

Advanced Microsoft Outlook 2016



with examples and
hands-on exercises

WEBUCATOR

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Class Files

Download the class files used in this manual at

<https://static.webucator.com/media/public/materials/classfiles/OUT2016.A2-1.0.1.zip>.

Errata

Corrections to errors in the manual can be found at

<https://www.webucator.com/books/errata/>.

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LESSON 1

Working with Tasks and Notes

Topics Covered

- How to change your Task view.
- How to create a task.
- How to print a task.
- How to update a task.
- How to assign a task.
- How to search for tasks.
- How to reply to a task request.
- How to track tasks.
- How to work with notes.

Evaluation
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Introduction

Outlook tasks are like an electronic to-do list. You can use tasks to help you stay organized.

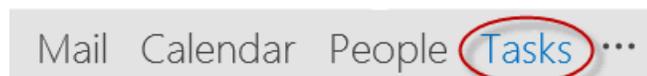


1.1. Create a Task

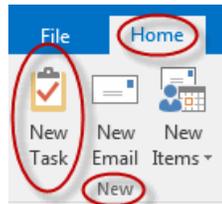
Tasks created in Outlook will be displayed in your Outlook **Tasks** area, as well as on your calendar.

To create a task:

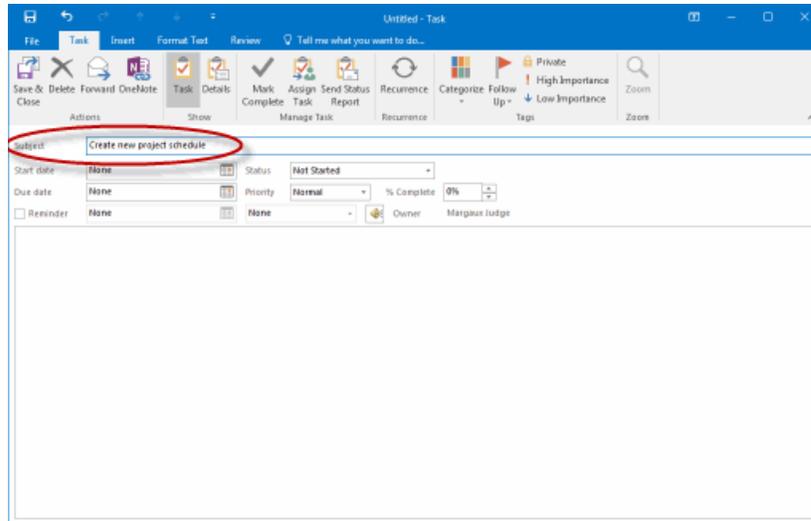
1. If not already in the **Tasks** area, go to it by selecting **Tasks** in the Navigation Pane.



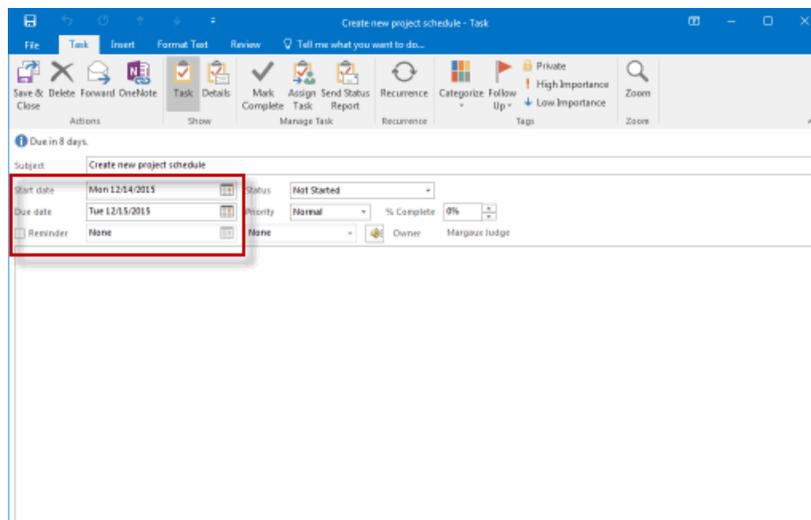
2. On the **Tasks Ribbon**, on the **Home** tab, in the **New** group, select **New Task**.



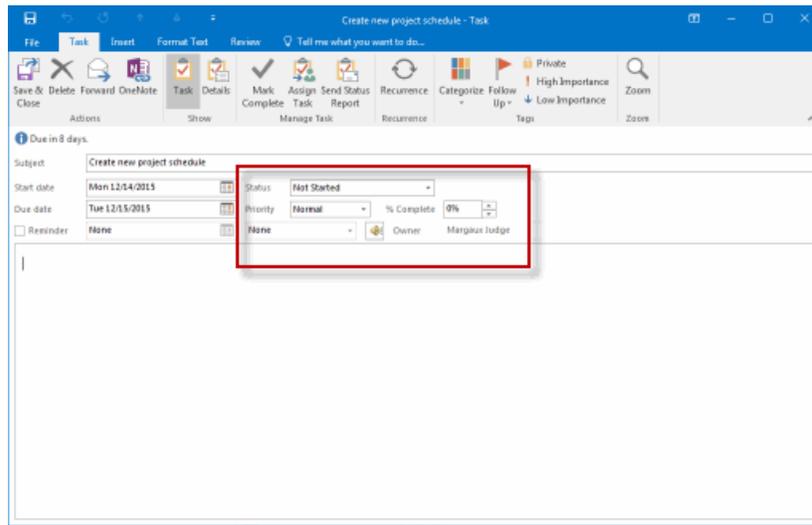
3. In the **Task** dialog box, enter the task's subject in the **Subject** field.



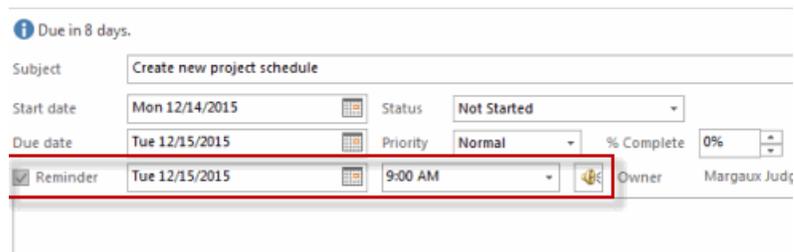
4. Use the **Start date** and **Due date** drop-down lists to set start and end dates for your task.



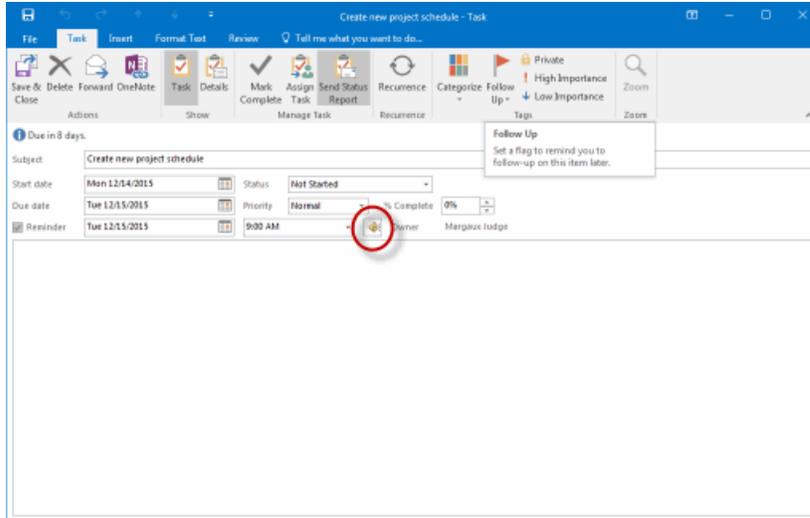
5. Use the **Status**, **Priority**, and **% Complete** drop-down arrows to set a status, priority, and percentage complete for the task.



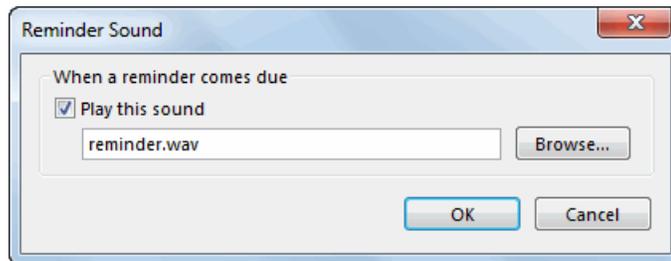
6. If desired, have Outlook remind you of this task by checking the **Reminder** check box and using the date and time drop-down arrows.



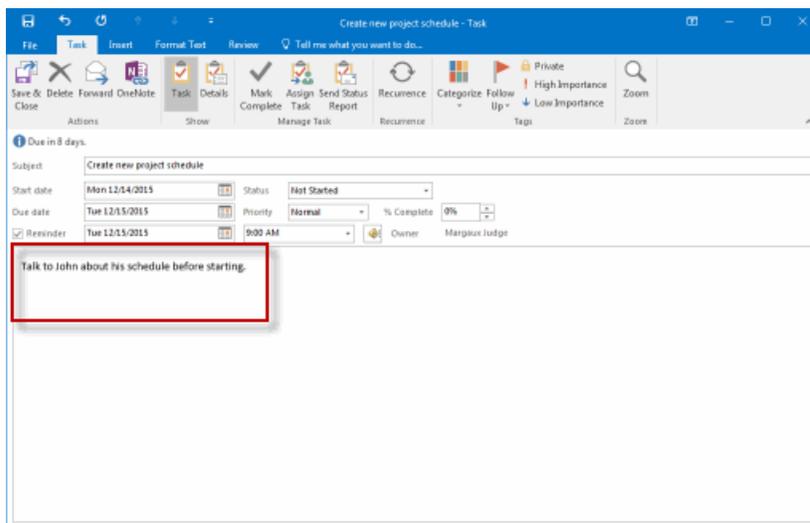
7. You can then click the **Reminder Sound** icon to set a reminder sound.



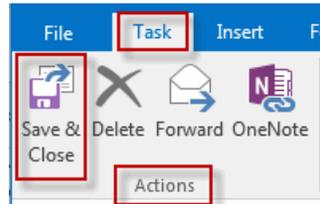
8. Set the sound in the **Reminder Sound** dialog box, and click **OK**.



9. If desired, enter notes about the task in the body of the task.



- When the task is complete, select **Save & Close** in the **Actions** group of the **Task** tab of the **Ribbon**.



- The task now appears in your Task list, as well as on your calendar.

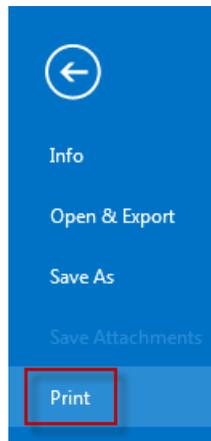
<input checked="" type="checkbox"/> SUBJECT	DUE DATE ▲
Click here to add a new Task	
<input checked="" type="checkbox"/> Create new project schedule	Tue 12/15/2015



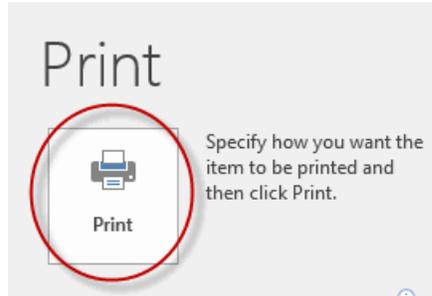
1.2. Print a Task

To print a task:

- Open the task.
- Select the **File** menu tab, and select **Print**.



- Configure print options and click **Print**.



1.3. Update a Task

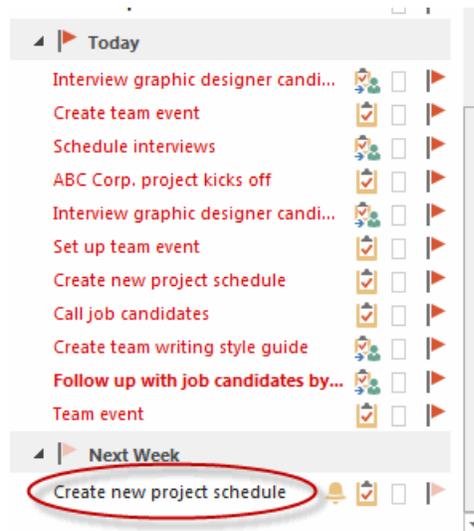
Tasks can be updated with new information.

To update a task:

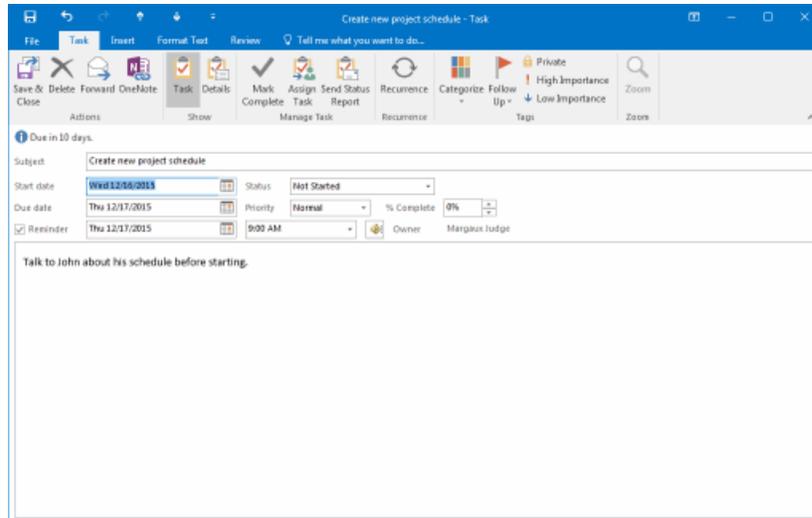
1. If not already in the **Tasks** area, go to it by selecting **Tasks** in the Navigation Pane.



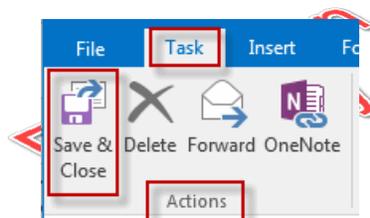
2. Double-click the task you want to update to select it.



3. Make the changes to the task information.



- When the changes are complete, select **Save & Close** in the **Actions** group of the **Task** tab of the **Ribbon**.

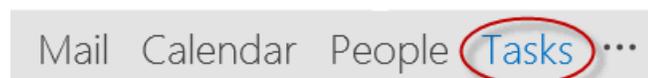


1.4. Search for Tasks

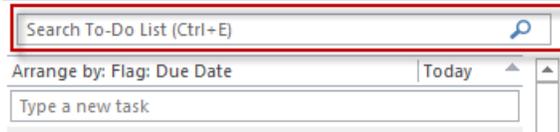
You can search your task list to locate specific tasks.

To search for tasks:

- If not already in the **Tasks** area, go to it by selecting **Tasks** in the Navigation Pane.



- Click in the **Search To-Do List** text box, enter a search term, and press **Enter**.



3. Outlook returns a list of tasks meeting the specified criteria. To view a searched task, click it.

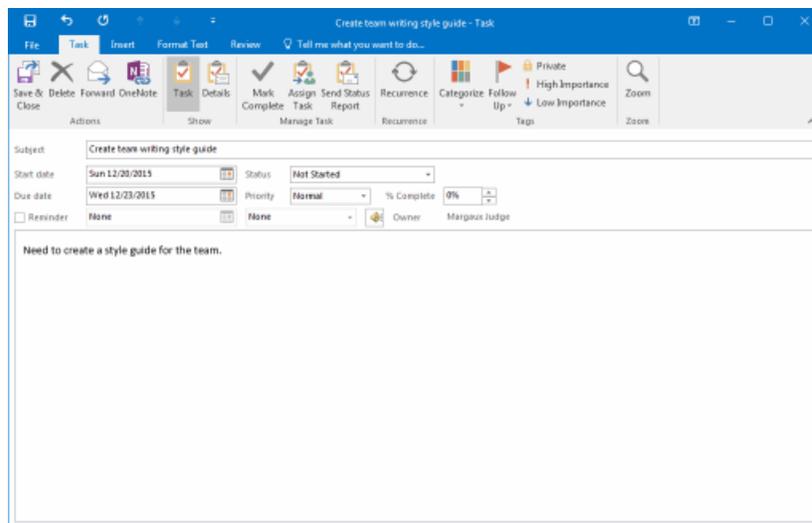


1.5. Assign a Task

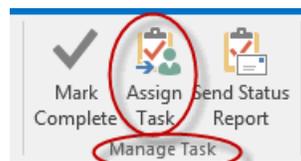
When collaborating on a task, you can assign it to colleagues.

To assign a task:

1. Create the task.



2. On the **Tasks Ribbon**, on the **Task** tab, in the **Manage Task** group, select **Assign Task**.



3. Enter the person's email address in the **To** field.

From: mjudge103@gmail.com

To: J. Smith <mmphilli548@yahoo.com>

Subject: Create team writing style guide

Start date: Sun 12/20/2015 Status: Not Started

Due date: Wed 12/23/2015 Priority: Normal % Complete

Keep an updated copy of this task on my task list

Send me a status report when this task is complete

4. Leave the **Keep an updated copy of this task** and the **Send me a status report when this task is complete** check boxes checked to receive updates and a status report when your colleague updates and completes the project.

From: mjudge103@gmail.com

To: J. Smith <mmphilli548@yahoo.com>

Subject: Create team writing style guide

Start date: Sun 12/20/2015 Status: Not Started

Due date: Wed 12/23/2015 Priority: Normal % Complete

Keep an updated copy of this task on my task list

Send me a status report when this task is complete

5. Click **Send** to send the task to your colleague.

From: mjudge103@gmail.com

To: J. Smith <mmphilli548@yahoo.com>

Subject: Create team writing style guide

Start date: Sun 12/20/2015 Status: Not Started

Due date: Wed 12/23/2015 Priority: Normal % Complete

Keep an updated copy of this task on my task list

Send me a status report when this task is complete

6. Your colleague can now add the task to his or her task list.

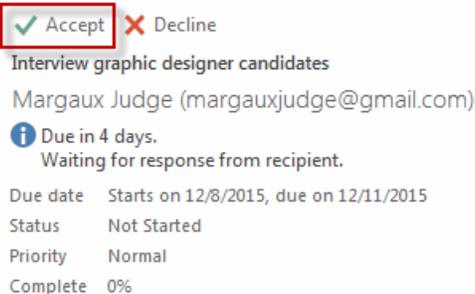


1.6. Reply to a Task Request

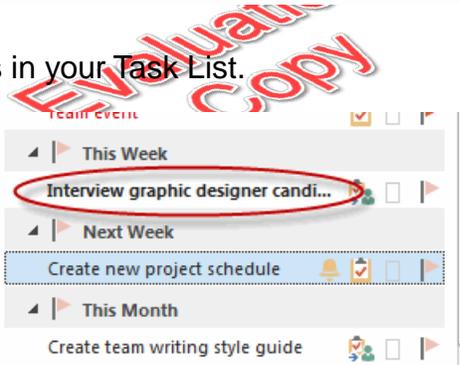
Just as you can assign a colleague a task, colleagues can also assign tasks to you.

To reply to a task request:

- 1. When you are assigned a task by a colleague, it will appear in your Inbox. Click it to display it in the Reading Pane.
- 2. In the Reading Pane, to accept the task, click **Accept**.



- 3. The task now appears in your Task List.

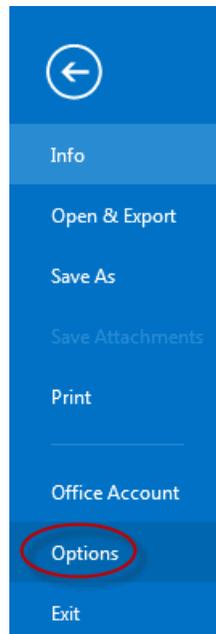


1.7. Track Tasks

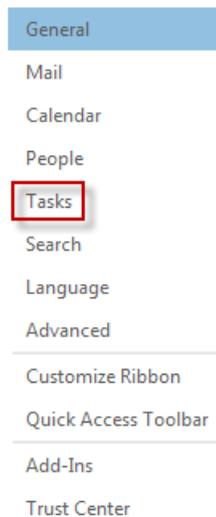
Once you have assigned tasks to colleagues, you can then track those tasks. You can keep copies of tasks that you assign, as well as receive automated status reports of those tasks.

To track tasks:

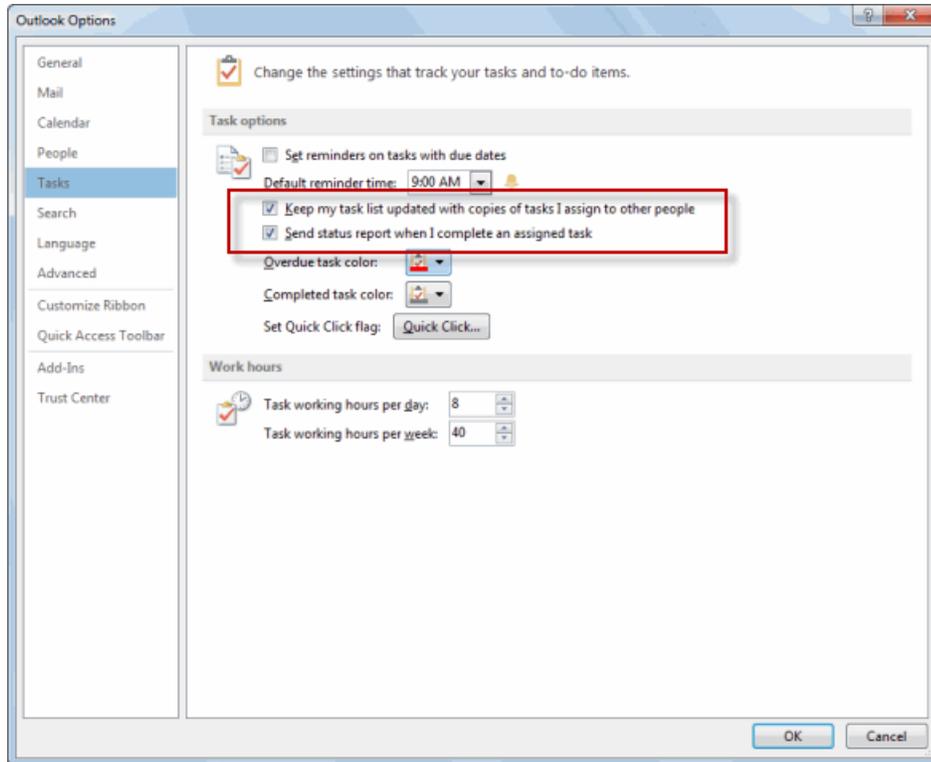
1. Go to the Backstage view by selecting the **File** menu tab.
2. Select **Options**.



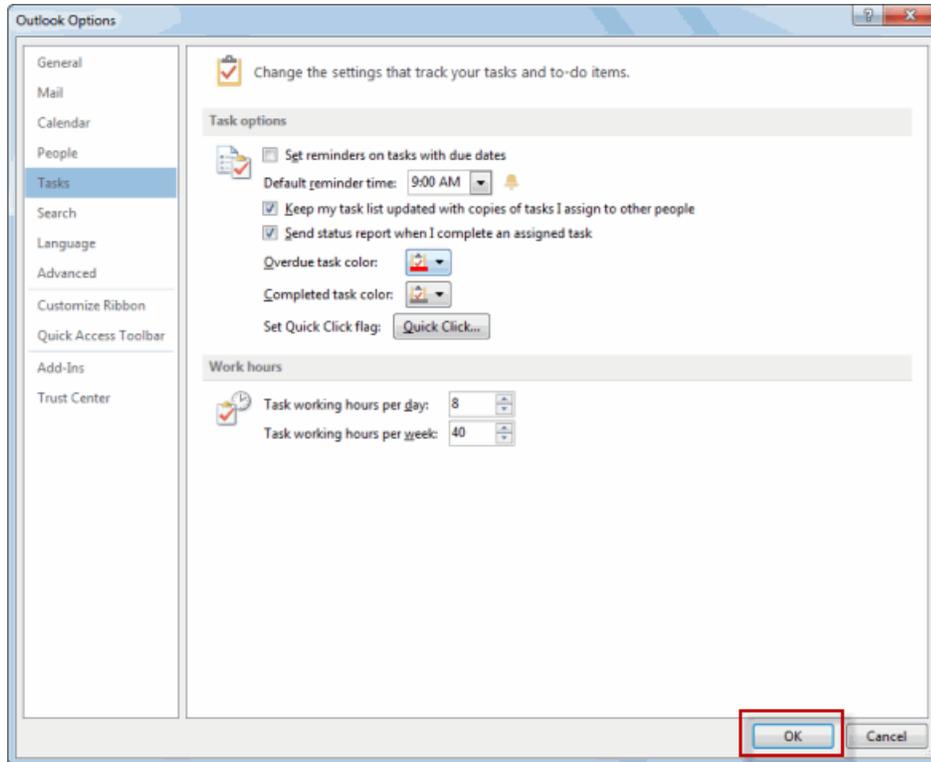
3. In the **Outlook Options** dialog box, select **Tasks**.



4. Check the following two check boxes: **Keep my task list updated with copies of tasks I assign to other people** and **Send status report when I complete an assigned task**.



5. Click **OK** to save the changes and close the dialog box.

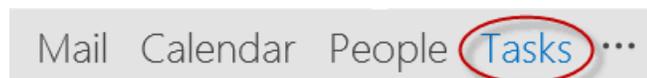


1.8. Change Your Task View

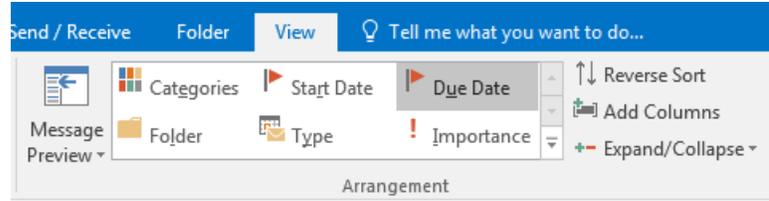
You can change your view of your **Tasks** area to suit your needs.

To change your task view:

1. If not already in the **Tasks** area, go to it by selecting **Tasks** in the Navigation Pane.



2. Select the **View** tab on the **Ribbon**. 
3. Use the options in the **Arrangement** group to change your task view.





Exercise 1: Working with Tasks

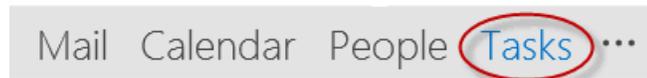
🕒 15 to 20 minutes

In this exercise, you will create a task and update that task with new information. You will also change your task view.

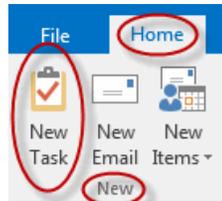
1. Create a task for planning a team event, which starts next Monday with a due date of Wednesday.
2. Save and close the task.
3. Update the task with a new due date of Thursday.
4. Set the tasks view by start date.

Solution

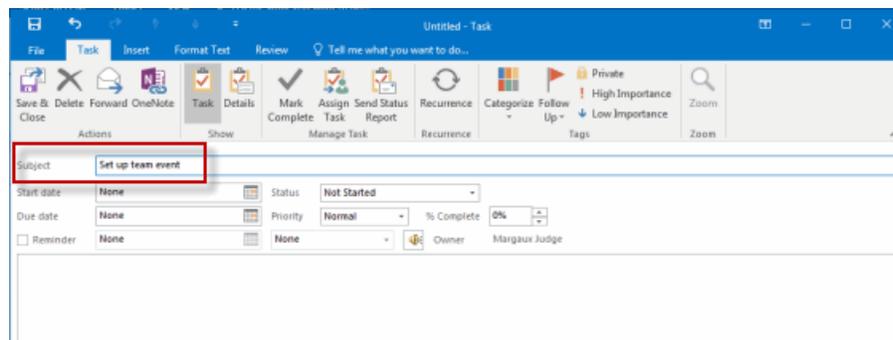
1. If not already in the **Tasks** area, go to it by selecting **Tasks** in the Navigation Pane.



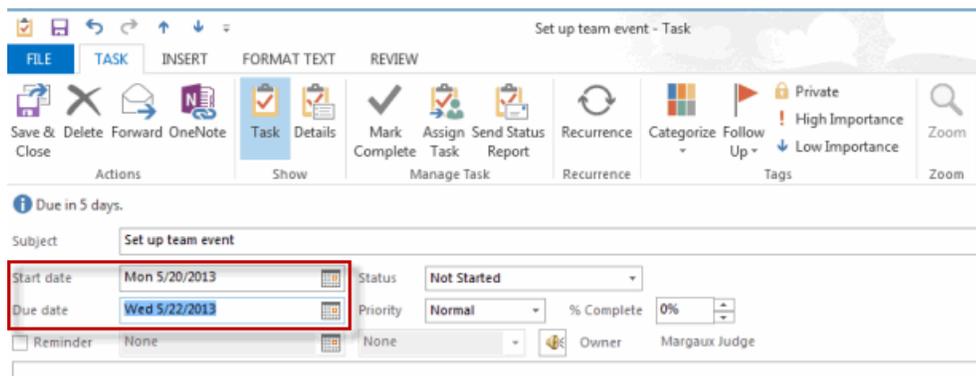
2. On the **Tasks Ribbon**, on the **Home** tab, in the **New** group, select **New Task**.



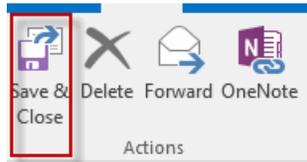
3. In the **Task** dialog box, enter the task's subject, relating to scheduling a team event, in the **Subject** field.



4. Use the **Start date** and **Due date** drop-down lists to set a start and end date for your task of next Monday and Wednesday, respectively.



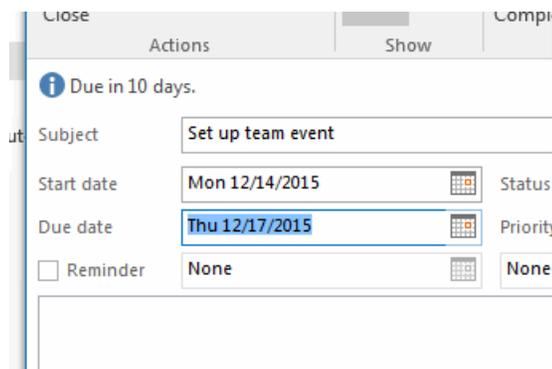
- When the task is complete, select **Save & Close** in the **Actions** group of the **Task** tab of the **Ribbon**.



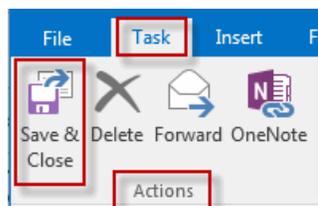
- Reopen the task by double-clicking it in the **Tasks** area.



- Using the **Due date** drop-down area, change the due date to next Thursday.

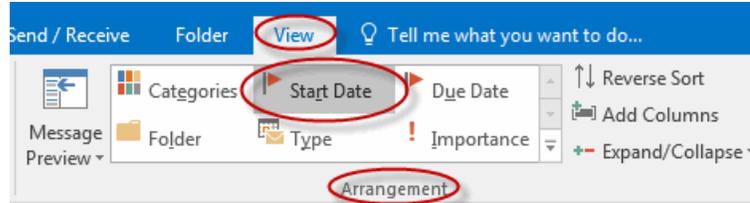


- Save your changes by selecting **Save & Close** in the **Actions** group of the **Task** tab of the **Ribbon**.



- While still in the **Tasks** area, on the **Tasks Ribbon**, select the **View** tab.
- From the **Arrangements** group, select **Start Date**.





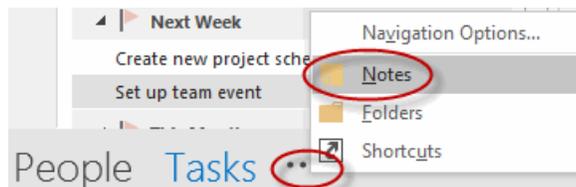
1.9. Work with Notes

You can create and work with notes in Outlook.

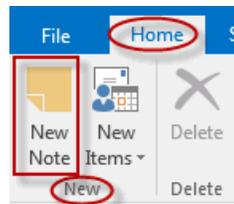
❖ 1.9.1. Create and Manage Notes

To create and work with notes:

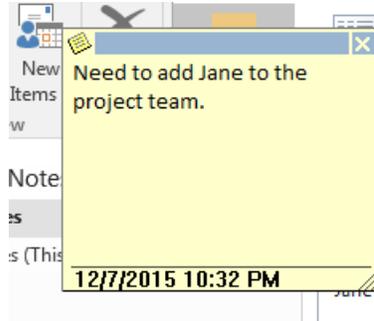
1. Go to Notes view, if not already there, by selecting **Notes** in the Navigation Pane.



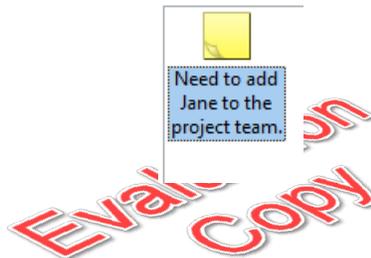
2. From the **New** group of the **Home** tab, select **New Note**.



3. Enter the note text.



4. Click the X in the upper-right corner to close and save the note.
5. To update a note, in **Notes** view, double-click the note and make changes.

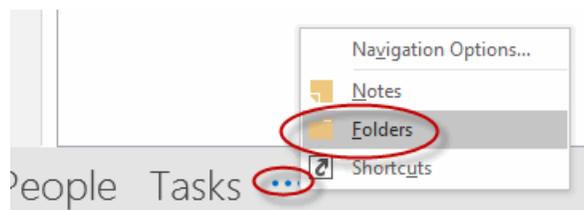


❖ 1.9.2. Create a Journal Entry

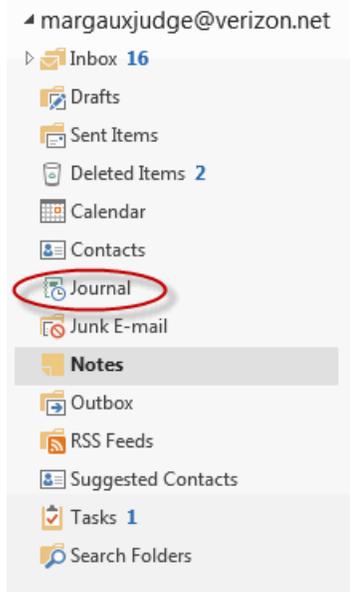
You can use the Outlook journal feature to record information for anything you do.

To create a journal entry:

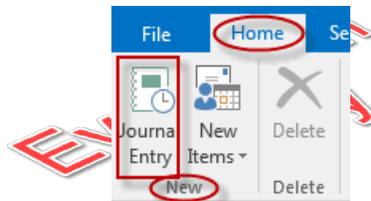
1. Go to Folders view, if not already there, by selecting **Folders** in the Navigation Pane.



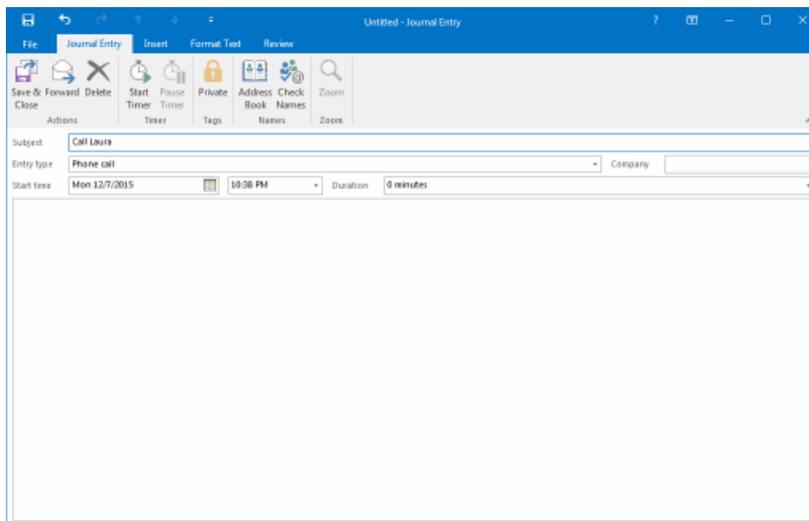
2. In the Folders list, select **Journal**.



3. In the **New** group of the **Home** tab, select **Journal Entry**.



4. Enter the information and click **Save & Close** to save the journal entry.



To work with the journal in Outlook 2007, select **Tools** then select **Options**, and then click **Journal Options**.

Conclusion

In this lesson, you have learned:

1. How to change your Task view.
2. How to create a task.
3. How to print a task.
4. How to update a task.
5. How to assign a task.
6. How to search for tasks.
7. How to reply to a task request.
8. How to track tasks.
9. How to work with notes.

Evaluation
Copy

LESSON 2

Using Signature and Themes

Topics Covered

- ☑ How to create a signature.
- ☑ How to automatically add the signature to email messages.
- ☑ How to modify a signature.
- ☑ How to create and apply a theme.

Introduction

You can use email signature and themes to add a personal touch to your email messages.

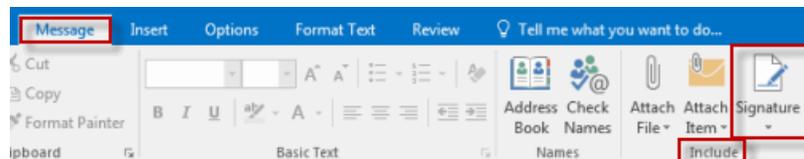
Evaluation
Copy

2.1. Create a Signature

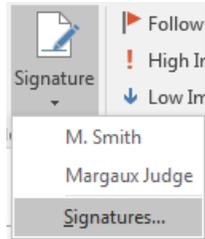
Creating an email signature in Outlook can save you time, in that you can automatically insert that signature into email messages, saving you from having to type your contact information into each message.

To create an email signature:

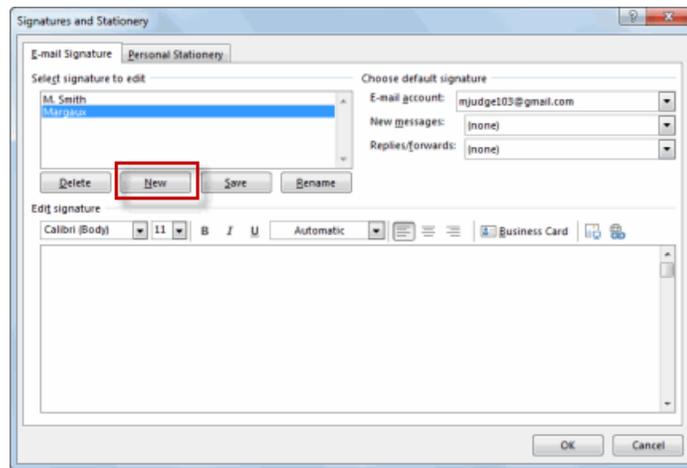
1. Open a new message. From the **Message** tab of the **Message Ribbon**, in the **Include** group, select **Signature**.



2. From the drop-down list, select **Signatures**.



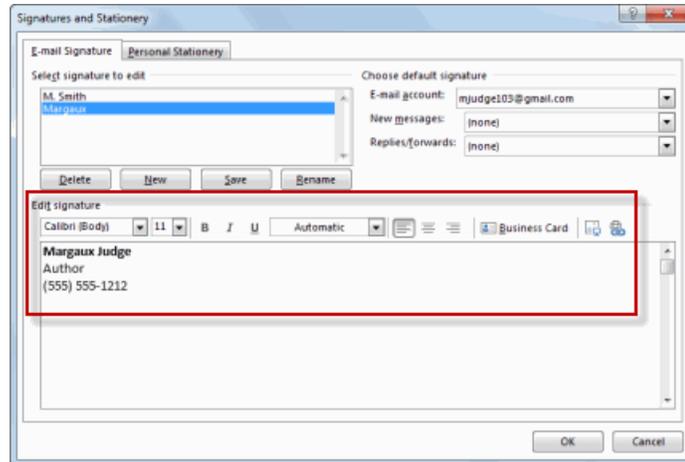
3. From the **Signatures and Stationery** dialog box, on the **Email Signature** tab, click **New**.



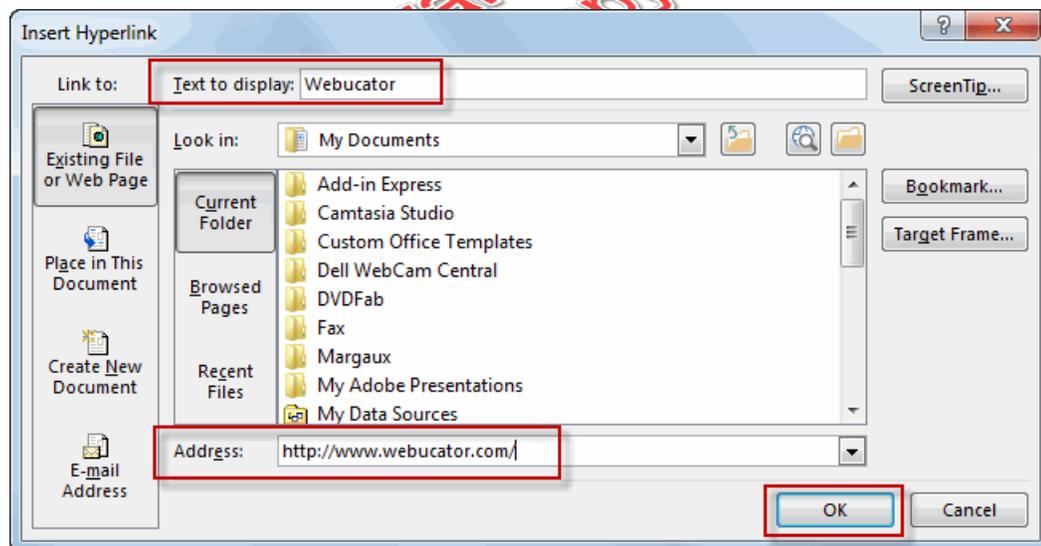
4. In the **New Signature** dialog box, type a name for the signature, and then click **OK**.



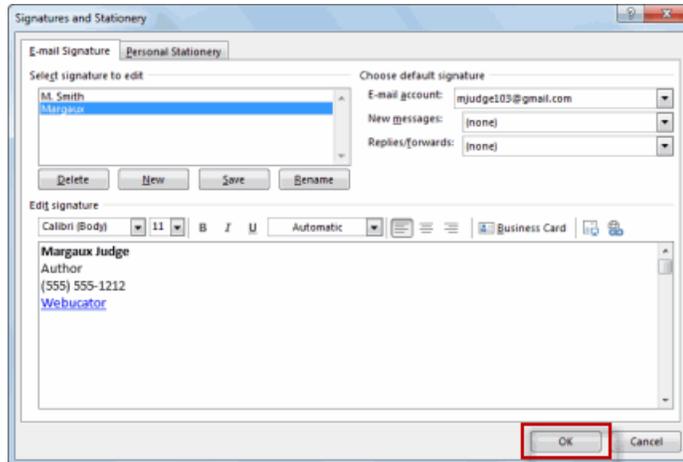
5. In the **Edit signature** text box, type the signature as you would like it to appear. Use the formatting options above the text box to format your text.



- To insert a hyperlink, click the **Insert Hyperlink** icon , and in the displayed **Insert Hyperlink** dialog box, in the **Address** text box, type the URL of the link. If desired, change the **Text to display** using the dialog box, and click **OK**.



- Click **OK** in the **Signatures and Stationery** dialog box.



To work with signatures and themes in Outlook 2007, select **Tools** and then select **Options**, and then click **Mail Format**.

*
EVALUATION COPY

2.2. Automatically Add a Signature to Messages

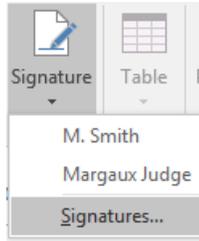
Creating your signature does not automatically add it to your email messages. You can set up Outlook to automatically attach the signature to all outgoing mail.

To automatically add a signature to your email messages:

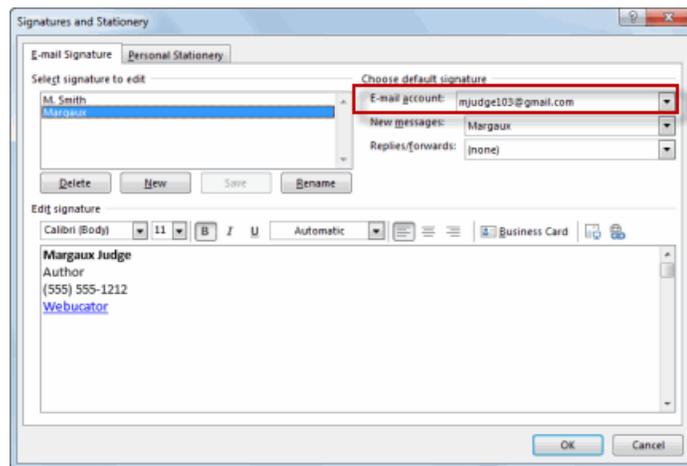
1. Open a new message. From the **Message Ribbon**, select the **Insert** tab, and from the **Include** group, select **Signature**.



2. Select **Signatures** from the drop-down list.



3. In the **Signatures and Stationery** dialog box, on the **Email Signature** tab, in the **Choose default signature** section, from the **Email account** drop-down list, select an account to which you want to associate the signature.



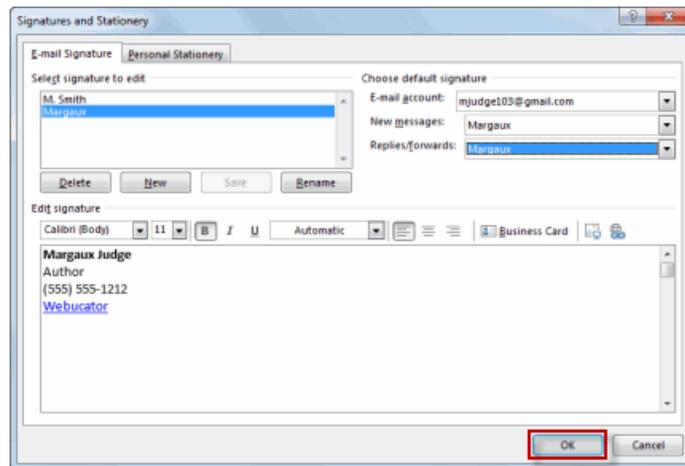
4. From the **New messages** drop-down list, select the signature that you created.



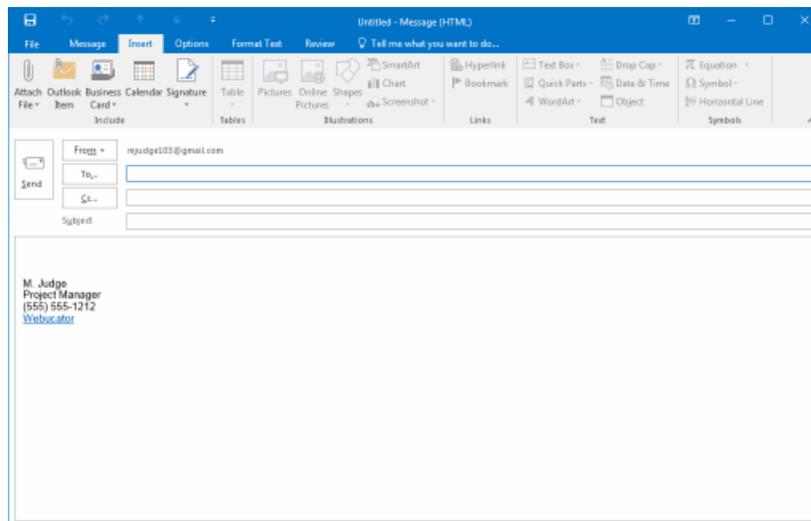
5. To have the signature included on replies and forwards, select the signature from the **Replies/forwards** drop-down list.



- Click **OK** in the **Signatures and Stationery** dialog box.



- The signature will now be automatically included in all new, replied to, and forwarded messages.



2.3. Modify a Signature

You may need to modify your email signature. For example, if you have a new job title or email address, you will want to update your signature to reflect the change.

To modify a previously created email signature:

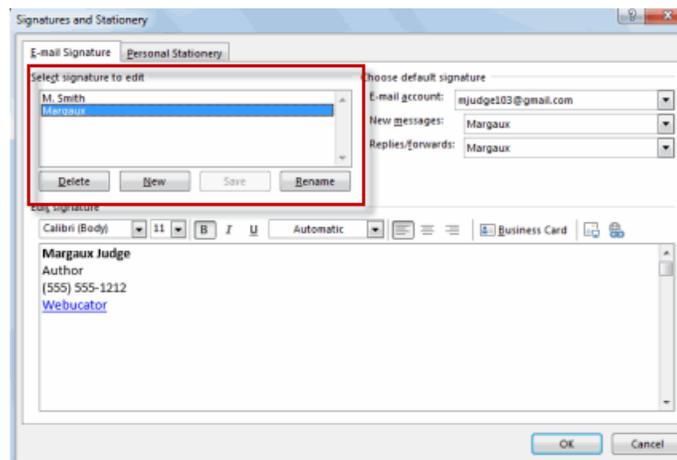
1. Open a new message. From the **Message Ribbon**, select the **Insert** tab, and from the **Include** group, select **Signature**.



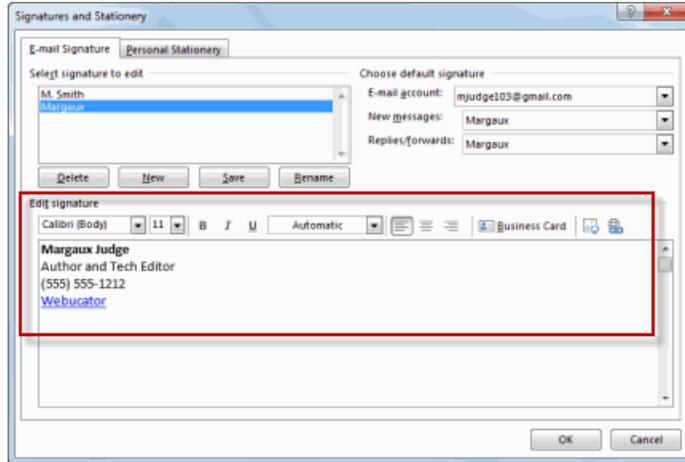
2. Select **Signatures** from the drop-down list.



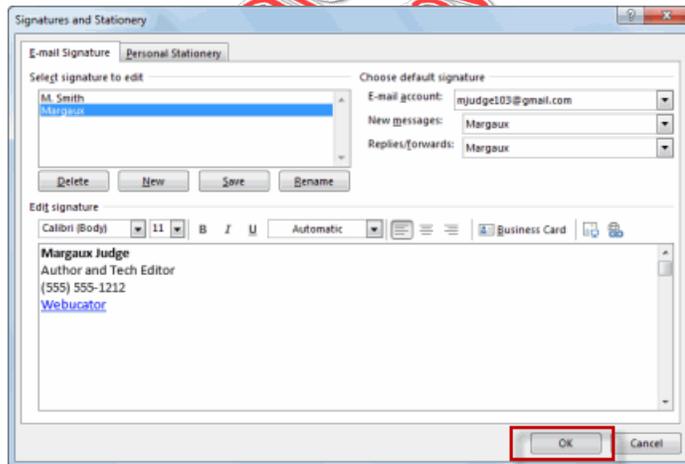
3. In the **Signatures and Stationery** dialog box, on the **Email Signature** tab, select a signature to edit in the **Select signature to edit** drop-down list.



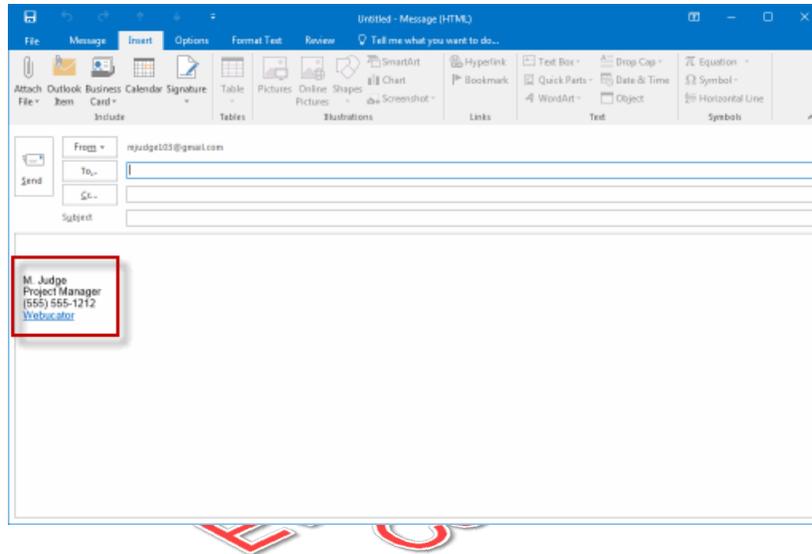
4. Make your changes to the signature in the **Edit signature** text box.



5. When finished, click **OK**.



6. Your updated signature will now be displayed in emails.

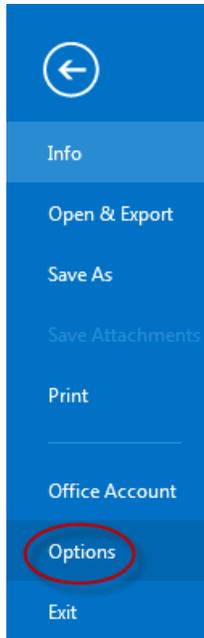


2.4. Format Outgoing Messages

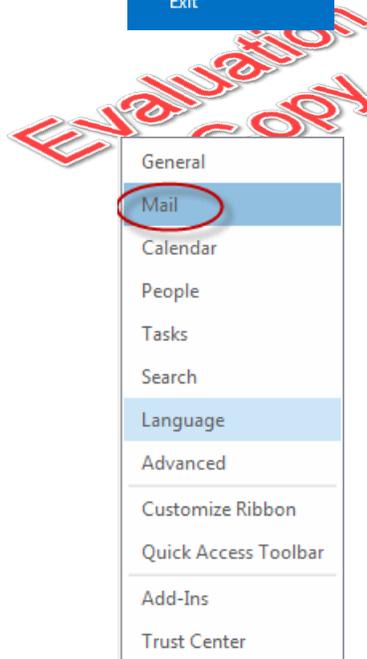
You can apply formatting to all outgoing messages.

To format outgoing messages:

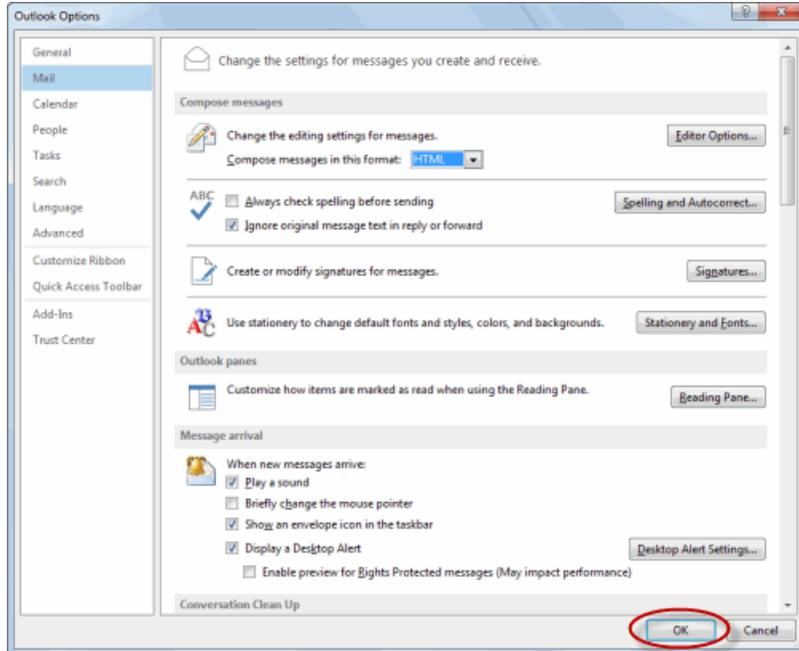
1. Select the **File** menu tab and click **Options**.



2. Select **Mail**.



3. Select options, such as outgoing messages being composed in Rich Text Format, and click **OK** to save the changes.

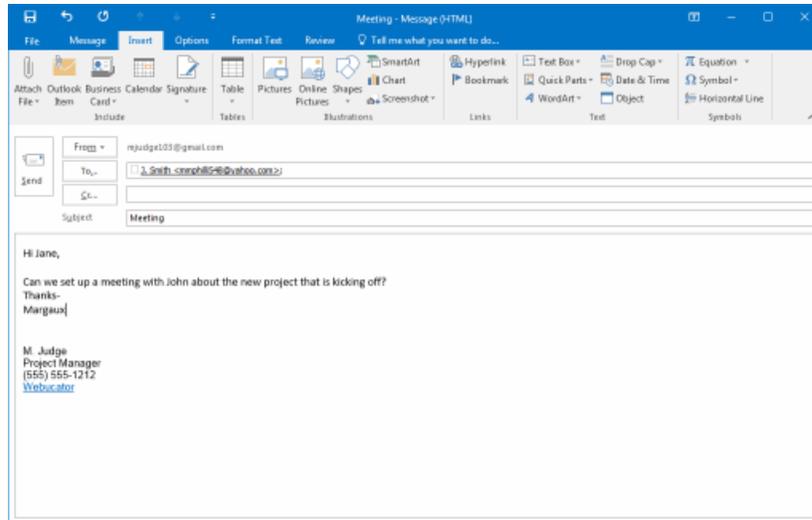


2.5. Create and Apply a Theme

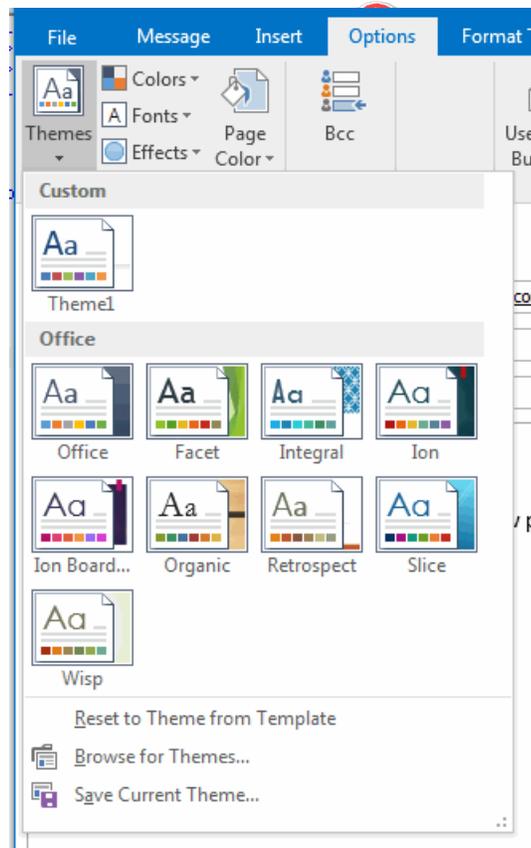
Just as you can in Microsoft Word 2016, you can create and apply themes to your email messages.

To create and apply a theme:

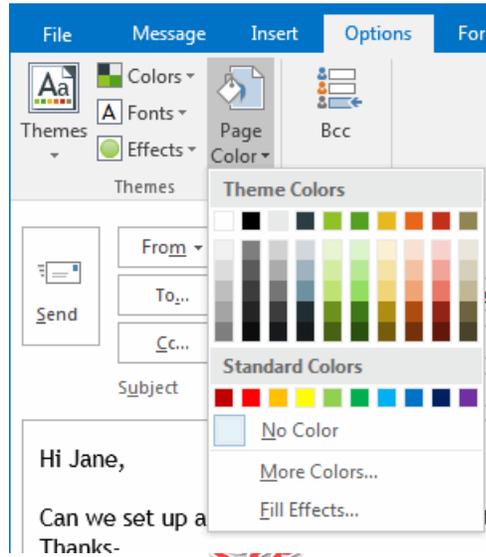
1. Open a new message, and compose the message.



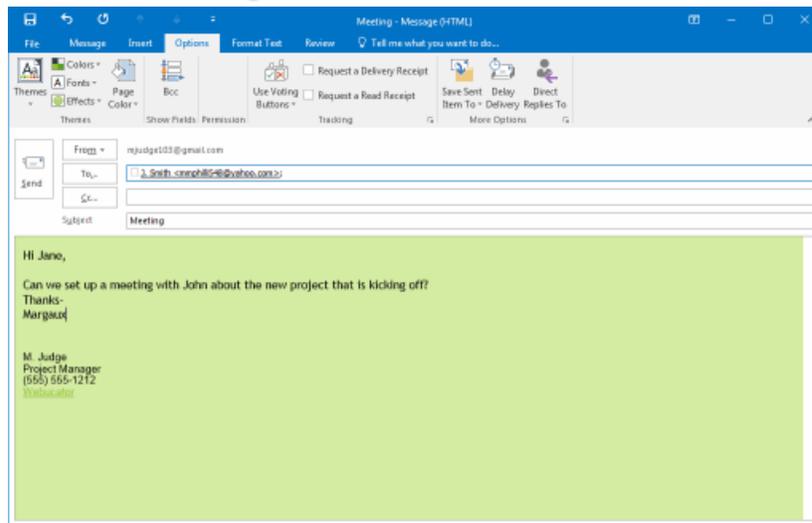
2. From the **Message Ribbon**, select the **Options** tab.
3. In the **Themes** group, select **Themes**, and from the drop-down arrow, select a theme to apply to the message.



4. Use the **Colors**, **Fonts**, **Effects**, and **Page Color** drop-down lists to further customize the theme.



5. The theme will now be applied to the message.



Exercise 2: Adding a Theme and Signature to Your Messages

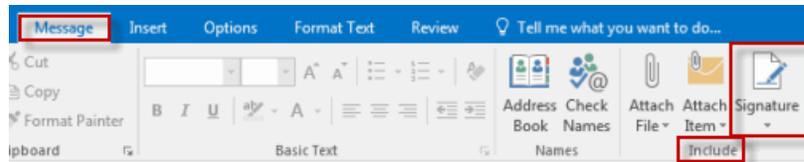
 10 to 15 minutes

In this exercise, you will create and add a signature to a message, as well as a theme.

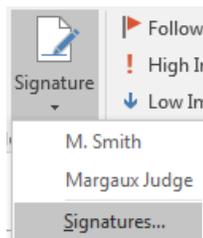
1. Create an email signature to apply to all of your new, replied to, and forwarded messages.
2. Compose a new email to a colleague or friend.
3. Apply the Slice theme to the email, and make the page color of your email blue.
4. Send the message.

Solution

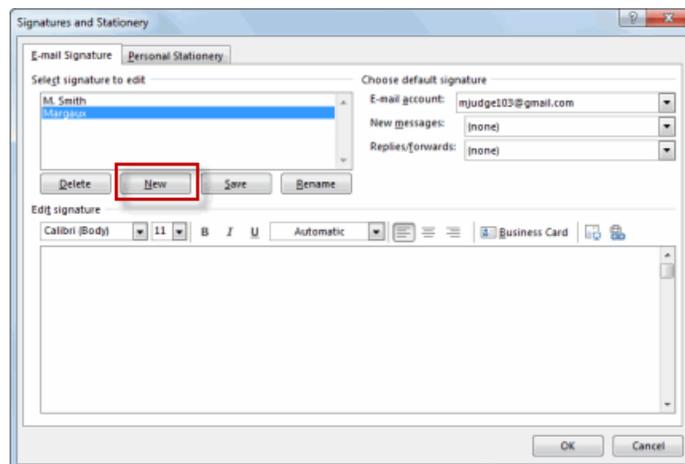
1. Open a new message. From the **Message** tab of the **Message Ribbon**, in the **Include** group, select **Signature**.



2. From the drop-down list, select **Signature**.



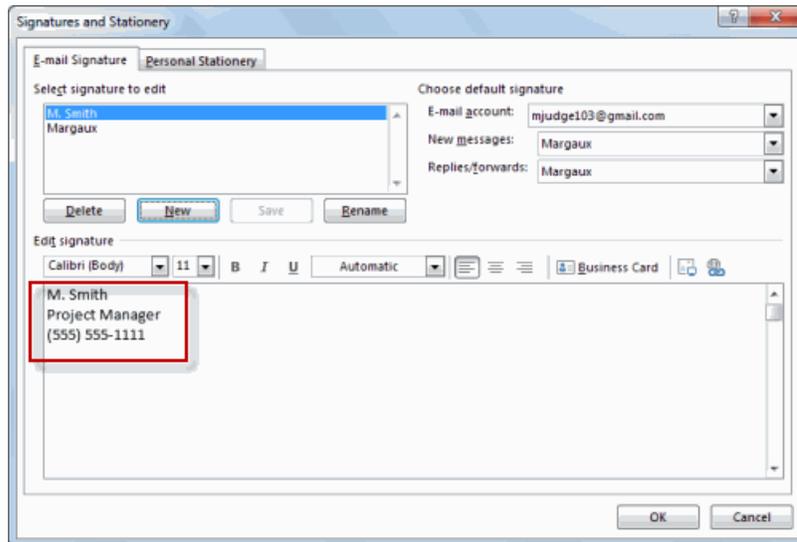
3. From the **Signatures and Stationery** dialog box, on the **Email Signature** tab, click **New**.



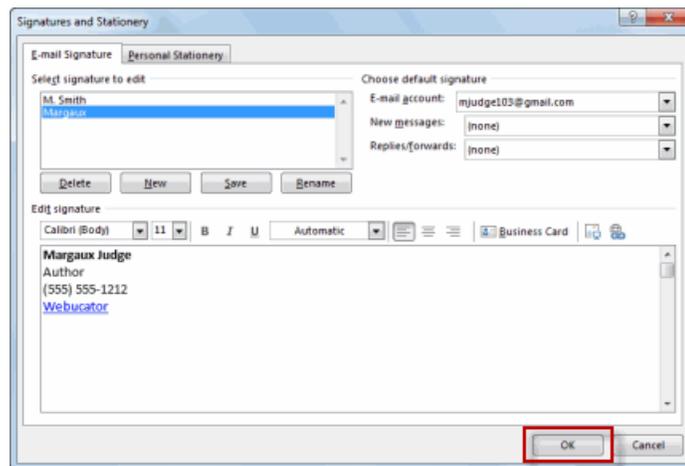
4. In the **New Signature** dialog box, type a name for the signature, and then click **OK**.



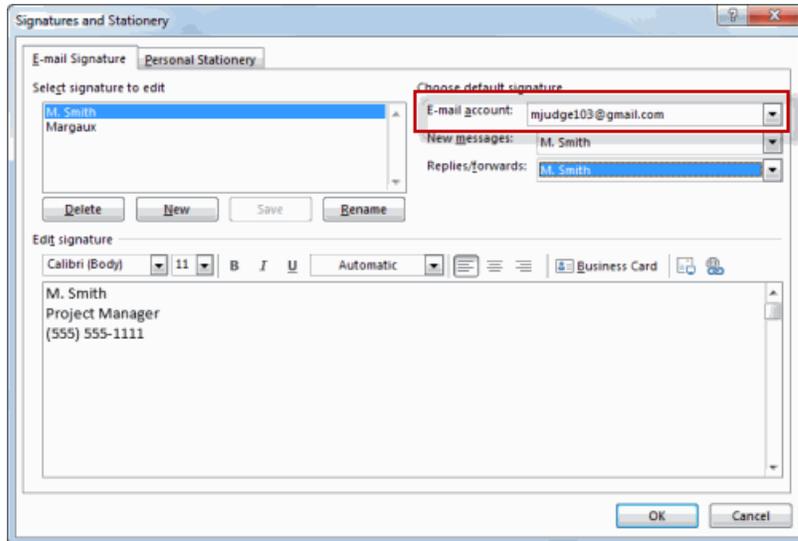
5. In the **Edit signature** text box, type the signature as you would like it to appear.



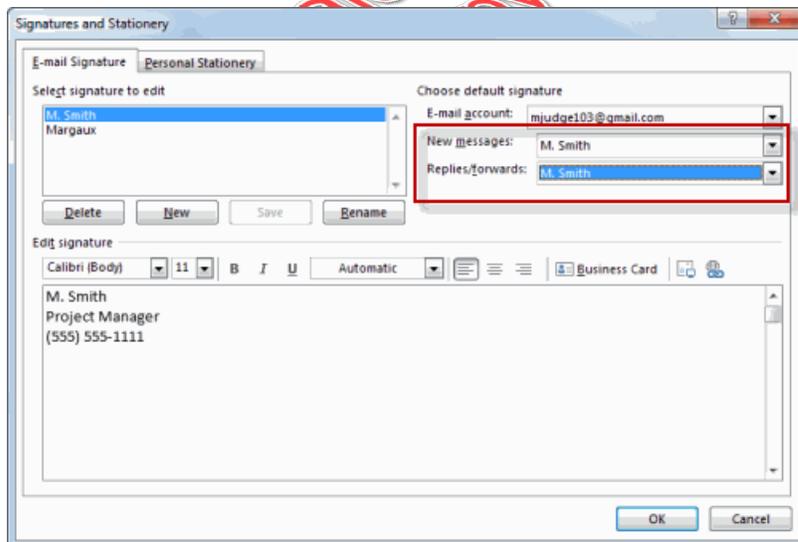
6. Click **OK** in the **Signatures and Stationery** dialog box.



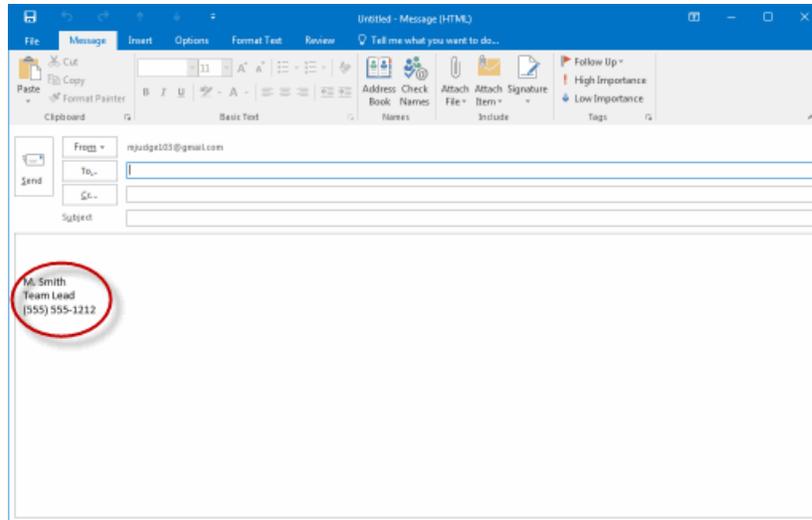
7. From the **Choose default signature** section of the **Email Signature** tab, select the email account from the **Email account** drop-down list.



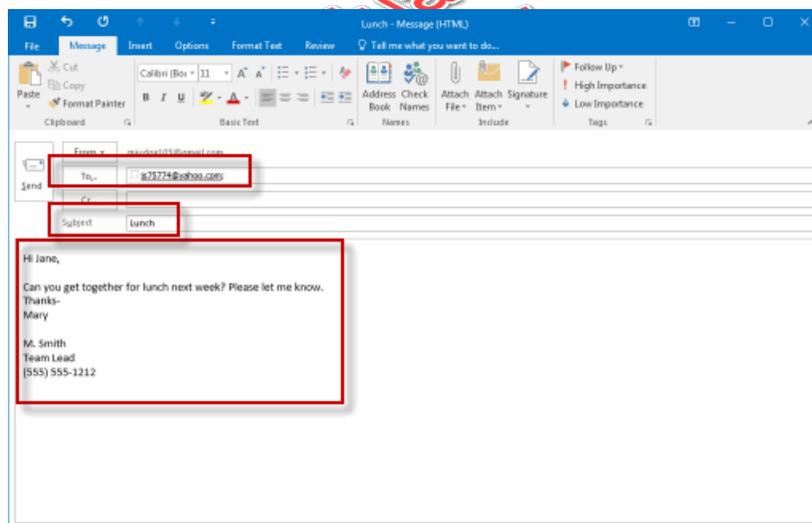
8. Select the signature in both the **New messages** and the **Replies/forwards** drop-down lists.



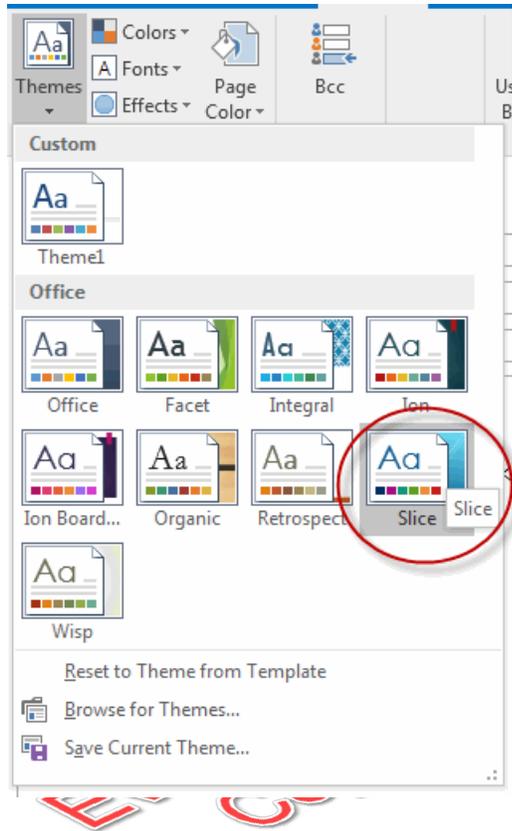
9. Close the blank open message, and open a new message. The signature should be displayed in the body of the message.



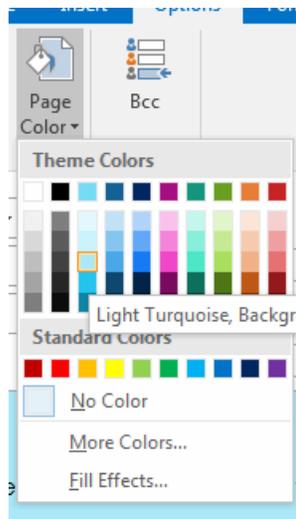
10. Compose the message, including the recipient's email address, a subject, and the body of the message.



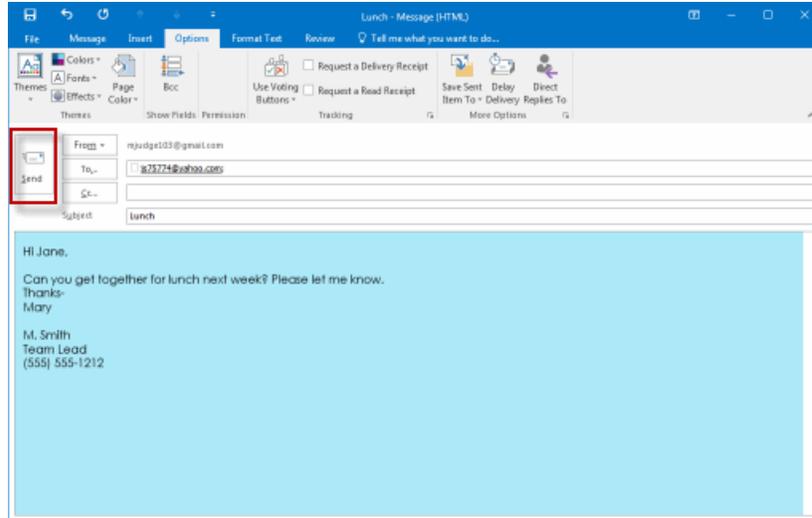
11. Select the **Options** tab on the **Ribbon**.
12. In the **Themes** group, from the **Themes** drop-down list, select **Slice**.



13. From the **Page Color** drop-down list, select a blue color.



14. Click the **Send** button.



Conclusion

In this lesson, you have learned:

1. How to create a signature.
2. How to automatically add the signature to email messages.
3. How to modify a signature.
4. How to create and apply a theme.

LESSON 3

Managing Your Inbox

Topics Covered

- How to search for messages.
- How to create search folders.
- How to group your mailbox items.
- How to filter messages.
- How to organize messages.
- How to manage your junk mail.
- How to archive your messages.
- How to create an Outlook data file.
- How to create a Quick Step to easily and quickly apply multiple actions to emails.
- How to add protection to outgoing emails.

Introduction

Now that you know how to perform common tasks in Outlook, learning how to manage your Inbox will allow you to work efficiently and effectively in Outlook.

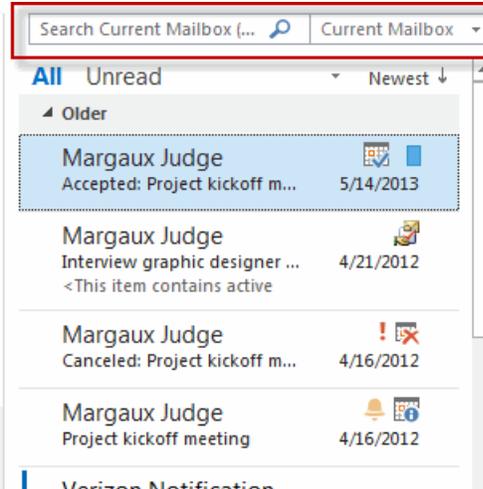


3.1. Search for Messages

You may have a need to search Outlook for messages. You can search any area of Outlook, including folders, your Inbox, sent messages, and so on.

To search your Inbox:

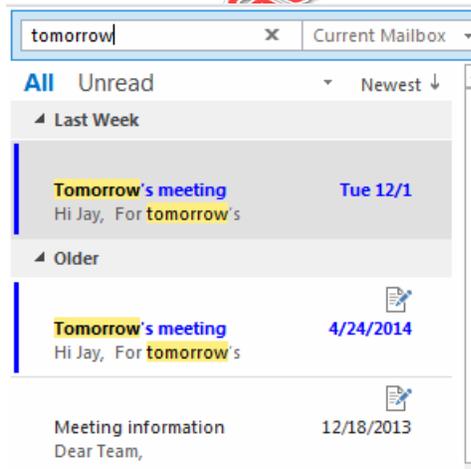
1. While in your Inbox, click in the **Search** text box and type a search term.



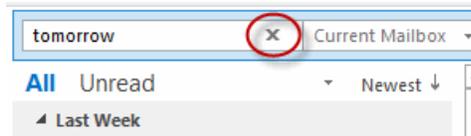
2. Press **Enter**.



3. Your Inbox will now display the search results.



4. To end the search and return to your Inbox view, click the **Search** text box **Close** button.



❖ 3.1.1. Search by Location

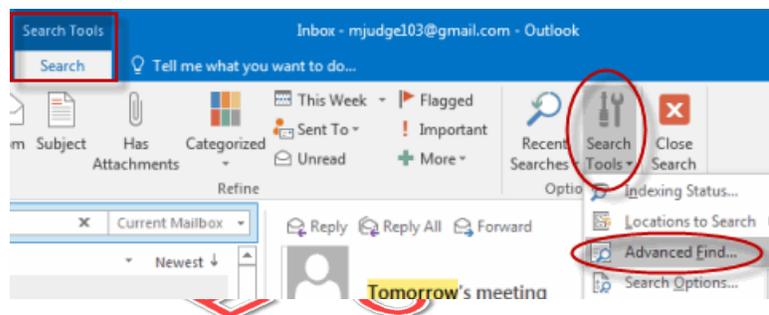
If you want to search a different folder in your Inbox, for example, the Trash, simply select the **Trash** folder and then type in the **Search** text box.

❖ 3.1.2. Advanced Find

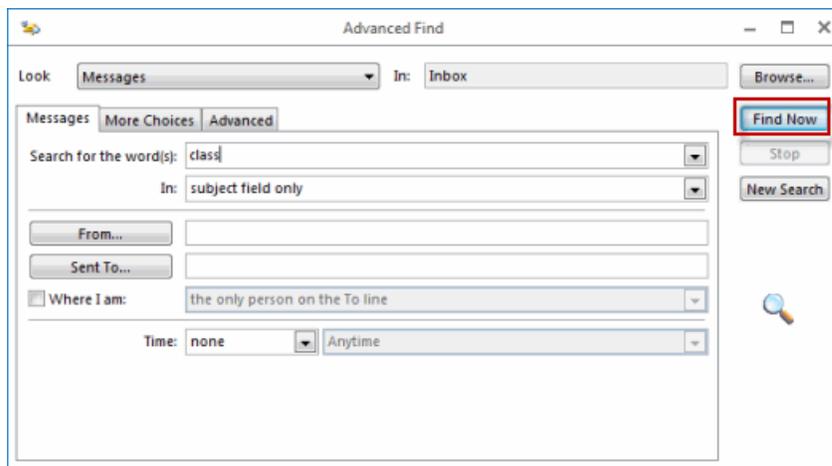
You can use Outlook's Advanced Find feature.

To access Advanced Find:

1. Click in the **Search** text box to activate the **Search Tools Search** tab.
2. From the **Search** tab, from the **Options** group, select **Advanced Find**.



3. In the Advanced Find dialog box, configure options such as word to search, time frame, sent to or from, and so on.
4. When ready to search, click **Find Now**.



In Outlook 2007, the Advanced Search feature is accessed by selecting **Tools**, and then selecting **Search Tools** and then **Advanced Find**.

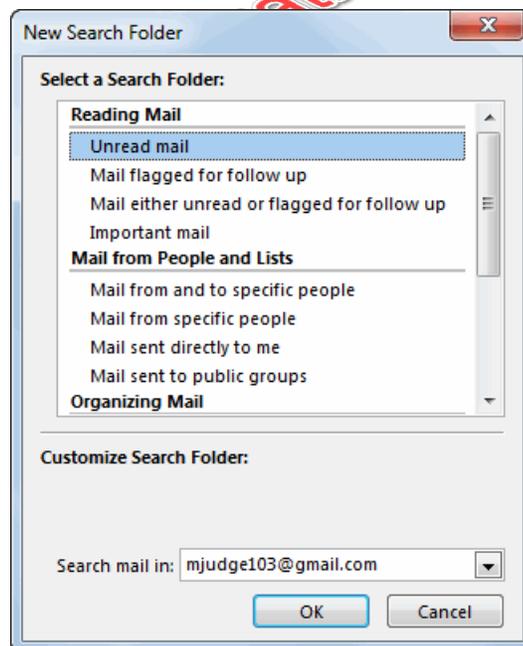


3.2. Create Search Folders

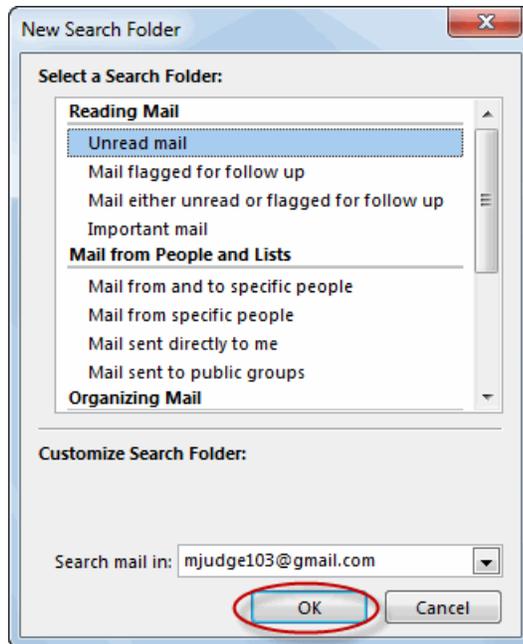
You can use Search Folders to create virtual folders that will display messages based on specific criteria.

To create a Search Folder:

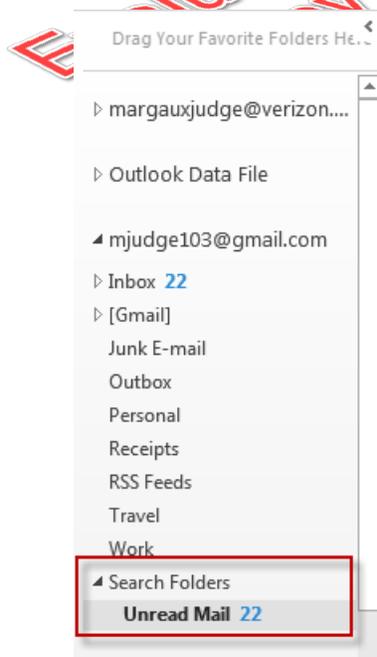
1. From the **Ribbon**, select the **Folder** tab.
2. From the **New** group, select **New Search Folder**.
3. In the **Select a Search Folder** dialog box, from the **Select a Search Folder** list box, select an option.



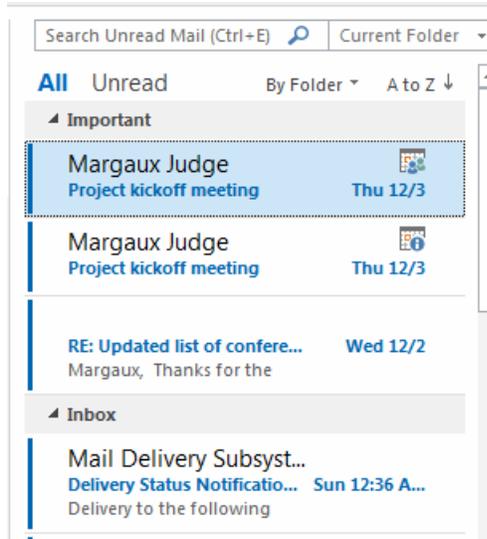
4. Click **OK**.



5. The Search Folder now appears in the Navigation Pane.



6. When you select the Search Folder, your Inbox will display its contents.



Evaluation
Copy

3.3. Sort Messages

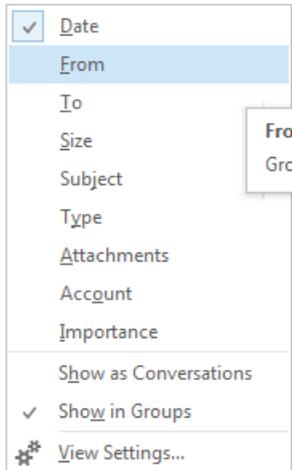
You can sort messages in your Inbox or other folders.

To sort messages:

1. At the top of the message list, click the drop-down arrow by By Date (the default).

By Date ▾

2. Select an option to sort your messages a different way, such as by sender.

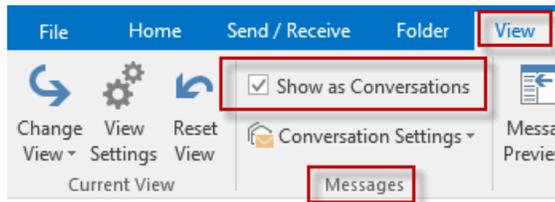


❖ 3.3.1. Sort By Conversation

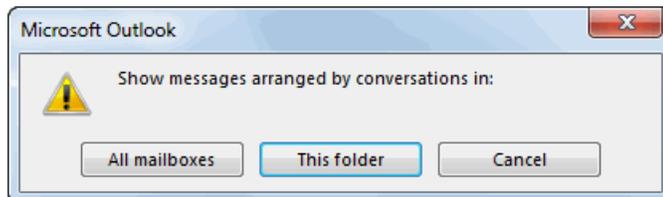
You can sort messages by conversations.

To sort messages by conversation:

1. Select the **View** tab of the Ribbon, and in the **Messages** group, check the **Show as Conversations** check box.



2. In the dialog box, select an option to display conversations in all folders or the selected folder only.



3. Messages are now sorted by conversation.

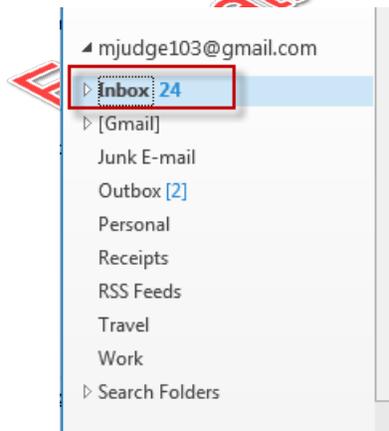


3.4. Add New Local Folders

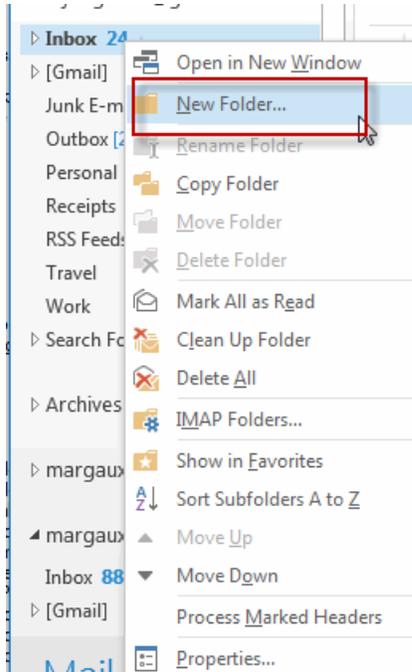
You can add new folders to Outlook.

To add a new folder:

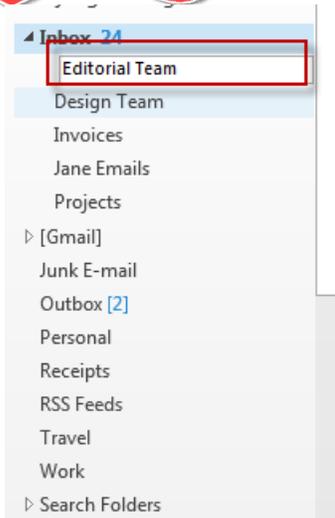
1. Right-click the **Inbox** label in the Navigation Pane.



2. Select **New Folder**.

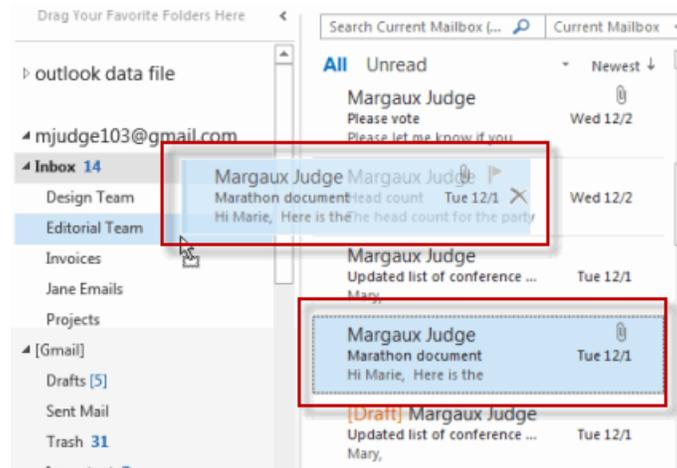


3. Type a name for the folder in the text box that appears.



3.5. Move Messages between Folders

You can move messages between folders easily in Outlook by clicking and dragging a message from the message list to a folder.

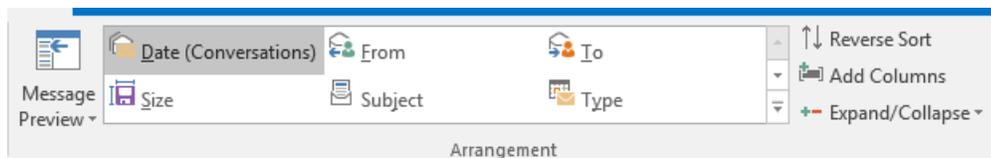


3.6. Group Your Mailbox Items

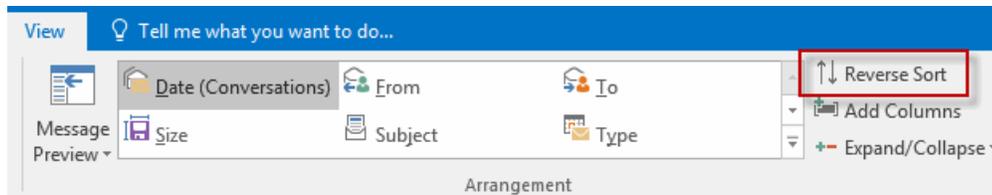
By default, the Outlook Inbox groups your messages by date, with the newest messages appearing at the top of your Inbox. However, you can change how Outlook groups your messages if you wish.

To group your mailbox items:

1. While in your Inbox, select the **View** tab. 
2. From the list box in the **Arrangements** group, select a new arrangement.



3. To reverse the sort order of the view, click **Reverse Sort**.

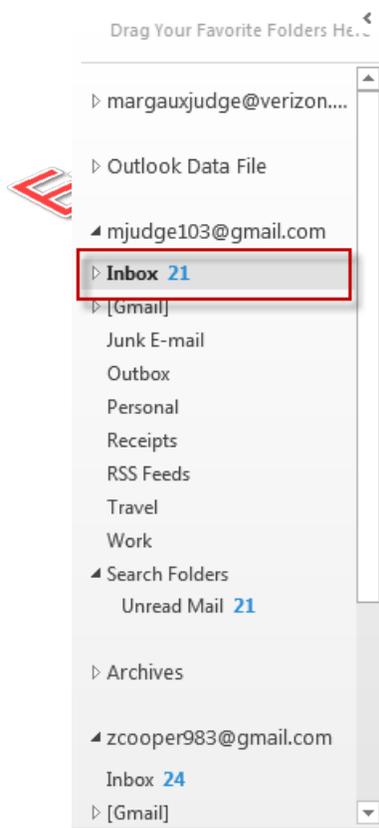


3.7. Filter Messages

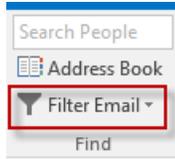
Filtering your email messages is another way to search and separate emails.

To filter your messages:

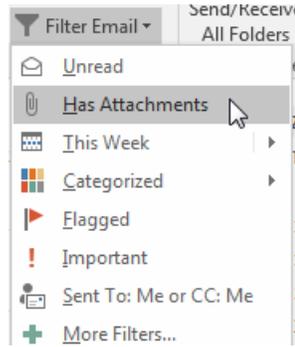
1. In the Navigation Pane, click the area you want to filter (e.g., your Inbox).



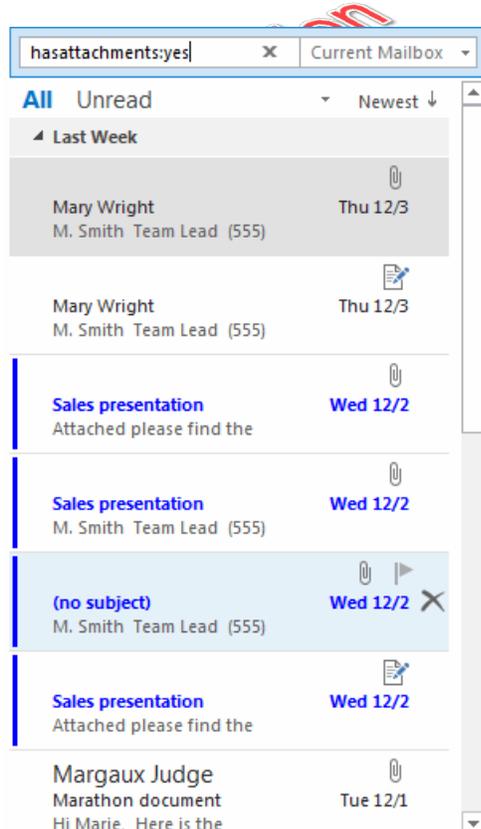
2. On the **Home** tab of the **Ribbon**, in the **Find** group, select **Filter Email**.



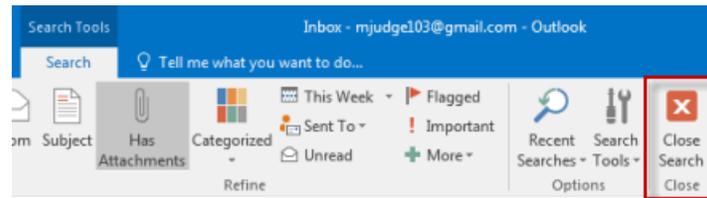
3. From the drop-down list, select a filter option.



4. Your Inbox now displays the filter results.



5. To close the filter, select **Close Search** in the **Close** group of the **Search** tab on the **Ribbon**.

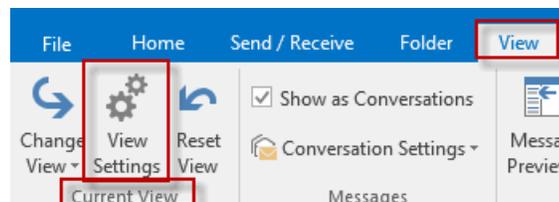


3.8. Organize Messages

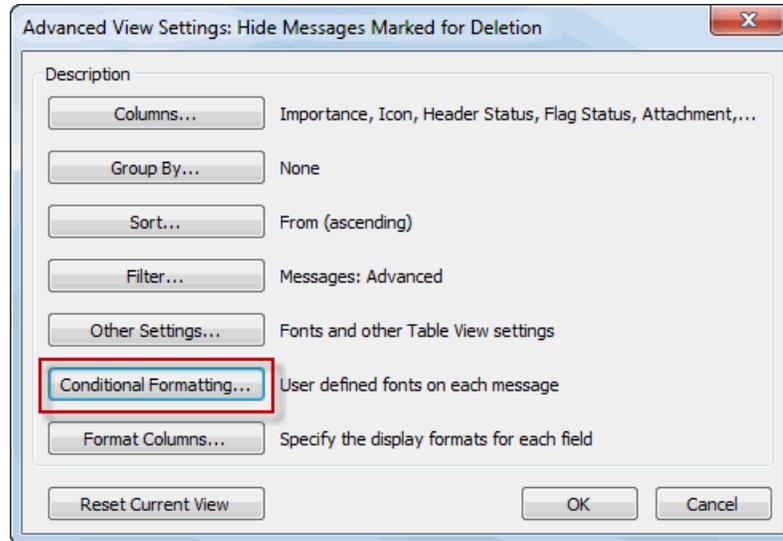
One of the ways to organize your messages in Outlook is to apply colors to message fonts; you first create color categories and then assign them to messages. You can choose from some default categories, such as unread mail, or set the formatting yourself.

To organize your messages by applying a colored font to unread messages in your Inbox:

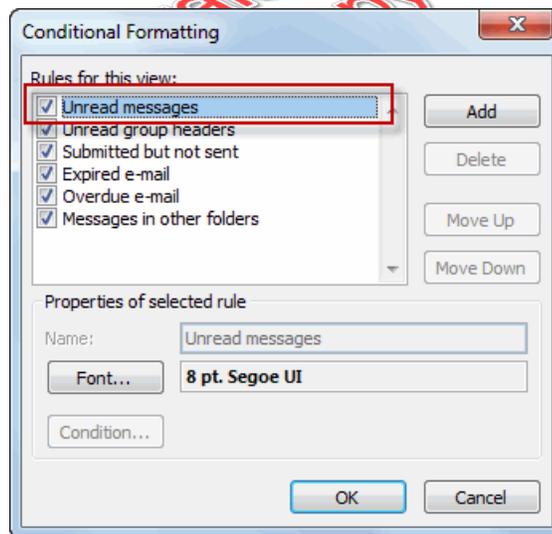
1. In your Inbox, from the **Ribbon**, select the **View** tab.
2. In the **Current View** group, select **View Settings**.



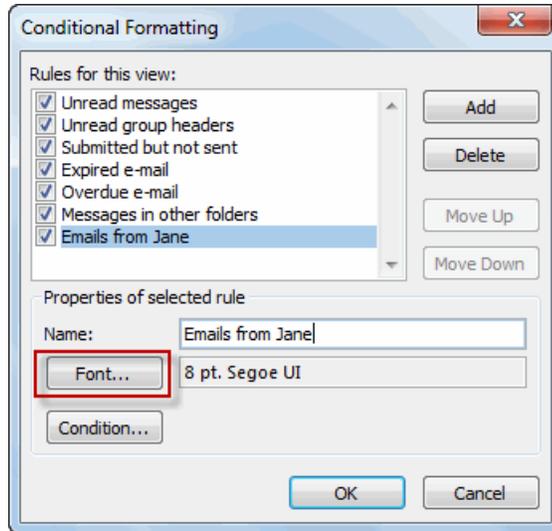
3. In the **Advanced View Settings** dialog box, select **Conditional Formatting**.



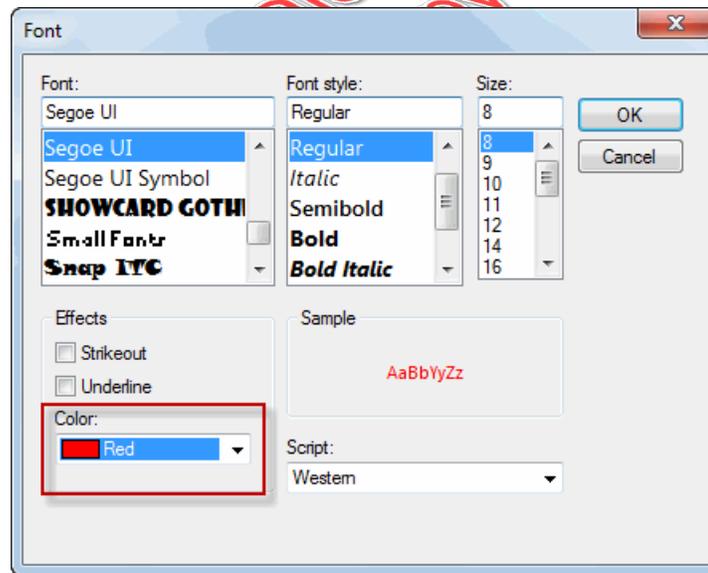
4. In the **Conditional Formatting** dialog box, select **Unread messages**.



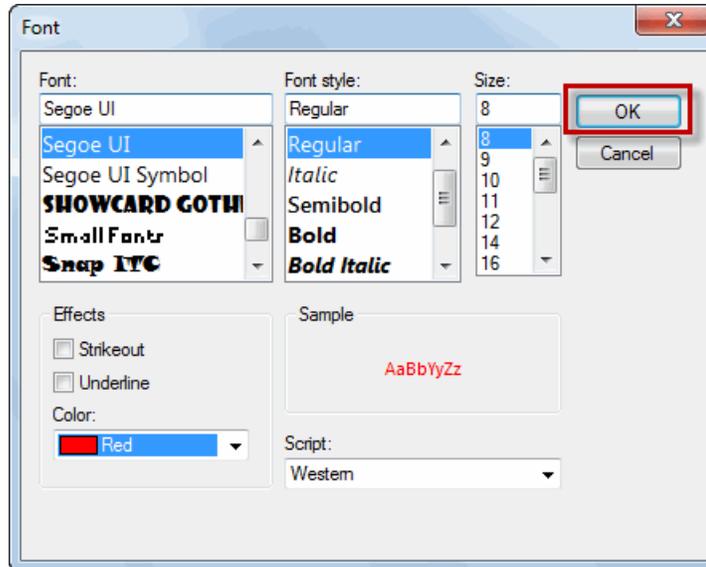
5. Select **Font**.



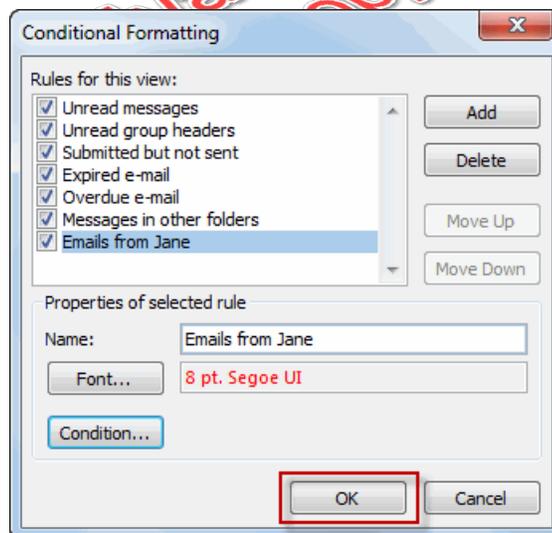
6. In the **Font** dialog box, select a color for the email font from the **Color** drop-down list.



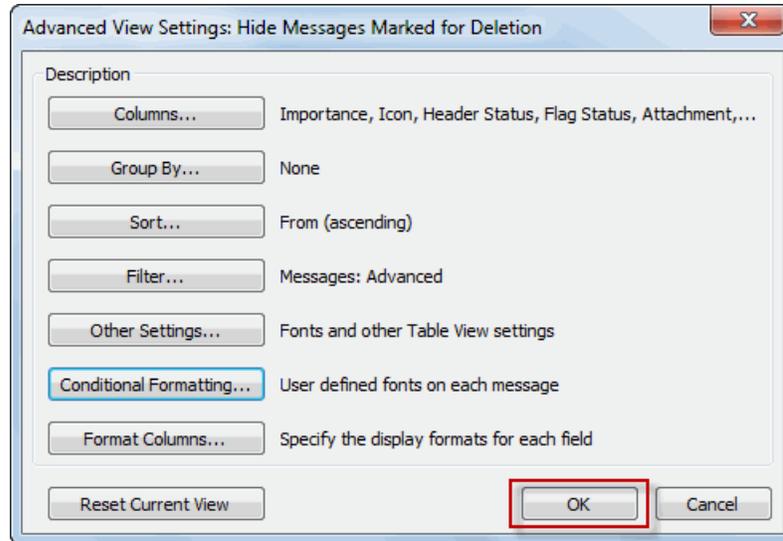
7. Click **OK**.



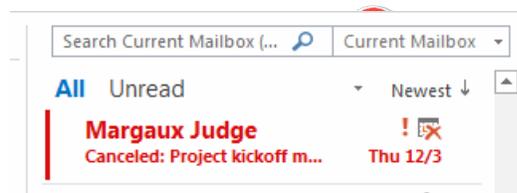
8. In the **Conditional Formatting** dialog box, click **OK**.



9. In the **Advanced View Settings** dialog box, click **OK**.



10. Your Inbox will now display unread messages in the font color you selected, making them stand out.

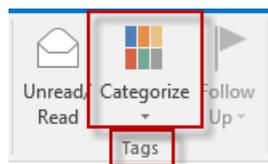


❖ 3.8.1. Apply Categories

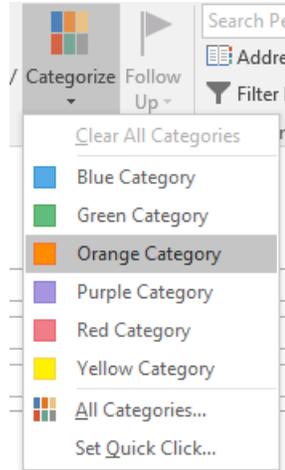
You can use categories with messages as a way to organize them.

To apply categories:

1. Select the message you want to categorize.
2. From the **Home** tab of the Ribbon, in the Tags group, select **Categorize**.



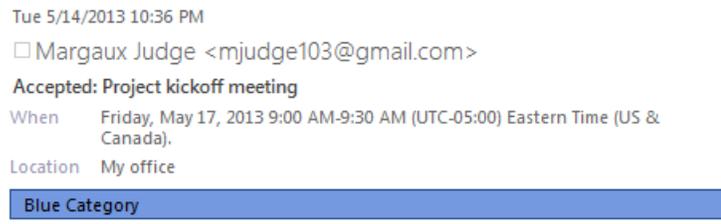
3. Select a category from the drop-down list.



4. You have the option to rename the category.

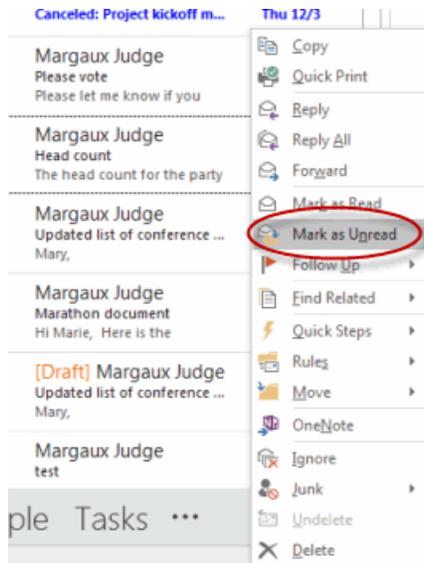


5. The message or other item will display the category information.

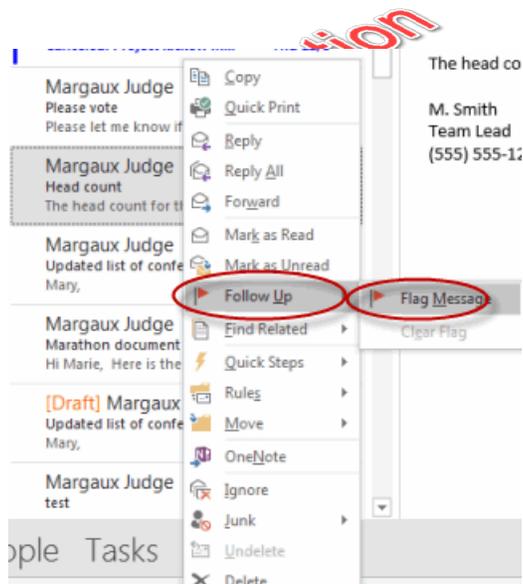


❖ 3.8.2. More Ways to Organize Your Messages

One way to organize messages is to mark them read or unread. To do this, right-click the message in your Inbox and select **Mark as Unread** (if it has been read) or **Mark as Read** (if it is unread).

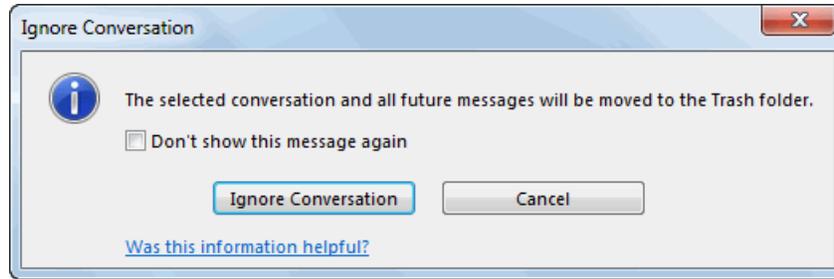


To flag a message for follow-up, right-click it and select **Follow Up** and then select **Flag Message**.



You can ignore a message; that message and all future messages will be moved to the Trash folder.

To ignore a message, right-click it, select **Ignore**, and then click **Ignore Conversation** to confirm.

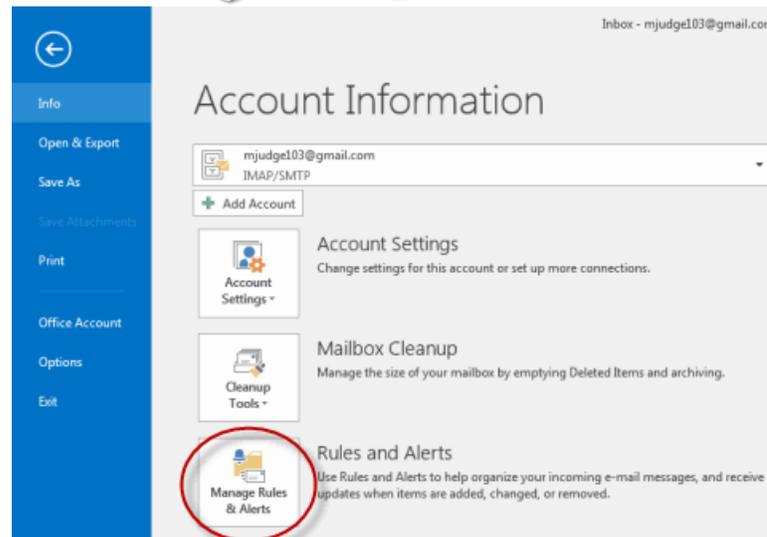


3.9. Create and Manage Rules

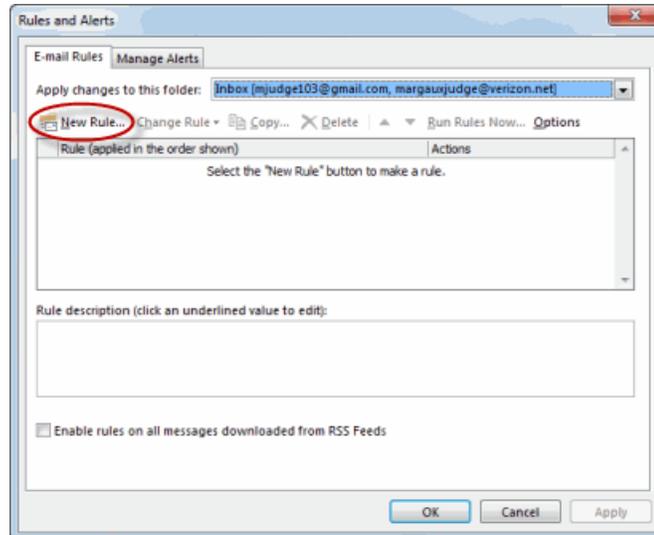
You can use rules in Outlook to help organize as well as manage your email.

To create a rule:

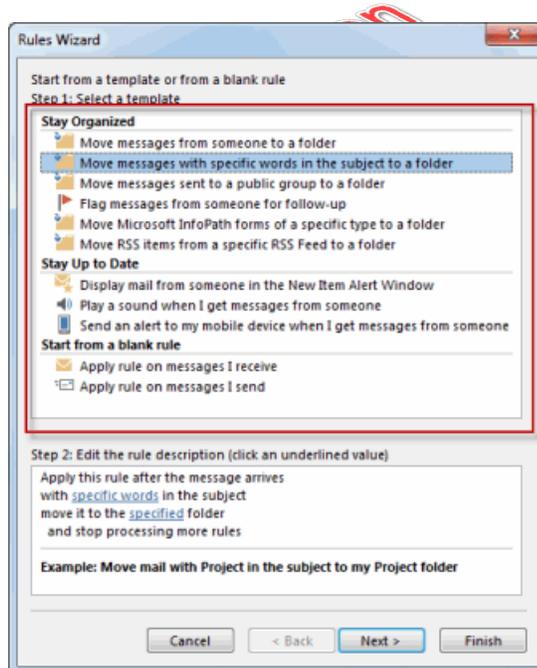
1. Select the **File** menu tab, and then in the **Info** section, under **Account Information**, click **Manage Rules & Alerts**. (In Outlook 2007, select **Tools** and select **Rules and Alerts...**)



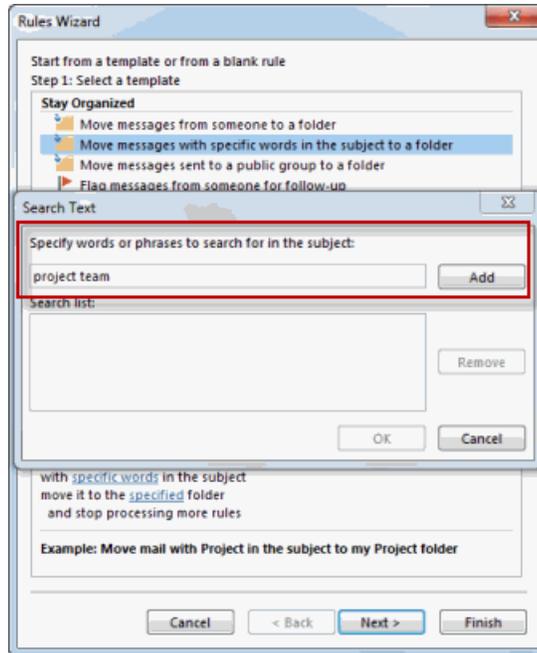
2. Select **New Rule**. (In Outlook 2007, click **New Rule**.)



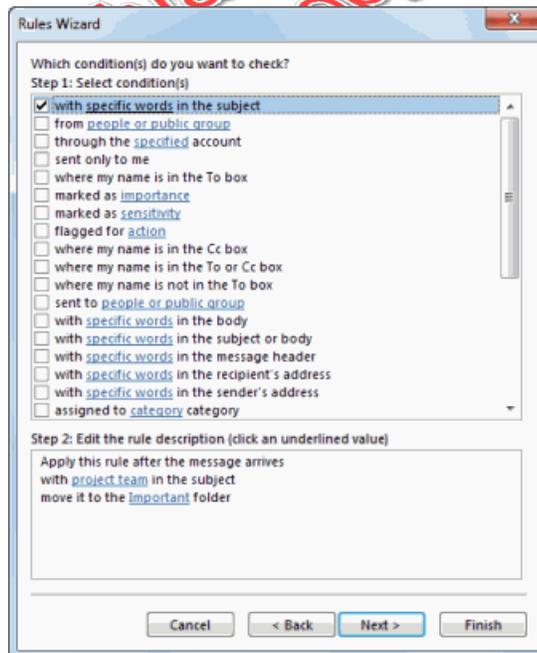
3. In Step 1 of the Rules Wizard, select a template.



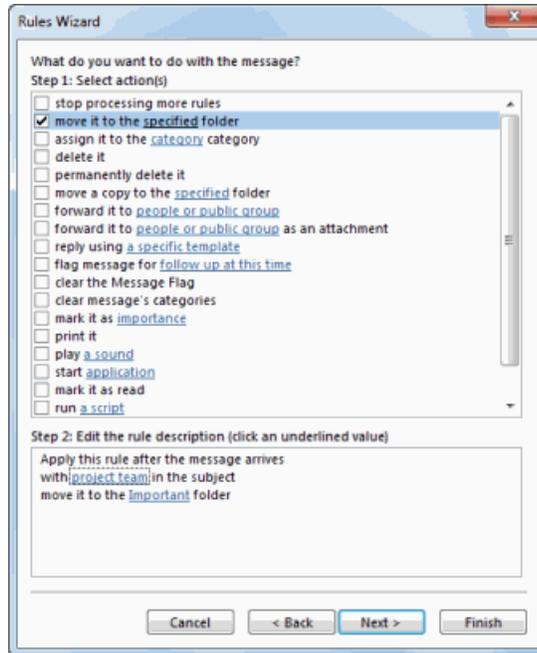
4. In Step 2, click an underlined word to edit the description and click **Add** to add the word; when done, click **OK**.



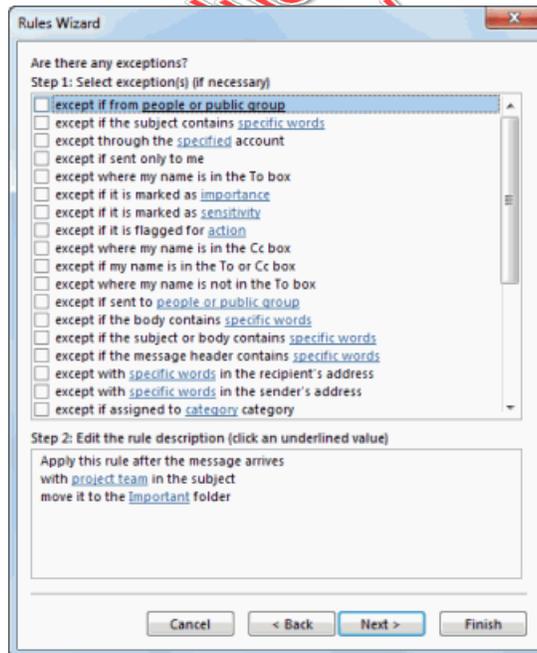
5. Click **Next** to continue, and then select a condition or multiple conditions, and click **Next**.



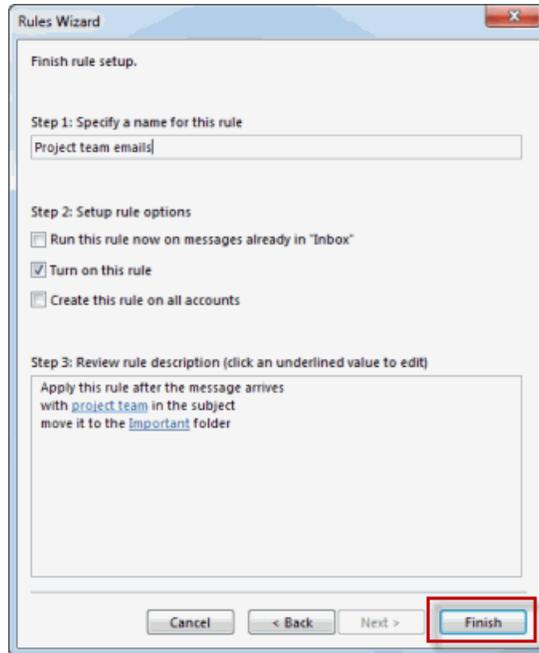
6. Select the next condition(s) and click **Next**.



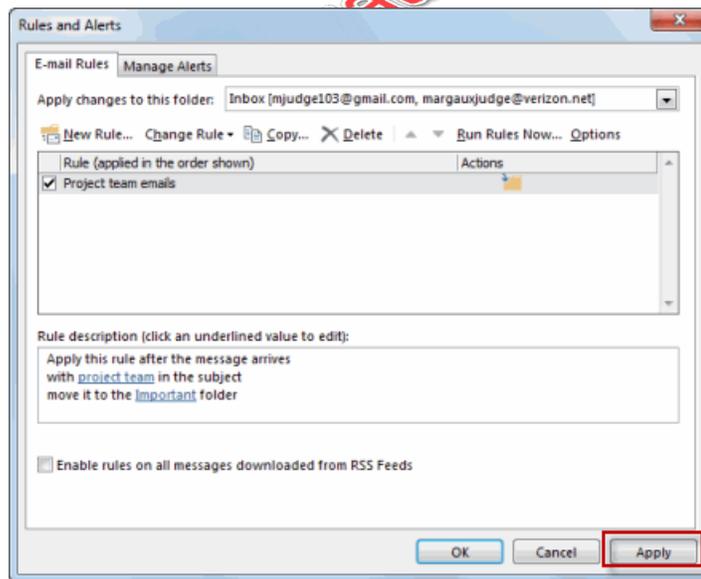
7. Select exceptions, if there are any.



8. Specify a name for the rule, set rule options, and review the description, and click **Finish** to create the rule.



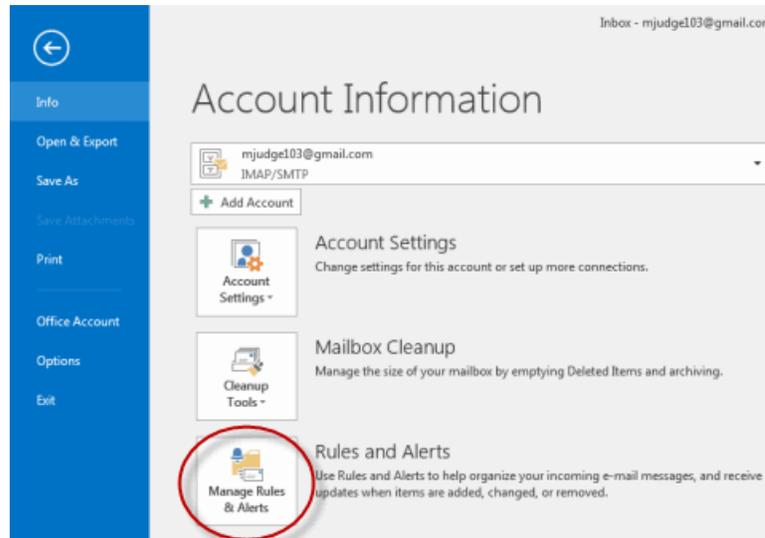
9. Click **Apply** to activate the rule and then click **OK**.



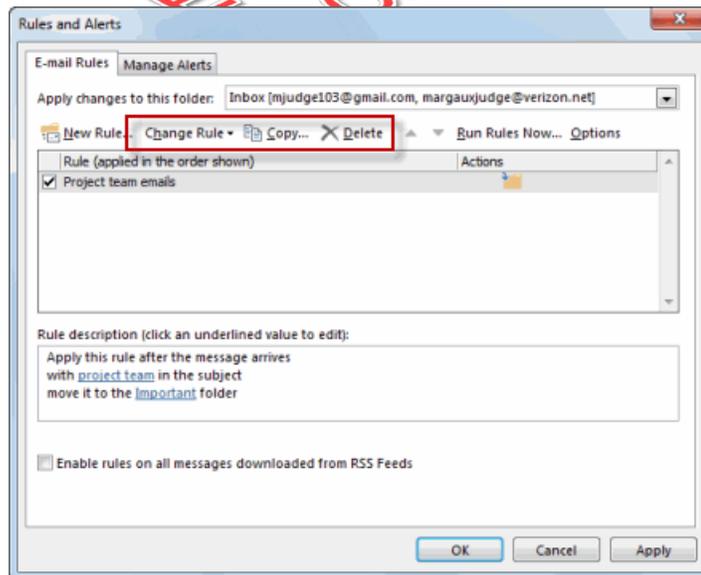
❖ 3.9.1. Edit or Delete Rules

To edit or delete rules:

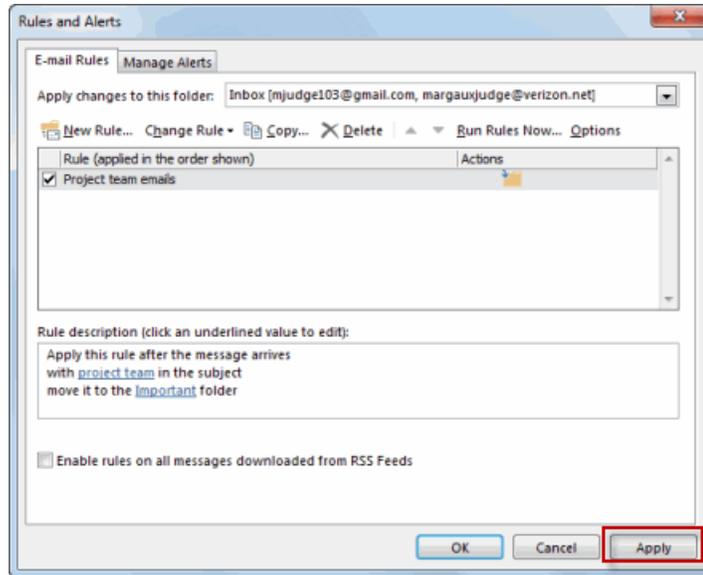
1. Select the **File** menu tab, and then in the **Info** section, under **Account Information**, click **Manage Rules & Alerts**. (In Outlook 2007, select **Tools** and select **Rules and Alerts**....)



2. Select **Change Rule**, **Delete**, or **Copy**.



3. Click **Apply** to apply the changes.



Exercise 3: Organizing Your Messages

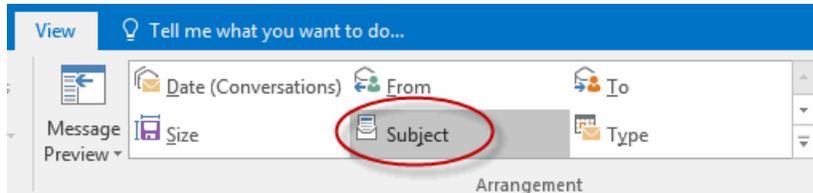
 15 to 20 minutes

In this exercise, you will group your messages and set a filter.

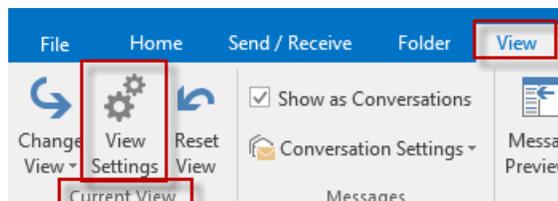
1. Group your Inbox to display messages organized by Subject, alphabetically.
2. Then set your unread messages to be displayed in a blue font.

Solution

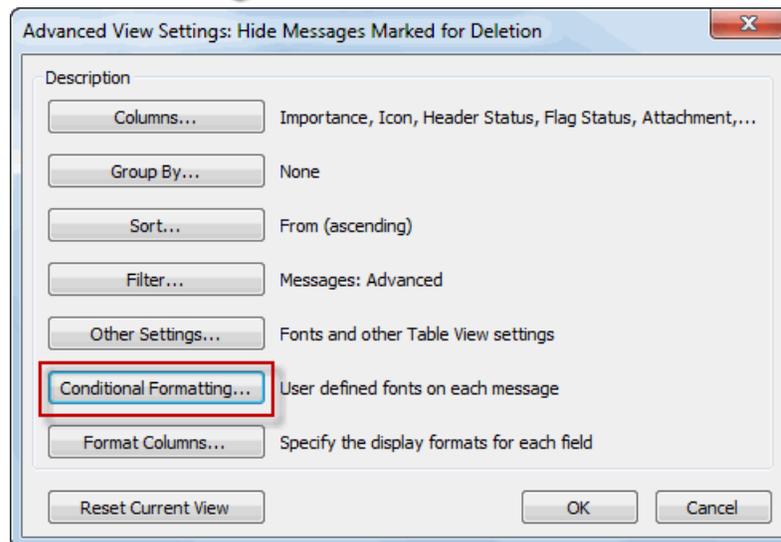
1. While in your Inbox, select the **View** tab.
2. From the list box in the **Arrangements** group, select **Subject**.



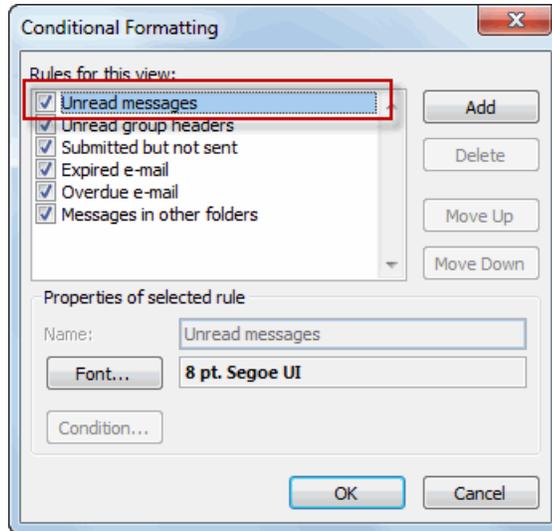
3. From the same tab, from the **Current View** group, select **View Settings**.



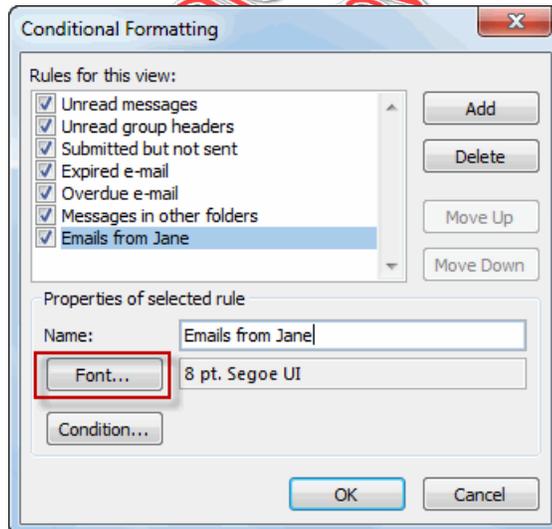
4. In the **Advanced View Settings** dialog box, select **Conditional Formatting**.



5. In the **Conditional Formatting** dialog box, select **Unread messages**.



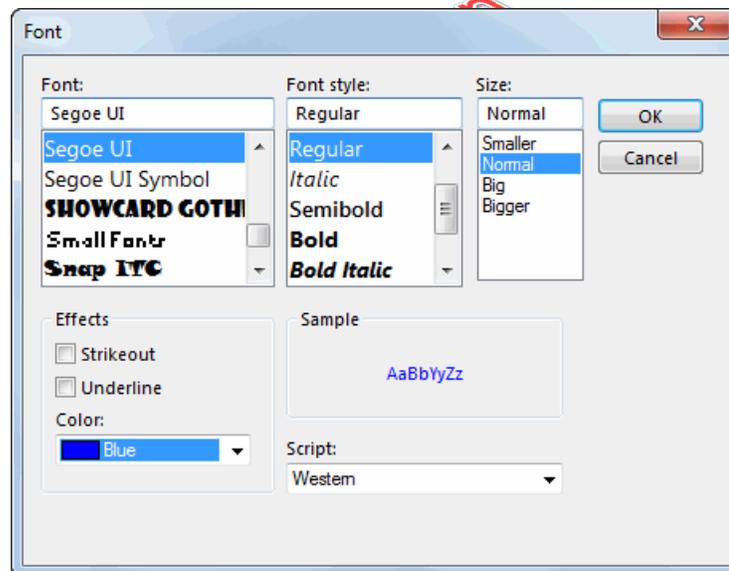
6. Select **Font**.



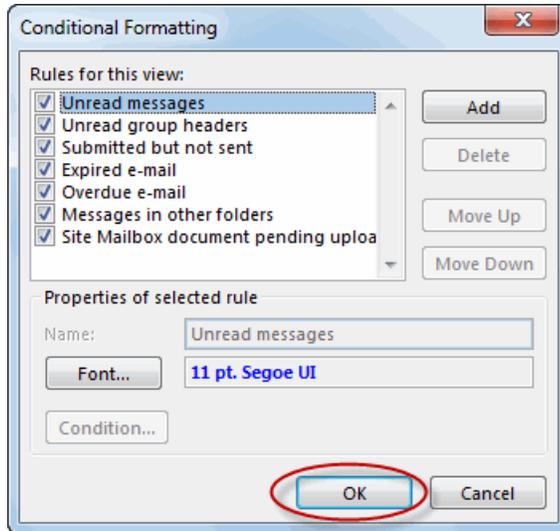
7. From the **Color** drop-down list, select **Blue**.



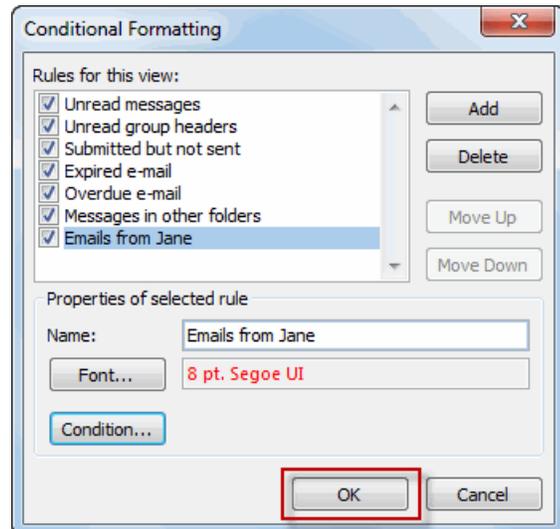
8. In the **Font** dialog box, click **OK**.



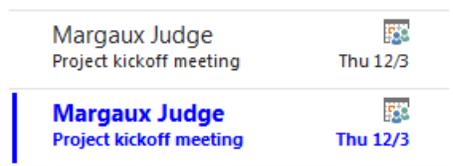
9. In the **Conditional Formatting** dialog box, click **OK**.



10. In the **Advanced View Settings** dialog box, click **OK**.



11. Notice that the messages in your Inbox are now arranged alphabetically, by subject, with unread messages appearing in blue.



3.10. Manage Your Junk Email

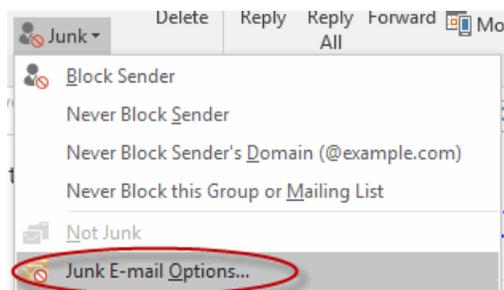
You can manage your junk mail in Outlook from the Ribbon, by adding senders to a **Safe Senders** list, so their email will not go to your **Junk Email** folder, or by adding them to a **Blocked Senders** list. Outlook will automatically move blocked senders to your **Junk Email** folder.

To add a sender to the **Safe Senders** list:

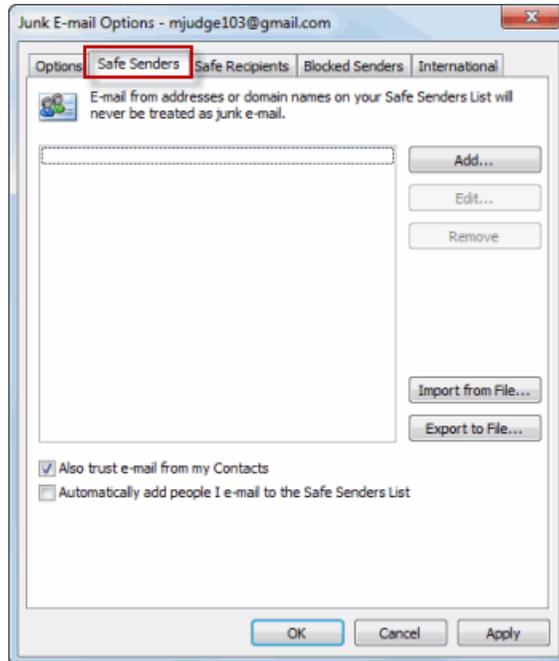
1. On the **Ribbon**, from the **Home** tab, in the **Delete** group, select **Junk**.



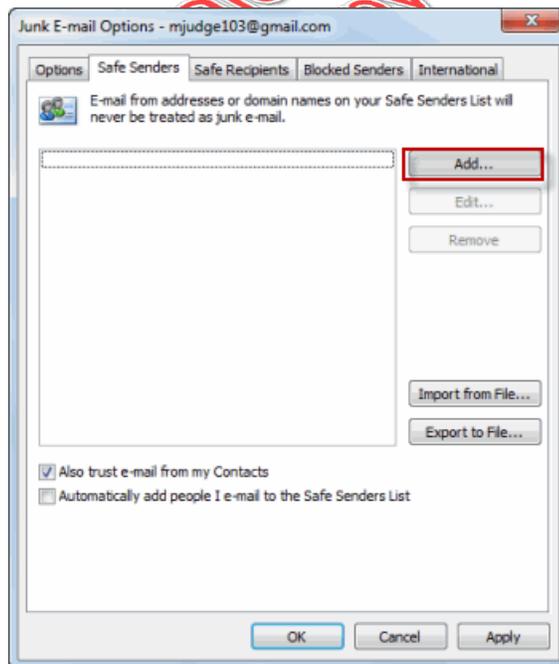
2. From the drop-down list, select **Junk Email Options**.



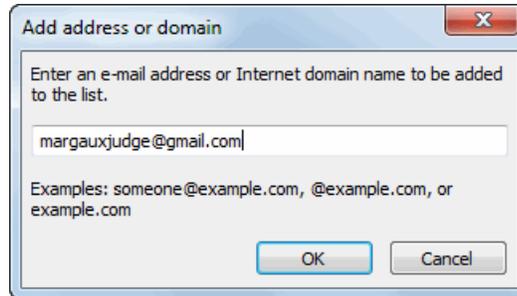
3. Select the **Safe Senders** tab.



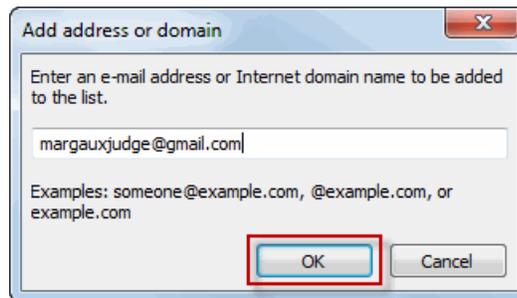
4. Click **Add**.



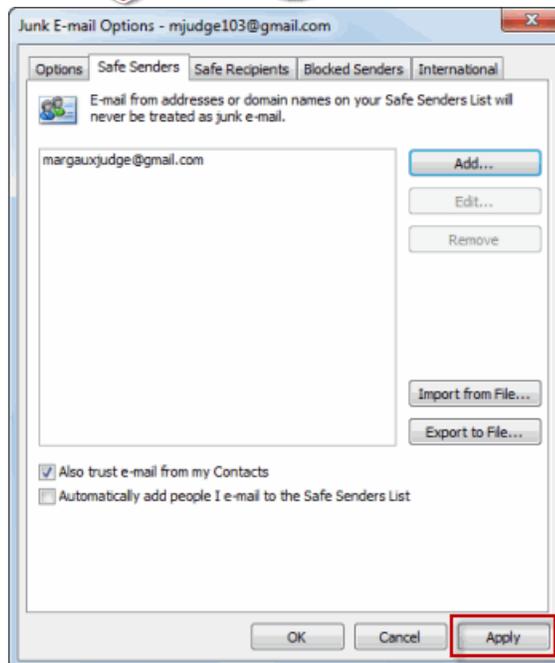
5. In the **Add address or domain** dialog box, type an email address or domain.



6. Click **OK**.



7. In the **Junk Email Options** dialog box, click **Apply** to save your changes. Emails from this sender will now be prevented from automatically going to your **Junk Email** folder.



In Outlook 2007, to manage junk mail and access the **Blocked Senders** list, select **Tools**, and then select **Options**. Click the **Junk Email** button on the **Preferences** tab.

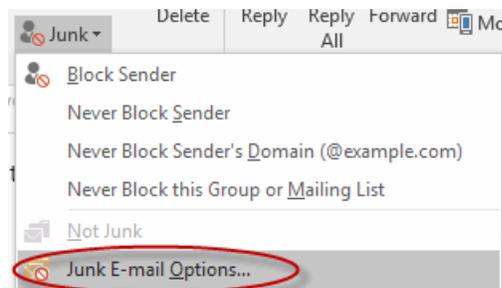
❖ 3.10.1. Block Specific Addresses

To add a sender to the **Blocked Senders** list:

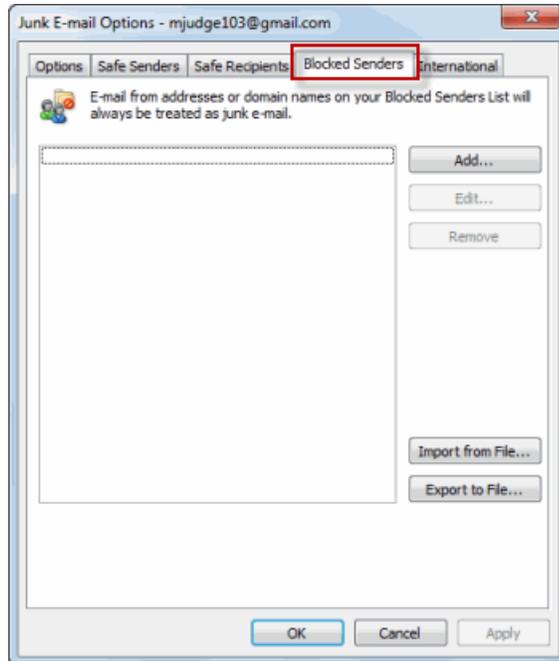
1. On the **Ribbon**, from the **Home** tab, in the **Delete** group, select **Junk**.



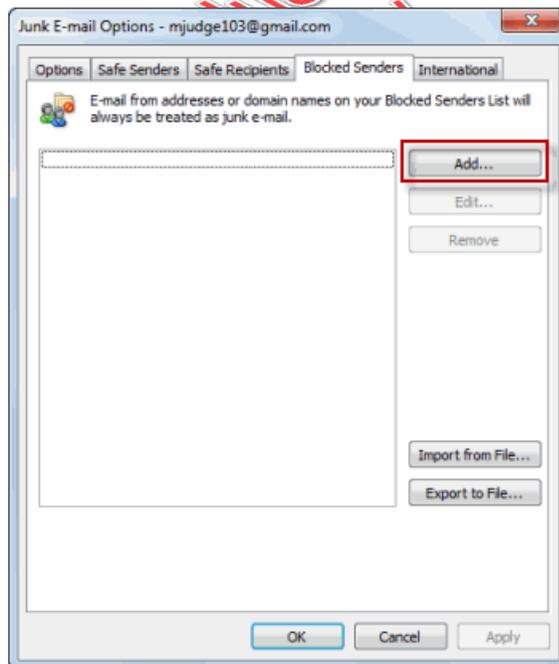
2. From the drop-down list, select **Junk Email Options**.



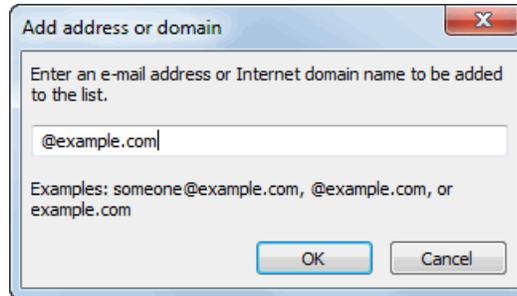
3. Select the **Blocked Senders** tab.



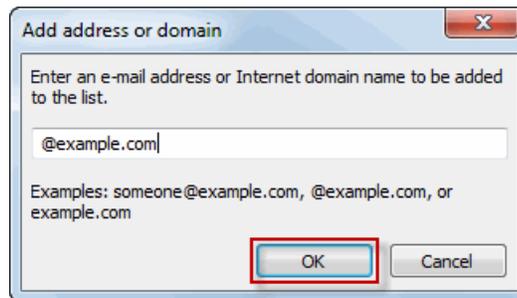
4. Click **Add**.



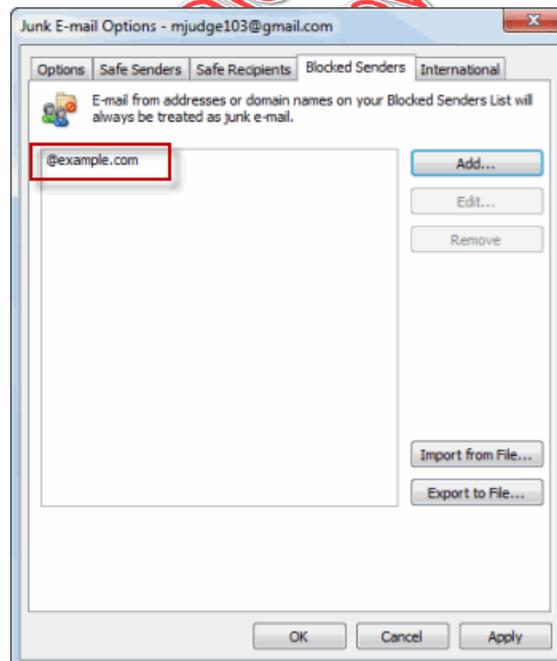
5. In the **Add address or domain** dialog box, type an email address or domain to block.



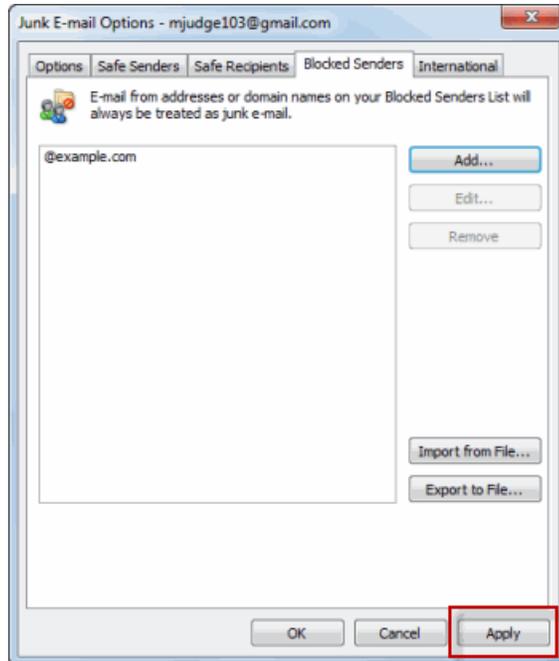
6. Click **OK**.



7. You will now see the name in the Blocked Senders list.



8. In the **Junk Email Options** dialog box, click **Apply** to save your changes. Emails from that sender will now go straight to your **Junk Email** folder.



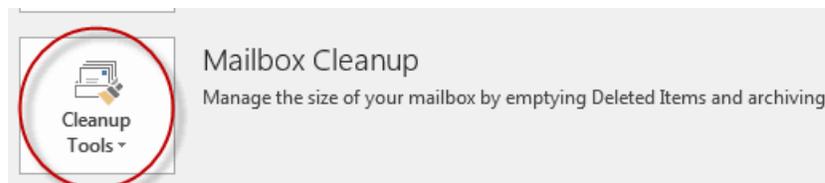
Evaluation
*
Copy

3.11. Archive Your Messages

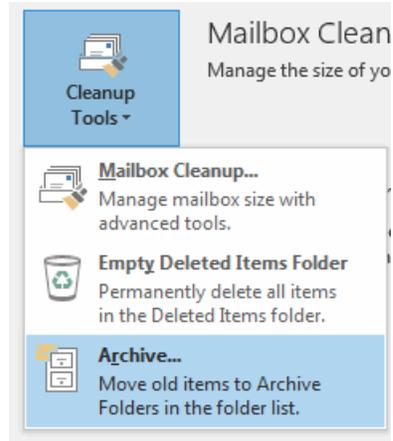
An efficient way to manage your Inbox size is to archive your older emails. Archived items are moved to a file, where you can access them when you need to.

To archive your messages:

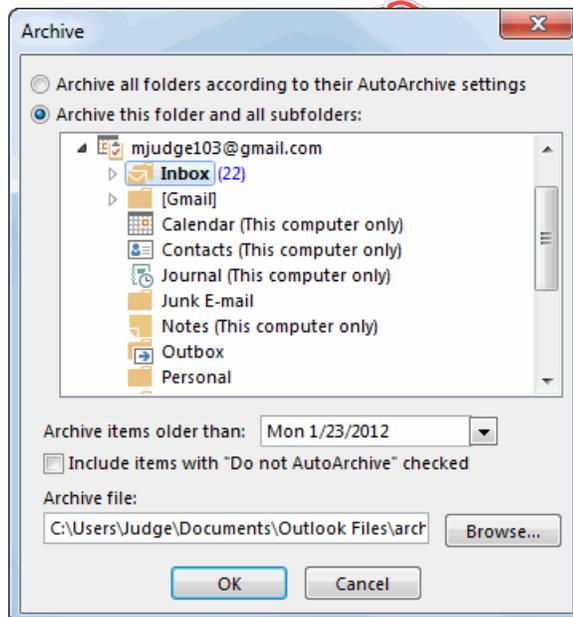
1. Go to the Backstage view by selecting the **File** menu.
2. In the **Mailbox Cleanup** section of the **Info** section, select **Cleanup Tools**.



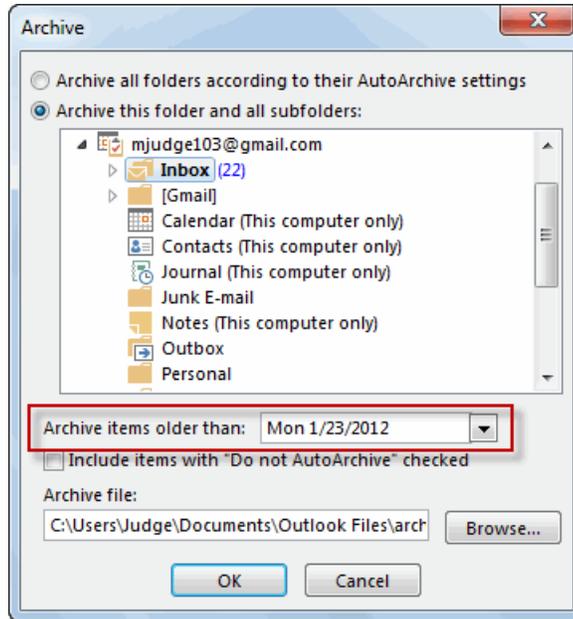
3. Select **Archive**.



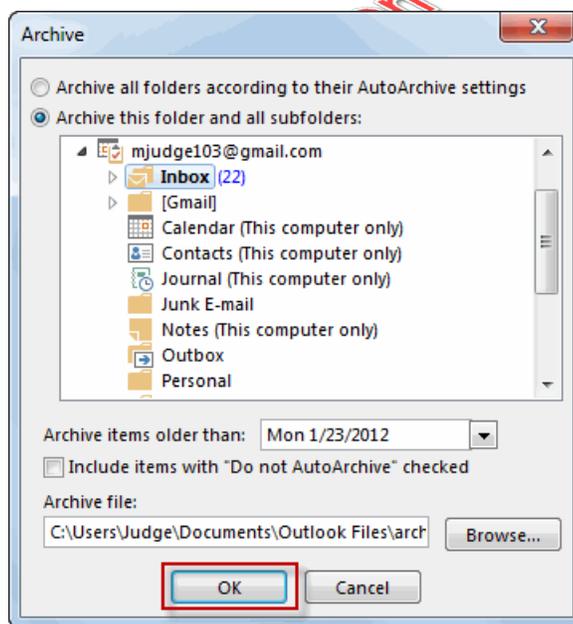
4. Under **Archive this folder** and subfolders, select **Inbox**.



5. From the **Archive items older than** drop-down list, select a date.



6. Click **OK**.



7. Your archived mail is now stored in an Outlook data file.

In Outlook 2007, to archive your messages, select **File** and then select **Archive**.

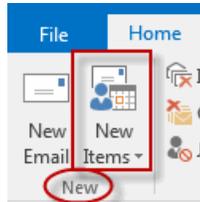


3.12. Create an Outlook Data File

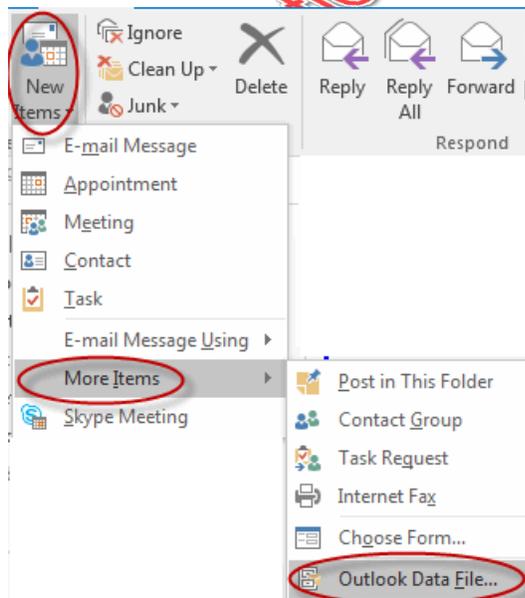
You can create an Outlook data file, which is a .pst file, to archive older messages or move some items. It is important to note that these are saved locally.

To create an Outlook data file:

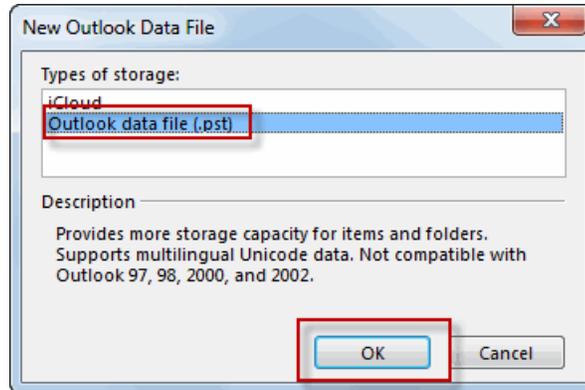
1. From the **Home** tab of the Ribbon, select **New Items** from the **New** group.



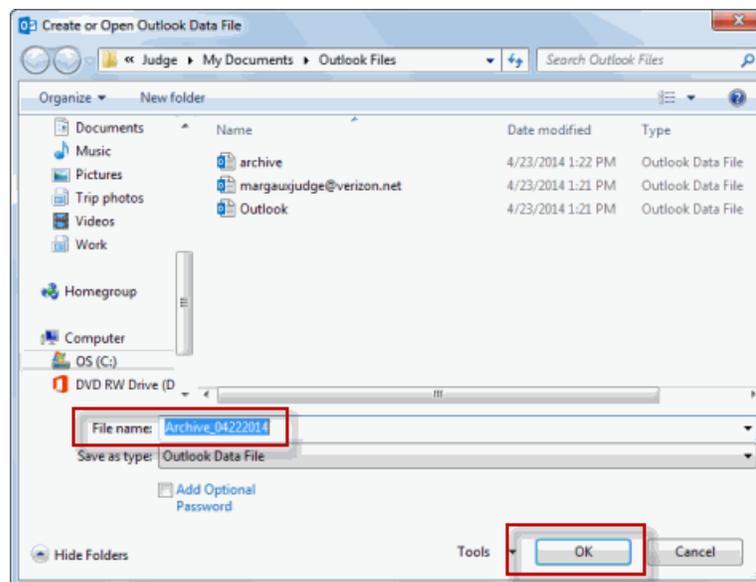
2. In the drop-down list, select **More Items**, and scroll to select **Outlook Data File**.



3. In the **New Outlook Data File** dialog box, select **Outlook data file (.pst)** and click **OK**.



4. In the **Create or Open Outlook Data File** dialog box, type a name in the **File name** text box and then click **OK**.



Your file is saved in the Documents/Outlook Files folder.

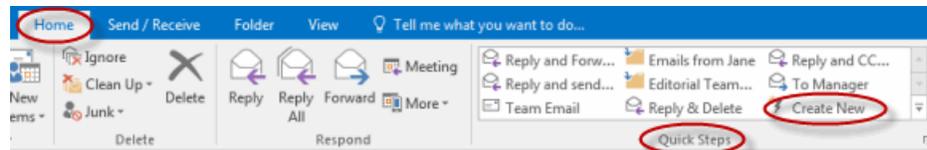


3.13. Create a Quick Step

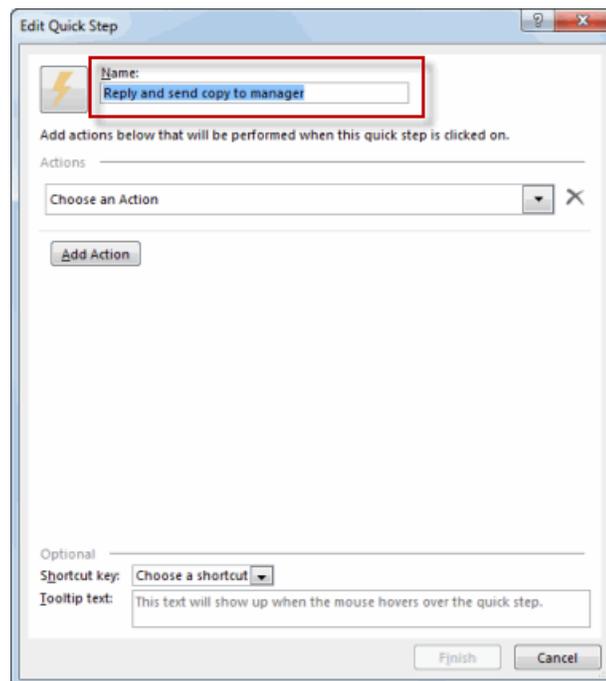
Quick Steps are a new feature that first were introduced in Outlook 2010. Quick Steps allow you to easily and quickly apply multiple actions to emails. You can create your own Quick Steps or use default Quick Steps.

To create a Quick Step:

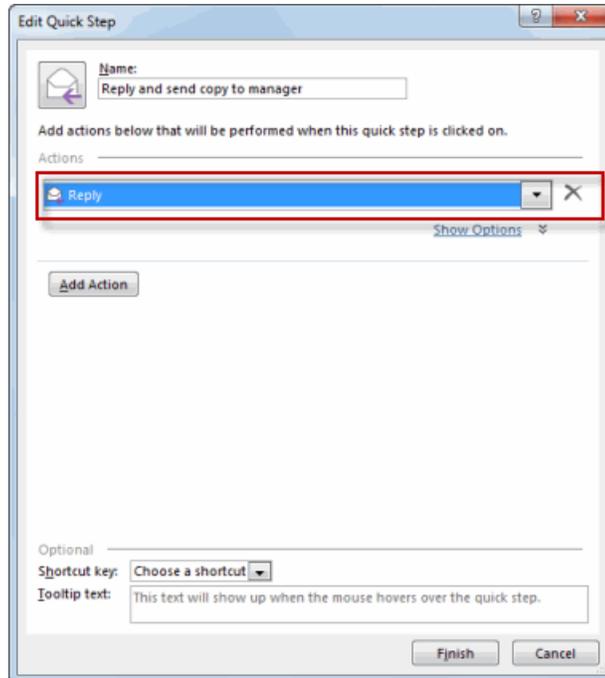
1. On the **Home** tab of the **Ribbon**, in the **Quick Steps** group, in the list box, select **Create New**.



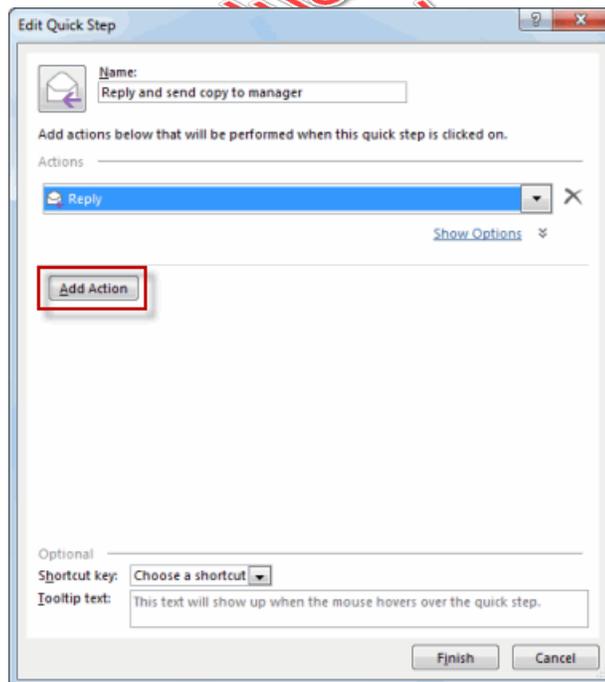
2. In the **Edit Quick Step** dialog box, in the **Name** text box, type a name for your **Quick Step**.



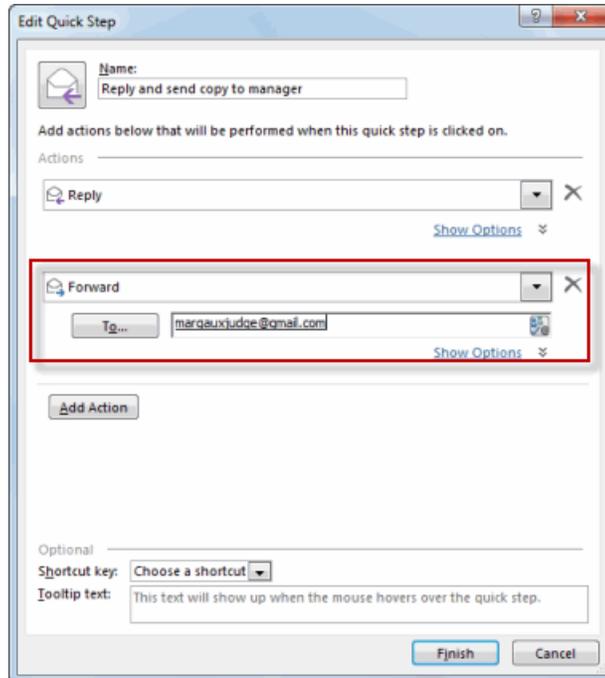
3. In the **Actions** section, click **Choose an action**, and from the drop-down list, select an action. Set any other options as necessary.



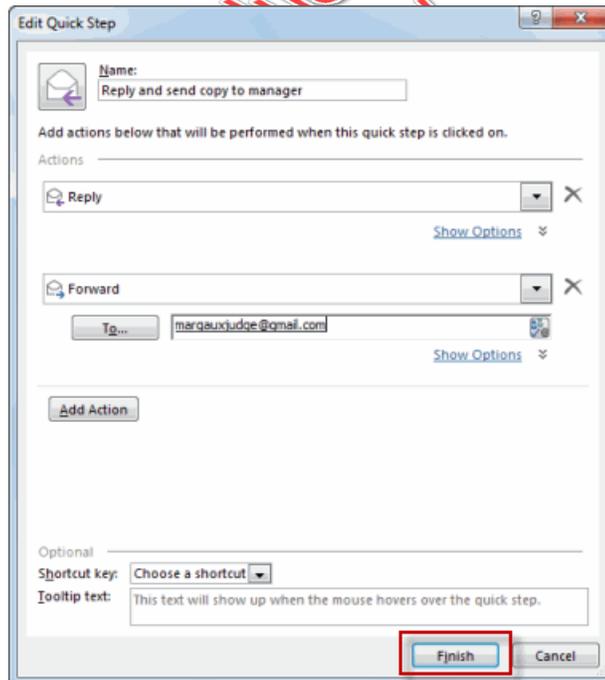
4. Click **Add Action** to add another action.



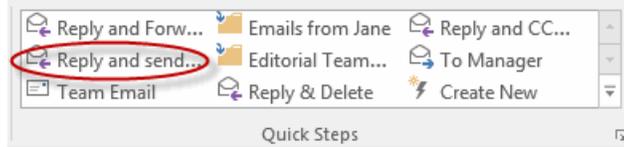
5. Select a second action from the **Choose an action** drop-down list. Set any other options as desired.



6. Add more actions as necessary and when done, click **Finish**.



7. The Quick Step now appears in the list box, and selecting an email in your Inbox and then clicking the Quick Step will perform the action(s) that you specified.



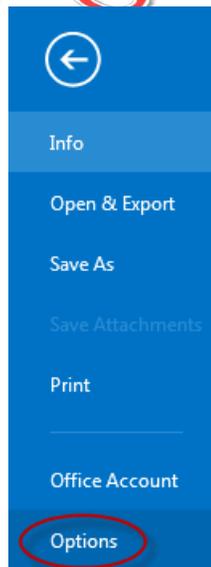
3.14. Add Protection to Your Outgoing Messages

You can customize your Outlook protection settings to suit your needs. One way to protect your email is to add encryption, which helps protect mail from being read by unintended recipients, to outgoing mail.

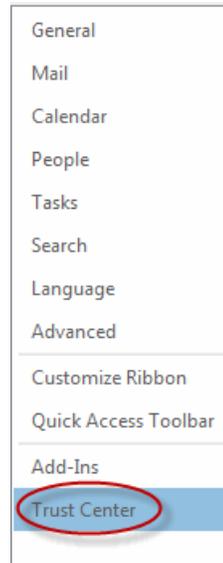
To add protection to Outlook:

1. Go to the Backstage view by selecting the **File** menu (in Outlook 2007, select **Tools** and then select **Trust Center**).
2. Select **Options**.

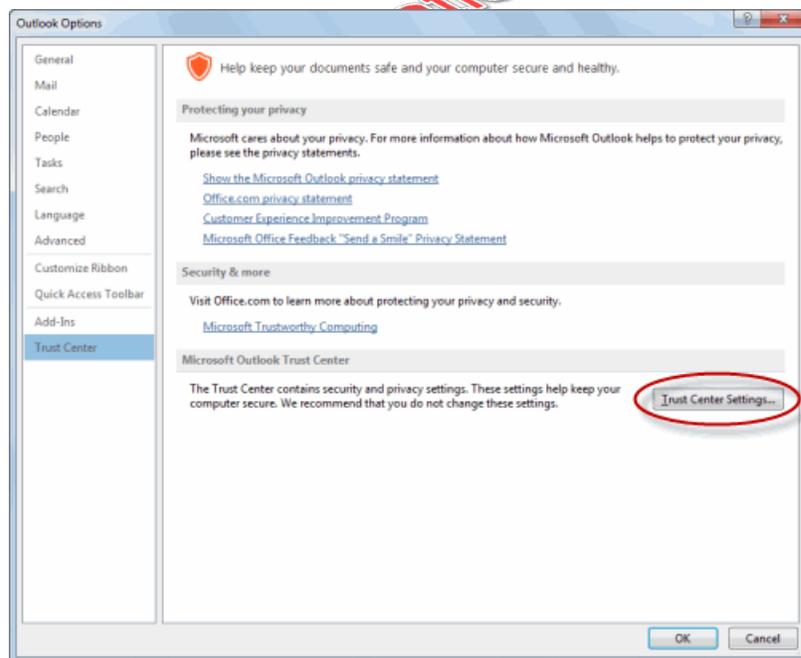
Evaluation Copy



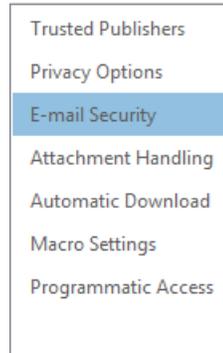
3. In the **Outlook Options** dialog box, select **Trust Center**.



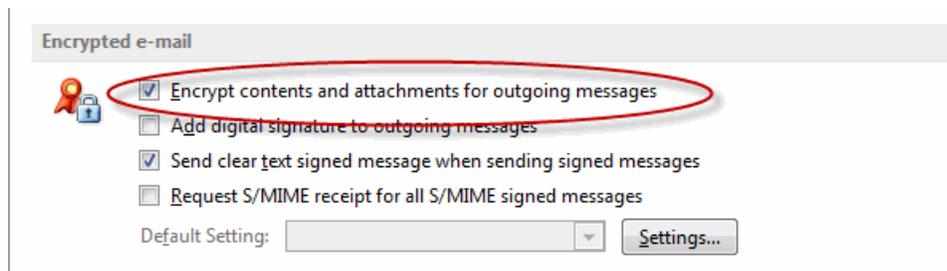
4. Click **Trust Center Settings**.



5. Select **Email Security**.



6. To add encryption to outgoing email, select the **Encrypt contents and attachments for outgoing messages** check box.



7. Your outgoing mail will now be encrypted.



3.15. Create Auto-Replies

If you are going to be out of the office, you can set Outlook to auto-reply to incoming messages to let senders know you are away, if you have an Exchange account.

To send auto-replies:

1. Select the **File** menu tab, and click **Info**.
2. Click **Automatic Replies (Out of Office)**.
3. Walk through the steps of the wizard to set up your auto-reply feature.

In Outlook 2007, select **Tools** and then select **Out of Office Assistant...** to set up auto-replies.

Exercise 4: Managing Your Mail By Creating a Quick Step

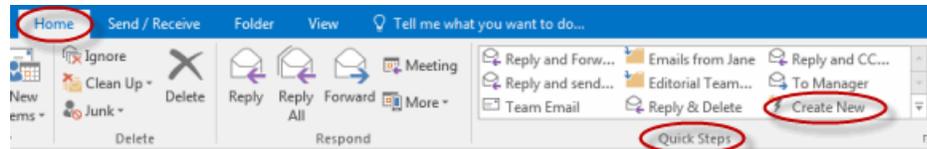
 15 to 20 minutes

In this exercise, you will create a Quick Step to help manage your Inbox.

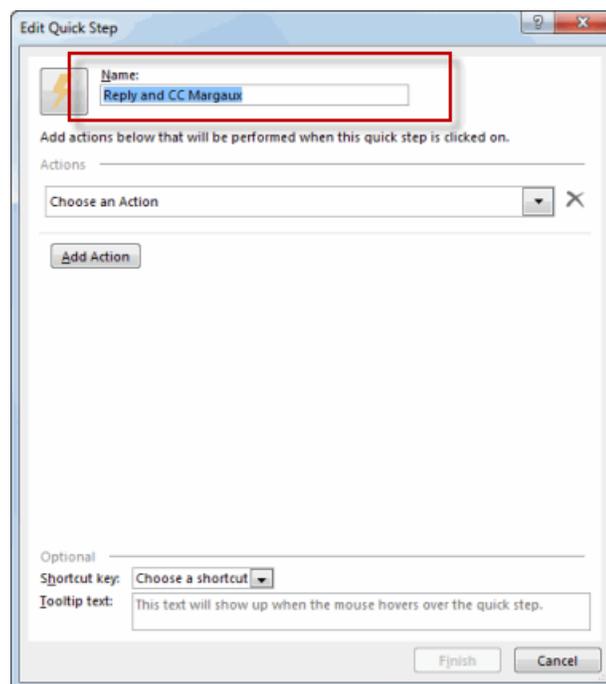
1. Create a Quick Step to reply to a message as well as forward it to a colleague or friend.

Solution

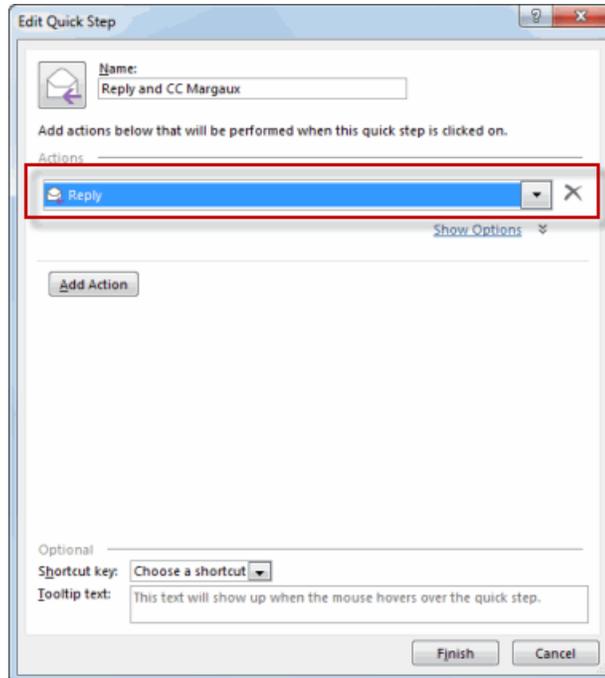
1. On the **Home** tab of the **Ribbon**, in the **Quick Steps** group, in the list box, select **Create New**.



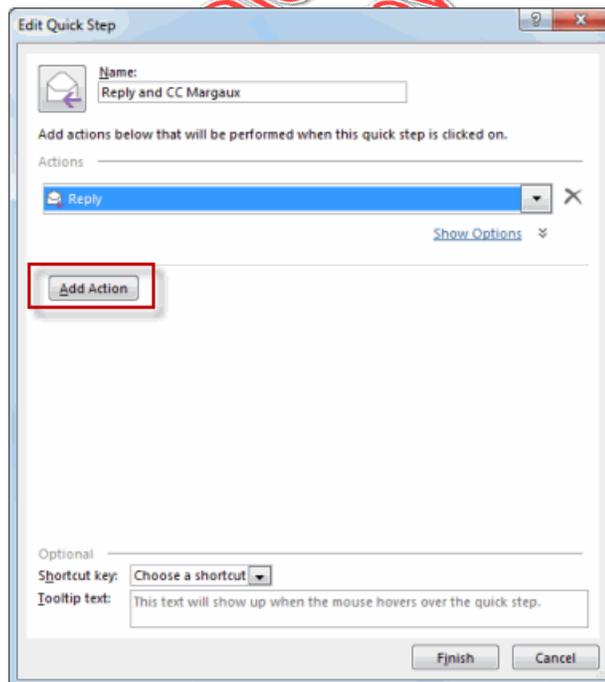
2. In the **Edit Quick Step** dialog box, in the **Name** text box, type a name for your **Quick Step**.



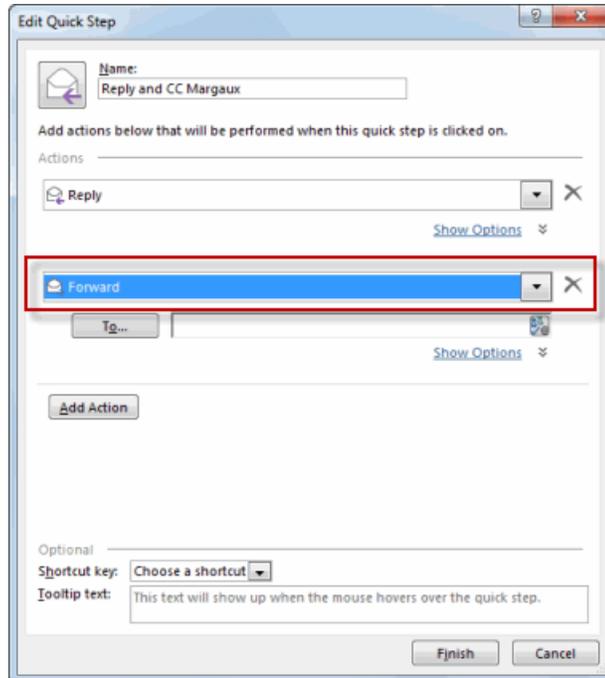
3. In the **Actions** section, click **Choose an action**, and from the drop-down list, select **Reply**.



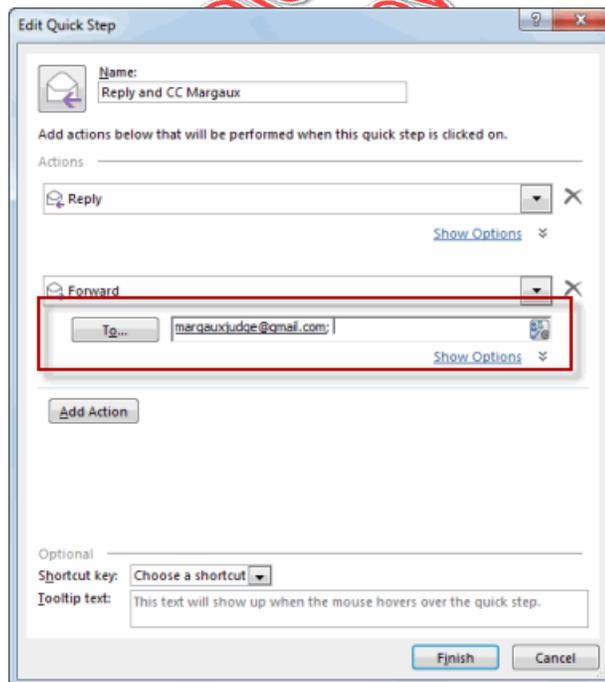
4. Click **Add Action**.



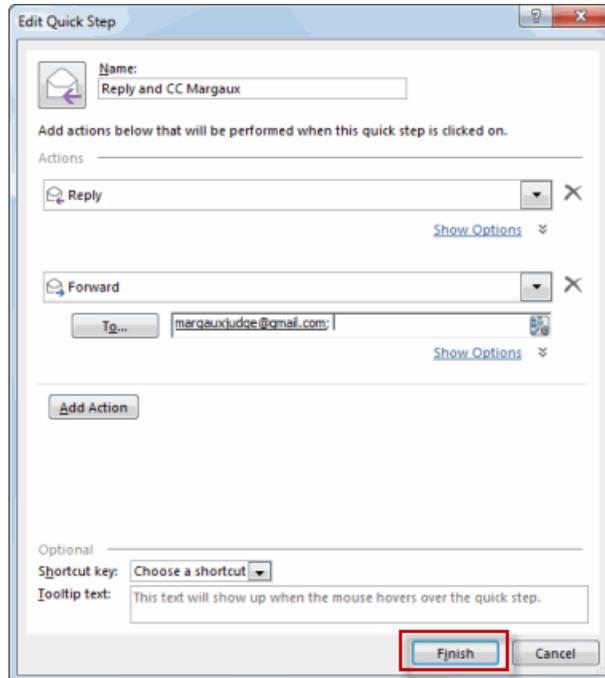
5. From the second **Choose an action** drop-down list, select **Forward**.



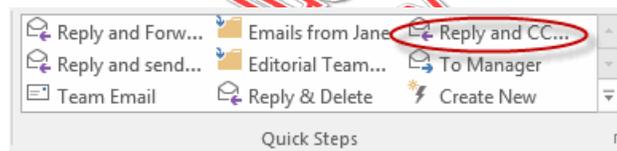
6. In the **To** text box, type the colleague or your friend's email address.



7. Click **Finish**.



8. The new Quick Step now appears in the list box.



Conclusion

In this lesson, you have learned:

1. How to search for messages.
2. How to create search folders.
3. How to group your mailbox items.
4. How to filter messages.
5. How to organize messages.
6. How to manage your junk mail.
7. How to archive your messages.

8. How to create an Outlook data file.
9. How to create a Quick Step to easily and quickly apply multiple actions to emails.
10. How to add protection to outgoing emails.

Evaluation
Copy

LESSON 4

Working with Multiple Email Accounts

Topics Covered

- ☑ How to set up multiple accounts in Outlook.
- ☑ How to send emails from different accounts.
- ☑ About the differences between POP and IMAP email programs.

Introduction

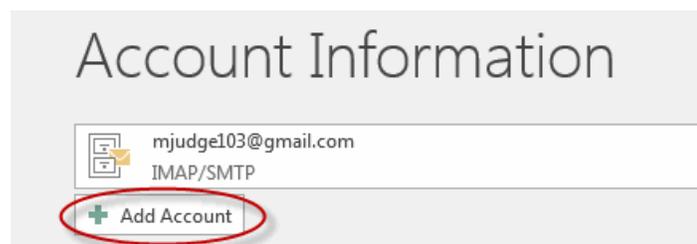
Microsoft Outlook allows you the ability to set up multiple email accounts, enabling you to send emails from the different accounts.

4.1. Setting Up Multiple Accounts in Outlook

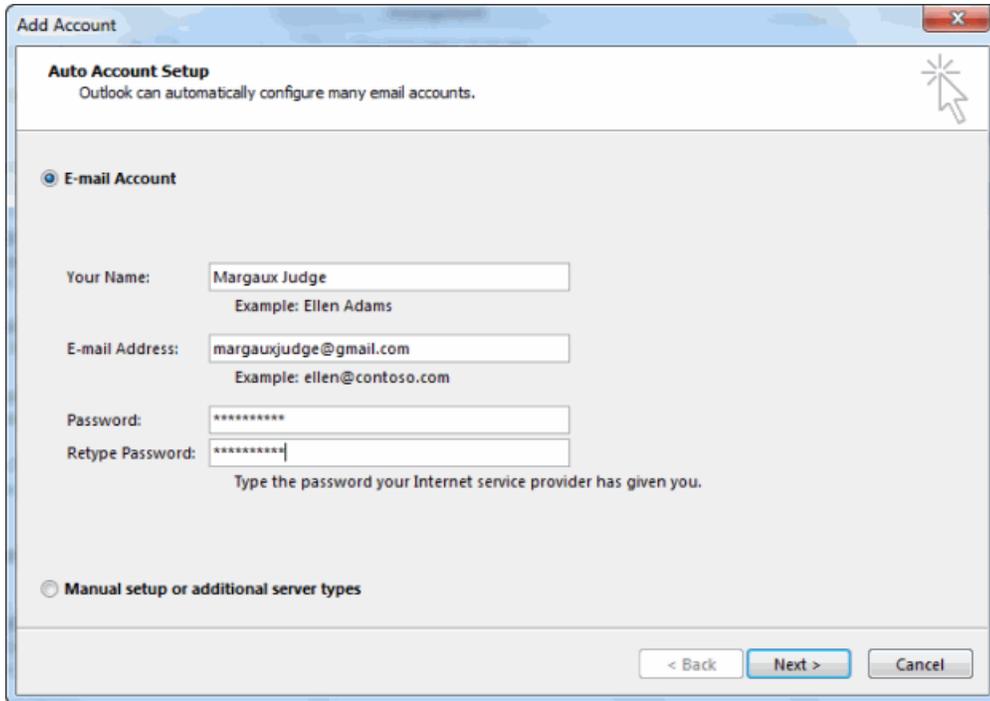
You can link multiple email accounts to Outlook, thereby accessing them in one location.

To set up multiple accounts in Outlook:

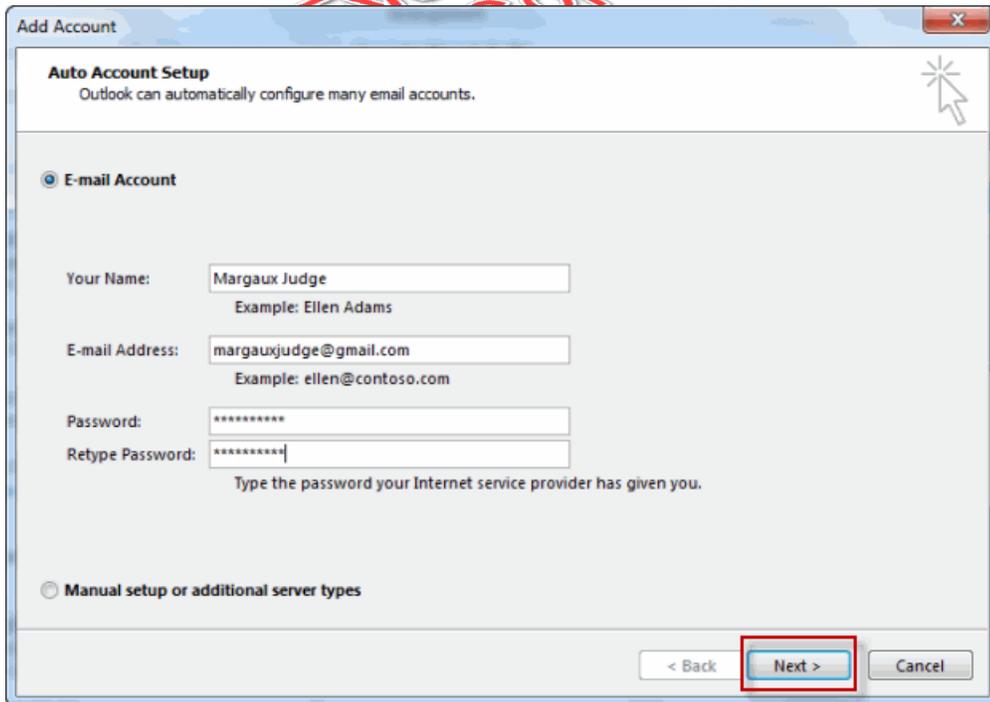
1. Go to the Backstage view by selecting the **File** menu.
2. From the **Info** tab, under **Account Information**, click **Add Account**.



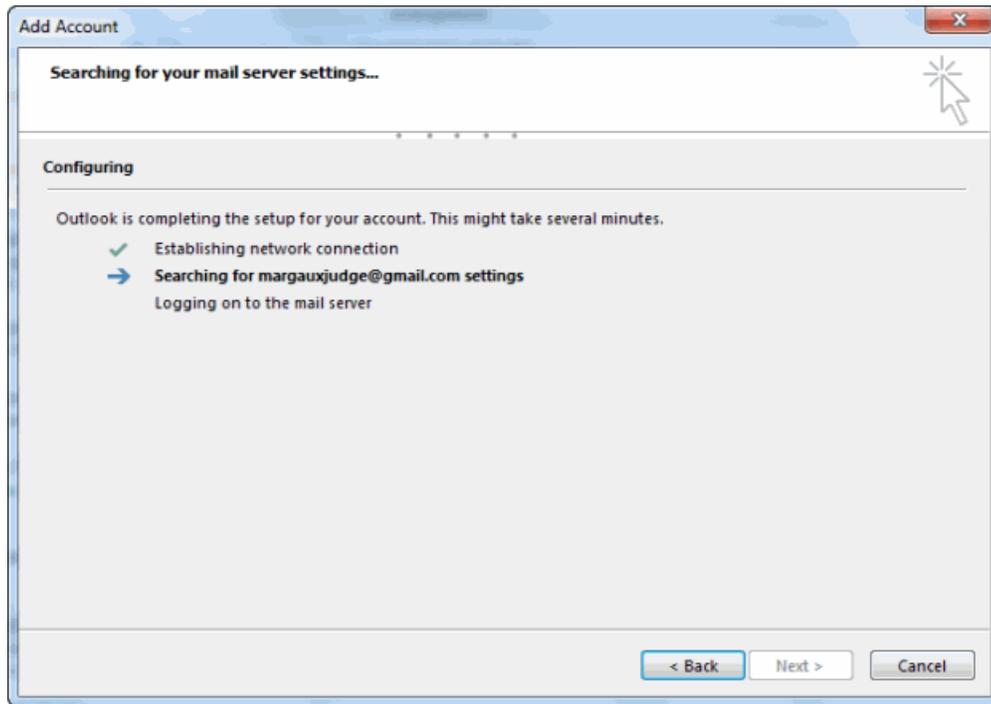
3. In the **Add New Account** dialog box, enter your name, email address, and password (enter and re-enter your password).



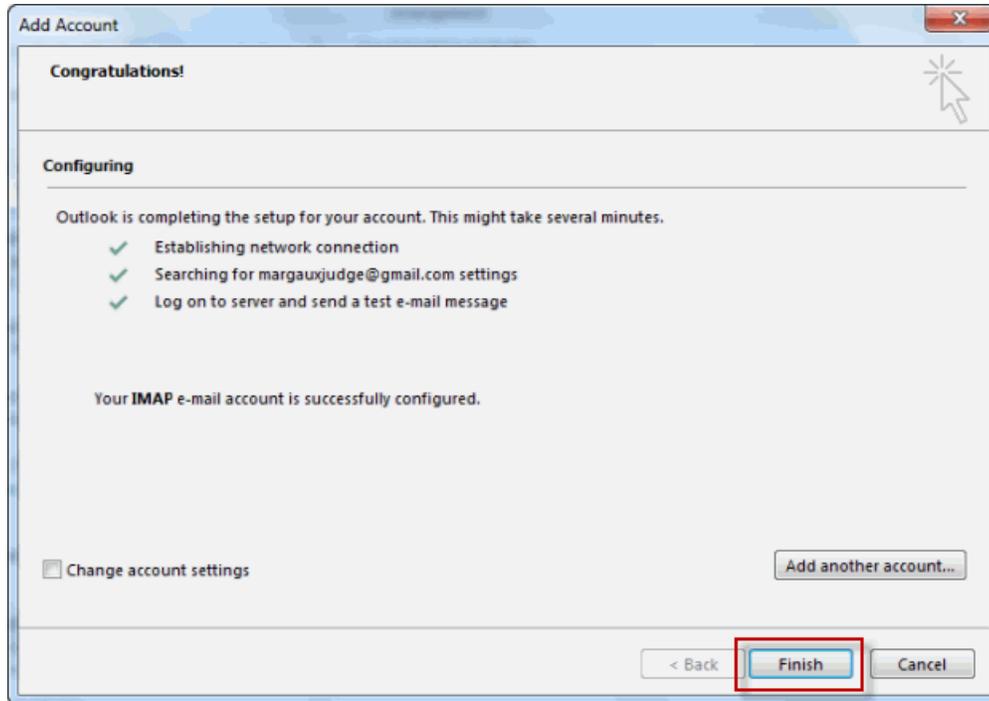
4. Click **Next**.



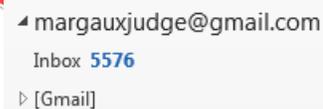
5. You will see a message indicating that Outlook is configuring your email address. This may take a few minutes.



6. When the account is configured, you will see a message indicating this. Click **Finish** to exit the **Add New Account** dialog box.



7. You will now see this account listed in the Navigation Pane.



In Outlook 2007, select **Tools** and click **Account Settings** to add multiple accounts.

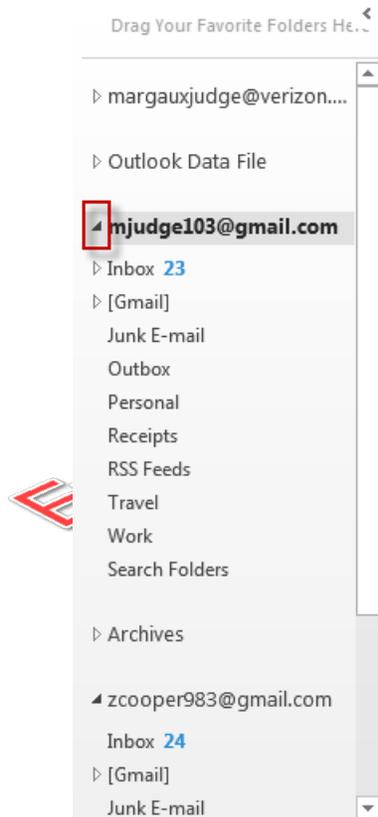


4.2. Send Emails from Different Accounts

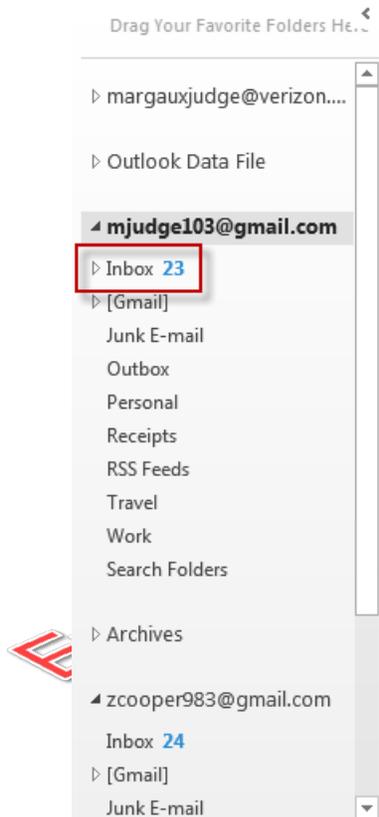
Now that you have multiple email accounts set up in Outlook, you can send emails from the different accounts.

To send email from different accounts:

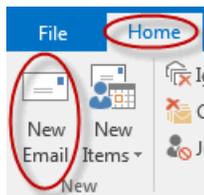
1. In the Navigation Pane, if necessary, click the triangle to expand the account from which you want to send the email.



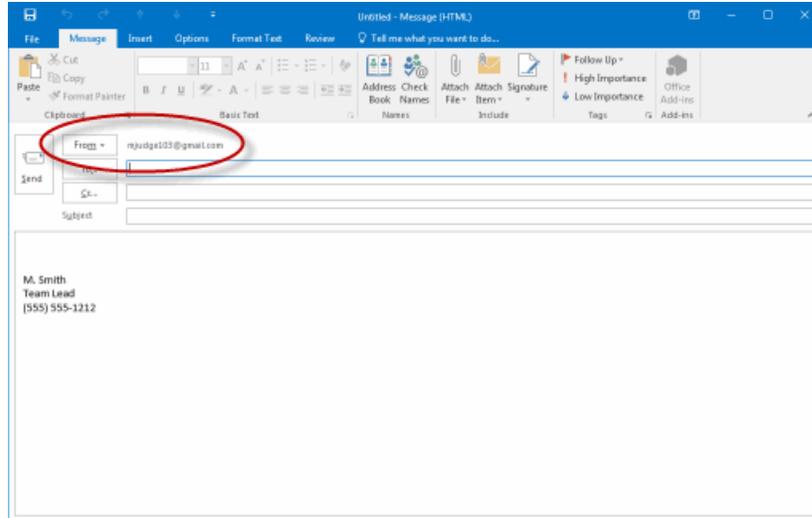
2. Once expanded, click **Inbox** in the selected account.



3. From the **Home** tab on the **Ribbon**, in the **New** group, select **New Email**.



4. The new, blank email that launches is from the selected account.



In Outlook 2007, to send a message from a different account, in the message window, click **Account** and then select the account.



4.3. POP vs. IMAP Email Programs

Both POP and IMAP are email protocols, and Outlook supports both types of accounts. Some things to know about POP and IMAP protocols are as follows:

1. POP stands for Post-Office Protocol, while IMAP stands for Internet message access protocol.
2. POP is a one-way communication protocol, while IMAP is two-way. The advantage of a two-way communication protocol is that it allows you to work with your email from multiple computers, and the changes you make on one computer will be reflected on the other. For example:
 - A. If you create a folder in your Gmail account while in Outlook, this folder will also appear when you log into Gmail.
 - B. If you are in Gmail and delete an email, that email will also be deleted from your Outlook account.
3. Most email services, such as Gmail, Hotmail, and AOL, use IMAP.
4. If your email accounts supports IMAP, you can configure your account in Outlook automatically, as demonstrated in this course.

Exercise 5: Working with Multiple Email Accounts

 10 to 15 minutes

In this exercise, you will review what you have learned about working with multiple email accounts in Outlook.

1. What does IMAP stand for?
2. Is POP a one- or two-way communication protocol?
3. How would you specify which account from which to send an email message, if you had multiple accounts configured in Outlook?
4. If using an IMAP protocol in Outlook, what will happen when you delete an email?
5. When in the Navigation Pane in Outlook, how do you expand an account?

Solution

1. What does IMAP stand for? **Internet message access protocol**
2. Is POP a one- or two-way communication protocol? **POP is a one-way communication protocol.**
3. How would you specify which account from which to send an email message, if you had multiple accounts configured in Outlook? **Select that account in the Navigation Pane, click the Inbox, and create the new message.**
4. If using an IMAP protocol in Outlook, what will happen when you delete an email? **The email will also be deleted from your email account (such as Gmail).**
5. When in the Navigation Pane in Outlook, how do you expand an account? **Click the triangle next to the account name.**

Conclusion

In this lesson, you have learned:

1. How to set up multiple accounts in Outlook.
2. How to send emails from different accounts.
3. About the differences between POP and IMAP email programs.

LESSON 5

New Features in Outlook 2016

Topics Covered

- About using Groups in Outlook.
- About improved searching.
- About using the Clutter feature.

Introduction

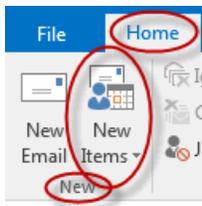
Outlook 2016 provides a number of new features. We will go over a few of them here.

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5.1. Groups in Outlook

Outlook 2016 introduces the Groups feature, a way to organize your contacts and easily send emails. It acts like a distribution list.

To create a Group, select **Group** from the **New Items** drop-down list in the **New** group of the **Home** tab.



You can then use the Group as a shared workspace to schedule meetings, send emails, and collaborate with Group members.

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5.2. Improved Searching

The searching feature in Outlook 2016 is faster, as well as more reliable, than the searching capabilities in previous versions of Outlook.



5.3. The Clutter Feature

The Clutter feature allows you to move low-priority emails to a folder named Clutter, so you can easily view more important messages.

This feature analyzes your past behavior with your emails and moves messages that it deems lower priority to the folder. You can send emails to the Clutter folder by right-clicking the email and selecting **Move > Move to Clutter**.

Conclusion

In this lesson, you have learned:

1. About using Groups in Outlook.
2. About improved searching.
3. About using the Clutter feature.