LESSON **1** **Key Terms**

Knowing these terms will help you complete the exercises in this lesson. Use this chart as a study guide when you review the lesson.

Key Term	Definition	Page Number
Attachment	Any type of file that is sent with an e-mail message.	314
Contact	A person you save information about, such as address, e-mail, or phone numbers.	324
Delivery options	E-mail options that let you set the delivery time of a message or choose to have a message automatically sent to another person.	315
Forward	To send an e-mail message you have received to another person.	322
HTML	Hypertext Markup Language. An e-mail message format that allows you to format the text similar to a Web page. This is the default format for Outlook messages.	327
Importance	An e-mail tag indicating the urgency of a message (High, Normal, or Low).	315
Inbox pane	The area of the Outlook screen that allows you to read your e-mail messages without double-clicking them.	311
Instant Message	An electronic message that appears on the recipient's screen in real time.	328
MSN Messenger	A service that allows you to send and receive Instant Messages.	328
Navigation pane	The part of the screen that allows you to select from the four most common Outlook views.	311
Plain Text	An e-mail message format that does not allow you to format the text.	327
Reading pane	The part of the screen that allows you to see the entire contents of a selected message.	311
Rich Text	A message format that allows you to format the text.	327
Sensitivity	An e-mail tag that indicates that a message is Normal, Personal, Private, or Confidential.	315
Signature	Information (name, phone, etc.) about yourself that is displayed at the bottom of an e-mail message.	317
Smart Tag	A label that appears next to names and other text that allows you to perform common actions, such as sending an Instant Message.	328