



Microsoft Outlook 2016

Introduction

Course Notes

Sample

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Chris Page

11 River Gardens, Shawbury, Shrewsbury, SY4 4LA

Tel 01939 251094

www.pagecommunication.co.uk

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COURSE OBJECTIVES

By the end of this course you will be able to

- Correctly send and receive e-mail, referring to notes if necessary.
- Correctly send and receive attachments to e-mail, referring to notes if necessary.
- Correctly organise e-mails into different subjects, referring to notes if necessary.
- Correctly create and manage contacts, without reference to notes.
- Correctly create appointments, without reference to notes.
- Correctly schedule a meeting and invite others to attend, referring to notes if necessary.
- Briefly describe the to-do bar and tasks

Sample

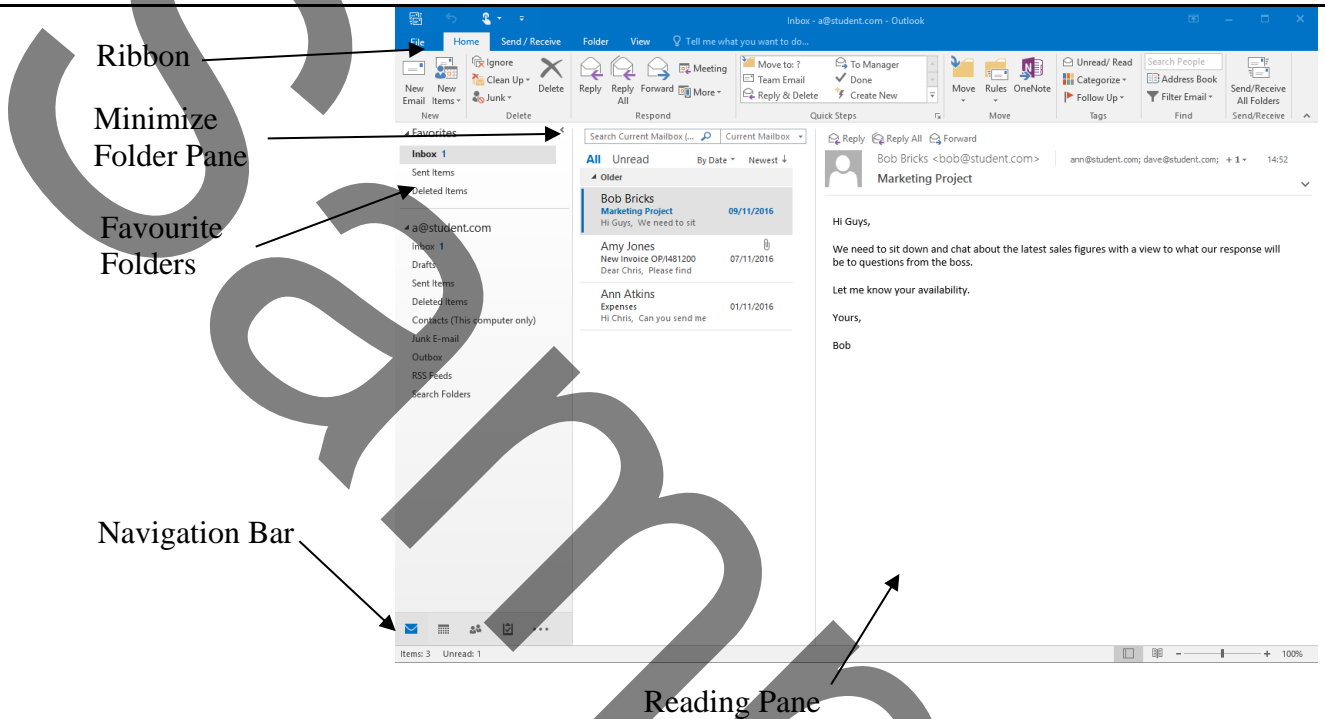
MODULE 1 – FOLDERS, NAVIGATION AND E-MAIL

OBJECTIVES

At the end of this section you will be able to:

- Correctly send and receive e-mail, referring to notes if necessary.
- Correctly send and receive attachments to e-mail, referring to notes if necessary.
- Correctly organise e-mails into different subjects, referring to notes if necessary.

OUTLOOK NAVIGATION



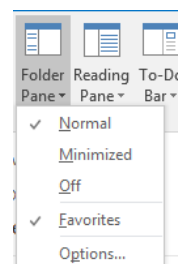
Navigating in Outlook

The simplest way to select the different functionality of Outlook is by using the buttons on the Navigation Bar. They are located at the bottom-left corner of the Outlook window and can show folder panes such as Mail, Calendar, People, Folders, Tasks, etc. Depending on the view that you choose, you see a different set of panes, folders, and information for those folders. The options appear in both the expanded Folder Pane and the minimized Folder Pane. The minimised buttons look like this.



To set folder pane options

1. On the **View** tab of the Ribbon, in the *Layout* group, click on the **Folder Pane** button.
2. Select *Normal*, *Minimized* or *Off* as required.
3. Select **Favorites** to see the *Favorites* view at the top of the Folder Pane.
4. Select **Options...** to choose which buttons to display and the order they appear.



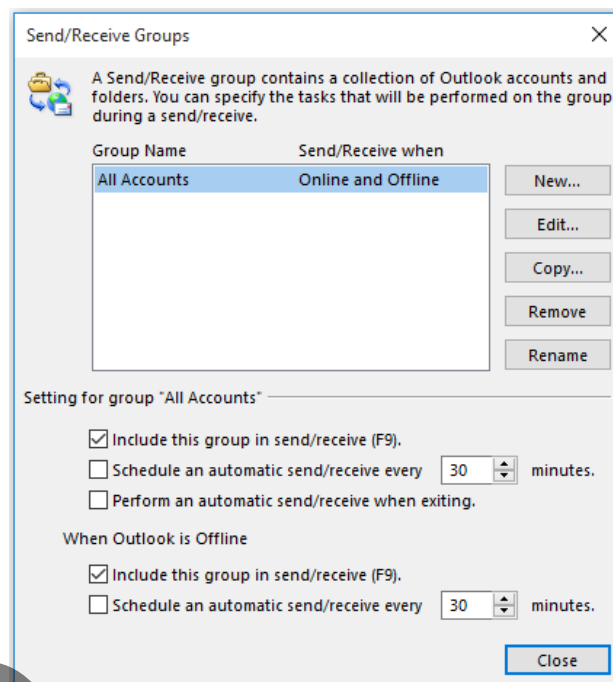
E-MAIL SEND AND RECEIVE OPTIONS

Your Inbox is the destination for your incoming mail. Outlook checks your post office for new messages on a timed basis. The default checking time is every 30 minutes. You can override this feature and check for new messages any time you want.

Setting E-mail Options

To change the default message checking interval

1. On the **File** tab of the Ribbon click on the **Options** button at the bottom.
2. Click on the **Advanced** category in the left-hand pane.
3. Scroll down the sections until you reach the *Send and Receive* section.
4. Click on the **Send/Receive...** button.
5. The send/receive groups dialog is displayed. Initially there is only one *send/receive group*. More can be created if required.
6. In this dialog you can alter the Send/Receive times at the bottom; however, the selection only applies to the selected *send/receive group*.
7. When you have finished making changes click on **Close** and then **OK**.



Send and Receive Groups

Send and receive groups contain one or more of the e-mail accounts you have set up in Outlook. You can specify different behaviours for each group, such as the frequency with which Outlook connects to the server to send and receive messages for it, or how messages are processed when Outlook is online or offline. Send and receive groups can contain any combination of Microsoft Exchange Server, POP3, IMAP, and HTTP accounts, along with accounts from any additional supported server types.

With send and receive groups you can:

- Specify whether an account is included when sending/receiving mail.
- Specify whether mail should be sent, received, or both, from an account.
- Specify how often sent/receive commands occur.
- Specify whether attachments should be downloaded.
- Specify size limits on messages to be downloaded.
- Specify folders to include when sending/receiving.
- Specify downloading only headers for new messages.
- Specify settings for when Outlook is offline (relevant when using Exchange Server only).

Note: The options and rules displayed in the Send/Receive Settings dialog box will differ depending on the type of account you are working with.

As an example, an Outlook user might have to collect e-mail from several POP3 or IMAP e-mail accounts. Each account would have been created within Outlook, but the send/receive groups could be configured so the user collects from all the individual accounts, yet only sends e-mail from one of the accounts.

To create a POP3 or IMAP e-mail account

1. On the **File** tab of the Ribbon click on the **Info** option.
2. Click on the **Add Account** button.
3. Click on the **Manually configure server settings or additional server types** option and then click **Next**.
4. On the **Choose Service** page, select **Pop or IMAP**, and then click **Next**.
5. Provide the following information on the **Pop and IMAP Settings** page.
 - a. Under **User Information**:
 - i) In the **Your Name** box, enter the name you want users to see when you send email from this account.
 - ii) In the **E-mail Address** box, enter your email address.
 - b. Under **Server Information**:
 - i) Under **Account Type**, select **IMAP** or **POP3**. IMAP is recommended because it supports more features.
 - ii) In the **Incoming mail server** box, enter the IMAP or POP server name.
 - iii) In the **Outgoing mail server (SMTP)** box, enter the SMTP server name.
 - c. Under **Logon Information**:
 - i) In the **User Name** box, enter your email address.
 - ii) In the **Password** box, enter your password. If you want Outlook to remember your password, make sure the check box next to *Remember password* is selected.
6. At the bottom of the page, click **More Settings**, and then fill in the **Pop and IMAP Settings** dialog box as follows:
 - a. On the **Outgoing Server** tab, select *My outgoing server (SMTP) requires authentication*.
 - b. On the **Advanced** tab:
 - i) Under **Incoming server (IMAP)**, or **Incoming server (POP3)**, next to *Use the following type of encrypted connection*, select **SSL** in the drop-down list.
 - ii) Under **Outgoing server (SMTP)**, next to *Use the following type of encrypted connection*, select **TLS**, and then click **OK**.
7. If you're using POP3 and you want to keep a copy of your messages on the server, under **Delivery**, click *Leave a copy of messages on the server*. If you don't select this option, all messages will be removed from the server and stored locally on your computer.
8. On the **Add New Account** page, click **Next**. After Outlook tests your account, click **Close** to close the **Test Account Settings** dialog box.

9. On the **Congratulations** page, click **Finish**.
10. On the **Account Settings** page, click **Close**.
11. If you're using IMAP4, a message may appear asking you if you want to download folders for the mail server that you added. Click **Yes**. Use the Outlook user interface to select which folders to synchronize between the server and your local computer, and then click **OK**.

Choose Which IMAP Account Folders Appear in Outlook

When using an IMAP email account, you can choose which folders appear in Outlook 2016. Start by downloading a list of all folders, and then select the folders that you want to subscribe to or view on your computer.

To subscribe or unsubscribe IMAP folders

1. In **Mail**, in the *Folder Pane*, right-click the top folder for your IMAP account.
2. Select **IMAP Folders**.
3. Click on the **Query** button.
4. Click a folder, and then click **Subscribe** or **Unsubscribe** as required.
Note: To select multiple folders, press and hold Ctrl as you click folder names.

If you have created a new folder on the mail server in another application or using a web browser, and the new folder doesn't appear in the **IMAP Folders** dialog box, try updating update the folder list.

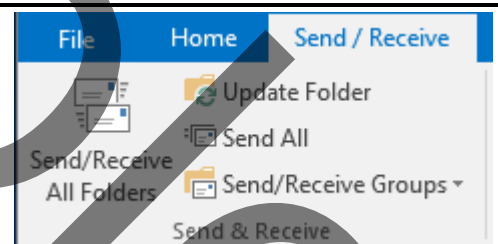
To update the IMAP folder list

1. In **Mail**, in the *Folder Pane*, right-click the top folder for your IMAP account.
2. Click **Update Folder List**.

RECEIVING AND SENDING E-MAIL

To manually send e-mails and check for new messages

1. Select the **Mail** button in the *Navigation Pane* if you are not looking at any e-mail folders.
2. Either, press **[F9]**, or on the **Home** tab of the Ribbon, in the *Send/Receive* group, click on the **Send/Receive All Folders** button. For more control, you can go to the **Send/Receive** tab of the Ribbon, and in the *Send & Receive* group use the **Send/Receive Groups** button for more choice.



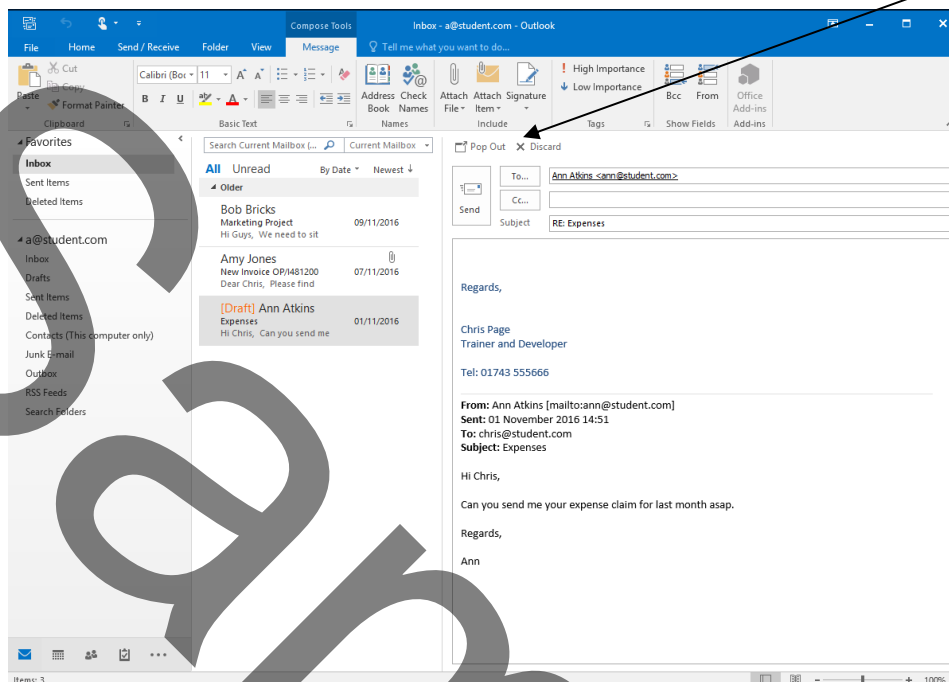
Once messages others have sent you have arrived in your Inbox, a list of your messages appears in the information viewer. Messages that you haven't read appear in bold in the message list. Initially the Reading Pane is displayed which shows the selected message fully. Alternatively, you can preview messages by setting the view options to show Preview so each entry shows the first 3 lines of the message area.

To display/hide the reading pane

1. On the **View** tab of the Ribbon, in the *Layout* group, click on the **Reading Pane** button.
2. You can choose to show the reading pane on the right, at the bottom or not at all.

In-Line replying to Emails

If the reading Pane is enabled, Outlook provides inline replies by default, rather than opening another window. If you reply to a message, the reading pane becomes the reply message for you to edit/create. Beside the original message the text [Draft] appears. An extra *Compose Tools Message* tab appears in the Ribbon. Above the **Send** button are two extra options to **Pop Out** (which converts the in-line reply to a separate windows) and **Discard** (which closes the reply and abandons any changes).



To enable/disable preview

1. On the **View** tab of the Ribbon, in the *Arrangement* group, click on the **Message Preview** button.
2. Choose *Off, 1 Line, 2 Line* or *3 Line* as required.

To disable preview

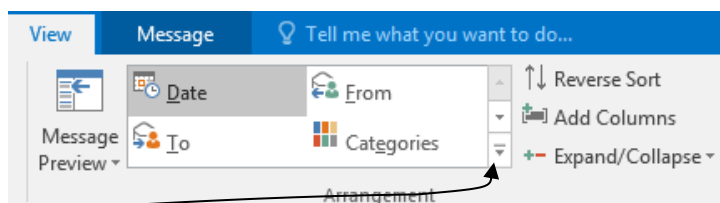
1. On the **View** tab of the Ribbon, in the *Current View* group, click on the **Change View** button.
2. Click on the **Compact** button.

Grouping E-mail Items

E-mails shown in folders (such as the Inbox) are grouped by *date* initially showing e-mail received *Today, Yesterday, the day prior to yesterday, last week* and so on. Grouping can be changed or even switched off.

To enable/disable grouping

1. On the **View** tab of the Ribbon, in the *Arrangement* group, click on the **More** button.



EXERCISE 1

1. Start Outlook 2016.
2. Create a new email and type the text shown here.

Hi,

I know you were interested in going to the USA this year to promote the company. Before you do, take a look at this and then forward it to Chris Page for his comments.

Regards,

3. Attach the following Word file that is in the **My Documents** folder:
Texas
4. Send the message to the student on your left.
5. Eventually you will receive a message from another student containing an attached file. Notice how the attachment shows the file extension (.docx). Open the attachment, and read its contents. Close the attachment and Microsoft Word.
6. Reply using a suitable message using the reply button.
7. After a while you will receive a reply from the first person you sent a message to you. Read the reply.
8. Return to the Inbox and stop here.

EXERCISE 2

This exercise is concerned about organising your messages.

1. Start Outlook if it is not running.
2. Display the folder list permanently.
3. Create a new folder – as a sub-folder of Inbox – entitled **Travel**.
4. Move the e-mail containing the attachment that was received in the last exercise to this new folder.
5. Delete any other e-mail messages in the Inbox.
6. Now view the contents of the **Travel** folder, and confirm that the e-mail and attachment are there.
7. Delete this e-mail containing the attachment.
8. View the **Deleted Items** folder.
9. This folder should contain several e-mails including the one containing the attachment.