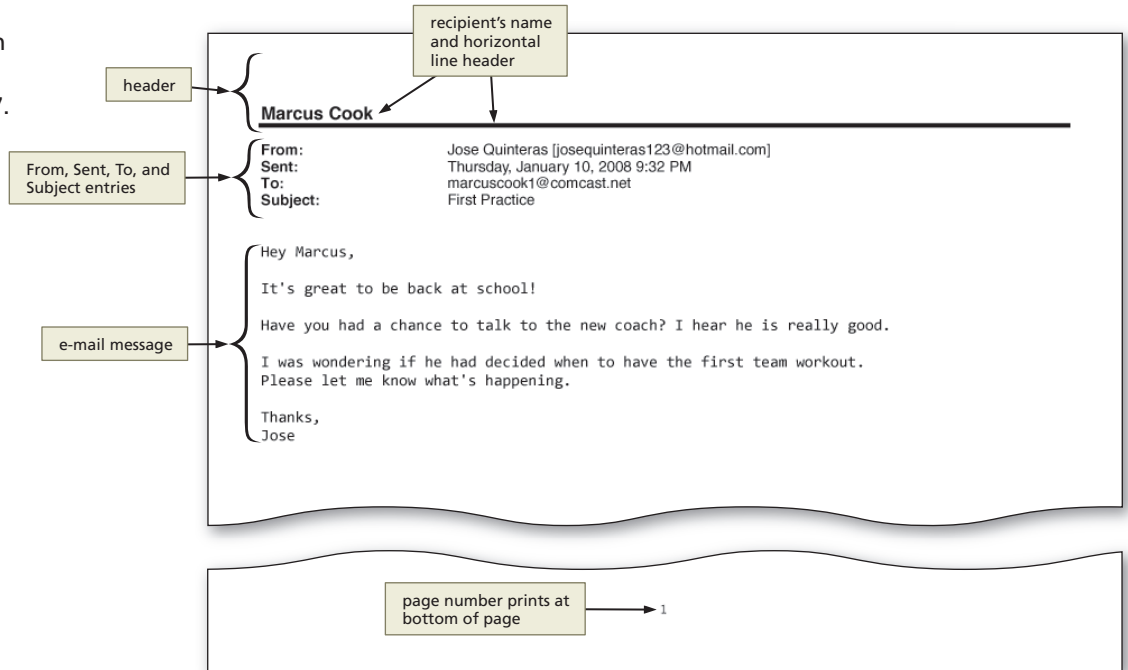


Figure 1-17

Other Ways		
1. On File Menu click Print, click OK button	2. Press ALT+F, press P, press ENTER	3. Press CTRL+P, press ENTER

## To Reply to an E-Mail Message

The Reply button allows you to reply quickly to an e-mail message using the sender's e-mail address. The following steps reply to the e-mail message from Jose Quinteras.

- 1 If necessary, click the Jose Quinteras message heading in the message pane (Figure 1-18).

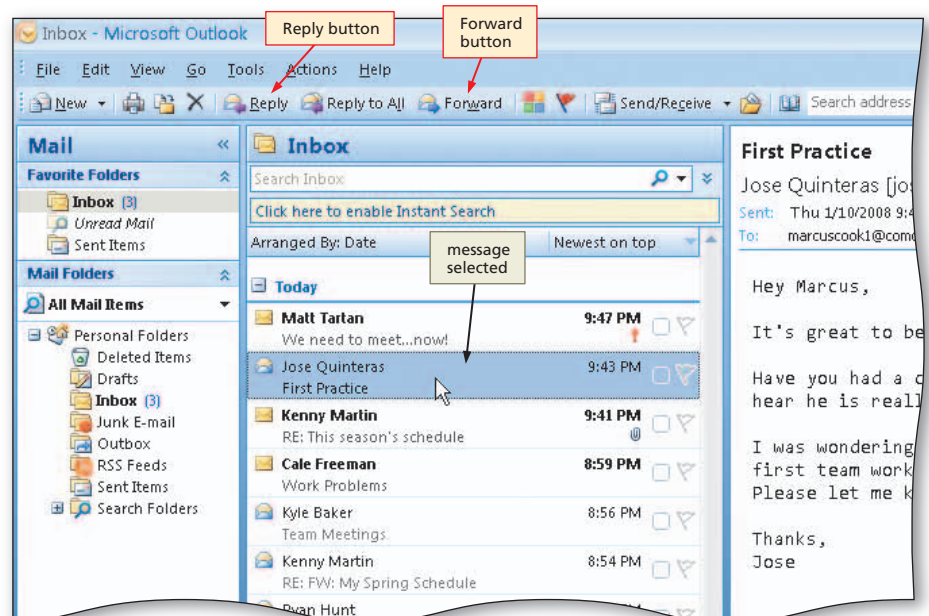


Figure 1-18

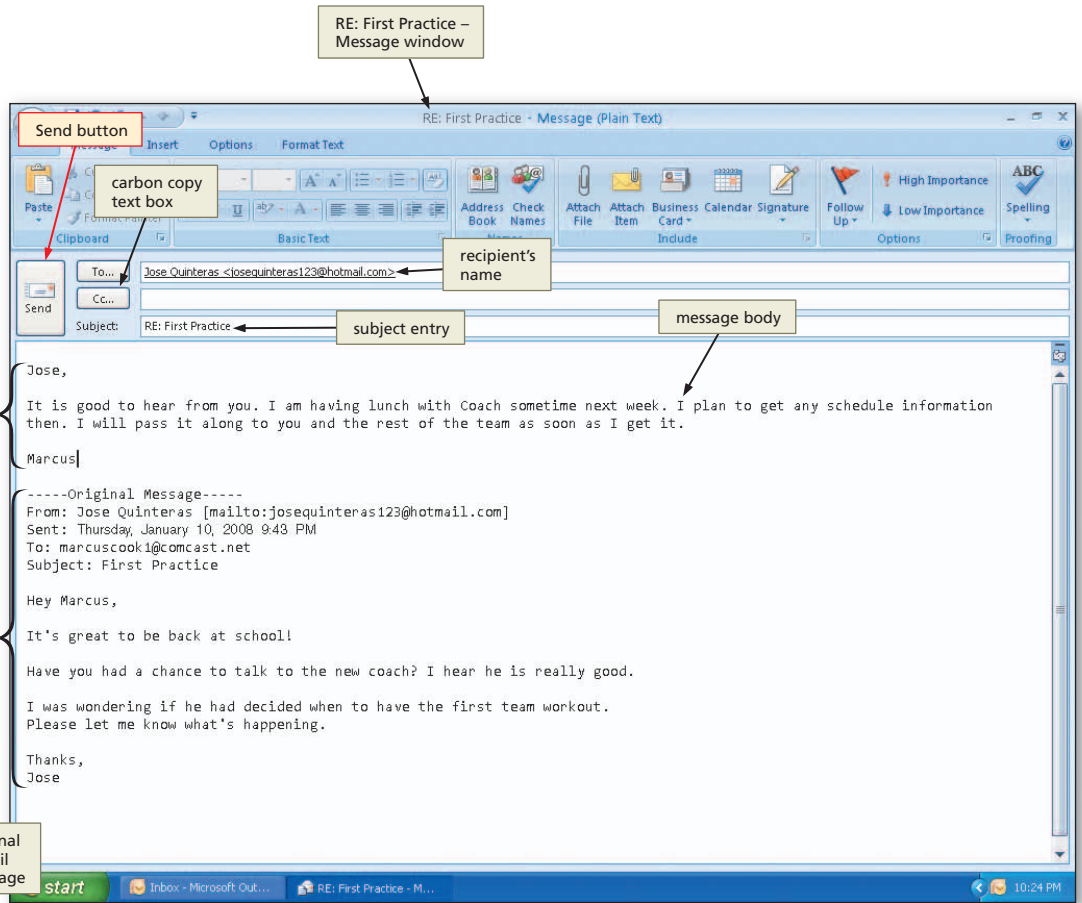
**2**

- Click the Reply button on the Standard toolbar to open the RE: First Practice - Message window.
- When Outlook displays the Message window for the reply, if necessary, double-click the title bar to maximize the window.
- Type the e-mail reply (Figure 1-19).

Q&A

Why is there RE: at the beginning of the Subject line and in the Title bar?

The RE: indicates it is the reply, the subject of the message identifies the title of the window, and Message indicates it is the Message window.



**Figure 1-19**

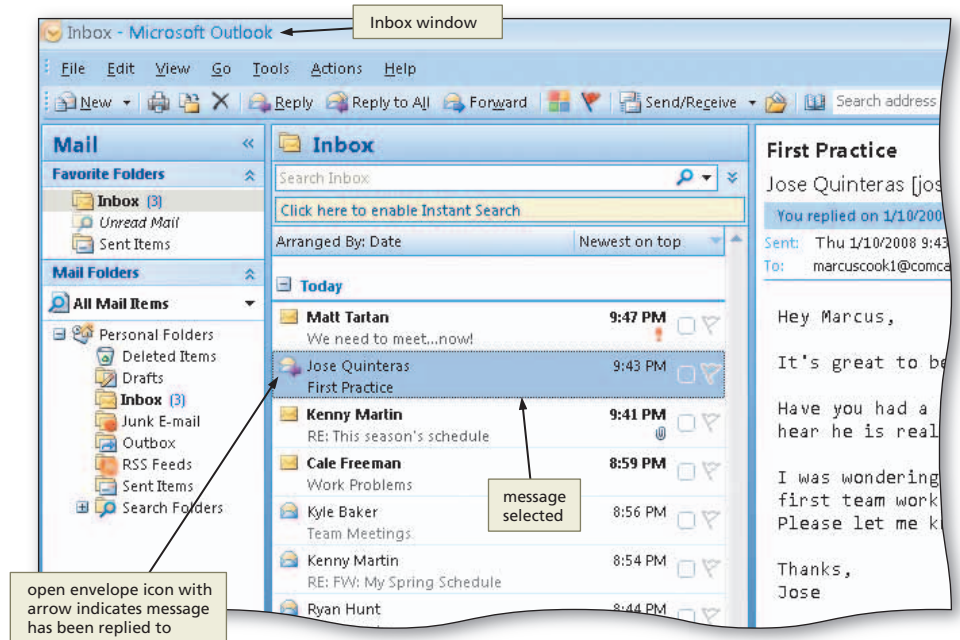
**3**

- Click the Send button to send the message and return to the Inbox window (Figure 1-20).

Q&A

What happened to the sent message?

Outlook closed the Message window and stores the reply e-mail in the Outbox folder while it sends the message. Outlook then moves the message to the Sent Items folder. The original message in the message pane now shows an open envelope icon with an arrow to indicate a reply has been sent.



**Figure 1-20**

## New Message Ribbon

The Ribbon for a reply message, new message, or forwarded message is similar to the Ribbon for a Word window (Figure 1–21). The Ribbon provides easy, central access to the tasks you perform while creating a message. The New Message Ribbon, in comparison to the Ribbon discussed earlier, consists of multiple tabs, groups, and commands. As in the previous Ribbon, each tab surrounds a collection of groups, and each group contains related commands. Many of the Ribbon commands will be inactive if the message format is Plain Text. To activate all of the commands, the message must be in HTML or Rich Text format. These formats are discussed later in this chapter.

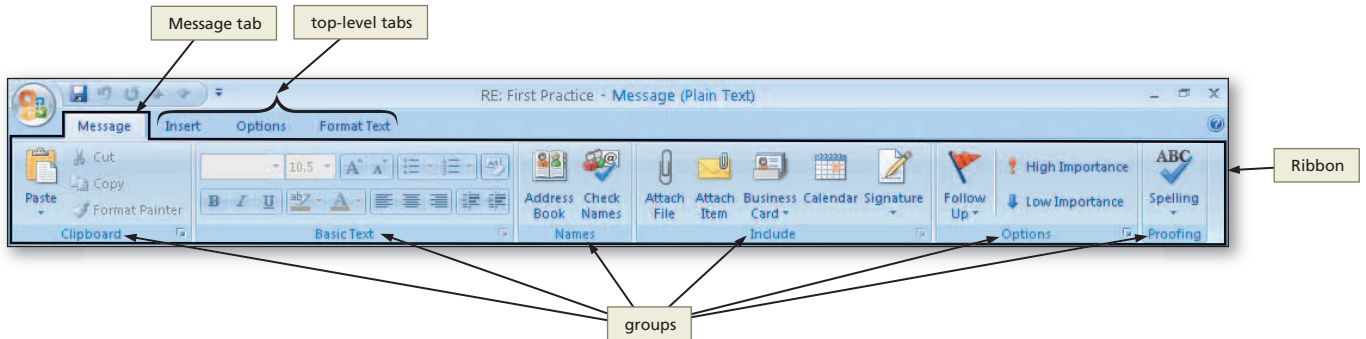


Figure 1–21

When you open a new mail Message window, the Ribbon displays four top-level tabs: Message, Insert, Options, and Format Text. The **Message tab**, called the primary tab, contains the more frequently used commands. To display a different tab on the Ribbon, click the top-level tab. That is, to display the Insert tab, click Insert on the Ribbon. To return to the Message tab, click Message on the Ribbon. The tab currently displayed is called the **active tab**.

Commands on the Ribbon include buttons, boxes (text boxes, check boxes, etc.), and galleries (Figure 1–22). A **gallery** is a set of choices, often graphical, arranged in a grid or list. You can scroll through choices on an in-Ribbon gallery by clicking the gallery’s scroll arrows. Or, you can click a gallery’s More button to view more gallery options on the screen at a time. Some buttons and boxes have arrows that, when clicked, also display a gallery; others always cause a gallery to be displayed when clicked. Most galleries support **live preview**, which is a feature that allows you to point to a gallery choice and see its effect in the document — without actually selecting the choice.

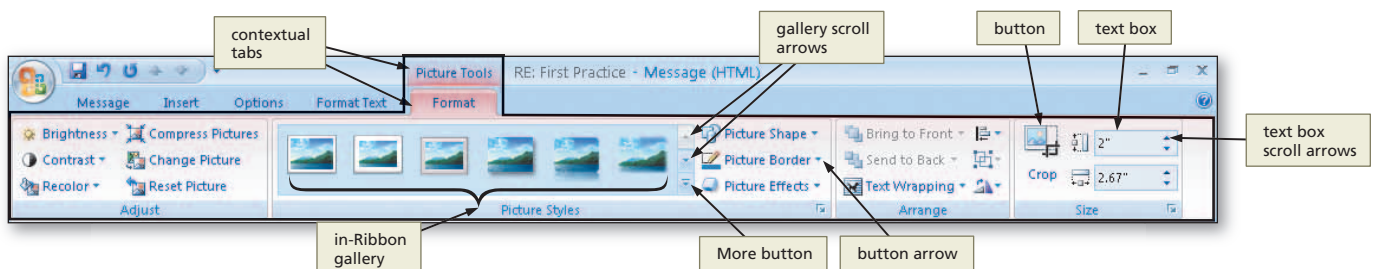


Figure 1–22

## Message Formats

Outlook offers three message formats: Plain Text, HTML, and Rich Text, summarized in Table 1–2.

**Table 1–2 Message Formats**

Message Format	Description
HTML	HTML format is the default format used when you create a message in Outlook. HTML supports the inclusion of pictures and basic formatting, such as text formatting, numbering, bullets, and alignment. HTML is the recommended format for Internet mail because the most popular e-mail programs use it.
Plain Text	Plain Text format is understood by all e-mail programs and is the most likely format to make it through a company's virus-filtering program. Plain text does not support basic formatting, such as bold, italic, colored fonts, or other text formatting. It also does not support pictures displayed directly in the message.
Rich Text	Rich Text Format (RTF) is a Microsoft format that only the latest versions of Microsoft Exchange and Outlook understand. RTF supports more formats than HTML or Plain Text, as well as linked objects and pictures.

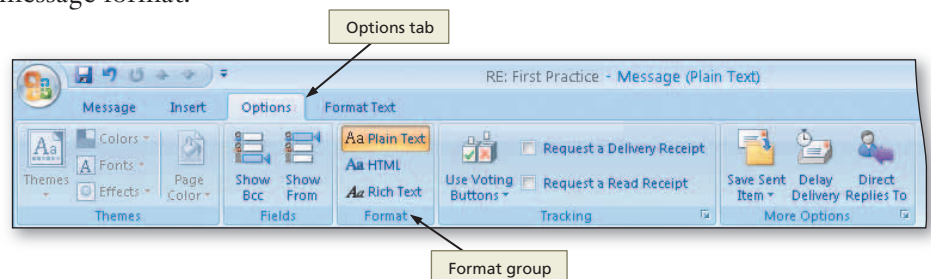
### BTW **Replying to an E-Mail Message**

Many e-mail users prefer to reply to a message without including the original e-mail message along with their response. To remove the original message from all e-mail replies, click Tools on the menu bar, click Options, and then click the E-mail Options button in the Preferences sheet of the Options dialog box. In the E-mail Options dialog box, select Do not include original message text in the When replying to a message list.

## To Change Message Formats

The following steps change the message format.

- 1 With a new Message window active, click the Options tab (Figure 1–23).
- 2 Click the appropriate command (Plain Text, HTML, or Rich Text) in the Format group.



**Figure 1–23**

### BTW **Message Formatting**

Changing the format of an e-mail message also can help prevent the possibility of virus infection. Many viruses are found in HTML formatted messages. To help protect against viruses, you can configure Outlook to display opened messages automatically in plain text. Click Options on the Tools menu and then click the E-mail Options button in the Preferences sheet of the Options dialog box, select Read all standard mail in plain text in the Message handling area.

## To Forward an E-Mail Message

You can forward an e-mail message to additional recipients. The following steps forward the Jose Quinteras e-mail message to the team’s coach.

- 1
  - With the Inbox window active, click the Jose Quinteras message header in the message pane.
  - Click the Forward button on the Standard toolbar (Figure 1–24).

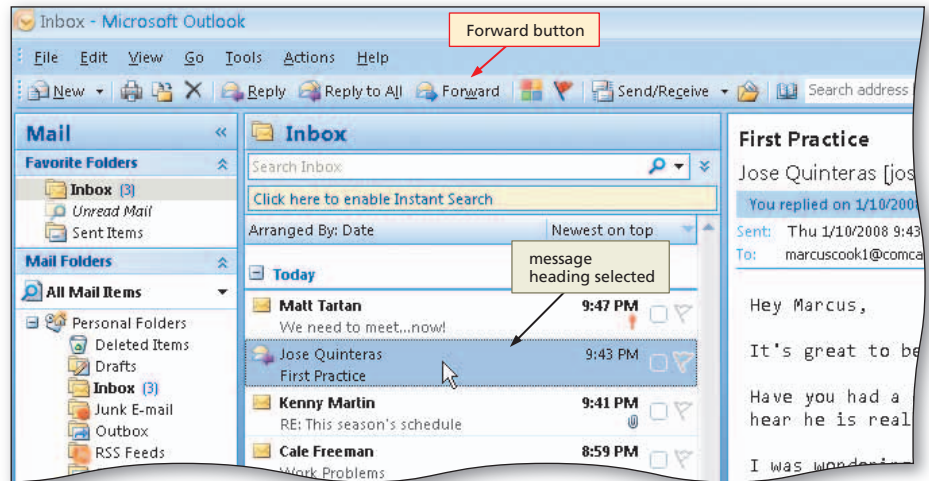


Figure 1-24

- 2
  - When Outlook displays the Message window for the forwarded message, type kennymartin123@hotmail.com in the To text box as the recipient’s e-mail address. (If you are stepping through this task, use an actual e-mail address in the To text box.)
  - Enter the forwarding message in the message body (Figure 1–25).
- 3
  - Click the Send button to forward the original message along with the new message to Kenny.

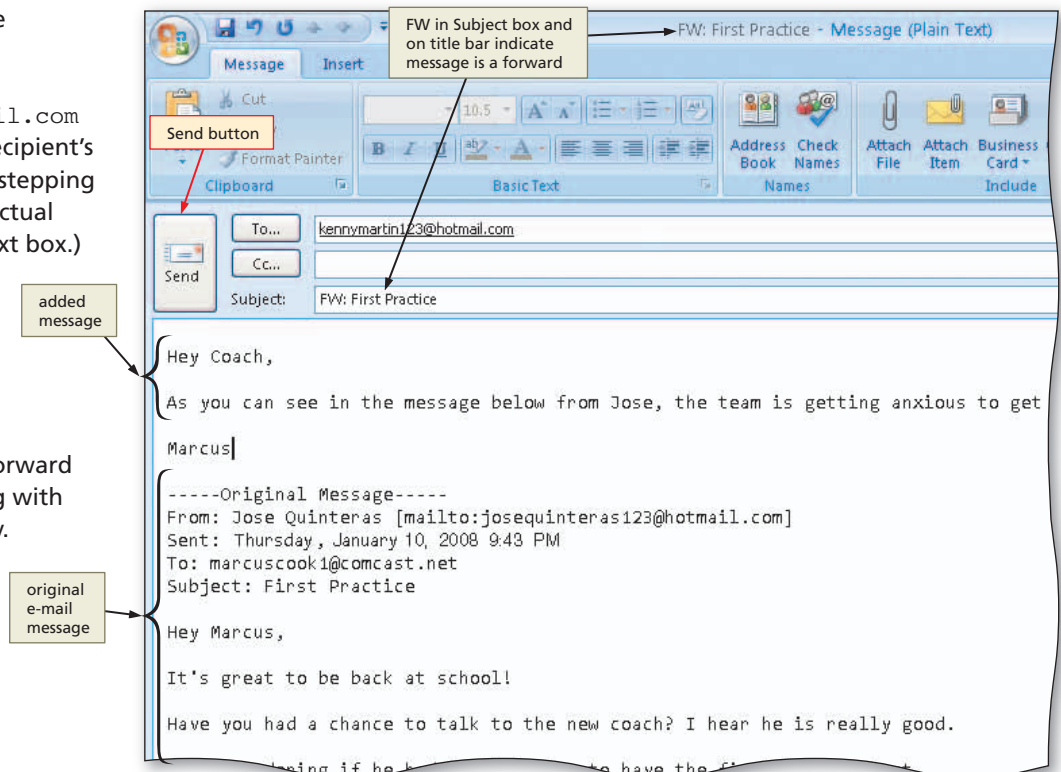


Figure 1-25

**Other Ways**

1. Right-click message heading, click Forward on shortcut menu
2. Press CTRL+F

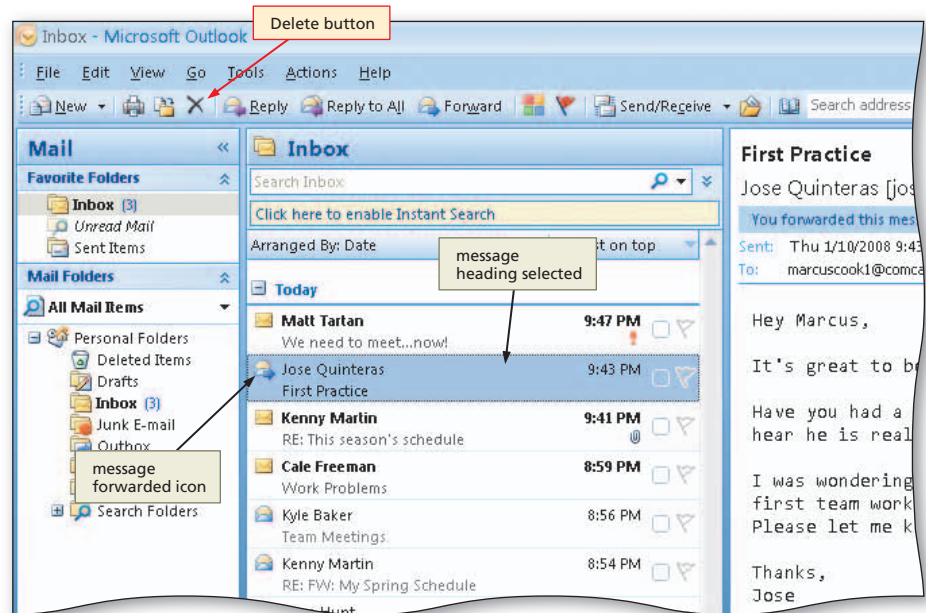
## To Delete an E-Mail Message

Deleting a message removes the e-mail message from the Inbox folder, saving disk space and making new messages easier to find. The following steps delete the e-mail message from Jose Quinteras.

- 1 With the Inbox window active, click the Jose Quinteras message heading in the message pane to select the message (Figure 1–26).

**Q&A** Why did the envelope icon for this message change to an open envelope with a forward pointing blue arrow instead of the backward pointing purple arrow?

The backward pointing purple arrow indicated that you replied to the message. The forward pointing blue arrow indicates that you have forwarded the message. The status of the envelope icon represents your last action with the message.

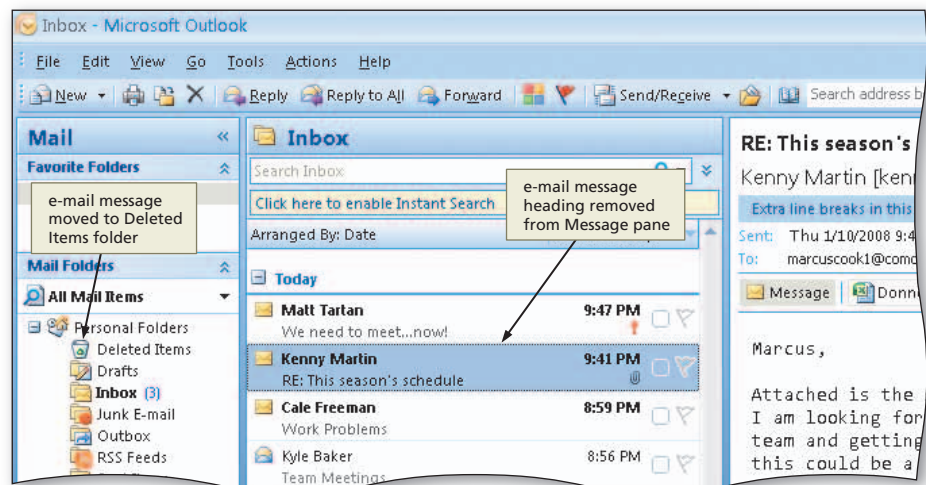


**Figure 1–26**

- 2 Click the Delete button on the Standard toolbar to remove the message from your Inbox (Figure 1–27).

**Q&A** Is the message permanently deleted?

Outlook moves the message to the Deleted Items folder. To permanently delete an e-mail message from the Deleted Items folder, click the Deleted Items folder icon in the Mail Folders pane, select the message in the Deleted Items message pane, click the Delete button, and then click the Yes button in the Microsoft Office Outlook dialog box.



**Figure 1–27**

### Other Ways

1. Drag e-mail message to Deleted Items folder in Mail Folders pane
2. On Edit menu, click Delete
3. Press CTRL+D
4. Click e-mail message, press DELETE key

## To View a File Attachment

A paper clip icon in a message heading indicates that the message contains a file attachment. The message from Kenny Martin (see Figure 1–28) contains an attachment — in this case, a schedule for the team. The following steps open the message and view the contents of the file attachment.

- 1 With the Inbox window active, double-click the Kenny Martin message heading in the Message pane (Figure 1–28).

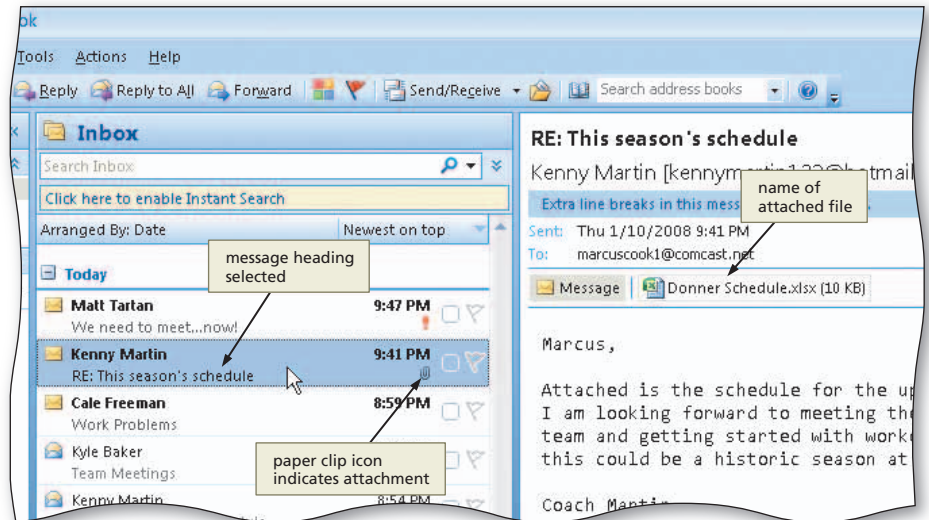


Figure 1–28

- 2 If necessary, maximize the RE: This season's schedule – Message window (Figure 1–29).

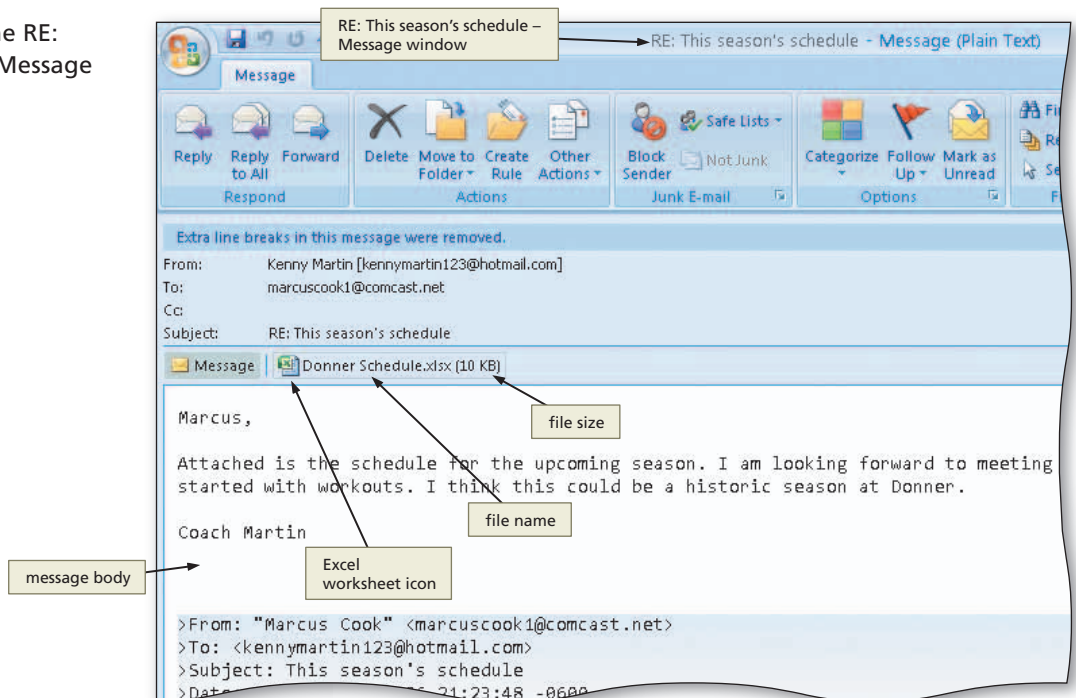


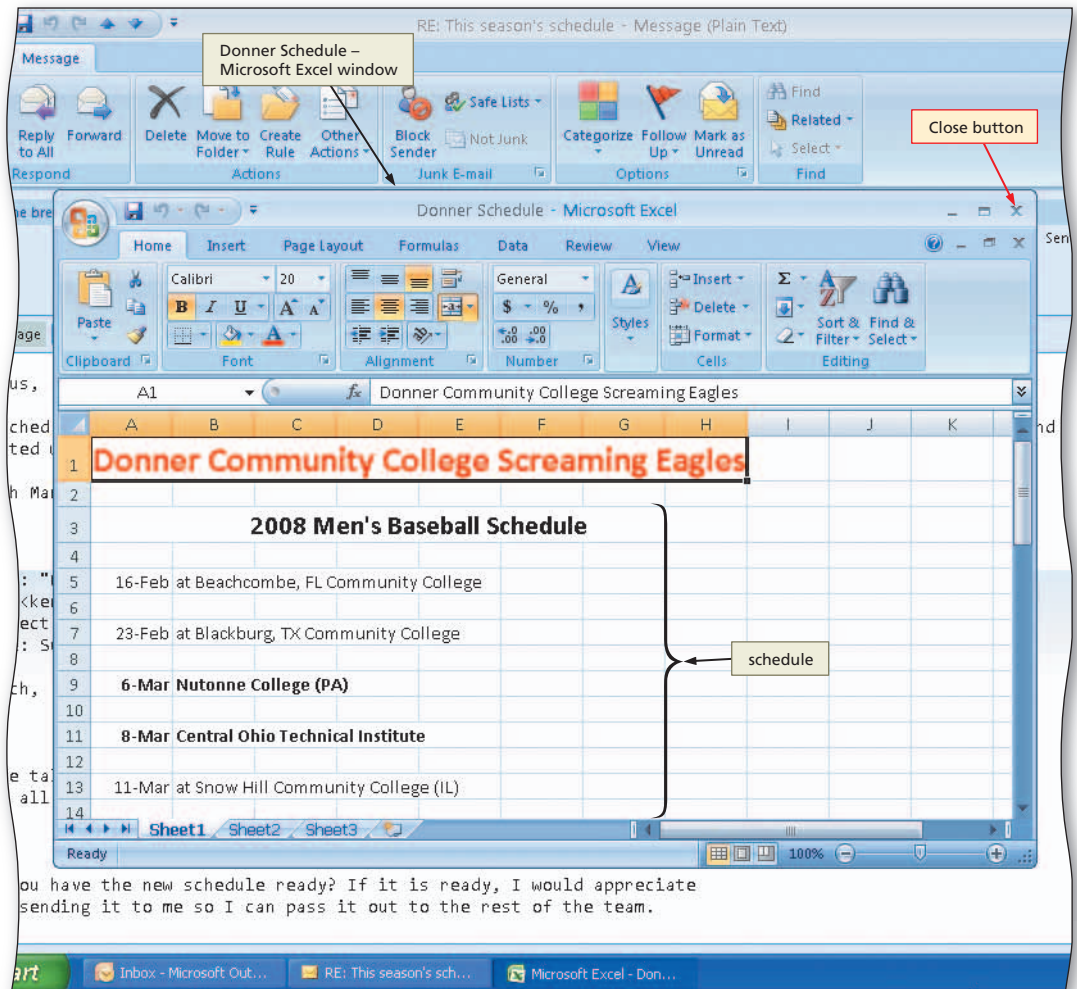
Figure 1–29

**3**

- Double-click the Donner Schedule icon in the Attachments area to open the Donner Schedule Microsoft Excel file (Figure 1–30).
- If Outlook displays the Opening Mail Attachment dialog box, click the Open button.

**Q&A** What type of files can I open?

File attachments can be any type of file; however, files can be viewed only if your computer has the appropriate software. For example, if your computer does not have Excel installed, then you cannot view an Excel file attachment.



**Figure 1–30**

**4**

- After viewing the worksheet, click the Close button on the right side of the title bar in the Excel window to close the attachment and Excel.
- Click the Close button in the Message window.

## Working with Outgoing Messages

Before composing a new mail message, you should create an e-mail signature to save time when sending messages.

An **e-mail signature** is a unique message automatically added to the end of an outgoing e-mail message. It can consist of text and/or pictures. The type of signature you add may depend on the recipient of the message. For messages to family and friends, a first name may be sufficient, while messages to business contacts may include your full name, address, telephone number, and other business information. Outlook allows you to create a different signature for each e-mail account created in Outlook.

### Other Ways

1. Double-click file attachment name in Reading Pane
2. Click Save button in Opening Mail Attachments dialog box to save attachment to hard drive or portable storage device
3. On File menu point to Save Attachments to save attachment to hard drive or portable storage device

## To Create and Insert an E-Mail Signature

The following steps create and insert an e-mail signature in an e-mail message. The signature will be used by Marcus in his role as team captain.

**1**

- With the Inbox window active, click Tools on the menu bar to display the Tools menu (Figure 1–31).

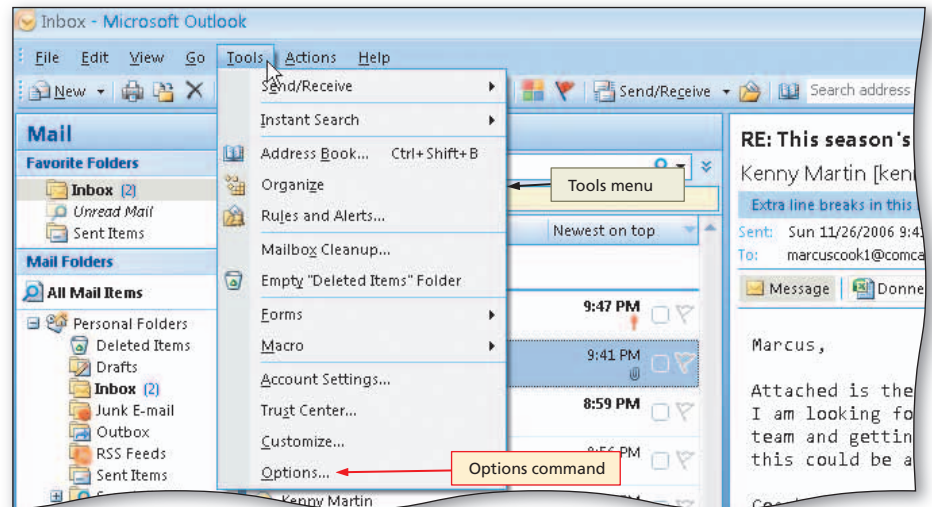


Figure 1–31

**2**

- Click Options on the Tools menu to display the Options dialog box.
- Click the Mail Format tab to display the Mail Format sheet (Figure 1–32).

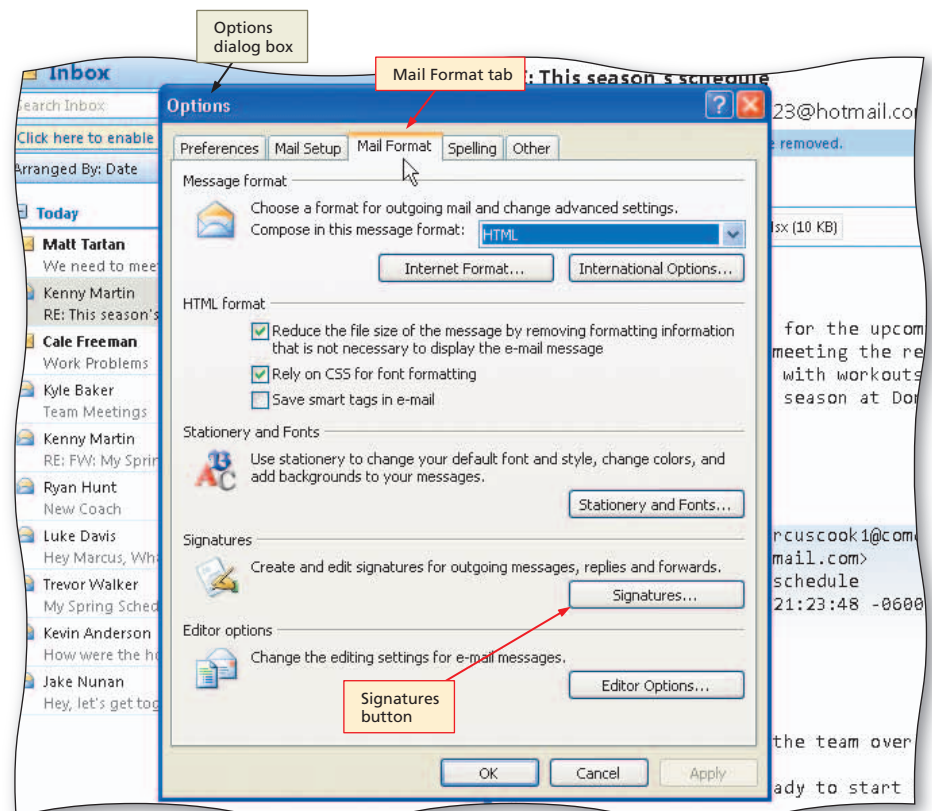


Figure 1–32

- 3**
- Click the Signatures button to display the Signatures and Stationery dialog box (Figure 1–33).

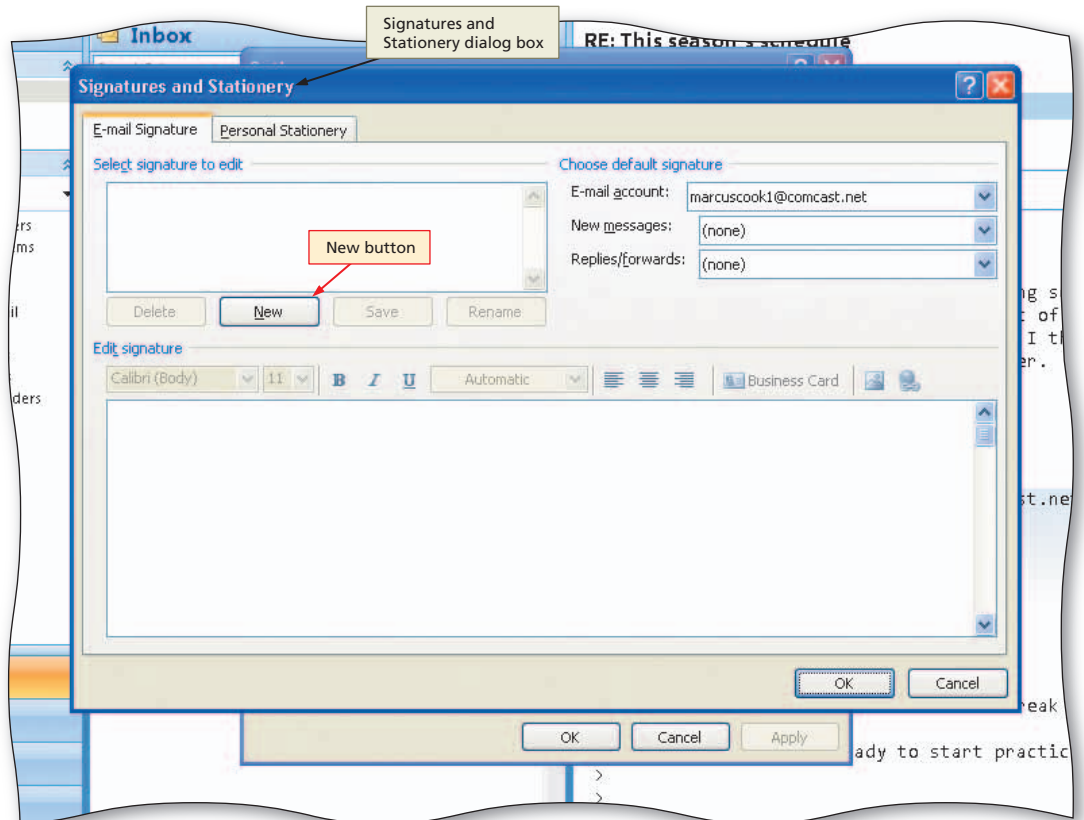


Figure 1–33

- 4**
- Click the New button to display the New Signature dialog box.
  - When Outlook displays the New Signature dialog box, type Team in the 'Type a name for this signature' text box (Figure 1–34).

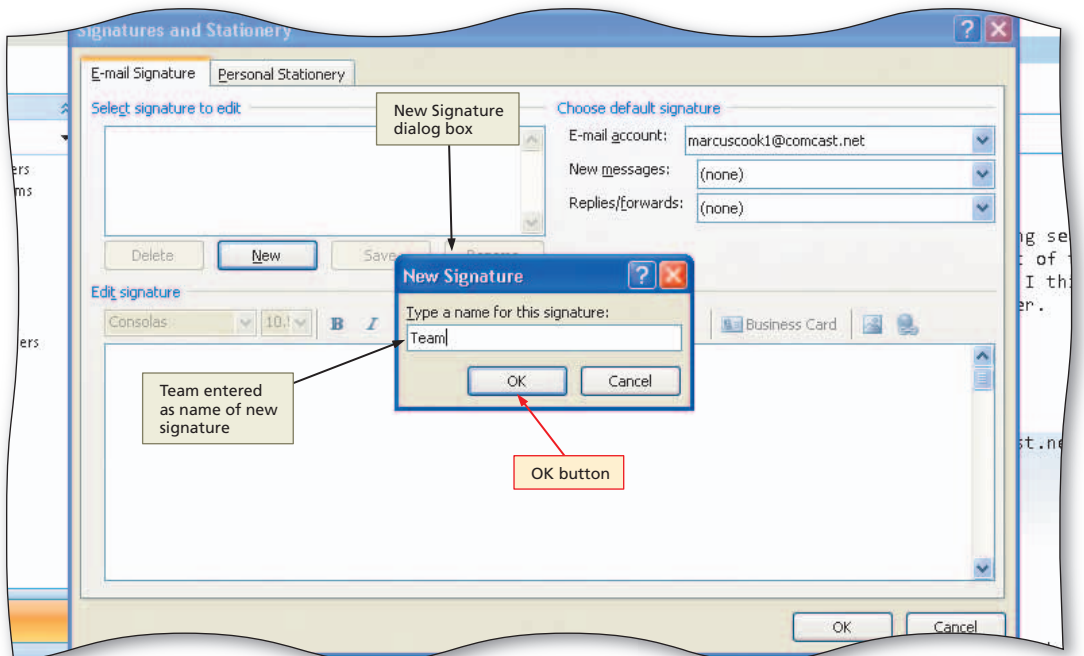


Figure 1–34

- 5**
- Click the OK button.
  - Click in the Edit signature area of the Signatures and Stationery dialog box and type Marcus Cook – Team Captain as the signature (Figure 1–35).

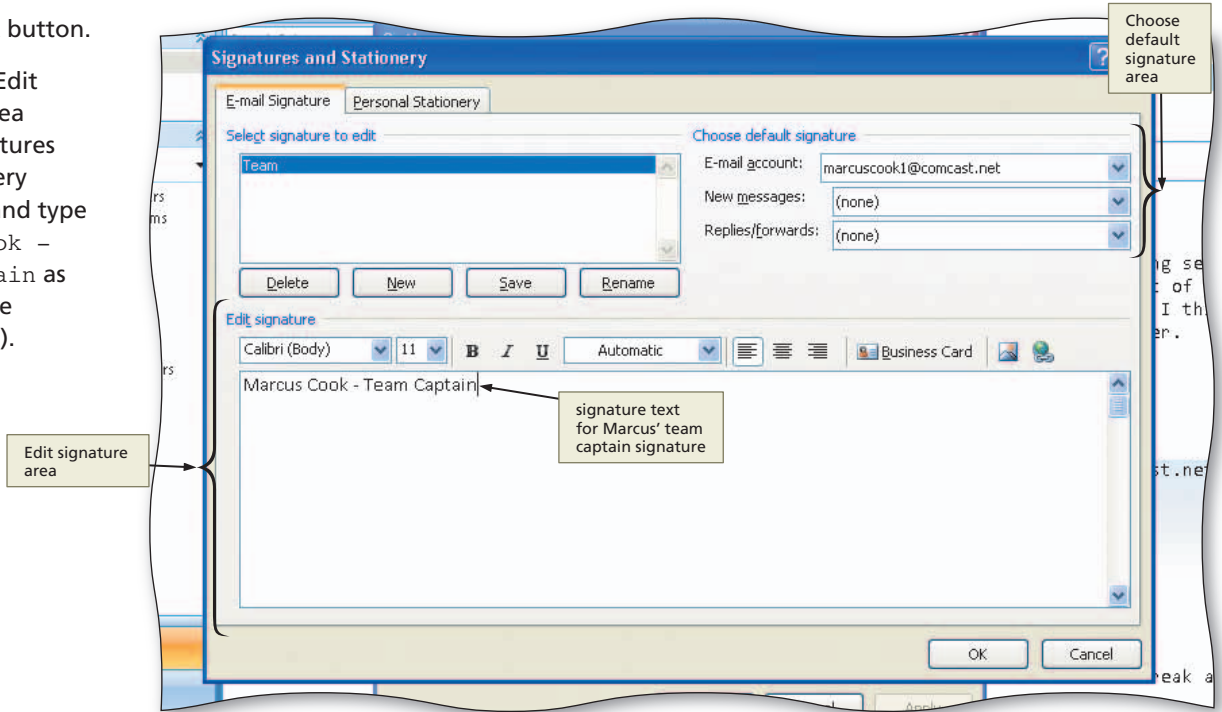


Figure 1–35

- 6**
- In the Choose default signature area of the Signatures and Stationery dialog box, select the appropriate e-mail account (if you are stepping through this project, ask your instructor for the appropriate e-mail account).
  - If necessary, select Team in the New messages box and the Replies/forwards box to select it as the default signature (Figure 1–36).

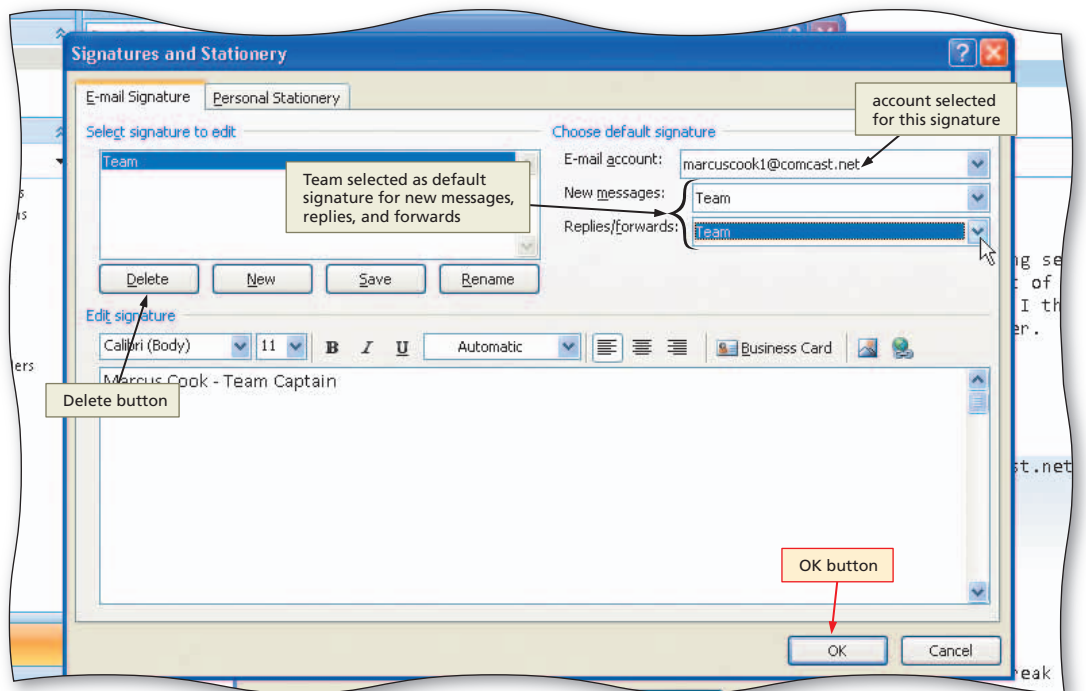


Figure 1–36

- 7**
- Click the OK button to close the Signatures and Stationery dialog box. Click OK in the Options dialog box to close the dialog box.

**Q&A** What do I do with my signature now that it is created?

Your signature will be inserted automatically in all new messages as well as reply and forward messages. You also can modify or remove your signatures at any time using the Signatures and Stationery dialog box.

**Other Ways**

1. Press ALT+T, press O

## E-Mail Signatures for Multiple Accounts

You can create unique signatures for different accounts by adding new signatures and selecting a different account in the Choose default signature area of the Signatures and Stationary dialog box (Figure 1–36).

### BTW E-Mail Signatures

Outlook allows you to add signatures to your e-mail messages that you create in Word 2007. Some of the advantages to creating them in Word is the ability to insert pictures and hyperlinks into the signature.

## New Mail Messages

In addition to opening and reading, replying to, forwarding, and deleting e-mail messages, you will have many occasions to compose and send original e-mail messages. When you compose an e-mail message, you must know the e-mail address of the recipient of the message, enter a brief one-line subject that identifies the purpose or contents of the message, and then type the message in the message body.

You also can **format** an e-mail message to enhance the appearance of the message. Formatting refers to changing the style, size, and color of the text document.

## To Compose an E-Mail Message

The following steps compose a formatted e-mail message to Kenny Martin with an attachment.

- 1 With the Inbox window active, point to the New Mail Message button on the Standard toolbar (Figure 1–37).

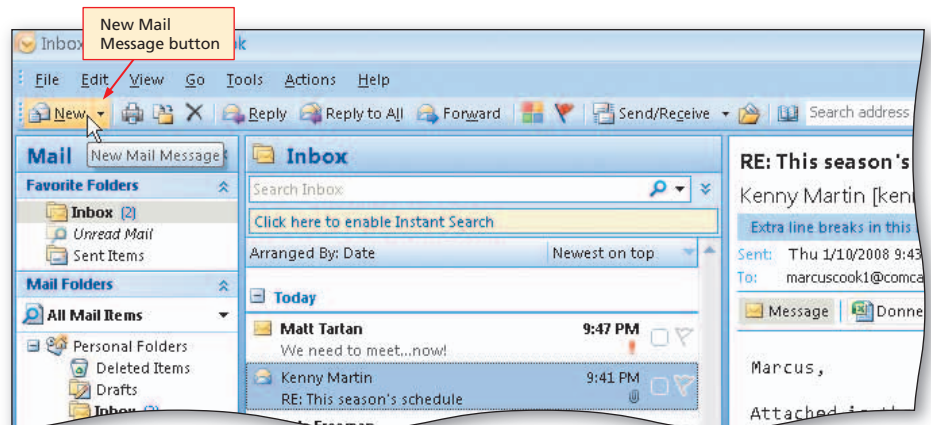


Figure 1–37

- 2 Click the New Mail Message button to open the Untitled – Message window (Figure 1–38).

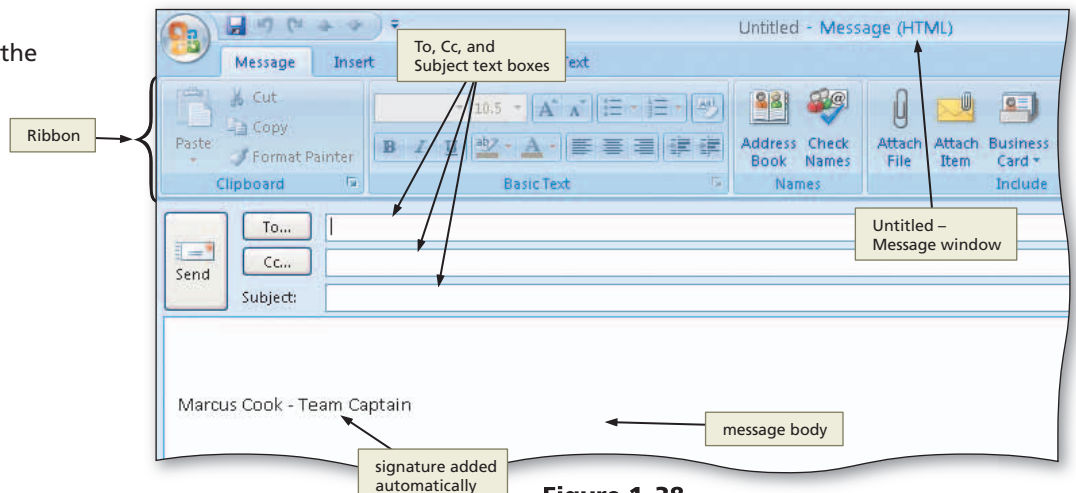


Figure 1–38

3

- Type kennymartin123@hotmail.com in the To text box, click the Subject text box, and then type Draft Practice Schedule in the Subject text box (Figure 1–39).
- Press the TAB key to move the insertion point into the message body area.

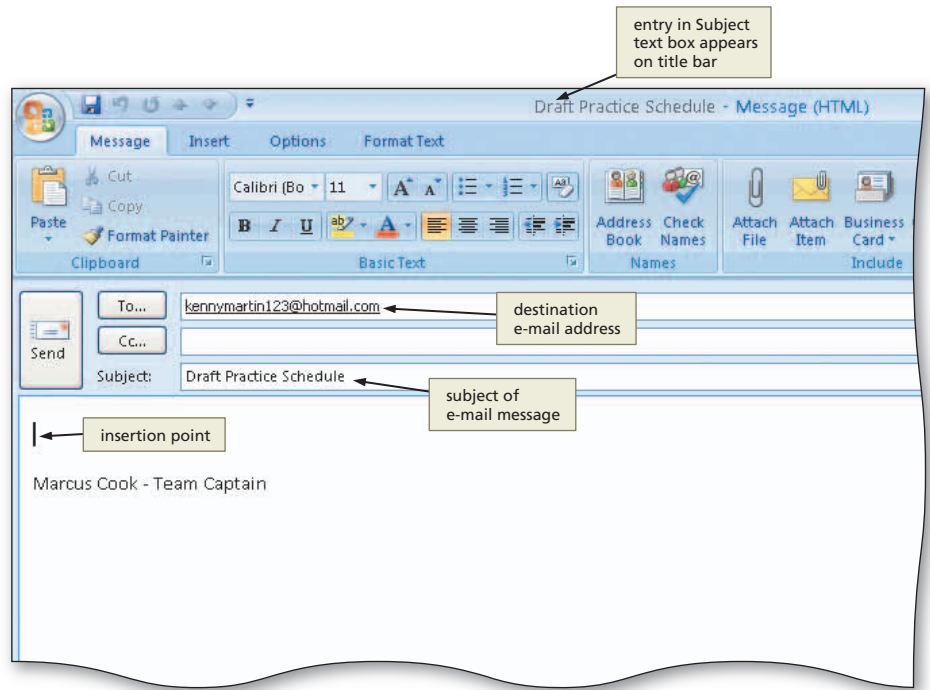


Figure 1–39

4

- Type the e-mail message (Figure 1–40).

Q&A

What if I make a mistake while typing a message?

When you enter a message, you can use the DELETE key and BACKSPACE key to correct errors. If you are using Microsoft Word as your e-mail editor and you have the appropriate Spelling options selected, then the spell checker will flag the misspelled words with a red wavy line. Furthermore, the message will be spell checked before it is sent.

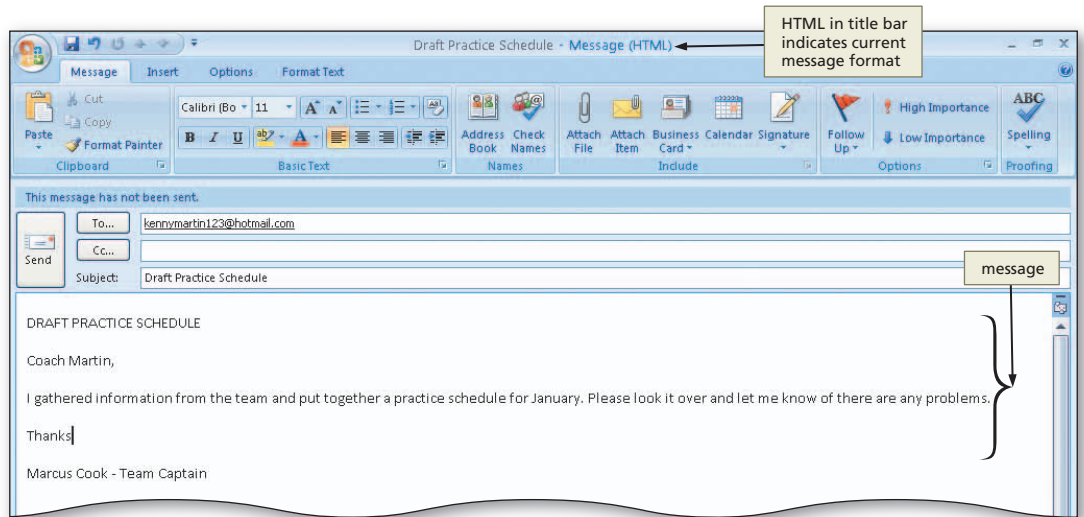
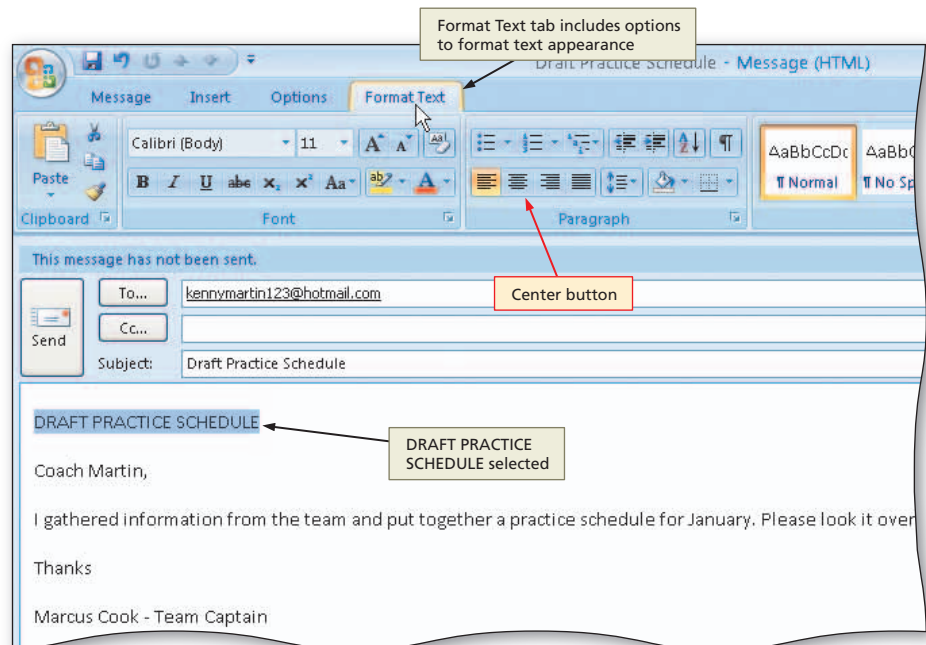


Figure 1–40

## To Format an E-Mail Message

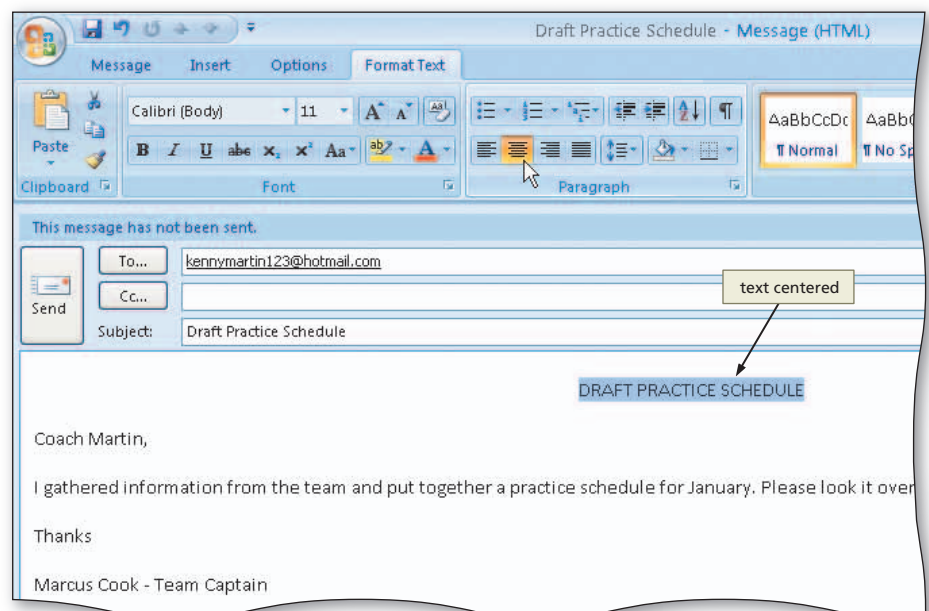
Outlook's default message format is HTML, which allows you to customize text with numbering, bullets, alignment, signatures, and linking to Web pages. The following steps center the text, **DRAFT PRACTICE SCHEDULE**, change the font size to 36-point, and change the color of the text to red. A **font size** is measured in points. A **point** is equal to 1/72 of one inch in height. Thus a font size of 36 points is approximately one-half inch in height.

- 1**
  - Highlight the text, **DRAFT PRACTICE SCHEDULE**, in the message body and then click the **Format Text** tab (Figure 1-41).



**Figure 1-41**

- 2**
  - Click the **Center** button in the **Paragraph** group on the **Format Text** tab to center the selected text (Figure 1-42).



**Figure 1-42**

3

- Click the Font Color button in the Font group on the Format Text tab to change the color of the selected text to red (Figure 1-43).

**Q&A** How do I pick a color other than red?

To select a font color, click the box arrow on the Font Color button to display a color palette. Simply click a color on the palette to change the color of the text.

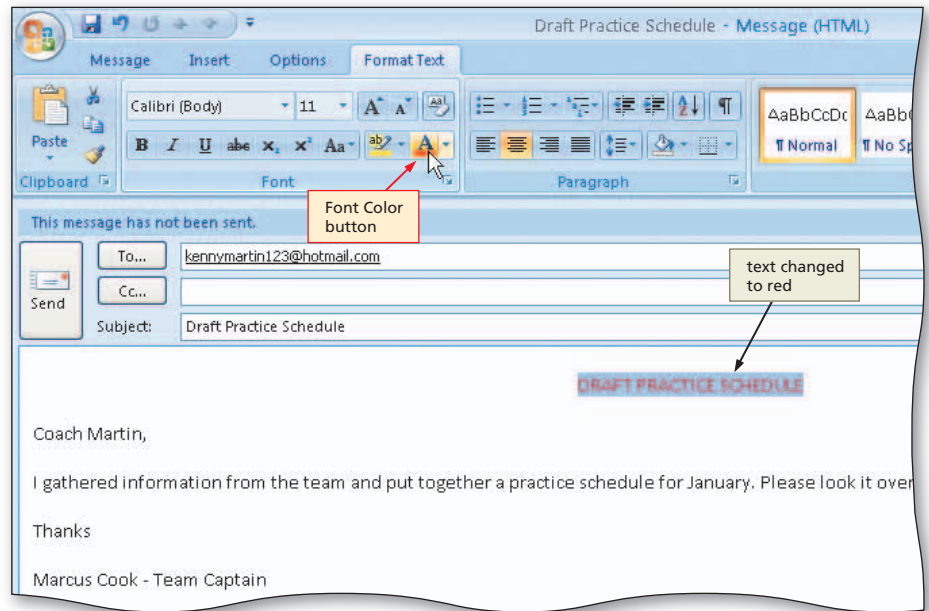


Figure 1-43

4

- Click the Font Size box arrow in the Font group on the Format Text tab to display the Font Size list (Figure 1-44).

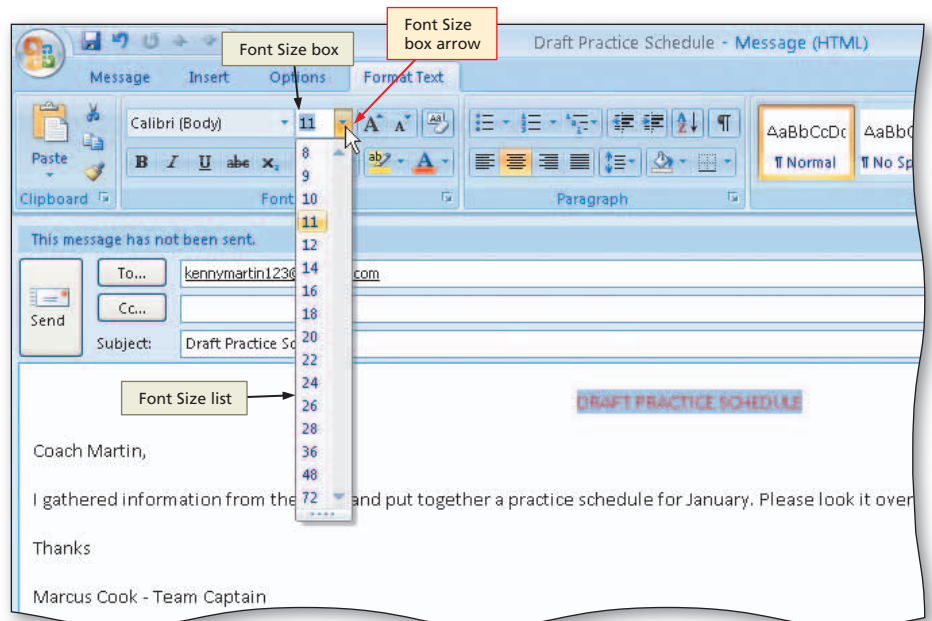


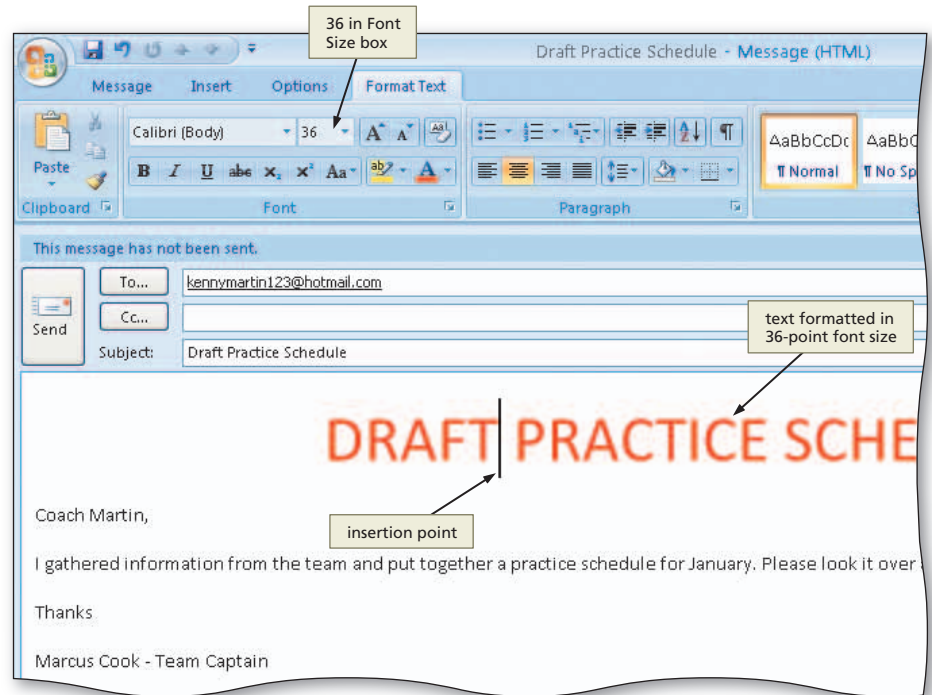
Figure 1-44

**5**

- Scroll down the Font Size list, click 36, and then click the selected text to remove the selection (Figure 1–45).

**Q&A** Why do I have to select the entire text to change the format?

Because centering is a paragraph format, you can simply click within the text, and then click the Center button. Font size, however, is a character format, so you must select the characters in the entire text before you select a new font size.

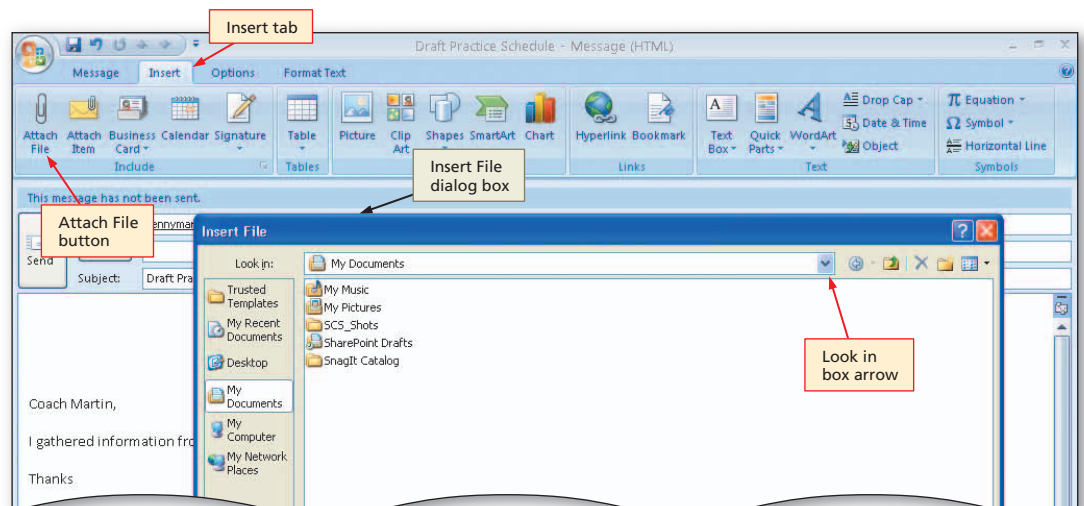
**Figure 1–45**

## To Attach a File to an E-Mail Message and Send the Message

Outlook allows you to attach almost any kind of file to your message. You may need to send a Word document, an Excel worksheet, a picture, or other type of file. The following steps attach the Draft Practice Schedule.xlsx file to the e-mail message.

**1**

- Click the Insert tab on the Ribbon and then click the Attach File button in the Include group to display the Insert File dialog box (Figure 1–46).

**Figure 1–46**

2

- With your USB flash drive connected to one of the computer's USB ports, if necessary, click the Look in box arrow and then click UDISK 2.0 (E:) to select the USB flash drive, drive E in this case, in the Look in list as the device that contains the file.
- Click Draft Practice Schedule in the Insert File dialog box (Figure 1-47).

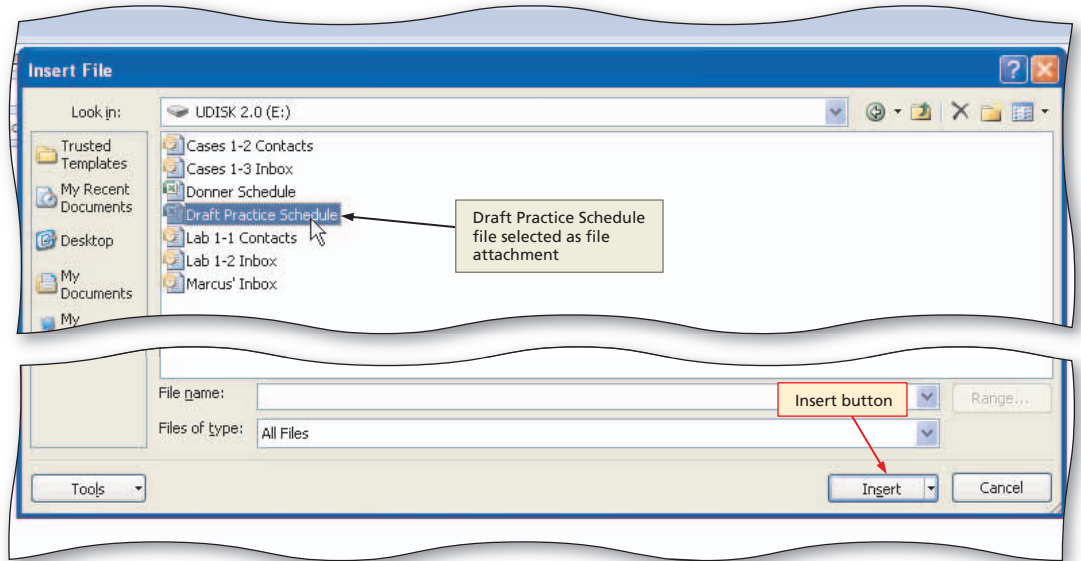


Figure 1-47

3

- Click the Insert button in the Insert File dialog box to insert the file into the message (Figure 1-48).

Q&A

What if I have more than one file to send?

You can attach multiple documents to the same e-mail message. Simply perform the previous steps for each attachment. Keep in mind, however, that some Internet service providers limit the total size of e-mail messages you can attach. You should keep the sum of the file sizes attached to an e-mail message to less than 1 MB.

4

- Click the Send button to send the message and close the Message window (Figure 1-48).

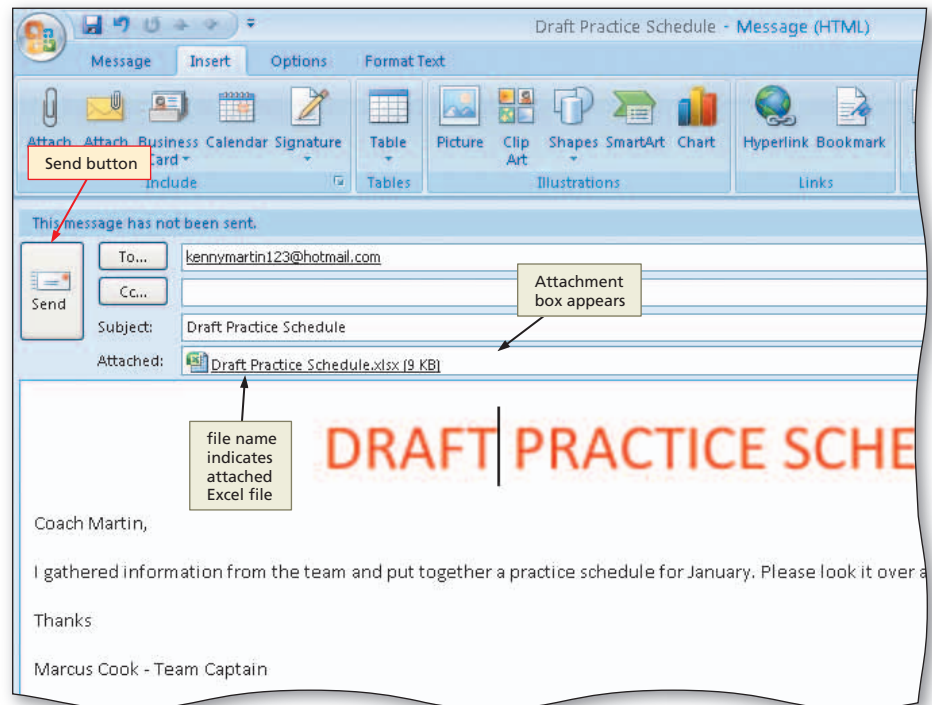


Figure 1-48

BTW

**File Attachments**

Outlook allows other ways for a file to be inserted into a message. You can drag a file from any folder on your computer to a message, or you can copy and paste a file into a message as an attachment by right-clicking the file, clicking Copy on the shortcut menu, then in the Outlook message, clicking Paste on the Edit menu.

## Organizing E-Mail Messages

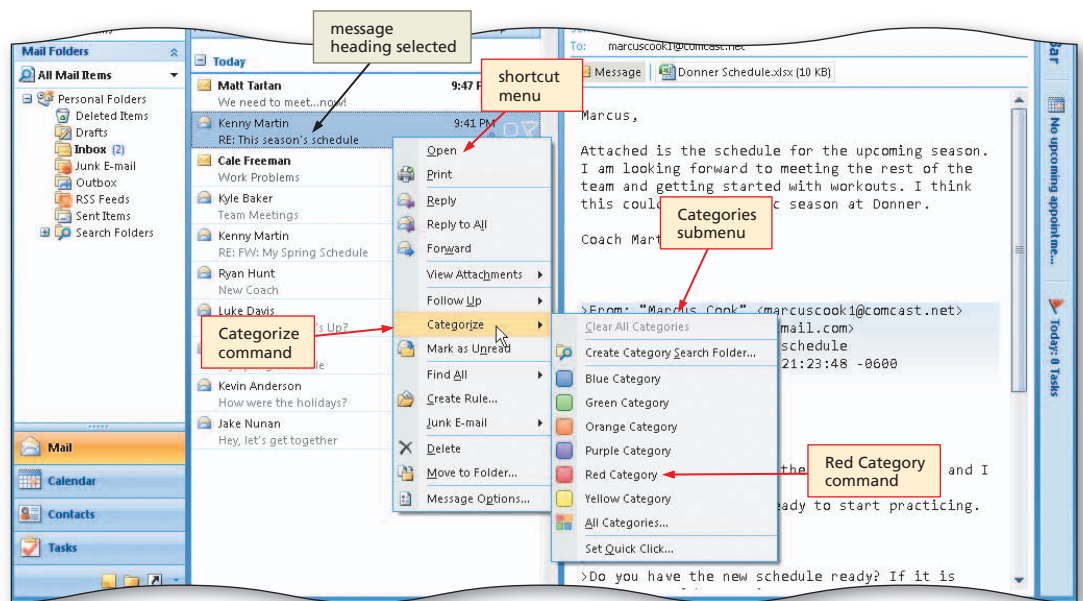
Keeping track of your incoming messages can be a challenge, especially if you receive a lot of mail. Two features that can help you organize your messages are the Category box and Follow Up flag, located to the right of the message headings. The **Category box** can be assigned one of six different default colors, or you can create your own categories with different colors. Color selection and the meaning of each color are entirely at the discretion of the user. For example, you could assign red to indicate a message from your boss, yellow could mean a message from your best friend, and purple may be a message from your parents.

The **Follow Up flag** can be assigned one of five different flags, or you can customize your own Follow Up flag. These flags are used to remind you to follow up on an issue. When you select a flag, Outlook adds a reminder message in the Reading pane. Outlook also adds a task to the To-Do Bar.

### To Categorize E-Mail Messages

Marcus would like to organize his messages. The following steps categorize, flag, and sort e-mail messages.

- 1
  - With the Inbox window active, right-click the Kenny Martin message heading to display the message shortcut menu.
  - Point to Categorize to display the Categories submenu (Figure 1-49).



**Figure 1-49**

#### **BTW** Junk E-Mail Filters

A useful feature in Outlook is the Junk E-mail Filter. The filter is on by default. It automatically evaluates whether an unread message should be sent to the Junk E-mail folder. While you can configure the Junk E-mail Filter to your own personal settings, the default settings evaluate several factors, such as content, time the message was sent, and who sent the message. To change junk e-mail settings, click Options on the Tools menu, and then click the Junk E-mail button in the Preferences sheet of the Options dialog box. Make the preferred changes in the Junk E-mail Options dialog box. Note that the Junk E-mail folder is not available if you use an Exchange Server e-mail account.

2

- Click the Red Category command on the Categories submenu. If the Rename Category dialog box appears, click No.
- Repeat Steps 1 and 2 to categorize the remaining messages in the message pane (Figure 1–50).

**Other Ways**

1. Right-click Categorize box, click appropriate category color
2. On Actions menu, point to Categorize, click appropriate category color
3. Click the Category button on the Standard toolbar, click appropriate category color
4. Press ALT+A, press I

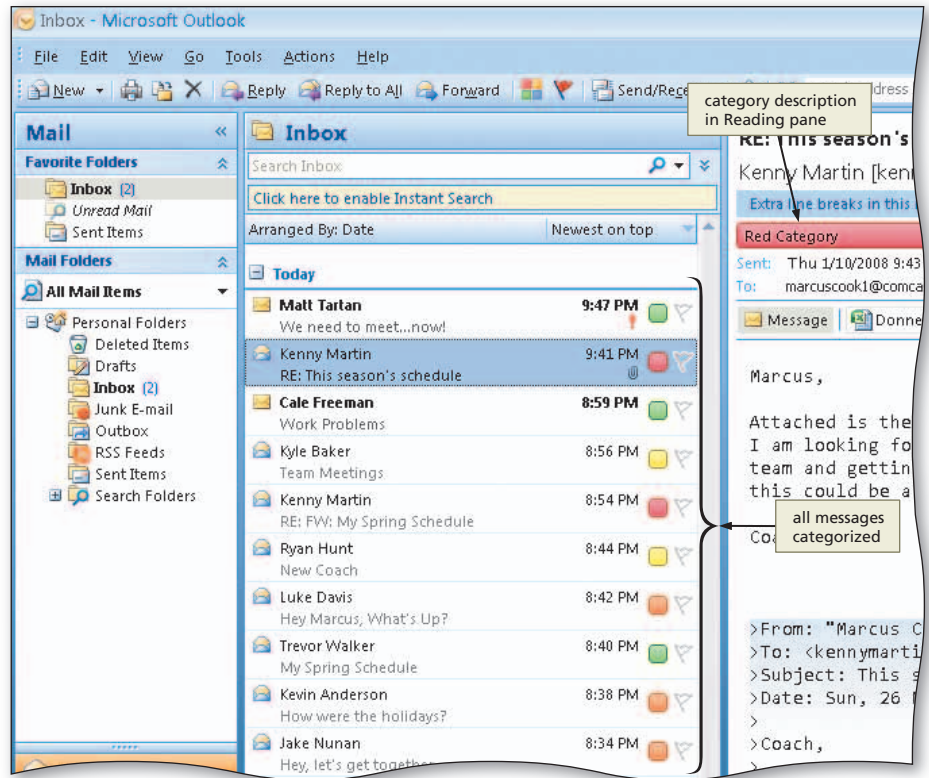


Figure 1–50

## To Flag E-Mail Messages

The following steps mark a message with a flag that indicates the message needs to be dealt with today.

1

- With the Inbox window active, right-click the Kenny Martin message heading to display the message shortcut menu (Figure 1–51).
- Point to Follow Up to display the Follow Up submenu (Figure 1–51).

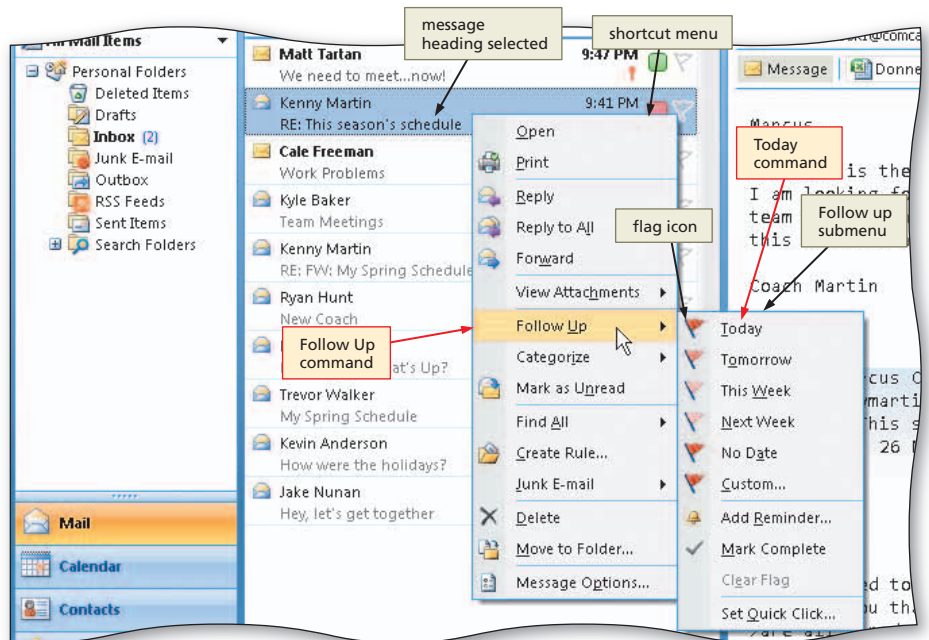


Figure 1–51

**2**

- Click the Today command on the Follow Up submenu to assign a Follow Up flag with today as the due date.
- Repeat Steps 1 and 2 to add Follow Up flags to the remaining messages in the message pane (Figure 1-52).
- Select different flags as necessary.

Q&amp;A

What does the Follow Up message in the Reading pane mean?

You can select from five default Follow Up flags. The message in the Reading pane corresponds to that selection and assigns a Start date and Due date to the selection (today, tomorrow, this week, and next week).

**Figure 1-52****Other Ways**

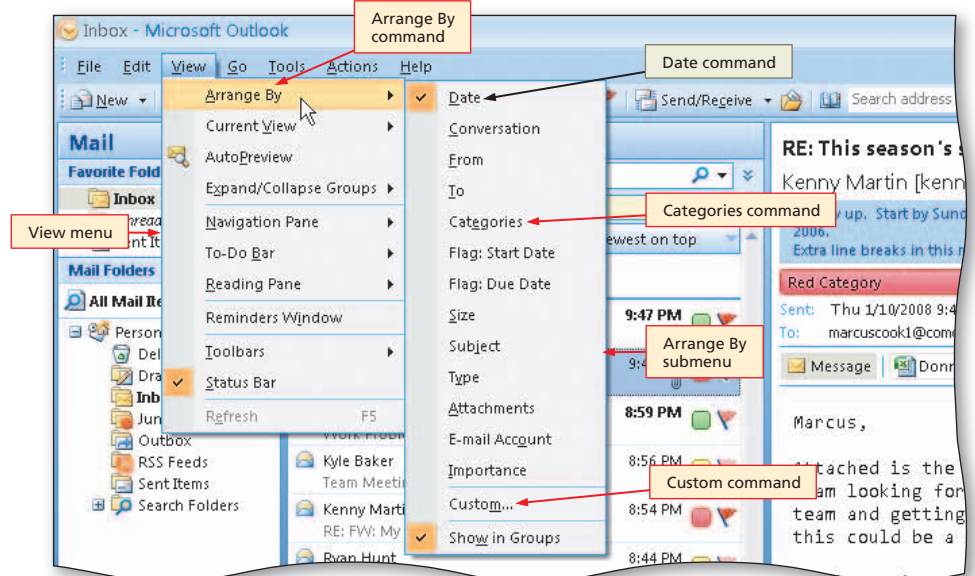
1. Right-click Follow Up flag, click appropriate flag
2. On Actions menu, point to Follow Up, click appropriate flag
3. Click the Follow Up button on the Standard toolbar, click appropriate flag
4. Press ALT+A, press U

## To Sort E-Mail Messages by Category Color

After categorizing and flagging the appropriate messages, you can sort the messages by category color. The following steps sort the messages by category color.

**1**

- With the Inbox window active, click View on the menu bar to open the View menu. Point to Arrange By to display the Arrange By submenu (Figure 1-53).

**Figure 1-53**

- 2 • Click Categories on the Arrange By submenu to sort the messages by Category (Figure 1–54).
- 3 • Return to the previous view by repeating Step 1 and then clicking Date on the Arrange By submenu.

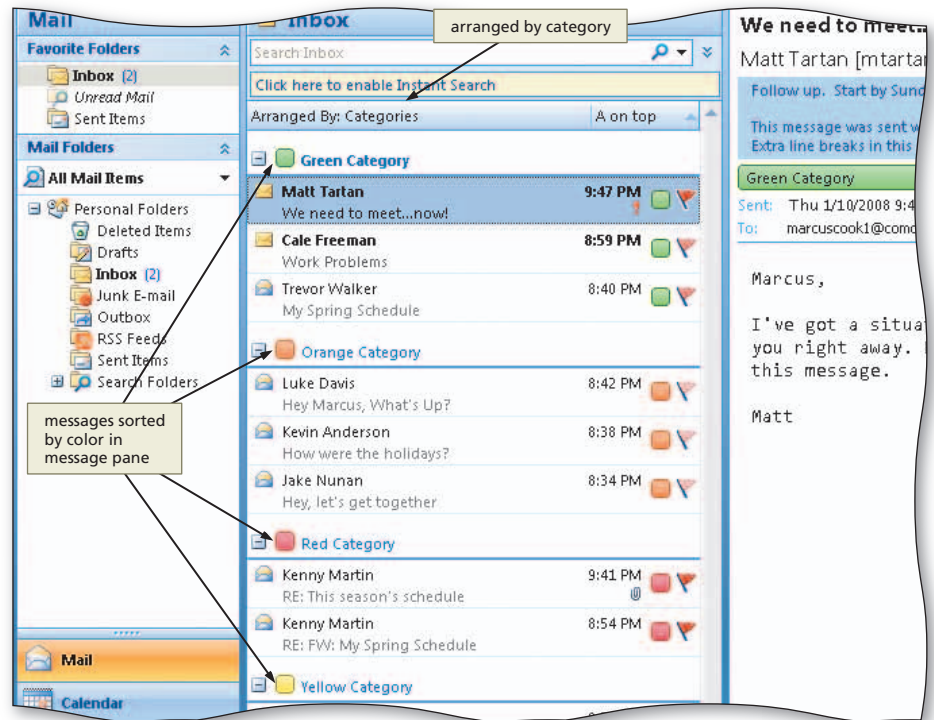


Figure 1–54

**Other Ways**

1. Press ALT+V, press A, press E

## To Create and Apply a View Filter

The following steps create and apply a view filter to show only messages from Kenny Martin.

- 1 • With the Inbox window active, click View on the menu bar.
- Point to Arrange By on the View menu and then click Custom on the Arrange By submenu to display the Customize View: Messages dialog box (Figure 1–55).

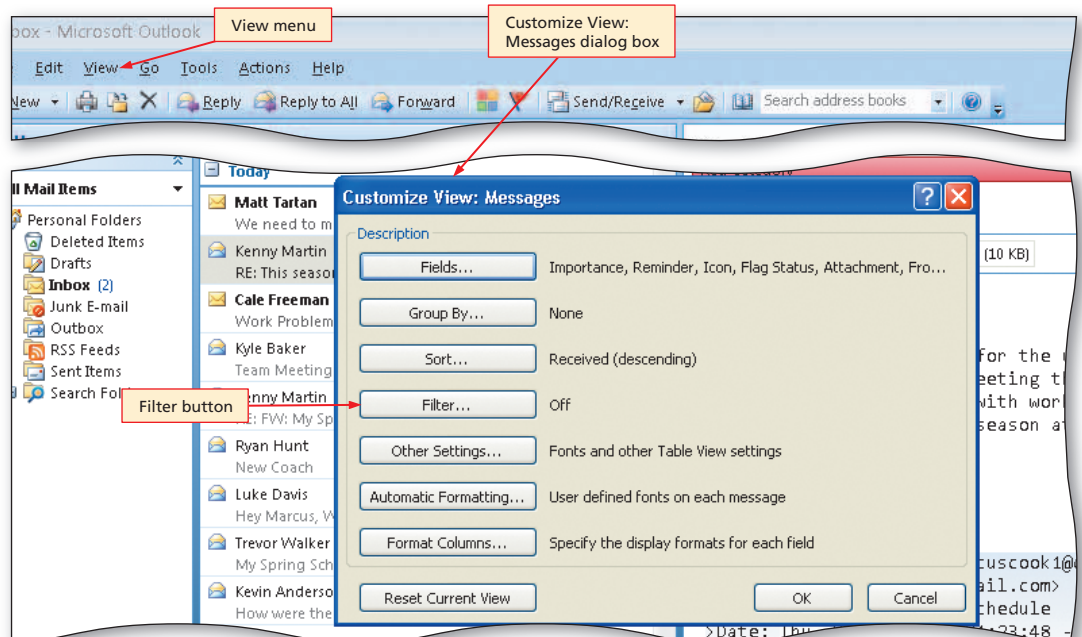
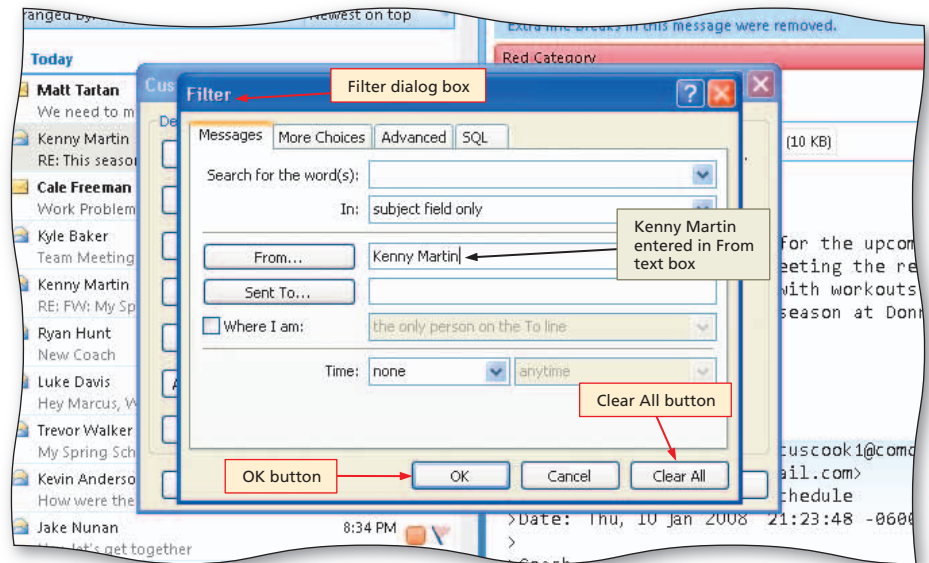


Figure 1–55

**2**

- Click the Filter button to display the Filter dialog box.
- Click the From text box (Figure 1-56).
- Type *Kenny Martin* in the From text box to specify that only e-mail messages from *Kenny Martin* are to appear.

**Figure 1-56****3**

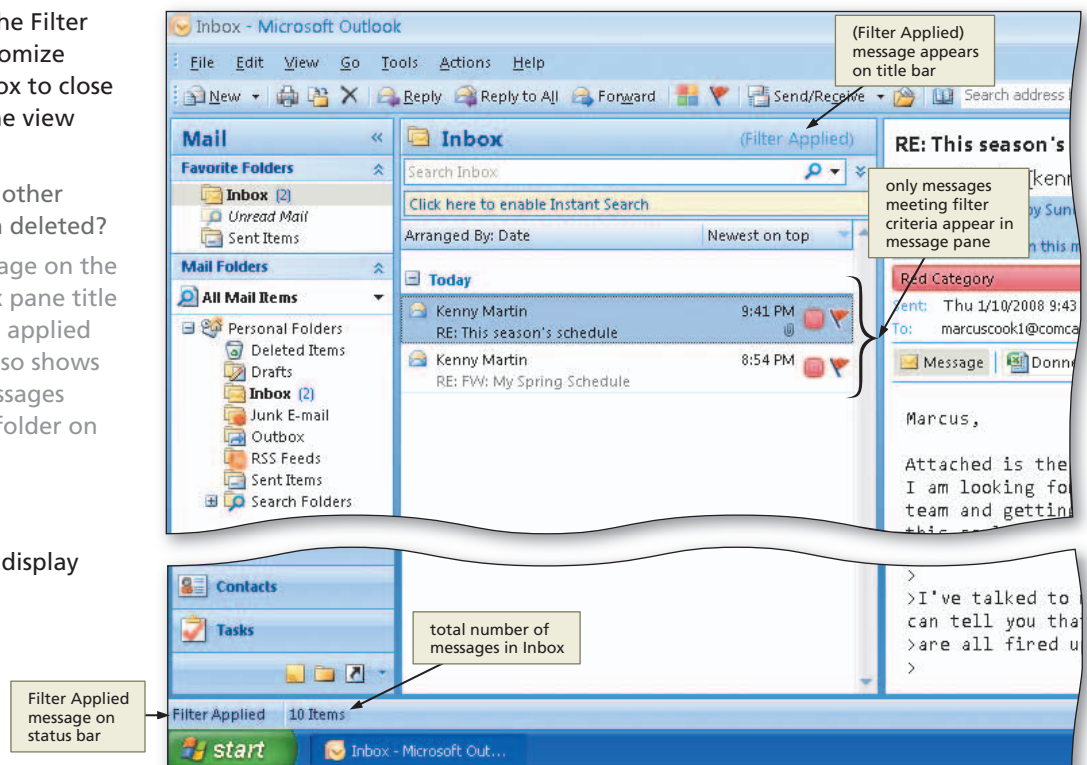
- Click the OK button in the Filter dialog box and the Customize View: Message dialog box to close both boxes and apply the view filter (Figure 1-57).

**Q&A** How do I know that my other messages have not been deleted?

Outlook displays a message on the status bar and the Inbox pane title bar when a view filter is applied to a selected folder. It also shows the total number of messages remaining in the Inbox folder on the status bar.

**4**

- Repeat Steps 1 and 2 to display the Filter dialog box.
- Click the Clear All button in the Filter dialog box to remove the view filter.
- Close the Filter and Customize View: Message dialog boxes.

**Figure 1-57**

## E-Mail Message Options

Outlook offers several ways in which you can customize your e-mail. You can either customize Outlook to treat all messages in the same manner, or you can customize a single message. Among the options available through Outlook are setting e-mail message importance and sensitivity. Setting **message importance** will indicate to the recipient the level of importance you have given to the message. For example, if you set the importance at high, a red exclamation point icon will appear with the message heading (Figure 1–58). Setting **message sensitivity** indicates whether the message is personal, private, or confidential. A message banner indicating the sensitivity of the message appears in the Reading pane below the sender’s name in the message header, as shown in Figure 1–58.

Along with setting importance and sensitivity, Outlook also offers several delivery options. You can have replies to your message automatically forwarded, save sent messages in a location of your choice (default is Sent Items folder), or delay delivering a message until a specified date and time.

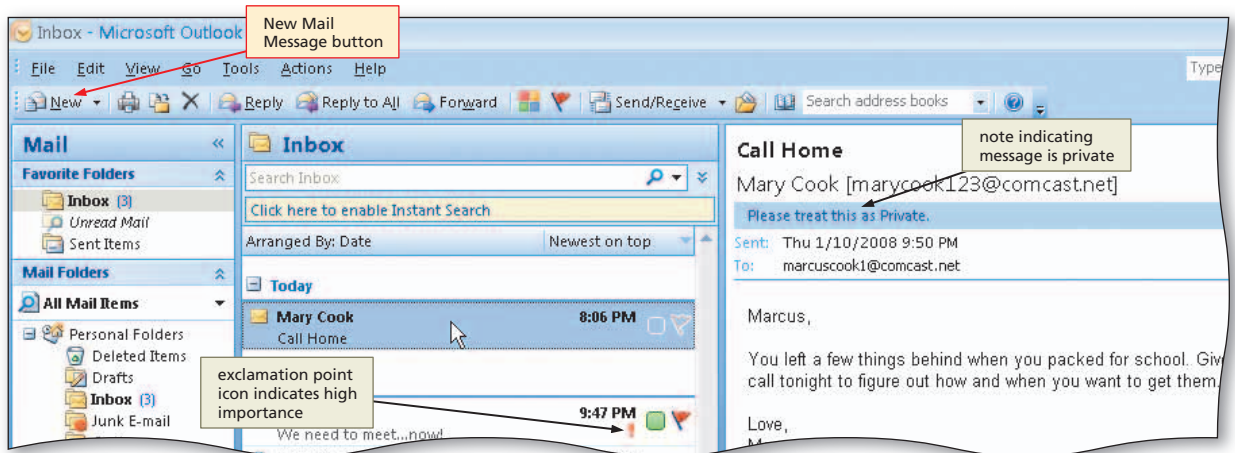


Figure 1–58

## To Set Message Importance, Sensitivity, and Delivery Options in a Single Message

The following steps set message importance, sensitivity, and delivery options in a single message.

- 1 With the Inbox window active, click the New Mail Message button on the Standard toolbar.
- Enter the message information (Figure 1–59).

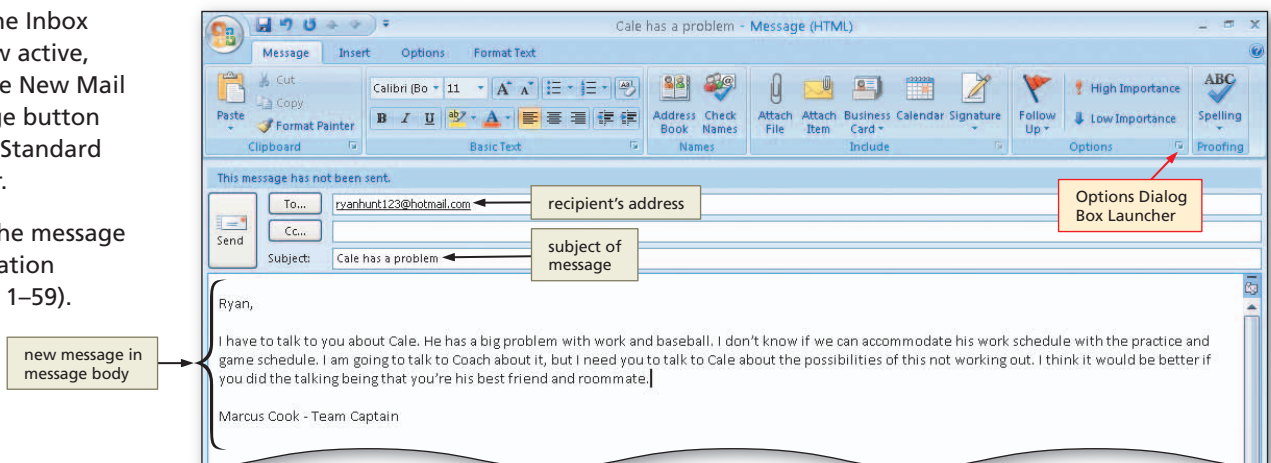
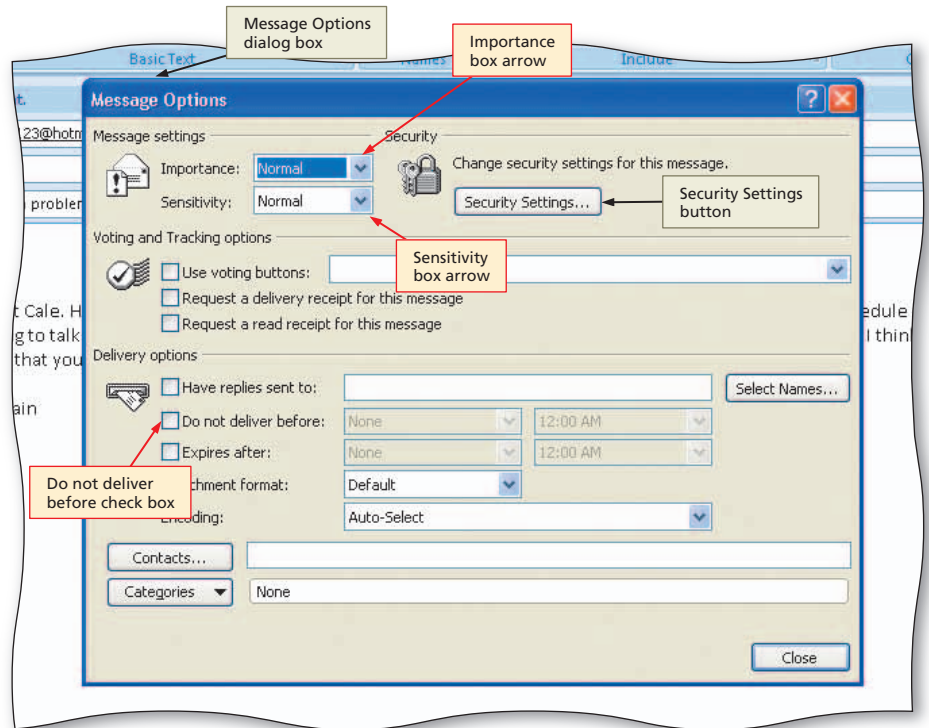


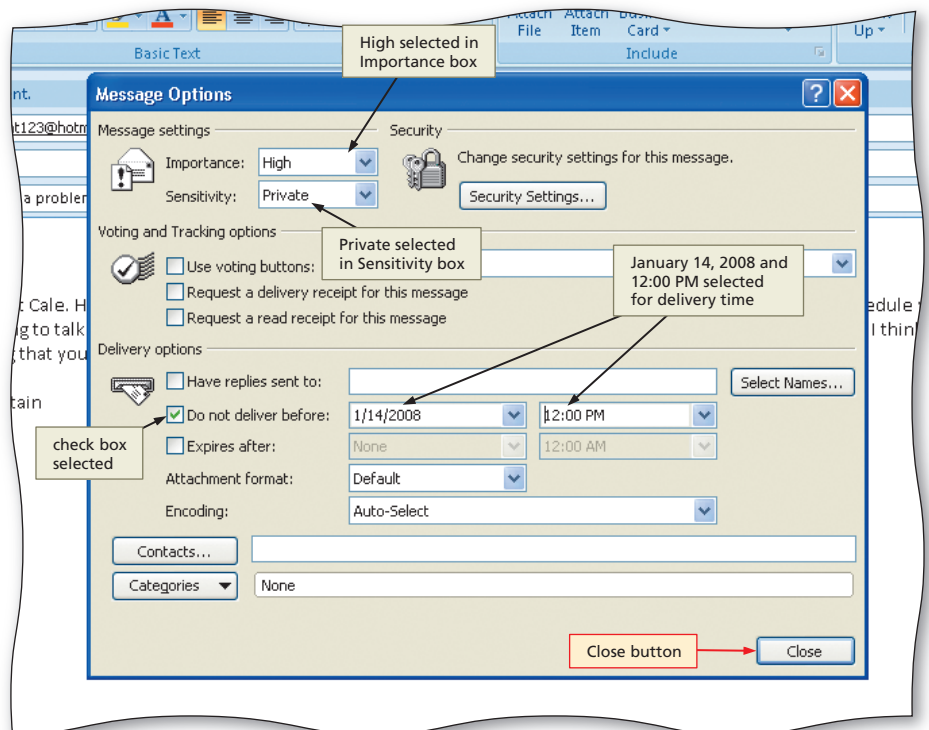
Figure 1–59

**2**

- Click the Options Dialog Box Launcher on the Ribbon to display the Message Options dialog box (Figure 1-60).

**Figure 1-60****3**

- Click the Importance box arrow and then select High in the Importance list.
- Click the Sensitivity box arrow and then select Private in the Sensitivity list.
- Click the 'Do not deliver before' check box in the Delivery options area to select it.
- Select January 14, 2008 in the calendar and 12:00 PM as the time in the respective delivery boxes (Figure 1-61).

**Figure 1-61**

4

- Click the Close button to close the dialog box.

**Q&A** How do I know that my settings have been applied to this message?

Notice that the High Importance button on the Ribbon is highlighted (Figure 1-62). While you cannot see it, the recipient of the message will receive the message with a red exclamation point icon and the message heading indicating the e-mail is private, like the one shown in Figure 1-58 on page OUT 38.

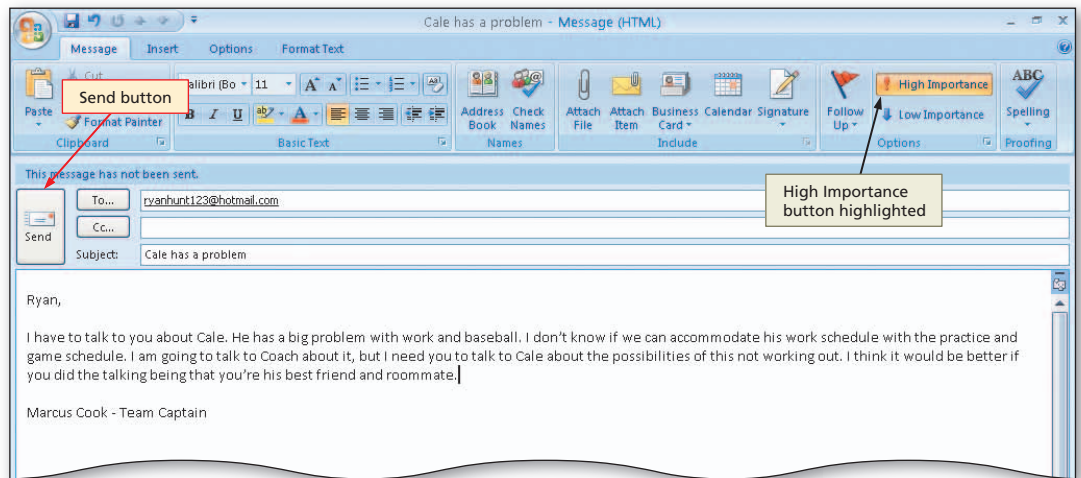


Figure 1-62

5

- Click the Send button to send the message.

**Q&A** What does Outlook do with the message while it is waiting for the specified date and time to send the message?

Outlook stores the message in the Outbox folder until the specified date and time arrive. At that time, the message will be sent.

## To Change the Default Level of Importance and Sensitivity

Outlook allows you to change the default level for either or both of these options. The following steps change the default level of importance and sensitivity for all outgoing messages.

1

- With the Inbox window active, click Tools on the menu bar and then click Options on the Tools menu to display the Options dialog box (Figure 1-63).

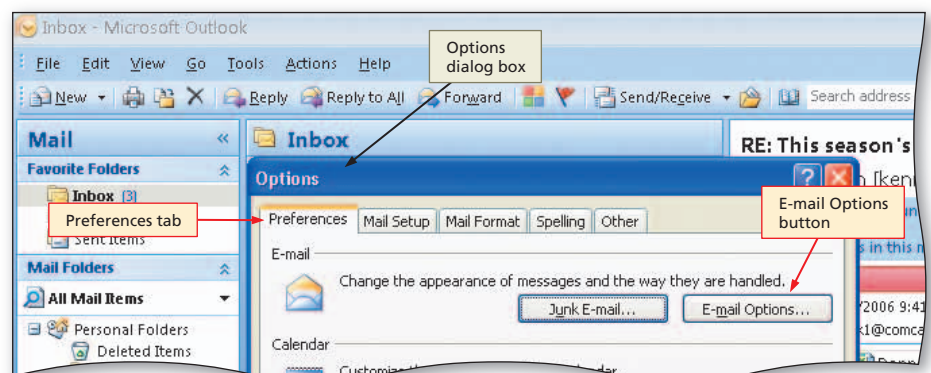
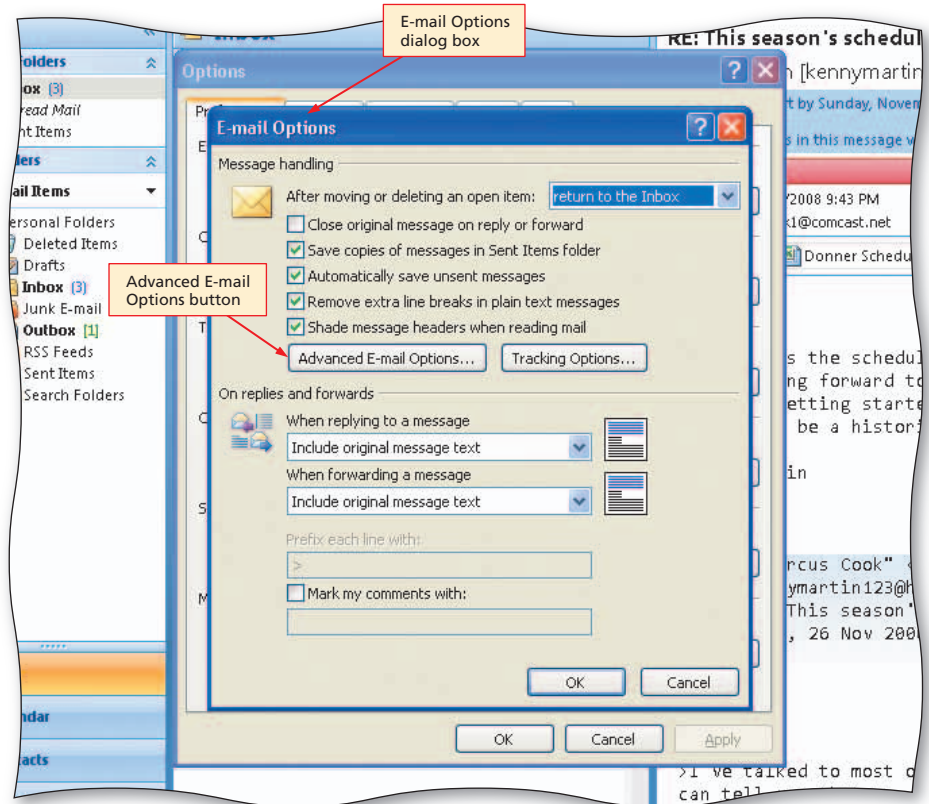


Figure 1-63

**2**

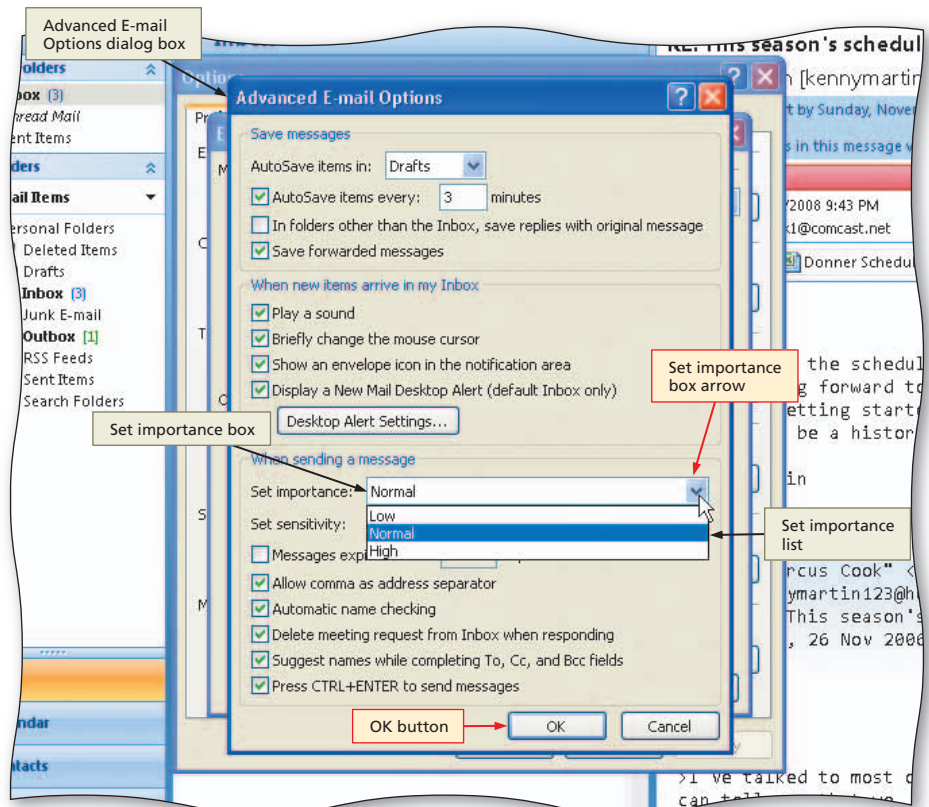
- In the Preferences sheet, click the E-mail Options button to display the E-mail Options dialog box (Figure 1–64).
- Click the Advanced E-mail Options button to open the Advanced E-mail Options dialog box.



**Figure 1–64**

**3**

- Click the Set importance box arrow to display the importance options (Figure 1–65).
- Select High in the Set importance list.



**Figure 1–65**

- 4
  - Click the Set sensitivity box arrow to display the sensitivity options.
  - Select Private in the Set sensitivity list (Figure 1–66).
- 5
  - Click the OK button in all three open dialog boxes to close them and return to the Inbox window.

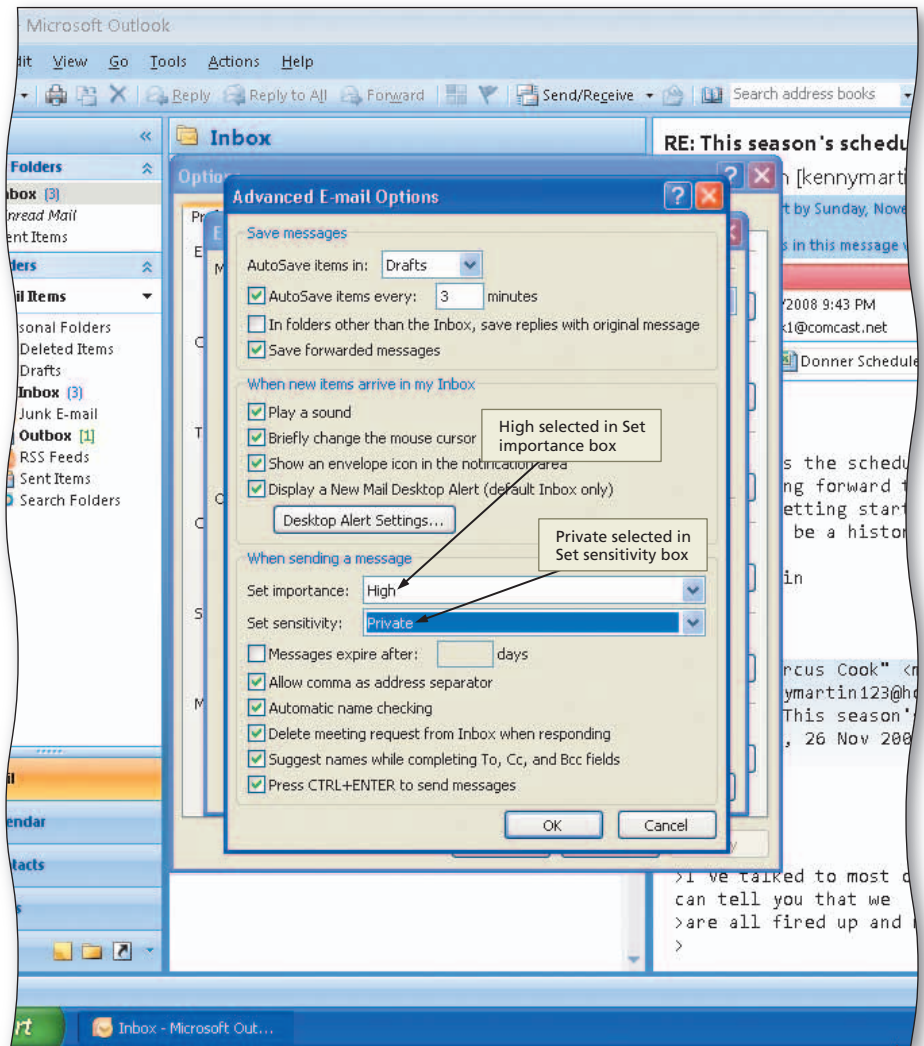


Figure 1–66

**Other Ways**

1. Press ALT+T, press O

**BTW Rules**

Another way to manage e-mail messages is to have Outlook apply rules when receiving and/or sending messages. Using rules, you can have messages automatically forwarded, categorized, flagged for follow up, or apply other options. To create a rule, click Rules and Alerts on the Tools menu, and then click the New Rule button in the E-mail Rules sheet of the Rules and Alerts dialog box.

## Search Folders

Outlook offers a feature called the Search Folders folder in the Mail Folders pane (Figure 1–67). The **Search Folders** folder includes a group of folders that allows you to group and view your messages quickly in one of three ways: (1) Categorized Mail, (2) Large Mail, and (3) Unread Mail. **Categorized Mail** messages are messages to which you have assigned a category. These messages are sorted by color. **Large Mail** messages are messages containing very large file attachments. These messages are grouped by size: Large (100 to 500 KB), Very Large (500 KB to 1 MB), and Huge (1 to 5 MB). **Unread Mail** comprises messages that have not been opened or have not been marked as read even though you may have read them in the Reading pane. Figure 1–67 shows messages in the Categorized Mail folder.

**BTW** **Security Settings**  
Click the Security Settings button (Figure 1–60 on page OUT 39) opens a dialog box that allows you to apply certain security restrictions on a message, such as encrypting the message or adding a digital signature.

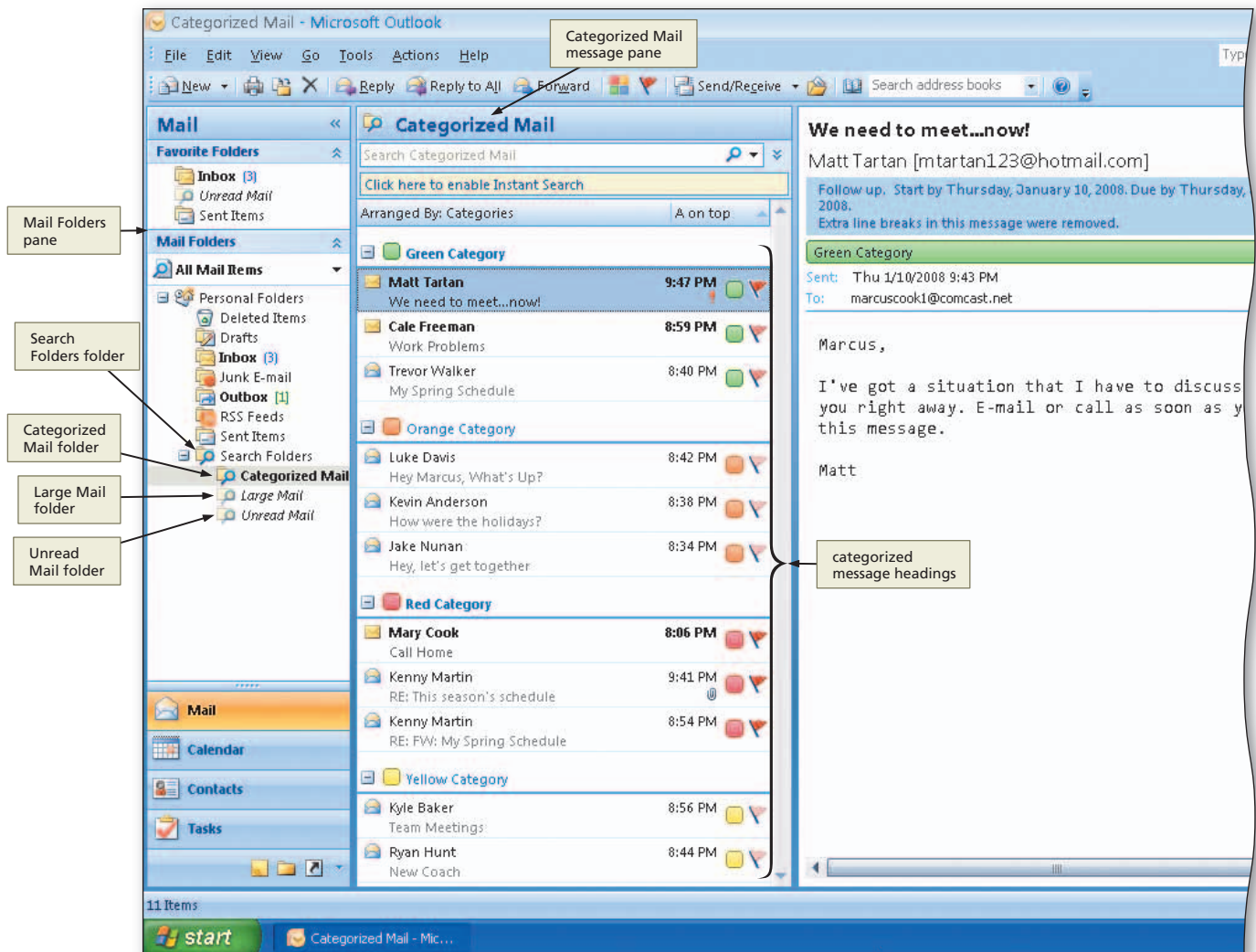


Figure 1–67

## Using Contacts

The **Contacts component** of Outlook allows you to store information about individuals and companies. People with whom you communicate for school, business, or personal reasons are your **contacts**. To help organize information about personal contacts, some people keep names, addresses, and telephone numbers in business card files and address books. With the Outlook Contacts component, you can create and maintain important contact information in a **contact list**, which is stored in the Contacts folder. Your contact list is like an electronic address book that allows you to store names, addresses, e-mail addresses, and more. Once you have entered the information, you can retrieve, sort, edit, organize, or print your contact list. Outlook also includes a **Find option** that lets you search for a contact name in your address book while you are using the Calendar, Inbox, or other Outlook components.

When the Contacts folder is open, information about each contact appears on a business card in the default **Business Cards view**. Each card includes fields for name, address, and multiple telephone numbers (home, work, cellular, and so on), e-mail, and Web page addresses. You can choose which fields are displayed on the cards using the View menu.

Previously, an e-mail message was composed, signed, formatted, and sent to Kenny Martin. Kenny’s e-mail address was typed into the To text box. The following sections show how to (1) create a personal folder; (2) create a contact list; (3) edit contact information; (4) print contact information; and (5) send an e-mail to a contact.

### To Create a Personal Folder

The following steps create a personal folder for Marcus Cook.

- 1
  - Click the Contacts button in the Navigation Pane to open the Contacts window.
  - When Outlook displays the Contacts window, right-click Contacts in the My Contacts pane to display the Contacts shortcut menu (Figure 1–68).

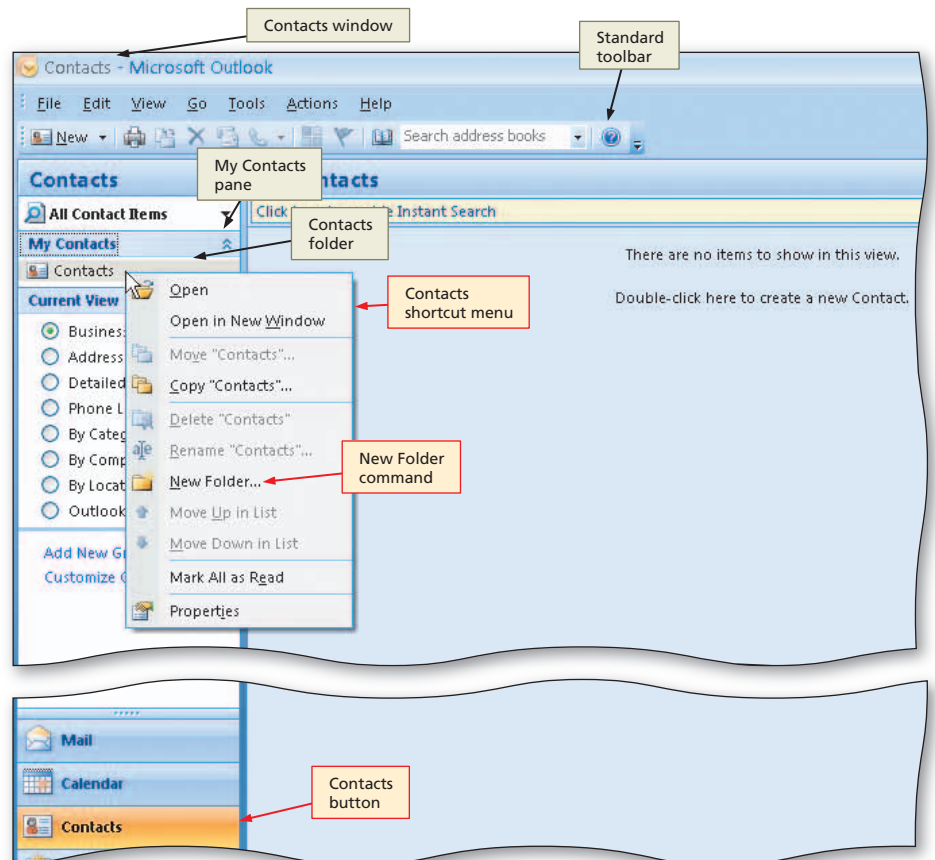
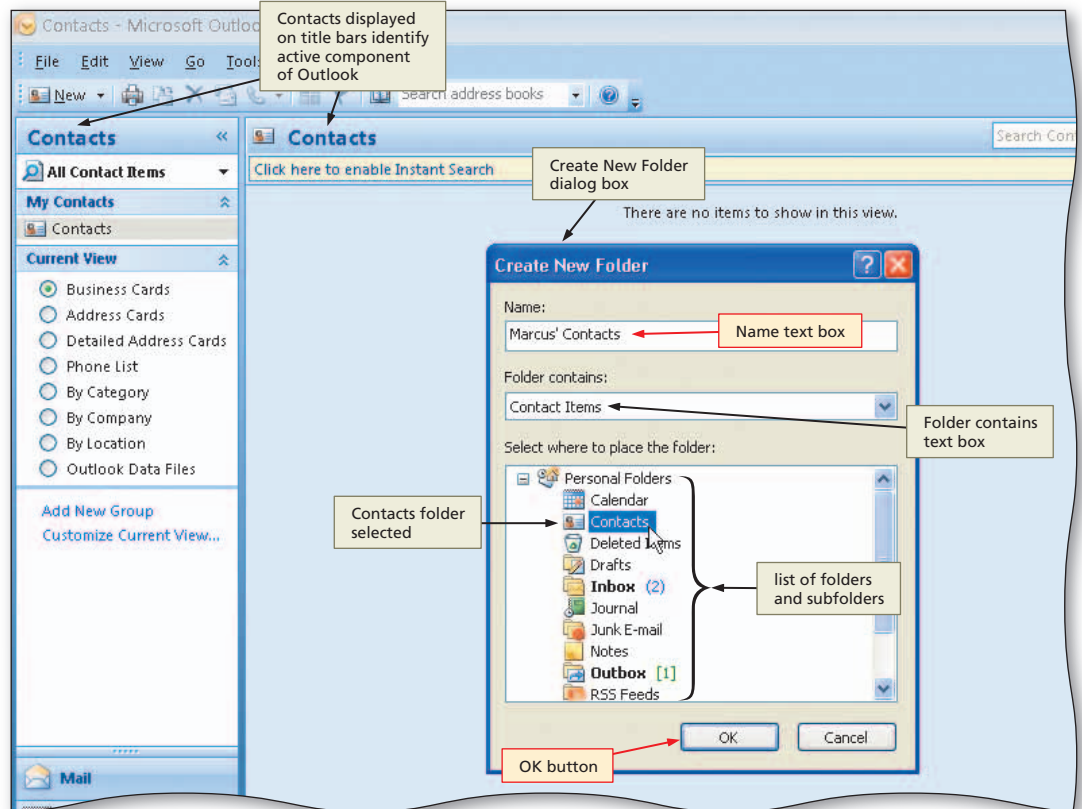


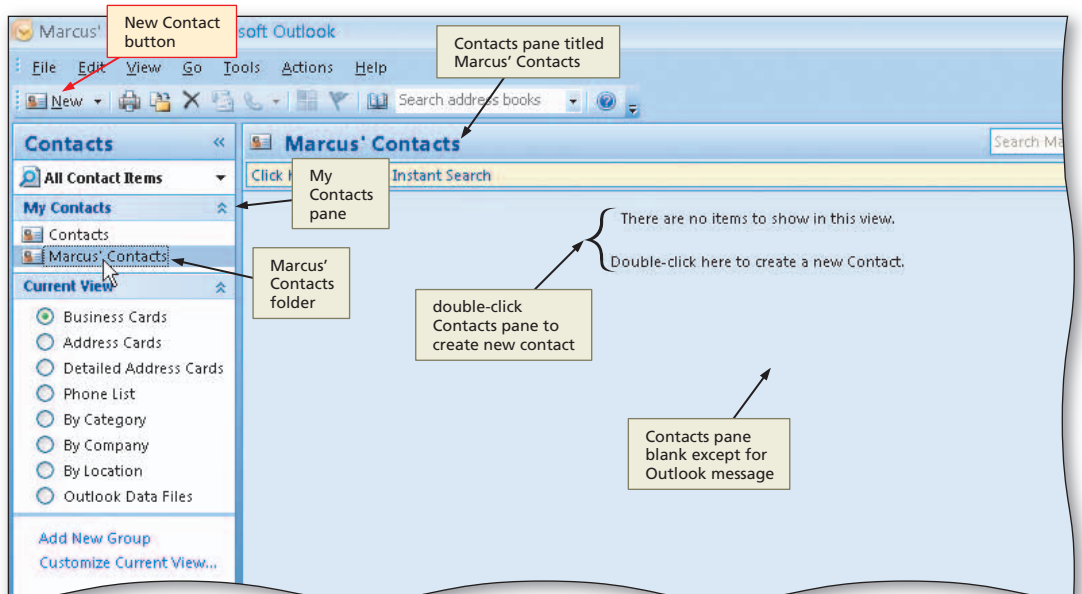
Figure 1–68

**2**

- Click New Folder on the Contacts shortcut menu to display the Create New Folder dialog box. Type Marcus' Contacts in the Name text box (Figure 1–69).
- If necessary, select Contact Items in the Folder contains list.
- Click Contacts in the Select where to place the folder list.

**Figure 1–69****3**

- Click the OK button to close the Create New Folder dialog box.
- In the Contacts window, click Marcus' Contacts in the My Contacts list (Figure 1–70).

**Figure 1–70****Other Ways**

1. On File menu point to New, click Folder on New submenu
2. On File menu, point to Folder, click New Folder on Folder submenu
3. Press CTRL+SHIFT+E

Figure 1–71 illustrates the Standard toolbar located below the menu bar in the Contacts window.

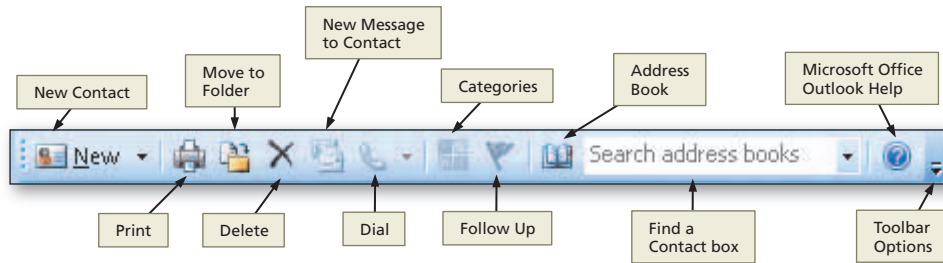


Figure 1–71

Next, you will create a contact list using the information included in Table 1–3.

Table 1–3 Contact Information			
Name	Telephone	Address	E-Mail Address
Kenny Martin	(937) 555-4120	8465 W. 63rd St. Donner, OH 44772	kennymartin123@hotmail.com
Jose Quinteras	(937) 555-7539	8868 Ashwood Lane Donner, OH 44772	josequinteras123@hotmail.com
Kelly Shurpa	(937) 555-9823	214 W. Lincoln Ave. Donner, OH 44772	kshurpa123@hotmail.com
Matt Tartan	(937) 555-0258	5246 Brookfield Ct. Donner, OH 44772	mtartan123@hotmail.com
Jim Osmont	(937) 555-6211	9812 River Rd. Donner, OH 44772	josmont123@hotmail.com
Cale Freeman	(937) 555-3080	7894 Forrest View Lane Donner, OH 44772	calefreeman123@hotmail.com
Kyle Baker	(937) 555-5279	7892 Buckingham Drive Donner, OH 44772	kylebaker101@hotmail.com
Ryan Hunt	(937) 555-1683	8792 Edgewater Lane Donner, OH 44772	ryanhunt123@hotmail.com
Luke Davis	(937) 555-2794	6776 Maplewood Blvd. Donner, OH 44772	lukedavis101@hotmail.com
Trevor Walker	(937) 555-8805	4476 Maplewood Blvd. Donner, OH 44772	trevwalker123@hotmail.com
Kevin Anderson	(937) 555-6309	1021 Ward Rd. Donner, OH 44772	kevanderson123@hotmail.com
Jake Nunan	(937) 555-2148	8924 65 <sup>th</sup> Street Donner, OH 4477	jakenunan123@hotmail.com

## To Create a Contact List

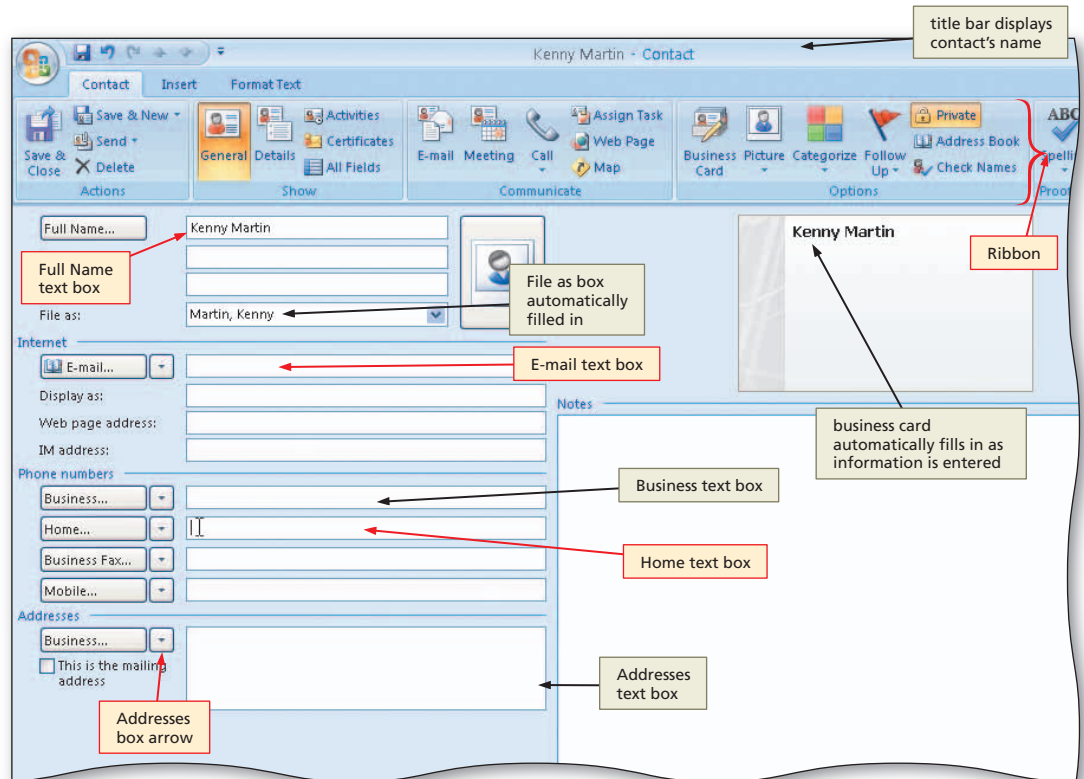
The following steps create a contact list.

**1**

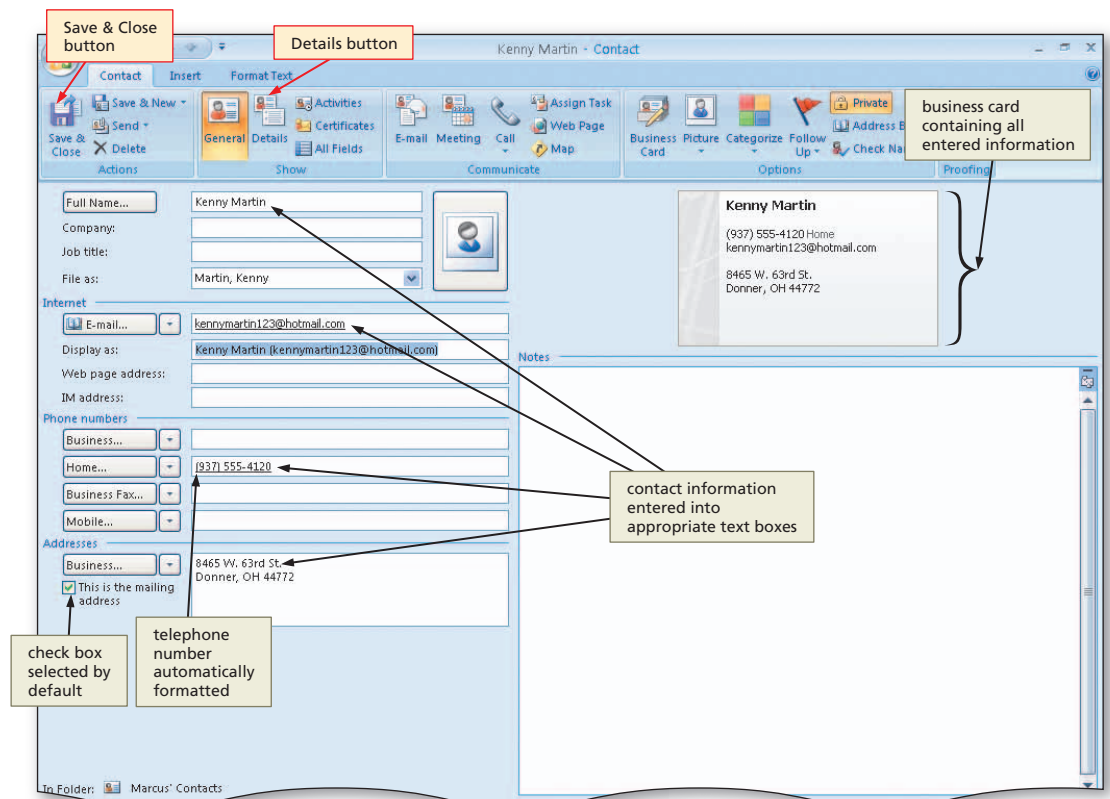
- With the Contacts window active and Marcus' Contacts folder selected, click the New Contact button on the Standard toolbar (Figure 1–70 on page OUT 45) to open the Untitled-Contact window. If necessary, maximize the window.
- Type **Kenny Martin** in the Full Name text box (Figure 1–72).
- Click the Home text box in the Phone numbers area.

**2**

- Type **9375554120** as the home telephone number.
- Click the Addresses box arrow and select **Home**.
- Click the text box in the Addresses area, type **8465 W. 63rd St.** and then press the **ENTER** key.
- Type **Donner, OH 44772** to complete the address entry.
- Click the E-mail text box.
- Type **kennymartin123@hotmail.com** as the e-mail address and then press the **TAB** key to complete the contact information for **Kenny Martin** (Figure 1–73).



**Figure 1–72**



**Figure 1–73**

3

- Click the Save & Close button on the Ribbon to display the Marcus' Contacts window with the Kenny Martin business card in the Marcus' Contacts pane (Figure 1-74).

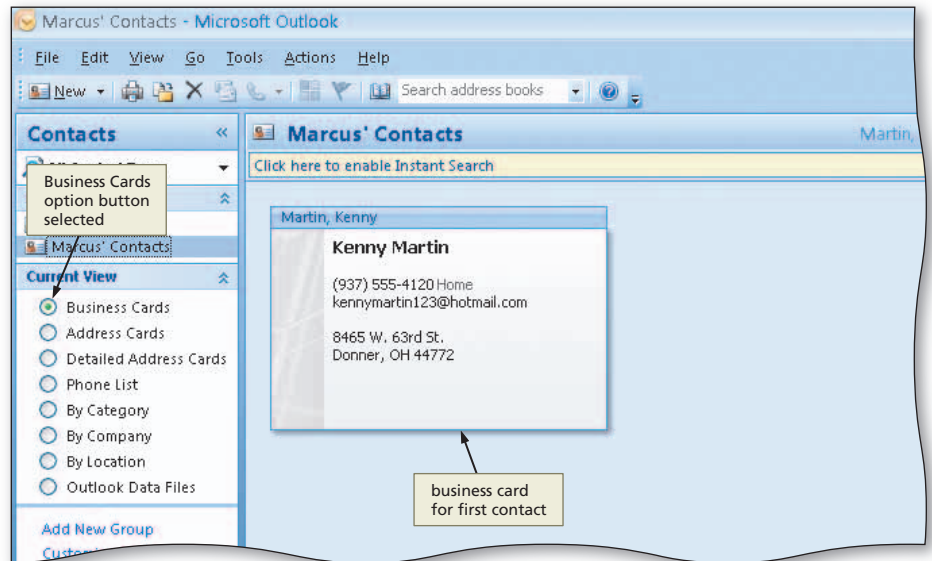


Figure 1-74

4

- Click the New Contact button on the Standard toolbar.
- Repeat Steps 2 through 4 to enter the 11 remaining contacts in Table 1-3 (Figure 1-75).

Q&A

Is it possible to store information different from what is shown in the Contact window?

By clicking the Details command in the Show group on the Ribbon (Figure 1-73 on page OUT 47), you can enter a contact's department, manager's name, nickname, and birthday information.

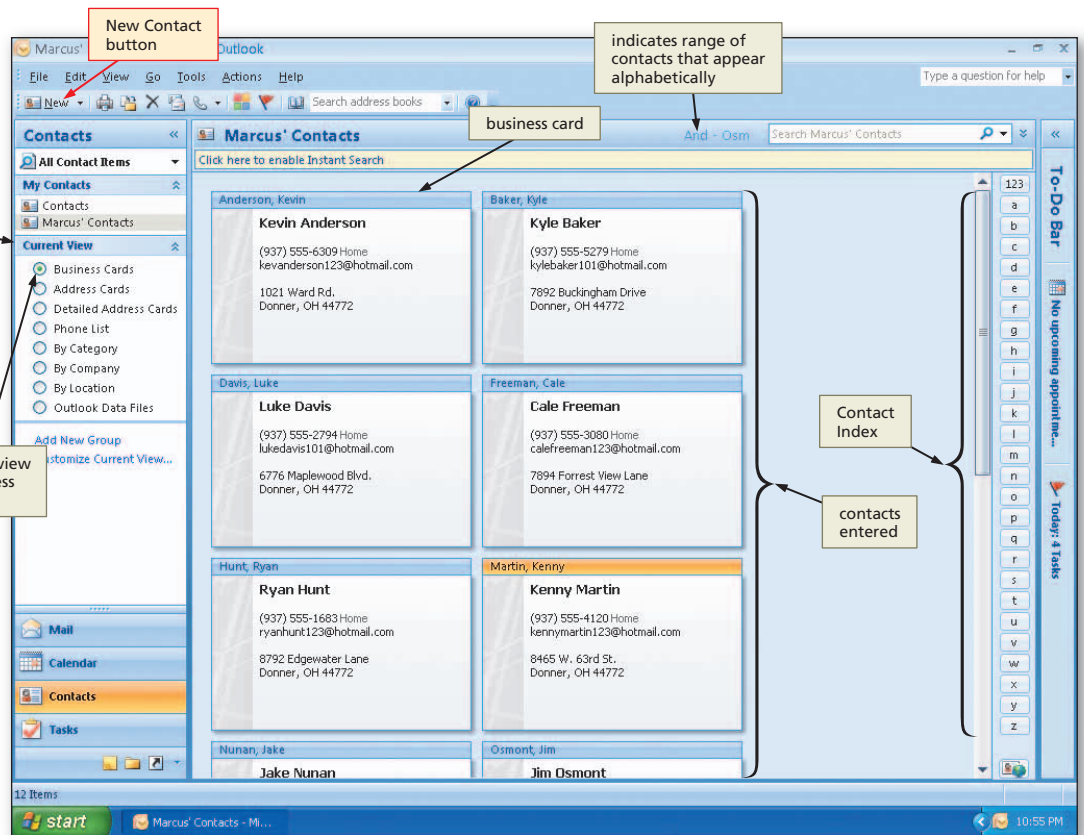


Figure 1-75

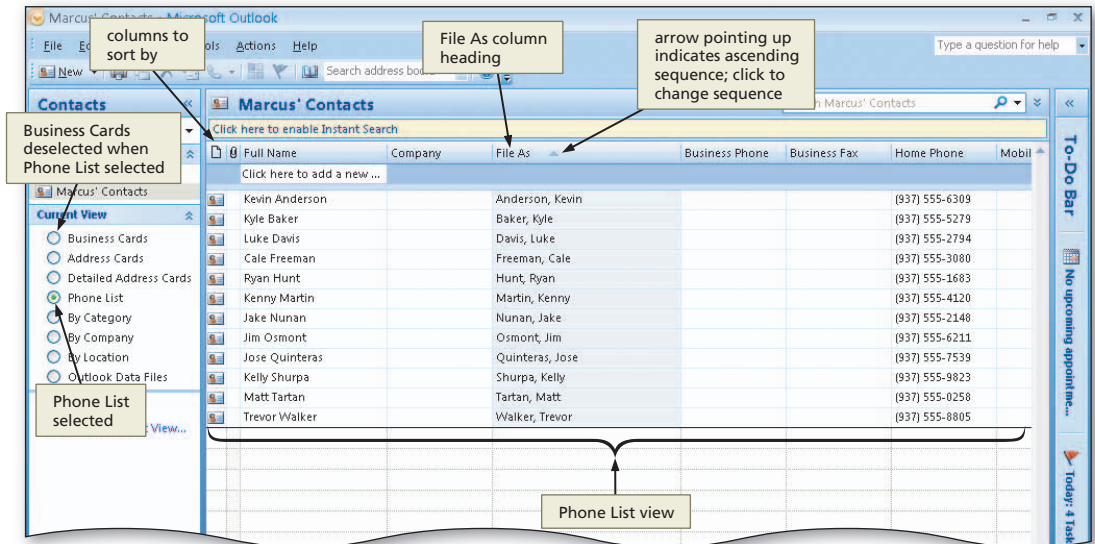
**Other Ways**

- On File menu point to New, click Contact on New submenu
- On Actions menu click New Contact
- Press CTRL+SHIFT+C

## To Change the View and Sort the Contact List

The following steps change the view from Business Cards to Phone List, sort the contact list in descending sequence, and then change back to Business Cards view.

- With the Marcus' Contacts – Microsoft Outlook window active, click Phone List in the Current View pane of the Navigation Pane.
  - With the Phone List in ascending sequence by the File As field, click the File As column heading in the Contacts pane to display the contact list in descending sequence by last name (Figure 1–76).



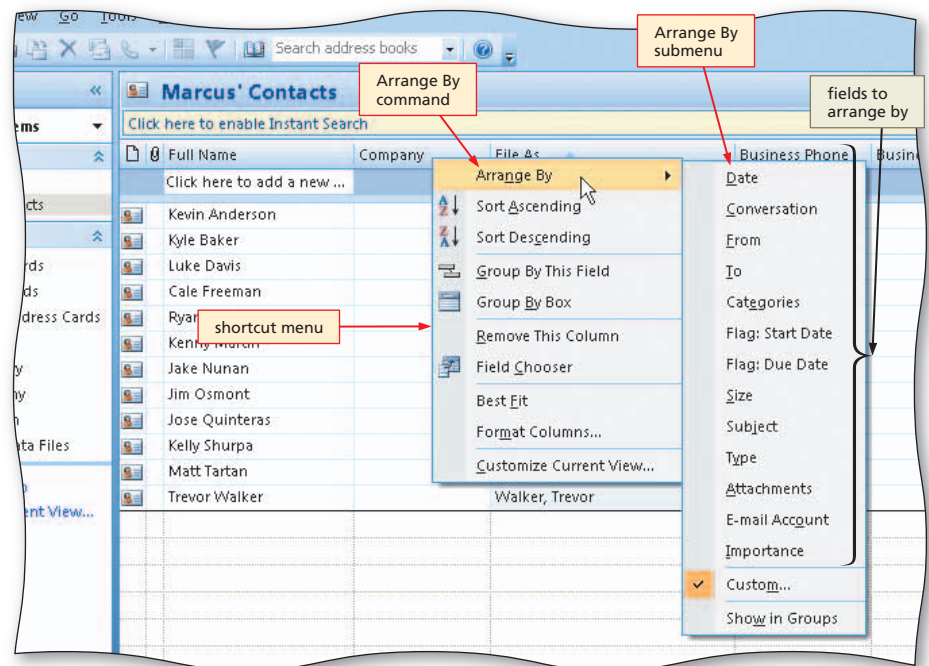
**Figure 1–76**

- After reviewing the contact list in Phone List view, click Business Cards in the Current View pane in the Navigation Pane to return to Business Cards view.

### Q&A

Are there other ways to sort Outlook information?

If you right-click a column heading in any Outlook component and point to the Arrange By command on the shortcut menu (Figure 1–77), you can see the Arrange By commands.



**Figure 1–77**

## To Find a Contact

A contact record was created for Kelly Shurpa. This record can be found easily by using the Find a Contact box to type a part of the contact name as shown in the following steps.

**1**

- Click the Find a Contact box on the Standard toolbar (Figure 1–78).
- Type shu in the text box.
- Press the ENTER key to start the search process.

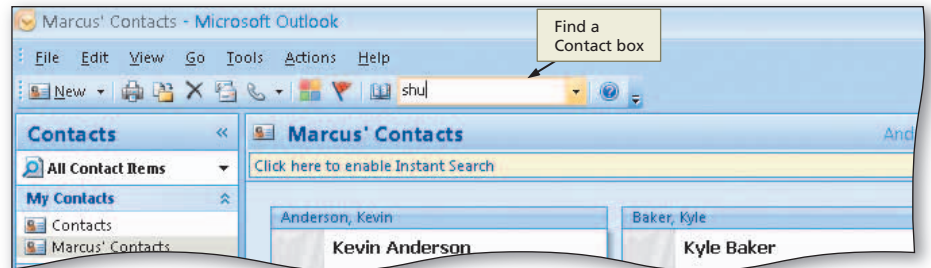


Figure 1–78

**2**

- Outlook opens the Kelly Shurpa – Contact window (Figure 1–79).
- Click the Close button to return to Business Card view.

Q&A

What if there is more than one contact starting with the letters, shu?

If more than one contact with the starting letters, shu, exists, Outlook displays a Choose Contact dialog box with the list of all contacts containing the letters, shu. You can then select the appropriate contact from the Choose Contact dialog box.

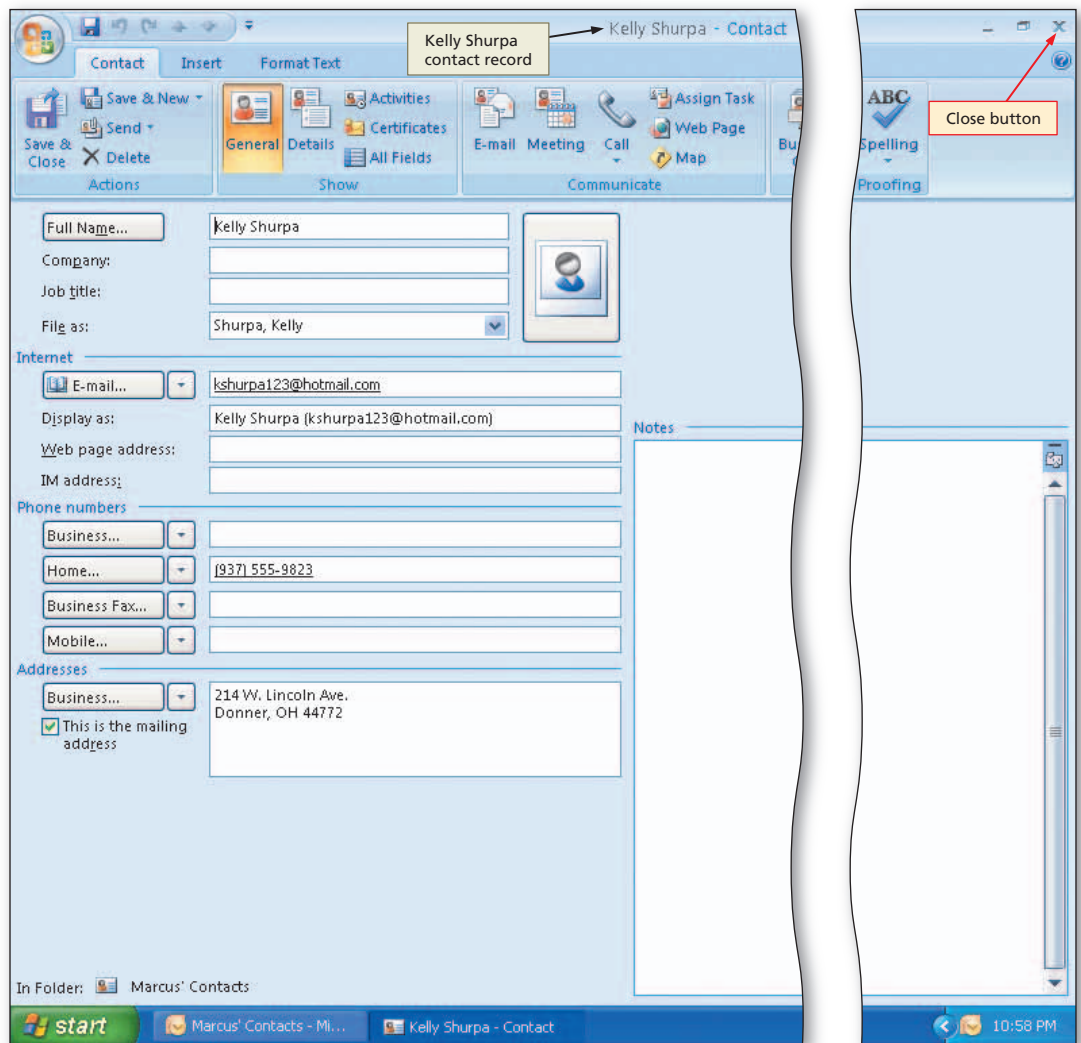


Figure 1–79

### Other Ways

1. On Tools menu point to Find, click Find on Find submenu
2. Press CTRL+SHIFT+F

## To Organize Contacts

To help manage your contacts further, the contact list can be categorized and sorted using Outlook's default color categories, or using your own categories to group contacts by company, department, a particular project, a specific class, and so on. You also can sort by any part of the address; for example, you can sort by postal code for bulk mailings. The following steps assign the baseball players as a contact category with a color designation.

- 1**
  - Click Tools on the menu bar and then click Organize on the Tools menu.
  - Click the name bar of the Kevin Anderson contact record.
  - Hold down the CTRL key and then click the name bars of Cale Freeman and Ryan Hunt.
  - Release the CTRL key.
  - Click the 'Add contacts selected below to' box arrow to display a list of categories (Figure 1-80).
  - Click Blue Category in the list.

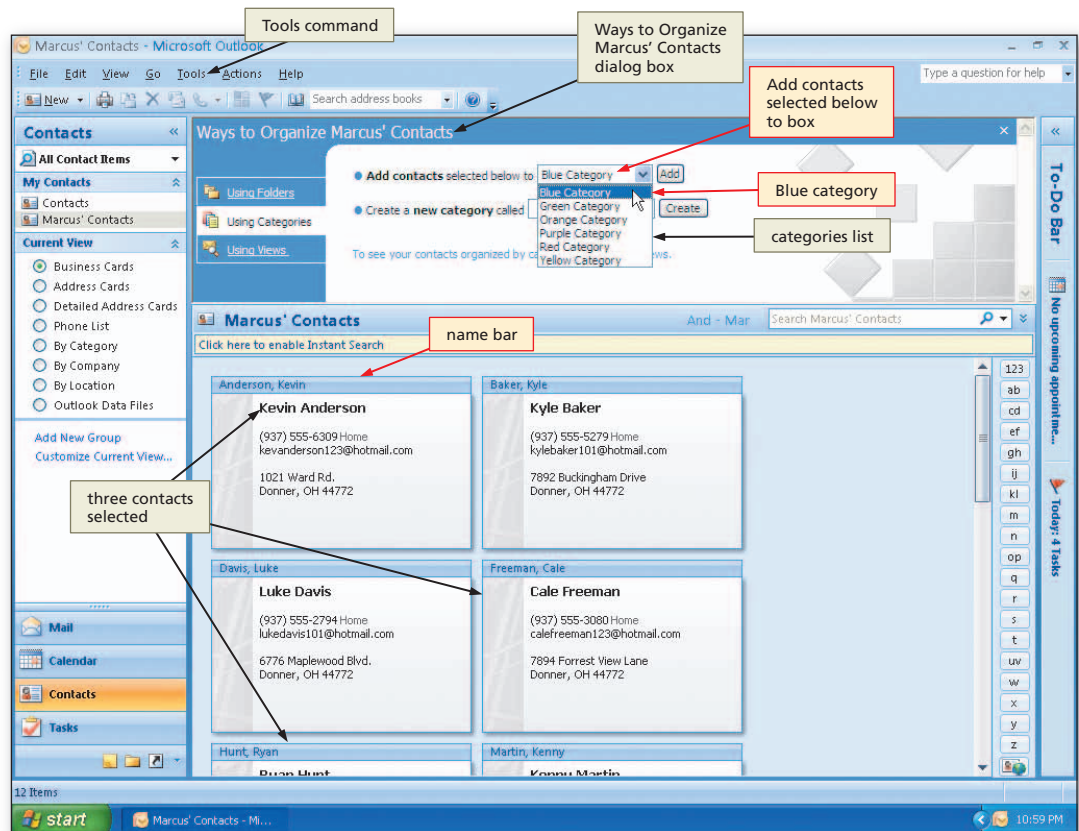


Figure 1-80

- 2**
  - Click the Add button to add the selected records to the Blue Category (Figure 1-81).

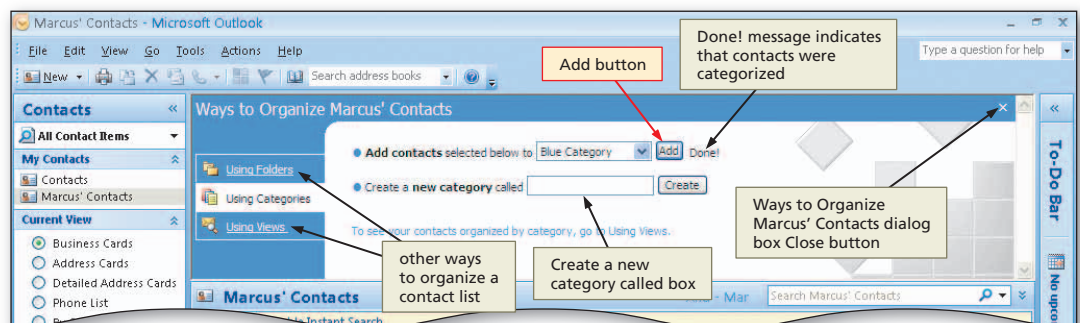


Figure 1-81

### Other Ways

1. Press ALT+T, press Z

## To Display the Contacts in a Category

The following steps use the Instant Search command to display contacts within a certain category.

- 1
  - With the Contacts window active, click Tools on the menu bar and then point to Instant Search to display the Instant Search submenu (Figure 1–82).
  - Click Instant Search on the Instant Search submenu.

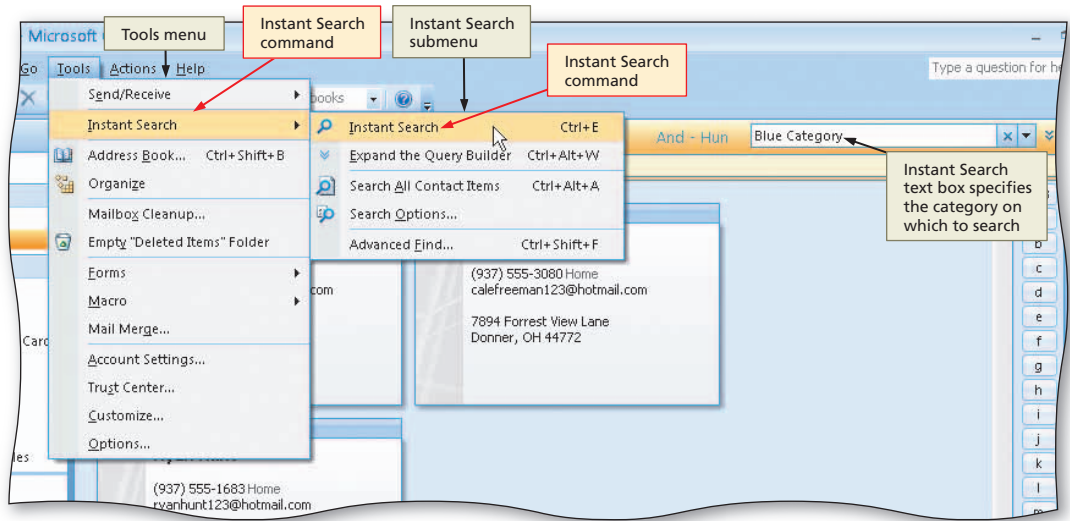


Figure 1–82

- 2
  - Type Blue Category in the Instant Search text box and then press the ENTER key to display the three contacts that belong to the Blue Category (Figure 1–83).
  - After viewing the contacts in the Blue Category, click the Clear Search button to return to the full Contacts window.

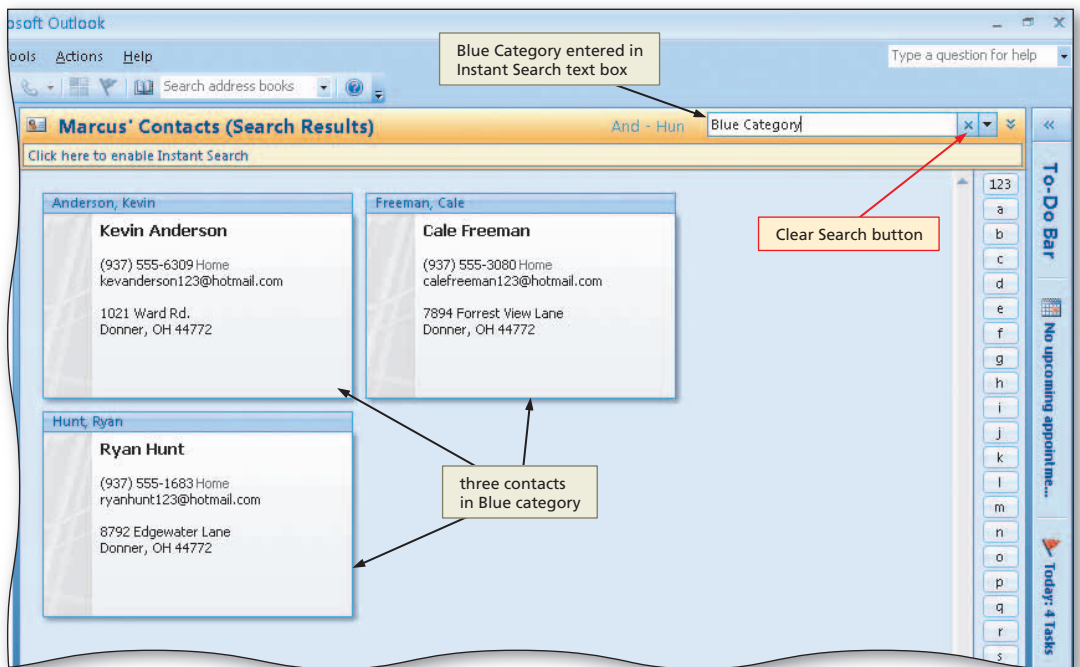


Figure 1–83

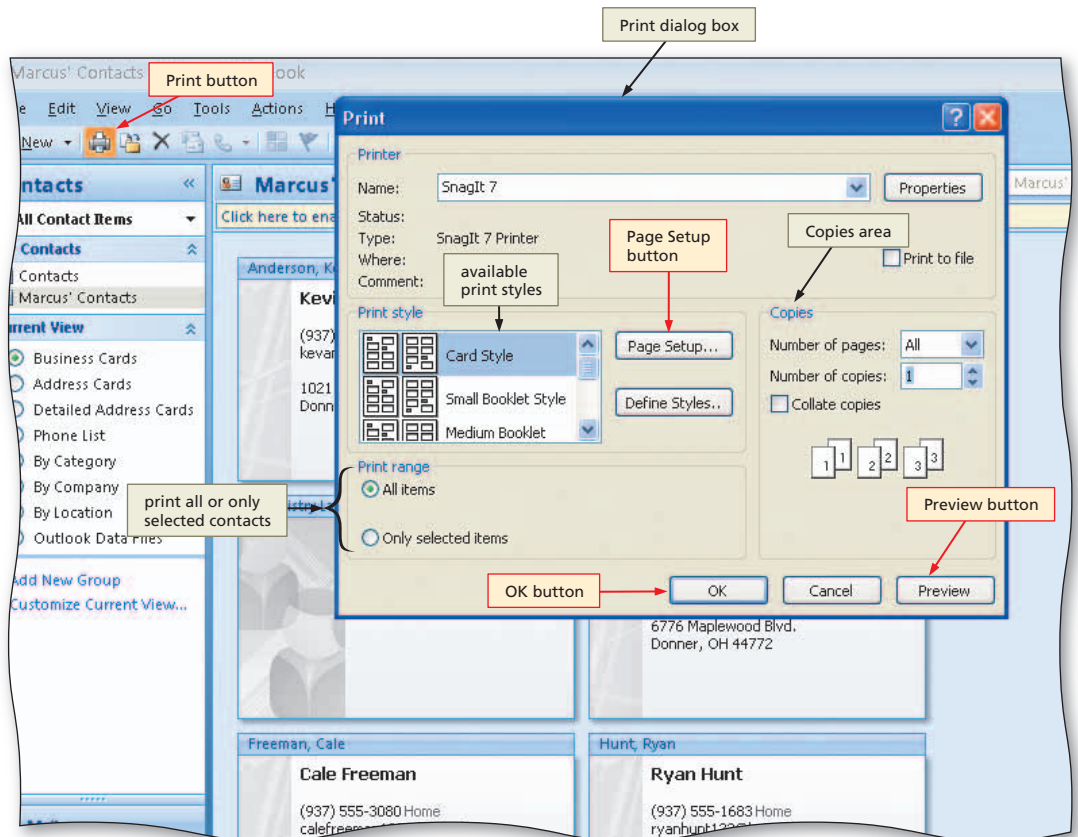
### Other Ways

1. Press CTRL+E
2. Press ALT+T, press I

## To Preview and Print the Contact List

The following steps preview and print the entire contact list.

- 1**
  - With the Contacts window active, click the Print button on the Standard toolbar to display the Print dialog box (Figure 1–84).
  - Click the Preview button to display a preview of the printout (Figure 1–85).



**Figure 1–84**

**BTW** **Contacts** You can organize contacts from one or more Contacts folders in a personal distribution list. Outlook also detects duplicates and provides the option to merge the new information with the existing contact entry. You also can filter your contact list and then use the filtered list to begin a mail merge from Outlook.

2

- After viewing the preview of the printed contacts list, click the Close button.
- If the preview is acceptable, ready the printer.
- Click the Print button on the Standard toolbar.
- When Outlook displays the Print dialog box, click the OK button.

Q&A

What if I want to print just a single category of contacts? If you display a category of contacts and then click the Print button, Outlook will print only the contacts in that category.

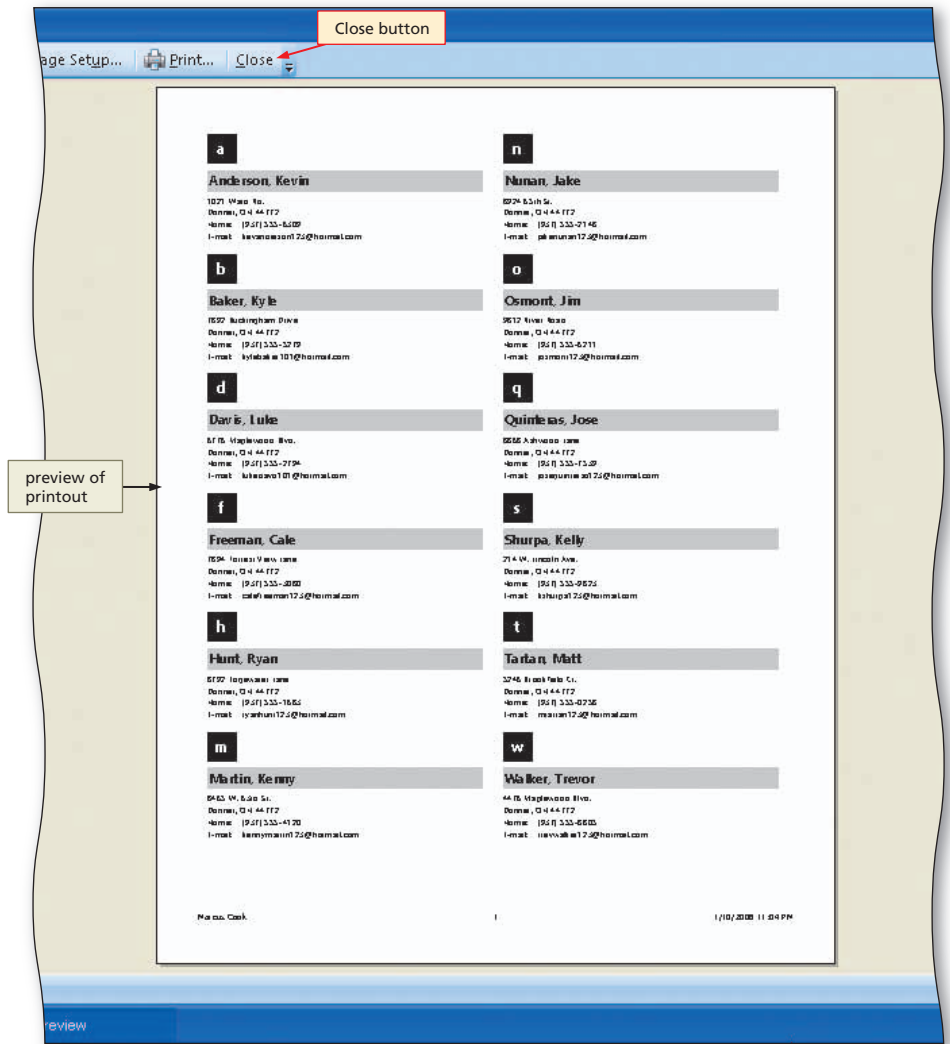


Figure 1-85

Other Ways

1. On File menu click Print
2. On File menu click Print Preview, click Print button in Print Preview window
3. Press CTRL+P

BTW

Business Contact Manager

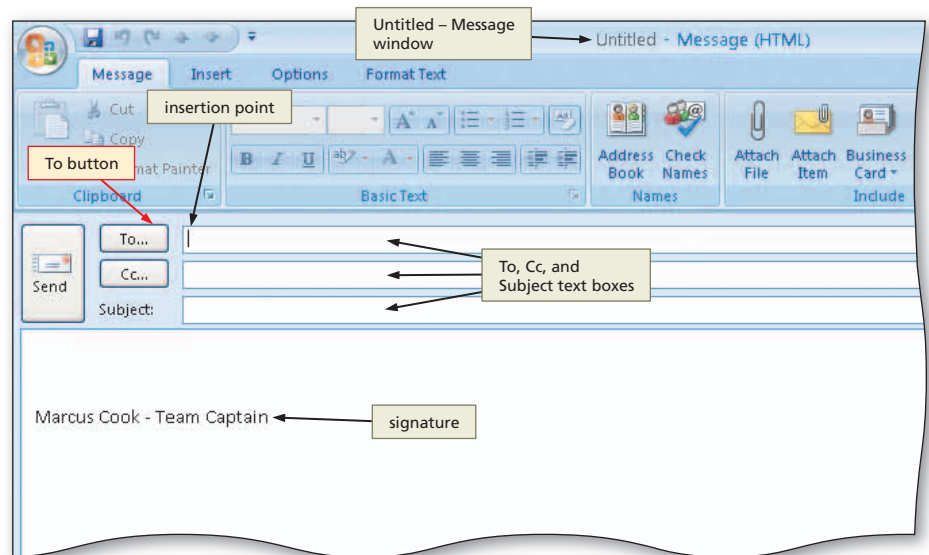
Outlook 2007 with Business Contact Manager offers complete small business contact management capabilities to Outlook 2007. It allows you to organize customer and prospect information, manage sales and marketing activities, develop and track marketing activities, and centralize project information in one location. Among the capabilities of Business Contact Manager are tools for creating targeted mailing lists, personalizing and distributing print and e-mail marketing materials, and tracking results.

## To Use the Contact List to Address an E-Mail Message

The following steps use the contact list to address an e-mail message to Matt Tartan.

**1**

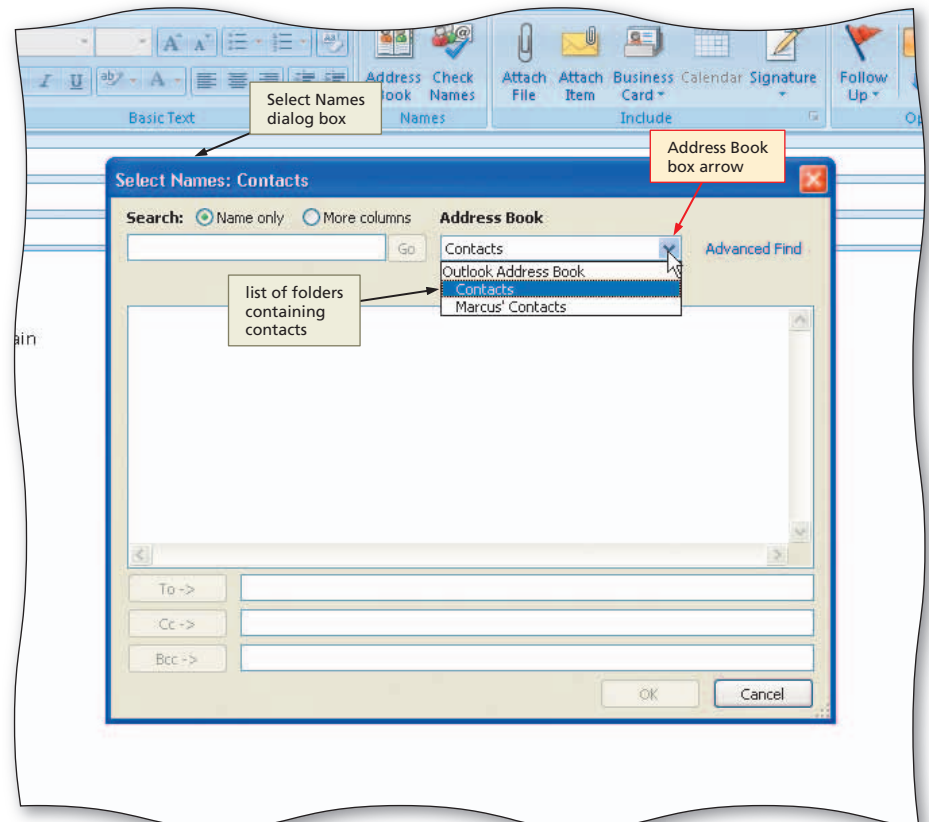
- Click the Mail button in the Navigation Pane to display the Inbox window.
- Click the New Mail Message button on the Standard toolbar to display the Untitled – Message window (Figure 1–86).
- When Outlook displays the Untitled – Message window, if necessary, double-click its title bar to maximize it.



**Figure 1–86**

**2**

- Click the To button to display the Select Names dialog box (Figure 1–87).
- Click the Address Book box arrow.



**Figure 1–87**

- 3
  - Click Marcus' Contacts in the list.
  - Click the Matt Tartan entry in the contact list (Figure 1-88).

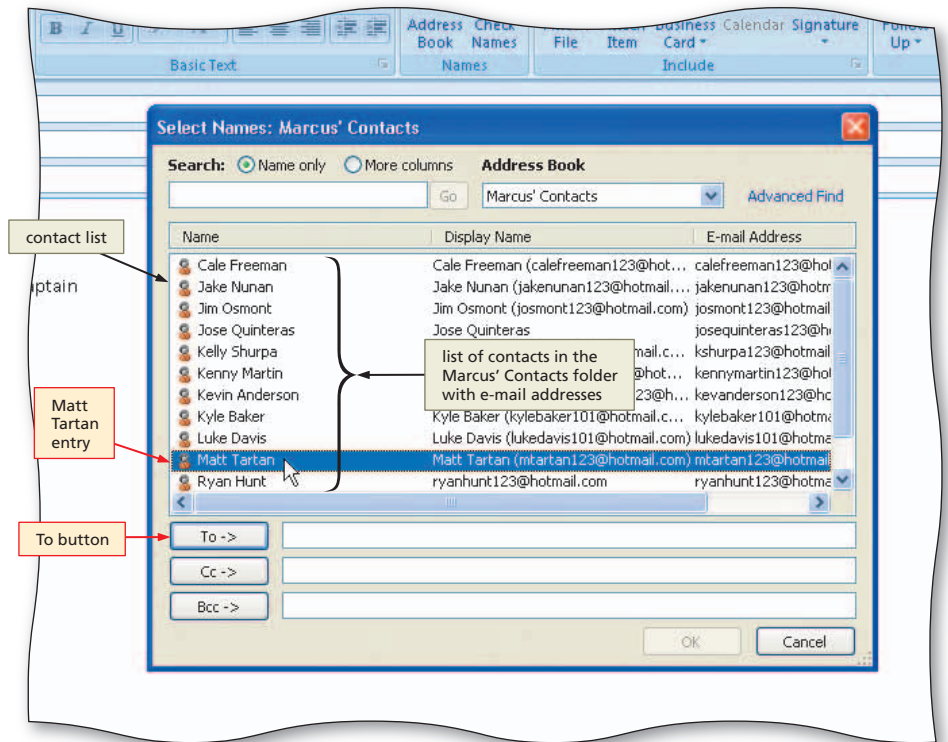


Figure 1-88

- 4
  - Click the To button in the Message Recipients area to add Matt Tartan as the message recipient (Figure 1-89).

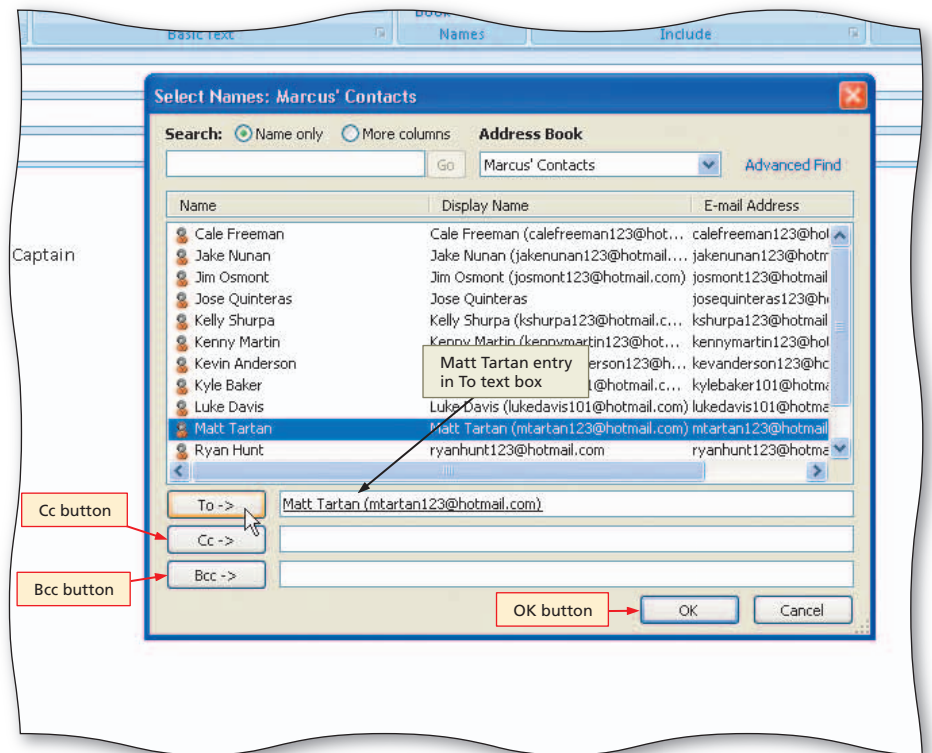
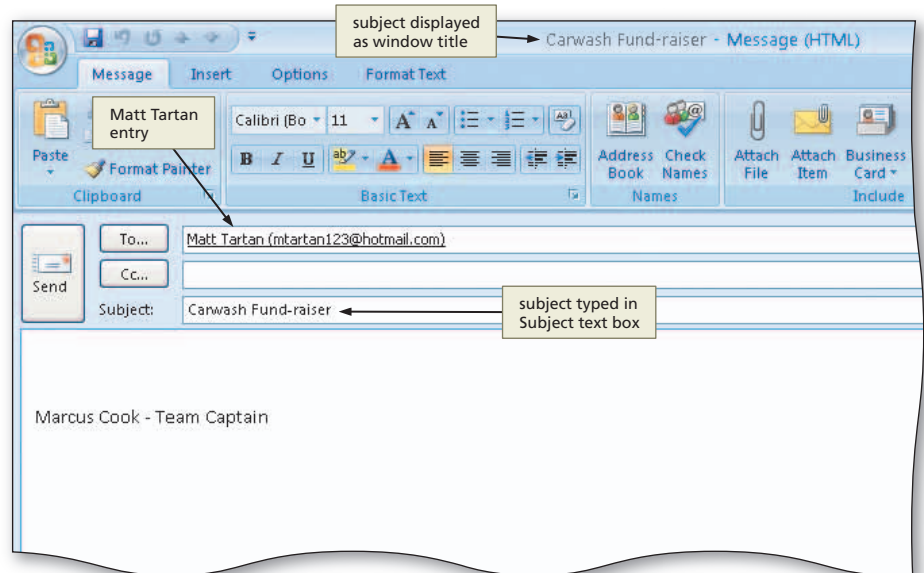


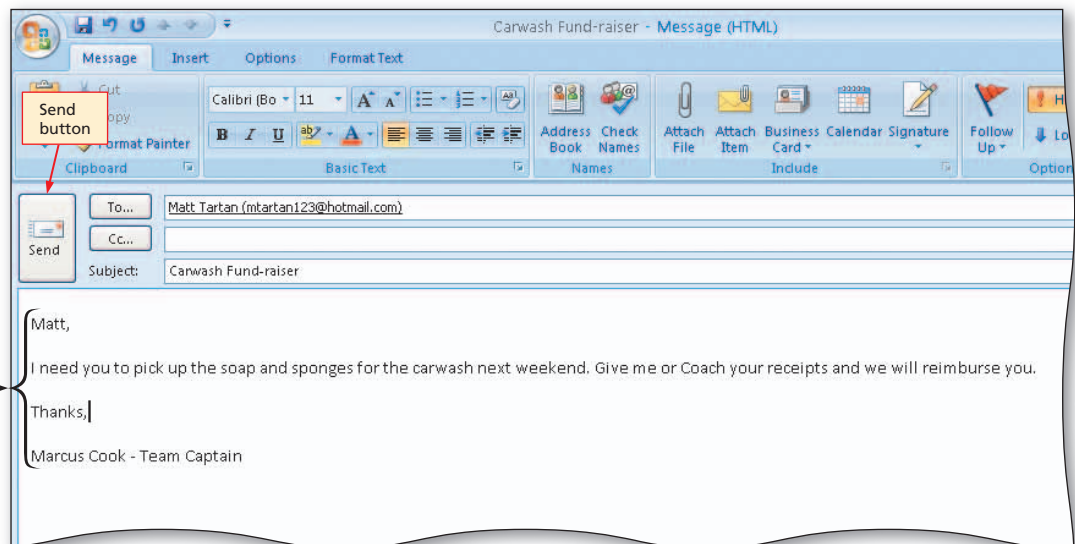
Figure 1-89

**5**

- Click the OK button to close the Select Names dialog box.
- Click the Subject text box and then type Carwash Fund-raiser as the entry (Figure 1-90).
- Press the TAB key to move the cursor to the message area.

**Figure 1-90****6**

- Type the message (Figure 1-91).
- Click the Send button to send the message and close the Message window.

**Figure 1-91****Q&A**

Can I add more than one name to the To text box?

You can add as many names as you want to the To text box.

You also can add names to the Cc text box. If you do not want those listed in the

To text box or Cc text box to know you sent a copy to someone else, send a blind copy by adding the name to the Bcc text box.

e-mail message

**Other Ways**

1. Click Address Book command on Message window Ribbon

## To Create a Distribution List

Outlook can send the same message to a group of recipients using a distribution list. The following steps create a distribution list titled Chemistry Lab Group that includes four members from Marcus' Contacts list.

1

- With the Contacts window active, click the New Contact button arrow on the Standard toolbar to display the New Contact menu (Figure 1-92).

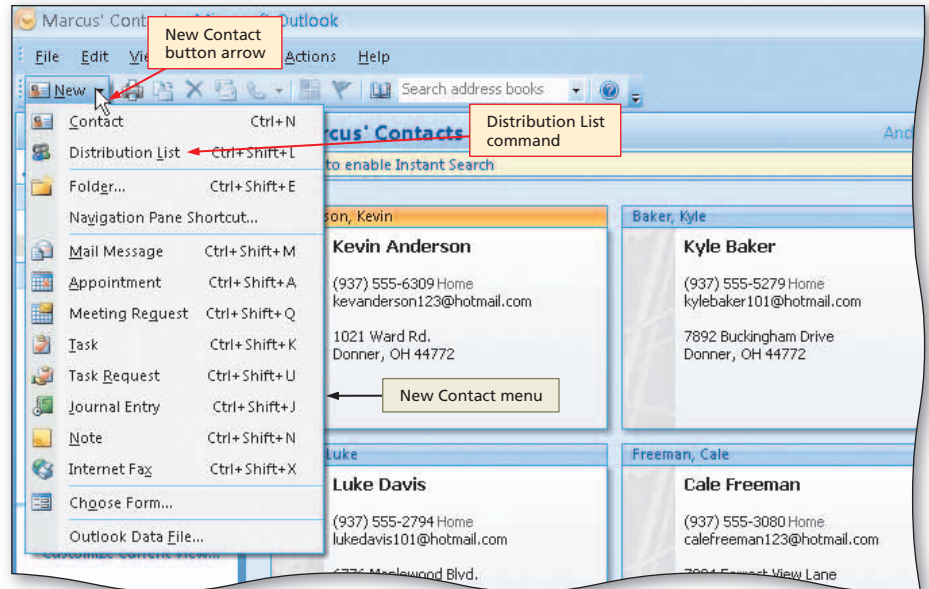


Figure 1-92

2

- Click Distribution List to display the Untitled – Distribution List window. Type Chemistry Lab Group in the Name text box, and then click the Select Members button on the Ribbon to display the Select Members dialog box.
- Click the Address Book box arrow and click Marcus' Contacts.
- Select Jake Nunan and then click the Members button to add Jake to the Chemistry Lab Group distribution list.
- Add Kyle Baker and Trevor Walker to the list in the same manner (Figure 1-93).

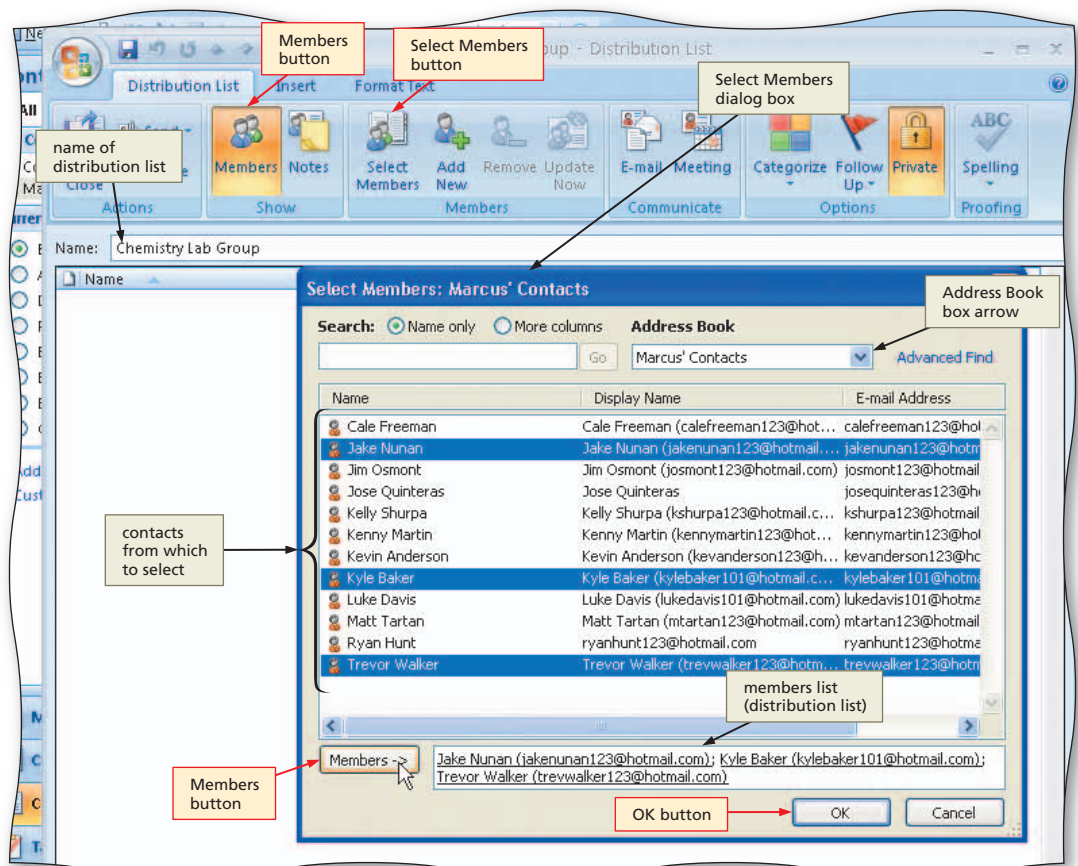


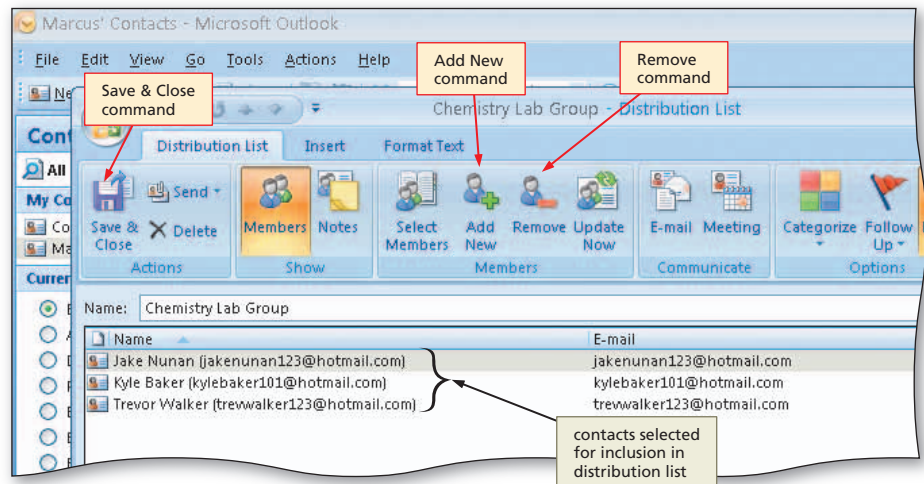
Figure 1-93

**3**

- Click the OK button to close the Select Members dialog box and display the Chemistry Lab Group – Distribution List window showing the members of the Chemistry Lab Group distribution list (Figure 1–94).

**4**

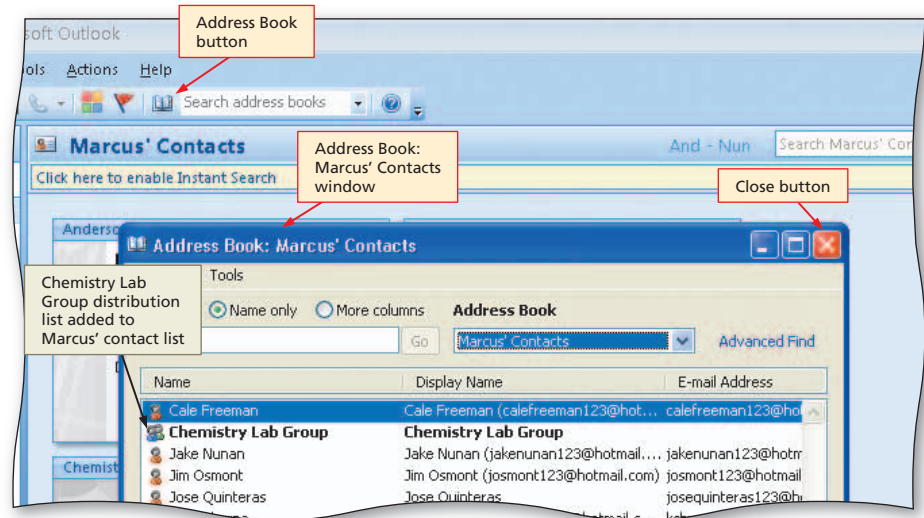
- Click the Save & Close command on the Ribbon to close the Chemistry Lab Group – Distribution List window and activate the Contacts window.

**Figure 1–94****5**

- Click the Address Book button on the Standard toolbar to display the Address Book dialog box.
- Select Marcus' Contacts in the Address Book list to display the contact list, which now includes the Chemistry Lab Group distribution list (Figure 1–95).

**6**

- Click the Close button to close the the Address Book window.

**Figure 1–95**

**Q&A** Can I edit or add to a distribution list after it is saved?

Yes. The Chemistry Lab Group – Distribution List window in Figure 1–94 includes two commands in the Members group on the Ribbon that are useful for modifying a distribution list. The Add New command lets you add a contact that is not already in the distribution list. The Remove command lets you delete names from the distribution list, although they remain in your Outlook contact list.

**BTW** **The Internet**

Outlook automatically creates a hyperlink when you type a Web page address or an e-mail address in the text box of a Contact window. If you are connected to an Internet browser, you can click the hyperlink to go to the destination quickly or send an e-mail message.

## Saving Outlook Information in Different Formats

You can save Outlook files on external storage devices in several formats. For example, you can save messages and contact lists in text format, which can be read or copied into other applications.

### To Save a Contact List as a Text File and Display it in WordPad

The following steps save a contact list on a USB flash drive as a text file and display it in WordPad.

- 1
  - Connect the USB flash drive containing the Data Files for Students to one of the computer's USB ports.
  - With the Contacts window active, click the name bar of the first contact in the contact list.
  - Press CTRL+A to select all the contacts.
  - Click File on the menu bar to display the File menu (Figure 1-96).

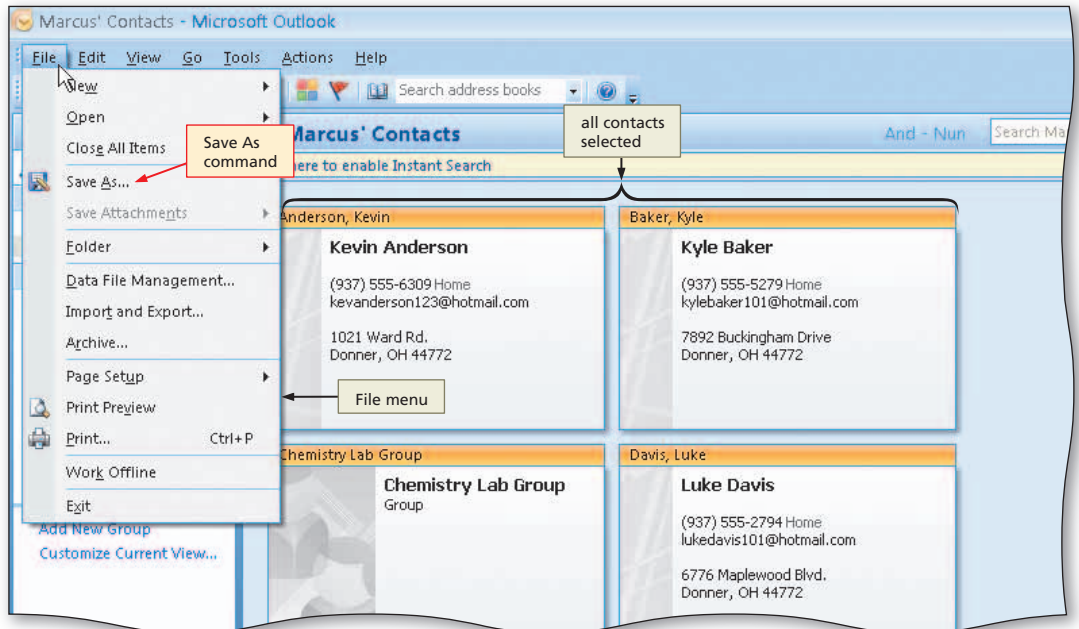


Figure 1-96

- 2
  - Click Save As on the File menu to display the Save As dialog box.
  - Type Marcus ' Contacts in the File name text box.
  - If necessary, select Text Only in the Save as type box.
  - Click the Save in box arrow and then select UDISK 2.0 (E:) (Figure 1-97). (Your USB flash drive may have a different name and letter.)

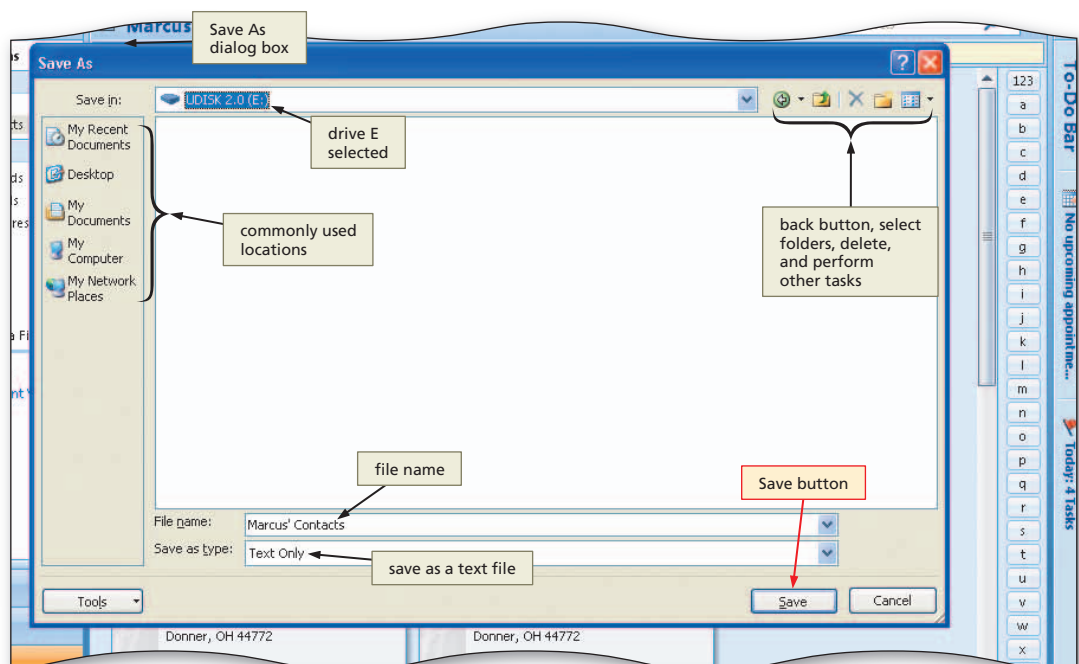


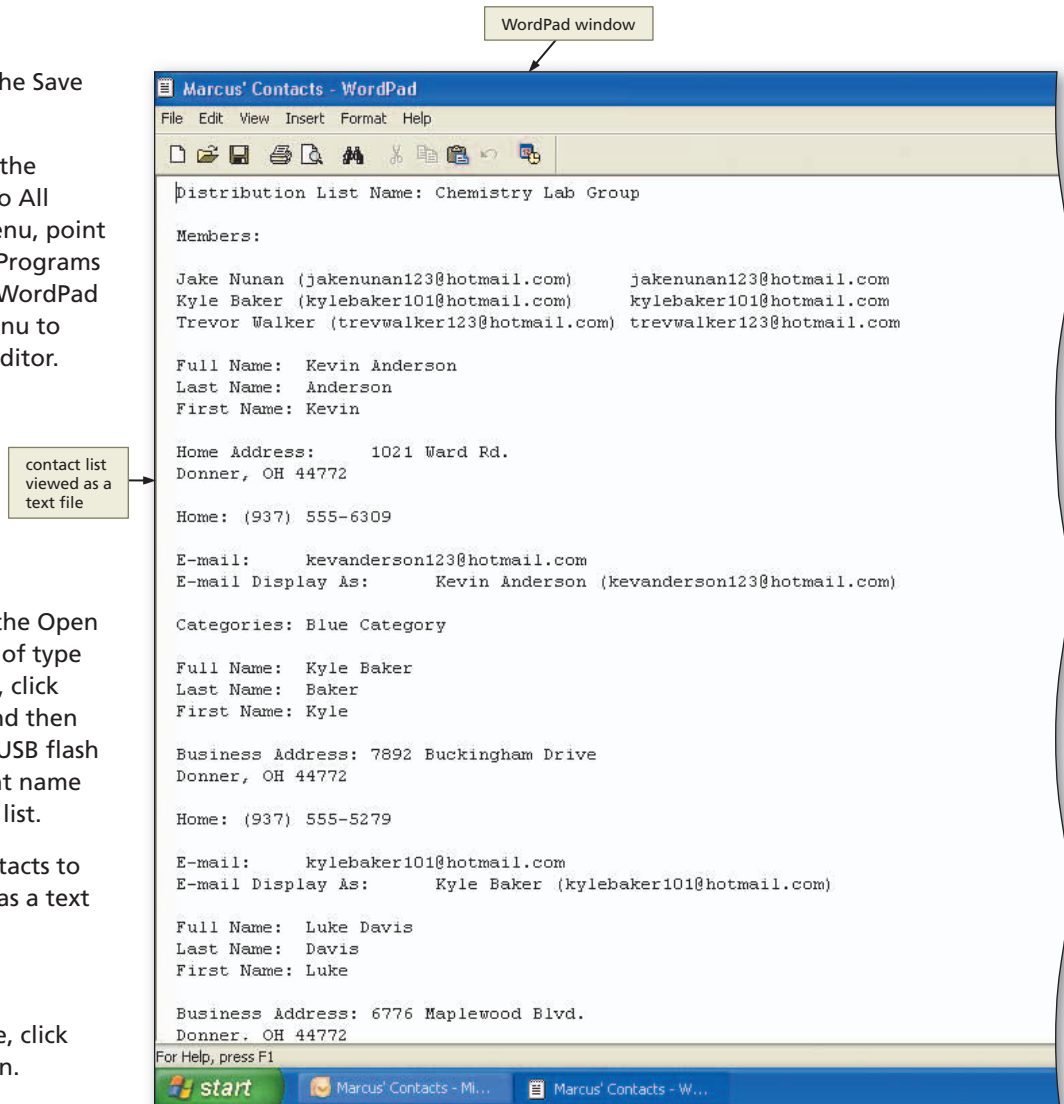
Figure 1-97

**3**

- Click the Save button in the Save As dialog box.
- Click the Start button on the Windows taskbar, point to All Programs on the Start menu, point to Accessories on the All Programs submenu, and then click WordPad on the Accessories submenu to open the Wordpad text editor.
- When WordPad starts, click the Maximize button on the title bar, click File on the menu bar, and then click Open.
- When WordPad displays the Open dialog box, click the Files of type box arrow, select All Files, click the Look in box arrow, and then click UDISK 2.0 (E:) (your USB flash drive may have a different name and letter) in the Look in list.
- Double-click Marcus' Contacts to display Marcus' Contacts as a text file (Figure 1–98).

**4**

- After viewing the text file, click the WordPad Close button.

**Figure 1–98**

## Tracking Activities

When you are dealing with several contacts, it can be useful to have all associated e-mails, documents, or other items related to a contact available quickly. Outlook makes these items accessible through the Activities command in the Show group, located on the Contact window Ribbon. Clicking this command for a contact opens a list of all items related to that contact. Outlook searches for items linked only to the contact in the main Outlook folders (Contacts, Calendar, etc.); however, you can create and add new folders to be searched.

## To Track Activities for a Contact

The following steps track the activities of Kenny Martin.

- 1
  - With the Contacts window active, double-click the Kenny Martin contact heading.
  - Click the Activities command on the Ribbon to display the Activities sheet showing a list of items related to Kenny Martin (Figure 1–99).

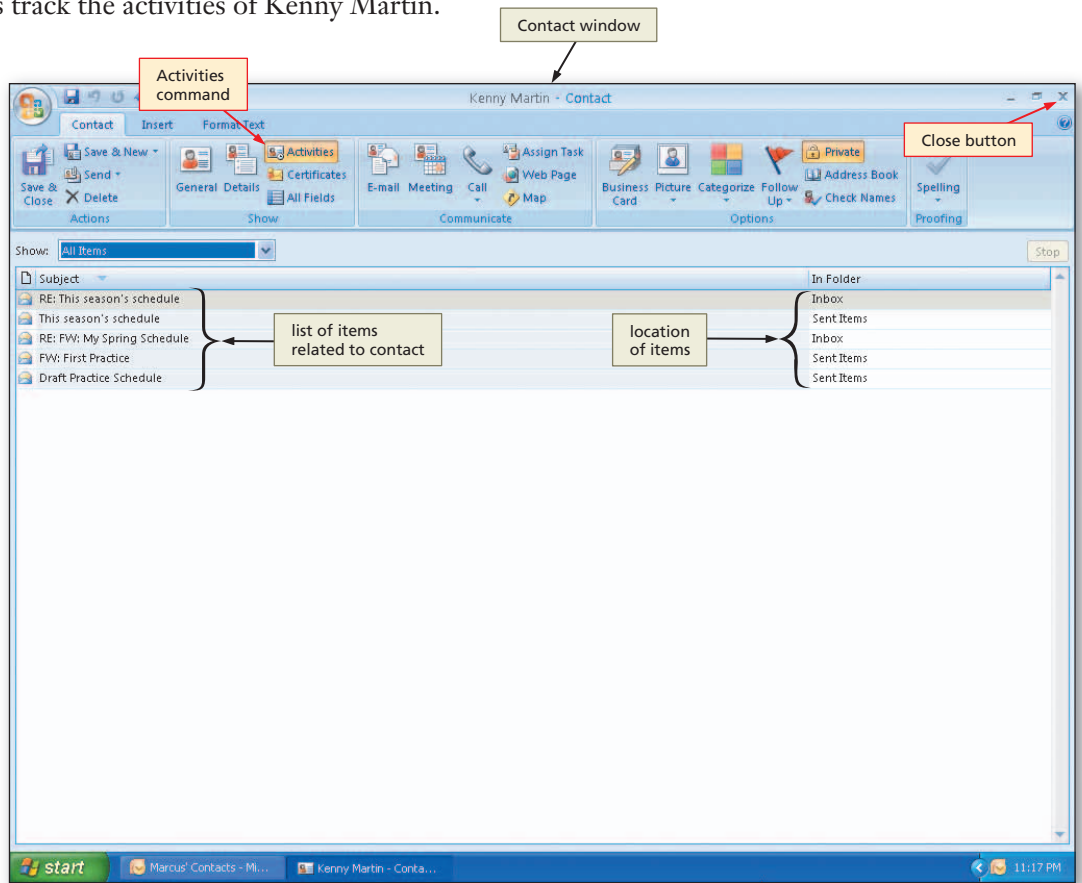


Figure 1–99

**BTW** **Outlook Help**  
 The best way to become familiar with Outlook Help is to use it. Appendix C includes detailed information about Outlook Help and exercises that will help you gain confidence in using it.

## Outlook Help

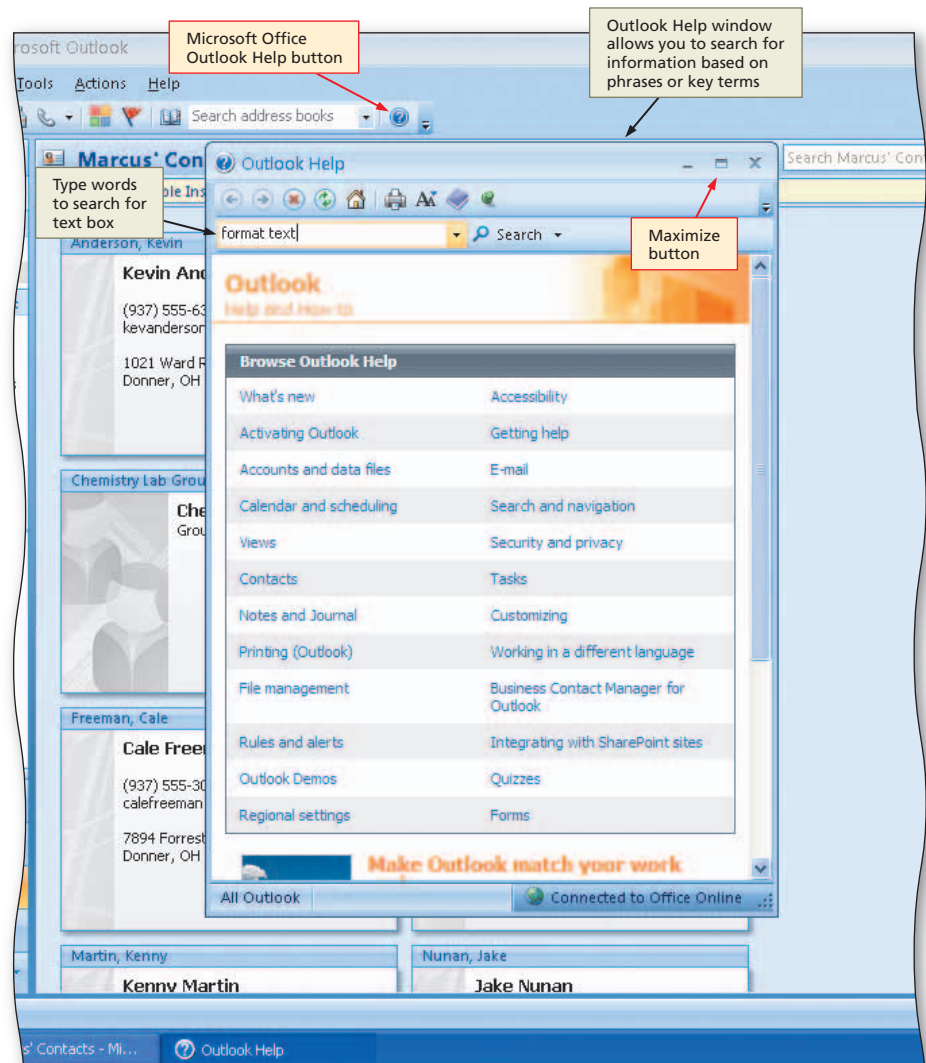
At any time while using Outlook, you can find answers to questions and display information about various topics through **Outlook Help**. The Help features can increase your productivity and reduce your frustrations by minimizing the time you spend learning how to use Outlook.

This section introduces you to Outlook Help. Additional information about using Outlook Help is available in Appendix C.

## To Search for Outlook Help

Using Outlook Help, you can search for information based on phrases such as “send an e-mail message” or “format text,” or key terms such as “copy,” “save,” or “format.” Outlook Help responds with a list of search results displayed as links to a variety of resources. The following steps, which use Outlook Help to search for information about selecting text, assume you are connected to the Internet.

- 1**
  - Click the Microsoft Office Outlook Help button on the Standard toolbar to open the Outlook Help window.
  - Type `format text` in the ‘Type words to search for’ text box at the top of the Outlook Help window (Figure 1–100).



**Figure 1–100**

2

- Press the ENTER key to display the search results.
- Click the Maximize button on the Outlook Help window title bar to maximize the Help window (Figure 1-101).

Q&A

Where is the Contacts window?

Outlook is open in the background, but the Outlook Help window is overlaid on top of the Microsoft Outlook window. When the Outlook Help window is closed, the Contacts window will reappear.

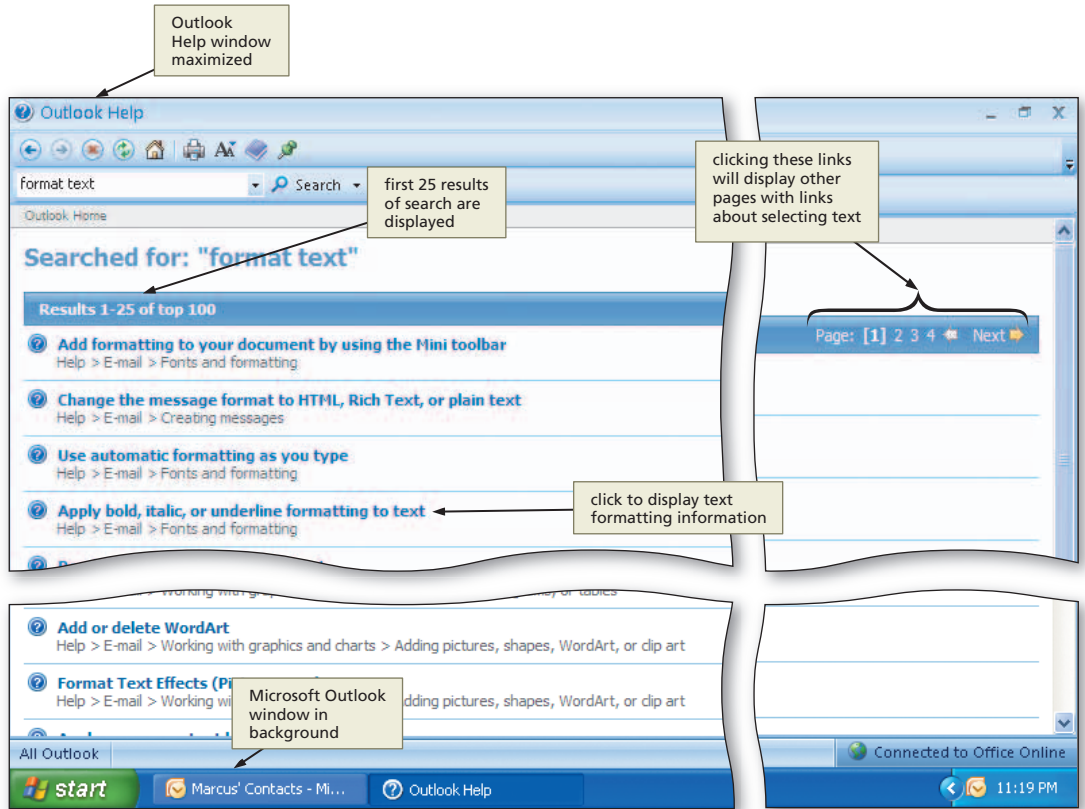


Figure 1-101

3

- Click the Apply bold, italic, or underline formatting to text link to display information regarding formatting text (Figure 1-102).

Q&A

What is the purpose of the buttons at the top of the Outlook Help window?

Use the buttons in the upper-left corner of the Outlook Help window to navigate through the Help system, change the display, show the Outlook Help table of contents, and print the contents of the window.

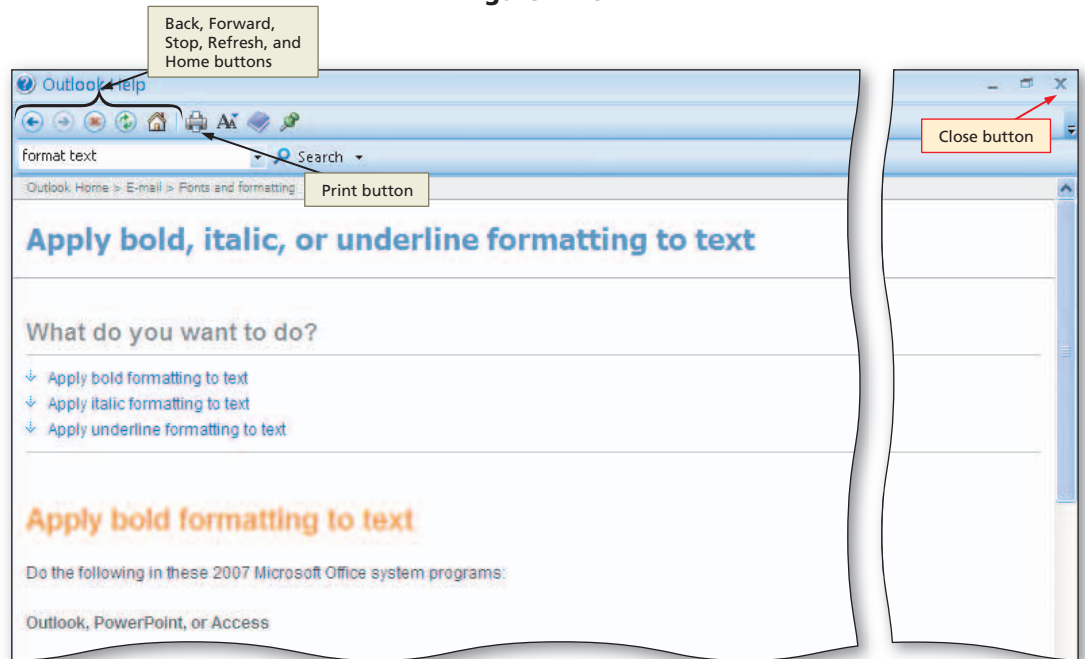


Figure 1-102

4

- Click the Close button on the Outlook Help window title bar to close the Outlook Help window and redisplay the Contacts window.

**Other Ways**

1. Press F1

## To Quit Outlook

The following steps quit Outlook.

- 1** Click the Close button on the right side of the title bar to quit Outlook.
- 2** If necessary, click the Exit Without Sending button in the Microsoft Office Outlook dialog box so that any messages saved in your Outbox are not sent.

**BTW**

### Certification

The Microsoft Certified Application Specialist (MCAS) program provides an opportunity for you to obtain a valuable industry credential – proof that you have the Outlook 2007 skills required by employers. For more information see Appendix F or visit the Outlook 2007 Certification Web page ([scsite.com/out2007/cert](http://scsite.com/out2007/cert)).

## Chapter Summary

In this chapter you have learned how to use Outlook to open, read, print, reply to, forward, delete, sign, compose, format, and send e-mail messages. You opened and viewed file attachments as well as attached a file to an e-mail message. You learned how to categorize, flag, sort, and set importance and delivery options to e-mail messages. You added and deleted contacts to a contact list. Finally, you used the contact list to create a distribution list and track activities of a contact. The items listed below include all the new Outlook skills you have learned in this chapter.

1. Start and Customize Outlook (OUT 5)
2. Open (Read) an E-Mail Message (OUT 10)
3. Close an E-Mail Message (OUT 15)
4. Print an E-Mail Message (OUT 16)
5. Reply to an E-Mail Message (OUT 16)
6. Change Message Formats (OUT 19)
7. Forward an E-Mail Message (OUT 20)
8. Delete an E-Mail Message (OUT 21)
9. View a File Attachment (OUT 22)
10. Create and Insert an E-Mail Signature (OUT 24)
11. Compose an E-Mail Message (OUT 27)
12. Format an E-Mail Message (OUT 29)
13. Attach a File to an E-Mail Message and Send the Message (OUT 31)
14. Categorize E-Mail Messages (OUT 33)
15. Flag E-Mail Messages (OUT 34)
16. Sort E-Mail Messages by Category Color (OUT 35)
17. Create and Apply a View Filter (OUT 36)
18. Set Message Importance, Sensitivity, and Delivery Options on a Single Message (OUT 38)
19. Change the Default Level of Importance and Sensitivity (OUT 40)
20. Create a Personal Folder (OUT 44)
21. Create a Contact List (OUT 47)
22. Change the View and Sort the Contact List (OUT 49)
23. Find a Contact (OUT 50)
24. Organize Contacts (OUT 51)
25. Display the Contacts in a Category (OUT 52)
26. Preview and Print the Contact List (OUT 53)
27. Use the Contact List to Address an E-Mail Message (OUT 55)
28. Create a Distribution List (OUT 58)
29. Save a Contact List as a Text File and Display it in Notepad (OUT 60)
30. Track Activities for a Contact (OUT 62)
31. Search for Outlook Help (OUT 63)
32. Quit Outlook (OUT 65)



If you have a SAM user profile, you may have access to hands-on instruction, practice, and assessment. Log in to your SAM account (<http://sam2007.course.com>) to launch any assigned training activities or exams that relate to the skills covered in this chapter.

**BTW**

### Quick Reference

For a table that lists how to complete the tasks covered in this book using the mouse, Ribbon, shortcut menu, and keyboard, see the Quick Reference Summary at the back of this book, or visit the Outlook 2007 Quick Reference Web page ([scsite.com/out2007/qr](http://scsite.com/out2007/qr)).

## Learn It Online

Test your knowledge of chapter content and key terms.

*Instructions:* To complete the Learn It Online exercises, start your browser, click the Address bar, and then enter the Web address `scs.site.com/out2007/learn`. When the Outlook 2007 Learn It Online page is displayed, click the link for the exercise you want to complete and then read the instructions.

### Chapter Reinforcement TF, MC, and SA

A series of true/false, multiple choice, and short answer questions that test your knowledge of the chapter content.

### Flash Cards

An interactive learning environment where you identify chapter key terms associated with displayed definitions.

### Practice Test

A series of multiple choice questions that test your knowledge of chapter content and key terms.

### Who Wants To Be a Computer Genius?

An interactive game that challenges your knowledge of chapter content in the style of the television quiz show.

### Wheel of Terms

An interactive game that challenges your knowledge of chapter key terms in the style of the television show *Wheel of Fortune*.

### Crossword Puzzle Challenge

A crossword puzzle that challenges your knowledge of key terms presented in the chapter.

## Apply Your Knowledge

Reinforce the skills and apply the concepts you learned in this chapter.

### Creating a Contact List

*Instructions:* Start Outlook. Create a Contacts folder using your name as the name of the new folder. Create a contact list using the people listed in Table 1–4. Sort the list by last name in descending sequence. When the list is complete, print the list in Card Style view and submit to your instructor.

Table 1–4 Contact Information

Name	Telephone	Address	E-mail Address	Grade Level
Greg Sanders	(937) 555-4120	8465 W. 63rd St. Donner, OH 44772	gsanders@isp.com	Junior
Dan Gilbert	(937) 555-7539	8868 Ashwood Lane Donner, OH 44772	dgilbert@isp.com	Freshman
Heather Nichols	(937) 555-9823	214 W. Lincoln Ave. Donner, OH 44772	hnichols@isp.com	Freshman
Valerie Prince	(937) 555-0258	5246 Brookfield Ct. Donner, OH 44772	vprince@isp.com	Junior
Rafael Perez	(937) 555-6211	9812 River Rd. Donner, OH 44772	rperez@isp.com	Sophomore
Keith Lee	(937) 555-3080	7894 Forrest View Lane Donner, OH 44772	klee@isp.com	Sophomore

## Extend Your Knowledge

Extend the skills you learned in this chapter and experiment with new skills. You may need to use Help to complete the assignment.

### Categorizing Contacts and Creating a Distribution List

*Instructions:* Start Outlook. Using the contact list created in Apply Your Knowledge, create a category for each grade level (freshman, sophomore, junior, and senior) and categorize each student as follows: Greg Sanders – Junior, Dan Gilbert – Freshman, Heather Nichols – Freshman, Valerie Prince – Junior, Rafael Perez – Sophomore, Keith Lee – Sophomore.

Create a distribution list consisting of juniors and seniors. When the list is complete, print the list in Card Style view and submit to your instructor.

## Make It Right

Analyze a document and correct all errors and/or improve the design.

### Importing Subfolders for the In the Lab Exercises

Follow these steps to import subfolders for the following Make it Right and In the Lab exercises:

1. Connect the USB flash drive containing the Data Files for Students to your computer.
2. Click File on the Outlook menu bar and then click Import and Export.
3. In the Import and Export Wizard dialog box, click Import from another program or file and then click the Next button.
4. In the Import a File dialog box, click Personal Folder File (.pst) and then click the Next button.
5. In the Import Personal Folders dialog box, click the Browse button to access drive E (your USB flash drive letter may be different), select the appropriate subfolder, click Open, and then click the Next button.
6. In the Import Personal Folders dialog box, select the appropriate folder from which to import and then click the Finish button.

Make It Right *continued*

### Editing a Contact List

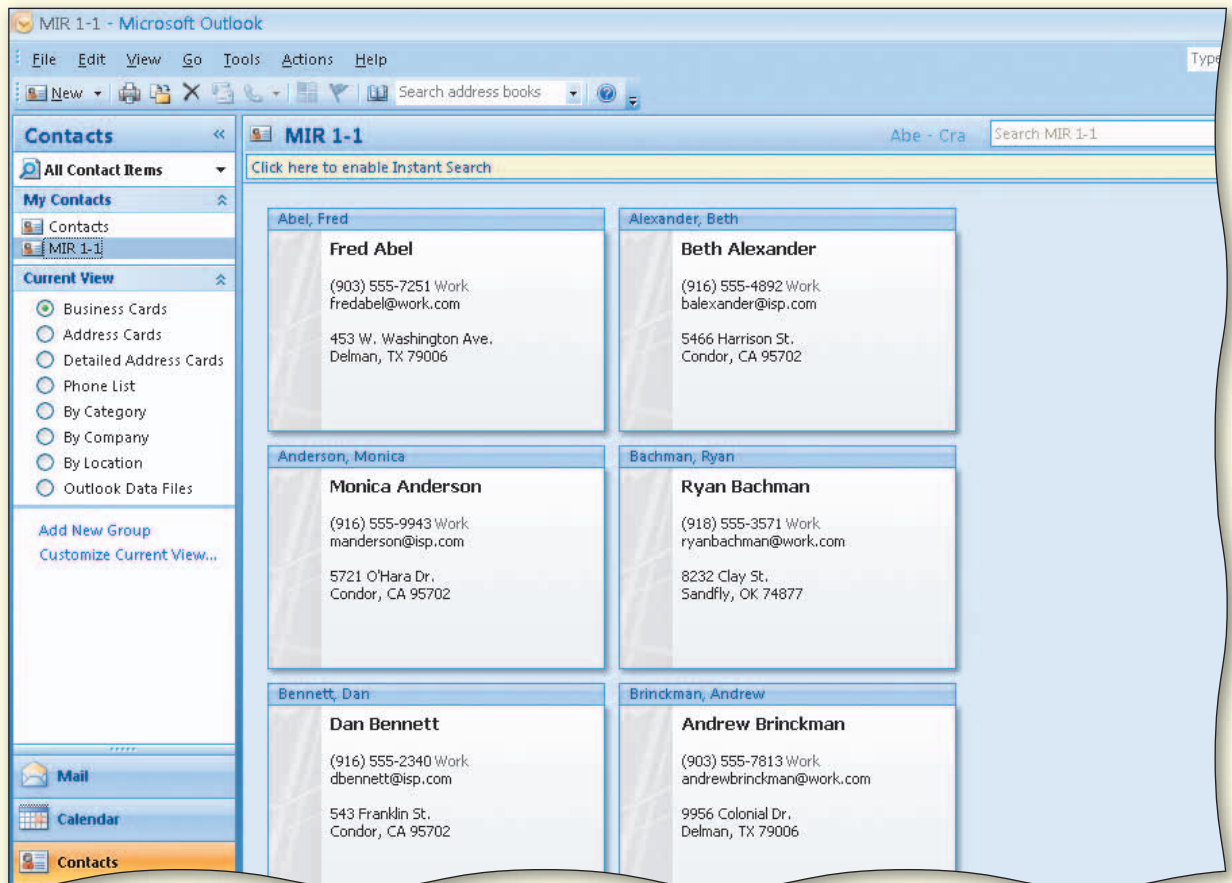
*Instructions:* Start Outlook. Import the MIR 1-1 Contacts folder (Figure 1–103) into Outlook. See the inside back cover of this book for instructions for downloading the Data Files for Students, or see your instructor for information on accessing the files required in this book.

The contact list contains 20 contacts. The five contacts in Table 1–5 need to have their information updated. Locate each contact using the Find a Contact box and change the applicable fields.

Print the revised contact list and submit it to your instructor.

**Table 1–5 Revised Contact Information**

Name	Telephone	Address	E-mail Address	Category
Jennifer Craig	(916) 555-5686	354 Rutledge St. Condor, CA 95702	jcraig@isp.com	Blue
Andrew Brinckman	(916) 555-4565	8453 Whitcomb St. Condor, CA 95702	abrinckman@isp.com	Blue
Courtney Croel	(916) 555-2348	7456 Brummitt Rd. Condor, CA 95702	ccroel@isp.com	Blue
Ryan Bachman	(916) 555-7410	4654 Ashford Ct. Condor, CA 95702	rbachman@isp.com	Blue
Kris Davids	(916) 555-3647	678 E. 7 <sup>th</sup> Ave. Condor, CA 95702	kdavids@isp.com	Blue



**Figure 1–103**

## In the Lab

Design and/or create Outlook items using the guidelines, concepts, and skills presented in this chapter. Labs are listed in order of increasing difficulty.

### Lab 1: Creating a Distribution List and Sending E-Mail

**Problem:** You are the campaign manager of your mother's campaign for a city council seat. Besides coordinating appearances and advertising, your responsibilities also include soliciting and organizing campaign donations.

**Instructions Part 1:** Perform the following tasks:

1. Import the Lab 1-1 Contacts folder (Figure 1–104) into Outlook.
2. Create two distribution lists: one consisting of monetary donors, the other consisting of non-monetary donors. Each contact is categorized by type of donation.
3. Print each distribution list and submit to your instructor.

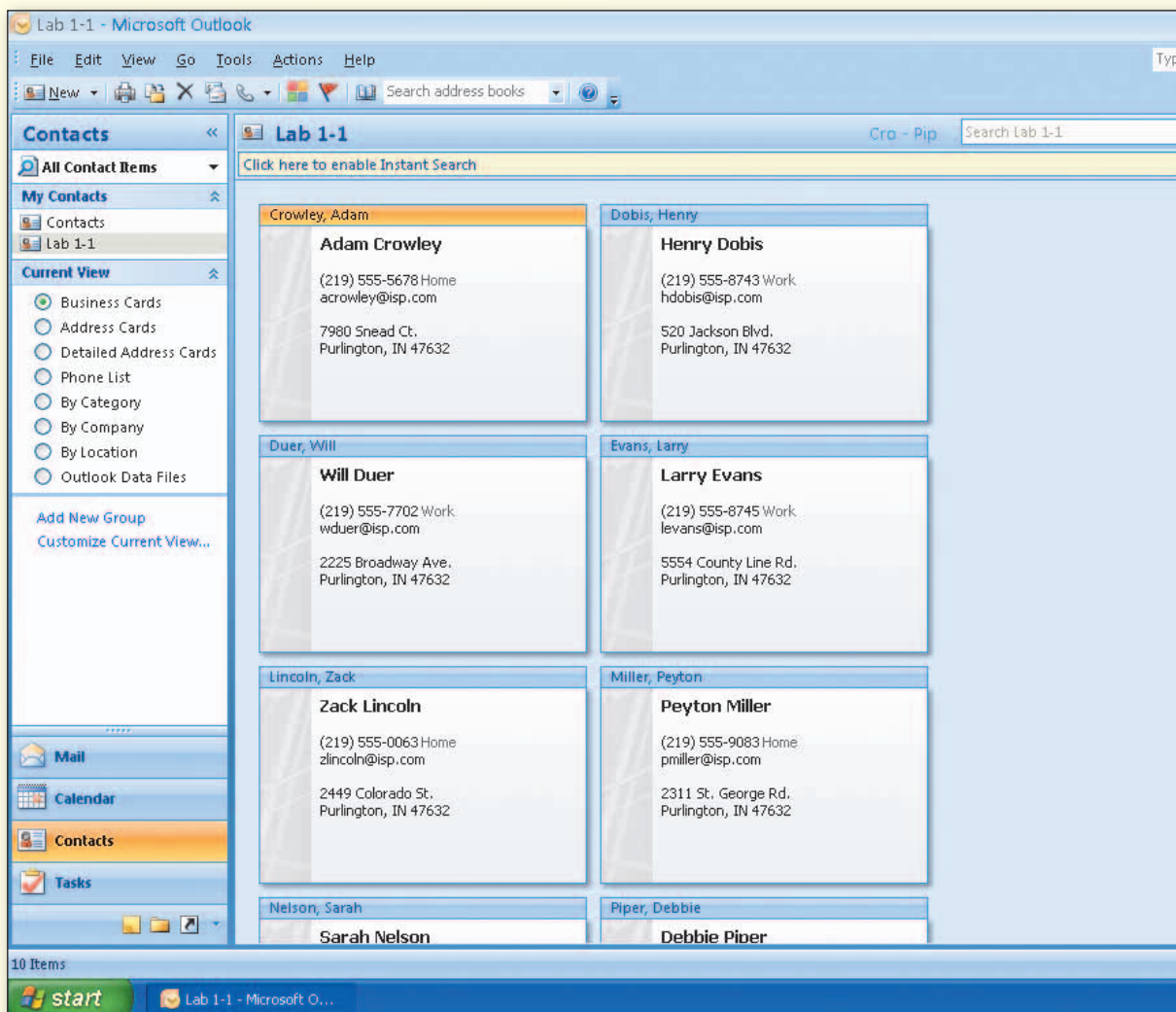


Figure 1–104

Continued >

In the Lab *continued*

*Instructions Part 2:* Perform the following tasks:

1. Compose a message to each group created in Part 1. The message to monetary donors should thank them for their past support and request donations for this year's campaign. The message to non-monetary donors should thank them for their past support and include a request for the same contribution to this year's campaign.
2. Set the sensitivity for each message as confidential.
3. Using Microsoft Word, create a document called Campaign Platform, and include this file as an attachment with your e-mail messages.
4. Set the delivery for each message to March 1, 2008 at 10:00 a.m.
5. Format your messages to monetary donors as Plain Text and your messages to non-monetary donors as HTML.
6. Print each message and submit to your instructor.

*Instructions Part 3:* Save the Lab 1-1 contact list as a text file. Open the file using Notepad. Print the contact list from Notepad and submit to your instructor.

## In the Lab

### Lab 2: Flagging and Sorting Messages

*Problem:* As student director of the Computer Help Center, you are responsible for responding to questions received by e-mail. Some questions require a more timely response than others, so you need a way to sort the questions first by urgency and then by time of receipt.

*Instructions:* Perform the following tasks:

1. Import the Lab 1-2 Inbox folder (Figure 1–105) into Outlook.
2. Read through each message and apply the appropriate Follow Up flag to each message (Today, Tomorrow, or This Week).
3. After you have flagged each message, sort the messages based on the Follow Up flag.

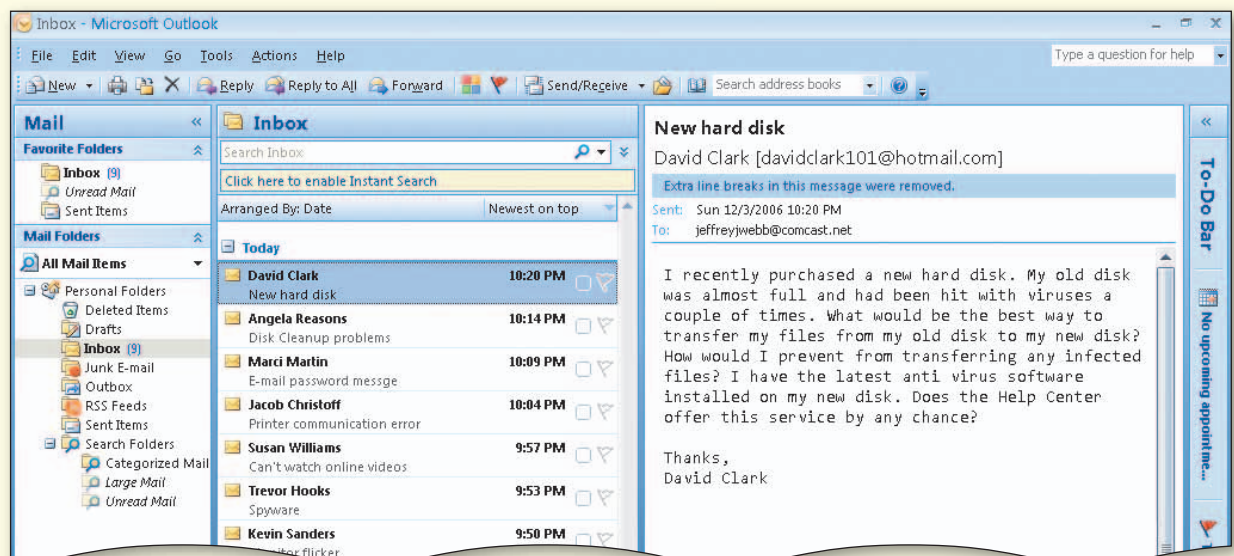


Figure 1–105

## In the Lab

### Lab 3: Creating an E-Mail Signature, Replying To, and Forwarding Messages

*Problem:* With all the Computer Help Center messages sorted and flagged, you now have to respond to the messages. You need to perform this task in an efficient manner, as it is the Computer Help Center's policy to respond to questions within three working days. Policy also requires that the name of the person responding, the Computer Help Center's telephone number, and its hours of operation appear on every reply.

*Instructions Part 1:* Perform the following tasks:

1. Create an e-mail signature consisting of your name, title (Student Director), a telephone number (555-1234), and hours of operation (8:00 a.m. – 8:00 p.m., Closed Sundays).
2. Click the New Message button on the Standard toolbar. Print the blank message containing the signature and submit to your instructor.

*Instructions Part 2:* Perform the following tasks:

1. Send a reply with the importance set at high to the messages flagged for follow up Today.
2. Forward the messages flagged for follow up Tomorrow. You may use fictitious e-mail addresses for this exercise, because the messages will not actually be sent.
3. Submit printouts of the replies to your instructor.

*Instructions Part 3:* Perform the following tasks:

1. Clear all the This Week Follow Up flags from the appropriate messages. Use Search Folders to display only the messages flagged for follow up. Make a list of the sender's name, subject, and Follow Up flag type and submit to your instructor.
2. Using information from Microsoft Outlook Help, create a unique signature for a separate e-mail account. See your instructor about setting up a separate e-mail account.
3. Print a blank message containing the signature and submit to your instructor.

## Cases and Places

Apply your creative thinking and problem solving skills to design and implement a solution.

- EASIER
- MORE DIFFICULT

### • 1: Create a Personal Contact List

Create a contact list of your family, friends, and colleagues. Include their names, addresses, telephone numbers, e-mail addresses, and IM addresses (if any). Enter the employer for each contact if appropriate. For family members, use the Detail sheet to list birthdays and wedding anniversaries (if any). Print the contact list and submit to your instructor.

### • 2: Modify a Contact List

Import the Cases 1-2 Contacts folder into Outlook. You are the manager of the Personnel Department for a large automobile dealership. Your responsibilities include updating the company contact list whenever someone changes positions, receives a promotion, or other changes occur. Byron Taylor has received a promotion to Parts Manager and was rewarded with a private office (Room 3A), private telephone ((812) 555-1278), and his own e-mail address (btaylor@autodealer.com). The information in his current record contains the general telephone number and dealership's e-mail. Make the appropriate changes to Byron Taylor's contact record. Submit a printout to your instructor.

### •• 3: Apply a View Filter and Track Contact Activities

Import the Cases 1-3 Inbox folder into Outlook. You work in the IT department of a large company. Every day you receive several e-mail messages about various computer problems within the company. A coworker, Bailey Smithers, has sent several e-mail messages to the IT department complaining that her problem has yet to be solved. You have been told to immediately solve her problem. Apply a filter to the Cases 1-3 Inbox folder to display only the messages from Bailey Smithers. Respond to her latest e-mail message while sending a copy to your supervisor to show that you have found a resolution to the problem. Submit a printout of your reply to your instructor. Add Bailey Smithers to your contact list. Track the activities of Bailey Smithers. List the first five entries from the Activities list and submit to your instructor. After printing your reply message, delete all the messages from Bailey Smithers and remove the filter.

### •• 4: Compose and Format an E-Mail Message

#### Make It Personal

Being involved with your studies, extracurricular activities, and college life in general, can prevent you from keeping in touch with family and friends. Compose an e-mail message to a close relative or friend. Your message should contain information on your class schedule, activities, and new friends that you have made. Compose the message in HTML format. Format the text of your message to enhance its appearance. Use Outlook Help to insert a picture of the campus or your school's logo into the message body. Print the e-mail and submit to your instructor.

### •• 5: Compile Contact Information

#### Working Together

Have each member of your team submit a design of a form for collecting contact information. Have them base the form on available fields in the General and Detail sheets in the Contact window. Have the team select the best form design. After selecting a form, make photocopies for the entire class. Have your classmates fill out the form. Collect the forms and create a contact list from the collected information. Print the final contact list and submit to your instructor.