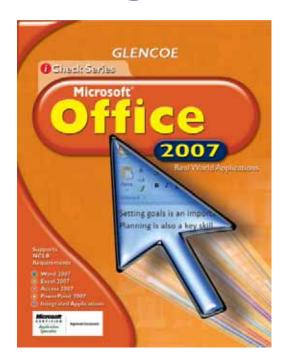
Microsoft[®] Outlook 2007 Time and Resource Management



Lead Consultants

C. Jacqueline Schultz, Ph.D.

Career and Business Education Instructor Warrensville Heights High School Warrensville Heights, Ohio

Linda Wooldridge, M.B.A.

School of Information Technology Instructor Santa Susana High School Simi Valley, California





Screen Capture Credits

Abbreviation Key: MS = Screen shots used by permission of Microsoft Corporation. ©2007 MS Outlook: MS Word: p. 5; MS Outlook: pp. 1-27, 39-44, 51-55, 60-89, 91-95, 100-128, 130-134.



The McGraw Hill Companies

Copyright © 2009 The McGraw-Hill Companies, Inc. All rights reserved. No part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without prior written consent of The McGraw-Hill Companies, Inc., including, but not limited to, network storage or transmission, or broadcast for distance learning.

Microsoft, Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Internet Explorer, and Windows and all other Microsoft names and logos are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Microsoft product screenshots reprinted with permission from Microsoft Corporation. Adobe product screen shots reprinted with permission from Adobe Systems Incorporated. All other brand names are trademarks or registered trademarks of their respective companies.

Glencoe/McGraw-Hill is independent from Microsoft Corporation, and not affiliated with Microsoft in any manner. This publication may be used in assisting students to prepare for a Microsoft Business Certification exam. While this publication may be used in assisting individuals to prepare for a Microsoft Business Certification exam, Microsoft, its designated program administrator and Glencoe/McGraw-Hill do not warrant that use of this publication will ensure passing a Microsoft Business Certification exam.

Between the time that Web site information is gathered and published, it is not unusual for some sites to have changed URLs or closed. URLs will be updated in reprints or on the Online Resource Center when possible.

Printed in the United States of America

Send all inquiries to:

Glencoe/McGraw-Hill 21600 Oxnard Street, Suite 500 Woodland Hills, CA 91367

Table of Contents

1

Microsoft[®] Outlook 2007: Time and Resource Management

LESSON 1 Communicate with Others

EXERCISES

1-1:	Identify Parts of the Outlook Screen	3
1-2:	Compose and Save a New Message	4
1-3:	Insert an Attachment	6
1-4:	Open an Attachment	7
1-5:	Preview an Attachment	8
1-6:	Save an Attachment to a Specific Location	9
1-7:	Set Message Options	10
1-8:	Manipulate the Reading Pane and Automatically Preview Messages	11
1-9:	Preview, Print, and Send a Message	12
1-10:	Send a Message to Multiple Recipients	13
1-11:	Resend a Message	14
1-12:	Create and Modify a Signature	15
1-13:	Create Multiple Signatures	17
1-14:	Reply to a Message	19
1-15:	Forward a Message	20
1-16:	Add or Remove a Flag	21
1-17:	Delay Delivery of a Message	22
1-18:	Request Read or Delivery Receipts	23
1-19:	Request Replies Sent to a Specific Address	24
1-20:	Create Polls Using Voting Buttons	25
1-21:	Digitally Sign a Message	26
1-22:	Encrypt a Message	27
1-23:	Create Out of Office Messages	28
	fter You Read	29
P	Practice It Activities	30
Y	ou Try It Activities	33
• •	critical Thinking Activities	35
00	hallenge Yourself Projects	36

(LESSON 2) Gather Contents

EXERCISES

2-1:	Create a Contact	39
2-2:	Create a Contact Based on another Contact	40
2-3:	Create a Contact from a Message Header	41
2-4:	Modify Contact Information	42
2-5:	Save a Contact Received as a Contact Record	43
2-6:	Edit an Electronic Business Card	44
2-7:	Send an Electronic Business Card	46
2-8:	Create a Contact from an Electronic Business Card	47
2-9:	Create a Signature Using an Electronic Business Card	48
	After You Read	50
P	Practice It Activities	51
Y	ou Try It Activities	54
•	Critical Thinking Activities	56
• •	Challenge Yourself Projects	57

(LESSON 3) Use Scheduling Options

EXERCISES

3-1:	Add an Appointment to the Calendar	60
3-2:	Schedule an Event from an E-mail and Mark an Event as Private	62
3-3:	Determine When Attendees Are Available	63
3-4:	Schedule Meetings and Invite Attendees	65
3-5:	Invite Optional Attendees	66
3-6:	Track Responses to Meeting Requests	67
3-7:	Schedule Resources for Meetings	68
3-8:	Update and Cancel Meeting Requests	69
3-9:	Accept and Decline a Meeting Request	70
3-10	Propose a New Meeting Time	71
3-11:	Add a Meeting Attendee	72

Table of Contents

3-12: Send an Update to a New Attendee	73
3-13: Set Work Days and Times	74
3-14: Display and Change Time Zones	75
3-15: Add Pre-Defined Holidays	76
3-16: Configure Privacy Settings and Share a Calendar with Outlook Users	77
3-17: Send Calendar Information in an E-mail Message	78
3-18: Publish a Calendar to Microsoft Office Online	79
3-19: View a Calendar Shared by a Network User	80
3-20: Subscribe to an Internet Calendar	81
3-21: View Multiple Calendars in Overlay Mode	82
3-22: Create and Modify Tasks	83
3-23: Create a Task from an E-mail Message and Label the Task Private	85
3-24: Assign Tasks and Label Tasks as Complete	86
3-25: Decline and Delegate Tasks	87
3-26: Accept a Task and Send a Status Report	88
3-27: Create a Meeting from a Task	89
After You Read	90
Practice It Activities	91
You Try It Activities	94
Critical Thinking Activities	96
Challenge Yourself Projects	97

(LESSON 4) Organize Outlook

EXERCISES

4-1:	Create and Modify a Distribution List	100
4-2:	Create a Secondary Address Book for Personal Contacts	102
4-3:	Import a Secondary Address Book from Excel	103
4-4:	Organize Items Using Colors and Views	104
4-5:	Manage Junk Mail Messages	106
4-6:	Use Rules	108
4-7:	Create a Rule to Categorize E-mail	110
4-8:	Create a Rule to Forward E-mail	111
4-9:	Create a Rule to Delete E-mail	112
4-10:	Create, Delete, and Move Folders	114
4-11:	Move Items between Folders	115
4-12:	Archive Items	116
4-13:	Empty the Deleted and Sent Items Folders	117
4-14:	Search for Mail Items	118
4-15:	Search Items by Category	120
4-16:	Use Search Folders	121
4-17:	Create a Data File	122
4-18:	Open and Close a Data File in a Mail Profile	123
4-19:	Change Data File Settings	124
4-20:	Show, Hide, and Minimize the To-Do Bar	125
4-21:	Customize the To-Do Bar	126
4-22:	Select the Default Format for Messages	127
4-23:	Access Outlook through the Internet	128
	fter You Read	129
P	Practice It Activities	130
Y	ou Try It Activities	133
• •	critical Thinking Activities	135
00	hallenge Yourself Projects	136

Key Concepts

- Compose and save a new message
- Set importance, sensitivity, format, and delivery options
- Insert, open, and save attachments
- Receive, read, reply, and forward e-mail
- Create and modify signatures
- Request read or delivery receipts
- Digitally sign and encrypt messages

Standards

The following standards are covered in this lesson. Refer to pages xxiv and 715 of the Student Edition for a description of the standards listed here.

ISTE Standards Correlation

NETS•S 2a, 2b, 3b, 3c, 4b, 4c, 6a

Microsoft Certified Application Specialist Standards Outlook

1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7

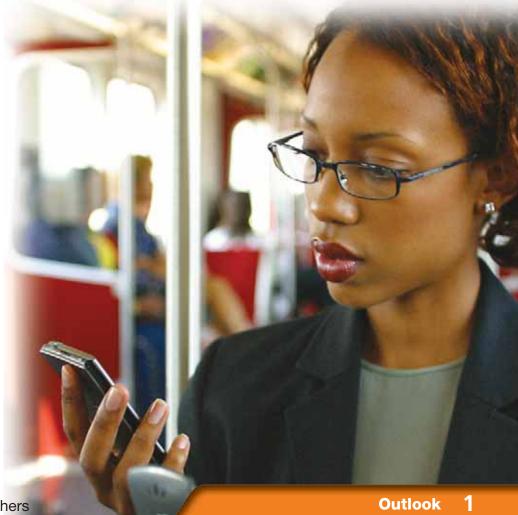


Communicate with Others

Good communication is essential for success in your relationships with teachers, friends, and employers. Because the many events in life keep us moving all the time, e-mail is often the best way to communicate quickly, efficiently, and with professionalism. By writing professional e-mails and by using Outlook's features, you can keep your lines of communication flowing smoothly and build strong relationships.

21st CENTURY SKILLS

Be Punctual Do you know somebody who is always late? Do you make an effort to arrive at appointments on time? Whether arriving to work, leaving for a flight, or answering an e-mail, being *punctual*, or on time, is essential in the business world. While delays are sometimes unavoidable, being late makes you less efficient, and it also wastes your coworkers' time. *What one method can you use to make sure you are on time*?



Reading Guide



Before You Read

Two-Column Notes Two-column notes are useful for studying and organizing what you have read. Divide a piece of paper into two columns. In the left column, write down main ideas. In the right column, write supporting details.

Read To Learn

- Understand how to create, format, and send professional e-mail messages.
- Organize, send, and print incoming and outgoing mail.
- Download, upload, and manage document attachments to e-mail messages.
- Evaluate options for sending e-mail to multiple recipients.

Main Idea

Gain a basic understanding of Outlook's e-mail functions to establish solid communication skills through e-mail.

Vocabulary

- Key Terms
- attachment delivery options encrypt forward Importance Inbox pane

Navigation pane Reading pane Sensitivity signature To-Do Bar

Academic Vocabulary

These words appear in your reading and on your tests. Make sure you know their meanings.

adjust edit expand locate

Quick Write Activity 📝

Describe On a separate sheet of paper, list three ways that e-mail is similar to traditional mail. List three ways that it is different than e-mail.

Study Skills

Get to the Point When taking a test, try to make every sentence and paragraph count. Before the test, think of a few questions you may be asked to answer. Practice writing the answers to sample questions clearly and in as few words as possible. Focus on key points and important details.

Academic Standards

English Language Arts

NCTE 3 Use language to accomplish individual purposes.

NCTE 4 Adjust use of language to communicate effectively with a variety of audiences.

NCTE 5 Employ a wide range of strategies while writing to communicate effectively with different audiences.

- To launch Outlook, choose Start>All Programs> Microsoft Office®> Microsoft Office Outlook 2007.
- 2 (CHECK) Your screen should look like Figure 1.1.
- 3 Locate the **Navigation** pane, which is set to **Mail**.
- Locate the **Inbox** pane. Locate the **Reading** pane.
- 5 Locate the **Menu** bar. Locate the **To-Do Bar**.
- Locate the Standard toolbar. On the Standard toolbar, click New Mail Message S.
- OCHECK Your screen should look like Figure 1.2.
- Locate the Ribbon. Locate the Quick Access
 Toolbar (QAT). Click
 Close X.

Continue to the next exercise.

ou Should Know

If Outlook has been installed as an upgrade, messages may already appear in the **Inbox** and **Reading** panes.

EXERCISE 1-1 Identify Parts of the Outlook Screen

Getting to know the parts of the screen makes working in Outlook easier. In the **Navigation pane**, you can select Mail, Calendar, Contacts, or Tasks. In the **Inbox pane**, you can preview e-mail messages quickly without opening each one. The **Reading pane** allows you to see the entire contents of a selected message. The menu bar and the Standard toolbar provide valuable tools with which to compose and **edit**, or change, messages in the main page of Outlook. In individual message views, the Microsoft Office Ribbon displays groups of buttons and commands for manipulating message elements. The **To-Do Bar** keeps track of tasks and appointments.

FIGURE 1.1 The Outlook main screen

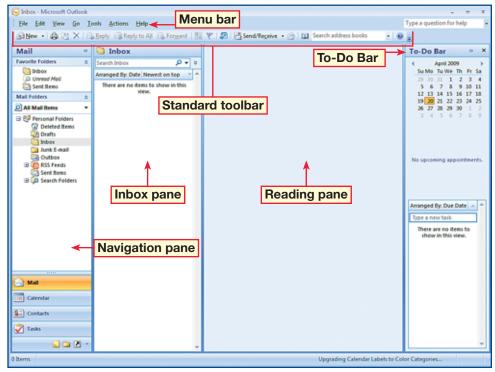


FIGURE 1.2 The Outlook Ribbon

1000	Menage June	Options	Quick Acc	ess Toolb	ar				π X
Pada	A Cut Cut Coor I turnut Pointer Spheret S	Calleri (Ru + 11 B Z U 💇	X = = $\Delta \cdot = = $	Address Check Book Rames	Amach Amac For Dee	Colonitar Seguetar	Potow Up+	Permitan - Phyliopotania Law Impotania Optimis	ABC Spetting
The me	Lage has not been i	401.							
				Ribb	on				

On the Outlook main screen, on the **Standard** toolbar, click **New Mail Message**

2 (ICHECK) Your screen should look like Figure 1.3.

In the **To** box, key the e-mail address assigned by your teacher.

In the **Subject** box, key: Animal Adoption Newsletter. In the body, key the message in Figure 1.4.

5 (CHECK) Your screen should look like Figure 1.4.

Continued on the next page.

Tech Tip

If you click **Print** an on the **Standard** toolbar, the **Print** dialog box will not open. The item will print with default settings.

Troubleshooter

If your e-mail does not reach its recipient, or goes to the wrong person, make sure that you have used the correct formatting. An e-mail address consists of a user name, the @, or "at" symbol, and the Internet domain name, such as *ppatel@domain.edu*.

EXERCISE 1-2 Compose and Save a New Message

There are three steps to composing a new e-mail message. First, **locate**, or find, the To box and key the address for the person to whom you are sending the message. Second, include a subject that tells the recipient what your message is about. Third, key your message in the e-mail's body. Outlook allows you to save a draft of the message that you are composing to the Drafts folder. You can also save completed messages that you do not want to send immediately.

FIGURE 1.3 Outlook new message window

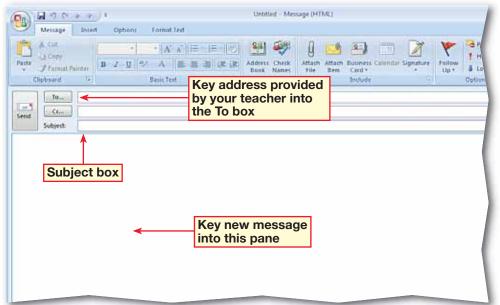


FIGURE 1.4 New message

9	390	5 4) F	Animal Adoption	Newsletter - Me			-	-
	Message K Calibri	Insert Options (Bo * 11 * A* A*	Format Text			message to match		
Paste	⇒ ∮ B Z		日本 田 洋 伊	Address Check Book Names	2.	Up •	Spelling	
Clipboard		Basic Text	6	Names	Include 🦻	Options 5	Proofing	
	To	Gupta, Roger						
Send	Ce							
	Subject:	Animal Adoption New	sletter					
		the production of ti volunteer as a write						r. If
Send Lam co you we	Subject: bordinating ould like to		he Animal Adoptic rr, researcher, or p	photographer, p	lease conta	ct me as soon a	as possible.	r.

In the Animal Adoption Newsletter e-mail, click

Close .

- In the dialog box, click **Yes** to save your draft.
- In the Navigation pane, under Mail Folders, click
 Drafts.
- 9 (CHECK) Your screen should look like Figure 1.5.
- In the Drafts pane, doubleclick the saved draft.
- Click Office () and choose Save As>Save As.
 - In the **Save As** dialog box in the **File name** box, key: Animal1-[your first initial and last name] (for example, *Animal1-ppatel.*)

In the Save as type box, click the drop-down arrow and select Outlook Message Format.

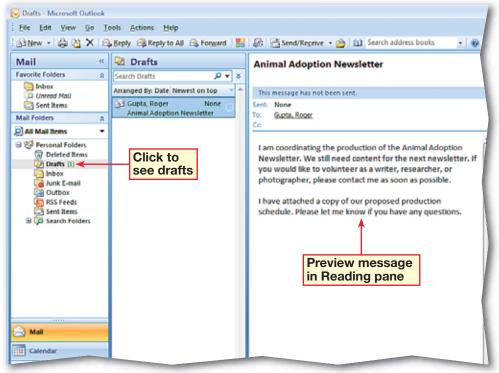
Browse to the location provided by your teacher (see Figure 1.6). Click **Save**.

Continue to the next exercise.



EXERCISE 1-2 (Continued) Compose and Save a New Message

FIGURE 1.5 E-mail saved as a draft



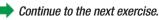


🖹 Save As				—
🖉 🗸 🖉 🗸 🕹	sk (C:) 🕨 Patricia Patel	• + Sea	rch	Q
🎝 Organize 👻 🇱 View:	s 🔻 📑 New Folder			0
Favorite Links		Browse to location provided	Size	
Documents		by your teacher	'	
🧮 Desktop			-	
🗐 Recent Places				
👰 Computer				
Pictures				
💽 Music				
Recently Changed				
Searches				
	Key the name of your draft here		Save as drop-dov	type wn arrow
Folders 🔨				
File name: Anin	nal1-ppatel			•
	ook Message Format			
Save as type: Oution	ook message rormat			
Hide Folders		Tools 🔻	Save	Cancel

- On the e-mail's **Ribbon**, choose **Message>** Include>Attach File
- In the Insert File dialog box, locate the data file Animal.docx. Select the file. Click Insert.
- Choose Insert> Illustrations>Picture
- Locate and select the data file dog.JPG. Click Insert.
- Choose Format>Adjust> Compress Pictures <u>A</u>.
- In the Compress Pictures dialog box, click Options.
 Under Target output, select E-mail. Click OK.
- 7 Click **OK** again.



Select the picture. Press DELETE. On the QAT, click Save



Tech Tip

To remove an attachment, right-click the attachment and click **Remove** on the shortcut menu.

EXERCISE 1-3 Insert an Attachment

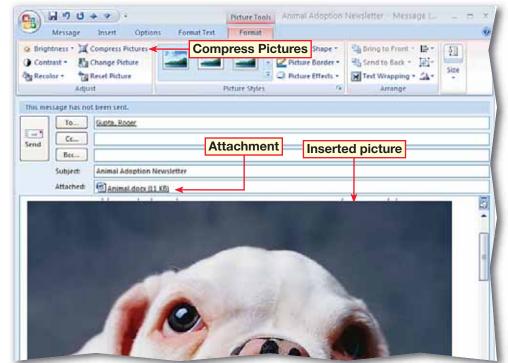


An **attachment** is a file that you send along with a message. An attachment can be a text document, a photo, a music file, or any other type of file. You can use attachments to provide additional information with your message, or to exchange files via e-mail. In this exercise, you will attach a Word document and also attach a picture by inserting it directly into the body of the e-mail. Because picture attachments are often large, you can compress the size of the file to make it quicker to send.

FIGURE 1.7 Attach File button

Cn	りび	4 4) F	Animal Adoption	Newsletter -	Message (HTML)			-	•	×
9	Message	Insert Options	Format Text							0
Paste Clipboa	→	1 (Bo - 11 - A /	】 田・田・ ூ ■ ■ ■ 伊 伊 ゅ	Address Ch Book Nar Names		Follow Up •	ABC Spelling Proofing			
This m	essage has no	t been sent.		-	lick to ttach a fil	•				
Send	To Cc	Gupta, Roger		a		C				
	Subject	Animal Adoption Net	wsletter							
I am coordinating the production of the Animal Adoption Newsletter. We still need content for the next newsletter. If you would like to volunteer as a writer, researcher, or photographer, please contact me as soon as possible.									60	
Thav	e attached a	copy of our propos	ed production sch	equie. Pleas	e let me know	ii you nave any	y questions.			

FIGURE 1.8 Message with file attached and compressed picture



- In the Animal Adoption Newsletter e-mail, in the Attached box, right-click the Animal.docx attachment. Choose Open.
- In the **Opening Mail** Attachment dialog box, click **Open**.
- 3 (CHECK) Your screen should look like Figure 1.9.
- Close the attachment. Close the e-mail.
- Select the e-mail in the **Drafts** pane. Double-click the attachment in the **Reading** pane (see Figure 1.10).
- 6 In the Opening Mail Attachment dialog box, click Open.
- 7) Click Close 💌. Exit Word.
- 8 Right-click the e-mail in the **Drafts** pane. Choose **View Attachments> Animal.docx**.
- In the dialog box, click **Open**. Exit Word.
 - Continue to the next exercise.

Troubleshooter 📕

Large attachments (such as pictures) can take a long time to download.

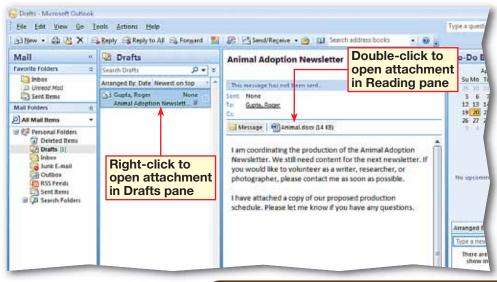
EXERCISE 1-4 Open an Attachment

Outlook also allows you to receive attachments. Attachments can be opened in a number of ways. You can **expand**, or enlarge, an attachment in the Reading pane. You also can open an attachment from the list of e-mails in the folder list. Attachments also can be opened from within an open e-mail.

FIGURE 1.9 Animal.docx attachment in Word full-screen view

Cambri Bledy + 12	* A* x* 5 = = + 10+	t# t# 21 ¶ AaBbCc.		AaBbCcI
G Ford	Te Parage		Styles	
Production Schedule	Animal Adoptic	on Newsletter		
Production Schedule Week One	(9)	on Newsletter Week Three	Week Four	
			Week Four Print Newslette	r
Week One	Week Two	Week Three		r

FIGURE 1.10 Outlook main screen



In the **Reading** pane, click the **Animal.docx** attachment.

GCHECK Your screen should look like Figure 1.11.

3 In the **Reading** pane, click **Preview file**.

4

()CHECK) Your screen should look like Figure 1.12.

In the **Reading** pane, click **Message**.

Continue to the next exercise.

Academic Skills

Proofreading the documents you attach to your e-mail messages is a valuable skill. Misspellings or improper punctuation detract from the professional look of the entire e-mail message.

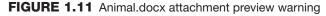
You Should Know

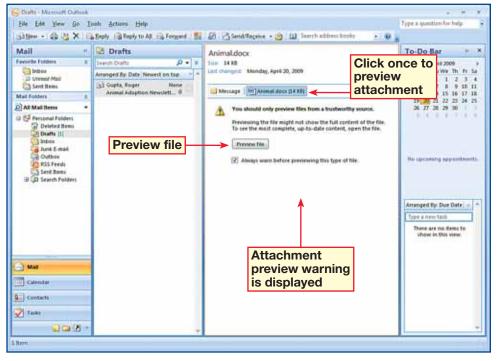
Do not open e-mail attachments from people that you do not know or trust. Attachments can contain malicious software, such as spyware. If you receive mail from an e-mail address that you do not recognize, do not open it and tell your teacher.

EXERCISE 1-5 Preview an Attachment

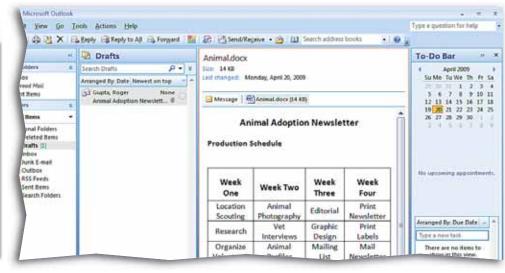


When you receive an attachment in an e-mail message, you might not want to open it. For example, you may be cautious about opening attachments to an e-mail from someone you do not know. You can preview attachments in much the same way that you preview e-mail messages in the Reading pane. Attachments also can be previewed in an open e-mail message.









- In the Drafts pane, doubleclick the Animal Adoption Newsletter e-mail.
- In the Attached box, rightclick the Animal.docx attachment and select Save As.
 - **CHECK** Your screen should look like Figure 1.13.
- Ask your teacher where to save the attachment, and navigate to that location in the **Save Attachment** dialog box.
- 5 (CHECK) Your dialog box should look similar to Figure 1.14.
 - Click Save.

Continue to the next exercise.

You Should Know

To save more than one attachment from an open message at once, choose Message>Actions> Other Actions. Click Save Attachments. In the Save All Attachments dialog box, click OK. Then, choose a folder location for the files.

EXERCISE 1-6 Save an Attachment to a Specific Location

After you have opened and viewed e-mail attachments, you can save attachments to your computer or to a location on a network. Saving an attachment to a specific location allows you to work with the attachment as a unique document in its native, or original, application. Once you have saved the attachment, you can access it from the folder where you have saved it. You will not need to reopen the e-mail.

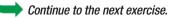
FIGURE 1.13 Save Attachment shortcut menu

(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Animal Adoption Net	wsletter - Mess	age (HTML)			
Message Insert Options	Format Text					
Paste J Clipboard 5	王王注注 Ad	dress Check look Names Names	i ····································	Follow Up - Options	ABC Spelling Proofing	
This message has not been sent.						
Send Subject: Animal Adoption Newsle	etter					
Attached Animal.docx(14.K)	Open Print	Luclattar M	Vo still poor	d content for th	a navt cau	rlattor If
you would like to volunteer as a write	Save As			ct me as soon a		sietter. n
the second second second	Remove					
I have attached a copy of our propos	Cut Copy Paste	 Please let me know if you have any questions. 				
	Select All					

FIGURE 1.14 Save Attachment dialog box

Save Attachment						
CO V II + Doce	iments			Search		Q
🍓 Organize 🔹 🏭 V	iews 💌 📑 N	lew Folder	_	_	_	0
Favorite Links	Name	Date modified	Туре	Size	Tags	
Documents		т	his folder is em	pty.		
Secent Places						
E Desktop						
M Computer						
Recently Changed						
Pictures						
More »						
Folders A	•					
File name:	nimal.docx					•
Save as type: A	ll Files (*.*)					•
Hide Folders			Tools -	Save	Cance	

- In the Animal Adoption Newsletter e-mail, choose Message>Options>Low Importance
- 2 Choose Message> Options and click the Message Options Dialog Box Launcher 5
- 3 In the Message Options dialog box, click the Sensitivity drop-down arrow. Select Confidential (see Figure 1.15).
- Under Delivery options, make sure the Attachment format is set to Default. Click Close.
- 5 In the e-mail, click **High** Importance **?**.
- 6 (CHECK) Your screen should look like Figure 1.16.
- Click **Save** . Close the e-mail draft.

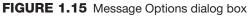


Tech Tip

When forwarding an e-mail message, clear any **High Importance** settings, so that the forwarding recipient does not mistake the importance as being meant for him or her.

EXERCISE 1-7 Set Message Options

You can **adjust** Outlook's **Importance** settings to tell the person receiving the message whether the message has a high or low priority. Use the **Sensitivity** settings to indicate that a message is personal, private, or confidential. Outlook's **delivery options** allow you to set the delivery time of a message, or to have a message automatically sent to another person at a later time or date.



Message Options
Message settings Security Comportance ssage. Sensitivity: Confidential Comportance ssage. Voting and Tracking options Confidential Request a delivery receipt for this message Request a read receipt for this message
Delivery options
Have replies sent to: Select Names Do not deliver before: None Expires after: None Attachment format: Default Encoding: Auto-Select
Contacts Categories None Close Close

FIGURE 1.16 Message importance set to high

Paste	age Inset Options Format Text Calibri (Bo * 11 * A* A* III * IIII * III * IIII * IIII * IIII * IIII * III * IIII * III * III * IIII * IIIII * IIII * IIIII * IIII * IIII * IIII * IIII * IIII * IIII * IIIII * IIII * IIII * IIII * IIII * IIII * IIII * IIIII * IIII * IIIII * IIIII * IIII * IIII * IIII * IIII * IIII * IIII * IIIII * IIII * IIIIII
Send Sub	has not been sent.
you would	nating the production of the Animal Adoption Newsletter. We still need content for the next newsletter. If like to volunteer as a writer, researcher, or photographer, please contact me as soon as possible.

In the Outlook window, on the **Menu** bar, choose **View>Reading Pane**.

Select Bottom [].

- Place the pointer over the line between the **Drafts** pane and the **Reading** pane until it turns into a double-headed arrow. Click and drag the line up to show more of the message in the **Reading** pane.
- **1 () CHECK** Your screen should look similar to Figure 1.17.
- Choose View>Reading Pane>Off .
- Choose View>Reading Pane>Right



OCHECK Your screen should look like Figure 1.18.

Choose View> AutoPreview 🔍 to turn off automatic preview.

Continue to the next exercise.

EXERCISE 1-8 Manipulate the Reading Pane and Automatically Preview Messages

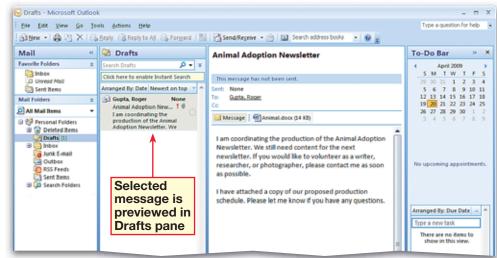


The Reading pane allows you to read your messages without opening them. The Reading pane can be moved to display the text of messages to the right or bottom of the screen. The Reading pane can also be turned off. Outlook lets you preview an e-mail message automatically even if the Reading pane is closed. The AutoPreview feature allows you to see a whole list of e-mails and their contents in a single pane.

FIGURE 1.17 Reading pane on bottom

Grafts - Merosoft Os						
Die Ent View Go	0.20					Type e question for help
3318m • 10 10 X	3.64	Beply 🕞 Reply to AP 🚔 Forgard 📲 🖓 Send/Receive	• 🙆 🛄 Searth address hooks 💡	9 a		
Mail		28 Drafts	Seauty Drame .	р-	-	To-Do Bar 🔅
svorite Folders	Ŕ	Click here to enable Instant Search				4 April 2009
D Unread Mail		1 CL D @ To Subject	Sent 🔫 Size	Categories		SMTWTFS
E3 Sent Rems		1 St & Gopta, R., Animal Adoption Newsletter	None 42 KB			23.16.16.1.2.3.4
Mail Folders		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1				- Draft pane
Al Mail Items						36 77 78 29 30 1
🗃 ジ Personal Folders						2.2.2.2.2.2.2.2.2
Concident times Device the time Device the times Device		Animal Adoption Newsletter The message has not been sent. Seet: None The Quarte Room Co Message: @Animal doox (34 KB) I am coordinating the production of the Animal Add for the next newsletter. If you would like to volum photographer, please contact me as soon as poss8 I have attached a copy of our proposed production	teer as a writer, researcher, or ble,	l	ine	Analysis of the Dure Dure is a Tage of the Dure Dure is a Tage of the only and the ck and drag to enlarge ading pane
Calmita Colorita		any questions.			1.10.1	

FIGURE 1.18 Outlook main screen with automatic preview



Open the Animal Adoption Newsletter draft. Choose Office () Print>Print Preview ()

2 (ICHECK) Your screen should look like Figure 1.19.

Click Close Print Preview Close.

Choose Office () Print>Print 🚑.

5 Under **Printer**, ask your teacher which printer to select in the **Name** box.

Ounder Copies, in the Number of pages box, select All. Set the Number of copies to 1.

With your teacher's permission, click **OK**. Click **Send**.

In the Navigation pane, under Mail Folders, click the Sent Items folder (see Figure 1.20).

Continue to the next exercise.

Academic Skills

The Spelling & Grammar checker can help ensure that e-mail does not contain misspellings or punctuation errors. Print out a copy of the e-mail and proofread it to identify and fix other inaccurate information.

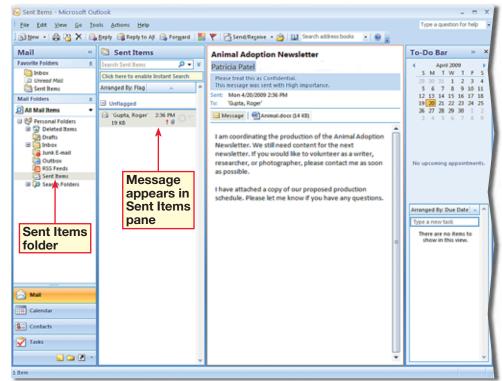
EXERCISE 1-9 Preview, Print, and Send a Message

As in other Office applications, you can use Print Preview to see what an e-mail will look like before you print or send it. Print a message if you need a hard copy of it. Use the Sent Items folder to track messages you have sent.

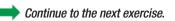
FIGURE 1.19 Message in Print Preview

C Print Preview		
	Patricis Patel Size dc: Size dc: Size dc: Armal Acquire Neurotation: Administric Armal Acquire Neurotation: Main data Size dc: Size dc: Proportions: Fight Size dc typ: Confict endst In an expliciting the production of the Animal Adoption Neurotation. We call need context for the next neuronburger You would like to voluntion on a writer, researcher, or probaby reflex, place context on an approxibility. If you would like to voluntion on a proposed production safe dube. After at let me know if you have any questions.	

FIGURE 1.20 E-mail in Sent Items pane



- In Outlook, click New Mail Message 🛐.
- Choose Options>Fields> Show Bcc 📄 (see Figure 1.21).
- 3 In the **To** box, key the e-mail addresses of two classmates assigned by your teacher.
- In the **Subject** box, key: Production staff office supplies.
- 5 In the body, key the message shown in Figure 1.22.
- In the Cc box, key the e-mail address of a third classmate assigned by your teacher.
- In the Bcc box, key the e-mail address of a fourth classmate assigned by your teacher.
- 8 (CHECK) Your screen should look like Figure 1.22.
- 9 Click Send 📃



You Should Know

If there is more than one Bcc recipient in an e-mail message, their names will not be visible to each other.

EXERCISE 1-10 Send a Message to Multiple Recipients

You can send an e-mail to more than one recipient at a time by entering each person's e-mail address into the To box. You also can send an e-mail message to a single recipient and send copies to others at the same time using the Cc, or carbon copy, field. Blind carbon copies can also be sent. Other recipients who receive the e-mail will not see the e-mail addresses of the Bcc e-mail recipients.

FIGURE 1.21 Message window with Bcc

	Colors *		Aa Plain Test Aa HTML Aa Rich Test Format	Use Voting Buttons Tracking	Save Sent Delay Direct Rem - Delay Direct Mare Options
uis met	stage has not been	the second second	Pointe	Hatting	mare options
	T0				
nd	Ce				
_	Subject:				
	5 CU 20 00				
	Blind carbo	on copy but	ton		

FIGURE 1.22 Message with multiple recipients

temet .	Colors * A Fonts * O Effects * Themes	Page Color*	Chow Bcc Show Fields	As Plain Text As HTML As Rich Text Format	Use Voting Re Buttons -	equest a Delivery Receipt equest a Read Receipt sching 5	item * D	Delay Dir Delay Dir Delivery Repli Options	
This me	ssage has no	t been sent.							
_	To	Gupta, Roge	er; Williams, Tode	Copied	d recipient				
end	CEm	Franklin, Sar	1 🔶						
	Bec	Bust, Brian			Blind	-copied recip	ient		
	Subject	Production	staff office sup	plies					
	ubmitting a you may n		r additional o	ffice supplies t	for the productio	n staff. Please let me	know of any	special	
ems	Concessor (*								
ems									



- Open the Animal Adoption Newsletter e-mail.
- 3 (ICHECK) Your screen should look like Figure 1.23.
- Choose Message>
 Actions>Other Actions.
 Click Resend this message.
- 5 (CHECK) Your screen should look like Figure 1.24.
- In the **To** box, delete the e-mail address of the prior recipient. Key an address provided by your teacher. Click **Send**
- Close the previously sent message.
 - Continue to the next exercise.

Tech Tip 🚪

When you use the **Resend This Message** command to send the same message to a different recipient, you send an exact copy of the message. If you forward an e-mail, you are forwarding, or passing, along a message that was already sent to you or other people. If you forward an e-mail, the prefix **FW:** is added to the **Subject** box.

EXERCISE 1-11 Resend a Message

Sometimes you might need to resend a message. Perhaps the recipient accidentally deleted it, or you need to send another copy to a different recipient. You can resend a message by opening it in the Sent Items folder, changing the recipients, if necessary, and resending it.

FIGURE 1.23 Previously sent Animal Adoption Newsletter e-mail

Message	🔹 🔹 Animal Ado	option Newsletter - Message (HTML)	- = ×				
Reply Reply Forward to All Respond	Delete Move to Folder *	Block Not Junk Sender Junk E-mail	tegorize Follow Mark as Up - Unread Options	Han Send to OneNote OneNote				
Please treat this as Confir This message was sent w From: Patricia Patel To: Gupta, Roge Co Subject: Animal Adop	ith High importance.	Message has been sent bef		Mon 4/20/2009 11:06 AM				
I am coordinating the	dox (14 KB) production of the Animal A suld like to volunteer as a w							
I have attached a cop	I have attached a copy of our proposed production schedule. Please let me know if you have any questions.							

FIGURE 1.24 Resending Animal Adoption Newsletter e-mail

	Arial B	• 10 • A ∧ != • 11 • A ∧ != • 12 • A • ■ = = = Basic Text		ddress Check Book Names Names	Include 5	Follow Up Up Up	ABC Spelling Proofing	
This me send	To Cc Bcc	t been sent. Guota, Roger						
	Subject: Attached:	Animal Adoption Newsletter						
I am coordinating the production of the Animal Adoption Newsletter. We still need content for the next newsletter. If you would like to volunteer as a writer, researcher, or photographer, please contact me as soon as possible.								1.63

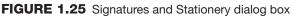


- Under Mail Folders, click the Inbox folder.
- Choose Tools>Options. In the Options dialog box, click the Mail Format tab. Under Signatures, click Signatures.
- 3 In the Signatures and Stationery dialog box, click the E-mail Signature tab. Click New.
- In the Enter a name for your new signature box, key: Newsletter. Click OK.
- Click in the blank Edit signature box. Key the text shown in Figure 1.25.
- 6 (CHECK) Your screen should look similar to Figure 1.25.
- Highlight the text Patricia
 Patel. Click the Font box
 drop-down menu and select
 Lucida Handwriting.
- 8) Click **OK** twice.
- Olick New Mail Message
- OCHECK Your screen should look like Figure 1.26.
 - Continued on the next page.

EXERCISE 1-12 Create and Modify a Signature



To give your e-mails a more personalized touch, you can sign your e-mails with a customized **signature**. A business signature usually contains information such as the sender's name, company, position, address, and phone number. Outlook will automatically include that signature in all new e-mails.



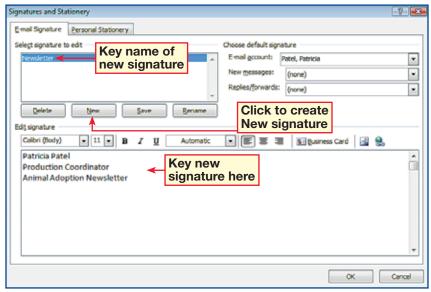
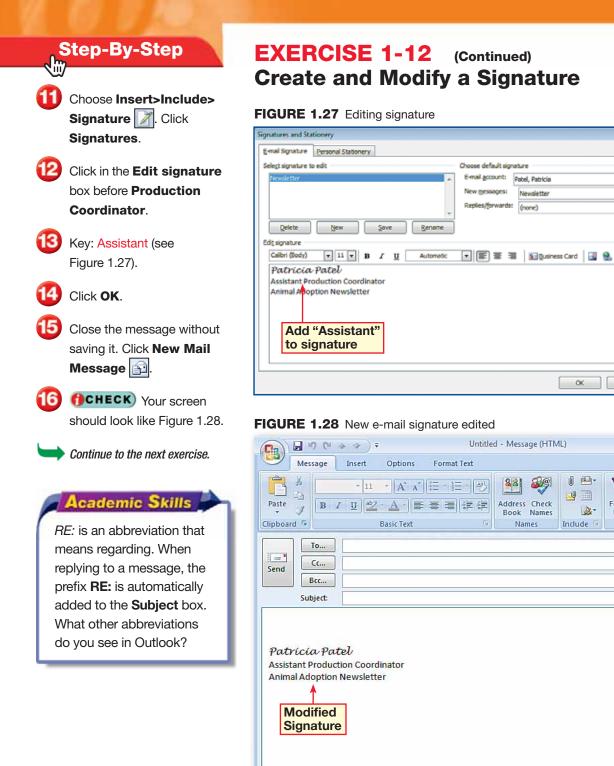


FIGURE 1.26 New e-mail signature

Ca 🖬 🗐 🥲	(+ +)	Ŧ	Untitle	d - Message (HTN	1L)			
Message	Insert	Options	Format Text					
Paste				Address Check Book Names Names	Include	Follow Up + Options	ABC Spelling Proofing	
Send Cc Subject:								
Subject: Patricia Patel Production Coordinator Animal Adoption Newsletter Signature automatically added to message								
Production Cod	ordinator	ter			ally			



(Continued) **Create and Modify a Signature**

•

•

-

Â

ABC

Spelling

- 6-

1

Options 🕞 Proofing

1

Follow

Up -

OK Cancel

0 -

9

Include 🗇

2-

88 89

Address Check

Book Names

Names

Newsletter

(none)

In the Untitled message, choose Insert>Include> Signature A. Click Signatures.

In the Signatures and Stationery dialog box, click New.

In the **New Signature** dialog box, key: Personal.

OCHECK Your dialog box should look like Figure 1.29. Click OK.

5 Click in the **Edit signature** text box and key: Patricia.

6 Highlight Patricia. Change the font to Lucida Handwriting, size 10.

Click the Font Color dropdown menu and select Red.

In the Choose default signature area in the New messages box, select Personal from the dropdown list.

GCHECK Your screen should look like Figure 1.30.

Continued on the next page.

You Should Know

To remove an automatic signature from an e-mail, select the signature in the body of the message and press **Delete**.

EXERCISE 1-13 Create Multiple Signatures



You may find that you need different signatures for different purposes. For example, you may want to use one signature for professional e-mails and a second signature for personal e-mails. Outlook allows users to create different signatures and to choose which signature to use for which e-mails.

FIGURE 1.29 New Signature dialog box

New Signature	? 🔀
Type a name for this signa	ature:
Personal	
ОК	Cancel

FIGURE 1.30 Personal signature formatted

Signatures and Sta	tionery		
E-mail Signature	Personal Stationery		
Sele <u>c</u> t signature to Newsletter Personal	o edit	Add new signature	Choose default signature E-mail <u>a</u> ccount: Patel, Patricia New <u>m</u> essages: <u>Personal</u> Replies/ <u>f</u> orwards: (none)
Delete Edit signature Lucida Handwrit Patricia Personal signature]	<u>Save</u> <u>Rename</u>	E ≡ I <u>® B</u> usines

Olick **OK**. Close the message without saving it.

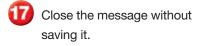


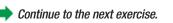
Select New Mail Message

OCHECK Your screen should look like Figure 1.31.

- Choose Insert>Include> Signature . Click Newsletter.
- **14 ()CHECK)** Your screen should look like Figure 1.32.
- Choose Insert>Include> Signature A. Click Signatures.

In the Choose default signature area in the New messages box, select Newsletter. Click OK.





You Should Know

In businesses, many people create a signature to give their e-mail messages a professional look.

EXERCISE 1-13 (Continued) Create Multiple Signatures



FIGURE 1.31 Personal signature in new e-mail message

Ca 9 19 19	4 · 17) Ŧ	Untitled - Message (H	ITML)		-
Message	Insert Options For	rmat Text			
Paste	· 11 · A A ⊨ =		.k	Follow Up *	ABC Spelling
Clipboard 5	Basic Text	Names	Include 🗟	Options 🕞	Proofing
Send Cc Subject:	Personal signatu is now default fo new messages				

FIGURE 1.32 Signature in new e-mail message switched

Attach Attach File Item Signature •	Table Tables	Hyperlink ABookmark Links	Text Box → Δ=→ Quick Parts → 5 WordArt → 2 Text	π_{Ω}
Send Bcc				
Patricia Patel Assistant Production Coordinator Animal Adoption Newsletter	Newsletter signature			

- In the Inbox, double-click the new message Animal Adoption Newsletter. Choose Message> Respond>Reply A.
- 2 Key: I would like to take photographs of the animals for the newsletter. Would you like black-and-white or color photographs?
 - **CHECK** Your screen should look like Figure 1.33.
- Save your file as: Animal2-[your first initial and last name]. Click **Send** [___]. Close the open message.
- 5 (CHECK) Your screen should look like Figure 1.34.
- In the Inbox, open the Animal Adoption Newsletter e-mail message. Choose Message>Respond> Reply to All
- In the message body, key: FYI. Click Send . Close the open message.

Continue to the next exercise.

Tech Tip

You do not have to wait for the next scheduled time to check for mail. Click **Send/ Receive** to check for new mail.

EXERCISE 1-14 Reply to a Message

Outlook regularly checks for new e-mail messages. When a new e-mail message arrives, it is displayed in the Inbox pane. When you reply to a message, your response automatically appears above the original message. The person who receives the reply will see their original e-mail as well as the response. The Reply to All button sends a reply to the sender as well as everyone to whom the original e-mail was sent.

FIGURE 1.33 Reply message window

Message Message Paste J B			dress Check ook Names	1	Follow Up+	ABC Spelling	
pboard G	Basic Text	6	Names	Include 🤤	Options 6	Proofing	
	Gupta, Roger						
end Ce							
Всс							
Subject:	RE: Animal Adoption New	sletter					
would like to ta	ke photographs of the a	animals for the new			black and whit	e or color ph	otographs?
would like to ta	ke photographs of the a pta pril 20, 2009 11:48 PM	animals for the new	vsletter. Wo nal mess				
would like to ta From: Roger Gu Sent: Monday, A Fo: 'Patricia Pate	ke photographs of the a pta pril 20, 2009 11:48 PM	animals for the new				e or color pho ply mess	

FIGURE 1.34 Outlook main mail screen

els <u>A</u> ctions <u>H</u> elp	Send/Receive	Type a question for help
eply 🙈 Reply to All 🙈 Forward 🛛 🏪	👻 🚑 Send/Regeive 🔹 🖄 🔝 Search address books 🔹 🗧	
Inbox Search Inbox Arranged By: Date Newest on top Today Roger Gupta 4/20/2009	Animal Adoption Newsletter Roger Gupta You replied on 4/20/2009 12:06 PM. Sent: Mon 4/20/2009 11:48 AM To: "Patrica Pater" I am coordinating the production of the Animal Adoption Newsletter. We still need content for the next newsletter. If you would like to volunteer as a writer, researcher, or photographer, please contact me as soon as possible. I have attached a copy of our proposed production schedule. Please let me know if you have any questions.	To-Do Bar > × 4 April 2009 5u Moo Tu We Th Fr Sa 30 31 1 2 3 4 6 7 8 9 10 11 11 12 13 14 15 16 17 18 15 20 21 22 23 24 25 21 22 23 24 25 21 27 28 29 30 1 2 4 5 6 7 8 9 Indicates when you replied to this message. Arranged By: Due Date Type a new task There are no items to show in this view.



In the Inbox pane, open the message RE: Animal Adoption Newsletter.

2 Choose Message> Respond>Forward

3 (ICHECK) Your screen should look like Figure 1.35.

In the **To** box, key the e-mail address of another classmate assigned by your teacher.

- 5 Click in the message body. Key the text shown in Figure 1.36.
- Choose Insert>Include> Attach File ①. Attach the data file Animal.docx to the message.
- Save your file as: Animal3-[your first initial and last name].



Close the open message.

Continue to the next exercise.

You Should Know

If you forward a message that has an attachment, both the message and the attachment are forwarded. If you reply to a message with an attachment, the attachment is not included with the reply.

EXERCISE 1-15 Forward a Message

Sometimes you might receive a message that you want to share with a friend or coworker. Use the **Forward** button to forward, or pass along, an e-mail message to other people.

FIGURE 1.35 Message to be forwarded

nd Cc	essage wil	l be forwarded	Names		Up+ 4	and the second s	
-1			1	Include 15	Options 👎	Proofing	
Bre							
Subject	FW: Animal Ad	option Newsletter					
o: 'Patricia Pa ubject: RE: A ensitivity: C	April 20, 2009 S: tol' nimal Adoption N onfidential		e newsletter Win	old you like	hlark and white	a or color phot	noranhs

FIGURE 1.36 Message added to forwarded message

CR)	190	(e. e.) + (P	W: Animal Adopti	on Newsletter	Message () (TML)	- 7
9	Message	Insert Options	Formal Test			
Paste Clipboa	-0	n (Bo * 11 * A* x* <i>I</i> U ¹ 2 - <u>A</u> - ■ Uasic Text	□ * 三 * 秒) 書 書 读 读 s	Address Check Book Names Names	File Item 🚵 Signature * U	Proc
	To	Williams, Todd 🔶	New messa	age recipie	ent	
Send	Cc					
	Bre					
	Subject:	FW: Animal Adoption N	ewsietter			
From: Sent:	etter? Roger Gu	pta pril 20, 2009 5:24 PM	hs of the animals	s. Do you know i	anyone who would like to write an ar	ticle for the
	ct: RE: Ani tivity: Con	mal Adoption Newslette fidential	INICSSay	e added to ed messa		
I woul	d like to ta	ke photographs of the	animals for the	newsletter. Wo	uld you like black and white or color p	hotographs?
Sent:	ipta, Roger	pril 20, 2009 5:13 PM				



- In the Inbox pane, open the message RE: Animal Adoption Newsletter.
- Choose Message> Options>Follow Up Y. Click Tomorrow.
- 3 (CHECK) Your screen should look like Figure 1.37.

Close the message.

- **OCHECK** Your screen should look like Figure 1.38.
- In the Inbox pane, rightclick the red flag icon in the RE: Animal Adoption Newsletter e-mail. Select Clear Flag.

Continue to the next exercise.

Microsoft Office 2007

Outlook includes several default flags with dates, such as **Today, Tomorrow**, and **Next Week**. To add a flag with a custom date to an open e-mail, choose **Message>Options>Follow Up** and click **Custom**.

Then, select the Start and Due dates that you want.

EXERCISE 1-16 Add or Remove a Flag

Outlook allows you to flag a message in your Inbox to show whether a message you have received requires some sort of follow up and when. The flags will appear next to the message in the Inbox pane and in the To-Do Bar on the right hand side. The To-Do Bar is designed to keep track of all of your tasks in one place. You can also add reminders or even clear the flags if you have performed the required task or no longer need to follow up.

FIGURE 1.37 Message flagged for follow-up

Follow up, Start by Tuesday, April 21, 2009. Due by Tuesday, April 21, 2009. Tou Torwarded this message on 4/20/2009 12:27 FM. Please treat this as Confidential.	nd Mon 4/20/2009 5:
ou forwarded this message on 4/20/2009 12:27 PM. Message follow Seale treat this as Confidential. Sent N or Williams, Todd c ubject: RE: Animal Adoption Newsletter	Mon 4/20/2009 5:
om: Roger Gupta Sent: N Williams, Todd s sbject: RE: Animal Adoption Newsletter	Mon 4/20/2009 5:
n Williams, Todd a abject: RE: Animal Adoption Newsletter	NION 9/20/2009 3:
/bject: RE: Animal Adoption Newsletter	
I would like to take photographs of the animals for the newsletter. Would you like black and white or color pl	
	hotographs?
From: Patricia Patel Sent: Monday, April 20, 2009 5:13 PM	
To: Gupta, Roger	
Subject: Animal Adoption Newsletter Sensitivity: Confidential	
I am coordinating the production of the Animal Adoption Newsletter. We still need content for the next new	

I have attached a copy of our proposed production schedule. Please let me know if you have any questions.

FIGURE 1.38 Outlook main screen showing flags

Elle Edit Yew So I	AND AND ADDRESS OF A DESCRIPTION OF A DE	🌾 🔊 Semá/Regeive - 🍅 🖽 Search address.books 🔹 🛛	Type a question for help
Mail "	🔁 Inbox	RE: Animal Adoption Newsletter	To-Do Bar
Favorite Folden s intros Chronod Hall Control Hall Sent Zema Mail Folden s All Mail Benns S Penonal Folden	Search Index P • 1 Arranged By Date, Rewett on top • • Today C Anger Gupta 4/20/2009 RE Annual Adoption No.	Roger Gupta Fallow up. Start by Turiday, April 22, 2009. Due by Turiday, April 22, 2009. Tou Tou Towarded this menuage an 4700/2000 12:27 FM. Message flagged for follow up	4 April 2009 5 u bio Tu We Th F 5 6 7 8 9 1 12 13 14 15 16 1 19 20 12 12 22 3 26 27 25 29 30
Procent Foldes Deleted Ham Deleted Ham Dorats Index Index Index Ant F-mad Outbox More F-mad Outbox Seet Rees Seet Rees Search Folders	Animal Adoption Newster, 🥌 🦄	I would like to take photographs of the animals for the newsletter. Would you like black and white or color photographs? From: Patricia Patril Sent: Monday, April 20, 2009 11:06 AM To: Gigita, Roger Subject: Animal Adoption Newsletter Importance: High Sensitivity: Condidential	No upcoming appoints
		I am coordinating the production of the Animal Adoption Newsletter. We still need contant for the next newsletter. If you would like to volunteer as a writer, researcher, or photogra Flagged message also I have att appears in To-Do Bar schedule. Nease let me know # you have any questions.	Ananged Bp. Due Date: Type a new tain.

Lesson 1: Exercise 1-16



In the **To** box, enter your own e-mail address.

Choose Options>More Options>Delay Delivery

In the Message Options dialog box, under Delivery options, make sure the box next to Do not deliver before is checked. Click the drop-down arrow and select tomorrow's date.

()CHECK) Your screen should look like Figure 1.39.

Olick Close.

Click Send

Should look like Figure 1.40.



Continue to the next exercise.

You Should Know

Click **Delay Delivery** on each message that you want to delay. To delay the delivery of all messages, use the Microsoft Rules and Alerts Wizard.

EXERCISE 1-17 Delay Delivery of Message

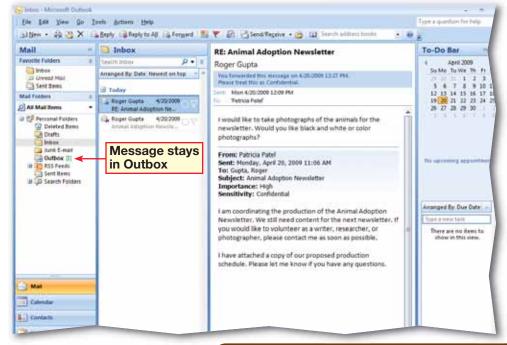


Usually when an e-mail is sent, Outlook starts delivery of the message as soon as the Send button is clicked. However, you can have Outlook delay the delivery until a time of your choosing. If you are writing the message at the end of the work week, for example, and do not want it delivered until the beginning of the next week when the recipient returns to work, you can set Outlook to send the e-mail Monday morning.

FIGURE 1.39 Delayed delivery Message Options dialog box

Message Options	
Message settings	Security
Importance: Normal Sensitivity: Normal	 Change security settings for this message. Security Settings
Voting and Tracking options	
Use voting buttons: Request a delivery receipt	
Delivery options	
Have replies sent to:	Select Names
Do not deliver before:	4/20/2009 • 5:00 PM •
Expires after:	None 💌 12:00 AM 💌
Attachment format:	Default 🔹
Encoding:	Auto-Select 🗸
	efore check box

FIGURE 1.40 Delayed delivery message in Outbox





Select **New Mail** Message 🛐.

In the **To** box, key the e-mail address of a classmate assigned by your teacher.

- In the **Subject** box, key: Production meeting.
 - In the body of the e-mail, key: Please make arrangements to attend a production meeting today at 4 p.m.
- Choose Options>Tracking and click the check box next to Request a Read Receipt.
- 6 (CHECK) Your screen should look like Figure 1.41.
 - Click Send
- 8 When you receive the e-mail from your classmate, double-click it in the **Inbox** pane.
- 9 (CHECK) Your screen should look like Figure 1.42. Click Yes to return a Read Receipt.
- Select the Read: Production meeting mail to display it in the Reading pane.



Continue to the next exercise.

EXERCISE 1-18

Request Read or Delivery Receipts

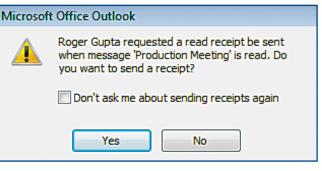


Some e-mail messages that you send might be so important that you need to know whether the recipient has read, or even received, them. This is especially true if the recipient has not sent you a reply. You can send a message in Outlook with read or delivery receipts. If the recipient agrees, Outlook will notify you when the message has been received or read.

FIGURE 1.41 Production meeting e-mail

B) •	20	۰ ۱		Production N	leeting - Mess	age (HTML))			-	 ×
	Message	Insert	Options	Format Text							0
Themes	Colors * A Fonts * Effects * Themes	Page Color*	Show Bcc From	Aa Plain Text Aa HIML Aa Rich Text Format	Use Voting Buttons *		a Delivery F a Read Rec		Save Sen Item *		0
	To	Gupta, Ro				trackelly.		1		and separate	
Send	Bcc Subject:	Productio	n Meeting				Read reque	recei ested	pt		
Please	make arra	ngement	s to attend a p	roduction mee	ting today at	4 p.m.					-
	í <i>cia Pat</i> nt Product		linator								
Animal	Adoption	Newslett	er								
											¥

FIGURE 1.42 Read Receipt request



Select **New Mail Message** box, key the e-mail address of a classmate.

 In the Subject box, key:
 4:00 p.m. production meeting.

- In the body of the message, key: Will you be at the meeting today?
- OCHECK Your screen should look like Figure 1.43.
- Choose Options>More Options>Direct Replies To &
- In the Message Options box, under Delivery options, key the e-mail address that is in the To box of the message in the Have replies sent to box. Click Send
- **OCHECK** Your dialog box should look similar to Figure 1.44.
- When you receive your classmate's e-mail in the **Inbox**, open it.
- 9 Click **Reply** A. Note that your e-mail address appears in the **To** box.
 Close the reply message.
 Close the original message.

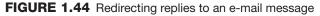
Continue to the next exercise.

EXERCISE 1-19 Request Replies Sent to a Specific Address

When you reply to a message in Outlook, your response normally is returned to the sender of the e-mail. Outlook allows you to direct the replies to an e-mail to a specific address that may or may not be that of the sender of the original message. If you are sending a message on behalf of someone else, or if a coworker is handling your correspondence while you are on vacation, this feature can be helpful.

FIGURE 1.43 Production message

end iend	Paste Cipboard	Calibri (Bo * 11 * A* a* E* E* (B*) B I U 2 * A B acc Text	Address Check Book Names Names	indude T	Fellow 4 44 Up - Options 5	Spelling	
end	To Cc Bcc	Gueta, Soort					
Patr	icia Par	ion Coordinator					

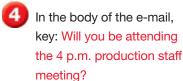


Message Options		? 🔀
Message settings Importance: Normal Sensitivity: Normal	Security Change security settings for this mess Security Settings	age.
Voting and Tracking options Voting and Tracking options Use voting buttons: Request a delivery received Request a read receipt f		\
Delivery options		
Have replies sent to:	Patricia Patel	Select Names
Do not deliver before:	None 💌 12:00 AM 🔹	-
Expires after:	None 🔻 12:00 AM 🔹	-
Attachment format:	Default 🔹	
Encoding:	Auto-Select	
Contacts Categories None		Close



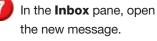
In the **To** box, key the e-mail address of a classmate assigned by your teacher.

3 In the **Subject** box, key: Staff meeting.



Choose Options> Tracking>Use Voting Buttons and click Yes;No.

🗿 Click Send 📃



8 Choose Message> Respond>Vote and select Yes.

(CHECK) Your screen should look like Figure 1.45. Click **OK** in the confirmation box.



Continue to the next exercise.

EXERCISE 1-20 Create Polls Using Voting Buttons



If you would like to see what several recipients think about a topic, Outlook allows you to create a poll using voting buttons that are embedded in the message screen. You can ask a simple yes or no question and recipients can respond accordingly without having to key a personalized response.

FIGURE 1.45 Message with confirmation of vote

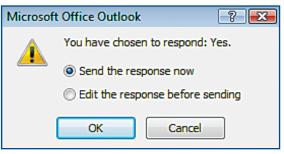


FIGURE 1.46 Results of vote e-mail in Inbox pane

📭 🖬 🤊 Ŭ 🍝 🔶 Ŧ	Staff Mee	eting - Message (HTML)			
Message					
Vote Reply Reply Forward to All Respond	Delete Avve to Folder *	Block Not Junk Sender Junk E-mail	Categorize Follow Up + Options	Mark as Fi	nd T
You responded Yes on Monday, A	pril 20, 2009 12:54 PM. 🔫 —	Vote resp	onse		
From: Roger Gupta To: Patel, Patricia Cc: Subject: Staff Meeting				Sent: Mo	n 4/20
Roger Gupta Assistant Production Coordir Animal Adoption Newsletter					



Select New Mail Message 🛐.

In the **To** box, key the address of a classmate assigned by your teacher.

3 In t

In the **Subject** box, key: Ticket Request.

In the message body, key: I will require 2 tickets to the Animal Adoption Newsletter Fundraising party. Please charge the newsletter account #123-4567.

- Should look like Figure 1.47.
- Choose Message> Options>Digitally Sign Message 🔢.



Continue to the next exercise.

Microsoft Office 2007

To send digitally signed or encrypted e-mail, both the sender and receiver must have a certificate of authority (COA) installed and configured on their computers. To install a COA, choose **Tools>Trust Center>E-mail Security** and click **Get a digital ID**. Outlook will display a list of vendors.

EXERCISE 1-21 Digitally Sign a Message



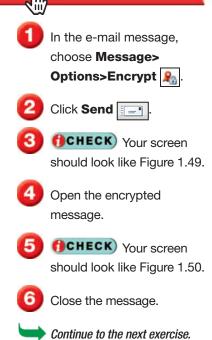
When you are sending mail in the traditional way, a signature usually informs the recipient that the message is from you and that the recipient can trust the information in the message. Outlook allows you to digitally sign an e-mail so that the recipient can be sure that the message was sent by you.

FIGURE 1.47 Message to be digitally signed

- Andrews	B Z	$\left\ \mathbf{u} - \mathbf{v} \right\ \mathbf{A}^* \mathbf{x}^* \right\ =$ $\left\ \mathbf{u} \right\ \stackrel{\text{def}}{=} \left\ \mathbf{A}^* - \mathbf{A}^* \right\ = =$ Even test	alice cel A	ddress Check	J 🔜	Business Card -	Y 1	41 A
- Andrews			(E)	Book Names Names	Attach Attach File Item In	Caleodar Signature • clude	Pollow J Up - Options	a se
end h	To { Cc	kata. Roan						
		licket Request						
Patricic	a Pate Productio	n Coordinator	n Newsletter I	Fundraising p	arty. Please ch	arge the newslette	r account #1	23-4567.

FIGURE 1.48 Message digitally signed

9	Message Insert Options Format Test A -11 A' A' E' E' E' E' Addr -1 D Z U A def Bot Bot		Ticker	Request - Mes	age (HTML)			-
	Message	Insert Options	Format Text					
Paste	1 1	<u>u</u>	e s s irir	Address Check Book Names Names	Attach Attach	Dusiness Card = Colondar Signature =	Follow Up •	Spel
Send	To Ce	Gueta, Roser					ssage is itally sig	
-	Subject:	Ticket Request						
Pati	ricia Pat		Adoption Newslett	er Fundraising p	arty. Please cha	rge the newslett	er account #1	23-4567.



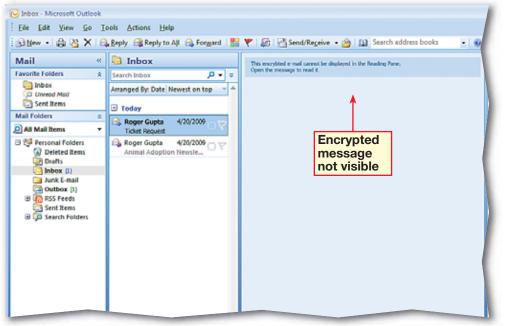
Tech Tip

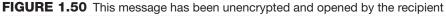
You must have the public key—a type of code—of the sender in order to read an encrypted message. To get the key, have the sender send you a digitally signed message, then add the sender as a contact in your address book.

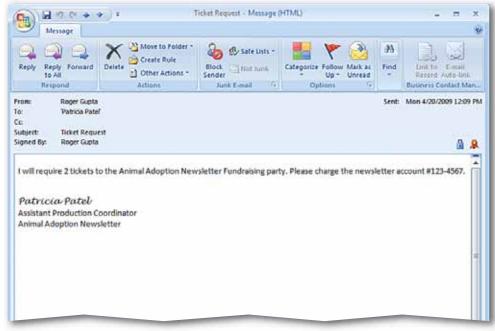
EXERCISE 1-22 Encrypt a Message

In addition to letting you digitally sign an e-mail message, Outlook allows you to **encrypt**, or scramble, data to secure a message so that only the recipient can read the information. The encryption applies not only to the content of the message but also any attachments to the e-mail.

FIGURE 1.49 Encrypted message on Outlook screen







- On the Menu bar, choose Tools>Out of Office Assistant.
- In the Out of Office Assistant dialog box, click Send Out of Office auto-replies.
- 3 Click the Inside my Organization tab. Key: I will be out of the office after 1:00 pm on May 8.
- 4 (CHECK) Your dialog box should look similar to Figure 1.51.
- 5 Click the Outside my Organization (On) tab. Key: I will be out of the office on the afternoon of May 8.
- Olick OK.
- **OCHECK** Your screen should look similar to Figure 1.52.
- On the Status bar, click Out of Office. Select Turn off Out of Office autoreplies.
- Exit Outlook.

EXERCISE 1-23 Create Out of Office Messages

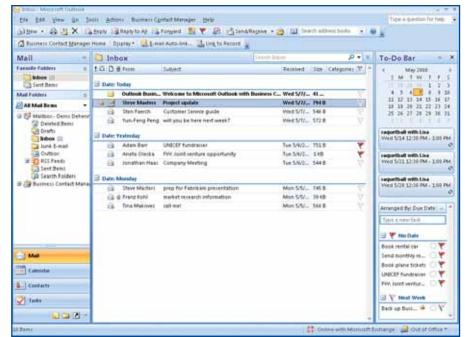


If you are on a Microsoft Exchange server, you can set up the Out of Office Assistant to reply to incoming e-mails for you automatically.

FIGURE 1.51 Out of Office Assistant

Out of Office Assistan	t					? 🔀
 Do not send Out of C Send Out of Office at Only send dur 		:				
Start time:	Wed 5/7/2008	V	2:00 PM 😒			
End time:	Thu 5/8/2008	4	2:00 PM	~		
Auto-reply once for each	sender with the fo	ollowing	messages:			
🦓 Inside My Organ	ization 🔬 Out	side My	Organization	(On)		
Calibri	✓ 11 ✓ 1	B <i>I</i>	<u>u</u> <u>A</u> :=	Ξ 4	. *	
I will be out of th						
Rules					ОК	Cancel

FIGURE 1.52 Inbox with Out of Office Assitant active



After You Read



Review Vocabulary

Complete the following statements on a separate piece of paper. Choose from the Vocabulary list on the left to complete the statements.

- **1.** A ____ _____ is your name and other information about yourself that appears at the end of messages you create. (p. 15)
- 2. To send an e-mail that you have received on to other recipients is to ______ the message. (p. 20)
- **3.** You can ______ messages that you have saved in the Drafts folder. (p. 3)
- _____ is where you can see a list of messages you have **4.** The _____ received. (p. 3)
- **5.** A(n) _____ _____ is a separate file that you can include with an e-mail message. (p. 6)

Vocabulary Activity

- 6. Use e-mail to create a new twist on traditional flash cards.
 - Choose a partner and send an e-mail that contains just one vocabulary word.
 - Have your partner respond with the definition.
 - Using the Vocabulary list, key the definition and send it back.
 - Switch roles and repeat the exercise.

Review Key Concepts

Answer the following questions on a separate piece of paper.

- 7. What is the part of the screen that reveals the text of an e-mail message in the Inbox? (p. 3)
 - A. To-Do Bar C. Navigation pane D. All of the above B. Reading pane
- **8.** Which of the following can you do with Outlook? (p. 9, 20, 22)
 - C. Delay delivery of e-mail message A. Save an attachment B. Forward a message
 - D. All of the above
- **9.** What is the quickest way to add your contact information to an e-mail
 - message before sending it? (p. 15) A. Key your name and phone
 - number at the end of the message
 - B. Paste your name and phone number from another application
- C. Attach a file containing your contact information D. Insert a signature

Vocabulary

Key Terms

attachment

delivery options

encrypt

forward

Importance

Inbox pane

Navigation pane

Reading pane

Sensitivity

signature

To-Do Bar

Academic Vocabulary

adjust

edit

expand

locate

Step-By-Step

- Choose Tools>Options. Click the Mail Format tab. Under Signatures, click Signatures.
- In the Signatures and Stationery dialog box, click New.
- In the Enter a name for your new signature box, key: Personal2. Click OK.
- Click in the blank Edit
 signature box. Key:
 Marcus. (See Figure 1.53.)
- Highlight the text Marcus.
 Click the Font drop-down arrow and select Comic
 Sans MS, 12 pt. Change the Font Color to Purple.
- Click OK in the Signatures and Stationery box. Click
 OK in the Options box.
- Click New Mail Message Click New Mail Message Choose Insert> Include>Signature Select Personal2.
 - **CHECK** Your screen should look like Figure 1.54. Save your e-mail as: o1rev-[your first initial and last name]1. Exit Outlook.

Practice It Activities

1. Create an E-mail Signature

Follow the steps to complete the activity.

FIGURE 1.53 Personal2 signature

inatures and Sta	7					
-mail Signature	Personal Stationery					
Sele <u>c</u> t signature t	o edit			Choose default signa	ature	
Newsletter Personal Personal2			*	E-mail <u>a</u> ccount: [New <u>m</u> essages: Replies/ <u>f</u> orwards:	ppatel@eaconlic.com Newsletter (none)	•
Delete	New	Save	<u>R</u> ename			
Calibri (Body)	▼ 11 ▼ B	ΙU	Automatic		🛚 🕒 Business Card 🛛 🔬 👲	0
Marcus	·				· · · · ·	
					ОК	Cano

FIGURE 1.54 New message with signature

	a	Un	itled - Message	(HTML)		
Message	Insert Optio	ns Format Text				
	gnature •	ble Picture C	Shapes - SmartArt SmartArt If Chart Istrations	Bookmark	Quick Parts - 5 WordArt - 20 Text	π ε Ω 5 Α= Ho
Send Cc Subject: Marcus						

Step-By-Step

- Open your saved o1rev-1 file.
- 2 In the **To** box, key the e-mail address of a classmate assigned by your teacher.
- In the **Subject** box, key: Study Time.
- In the body of the message, key the text shown in Figure 1.55.
- Choose Insert>Include> Attach File
- 6 Locate the data file Study.docx. Click Insert.
- Choose Message> Options>High Importance ?.
- 8 (ICHECK) Your screen should look like Figure 1.56. Click Send.
- 9 Save your e-mail as: o1rev-[your first initial and last name]2.
 - Close the message. Exit Outlook.

Practice It Activities

2. Compose an E-mail

Follow the steps to complete the activity.

FIGURE 1.55 New message

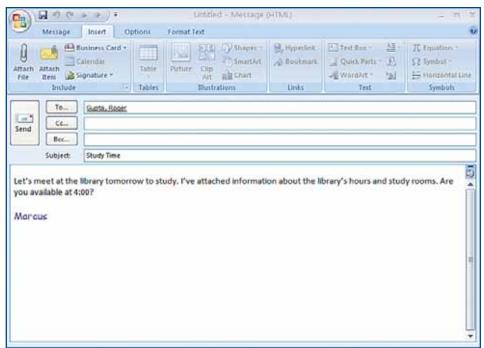


FIGURE 1.56 E-mail with attachment

	1	Image: Second	
This me	ssage has no	t been sent.	
Send	To	Gupta, Rober	
1	Subject:	Study Time	
	Atlached	Study docr (11 KB)	
	ailable at 4	library tomorrow to study. I've attached information about the library's hours and study room :00?	s. Are

oat

Step-By-Step

- Open the **Study Time** e-mail in the **Inbox** pane.
- In the **Reading** pane, click the **Study.docx** attachment.
- 3 Click Preview file.
- Image: A state of the state
- 5 In the **Reading** pane, click the **Message** icon to see the **Study Time** e-mail preview.
- 6 (CHECK) Your screen should look like Figure 1.58.

Practice It Activities

3. Preview an Attachment

Follow the steps to complete the activity.

FIGURE 1.57 Study.docx attachment preview

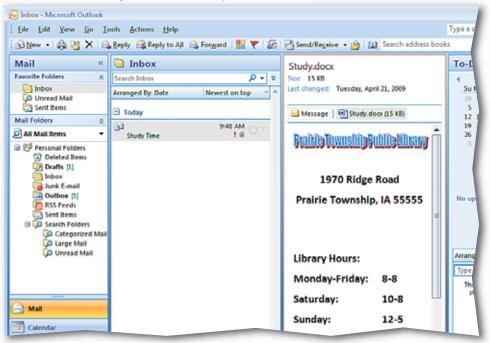


FIGURE 1.58 Outlook main screen

Mail «	Inbox	Study Time	To-D
Favorite Folders *	Arranged By: Date Newest on top	This message has not been sent. Sent: None To: Gupta, Roger.	5u 29 5 12
Mail Folders 🔅	3 141 PM 🔿 💬	Ce Message 93 Study.docx (15 KB)	- 26 3
Personal Folders Personal Folders Deleted Items Deleted Items Dubox Dubox Dubox Dubox Dubox Pros Freds Search Folders Search Folders Mail		Let's meet at the library tomorrow to study. I've attached information about the library's hours and study rooms. Are you available at 4:00? Moncus	No u Artan Type Th

Outlook 32

Step-By-Step

Create a new default signature for: [Your Name] Project Manager New Product Development.



Open a new message.

- 3 In the **To** box, key the e-mail address supplied by your teacher.
- In the **Subject** box, key: Revised Schedule.
- 5 Key the message text shown in Figure 1.59.
- 6 Attach the data file **Revised_Schedule.docx** to the e-mail.



- Bet the Sensitivity to Confidential.
- 9 Flag the e-mail so that you will follow up on it today.
- **OCHECK** Your screen should look similar to Figure 1.60.
 - Save the e-mail as: o1rev-[your first initial and last name]5. Send the message. Exit Outlook.

You Try It Activities

4. E-mail an Attachment

You are the project manager for a new product being developed by your company. The deadlines for your project have been changed. You decide to send a copy of the revised schedule to one of your coworkers.

FIGURE 1.59 E-mail message

3 10 7	0 + + + I	Revised Schedule – Message	(HTML)		- 8
Messag	e Insert Options Forma	it Test			
aște of a	alibni tBo * 11 * [A` a`] IΞ *] a / U ¹² * <u>A</u> ·] ■ ■ ■ Basic Text	Address Check Book Names Names	Follow Up * Include Options	ABC Spelling Proofing	
end Bec					
Subject	t Revised Schedule				
discuss how v	aunch our new product in May. I ve can meet the new deadlines?		d schedule. Do you ha	ve time later to	day to
fhank you.					
Patricia 1	Patel				
Project Mana New Product	ger Development				

FIGURE 1.60 Flagged e-mail

10)6	190	6.9.)+	Revised Sch	redule – Message	(HTML)			100	Ξ.	3
9	Message	Insert Options	Format Text							
Paste	B	180 * 11 * A A A 7 U 2 - A - Sasic Test	日・日・1巻 春 酒 译 伊 ,	Address Check Book Names Names	include fr	Follow Up+ Options	ABC Spelling Proofing			
		sent, it will be flagged fo y Monday, April 20, 2009.								
	To	Gupta, Roper								
	(t_									
Send	Bec									
	Subject:	Revised Schedule								
	Attached	Bevised Schedule.d	DCx (10 KE)							
	how we a	ch our new product in an meet the new dea		iched the revise	d sche <mark>d</mark> ule.	. Do you have t	ime later tr	odəy to		2.10.10 1.2.2.1.10.000
Patri	icia Pa	tel.								
ALC: NOT THE OWNER	Manager									
Project										

Lesson 1: You Try It Activities

Step-By-Step

- Under Mail Folders, select Sent Items.
 - Open the **Revised** Schedule e-mail.
- 3 (CHECK) Your screen should look like Figure 1.61.
- Choose Message> Actions>Other Actions Click Resend this message.
- In the **To** box, highlight the e-mail address of the prior recipient and key a different address provided by your teacher.
- 6 In the body of the message, change **Roger** to the appropriate name. Save the e-mail as: o1rev-[your first initial and last name]4.
- **CHECK** Your screen should similar to Figure 1.62. Click **Send**
- 8 Click **Close x** to close the previously sent message. Exit Outlook.

You Try It Activities

5. Resend a Message

Your coworker says he has a different project that takes priority, so you decide to resend the message to another coworker who has time to complete the project according to the revised schedule.

FIGURE 1.61 Previously sent Revised Schedule e-mail

C. 5 0 4 1		sed Schedule - Message (HTML)	7
Message				
Reply Reply Forward to All Respond	Delete Create Rule Create Rule Create Rule Create Rule Actions	Block Not Junk Sender Junk E-mail	Categorize Follow Mark as V Up V Unread Options 5	 ♣ Find ♣ Related ▼ ♣ Select ▼ Find
Follow up. Start by Mono Please treat this as Confic This message was sent wi		day, April 20, 2009.		
From: Patricia Patel To: Gupta, Roger Cc: Subject: Revised Scho				Sent: Mon 4/20
🖂 Message 🛛 🖭 Revised	I_Schedule.docx (14 KB)			
	ur new product in May. I ha neet the new deadlines?	ve attached the revise	d schedule. Do you have t	ime later today

FIGURE 1.62 Resending Revised Schedule e-mail

	90	Revised Schedule - Message (HTML)	- m X
	essage	Insert Options Format Text	**
Paste	B		ABC Spetting
This messa	ige has no	t been sent.	
Send	To Cc	Williems, Todd	
[s	Bcc	Revised Schedule	-
	tached:	Revised Schedule.duce (14 KB)	
	low we c	ch our new product in May. I have attached the revised schedule. Do you h an meet the new deadlines?	ive time later today to
Patric Project N	via Pat Manager		-

Critical Thinking Activities

6. Beyond the Classroom Activity



Language Arts: Communicate by E-mail The company you work for is hiring a new human resources manager. Your supervisor has given you a list of candidates for the position. You have created an interview schedule and now you need to e-mail it to your supervisor.

Using what you have learned in this lesson:

- Create a brief e-mail to your supervisor. Tell her that the interview schedule she requested is attached.
- Attach the data file **Schedule.docx** to your e-mail.
- Flag the e-mail as important.
- Send the e-mail to your teacher.

Save your e-mail as: o1rev-[your first initial and last name]6.

7. Standards at Work Activity

Microsoft Certified Application Specialist Correlation Outlook 1.2 Create and manage your signature and automated messages

Contact Information A personal signature added at the end of your e-mails adds a level of consistency and professionalism to your messages. It also can communicate valuable contact information.

Create a signature that includes your:

- Name
- Company
- Business telephone number
- E-mail address

Format your name in a different font and change the color of your telephone number. Open a new message with the signature and save the message as: o1rev-[your first initial and last name]7. Send the e-mail with your new signature to your teacher's e-mail address.

8. 21st Century Skills Activity

Emphasize Punctuality When people are not punctual, a business loses time, money, and efficiency. You are a project manager in charge of five people. Compose an e-mail message to your group proposing a time to meet to discuss the importance of punctuality. Ask each person to send you one reason that being punctual is important. In the message, be sure to add a flag indicating that a reply is required by the end of the following day. Save the e-mail as: olrev-[your first initial and last name]8. Send the e-mail to your teacher's e-mail address.

Before You Begin

Communication E-mail has made clear, concise writing more important than ever. Because messages are delivered so quickly, a small miscommunication to one person can have a large impact on several others.

Reflect Once you complete the projects, open a Word document and answer the following questions:

- 1. How do you think e-mail has changed the way businesses communicate?
- 2. In what ways can e-mail make direct communication more difficult?



Challenge Yourself Projects

9. Evaluate E-mail

Language Arts: Persuasive Essay Think about the effect e-mail has on your life. Write a persuasive essay stating your opinions about how e-mail contributes to, and detracts from, meaningful communication. Support the use of e-mail as a positive way to communicate *or* as less effective than face-to-face conversations and phone calls. Back up your argument with at least two examples. After you finish your essay, compose an e-mail to your teacher. Write a summary of the essay, attach the essay to the e-mail, and send the e-mail to your teacher. Save your essay as: olrev-[your first initial and last name]9.

10. Keep in Touch

Language Arts: Organize Information While attending a conference on technology, you obtain the e-mail addresses of three attendees from around the country. When you return home from the conference, you decide to send an e-mail message to the three contacts to ask if they would send you their notes about the sessions they attended. Compose an e-mail message, addressed to all three contacts. Ask whether they can send their notes as attachments. Digitally sign the message and ask the recipients to encrypt their responses. Save the e-mail as: o1rev-[your first initial and last name]10.

11. Think about Technology

Language Arts: Perform an Interview You are writing an article about the conference for your company's corporate newsletter. Interview one of your classmates as though he or she were a participant at the conference. Create a list of four or five questions about how technology affects his or her life. Include:

- What are some examples of technology that you use *every* day (that is, cars, televisions, and so on)?
- How would your life be different if you did not have this technology?
- How do you think your life would be different if you were born 50 years in the future?

After your interview, key the interview results into a Word document. Save the document as: olrev-[your first initial and last name]11. Create a new e-mail message with the subject olrev11. Key a brief summary of what you learned in the interview. Attach the Word document to the e-mail. Send the e-mail to your teacher.

Gather Contacts

Contacts are the cornerstone of good business. As such, there is no substitute for having an accurate and up-to-date list of all your contacts. Outlook's Contacts functions allow you to keep track of vital contact information. Outlook also helps you to share and present that information to others and gather contact information in a fast, effective manner.

21st CENTURY SKILLS

Follow Up Taking the time to follow up can make a lasting impression. Whether it is after a first job interview, following a key meeting with a client, or notifying a customer that you have shipped an order, following up is an important part of any business or personal relationship. Waiting for someone to get back to you could result in mixed messages and overlooked tasks that could have been avoided with a simple follow-up message. *Can you think of a time when you had to take a more active role in order to meet your goals or avoid misunderstandings?*



Key Concepts

- Gather contacts from several e-mail and message sources
- Create, save, and modify contact records
- Create, send, and edit Electronic Business Cards
- Create contacts from Electronic Business Cards
- Create signatures using Electronic Business Cards

Standards

The following standards are covered in this lesson. Refer to pages xxiv and 715 in the Student Edition for a description of the standards listed here.

ISTE Standards Correlation

NETS•S 2a, 2b, 3b, 3c, 4a, 4b, 4c, 5b, 6a

Microsoft Certified Application Specialist Standards

Outlook

4.1, 4.2



Reading Guide



Before You Read

Partner Up for Success One of the advantages to sharing your notes with a classmate is that you can exchange information. As you read, ask each other questions about the topics that have been discussed. If you come upon a section that one of you is unfamiliar with, compare the information that you both have about the section. You can also compare notes before you start quizzing each other.

Read To Learn

- Create contact records based on other contacts, message headers, and from Electronic Business Cards.
- Explore ways to store contact information in order to easily find friends' and colleagues' e-mail addresses, mailing addresses, and phone numbers.
- Edit and send an Electronic Business Card and use the business card as a signature in e-mail messages.

Main Idea

Create, organize, and personalize your contacts using Outlook's Contacts functions.

Vocabulary

Key Terms

contact contact record Electronic Business Card format header update

Academic Vocabulary

You will find these words in your reading and on your tests. Make sure you know their meanings:

create distribute maintain

Quick Write Activity



Describe On a separate sheet of paper, list four types of information that you think every contact record should contain. Make a list of other information that you might want to include.

Study Skills

Make a Roadmap Planning for a big test begins long before the day of the exam. Start planning to tackle the test early by plotting out a rough calendar two weeks before the exam and putting down studying benchmarks along the way. Your study calendar should become less crowded just before the test if you hit all your goals along the way, leaving you knowing the material well in advance and avoiding last-minute cram sessions.

Academic Standards

English Language Arts

NCTE 3 Use language to accomplish individual purposes.

- NCTE 4 Adjust use of language to communicate effectively with a variety of audiences.
- NCTE 5 Employ a wide range of strategies while writing to communicate effectively with different audiences.
- NCTE 12 Use spoken, written, and visual language to accomplish individual purposes.

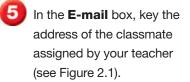


Start Outlook.

In the Navigation pane, click Contacts.

Click New Contact 🖭

In the Full Name box, key the name of the classmate assigned by your teacher.



Click Save & Close . In the Navigation pane, under Current View, click Business Cards.

() CHECK) Your screen should look like Figure 2.2.

Continue to the next exercise.



EXERCISE 2-1 Create a Contact



A **contact** is a person or business with whom you interact on a regular basis. Your contacts might be coworkers, companies, friends, family, or work-related acquaintances. You can use Outlook to store contact names, e-mail addresses, and phone numbers. Contact views allow you to find and view information in a format that best fits your needs. In Outlook 2007, the default Contact view is Business Cards view.

FIGURE 2.1 New contact information

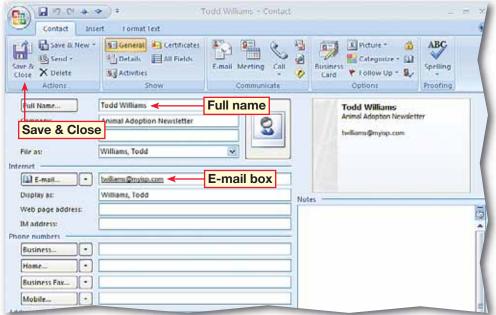


FIGURE 2.2 New contact added to Contacts

S Contacts - Microsoft Outlooi	k			
Ele Edit Yiew Go Io	ols Actions Help			Type a question for help
🛙 🛍 New 🔸 🤀 🎦 🗙 🔛	🗞 📲 🤻 🕼 🔝 Search address books	- 0 g		
Contacts «	E Contacts	Williams, Todd Search Contacts	P - ¥	To-Do Bar
All Contact Rems My Contacts S Contacts Current View Address Cards Detailed Address Cards Detailed Address Cards Phone List By Category By Company By Location Cutions Data Files Add New Group	Wittams, Todd Todd Williams twillams@mytgp.com	New contact added to Contacts	* 123 a b < d e t o h i j k i i n	 April 2009 Su Mo Tu We Th Fr 29 30 31 1 2 3 5 6 7 8 9 10 2 12 13 14 15 16 17 1 19 28 21 22 23 24 2 26 27 29 29 30 1 3 4 5 6 7 8 No upcoming appointme
Contectar Contectar Trans	Contacts		* 30	
1 herri		Upgrading Calery	før Løbels to Col	or Categories

In the **Contacts** pane, double-click the new business card. Choose **Contact>Actions>Save** & New **[**].

In the Full Name box, key: Tom Wilson. In the E-mail box, key: twilson@ myisp.com. In the Display as box, key: Wilson, Tom.

In the **Company** box, key: Animal Adoption Newsletter. Press ENTER

OCHECK Your screen should look like Figure 2.3.

Click the Save & New drop-down arrow and select New Contact from Same Company Sale.

In the Full Name box, key: Patricia Patel. In the E-mail box, key: ppatel@ myisp.com. Click Save & Close

() () CHECK) Your screen should look like Figure 2.4.

Continue to the next exercise.

Microsoft Office 2007

In Office 2007, some buttons also have dropdown menus. For example, **Save & New** has a drop-down arrow containing more options.

Lesson 2: Exercise 2-2

EXERCISE 2-2 Create a Contact Based on another Contact

In many instances, several of your contacts might work for the same company or belong to the same organization, or have any number of similar relationships. You can **create**, or set up, new contacts from within these existing ones based on those common connections.

FIGURE 2.3 New contact

we & Send - Nose X Delete	Contraction of the local division of the loc	All Fields	F-mail Meeting Call Communicate	্ল	Business Card Y Follow Up * Sy Options	ABC Spelling
Full Name	Tom Wilson	Company	Communicate	ſ	Tom Wilson	Proofing
Company: Job title:		ption Newsletter	<u></u>		Animal Adoption Newslette twilson@myisp.com	т.,
File as: ternet	Wilson, Ton			0		
Display as:	Wilson, Tor		7	Notes		
Web page address: IM address:		Dis	play as			
Business						
F. W.				8		
Home +						
Home • Dusiness Fax •	j 💳					

FIGURE 2.4 New contacts in Contact view

😼 Contacts - Microsoft Outlo	ok			
Elle Edit View Go I	ools Actions Help			Type a question for help
80 New + 🖨 🖄 🗙 🖄	🗞 🔹 🚼 💘 😥 🛄 Search address book	· •		
Contacts «	E Contacts	Pat - Wil Search Contacts	0 ¥	To-Do Bar
All Contacts My Contacts X Contacts X Contacts X Contacts Current View x Business Cards Address Cards Otelailed Address Cards Detailed Address Cards Drone List Drone List S Yocheopy	Patel, Patricia Patricia Patel Animal Adoption Newslettar ppetel@mylep.com	Williams, Todd Todd Williams builliams@mylap.com	A 123 B C d C d F G h	4 April 2009 Su Mo. Tu We. Th 29 29 30 31 1 2 6 6 7 8 9 12 13 14 15 16 19 20 21 22 23 26 27 28 29 30 3 4 5 6 7 7
by Company By Company By Company By Location Outlook Data Files Add New Group Customize Current View	Wilson, Tom Tom Wilson Armal Adaption Newsletter belison@mylsp.com		1 J k 1 m n	No upcoming appoi
Mal			n p q r s t u v w x	Arranged By: Due Date

- In the **Navigation** pane, click **Mail**.
- Double-click the FW: Tom Thompsen e-mail in the Inbox to open it.
- 3 (CHECK) Your screen should look like Figure 2.5.
- Right-click the name and e-mail in the From field at the top of the message and select Add to Outlook Contacts 2.
- 5 Click Save & Close Close the message. In the Navigation pane, click Contacts.
- 6 (CHECK) Your screen should look like Figure 2.6.
 - Continue to the next exercise.

You Should Know

To save a contact without opening the message, right-click the e-mail address in the **Preview** pane and select **Add to Outlook Contacts**

Troubleshooter

If Add to Outlook Contacts is not in the drop-down menu, click off the menu and position the pointer again.

EXERCISE 2-3 Create a Contact from a Message Header

Outlook makes it easy to create new contacts from the e-mail interactions you have. One of the simplest ways to create and save a new contact is from the **header** at the top of e-mail messages you have received.

FIGURE 2.5 Message with contact information

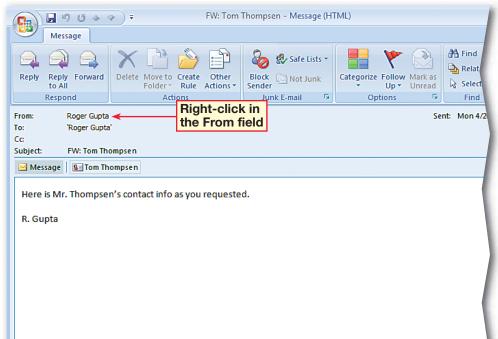


FIGURE 2.6 Contacts with new contact added from e-mail header

ontacts «	11 Contacts	Gop - Wil Search Contacts	ه - ۹	To-D
All Contact Items • Contacts 2	Gupta, Ruger	Patel, Patrica	* 123	* sur
S. Contacts Current View 8	Roger Gupta	Patricia Patel Animal Adoption Nevaletter opatel Omylop.com	b c d	5 6 12 13 19 30
Business Cards Address Cards Detailed Address Cards Phone List By Category	2		8 1 1 1 1	26
) By Company	Williams, Todd	Witson, Tom		
By Location Outlook Data Files Add New Group Cultomize Current View	Todd Williams twiliams@mysp.com	Tom Wilson Animal Adoption Newsletter Indeon@mysp.com	1 8 1 m	No up
	1		n o p	Arrang

- In the **Contacts** pane, double-click the address card of your assigned classmate.
- In the **Company** box, key: Photo Inc.
- 3 Under Phone numbers, in the **Business** box, key: (818) 555-5555. Press ENTER.
- In the **Business Fax**, box, key: (818) 555-1221. Press
- 5 (CHECK) Your screen should look like Figure 2.7.
- 6 Click in the Notes pane of the contact. Key: Has a good eye for household pets.
- Click Save & Close 4.
 - should look like Figure 2.8.

• Continue to the next exercise.

You Should Know

You can store more than one phone number in each phone number category. You can also store more than one address for each contact. Click the down arrows reaction next to the phone number and address boxes to give the boxes different names.

EXERCISE 2-4 Modify Contact Information



You can **update** your contact cards as you learn more about a contact. For example, you can add information such as phone numbers and fax numbers. You also can add information such as the contact's birthday, nickname, or job title.

FIGURE 2.7 Contact with phone numbers added

avr & Delete Artions	General Certificates	E-mail Meeting Call	Business Categorize - 🛄 Spelling
Full Name Company: Job title: File as: ternet E-mail	Todd Williams Photo Inc. Williams, Todd Williams, Todd		Todd Williams Photo Inc. (818) 555-5555 Work twilliams@mylsp.com
Business		ness phone num	

FIGURE 2.8 Modified contact

Contacts *	1 Contacts	Gip'- WV. Seath Contacts	P • ¥	To-Do Bar
Al Contacts Rems Al Contacts Rems My Contacts Current View Current View Current View Current View Detailed Address Cards Detailed Address Cards Detailed Address Cards Dytailed Address Up (Celepany Dy Carlegony Dy Carlegony Dy Isocation Outlook Data Files Add New Group Current View	Citck here to enable initiant Search Citck here to enable initiant Search Roger Gupta rg.optid@ejipt.com Withere: Todd Williams Photo Inc. (312) 555-5555 mark billiama@ejipt.com Modified contact	Viver. Turr Viver. Turr Viver. Turr Viver. Turr Viver. Turr Viver. Turr Viver. Turr	* 123 8 8 1 1 8 7 7 8 8 8 1 1 8 8 1 1 8 8 8 1 1 8 8 8 1 1 8 8 8 1 1 8 8 8 1 1 8 8 8 1 1 8 8 8 1 1 8 8 8 1	Arranged By: Due Date Type a reproduce Arranged By: Due Date Type a reproduce Type a reproduce Revised Schedule

In the **Navigation** pane, click **Mail**.



3 (CHECK) Your screen should look like Figure 2.9.

- Right-click the **Tom Thompsen** attachment in the message header and click **Open**.
- In the open contact record, click Save & Close .
- Close the FW: Tom Thompsen e-mail.
 - In the Navigation pane, click Contacts.
- 8 (ICHECK) Your screen should look like Figure 2.10.
 - Continue to the next exercise.

Academic Skills

Editing is a vital skill in keeping contacts organized. One misplaced character might mean that you can no longer get hold of a key player in a crucial business deal. Always edit your contact information, especially e-mail addresses and phone numbers, carefully.

EXERCISE 2-5

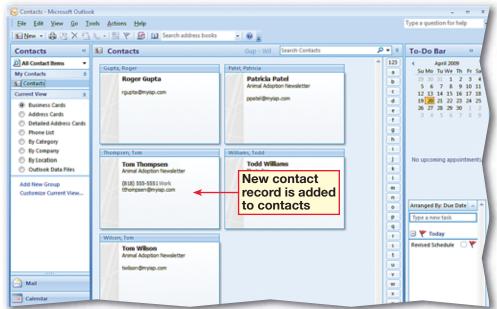
Save a Contact Received As a Contact Record

You can easily share your contact information with other people by sending a <mark>contact record</mark>. Contact information can also be e-mailed to you from another sender so that you can save the information as a record in your Contacts list.

FIGURE 2.9 E-mailed contact

B 7 0 + 9	▶ ∓ FW: Tom	Thompsen - Message (H)	TML)	-	- ×
Message Reply Reply Forward to All Respond	Delete Move to Create Other Folder - Rule Actions - Actions	Block Not Junk Sender Junk E-mail 5	Categorize Follow Mark as Up - Unread Options 5	Find Related - Select - Find	Send to OneNote OneNote
From: Roger Gupta To: Roger Gupta Cc Subject: FW: Tom Tho	mpsen		Se	nt: Mon 4/20/20	09 12:09 PM
Message Si Tom Tho	Attached				ā
R. Gupta					
					=

FIGURE 2.10 New contact record



- In the **Contacts** pane, under **Current View**, select **Business Cards**, if necessary.
- 2 Double-click Tom Thompsen to open it.
- 3 Under the Internet heading in the IM address box, key: Tommy. Press ENTER.
- 4 (CHECK) Your screen should look like Figure 2.11.
- 5 Choose Contact> Options>Business Card [].
- In the Edit Business Card dialog box, in the Fields box, select Full Name. Click the down arrow twice.
- In the Fields box, select E-mail and click Remove.
- B (CHECK) Your screen should look like Figure 2.12.

Continued on next page.

Shortcuts

You can also open the **Edit Business Card** dialog box by double-clicking the business card image when the contact record is open.

EXERCISE 2-6 Edit an Electronic Business Card



The Electronic Business Card is a graphic summary of the contact's information. You can edit the information that appears on the business card or change the format of the card itself. Any changes you make to the information in the card are reflected in the contact record.

FIGURE 2.11 Business Card IM name

(m) □ ? ? * * ? .	1	Tom Thompsen - Contac	t	-	= x
Contact Format Text					۲
Save & Send • PD	eneral 🔮 Certificates etails 📄 All Fields ctivities Show	E-mail Meeting Call Communicate	23 20 20 20 20 20 20 20 20 20 20 20 20 20	Business Picture Categorize Follow Card Options	ABC Spelling Proofing
Full Name Tom Th	ompsen			Animal Adoption Newsletter	
Company: Animal	Adoption Newsletter	0		Tom Thompsen	
Job title:				Work Phone (818) 555-5551	12
File as: Thomps	sen, Tom	·		Work Fax (818) 555-5552	
Internet				IM Tommy	
E-mail * thomps	sen @myisp.com				
Display as: Tom Th	ompsen		Note	5	
Web page address:					3
IM address: Tommy					-
Phone numbers					
Business • 818) 55	5-5551				
Home *					
Business Fax * \$18155	5-5552				
Mobile					1
Addresses					

FIGURE 2.12 Edit Business Card dialog box

Edit Business Card	-?- 🔀
Animal Adoption Newsletter Tom Thompsen (818) 555-5551 Work Tommy IM	Card Design Image Left Background: Image: Change Image Area: 15% Image Align: Fit to Edge
Fields Company Blank Line Full Name Blank Line Blank Line IM Address	Edit $A^{*} B I \underline{U} \equiv \equiv \underline{A}$ Tommy Label: $\mathbb{I}M$ Right \checkmark
Blank Line Blank Line Blank Line Blank Line Blank Line Blank Line Blank Line Blank Line Blank Line Blank Line	Down arrow
	Reset Card OK Cancel

- In the Fields box, select Business Phone. Under Edit, click in the Label box after Work and key: Phone. Click the drop-down arrow next to the box and select Left.
- Under the Fields box, click Add and choose Phone>Business Fax.
- Click the No Label dropdown arrow and select
 Left. Click in the Label box and key: Work Fax.
- In the Fields box, click IM Address. Click the No Label drop-down arrow and select Left.
- Under Card Design, click the Layout drop-down arrow and select Image Right.
- In the Fields box, click Company. Under Edit, click the Increase Font Size A button four times.
- 5 (CHECK) Your screen should look like Figure 2.13. Click **OK**.





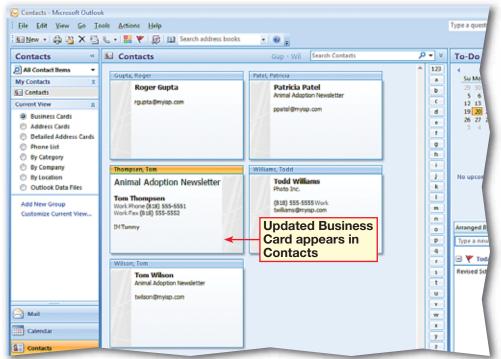
Continue to the next exercise.

EXERCISE 2-6 (Continued) Edit an Electronic Business Card

FIGURE 2.13 Edited Business Card

Edit Business Card	-?
Animal Adoption Newsletter Tom Thompsen Work Phone (818) 555-5551 Work Fax (818) 555-5552 IM Tommy	Card Design Layout: Image Right Background: Image: Change Image Area: 16% Image Align: Fit to Edge
Fields Company Blank Line Full Name Business Phone Business Fax Blank Line B	Edit A* A* B I U A Animal Adoption Newsletter Label: No Label
	Reset Card OK Cancel

FIGURE 2.14 Edited Business Card in Contacts



- In the **Contacts** pane, right-click the **Tom Thompsen** business card and select **Send as Business Card** (see Figure 2.15).
- In the **To** box, key the e-mail address of the classmate assigned by your teacher.
- In the **Subject** box, key: New Staffer.
- Image: A state of the state

5 Click Send

Continue to the next exercise.

ou Should Know

The quickest way to send an e-mail from an open contact record is to choose **Contact> Communicate>E-mail**.

Tech Tip

Electronic Business Cards are a quick way to add people to your contacts list. Once a person is a contact, Outlook will remember them.

EXERCISE 2-7 Send an Electronic Business Card



Electronic Business Cards can be a very useful way to **distribute**, or give out, contact information without having to send the entire contact record. The cards also can **maintain**, or keep up, a professional appearance for the contact you are sharing.

FIGURE 2.15 Business card in Contacts

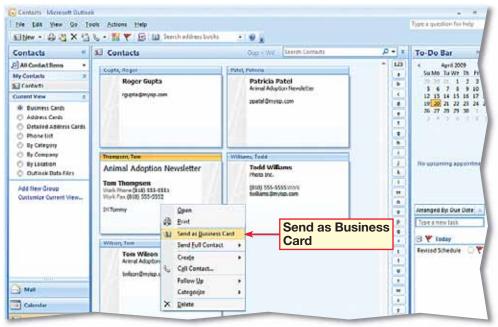


FIGURE 2.16 E-mail with business card

Paste		・ II ・ A' A' 三・ 三 7 U 型 <u>A</u> 新 著 酒 Basir Test		Follow Up-	ABC spelling Proofing	
Send	To Cc Bcc	Guota, Rober				
Anim	Attachedt	Si <u>Tom Thompsen wel (3 KB</u>				
WorkP	hompsen hone (818) 51 nx (818) 555 my	\$5-5551				

- In the **Navigation** pane, click **Mail**.
- 2 Click the **Inbox** folder and open the **Typographer** message.
- 3 (CHECK) Your screen should look like Figure 2.17.
- Right-click the business card in the body of the e-mail and click Add to Outlook Contacts
- 5) Click Save & Close 🏢
- 6 Close the message. In the **Navigation** pane, click **Contacts**.
 - OCHECK Your screen should look like Figure 2.18.
 - Continue to the next exercise.

You Should Know

You can include more than one Electronic Business Card in a message.

EXERCISE 2-8 Create a Contact from an Electronic Business Card

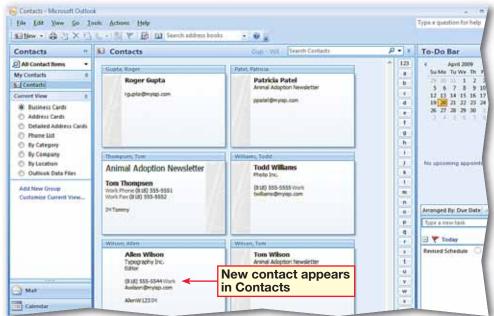


Just as you can save contact information e-mailed to you as a contact record, you can use an Electronic Business Card that has been mailed to you to create a new contact record.

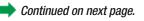
FIGURE 2.17 E-mail message containing business card

Message	🖌 🕫 Туро	grapher - Message (HTMI	L)		- 5
Reply Reply Forward to All Respond	Delete Move to Create Othe Folder & Rule Action Actions		Mark as Unread Options	 ♣ Find ♣ Related ▼ ♣ Select ▼ Find 	
om: b: rgupta@myist	ctures. To help protect your priva 9.com	ry, Outlook prevented automa	atic download	of some pictures in th	nis message. Sent:
c: ubject: Typographer Message 🛛 💁 Allen W					
Message Sa Allen W	ilson.vcf (5 KB)				
Here is the typograph	er I thought might be able to	help us with the newsle	tter redesigi	n.	
Allen Wilson Typography Inc. Editor					
(818) 555-5544 W Awilson@myisp.co					
AllenW123IM					

FIGURE 2.18 Business card added as new contact



- 丿 Click New Contact 🛐.
- In the Full Name box, key your name.
- In the E-mail box, key your e-mail address.
- In the company name box, key: Animal Adoption Newsletter.
- 5 (CHECK) Your screen should look similar to Figure 2.19.
- 6) Click Save & Close 🏢
- In the Navigation pane, click Mail.
- Click New Mail Message
- Choose Insert>Include> Signature and select Signatures.
- **OCHECK** Your screen should look similar to Figure 2.20.



Tech Tip

If you send an Electronic Business Card in a message to someone who is using an earlier version of Outlook, the recipient must open the .vcf file to save the information to his or her contacts list.

EXERCISE 2-9 Create a Signature Using an Electronic Business Card

In the previous lesson, you set up a signature for your e-mail messages in order to make your communications look more professional and to add vital contact information to your messages. You can also use an Electronic Business Card as your e-mail signature.

FIGURE 2.19 Your business card

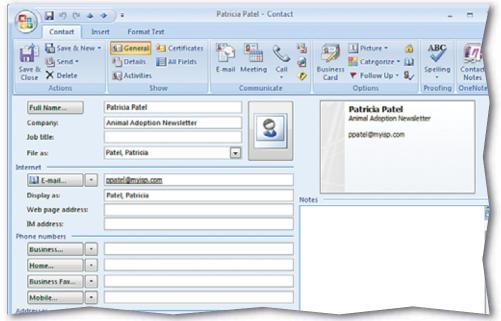


FIGURE 2.20 Signatures and Stationery dialog box

1.	sonal Stationery			10 10 24210		
ele <u>c</u> t signature to edit	0			Choose default sign	ature	
Newsletter Personal				E-mail account:	ppatel@myisp.com	
Personal2				New messages:	Newsletter	
				Replies/ <u>f</u> orwards:	(none)	
Delete	New	Save	<u>R</u> ename			
	• 11 • B	ΙŪ	Automatic	, 	🖩 💁 Business Card 🛛 🏭 🍔	
di <u>t</u> signature		ΙU	Automatic		📓 Business Card 🛛 🏼 🎭	
li <u>i</u> signature Lucida Handwriting Patrícía Pa Assistant Produc	tel tion Coordina	ator	Automatic	·Ē≣≣	📓 Business Card 🛛 🗟 📚	
lit signature Lucida Handwriting Patrícía Pa	tel tion Coordina	ator	Automatic		Business Card 🛛 🗿 📚	
li <u>t</u> signature Lucida Handwriting Patrícía Pa Assistant Produc	tel tion Coordina	ator	Automatic		Business Card 🛛 🧟 📚	C
li <u>t</u> signature Lucida Handwriting Patrícía Pa Assistant Produc	tel tion Coordina	ator	Automatic		See Business Card 🛛 🧟 📚	Ċ
li <u>t</u> signature Lucida Handwriting Patrícía Pa Assistant Produc	tel tion Coordina	ator	Automatic		Eusiness Card 🧟 📚	Ĺ

In the **Signatures and Stationery** dialog box click **New**.

In the **New Signature** name box, key: Business Card. Click **OK**.

Under Edit signature, click Insert Business Card <u>S</u>.

If CHECK Your screen should look like Figure 2.21.

Select your business card from the list and click **OK**.

🔟 Click **OK** again.

Close the message without saving changes.

B Click New Mail Message

Choose Insert>Include> Insert Business Card

OCHECK Your screen should look like Figure 2.22.

With your teacher's permission, send the message to your teacher's e-mail.

Exit Outlook.

EXERCISE 2-9 (Continued) Create a Signature Using an Electronic Business Card

FIGURE 2.21	Insert Business Card dialog box
-------------	---------------------------------

Insert Business Card		?	x
Look in: Contacts	•		
🖸 🕼 Filed As 🛛 🗠	Job Title	Company	^
💁 Gupta, Roger 💁 Patel, Patricia ←	Select your new	Animal Adoption	
😼 Thompsen, Tom	business card	Animal Adoption	
S Williams, Todd		Photo Inc.	
S Wilson, Allen	Editor	Typography Inc.	
💵 Wilson, Tom		Animal Adoption	
			÷
Business Card Preview	Roger Gupta rgupta@myisp.com	OK Cancel	_

FIGURE 2.22 Message with card as signature

10	19 (H	a - p -] a -		Unit	itled + Message	(HTML)		- m
9	Message	Insert C	ptions	Format Text				
() Attach File		usiness Card * alendar gnature *	Table Tables	Pirture Clig Art		😪 Hisperlink A Bookmark Links	Test Bar Area Durik Parls P WordArt by Test	π Equation - Ω Symbol - the symbols Symbols
	Io							
-	Cc	1						
send	Bcc							
	Subject							
	Attached:	B Patricia Pa	iteliwet (1. Ki	3				
	Patricia P Animal Adon	atel tion Newsletter						
	ppatel@myis							

After You Read



Review Vocabulary

Complete the following statements on a separate piece of paper. Choose from the Vocabulary list on the left to complete the statements.

- **1.** If contact information changes you can ______ the record any time. (p. 42)
- 2. Increasing the font size is one way to ______ the look of your electronic signature. (p. 44)
- **3.** The information in the top of an e-mail message window is called the _____. (p. 41)
- Electronic Business Cards much like actual **4.** You can _____ business cards. (p. 46)
- 5. The complete set of information for a contact is contained in the _____. (p. 43)

Vocabulary Activity

- 6. Use Contacts to create a new twist on traditional flash cards. Interview three classmates to get their contact information and add them to your contacts. Using the Vocabulary list, send each contact an e-mail that contains one vocabulary word. Request that your contacts respond with a definition. Then:
 - Identify the word and key the definition into the **Notes** box for each contact record.
 - Choose Contact>Actions>Send to send your teacher one classmate's contact record as a business card.

Review Key Concepts

Answer the following questions on a separate piece of paper.

- 7. How do you save an e-mail address as a contact without opening the message? (p. 41)
- C. Right-click the e-mail address in A. Right-click the message in the the Preview pane and select Add Inbox pane and select Save As **Outlook Contact** to Outlook Contacts B. In the main menu, click the Add D. All of the above to Outlook Contacts 8. What can you do with Electronic Business Cards? (pp. 46, 47, 48) C. Save information from them A. Send them as attachments D. All of the above B. Use them as a signature
- **9.** What is the quickest way to send an e-mail from a contact record? (p. 46) A. Contact>Actions>Send C. Contact>Communicate>E-mail B. Contact>Actions>Save & New D. Format Text>Actions>Send

Vocabulary

Key Terms

contact

- contact record
- **Electronic Business Card**

format

header

update

Academic Vocabulary

create

- distribute
- maintain

Practice It Activities

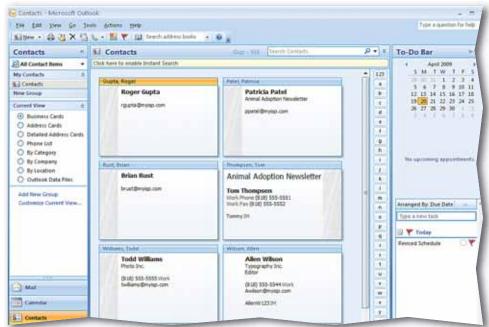
1. Create a Contact

Follow the steps to complete the activity.

FIGURE 2.23 New contact information

	ert I ormat Text			
Save & New - Save & Send - Save & X Delete Artions	General Certificates		Business Card Options	ABC Spelling Proofing
Full Name	Brian Rust		Brian Rust	
Company: Job title: File as:	Rust, Brian	_ 3	brust@mylisp.com	
nternet			100	
E-mail	brust@myisp.com		1000	
Display as:	Rust, Brian		Notes	
Web page address:			19946	
IM address:	· · · · · · · · · · · · · · · · · · ·			
hone numbers				
Business				
Home	-			
Business Fax				
Mobile				
Mobile	X			

FIGURE 2.24 New contact in contact list



Step-By-Step

- Start Outlook.
- In the **Navigation** pane, click **Contacts**.
- Click New Contact 🔙.
- In the Full Name box, key the name of a classmate assigned by your teacher.
- 5 In the **E-mail** box, key the e-mail address of the classmate assigned by your teacher.
- 6 (CHECK) Your screen should look like Figure 2.23.
- 💋 Click Save & Close [
- 8 **()CHECK** Your screen should look like Figure 2.24.
 - Exit Outlook.



Practice It Activities

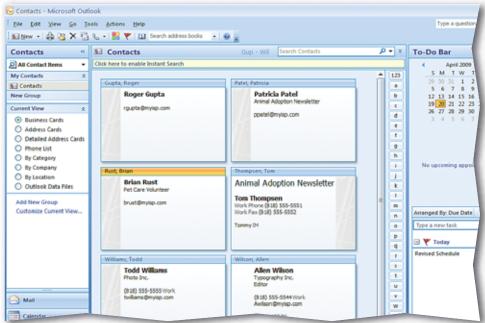
2. Modify Contact Information

Follow the steps to complete the activity.

FIGURE 2.25 Updated contact information

CR 190+	<u>e)</u> :	Brian Rust - Contact		-100 PA
Contact In	sert Format Text			
Save & New - Save & Send - Close X Delete Actions	General Certificates Details All Fields Activities Show	E-mail Meeting Call	Dusiness Card Categorize - [1] Follow Up - Sy Options	ABC Spelling Proofing
Full Name	Brian Rust		Brian Rust	
Companys	(0	Pet Care Volunteer	
Job title:	Pet Care Volunteer	3	brust@myisp.com	
File as:	Rust, Brian	×		
nternet			18	
E-mail	brust@myisp.com			
Display as:	Rust, Brian	No	las	
Web page address:	Caned All Co		153	65
IM address:] (Community Outreach, Senior	Visitation
Thone numbers	<u> </u>		Program	
[Business][•]				
Home				
Business Fax	1	1		
Mobile	1			
ddresses				-

FIGURE 2.26 Modified Business Card



Step-By-Step

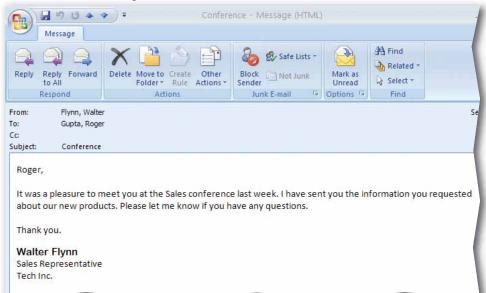
- In the **Contacts** pane, double-click the address card of your assigned classmate.
- In the **Job title** box, key: Pet Care Volunteer.
- 3 Under the **Notes** heading in the box, key: Community Outreach, Senior Visitation Program.
- ICHECK Your screen should look like Figure 2.25.
- 5 Click Save & Close 🔛
- 6 (CHECK) Your screen should look like Figure 2.26.
- 7 Exit Outlook.

Practice It Activities

3. Create a Contact from a Message Header

Follow the steps to complete the activity.

FIGURE 2.27 Message with contact information







Step-By-Step

- In the **Navigation** pane, click **Mail**.
- Click the Draft folder and open the Follow Up message.
- 3 Highlight the text in the **To** box and key the e-mail address of your assigned classmate. Change the recipient and sender names. Click **Send** .
- Double-click the Follow Up e-mail in your Inbox to open it.
- 5 (CHECK) Your screen should look similar to Figure 2.27.

 Right-click your classmate's e-mail address in the From field and select
 Add to Outlook
 Contacts

- Click Save & Close A. In the Navigation pane, click Contacts.
- **CHECK** Your screen should look similar to Figure 2.28. Exit Outlook.

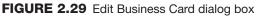
Data



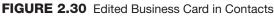
You Try It Activities

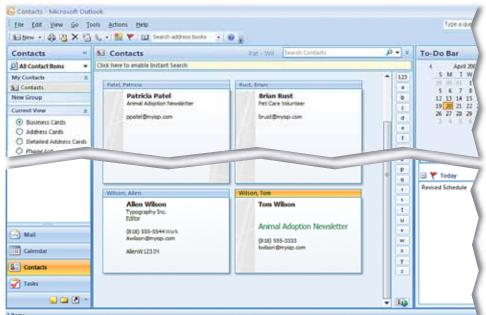
4. Edit an Electronic Business Card

You are the human resources manager for your company. One of your contacts has a new business number and you want to modify his record.



Animal Adoption Newsletter Image: Change Image Area: 16% Image Area: twilson@myisp.com Image Area: 16% Fields Edit Image Align: Full Name Image Align: Fit to Edge Company Job Title A^ A' B I U E E A Department Business Phone Image Align: Business Address Blank Line No Label Blank Line Blank Line Image Align:	Edit Business Card	? 🔀
Image Area: 16% Image Area: 16% Image Align: Fit to Edge Fields Edit Full Name A* A* B I II E E E A Company Job Title Department Bank Line Business Address Bank Line Blank Line Blank Line		
Full Name A* A* B I U E E A Company Job Title Department Image: Company Blank Line Business Address Blank Line Blank Line Blank Line	twilson@myisp.com	Image Area: 16%
Blank Line Blank Line Blank Line Blank Line Blank Line Add Remove 🛊 🕹	Full Name Company Job Title Department Blank Line Business Abdress Blank Line	A A B I U E E A Tom Wilson Label: No Label A





Step-By-Step

- 1 Click Contacts. In the Contacts pane, select Business Cards, if necessary.
- Open the Tom Wilson card. Choose Contact>
 Options> Business
 Card III.
- 3 (ICHECK) Your screen should look like Figure 2.29.
- In the Fields box, select Company. Click the down arrow .
- 5 Select **Business Phone**. Under **Edit**, click in the empty box and key: (818) 555-3333.
- 6 Under the Fields box, click Company. Under Edit, click Font Color A and select Green. Click OK.
- Click Increase Font Size
- B Click Save & Close . Scroll down, if necessary.
 - **CHECK** Your screen should look similar to Figure 2.30.
 - Exit Outlook.



You Try It Activities

5. Send an Electronic Business Card

Your supervisor has asked that you send her a copy of the new contact information and has requested that you send it in the form of an Electronic Business Card.

FIGURE 2.31 Business card in Contacts

ter tot View Go 1 Allfew - 🖓 🖄 X 🕤	A CONTRACTOR AND A CONTRACT	10		2
Contacts «	1 Contacts	Pat Will Search Contacts	8 + 9	To-Do B
All Contact Items 🔹 🔻	Click here to enable Instant Search			1
My Contacts 🔅	Patel, Patricia	Rust, Brian	* 123	51
S Contacta New Group	Patricia Patel Annui Adopton Newsletter	Brian Rust Pet Care Walatter		12 1
Current View a	ppertel@mytep.com	brust@mylep.com	<u>c</u>	19 2 26 7
Business Cards Address Cards Detailed Address Cards Phone List By Category By Company			e 1 9 h	No upre
O By Location	Inompier, Ion	Williams, fodd		
O Outlook Data Files	Animal Adoption Newsletter Tom Thompsen	Todd Williams Pheto Inc.	Open	in li
Custanize Current View	Work Phone (018) 555-5551 Work Fax (818) 555-5552	(818) 555-5555 Work. Svillams@myvep.com	Send as guniness Care Send Euli Contact	Anged B
	Tommy D4		Creatje Call Contact	· Tot
	Witton, Allen	Wilton, Tom	Follow Up	+ eviced Sci
	Allen Wilson Typography Inc.	Tom Wilson	Categorise X Delete	
i	(818) 555-5544 Work	Animal Adoption Newslet	AND A CROMMENT	

FIGURE 2.32 E-mail with business card

1257	Message	▲ ♀ ∓ Insert Options	New Sta Format Text	ffer - Message (HT	rml)		
	8 13 18 19		日 - 日 - 少) 喜 書 評 詳 	Address Check Book Names Names	Include	Follow Up - Options	Spelling
Send	To Cc Bcc	Rust, Brian					
	Subject: Attached:	New Staffer	Ð				
	Tom Wils Animal A (818) 555-3 twilson@my	doption Newsletter 333					

Step-By-Step

- 1 Right-click the **Tom** Wilson business card and select **Send as Business** Card (see Figure 2.31).
- In the **To** box, key the e-mail address of a classmate assigned by your teacher.
- 3 In the **Subject** box, key: New Staffer.
- OCHECK Your screen should look like Figure 2.32.



Exit Outlook.

Critical Thinking Activities

6. Beyond the Classroom Activity

Language Arts: Communicate by E-mail Your supervisor has requested a list of internal candidates for a new position in your company. You have three candidates selected from your department.

Using what you have learned in this lesson and the previous Outlook lesson:

- Create three Electronic Business Cards for the job candidates.
- Attach the business cards to an e-mail to your supervisor explaining that these are the cards of the three candidates from your department.
- Include a request for follow up.
- Send the e-mail to your teacher.

Save your e-mail as: o2rev-[your first initial and last name]6.

7. Standards at Work Activity

Microsoft Certified Application Specialist Correlation

Outlook 4.1 *Create and Modify Contacts*

Keep Track of Contact Information While at a one-week corporate workshop, you met three people who do work similar to yours for different companies. Create three new contacts and enter the information for these three people. Include each person's:

- Name
- Position
- Company
- Business telephone number
- E-mail address

Save and close your new contacts.

8. 21st Century Skills Activity

Create a Lasting Impression Communicating effectively means communicating carefully. After meeting colleagues at a workshop, you decide to follow up by sending your own contact information to three people. Create an Electronic Business Card for yourself.

Open a new e-mail and compose a brief message to three people that you met. Add your business card as your signature. Save the message as: o2rev-[your first initial and last name]8.

LESSON



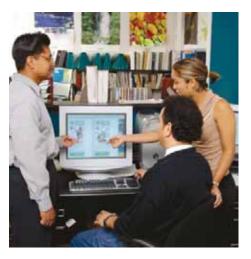
Challenge Yourself Projects

Before You Begin

Organize Contacts No matter what job you choose, keeping contact information up to date and organized is important for success. In these projects, you will learn how to share, maintain, and organize contacts to gain an edge in the business world.

Reflect Once you complete the projects, open a Word document and answer the following questions:

- **1.** Why is it important to update your contacts?
- **2.** How might the efficiency of Outlook's Contacts feature be diminished if its information is not kept up-to-date?



9. Share Contact Information

R

Language Arts: Create Electronic Business Cards In the previous lesson, you attended a weekend conference on technology. You met three people you wanted to keep in touch with, and you obtained their e-mail addresses.

- Create three new contacts records for these three people and format Electronic Business Cards for them.
- Compose an e-mail, addresses to all three contacts at once, sending them the three cards and one from yourself.

Save the e-mail as: o2rev-[your first initial and last name]9.

10. Update Contacts

Language Arts: Modify Contact Records Your contacts from the conference have moved to different jobs and have sent you their updated information. Modify the information for these three contacts so that:

- One contact has a new business address and phone, but still works for the same company.
- One contact has moved to a different company with a different address, phone, and position.
- One contact has changed his e-mail address and taken on another position in the company in addition to his current job. Create a second contact record based on this contact record for his new position.

Save your new contact information.

11. Evaluate Accurate Information

Language Arts: Write an Essay How has knowing the right people to contact helped you solve problems in the past? Think of some ways that you used to find the right people to help you in certain situations. How did you know who to contact for help? Write an essay describing how accurate contact information (phone number, address, or e-mail address, etc.) made a difference in solving a problem. Provide at least two examples.

Save your document as: o2rev-[your first initial and last name]11. Then, create a new e-mail message with the subject o2rev11. In the message, key a brief summary of the essay. Attach the Word document to the e-mail and send the e-mail to your teacher.



Key Concepts

- Add appointments and events to the Calendar
- Schedule meetings and resources
- Accept, decline, and propose new meeting times
- Update and cancel meeting requests
- Set Calendar options and work with tasks

Standards

The following standards are covered in this lesson. Refer to pages xxiv and 715 in the Student Edition for a description of the standards listed here.

ISTE Standards Correlation

NETS•S 2a, 2b, 2d, 4a, 4b, 5a, 5b, 6a

Microsoft Certified Application Specialist Standards

Outlook

2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2

Use Scheduling Options

The business world runs on appointments and meetings. In this lesson, you will learn why the Outlook Calendar is a useful tool for scheduling appointments and meetings. You will also use the Calendar to send notices about meetings, to accept and decline meetings, and to propose new times for meetings.

21st CENTURY SKILLS

Manage Your Time It is often difficult to keep track of all the things you need to do and of all the places you need to be. Setting a realistic schedule can keep you from becoming overscheduled. Try recording all of your activities in a calendar or daily planner. Allow enough time between activities. That way, you have some extra time to spare should an unexpected event occur. Managing your time well can keep the day from becoming a race you can never win! *How can keeping a schedule help you at school?*



Reading Guide





LESSON

Take a Nap It is better to study when you are well-rested and alert. Studying in the same situation as when you are likely to take a test—fully rested and mentally sharp—will help you recall the information you have studied.

Read To Learn

- Understand how tracking appointments by the day, month, or week can help you budget your time and stay on schedule.
- Make the most of Outlook for scheduling events and inviting attendees.
- Save time by tracking tasks, assignments, and projects with Outlook Task functions.

Main Idea

Learn to use Outlook's Calendar and Task functions to track appointments and events, as well as to schedule and notify others of events that you organize.

Vocabulary

Key Terms

appointment assign attendee Calendar delegate event meeting meeting request Overlay Mode resources task Task list tentative

Academic Vocabulary

These words appear in your reading and on your tests. Make sure you know their meanings.

generate mandatory priority suggest

Quick Write Activity 📝



Describe On a separate sheet of paper, write down three recurring events in school that could be tracked using Outlook's Calendar function. Describe why it is important to keep track of these, and other events, in your life.

Study Skill

Reading Skills Try the SQ3R approach to reading. **Survey**, or look over, the passage before you read it. Ask yourself **questions** that you think will be answered. **Read** the text. Then **recite**, or go over in your mind, what you read. Finally, **review** the text.

Academic Standards

English Language Arts

NCTE 3 Use language to accomplish individual purposes.

- NCTE 4 Use written language to communicate effectively.
- NCTE 5 Use different writing process elements to communicate effectively.

- Launch Outlook. In the Navigation pane, click Calendar.
- On the **Standard** toolbar, click **New Appointment**
- 3 (CHECK) Your screen should look like Figure 3.1.
- In the Appointment dialog box, in the Subject box, key: Project Meeting.
- Click the Start time date drop-down arrow. Choose today's date.
- Click the Start time dropdown arrow next to the time. Select 1:00 PM.
 Click the End time dropdown arrow and select
 3:00 PM.
- 7) Click Save & Close [
- 8 Click the Month tab at the top of the screen to switch to Month view (see Figure 3.2).

Continued on the next page.

You Should Know

The **Date Navigator** is the small calendar at the top of the **Navigation** pane. Use this calendar to change and view dates quickly.

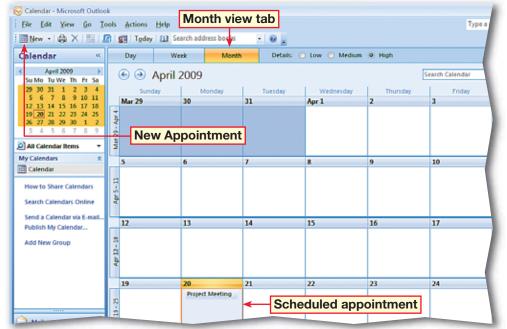
EXERCISE 3-1 Add an Appointment to the Calendar

Outlook is a useful tool for scheduling and recording appointments. The **Calendar** is the part of Outlook used to schedule meetings and appointments. An **appointment** is an activity that lasts a fixed amount of time. Use the Appointment dialog box to select when your appointment will start and end. What you key into the Appointment's Subject box is what appears on your Calendar once the appointment is saved and closed. You can also make the appointment a recurring appointment, which means it will occur regularly.

FIGURE 3.1 Appointment dialog box

(3)	9047)=	U	ntitled - Appointment	
	Appointment Insert	Format Text		
Save & Close At	Calendar Calendar Delete Invite tendees	Appointment Scheduling	Busy C Recurrence Is minutes Time Zones Categorize *	ABC Spelling
	Actions	Show	Options 🖼	Proofing
Subject:		Subject Box	C	
Location:				
Start time:	Mon 4/20/2009 🔫	▼ 8:00 AM ▼	All day event Start Time	
End time:	Mon 4/20/2009	▼ 8:30 AM ▼	End Time	
	Start and			
	End dates	l		





Double-click the **Project Meeting** appointment to open it.

Choose Appointment>
Options>Recurrence

10 OCHECK Your screen should look like Figure 3.3.

In the Appointment Recurrence dialog box, under Range of recurrence, select End after. Highlight the text in the box and key: 4.

- Click OK. Click Save & Close
 - **GCHECK** Your screen should look like Figure 3.4.

Continue to the next exercise.

Troubleshooter

In each Outlook function, the **New** button changes contextually. For example, in the **Tasks** view, the button will create a new task. In the **Calendar** view, the button will create a new appointment.

Tech Tip

You can use the **Day**, **Week**, and **Month** views to display different calendars.

EXERCISE 3-1 (Continued) Add an Appointment to the Calendar

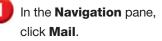
FIGURE 3.3 Appointment Recurrence dialog box

Appointmen	t Recurrence 🔹 😨
Appointme	nt time
Start:	1:00 PM
End:	3:00 PM
Duration:	2 hours
Recurrence	e pattern
Daily	Recur every 1 week(s) on:
Weekly	Sunday Monday Tuesday Wednesday
Monthle	y Thursday Friday Saturday
Yearly	
Range of r	ecurrence
Start: M	on 4/20/2009 No end date
	End after Center In occurrences
	© End by: Mon 6/22/2009
	OK Cancel Remove Recurrence

FIGURE 3.4 Calendar Month view

🗟 Calendar - Microsoft Oy	MOOK .					
Eile Edit Yiew Go	Tools Actions Help					
🛄 🕬 • 🚓 🗙 📰 🕯	Teday (L) Search	h address books 💡				
Calendar «	Day	Week Mon		O Low O Medium	High	
4 April 2009 > 5 M T W T F 5	🕣 🔿 Ap	ril 2009				Search
29 30 31 1 2 3 4	Click here to enable	Instant Search				
5 6 7 8 9 10 11 12 13 14 15 16 17 18	Sunday.	Municipy	Tuesday	Wednesday	Thursday.	
19 20 21 22 23 24 25	Mar 29	30	31	Apr 1	2	3
26 27 28 29 30 1 2	1					
All Calendar Items	Mar 29 - Apr 4					
My Calendars	2					
Calendar	-					
Carendar	5	6	7	8	9	10
How to Share Calendars	1					
Search Calendars Online	Apr 5 - 11					
	3					
Send a Calendar via E-mail.						
Publish My Calendar	12	13	14	15	16	17
Add New Group	1.22	100		1.00		
	41-12-19					
	2					
	4					
	19	20	21	22	23	24
	47	Project Meeting	-		2.0	
	*	Contract mercuity	-			
ling	Apr 19 - 25					
Mail	AP.					
Calendar	26	27	28	29	30	May
S Contacts	Contraction of the local division of the loc	Project Meeting		urring meeti		(nody)
- Contracts	May 2	Second and and	neci	ining meeu	u g	
V Tasks						





- In your Inbox, click once to select the Development
 Meeting e-mail message.
- 3 (CHECK) Your screen should look like Figure 3.5.
- In the **Reading** pane, click and drag the **Development Meeting** attachment onto the Calendar in the **To-Do Bar** pane.
- 5 In the **Navigation** pane, click **Calendar**.
 - Open the **Development Meeting** appointment by double-clicking on it.
- OCHECK Your screen should look like Figure 3.6.
- Choose Appointment> Options>Private
- 9) Click Save & Close 🔛
- Continue to the next exercise.

You Should Know

Marking an event *private* makes no difference in the way you view the event. However, other users who share your Outlook folders on a network will not be able to see the details of the event.

EXERCISE 3-2 Schedule an Event from an E-mail and Mark an Event as Private

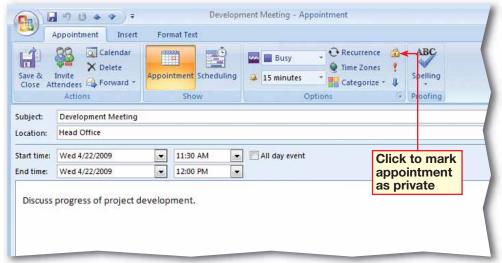


If you are working in an office, chances are you are not the only one scheduling a **meeting**, or appointment to which multiple people are invited. Your coworkers can distribute appointments in e-mail that you can add directly to your Calendar. In addition, to make sure that others do not read the details of events that you would rather keep to yourself, you can mark the **event**, or important occurrence such as a meeting, party, or doctor's appointment, as private to keep the details to yourself.

FIGURE 3.5 Development Meeting message in Preview pane

Reply to All 🕞 Forward 🔡	Y D Send/Regeive	• 🗃 🔟 Search address books	· • • •
Reply to All Frequent	Development Meet Roger Gupta Sent: Mon 4/20/2009 7:11 AM To: Patel, Patrica Message Developm Patricia: I have scheduled a deve	Click and drag meeting here a ent Meeting (10 KB) Hopment meeting to check the ption Newsletter's new publication ritem.	
			Revised Schedule

FIGURE 3.6 Development Meeting Appointment window



- In **Calendar** view, make sure the **Development Meeting** is selected.
- On the Menu bar, choose Actions>Plan a Meeting
- 3 (CHECK) Your screen should look similar to Figure 3.7.
- In the Plan a Meeting dialog box, click Add Others. Select Add from Address Book.
- 5 In the Select Attendees and Resources: Contacts dialog box, select Tom Wilson.
- 6) Click **OK**.
- 7 Your screen should look like Figure 3.8.



Continued on the next page.



EXERCISE 3-3 Determine When Attendees Are Available

The people that you invite to a meeting are called **attendees**. When you use Outlook in an office environment, you may be able to see the meetings and events on your coworkers' Calendars. This information can help you **generate**, or create, an event that will not conflict with your coworkers' schedules.

FIGURE 3.7 Plan a Meeting dialog box

🔲 Plan	a Meeting							
Zoom	100%	Wednesday	, April 22,	2009				
		8:00	9:00	10:00	11:00	12:00	1:00	2:00
⊠ 1	All Attendees							
	Patel, Patricia					━ ←	Meeting	
	Click here to add a name						organiz	
							shown a at this t	
M	eeting organizer							ime
	ceang organizer							
				_				
								-
	1	•			m			•
Add	Others 🔻 O <u>p</u> tions 🔻	Marking		Ved 4/22/20		▼ 11:30		
		Meeting st		ved 4/22/20	09	▼ 11:30	AM 💌	
<<	AutoPick Next >>	Meeting e	nd	Ved 4/22/20	09	▼ 12:00	PM 👻	
Bus	ay 🛛 Tentative 📕 Out of	Office	No Infor	mation	Outsi	de of worki	ng hours	
						Make Me	eeting	Close

FIGURE 3.8 Plan a Meeting dialog box with attendee added

🛄 Plan a Meeting							
Zoom: 100%		day, April					
	8:00	9:00	10:00	11:00	12:00	1:00	2:00
≅ ₁ All Attendees							
Patel, Patricia							^
	attend	lee			S S	elected	
Click here to add a name				_		ttendee	
						vailable	
					t	his time	
	•			III			•
A <u>d</u> d Others ▼ O <u>p</u> tions ▼	Meetin	g start	Wed 4/22/20	009	▼ 11:30 A	м 👻	
< AutoPick Next >>	Meetin	g end	Wed 4/22/20	009	▼ 12:00 P	M 🔻	
📕 Busy 🛛 Tentative 📕 Out o	of Office	🛛 No Ir	formation	Outsid	e of working	g hours	
					Make Meet	ting	Close

Choose Actions>View Group Schedules ()

In the Group Schedules box, click New. Key: Production. Click OK.

In the Production dialog box, click Add Others. Select Add from Address Book.

 Double-click the following contacts: Patricia Patel,
 Tom Wilson, Roger
 Gupta, Tom Thompsen,
 Allen Wilson, and a
 classmate assigned by your
 teacher. Click OK.

- 13 (CHECK) Your screen should look like Figure 3.9.
 - Click Cancel.



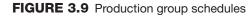
Choose Appointment> Show>Scheduling

CHECK Your screen should look like Figure 3.10.

3 Click Close.

Continue to the next exercise.

EXERCISE 3-3 (Continued) Determine When Attendees Are Available



Production							
Zoom: 100%	3:00	4:00	5:00	6:00	7:00	8:00	9:00
Group Members							
Patel, Patricia							A
Wilson, Tom							
Gupta, Roger							
Tom Thompsen							
Allen Wilson							
Williams, Todd							
Click here to add a name							
	•			III			4
Add Others ▼ Options ▼	Go to:	4on 4/20/20	09	▼ Make	Meeting 🔻]	
Busy 🛛 Tentative 📕 Out of	Office	🛇 No Infor	mation	Outside	of working ho	ours	
					Save and Clo	ose	Cancel

FIGURE 3.10 Meeting Scheduling window

Appointment Insert	Formal Te		nt Meeting -)	Appointme	nt.			×
Save & Calendar Save & Divite Close Attendees Forward - Actions	Appointment Sh	Scheduling ow	Buty 15 minutes	9	Recurrence Time Zones Categorize -	1.	ABC of the second secon	
Q 100% -		Wedne	sday. April 22	2009	1.1.1422-01		diate process price	h.
and the second se	3:00 4:	00 8:00	9:00	10:00	11:00	12:00	Manding	10
All Attendees							Meeting	
Click here to add a name			-	0		-	organizer is marked as	1
							busy	
Add Others • Options +	4 Start time: End time:	Wed 4/22/2009 Wed 4/22/2009		30 AM	•			

In Calendar view, choose File>New>Meeting Request A.

In the **Meeting** dialog box, in the **To** box, key the e-mail address provided by your teacher.

- 3 In the **Subject** box, key: Team Meeting.
 - In the **Location** box, key: Conference Room.
- Choose Meeting>Show> Scheduling
- 6 (CHECK) Your screen should look similar to Figure 3.11.
- For Start time, select the first Monday after the current date. Select a Start time of 9:00 AM.

8 Choose Meeting>Show> Appointment . Note the meeting times have been added to the invitation.

GCHECK Your screen should look like Figure 3.12.

Click Send 🖃.

Continue to the next exercise.

EXERCISE 3-4 Schedule Meetings and Invite Attendees

You can send people a **meeting request** when you want to invite them to a meeting. By default, people who you send meeting requests to are considered **mandatory**, or required, attendees.

FIGURE 3.11 Event scheduling view

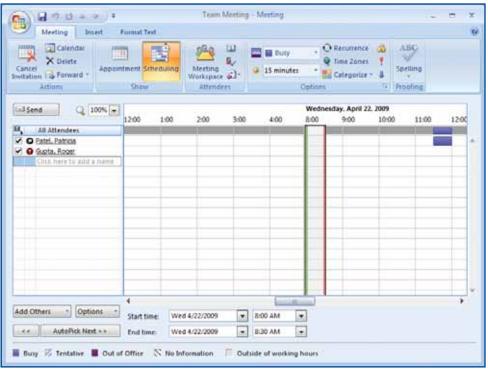


FIGURE 3.12 Updated Meeting Invitation

Cancel Invitation	Calendar X Delete Actions	Appointment Sched		&∕ ↓]- ↓ 19	Busy Q Ti	ecurrence 🔒 me Zones 🕴 ategorize * 🌲	ABC Spelling Proofing			
Invitatio	ns have not be	een sent for this meeting.	k a							
-	To	<u>Gupta, Roger</u>								
Send	Subject:	Team Meeting								
	Location:	Conference Room								
	Start time:	Mon 4/27/2009	▼ 9:00 AM		All day event					
	End time:	Mon 4/27/2009	9:30 AM		~ ~ ~					

- In Calendar view, doubleclick the Team Meeting event.
- Choose Meeting>Show> Scheduling .
- 3 **()CHECK** Your dialog box should look similar to Figure 3.13.
- Click Add Others. Select Add from Address Book.
- 5 **() CHECK** Your screen should look similar to Figure 3.14.
- 6 In the **Optional** box, key the e-mail address assigned by your teacher.
- Select Tom Thompsen in the contacts list and click Optional. Click OK.
- 8 Click Send . In the Send Update to Attendees dialog box, click OK.

Continue to the next exercise.

Academic Skills

Time management is an important part of any academic endeavor. On a separate sheet of paper, draw out an hourly grid from 8:00 AM to 5:00 PM for yesterday and write down at least five academic tasks you worked on and when.

EXERCISE 3-5 Invite Optional Attendees



In the previous exercise, the attendees you invited were required attendees. You can also invite attendees who may be interested in attending the event, but who are not required to attend. These attendees are optional, in that they have the option of not attending the meeting or event. You can select a contact from the list, or key an e-mail address into the Optional box.

FIGURE 3.13 Team Meeting

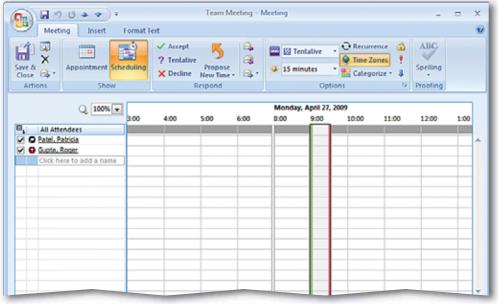


FIGURE 3.14 Select Attendees and Resources: Contacts dialog box

earch: Name only	More columns Address Book	 Advanced Find
	Go Contacts	 Advanced Find
Name	Display Name	E-mail Address
🗿 Allen Wilson	Allen Wilson	Awilson@myisp.com
S Brian Rust Patricia Patel Roger Gupta Todd Williams Tom Thompsen Tom Thompsen Tom Wilson	Rust, Brian Patel, Patricia Gupta, Roger Williams, Todd Tom Thompsen Tom Thompsen (Business Fax) Wilson, Tom	brust@myisp.com ppatel@myisp.com rgupta@myisp.com twilliams@myisp.com tthompsen@myisp.cc Tom Thompsen@+1+ twilson@myisp.com
•	TTT.	
Required -> Gupta, Roo	<u>er</u>	
Optional ->	Optional box	
Resources ->		

- In the **Month** view, open the **Team Meeting** (see Figure 3.15).
- Choose Meeting>Show> Tracking
- 3 (CHECK) Your screen should look like Figure 3.16.
- Note who has accepted, declined, or tentatively accepted the meeting request.
- Click Close to close the meeting.
 - Continue to the next exercise.

You Should Know

To change how a meeting request is tracked, choose **Tools>Options**. Under **E-mail**, click **E-mail Options**. Under **Message handling**, click **Tracking Options**. You can set options so that Outlook will automatically move, delete, or respond to meeting responses.

EXERCISE 3-6

Track Responses to Meeting Requests

After you have sent out invitations to a meeting, Outlook enables you to track the responses to the request. You can track how many people will attend and whether attendees want a different time for the meeting.

FIGURE 3.15 Calendar Month view

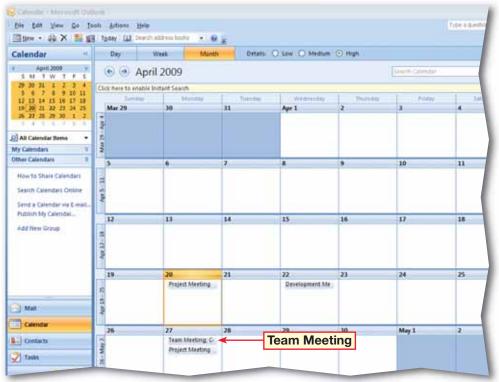


FIGURE 3.16 Team Meeting accept/decline e-mail tracking

C. 2 "	U 🔺 🕈 🔻	Team N	Meeting - Meetin	ng			-
Meetin	ng Insert	Format Text					
Cancel Meeting Actions	Appointment		€ &∕ ↓]▼	Busy 🔹 🤶	Recurrence Time Zones 🕴 Categorize 👻 🌡	ABC Spelling Proofing	Met No Onel
	-	eting have been received:					
 Mame ✓ Patel, Patricia 		ttendance 1eeting Organizer		Response None			
Gupta, Roger		equired Attendee		Accepted	Respons	es	
Tom Thompse		ptional Attendee		None	appear h	ere	
✓ twilliams@myis		ptional Attendee		None			
Click here to	add a name						

- In the Calendar, doubleclick Team Meeting.
- Choose Meeting>Show> Scheduling
- Click Add Others and select Add from Address Book.
 - In the Select Attendees and Resources: Contacts dialog box, in the Resources box, key: Projector.
- **()CHECK** Your screen should look like Figure 3.17.
- Click OK.
- In the Check Names box, click Cancel.
- **()CHECK**) Your screen should look like Figure 3.18.
- Click Close. In the dialog box, make sure Don't save changes is selected and click OK.



EXERCISE 3-7 Schedule Resources for Meetings

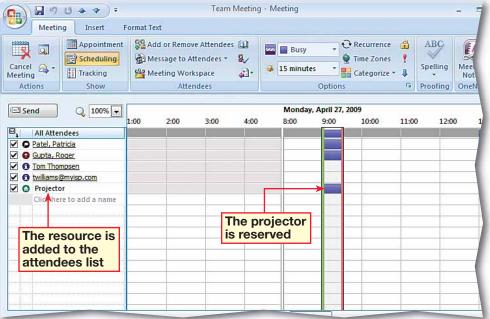


In addition to inviting attendees, you can also use Outlook to schedule resources. Resources are items that you need to conduct a meeting. Resources might include the conference room where the meeting is to be held, a speakerphone that you need for a conference call, or a projector and a laptop computer that you need to show a PowerPoint presentation.

FIGURE 3.17 Team Meeting scheduling window

lect Attendees and Resource		le l
earch:	Go Contacts	✓ Advanced Find
Name	Display Name	E-mail Address
💈 Allen Wilson	Allen Wilson	Awilson@myisp.com 🔺
 Brian Rust Patricia Patel Roger Gupta Todd Williams Tom Thompsen Tom Thompsen Tom Wilson 	Rust, Brian Patel, Patricia Gupta, Roger Williams, Todd Tom Thompsen Tom Thompsen (Business Fax) Wilson, Tom	brust@myisp.com ppatel@myisp.com rgupta@myisp.com twilliams@myisp.com tthompsen@myisp.cc Tom Thompsen@+1+ twilson@myisp.com
•	III	•
Required -> Gupta, Rog	<u>er</u>	
Optional -> Tom Thomp	sen; twilliams@myisp.com	
Resources -> Projector		
		OK Cancel

FIGURE 3.18 Scheduling window with resources added



- In the **Calendar**, doubleclick **Team Meeting**. Change the **Start time** to **10:00 AM**.
- 2 Click in the message area. Key: I have a 9:00 AM conference call that day.
- 3 **()CHECK** Your screen should look like Figure 3.19. Click **Send Update**
- In the Calendar, doubleclick Team Meeting. Click Cancel Meeting .
- 5 In the message area, click after I have a 9:00 AM conference call that day. and key: Can we reschedule for next week?.
- 🗿 Click Send 🖃.
- **OCHECK** Your screen should look like Figure 3.20. Double-click the third instance of the **Project Meeting**.
- 8 In the Open Recurring Item dialog box, click Open this occurrence and click OK.
- 9 Change the Start time to 2:00 PM. Click Save & Close .

Continue to the next exercise.

EXERCISE 3-8 Update and Cancel Meeting Requests

You might need to update or cancel a meeting request after you have sent it. You can easily add an attendee or change the meeting location or time. You can also include a note to tell attendees why you have changed your meeting request. After you have modified or canceled a meeting request, Outlook sends an update to the attendees.

FIGURE 3.19 Meeting rescheduled

	17 (** 4	*) =		Team	Meetin	g - N	leeting			
Me	eting In	sert Fo	rmat Text							
Cancel Meeting Actions	Schutzer	ointment eduling king now	Sa Add or Ren Message to Meeting W At	Attendees 🔻	s Ш &∕ ≰3-		Busy 15 minutes Op	C Recurrence S Recurrence S Time Zone Categorize tions	s 🕴	ABC Spelling Proofing
1 attendee	accepted, 0 to	entatively ac	cepted, 0 declin	ed.						
Send Update	To Subject: Location:	Team Meet Conference	upta, Roger; Tom Thompsen; twilliams@mvisi eam Meeting onference Room				Start tim updated			_
	Start time: End time:	Mon 4/27/. Mon 4/27/.	6 17 19 19 19 19 19 19 19 19 19 19 19 19 19	▼ 10:00 Å▼ 10:30 Å		-	All day event			
Key t	:00 AM con	sage	all that day.							

FIGURE 3.20 Meeting removed from Calendar

Sp Sum fair (1)	Sum of Su	Calendar	94	Day	Week Man	Details.	O Low Medium	if High			
5 7 5 6 7 6 6 7 6 7 6 7 6 7 6 7 7 6 7 8 9 10 11 </th <th>5 7 5 8 9 16 11 12 13 14 11 Apr.L 2 3 4 12 13 14 11 Apr.L 2 3 4 12 14 15 16 11 <</th> <th>SieMo Tu We Th</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Contraction of the local division of the loc</th> <th></th> <th>•</th>	5 7 5 8 9 16 11 12 13 14 11 Apr.L 2 3 4 12 13 14 11 Apr.L 2 3 4 12 14 15 16 11 <	SieMo Tu We Th							Contraction of the local division of the loc		•
Link Link <thlink< th=""> Link Link <thl< th=""><th>Image: District of the second seco</th><th></th><th></th><th></th><th></th><th>and a loss many strangers and</th><th></th><th>thursday</th><th>- Finding</th><th></th><th></th></thl<></thlink<>	Image: District of the second seco					and a loss many strangers and		thursday	- Finding		
y Celendary & S Colonidar Hew to Share Calendar Seath Calendar Nothin My Calendar Add New Group 19 20 21 22 23 24 25 Project Meeting Project Meeting P	y Celendary 5 6 7 8 9 10 11 Coloridar Image: Coloridar Source Image: Co			other Designation of the local division of t	10	я	Apr 1	f.	3		-
y Celendary & S Colonidar Hew to Share Calendar Seath Calendar Nothin My Calendar Add New Group 19 20 21 22 23 24 25 Project Meeting Project Meeting P	y Caendari * 5 Calendari * 5 Calendari Hew to Shaer Calendari Search Calendari Social Publich My Calendari Add New Group - 10 Mail * 20 Project Menting - 21 Project Menti	25 22 25 28 30	1.2	ACC.							
Columbat 5 6 7 8 9 10 11 Item to Share Calendar Seath Calendar Solution Fullin My Calendar Add New Group 1 1 1 1 1 12 13 14 15 16 17 18 18 28 21 22 23 24 25	y Calendari E Calendari E Haw to Share Calendari Seeth Calendari is Email Publich My Calendari Add New Sociol Multi	2.4.3.8.7	1.1	100							
Catendar 3 6 7 6 9 10 11 How to liker Catendari Search Catendari Locale 1 1 1 1 1 1 Search Catendari Locale 1 1 1 1 1 1 1 Search Catendari Locale 1 1 1 1 1 1 1 Nofflith My Catendari Add New Group 1 1 1 1 1 1 1 19 20 21 22 23 24 25 Project Marcing Directignant Mite Image: 1 1 1 1	Calendar 3 0 7 0 10 11 How To Share Calendar, Search Calendar, Colline Fullish My Calendar, Add New Group 4 13 14 15 16 17 18 10 11 14 15 16 17 18 10 11 14 15 16 17 18 10 10 20 21 22 23 24 25 10 10 10 10 10 10 10 10	All Calendar Rems	•	3					-	-	
Columbia Image: Columbia State Colum	Calendar Image: Calendar Source	Calendars	8	5	6	7			10	11	
Inter & Calendar via E-mail. Molinh My Calendar Ad New Group 10 10 10 10 10 10 10 10 10 10	tend a Calendar ina E-mail. Voltan My Calendar . voltan My Calen	Calendar		13		1		T	1		Î
ierod a Calendar un Fonzi. Millen My Calendar. Mad New Group 19 20 21 22 23 24 25 Project Meeting 19 Development Me.	ind a Calendar ita E-asal. Malin My Calendar. Mal New Group Mal Mal Mal Mal	tew to Share Caler	stars .								
Stand a Calendar sia Chash. IZ I3 I4 I5 I6 I7 I6 Mad New Group I I I I I I I I I Mad New Group I I I I I I I I I Image: Im	ind a Calendar via Finanda Notiken My Calendar Add New Group Material Mater	Sauth Public from the		5							
Voltan My Calendat 12 13 14 15 16 17 18 Md New Group 19 20 21 22 23 24 25 19 20 21 22 23 24 25	Voltam My Calendar. 12 13 14 15 16 17 18 Md New Group 10 20 21 22 23 24 25 Mail 10 20 21 22 23 24 25										
And New Group 19 20 21 22 23 24 25 Project Marcing Displayment Max	Add New Group The			12	13	14	15	16	17	18	1
19 20 21 22 23 24 25 Project Meeting Development Me	Mail 19 20 21 22 23 24 25		-	1	1 m m	1.00		1.00	1.1		
19 20 21 22 23 24 25 Project Meeting Development Me	Mail 19 20 21 22 23 24 25	Ldd New Group		12							
19 20 21 22 23 24 25 Point Meeting Development Me	Mail 19 20 21 22 23 24 25			5							
Project Meeting Development Me	Mail 2 Project Meeting Development Me					1.1		1.4	· .	1	
	Mail 9			19	and the second s	21	and the second s	23	24	25	Ĩ
Mart 2	Mail D			10	Project Meeting		Development Me	-			
Mat 3	Printer and a second		_	1							
	Printer and a second	Mail		2							
		Canada .		26	27	28	29	30	May 1	2	ľ



- In the Navigation pane, click Mail. In the Inbox, select the Employee Picnic message.
- CHECK Your screen should look like Figure 3.21.
- 3 In the **Reading** pane, click **Decline**. Note the **Edit the response before sending** option is automatically selected. Click **Cancel**.
- Click **Tentative**. Now the **Send the response now** option is selected. Click **Cancel**.
- 5 Click Accept. Click Edit the response before sending. Click OK.
- 6 Key the message shown in Figure 3.22. Click **Send**.
- Click **Calendar** to view the Employee Picnic meeting.
 - > Continue to the next exercise.

Academic Skills

The term *tentative* means that you are uncertain about whether you will attend a meeting or event. What are some other words that have a similar meaning to tentative?

EXERCISE 3-9 Accept and Decline a Meeting Request

When you receive a meeting request, you can accept or decline the invitation. You can also choose to include a message with your response. If you are not sure whether or not you will attend the meeting, send a **tentative** response. If you tentatively accept, the meeting will appear on your Calendar with a striped blue bar next to it.



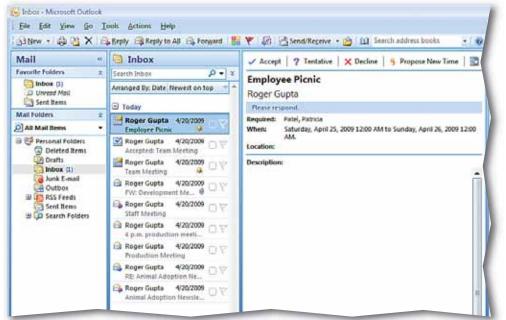


FIGURE 3.22 Accepted reply

	🖌 🔊 😈 🐟 🧇 🗧 🛛 Accepted: Employee Picnic - Meeting Response 💷 🖉
	Meeting Response Insert Options Format Text
Paste Clipboard	Address Check Attach Attach Business Signature B Z U ♥ · ▲ · ■ ■ ■ 章 章 ■ 章 章 Address Check Attach Attach Business Signature File Item Card · · ·
Yes, I will This mess	I attend. sage has not been sent.
Send	To Gupta, Roger Cc Subject: Accepted: Employee Picnic When: Saturday, April 25, 2009 12:00 AM to Sunday, April 26, 2009 12:00 AM.
Please I	Location: let me know if you need any volunteers for the picnic. Key this message

- Double-click Employee Picnic.
- In the Invited Event dialog box, click Propose New Time 5.
- In the **Propose New Time** dialog box, click the **Meeting start** date dropdown arrow. Select the **Saturday** a week after the scheduled event (see Figure 3.23).
- Change the Meeting end date to the same date. Change the Meeting start time to 12:00 PM. Change the Meeting end time to 4:00 PM.
- 5 Click Propose Time.
- 6 (CHECK) Your screen should look like Figure 3.24.
- Click **Send**. Your message is sent to the person who invited you to the picnic.

Continue to the next exercise.

You Should Know

The meeting organizer can also prohibit attendees from proposing new times for a meeting.

EXERCISE 3-10

Propose a New Meeting Time



If a meeting time does not work for you, you can **suggest**, or propose, a new meeting time. You can do this when you receive a meeting request, or after you have accepted the request. Check the Calendar to find a new time for the meeting.

FIGURE 3.23 Propose New Time dialog box

🛄 Prop	ose New Time: Employee P	icnic						?	×
Zoom	100%	Saturday, I	May 02, 2	2009					
		12:00	1:00	2:00	3:00	4:00	5:00	6:00	
⊠,	All Attendees								
0	Gupta, Roger								^
Image: Contract of the second seco	Patel, Patricia								
	ç								
			-	New dat					
					e				
				entered					
	•								
		4						•	Ψ.
Add	Others Options -	•						P	
<u>L'Id</u> a		Meeting	start	Sat 5/2/2009	-	12:00 AN	4 👻		
< <	AutoPick Next >>	Meeting	end	Sun 5/3/2009	•	12:00 AN	4 💌		
Bus	ay 🛛 Tentative 📕 Out of	Office	Current	Meeting	🛇 No Info	rmation			
Curre	ent Meeting Time	Р	ropo	se Time	├-> [Propose Tir	ne	Cancel	

FIGURE 3.24 New Time Proposed message

Paste		Address Check	Attach Attach Business Signature	Spelling
ipboard ⁱ	Basic Text	Book Names	File Item Card * * Include	Proofing
Send	To Gupta, Roger Cc Subject:			
	Current: Saturday, April 25, 2009 12:00 AM to Su Proposed: Saturday, May 02, 2009 12:00 PM-4:00 F Location:		0 AM.	

In Calendar view, click New. Select Appointment>Actions>Invite Attendees 🚳.

Fill in the To:, Subject:, Location:, and meeting start and end times as shown in Figure 3.25. Click Send _____.

()CHECK Your screen should look like Figure 3.25.

In Calendar view, select the Picnic Planning meeting. Choose Meeting> Attendees>Add or Remove Attendees

In the Select Attendees and Resources dialog box, in the Required box, key the name of a classmate provided by your teacher (see Figure 3.26).



Click Send Update and click Yes to send without a location.

In the Send Update to Attendees dialog box, select Send updates only to added or deleted attendees and click OK.

Continue to the next exercise.

EXERCISE 3-11 Add a Meeting Attendee

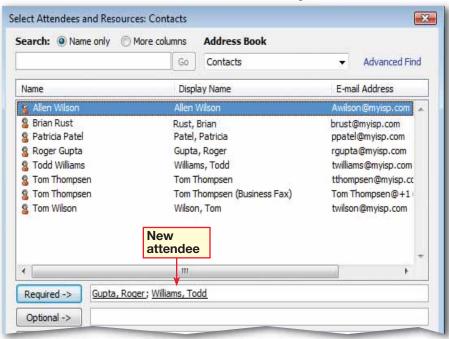


Outlook allows you to add new attendees to the meeting after you have sent out a meeting request. For example, perhaps a new person has just joined your organization and you want to invite him or her to the a fundraising dinner. You can add the person as a new attendee and send the appropriate message.

FIGURE 3.25 Employee Picnic event open

Cancel E	Calendar Forward *	Appointment Schedu	nng Tracking	(g) Message	enove Attendees 🛄 to Attendees * Sy Workspace 💰]* Attendees	 Bury 15 minutes 	O Resurrence Time Zones Categorize	1	ABC Spelle
No respon	To	Room 2							
	Start time End time	Fri 5/1/2009 Fri 5/1/2009		00 AM 💽	and the second se				

FIGURE 3.26 Select Attendees and Resources dialog box



Open the **Picnic Planning** meeting.

Choose Meeting> Actions>Forward A

3 (ICHECK) Your screen should look like Figure 3.27.

In the **To** box, key the e-mail address of a new classmate assigned by your teacher.

5 In the message body, key: Do you know where the picnic area is?

6 (CHECK) Your screen should look like Figure 3.28.

Click Send 🖃.

Click **Close** to close the meeting.

Continue to the next exercise.



To update all appointments in a recurring event, open an occurrence and in the **Open Recurring Item** dialog box, click **Open the series**.

EXERCISE 3-12 Send an Update to a New Attendee



Outlook also enables you to send updates to meetings only to specific individuals, so that others are not constantly receiving updates that do not apply to them. For example, you can use this option to familiarize your new employee with procedures that others might already be familiar with.

FIGURE 3.27 Picnic Planning meeting

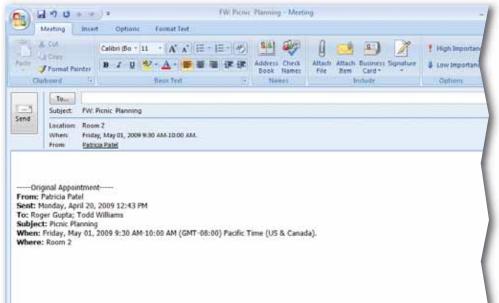


FIGURE 3.28 FW: Employee Picnic

日川に	Meeting Insert		Format Text	FW: Picnie Plan	ning - Meetin	9		
Anda a	6: Cul La Cepy Ø Format Painter phyand ¹²	Calibri (Bo * 1	ц • (А́ ќ) Щ • •2 • <u>А</u> • (Ш № 3) Basic Text	ER ER Add	ess Check Remes Names	Attach Attach Bu	Eliness Signature Card	High Importance Low Importance Options
-1		Rust Brust@my Picnic Planning	iso.com]					
iend	Location: Room When: Frida	12	9:30 AM-10:00 AM.					
From: Sent: 1 To: Ro Subjec When:	know where the gmal Appointment Patricia Patel Monday, April 20, ger Gupta; Todd V st: Picnic Planning Friday, May 01, s: Room 2	t 2009 12:43 Pl Williams		0) Pacific Time (US & Canad	a).		

- On the Menu bar, choose Tools>Options. In the Options box, under Calendar, click Calendar Options.
- 2 Under Calendar work week, make sure only Mon, Tue, Wed, and Thu are selected (see Figure 3.29).
- Click the **Start time** drop-down arrow.
 - Select 8:30 AM.
- 5 Click the **End time** drop-down arrow.
 - 3 Select 6:30 PM.
- Click OK. Click OK to close the Options dialog box.
- 8 Click Week 7. Click Show Work Week, if necessary.
- 9 (CHECK) Your screen should look like Figure 3.30.
 - Continue to the next exercise.

You Should Know

You can use **Calendar Options** to have your Calendar reflect your own work days and times.

EXERCISE 3-13 Set Work Days and Times



Not all organizations have the same work schedule. Many groups work Monday through Friday. However, some people also work Tuesday through Saturday. Some organizations also allow employees to set flexible work or volunteer hours.

FIGURE 3.29 Calendar Options dialog box

Calendar Options
Calendar work week
Sun V Mon V Tue V Wed V Thu Fri Sat
First day of week: Sunday Start time: 8:00 AM Start time
First week of year: Starts on Jan 1 💽 End time: 5:00 PM
Calendar options
Show "dick to add" prompts on the calendar
Show week numbers in the Month View and Date Navigator
Allow attendees to propose new times for meetings you organize
Use this response when you propose new meeting times: Tentative
Default color: Planner Options Add Holidays
Use selected color on all calendars
Advanced options
English Gregorian Options
When sending meeting requests over the Internet, use iCalendar format

FIGURE 3.30 Calendar in Week view

Calendar «	Day		Week	Month	0	. Show work wee	k 🕐 Show h	all week			
April 2009 > Su Mo Tu We Th Fr Sa	۲	Apri	1 20 - 23,	2009)				Searth Cale	ender	
29 10 11 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25		20	Monday		21	Tuesday	22	Wednesday	2	3	Thus
26 27 28 29 30 1 2 3 4 3 6 7 8 9	-920										
All Calendar Items -											
My Calendars A	10.00										
How to Share Calendars Search Calendars Online	11 00						Develo	pment Meeting: H	ead (@)		
Send a Calendar via E-mail. Publish My Calendar	12 per										
Add New Group	- T cu	Project Me	eting		_				_		
	2.00			0							
	3 00				-		_				
	4 00										

- On the Menu bar, choose Tools>Options. In the Options box, under Calendar, click Calendar Options.
- In the dialog box, under Advanced options, click Time Zone.
- 3 ()CHECK) Your screen should look like Figure 3.31.
- In the Time Zone dialog box, in the Label box, key: East. Click the Time zone drop-down arrow and select Eastern Time (US & Canada).
- 5 Under the Additional time zone header, check the Show an additional time zone box. In the Label box, key: West.
- 6 Click the Time zone drop-down arrow and select Pacific Time (US & Canada). Click Change Calendar Time Zone.
 - Click Cancel. Click OK.
- Click OK to close Calendar Options. Click OK to close Options.
 - **()CHECK)** Your screen should look like Figure 3.32. Note the multiple time zones.

Continue to the next exercise.

EXERCISE 3-14 Display and Change Time Zones



If you travel for work or need to keep track of contacts and Calendar items involving people and places that are far from you, you might want to view one or more time zones. Outlook allows you to change time zones or to display multiple time zones.

FIGURE 3.31 Time Zone dialog box

Time Zone	-?
Current Window	vs time zone
Label:	
Time zone:	(GMT-08:00) Pacific Time (US & Canada)
	Adjust for daylight saving time
Current time:	Mon 4/20/2009 9:19 AM
Additional time	zone
Show an a	dditional time zone
Label:	
Time zone:	(GMT-08:00) Pacific Time (US & Canada)
[✓ Adjust for daylight saving time
Change calenda	ar time zone
time zone rule	ermanently moved to a new time zone or your Windows es have permanently changed, use this tool to move and meetings to a new time zone.
	Change Calendar Time Zone
Swap Time Zo	nes OK Cancel

FIGURE 3.32 Multiple time zones displayed

spla ©	e zor ayed D Ap	oril 20 - 2	Month	. 0 ; 	how work week	Show full we	Hek		
V	∋ Ap		3, 2009						
			ALL PROPERTY AND A DESCRIPTION OF				Searth	Calendar	
1.000	test	20 1	Aonday	21	Tuesday	22	Wednesday	23	Thur
6.97	9 MT								
7.00	10.00								
8.00	11 00								1
900	12.00								
10 00	1 00					-		-	
11 00	2 00					Develo	pment Meeting: Hea	9	
12 ^{pm}	3.00								
1.00	4 00	Project Meet	ing						
	7 ⁰⁰ 8 ⁰⁰ 9 ⁰⁰ 10 ⁰⁰ 11 ⁰⁰	7 00 10 00 8 00 11 00 9 00 12 00 10 00 1 00 11 00 2 00 12 00 3 00	7 00 10 00 8 00 11 00 9 00 12 00 10 00 100 11 00 2 00 12 00 2 00 12 00 3 00 1 00 4 00	7 00 10 00 8 00 11 00 9 00 12 00 10 00 1 00 11 00 2 00 12 PM 3 00	700 1000 800 1100 900 1200 1000 100 1100 200 1200 300 100 400	700 1000 800 1100 900 1200 1000 100 1100 200 1200 200 1200 300 100 400	7 ⁰⁰ 10 ⁰⁰ 4 ⁰⁰ <t< td=""><td>700 10 00 400<!--</td--><td>7⁰⁰ 10⁰⁰ Image: state s</td></td></t<>	700 10 00 400 </td <td>7⁰⁰ 10⁰⁰ Image: state s</td>	7 ⁰⁰ 10 ⁰⁰ Image: state s

- In the main menu, choose Tools>Options. Click Calendar Options.
- **OCHECK** Your screen should look like Figure 3.33.
- 3 Under the Calendar options area, click Add Holidays.
- United States is selected in the Add Holidays to Calendar dialog box. Click OK.
- 5 Click **OK** to confirm the holidays were added to your Calendar.
- Olick OK twice.
 - Click **Month** to go to **Month** view in the Calendar. If necessary, scroll down to view the holidays.
- 8 (CHECK) Your screen should look like Figure 3.34.

Continue to the next exercise.

To remove a holiday from your Calendar, right-click the holiday event and select **Delete**.

Tech Tip

EXERCISE 3-15 Add Pre-Defined Holidays



Outlook already includes a number of holidays and events for various countries or regions around the globe. You can add any number of these predefined holidays to your Calendar and customize the Calendar to fit your needs.

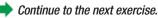
FIGURE 3.33 Calendar Options dialog box

Calendar Options
Calendar work week
Sun V Mon V Tue V Wed V Thu Fri Sat
First day of week: Sunday 💽 Start time: 8:30 AM 💌
First week of year: Starts on Jan 1 💌 End time: 6:30 PM 💌
Calendar options
Show "dick to add" prompts on the calendar
Show week numbers in the Month View and Date Navigator
Allow attendees to propose new times for meetings you organize
Use this response when you propose new meeting times: Tentative
Default color: Planner Options Add Holidays
Use selected color on all calendars
Advanced options
Finable alternate calendar: English v Gregorian v Options
When sending meeting requests over the Internet, use iCalendar format
Free/Busy Options Resource Scheduling Time Zone
OK Cancel

FIGURE 3.34 Holidays added to Calendar

Calendar "	Day	Week	Month Detail	z 🕖 Low 💽 Medium 🎕	High		
April 2009 + Su Mo Tu We Th Fr Sa	⊕ ⊕ A	pril - May 200)9			Search Calendar	
5 6 7 8 9 10 11	Sunday			A CONTRACTOR OF	Thursday	Friday	540
12 13 14 15 16 17 18 19 30 21 22 38 34 28 26 27 28 28 30 1 2 3 4 5 6 7 8 9	Apr 19	20	21	22 Administrative Pr Development Mex	23	24	25
All Calendar Bens 👻	vis						
ly Calendars 2 Calendar	26	27	28	29	30	May 1	2
oduction	Adde			Froject Meeting			
	1.581						
the state of the state state is a state of the state of t	Adde holid						
the state of the state state is a state of the state of t	holid		5	6	7	8	
How to Share Calendars Search Calendars Online Send a Calendar via E-mail. Publish My Calendar Add New Group	holid		5	6 Project Merting	7	8	•
Search Calendars Online Send a Calendar via E-mail. Publish My Calendar	holic		-5		7	8	9

- On the Menu bar, choose Tools>Options. Click Calendar Options.
- Under Advanced options, click Free/Busy Options.
- 3 Read the information in the **Free/Busy Options** box and highlight the text in the **Publish** box. Key: 1. Click **OK**.
- () () CHECK) Your screen should look like Figure 3.35.
- 5 Click OK in the Calendar Options box. Click OK in the Options box.
- In the Navigation pane, under My Calendars, right-click Calendar and select Properties.
- In the Calendar Properties dialog box, click the Administration tab (see Figure 3.36).
- Under This folder is available to area, select All users with access permission. Click OK.



🖥 Troubleshooter 🎽

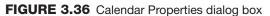
You must be using Outlook on a Microsoft Exchange server to complete this exercise.

EXERCISE 3-16 Configure Privacy Settings and Share a Calendar with Outlook Users

In network or office situations where other Outlook users schedule meetings by checking user schedules, you might not want your Calendar viewed by other members of the organization. You can configure the Free/Busy settings in Outlook to display appointments or to hide that information from others. If you need others to view your Calendar without you sending them updates, you can set the permissions in Outlook for others to look at your Calendar directly.

FIGURE 3.35 Free/Busy Options box

Free/Busy Options ? ** Options ** Image: Second Second



Calendar Properties	? 🔀
General Home Page	AutoArchive Administration Forms
Initial view on folder:	Normal
Drag/Drop posting is a:	
Add folder address to:	Contacts
This folder is available All users with acce Owners only 	
Folder Assistant Moderated Folder]
Folder path:	

- In the Navigation pane under My Calendars, click Send a Calendar via E-mail.
- CHECK Your screen should look like Figure 3.37.
- 3 In the Send a Calendar via E-mail dialog box, click the Date Range drop-down button and select Next 30 days.
- Click in the **Detail** box and select **Full Details** from the list.
 - 🗾 Click **OK**.
 - **()CHECK)** Your screen should look like Figure 3.38.
- In the message **To** box, key the e-mail address of a classmate assigned by your teacher.



Continue to the next exercise.

You Should Know

You can send the Calendar showing full details, limited details, or only when you are available or not.

EXERCISE 3-17 Send Calendar Information in an E-mail Message



If you are not on a Microsoft Exchange server, you can still share your Calendar information by sending it to someone via e-mail. Outlook makes that simple through the use of several automated helpers in the Navigation pane.

FIGURE 3.37 Send a Calendar via E-mail dialog box

Send a C	Calendar via E-	-mail			? 🔀
		alendar information you want to indu	Date Rai drop-do arrow		
	Calendar:	Calendar		t	
	Date Range:	Today		*	
	Detail:	Mon 4/20/2009 Availability only Time will be shown a or "Out of Office"	s "Free," "Busy	," "Tentative	≥,"
	Advanced:	Show time within my working how		Detail d Iown a	
			ОК	Ca	ncel

FIGURE 3.38 Send a Calendar e-mail message

🕞 🖬 ") U	A → → Patricia Patel Calendar - Message (HTML)
Message	Insert Options Format Text
	i (Bo × 11 × A Ă Ě = * ∃ = * Z U ♥ → A × ■ ≡ ≡ ≡ ‡ ‡ ‡ Basic Text 5 Names Names Names Names Scheck
Send To Cc	
Subject:	Patricia Patel Calendar Calendar information
Attached:	Patricia Patel Calendar.ics (7 KB)
	Patricia Patel Calendar Patel, Patricia
	Monday, April 20, 2009 – Tuesday, May 19, 2009
	Time zone: (GMT-05:00) Eastern Time (US & Canada) (Adjusted for Daylight Saving Time)
	April 2009 May 2009
	Su Mo Tụ We Th Fr Sa Su Mo Tụ We Th Fr Sa
	1 2 3 4 <u>1</u> 2
	7 8 9 10 11 6 7 8 9

- In the **Navigation** pane, under **My Calendars**, click **Publish My Calendar** (see Figure 3.39).
- In the Sign In dialog box, enter the password assigned by your teacher. In the Detail box, click the down arrow and select
 Full Details. Click
 Advanced.
- Under Upload Method, select Single Upload. Make sure Private Items is not selected.
- OCHECK Your dialog box should look like Figure 3.40. Click OK.
- Olick OK in the Publish Calendar dialog box.
- In the Send a Sharing Invitation dialog box, click Yes to send an invitation.
- In the message **To** box, key the e-mail address of your assigned classmate. Click **Send**.
- Continue to the next exercise.

Microsoft Office 2007

Microsoft Office 2007 offers many features through **Windows Live™**. To use these features, you must first register with **Windows Live**.

Lesson 3: Exercise 3-18

EXERCISE 3-18 Publish a Calendar to Microsoft Office Online

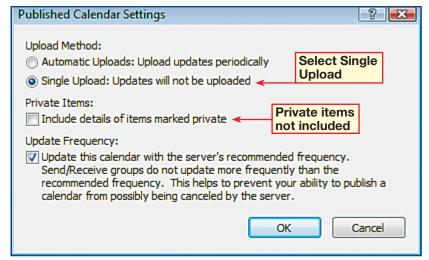


You can publish your Calendar online using Microsoft Office's online publishing site. This tool allows you to invite others to view your Calendar online. You can choose to hide any information that you have marked as private.

FIGURE 3.39 Publish Calendar dialog box

Publish	Calendar to Micr	rosoft Office Online 🛛 🖓 💌
	Publishing:	Patricia Patel Calendar Publish other calendars
	Time Span:	 Previous 30 Days through next 60 Days Whole calendar
	Detail:	Availability only Time will be shown as "Free," "Busy," "Tentative," or "Out of Office"
		Show time within my working hours only <u>Set working hours</u>
-	Permissions:	 Only invited users can view this calendar Anyone can view and search for this calendar on Office Online
Ca	Office Online Con	nmunity-Submitted Calendars
232	Description:	Your description helps Office Online users find this calendar.
		Calendar Comment
	Advanced	
	Advanced	OK Cancel

FIGURE 3.40 Published Calendar Settings dialog box



- In **Calendar** view, click **Share my calendar**. In the **Sharing invitation** dialog box, in the **To...** box, key the name of a classmate assigned by your teacher.
- Be sure that the Allow recipient to view your Calendar box is checked. Check the Request permission to view recipient's Calendar check box. Click Send.
- In your Inbox, select the e-mail from your classmate.
 In the **Preview** pane, select **Allow**.
- You should receive a reply to your request, in your Inbox. Select the reply.
- 5 Your screen should look similar to Figure 3.41. In the Preview pane, click **Open this calendar**.
- 6 (CHECK) Your screen should look like Figure 3.42.
- In the **Navigation** pane, under **People's Calendars**, remove the check mark next to your classmate's Calendar.

Continue to the next exercise.

EXERCISE 3-19 View a Calendar Shared by a Network User

If you are on an Exchange server, you can ask for permission to view another person's calendar. In this exercise, you will send a request for access to a classmate's calendar. Once permission is granted, you will be able to view your classmate's calendar.

FIGURE 3.41 Open a Shared Calendar dialog box



FIGURE 3.42 User's Calendar and Shared Calendar view





In the **Navigation** pane click **Mail**.

Open the message from your classmate with the subject [classmate first name_last name]_ Calendar-Internet Calendar.

3 ()CHECK) Your screen should look similar to Figure 3.43.

Choose Share>Open> Subscribe to this Calendar
.

In the dialog box, click Yes to add this calendar to Outlook and subscribe to updates.

In the **Sign In** dialog box, key the user name and password assigned by your teacher.

7) Click **OK**.

Click **Close** to close the message.

()CHECK) Your screen should look similar to Figure 3.44.

Continue to the next exercise.

EXERCISE 3-20

Subscribe to an Internet Calendar



Outlook is not limited only to Calendars shared among your networked coworkers. You can go online to several different sites and subscribe to calendars that will be updated to your computer over a period that you can define.

FIGURE 3.43 Internet Calendar message

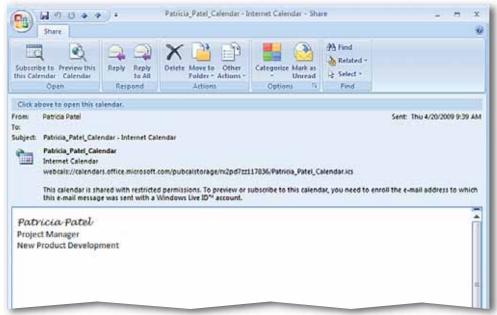


FIGURE 3.44 Internet Calendar displayed in Calendar view



In the **Navigation** pane under **People's Calendars**, put a check in the box next to another classmate's shared Calendar.

- CHECK Your screen should look like Figure 3.45.
- 3 On the Menu bar, choose View>View in Overlay Mode.
- In the shared Calendar tab on the right, click the View in Overlay Mode arrow. In the preview pane, click Open this calendar.
- 5 (CHECK) Your screen should look similar to Figure 3.46.
- 6 Click the tab on your Calendar.

In the **Navigation** pane under **People's Calendars**, clear all the check boxes.

Continue to the next exercise.

Academic Skills

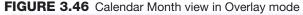
The term *overlay* means that the calendars are overlapping, similarly to a Venn diagram.

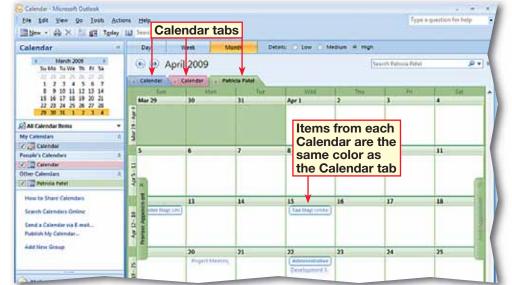
EXERCISE 3-21 View Multiple Calendars in Overlay Mode

If you are on an Exchange server, Outlook offers several ways to view Calendars in order to make them more readable. You can view Calendars as separate items side by side or use Outlook's Overlay Mode. In **Overlay Mode**, one or more Calendars are placed on top of each other, merging the scheduled meetings and events into one Calendar. You can easily find conflicting appointments or view the availability of others before scheduling a meeting.

FIGURE 3.45 Calendar Month view with three Calendars









In the Navigation pane, click Tasks.



()CHECK) Your screen should look like Figure 3.47.

Click New Task 📝. In the Subject box, key: Conference Materials.

- In the Start date box, click the drop-down arrow and select the first Monday of this month.
- In the **Due date** box, click the drop-down arrow and select the Monday six months from the Start date.
- Click the Status drop-down arrow and select In Progress.



Set the **Priority** to **High**.

Change % Complete to 50%. Press ENTER.



Continued to the next page.

ou Should Know

When one task has priority over another, it means that it should be given attention before completing the other task.

EXERCISE 3-22 Create and Modify Tasks



A task is a personal or work-related duty that you want to track from start to finish. When you create a task, you note when you will start the task and when it is due to be finished. You can also identify a task's priority, or relative importance, and track your progress as you complete the task. Use the Task list to view and modify tasks.

FIGURE 3.47 Task List view

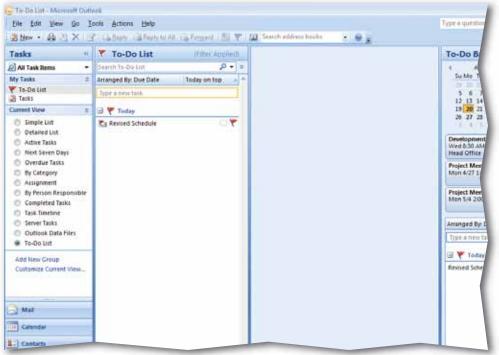


FIGURE 3.48 New Task window

G	(4 4 9) F		Conference Materials	- Task		-
Task Task	Insert Forma	Text				
Save & Delet	te Task Details		Mark Complete Reply to All By Forward nage Task	Recurrence Skip Categor Occurrence Options	Up *	4 Sp Pro-
Subject	Conference Materials					
Start date: Due date:	Mon 4/6/2009 Mon 10/5/2009		n Progress figh 💌 % Complete	к 50% т		
Reminder	None -	None	👻 👫 Owner:	Patricia Patel		
						1
						-

Choose Task>Options> Recurrence O

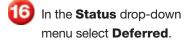
In the Task Recurrence dialog box, under Range of recurrence, select End by.

Click the drop-down arrow and change the end by date to the due date you selected in Step 6 (see Figure 3.49). Click **OK**.

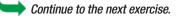
🗿 Click Save & Close 😭

OCHECK Your screen should look like Figure 3.50.

Double-click the Conference Materials task to open it.



7 Click Save & Close 😭



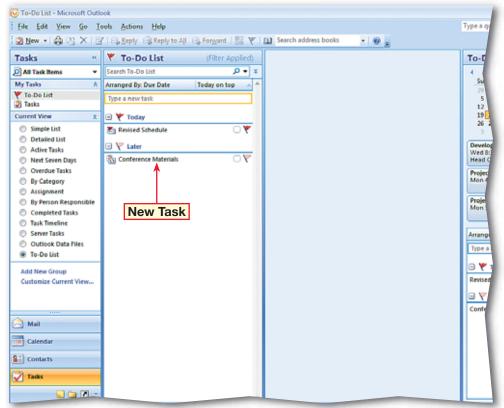


EXERCISE 3-22 (Continued) Create and Modify Tasks



Task Recurrence	e 💦 🔁
Recurrence pa	ttern
Daily	Recur every 1 week(s) on
Weekly	Sunday Monday Tuesday Wednesday
Monthly	Thursday Friday Saturday
© Yearly	Regenerate new task 1 week(s) after each task is completed
Range of recu Start: Mon 4	rrence End by date
	End after: 27 occurrences
Select	End by: Mon 10/5/2009
	OK Cancel Remove Recurrence

FIGURE 3.50 New task added



- In the Navigation pane, click Mail.
- In the Inbox, select the **Photo Assignments** message.
- In the **Inbox**, right-click the flag icon on the Photo Assignments message and select Next Week.
- In the Navigation pane, click Tasks.
- **()CHECK** Your screen should look like Figure 3.51.
- Double-click the **Conference Materials** task to open it.
- **()CHECK** Your screen should look like Figure 3.52.
- Choose Task>Options> Private 🔒
- Click Save & Close
 - Continue to the next exercise.

ou Should Know

You can also mark tasks as private if you do not want others to view a task's details.

EXERCISE 3-23



Create a Task from an E-mail Message and Label the Task Private

You do not have to be the originator of a task to enter it into Outlook. If a coworker e-mails a task, you can enter it into the Outlook task list and flag it for completion.

FIGURE 3.51 New task added from e-mail

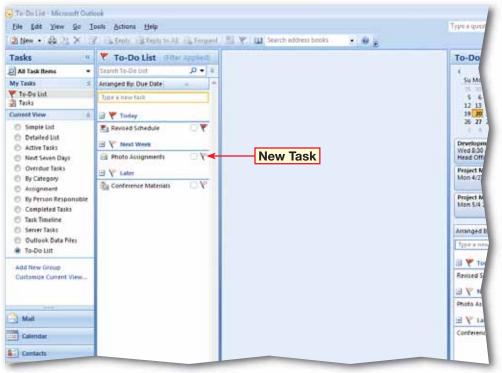


FIGURE 3.52 Conference Materials task

Tasi	Insert Forma	it Text						
Save & Del	ete Task Details	Assign Send Statu Task Report	Mark Complete	O Recurrence	Skip Categ	orize Fol	low Private	ABC Spelling
Actions	Show	Manag	e Task		Options		↑	Proofing
tart date:	Mon 4/6/2009	▼ Status:	Deferred				make tł Task	1e
	Mon 10/5/2009	Priority:	High 💌	% Complete:	50%		private	
Oue date:								

- In the Tasks pane under My Tasks, click To-Do List.
- In the **To-Do List** in the **Photo Assignments** task, click the flag icon to mark the task complete.
- On the Standard toolbar, click New Task 2.
 - In the **Subject** box, key: Conference Schedule.
- 5 Click the **Due date** dropdown arrow and select the next **Thursday** in the Calendar.
- 6 Click the Start date dropdown arrow and click today's date.
- Choose Task>Manage Task>Assign Task
- 8 (CHECK) Your screen should look like Figure 3.53.
- In the **To** box, key the e-mail address provided by your teacher. Click **Send**.

OCHECK Your screen should look like Figure 3.54.

Continue to the next exercise.

EXERCISE 3-24

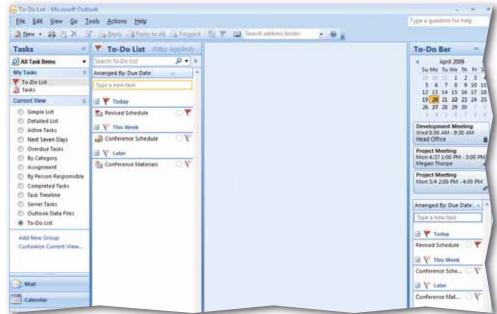
Assign Tasks and Label Tasks as Complete

When you create a task, you are the owner of that task. If you **assign** the task to another person, that person becomes the owner. Only the owner can modify a task. Icons in the Tasks list indicate whether a task is assigned or unassigned. When you have completed a task, you can mark the task as complete. Others can see the status of the task and can schedule new tasks accordingly.

FIGURE 3.53 Assign Task window

C	🕫 🕲 🐟 🛷 🔻 Conference Schedule - Task
	Task Insert Format Text
X Delete	Image Task Image Task Address Book Image Task Image Task<
Due in 3	sage has not been sent. days.
Send	To Subject: Conference Schedule
	Start date: Mon 4/20/2009 💌 Status: Not Started
	Due date: Thu 4/23/2009 Priority: Normal % Complete: 0%
	 ✓ Keep an updated copy of this task on my task list ✓ Send me a status report when this task is complete

FIGURE 3.54 Conference Schedule task assigned



In the Navigation pane, click Mail. In your Inbox, double-click the **Conference Hotel** Reservations e-mail that contains the task request.

()CHECK Your screen should look like Figure 3.55.

In the request, choose Task>Respond> Decline 🔀

In the **Declining Task** dialog box, select Edit the response before sending and click OK.

In the message body, key: I have a previous assignment that covers that time. Click Send.

Open the **Conference** Flight Details message. Choose Task>Respond> Accept <a>Image: Accept <a>Image: Click OK.

In the Navigation pane, click Tasks. Double-click the Conference Flight Details task.

()CHECK Your screen should look like Figure 3.56.

Choose Task>Manage Task>Assign Task 🛃 In the **To** box, key the e-mail address assigned by your teacher. Click Send.

Continue to the next exercise.

Lesson 3: Exercise 3-25

Step-By-Step

EXERCISE 3-25 Decline and Delegate Tasks



Once you have received a proposed task assignment, you may accept or decline that task. You also can decide to reassign, or delegate, that task to someone who can complete it for you.

FIGURE 3.55 Conference Hotel Reservations message

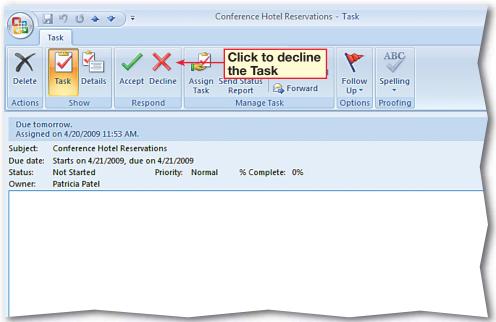


FIGURE 3.56 Conference Flight Details task

C	× + + +		Conference Flight Details -	Fask	
Task	Insert Format Text	:			
Save & Delete Close		ign Send Statu sk Report	s Mark Complete	Categorize Follow Private Up * Options	ABC Spelling Proofing
_	icia Patel on 4/20/2009 8 Inference Flight Details		Click to assign to someone els		
Start date: Tu	e 4/21/2009	 Status: 	Not Started		
Due date: Tu	e 4/21/2009	Priority:	Normal 💌 % Comple	te: 0%	
Reminder: N	one 👻	None	👻 🍕 Owner	Patricia Patel	

- In your **Inbox**, open the **Conference Schedule** task that was e-mailed to you by a classmate.
- In the Conference Schedule - Task window, click Accept. Click OK.
- 3 In the **Tasks list**, doubleclick the **Conference Schedule** task to open it.
- GCHECK Your screen should look like Figure 3.57.
- 5 Choose Task>Manage Task>Send Status Report 2.
- 6 (CHECK) Your screen should look like Figure 3.58.
- In the **To** box, key the name of a classmate assigned by your teacher.



Close the Conference Schedule task.

Continue to the next exercise.

You Should Know

The **Status** and **% Complete** values are dependent on each other. If you change the value in one, the value in the other adjusts accordingly.

EXERCISE 3-26

Accept a Task and Send a Status Report

Those who assign tasks are likely to want to be updated on your progress during the course of the work. Outlook allows you to send a status report on the progress of a task and e-mail the statistics of the task to the task owner.

FIGURE 3.57 Conference Schedule task

Task) (* 🍲 🌩 👻	Conference Schedule - Task	- =
Save & Dele Close Actions	2 2 2	Send Status Report Mark Mark Complete Manage Task	Categorize Follow Private Up + Proofing
Appointment Subject:	(s) on: Mon 4/27/2009 11:00 AM Conference Schedule	Send Status Rep	ort
Start date: Due date:	Mon 4/20/2009 Thu 4/23/2009		A V
Reminder:	None	None 🔻 🕸 Owner: Patricia Pa	tel
			(

FIGURE 3.58 Conference Schedule Status Report

83		• 11 • A	s Format Text	<u>191</u>	18-	۳ ۹.	ABC	
Paste	B Z	<u>u</u> <u>*2 · A</u> ·		Address Check Book Names	2 🔤 🛄 2 -	Follow	Spelling	
ipboard	6	Basic Text	5		Include 19	Options 5	Proofing	
	To							
	C	[
Send	Bcc	[
	Subject:	Task Status Report:	Conference Schedule					
Subject Priority	: Normal	ice Schedule						
Subject Priority Start da	: Conferer	ce Schedule /20/2009						
Subject Priority Start da Due da	t: Conferer y: Normal ate: Mon 4 te: Thu 4/	nce Schedule /20/2009 23/2009						
Subject Priority Start da Due da Status: % Com	t: Conferer /: Normal ate: Mon 4 te: Thu 4/ Not Starte plete: 0%	ice Schedule /20/2009 23/2009 d						
Subject Priority Start da Due da Status: % Com	t: Conferer y: Normal ate: Mon 4 te: Thu 4/ Not Starte	ice Schedule /20/2009 23/2009 d						

- In the **Tasks** list, select the **Conference Schedule** task.
- Drag the task to the Calendar in the **To-Do Bar** pane and drop it on the date one week from today.
- 3 (CHECK) Your screen should look similar to Figure 3.59.
 - 🖢 Click Save & Close 🏢
- 5 In the Navigation pane, click Calendar.
- 6 (CHECK) Your screen should look similar to Figure 3.60.



You Should Know

You can also create a new task by keying it into the **Type a new task** text box in the **To-Do Bar** from any view in Outlook.

EXERCISE 3-27 Create a Meeting from a Task

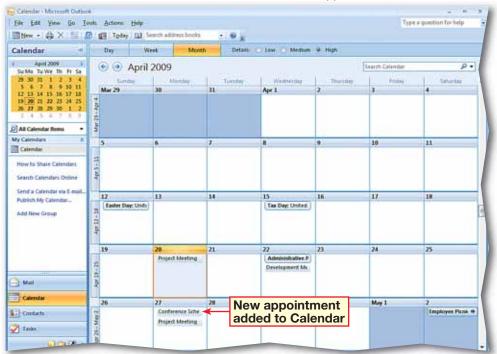


In addition to sending status reports, you might want to meet face-to-face or in a conference call with the owner of the task on which you are working. You can create meetings, appointments, or events from tasks in Outlook.

FIGURE 3.59 Conference Schedule Appointment window

	10000	<i>y</i> =	C	onfere	sce Schedule - Appointment		- = ×
	Appointment	insert For	mat Text				
Save & Close At	Actions	-	ntment Sched		Bury Otherumente IS minutes Categorize - & Options Categorize - &	ABC Spetting Proofing	
ubject	Conference Sche	dule					
ocation							
tart time:	Mon 4/27/2009	~	8:30 AM	×	All day event		
nd time:	Mon 4/27/2009		9:00 AM				
Subject			nce Schedul April 20, 20	70.0			ē.
Due Da	6150 C		April 20, 20				
Status: Percent	t Complete:	Not Start 0%					
Total W	/ork:	0 hours					
Actual	Work:	0 hours					
Owner		Guota, R	oger				

FIGURE 3.60 Calendar view with Conference Schedule appointment



LESSON

After You Read



Review Vocabulary

Complete the following statements on a separate piece of paper. Choose from the Vocabulary list on the left to complete the statements.

- **1.** Appointments can be flagged with different levels of _____ (p. 83)
- **2.** A(n) ______ is an appointment to which you invite others. (p. 62)
- **3.** If you are not sure you can attend a meeting, you should respond as _____. (p. 70)
- 4. Speakerphones, conference rooms, and overhead projectors are all examples of ______ used for a meeting. (p. 68)
- _____ is to pass along a task for another person to do it. (p. 87) 5. To _____

Vocabulary Activity

- 6. Create a memory game using the vocabulary words and definitions.
 - You will need 14 small (approximately $3'' \times 5''$) pieces of paper.
 - Write seven vocabulary words on separate pieces of paper. Write the definition for each word on the remaining seven pieces of paper.
 - Keep the definitions in one group and the vocabulary words in another group. Turn the paper face down. Mix the papers in each group.
 - With a classmate, take turns turning over a word and a definition. If you pick the wrong definition, return the papers and go to the next player. If you pick the right definition, keep both pieces of paper. The player with the most complete definitions wins.

Review Key Concepts

Answer the following questions on a separate piece of paper.

- **7.** Which of the following is NOT a Calendar view? (p. 60)
 - A. Day C. Month B. Week D. Year
- **8.** Which button would you click if you cannot attend a meeting at the suggested time but would like to suggest another time? (p. 71)

A. Accept	C. Propose New Time
B. Decline	D. Tentative

- **9.** Which group would you look under to cancel a meeting? (p. 69) A. Edit C. Delegate
 - **B.** Actions D. Tools

10. The group of tasks displayed in the Tasks folder is called what? (p. 83)

- A. Task list C. Task journal D. Task icons
- B. TaskPad

appointment assign

Vocabulary

Key Terms

attendee

Calendar

delegate

event

meeting

- meeting request
- **Overlay Mode**

resource

task

Task list

tentative

Academic Vocabulary

generate

mandatory

priority

suggest



Practice It Activities

1. Switch Calendar Views and Add a Meeting

Follow the steps to complete the activity.

FIGURE 3.61 Week view in Calendar

	1		Search address books	• ¥ 8		
Calendar "	Day		Week Month	Show work week	Now full week	
April 2009 5 Stu Mio Tu Wir Th Fr Sa	G	. A	oril 20 - 23, 2009		Search Ca	inter :
29 20 31 1 2 3 4			20 Monday	21 Tursday	22 Wednesday	23 Thursday
5 6 7 8 9 10 11 12 13 14 15 16 17 18					Administrative Professionals	
19 29 21 22 23 24 25	1000					
26 27 28 29 30 1 7 3 4 5 6 7 8 9	vivet.	Fart				
All Calendar Rems •	11.00	2.00				
My Calendars =	1000	1000			Development Meeting: Hea &	
Calendar	12 pm	300				
How to Share Calendars	_	0.2				
Saarch Calendars Online	1.00	4.00	Project Meeting		-	
Send a Calendar via E-mail				-	_	
Publish My Calendar	2.00	5.00				
Add New Group	3.00	6.00	0		-	
	: 37.	6.4				
	400	7.00				
	5.99	8.00				
100						
A Mar	6.90	9.00				
Calendar			Show tasks on: Due Date	121 - I		4
Contexts	1.15	1	Revised Schedule		٣	Conference Schedule
Tata		1	Photo Assignments	<u> </u>		



Contraction of the local data		and a state of the local division of the loc	Contraction in		. 91		2015		
Calendar +	Day	2	Week	Month	Show work whet	Show full w	eek		
April 2009 F		 Ap 	oril 20 - 3	23, 2009			Search Cal	iendar	p
10 10 11 1 2 3 4 3 4 7 8 9 10 11			20. 1	Monday	21 Tursday	22	Wednesday	23	Thursday
12 13 14 15 16 17 18 19 28 21 22 21 34 25						Adm	Administrative Professionals		
26 27 28 29 30 1 7 1 4 5 8 T 8 8	wet	Cart			-			-	
All Calesdar Bens •	11.40	2**							
My Calendara 🛛 🗧						Develo	opment Meeting: Hea-@		
Calendar	12 PT	3.00							
How to Share Calendard									
Search Calendars Online	100	4 00	Project Meeting	Conference G Meeting Roos Futnicia Patel				-	
Send a Calendar via E-mail Publish My Calendar	.Z ⁰⁰	500		0					
Add New Group	3.00	6.00							
	4.00	7.00							
in the second second	500	8 00							
Mail	6.00	0.00							

Step-By-Step

- Start Outlook. In the Navigation pane, click
 Calendar. In Calendar
 view, click Week.
- 2 (CHECK) Your screen should look like Figure 3.61.
- Choose File>New> Meeting Request
- In the **To** box, key the e-mail address assigned by your teacher.
- 5 In the **Subject** box, key: Conference Call. In the Location box, key: Meeting Room.
- 6 Click the **Start time** date drop-down arrow. Click **Today**.
- Click the **Start time** drop-down arrow and select today's date.
- 9 (CHECK) Your screen should look similar to Figure 3.62.
 - Exit Outlook.



Practice It Activities

2. Update and Cancel a Meeting

Follow the steps to complete the activity. You must complete Practice It Activity 1 before doing this activity.

FIGURE 3.63 Updating a meeting

Cancel Actions	• Sch	eduling 🙀 M	dd or Remove Attendees lessage to Attendees + leeting Workspace Attendees	9 8/ 41-	Busy Categorize + Options	2 P	ABC Spelling Proofing
Conflicts wi		received for this m ppointment on you <u>Williams, Todd</u> Conference Call					
Update	Location: Start time: End time:	Conference Room Mon 4/20/2009 Mon 4/20/2009	4:00 PM		All day event		

FIGURE 3.64 Canceled meeting

S & 2 & 8 & 9 & 00 & 11 21 & 13 & 14 & 15 & 17 & 15 19 (20 & 21 & 22 & 22 & 23 & 25 20 & 21 & 22 & 25 & 25 & 25 & 25 & 25 & 25	圖blew · 命 X 目 /	6 11	Today L	Search address books	. 0	£				
So Mo. Turvic Th. (r. 54) 20 Monday 21 Turnitry 22 Wednesting 23 The 21 11 15 15 17	Calendar "	Day	-	Week Month	-	Show work week 🌔 Sho	w tull in	wek.		
20 31 1 2 34 5 6 7 8 510 11 45 7 8 510 11	April 2009 F		€ A	oril 20 - 23, 2009				Search Car	endar :	
12 13 14 15 16 Addeministrative Professionals 19 20 22 <th>39 35 35 1 2 3 4</th> <th></th> <th></th> <th>Contraction of the second seco</th> <th>21</th> <th></th> <th>22</th> <th>Wednesday</th> <th>23</th> <th>Thursday</th>	39 35 35 1 2 3 4			Contraction of the second seco	21		22	Wednesday	23	Thursday
36 7 87 30 1 2 11 2 11 2 11 2 11 2 11 2 11 2 11 11 2 11 11 2 11	12 13 14 15 16 17 18						Ade	inistrative Professionals		
Add New Gross 300 500 400 300 500	26 27 28 29 30 1 2	West	tert_		-					
Calendar 12 # 300 How to Share Calendars 100 400 Search Calendars Deline 200 500 Search Calendars. 200 500 Add New Group 300 600 400 700 0	All Calendar Rems •	11.80	2.00							
How Its Share Galendars 1.0 4.00 Project Meeting Search Calendars Online 1.00 4.00 Project Meeting Send a Calendar vis E-mail. 2.00 5.00							Devel	opevent Meeting: Hea-B		
Starth Calendars Drillne 1 00 4 00 Project Meeting Project Meeting 2 00 5 00	Calendar	12.**	300							
Starth Calendaris Unline 1 4 4 Senda Calendari va Emaili 2 ⁵⁰ 5 ⁶⁰ - Add New Group 3 ⁵⁰ 6 ⁵⁰ - 4d New Group 4 ⁵⁰ 7 ⁵⁰ -	How to Share Calendari			Desired Manfine			-		-	
Publish My Calendar Add New Grose 200 500 00 00 00 00 00 00 00 00 00 00 00	Search Calendars Online	(1.99	24.99	Project meeting					-	
Add New Group 300 500 400 700		7.50	1.00							
3 ⁰⁰ 5 ⁰⁰ 4 ⁰⁰ 7 ⁰⁰		100	1913		0				1	
	Add New Group	300	500						-	
x (0) x (0)		4.00	700							
		5.00	800	-	-					
		1								
Mail g 00 g 00	Mat .	6.00	900							
				Show tasks on: Due Date Revised Schedule	Y Conte	renze Flight Det	1		Conferen	ce Schedule
Restant Scheduler V Construmning Rester Date	Contacts	1	0	Photo Assignments	2.00		1			

Step-By-Step

- In the Calendar, double-click Conference Call.
- In the **Meeting** request, click the **Location** drop-down arrow. Click **Conference Room**.
- 3 **()CHECK** Your screen should look similar to Figure 3.63.
- 4 Click in the message area. Key: The conference call has been moved.

Click Send Update



Click Send 🗔.

notice.

()CHECK) Your screen should look like Figure 3.64.

10 Exit Outlook.



Task 📝

Presentation.

Figure 3.65.

PowerPoint Presentation.

2

In the **Navigation** pane, click **Tasks**. Click **New**

In the **Subject** box, key: Conference PowerPoint

Click the **Due date** dropdown arrow. Select two days from today. Click the **Start date** drop-down arrow. Select today's date.

()CHECK) Your screen should look similar to

Click Save & Close

In the **Tasks** list, doubleclick the **Conference**

Choose Task>Manage Task>Assign Task

()CHECK) Your screen should look like Figure 3.66.

In the **To** box, key the e-mail address assigned by your teacher. Click

Send 💽.

Exit Outlook.

Practice It Activities

3. Create, Modify, and Assign Tasks

Follow the steps to complete the activity.

FIGURE 3.65 New task

Task	7 U · · · · · Conference PowerPoint Presentation - Task Insert Format Text	-
Save & Dele Close Actions	< 📝 🛃 🕹 🔮 🔮 😌 🖉 📕 🍸 🔒	AI Spell Proof
Due in 2 days Subject:	s. Conference PowerPoint Presentation	
Start date: Due date:	Mon 4/20/2009 Status: Not Started Wed 4/22/2009 Priority: Normal % Complete: 0% 1/2	
Reminder:	None Vone Owner: Patricia Patel	

FIGURE 3.66 Assigning a task

Delete	Task Detail	Addre			kip Categorize	Follow Private	Spelling Proofing
This mes Due in 2	sage has not b davs.	een sent.					
	To						
 Send	Subject:	Conference PowerPoint Pres	entation				
	Start date:	late: Mon 4/20/2009 Status: Not Started					
	Due date:	Wed 4/22/2009	Priority:	Normal	😴 % Complete:	0%	
		updated copy of this task on a status report when this tas					
	1						

Outlook 93



You Try It Activities

4. Schedule a Tour



You have been hired to promote the latest pop music group. You must create a tour schedule for the band. You also need to set up meetings with local radio stations. You decide to use Outlook for all of these tasks.

FIGURE 3.67 Adding tour dates

Appoint Appoint Save & Invite	ment Insert	Format Text	🖂 🖥 Busy 🔹 🗘 Recurrence 🔒	ABÇ	
Save & Invite	12210		Busy CRecurrence	ABC	
Close Attendee	Forward •	Show	Time Zones Time Zones Categorize Categorize Coptions	Spelling Proofing	Ma
Subject: Los Ar	ngeles		Construction 200		100.000
Location:					
Start time: Sat 7/	4/2009	▼ 7:30 PM ▼	All day event		
End time: Sat 7/	4/2009	▼ 10:30 PM ▼			

FIGURE 3.68 Dates and appointments

Day	Week	Month Detail:	🔾 Low 🔘 Medium	High		
و چ چ	uly 2009				Search Calendar	م
lick here to en	able Instant Search					
	ay Monda	y Tuesday	Wednesday	Thursday.	Friday	Saturday
Jun 28	29	30	Jul 1	2	3	4
						Independence
						Morning Radio
						Los Angeles
5	6	7	8	9	10	11
		Las Vegas	San Jose	1	New York City	
TH-CON						
12	13	14	15	16	17	18
				17		
19	20	21	22	23	24	25
19	20		"	144		0

Step-By-Step

- Open your Outlook Calendar. Locate and open the data file Dates.xlsx.
- Click New Appointment
 In the Subject box, key: Los Angeles.
- 3 Enter the concert's **Start time** (July 4, 7:30 PM) and **End time** (10:30 PM).
- OCHECK Your screen should look like Figure 3.67.
- 5
- Click Save & Close
- 6 Repeat Steps 2 through 5 for the three other cities on the tour.
 - Create a **New Meeting Request** for July 4 at 8:30 AM. In the **Subject** line, key: Morning Radio Show. Send it to the e-mail

address assigned by your teacher.



()CHECK) Your screen should look like Figure 3.68.

Exit Outlook.



- In the Navigation pane, click Tasks. Click New Task 🛐.
- Key the first task name (Hotel Reservations) as the Subject.
- 3 Locate and open the **Tasks.xlsx** data file.
- Use the information in the data file to add the task's **Due date** (June 10) and **Start date** (June 1).
- 5 (CHECK) Your screen should look like Figure 3.69.
- 🌖 Click Save & Close 🔛
- Create two new tasks from the data file.
- In Outlook, assign and send the tasks to the e-mail address assigned by your teacher.
- 9 **(CHECK)** Your screen should look similar to Figure 3.70.

Exit Outlook.

You Try It Activities

5. Create and Assign Tasks

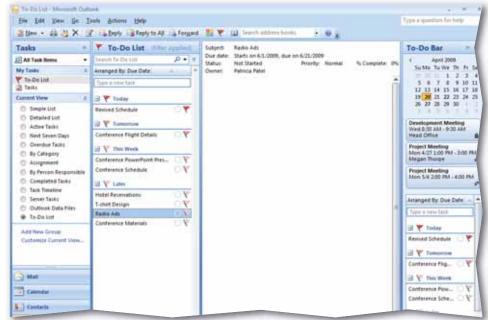


You are preparing for your pop group's upcoming tour. As part of your preparation, you need to assign several tasks, such as making hotel reservations, designing concert T-shirts, and buying radio ads to promote the tour. You decide to use Outlook to assign these tasks.

FIGURE 3.69 Creating a task

Task	7 (J () * *) *	Hotel Reservatio	ns Task	- 0
Save & Dele Close	ete Task Details Assi Show	ign Send Status Mark	Construction of the second sec	ABC Spelling Proofing
Subject:	Hotel Reservations			
Start date: Due date:	Mon 6/1/2009 Wed 6/10/2009	Status: Not Started Priority: Normal + 9	Complete: 0%	
Reminder.	None	None -	Owner: Patricia Patel	

FIGURE 3.70 List of assigned tasks



Critical Thinking Activities

6. Beyond the Classroom Activity

Language Arts: Schedule Activities Your class has been chosen to participate in a NASA satellite project. As part of the project, you are expected to attend meetings about the development of a new satellite that will be launched in December of next year. Use the Outlook Calendar to schedule the following activities over the next two-week period:

- A three-hour project launch meeting
- An appointment to pick up the chief electrical engineer from the airport
- A two-week training event about satellite stabilizers

With your teacher's permission, **Print** a copy of your Calendar in **Month** view. Make sure you enter the print range for the current month. Open a Word document and key a paragraph about the importance of tracking long-term projects with multiple components. Save your file as: orev3-[your first initial and last name]6.

7. Standards at Work Activity

Microsoft Certified Application Specialist Correlation Outlook 2.4 Customize Calendar Settings

Change Calendar Options Last Tuesday, you started working the evening shift. You need to customize Outlook for your new schedule.

- Your work week is Tuesday through Saturday from 3:00 PM to 11:00 PM.
- Change the Calendar options in your Calendar so that Week view displays your new work hours. (Hint: Choose Tools>Options. Then click Calendar Options.)

With your teacher's permission, print a copy of your Calendar in **Month** view. Make sure you enter the print range for the current month.

8. 21st Century Skills Activity

Follow a Schedule Creating a schedule is not very difficult. However, following the schedule can be difficult. Use Outlook to create a schedule for one week. Include activities inside and outside of school, such as band rehearsal, basketball practice, babysitting, chores, and study time.

After creating the schedule, see if you can stick to it for the entire week. With your teacher's permission, print a copy of your Calendar in **Month** view. Make sure you enter the print range for the current month.

LESSON



Challenge Yourself Projects

Before You Begin

Scheduling A large part of organization is managing your time. Keeping meetings, tasks, and appointments on schedule for yourself and being aware of the schedules of others will help you become more efficient at juggling multiple tasks.

Reflect Once you complete the projects, open a new Word document and answer the following questions:

- 1. What tasks could you create each day that you currently do not plan for?
- 2. Why is it important to plan your schedule in advance?
- **3.** How can a good plan help to improve your performance at school or work?



9. Planning a Movie

W I

Language Arts: Send a Meeting Request You are on the film crew of a movie. The producer could not get a permit for shooting a scene in River Park next week, so you need to get a permit for Black Rock Park.

- Request a meeting with the Director of the City Filming Office and the Director of Parks to discuss the permit.
- Use the e-mail addresses provided by your teacher. When setting the dates and times, remember that the scene must be shot next week!

Open a Word document and key a paragraph that explains the difference between mandatory and optional attendees. Why type of attendees did you send this meeting request to? Saved the document as: orev3-[your first initial and last name]9.

10. Lights, Camera, Action



Language Arts: Schedule Appointments As the director's assistant, you help to plan the director's day. Schedule the following appointments for the director. Set the appointments to occur within a one-week period.

- Determine budget with the producer.
- Negotiate salary with the lead actor.
- Meet with the costume designer.
- Have a conference call with the special effects team.

Add each appointment to your Outlook Calendar. With your teacher's permission, print a copy of your Calendar in **Month** view. Make sure you enter the print range for the current month. Open a Word document and describe how you can turn an appointment into a meeting. Save your document as: orev3-[your first initial and last name]10.

11. So Much to Do!

R

Language Arts: Create and Assign Tasks You have one week to finish shooting a scene on location in St. Louis. Here is your checklist:

- Order food from the caterers.
- Do an equipment inventory.
- Find out if the props person knows your location.
- Make sure you have a permit for filming downtown.

Create and assign the tasks to e-mail addresses provided by your teacher. Identify each task's priority. Open a Word document and explain which task has the highest priority. Save as: orev3-[your first initial and last name]11.

LESSON

Key Concepts

- Use distribution lists for contacts
- Sort items
- Organize items using colors, views, and rules
- Create folders and archive items
- Use search tools

Standards

The following standards are covered in this lesson. Refer to pages xxiv and 715 in the Student Edition for a description of the standards listed here.

ISTE Standards Correlation

NETS•S

2a, 2b, 2d, 4a, 4b, 4c, 5a, 5b, 6a, 6c

Microsoft Certified Application Specialist Standards

Outlook

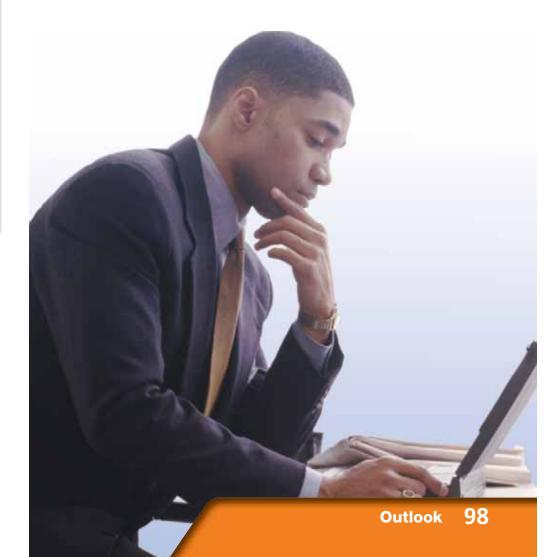
1.1, 4.3, 4.4, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6

Organize Outlook

Picture your room at home. Is it messy or neat? Does it take you a long time to clear a space for studying, or to find socks that match? Although getting organized may seem like an overwhelming task, it will save you time in the long run. In this lesson, you will learn how to use different tools in Outlook to help you to organize.

21st CENTURY SKILLS

Develop Organizational Skills Think of a time when you felt very disorganized. Perhaps your desk or locker was overflowing with papers. Maybe your teacher asked you for your homework, and you could not find it. The time and effort you spent trying to find what you needed could have been better spent doing something else. Being organized saves time and makes you more effective at whatever you do. *What is one thing you could do to become more organized*?







LESSON

Check for Understanding Having questions when you read means that you are checking your understanding of the material. Improve your comprehension by taking notes as you read. After you have finished the lesson, use your notes to help answer your questions.

Read To Learn

- Create rules to handle e-mail related tasks automatically.
- Create separate folders for specific e-mail messages and search folders for virtual copies.
- Learn to color-code, categorize, and prioritize messages.

Main Idea

Hone your Outlook skills with advanced techniques for organizing and categorizing e-mail messages.

Vocabulary

Key Terms

AutoArchive category distribution list message format rule search folder

Academic Vocabulary

These words appear in your reading and on your tests. Make sure you know their meanings.

determine distinguish enable

Quick Write Activity



Describe On a separate sheet of paper, write down three recurring events in school that could be tracked using Outlook's Calendar function. Why is it important to track these events? How might you use Outlook to help you track and categorize the messages related to each event?

Study Skill

Avoid Procrastination Sometimes we put off tasks because they are overwhelming or difficult. Try tackling the most difficult material or task first, so you do not dread what is to come.

Academic Standards

English Language Arts

- NCTE 3 Apply strategies to interpret texts.
- NCTE 4 Use written language to communicate effectively.
- NCTE 5 Use different wirting process elements to communicate effectively.
- NCTE 8 Use information resources to gather information and create and communicate knowledge.

- Start Outlook. In the Navigation pane, click Contacts.
- On the Menu bar, choose File>New>Distribution List 🕵.
- 3 In the **Distribution List** dialog box, in the **Name** box, key: **Billing Team**.
- Choose Distribution List>Members>Select Members
- 5 Select one contact. Press and hold CTRL and select a second and third contact. Click **Members**. Click **OK**.
- 6 (CHECK) Your screen should look like Figure 4.1.
 - Click Save & Close 🔛
- 8 In the **Contacts** pane, double-click the **Billing Team** contact.
- Select the first contact in the list. Choose Distribution List> Members>Remove



Continued on the next page.

EXERCISE 4-1 Create and Modify a Distribution List

If you often send e-mail to the same group of people, create a **distribution list**. A distribution list groups different e-mail addresses under one list name. When you send a message to the list, each person included in the group will receive it.

FIGURE 4.1 Billing Team Distribution List window

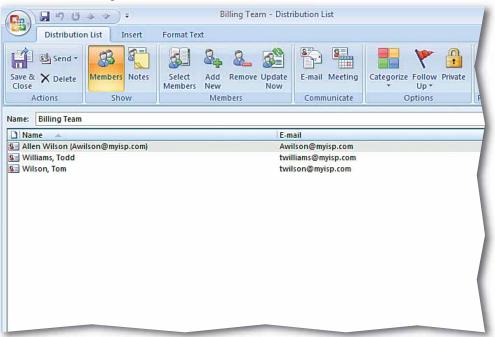


FIGURE 4.2 Modified Distribution List

💼 🖓 🖞 🛧 🖈 🔻	Billing Team - Distribution List
Distribution List Insert	Format Text
Save & X Delete Close Actions	Select Add Remove Update Members New Members Communicate
Name: Billing Team	
D Name	E-mail
 Williams, Todd Wilson, Tom 	twilliams@myisp.com twilson@myisp.com



Double-click the first name in the Billing Team list.



Select the contact's e-mail address. Key: toddwilliams@myisp.com (see Figure 4.3).

- Click Save & Close
 - In the Distribution List, choose Distribution List>Members>Update Now 🚮
- 15 OCHECK Your screen should look similar to Figure 4.4.
- If necessary, repeat Steps 11 through 13 to return your contact's e-mail address to its original form.

Click Save & Close

Continue to the next exercise.

Shortcuts

If you have created a message but do not want to send it yet, choose Office ()>Save . The message will be stored in the Drafts folder until you are ready to send it to a recipient.

EXERCISE 4-1 (Continued) **Create and Modify a Distribution List**

FIGURE 4.3 Modified e-mail address

Contact Insert Format Text							
Save & New - Save & Send - Save & Close X Delete Actions	Image: General product of the second sec	E-mail Meeting Call Communicate	 Picture Picture Catego Business Card Follow Options 				
Full Name	Todd Williams		Todd William				
Company:	Photo Inc.	0	Photo Inc.				
Job title:		<u> </u>	(818) 555-5555 twilliams@myist				
File as:	Williams, Todd	contains terri yis,					
Internet							
E-mail 🔻	toddwilliams@myisp.com 🔫	Edited E-mail ad	dress				
Display as:	Williams, Todd	Notes					
Web page address:							
IM address:	IM address: Has a good eye for h						
Phone numbers							
Business	(818) 555-5555						
Home							
Business Fax	(818) 555-1221						
Mobile							
Addresses							
Business	Business						

FIGURE 4.4 Updated Distribution List

ove Update Now Communicate							
ove Update E-mail Meeting Categorize Follow Now Up •							
Communicate Ontions							
Communicate Coptions							
Name: E-mail Image: Image: Image: Image:							
om) toddwilliams@myisp.com twilson@myisp.com							

- In the Navigation pane under My Contacts, rightclick Contacts and select New Folder.
- In the Create New Folder dialog box in the Name box, key: Personal Contacts (see Figure 4.5).
- In the Select where to place the folder box, select Personal Folders. Click OK.
- 4 (CHECK) Your screen should look like Figure 4.6.
- In the Navigation pane under My Contacts, right-click Personal Contacts and select Properties.
- In the Personal Contacts Properties dialog box, click the Outlook Address Book tab. Make sure the Show this folder as an e-mail Address Book check box is selected. Click OK.
 - Continue to the next exercise.

Troubleshooter

In Step 6, if the **Show this folder** option is grayed out, that means it is the default setting for creating a folder in **Business Cards** view.

EXERCISE 4-2 Create a Secondary Address Book for Personal Contacts

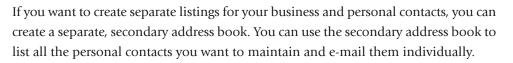


FIGURE 4.5 Create New Folder dialog box

Create New Folder	? 🔀
Name:	
Personal Contacts	
Folder contains:	
Contact Items	•
Select where to place the folder:	
🖃 💖 Personal Folders	
Calendar	
Sea Contacts	E
Deleted Items	-
Drafts	
🔄 Inbox	
Journal	
ka junk E-mail	
Notes	
Cuthoy	*
ОК	Cancel

FIGURE 4.6 Personal Contacts in Navigation pane

Contacts		Sector Contacts	Bil + Pat	Search Contacts	∗ ~ ۹
All Contact Items My Contacts Contacts Personal Contacts	*	Billing Team Billing Team Folder a	dded		▲ 123 a b c
Current View	*	I Ulder a			d
Business Cards Address Cards Detailed Address Cards Phone List By Category By Company By Location Outlook Data Files		Flynn, Walter Walter Flynn Tech Inc. Sales Representative			€ f 9 h i j k 1
Add New Group Customize Current View		(818) 555-1212 Work (818) 555-2121 Mobile wflynn@myisp.com 176 Main Street Centerville, OH 11223			m n o p q
		Gupta, Roger			t
		Roger Gupta			s t u

On the Menu bar, choose File>Import and Export.

In the Import and Export Wizard, select Import from another program or file and click Next (see Figure 4.7).

3 Select Microsoft Excel 97-2003 and click Next.

Click Browse and navigate to the folder containing the Personal Contacts.xlsx data file. Select the file and click OK.

5 Under Options select Do not import duplicate items. Click Next.

In the Select destination folder box, scroll down and select Personal Contacts. Click Next.



In the Navigation pane, under My Contacts, click Personal Contacts.

GCHECK Your screen should look like Figure 4.8.

Continue to the next exercise.

EXERCISE 4-3 Import a Secondary Address Book from Excel



In previous lessons, you learned to create contacts using Outlook functions. You can also import contacts that have been created using other Outlook accounts or even other programs. A list of contacts stored in an Excel file, for example, can be imported right into your main address book or into an address book of your choosing.

FIGURE 4.7 Import and Export Wizard

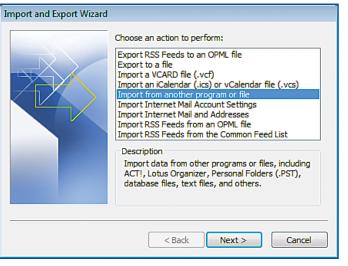


FIGURE 4.8 Personal Contacts address book

Contacts	~~	Sel Personal Contacts	Boo - Ste Search Personal Contacts	,0 - ≈
All Contact Items My Contacts Contacts Contacts Personal Contacts Current View	» « «	Boot, Terry Terry Boot Technician (877) 555-5553 Work		* 123 a b c d
 Business Cards Address Cards Detailed Address Cards Phone List By Category 		tboot@mydomain.com		e f g h
By Company By Location Outlook Data Files Add New Group Customize Current View		(877) 555-5551 Work rgunther Emydomain.com	New contacts imported	j k I m n o P
		Jumper, Gordon		q r
Amail:		Gordon Jumper Accountant (817) 555-5557 Work gJumper@mydomain.com		s t u v

- In the Navigation pane, click Mail. Click New Mail Message S
- In the **To** box, key the address of a classmate assigned by your teacher.
- 3 In the **Subject** box, key: Friday's Conference Call. In the message area, key: Will you be participating in the call?
- OCHECK Your screen should look like Figure 4.9. Click Send .
- 5 Select the Friday's Conference Call message that your classmate sent to you.
 - On the Menu bar, choose Tools>Organize 强.
- Under Ways to Organize Inbox click Using Colors. In the Color messages field, click the drop-down arrow and select Red. Click Apply Color (see Figure 4.10).
 - Continued on the next page.

EXERCISE 4-4 Organize Items Using Colors and Views

Outlook provides different tools that you can use to organize your messages. Use colors to **distinguish**, or identify, different kinds of messages quickly. You can also organize your Inbox by changing views. For example, you can change the view to display only unread messages or only messages that are less than one week old.

FIGURE 4.9 Friday Conference message

Friday's Conference Call - Message (HTML)									
9	Message	Insert	Options Format Text						
Send	Paste	B I	· 11 · A' ∧')[Ξ □] ⊉· <u>A</u> · ≡ ≡	10.00	Address Check Book Names	• • • • • • • •	Follow Up *	* 80 1 80	ABC Spelling
Send	Clipboard T		Basic Text	- 19	Names	Include 😟	Option	15 Bi	Proofing
To Roger Gupta Send Cc Bcc									
Subject: Friday's Conference Call									
	ou be partic rícía Pat		the call?						

FIGURE 4.10 Organize Inbox in Red

😡 Inbox - Microsoft Outloo	k					
i Eile Edit View Go Tools Actions Help						
Blew - A B X B	Beply 🖓 Reply to All 🖓 Forward 🔠 🦞 🚇 Search	address books 🕞 😧 🕫				
Mail «	Ways to Organize Inbox	Automatic Formatting 🛛 🗙 🗹				
Favorite Folders 🙊	Lising Eolders Apply Color	Roger Gupta in Red V				
Mail Folders All Mail Items Control	Using Colors Show messages sent only to me To view or edit your coloring, and for Formatting* above.	ein Blue Turn en r more advanced options, click on "Automatic				
Johns (a) John E-mail (b) John E-mail (b) Outbox Outbox G R55 Feeds Sent Items B Ga Search Folders	Inbox Search Inbox P • * Click here to enable Instant Search Arranged By: To A on top Bridger Gupta Fri 3/28 Friday's Conference Call					
🔂 Mall						

- Click the Color messages drop-down arrow and select Green. Click Apply Color.
- 9 (CHECK) Your screen should look like Figure 4.11.
- Under Ways to Organize Inbox, click Using Views. Under Change your view, select Unread Messages in This folder.
- Should look similar to Figure 4.12.
 - In the **Change your view** box, select **Messages**.
 - 🕖 Click Close Organize 🗙
- In the main toolbar click
 Categorize and select
 All categories.
- Click New. In the Add New Category dialog box, key: Conference Call. Click OK twice.
- Notice that the messages are all tagged with the new Conference Call color category. Select all the tagged messages, rightclick a color icon and select Clear all categories.

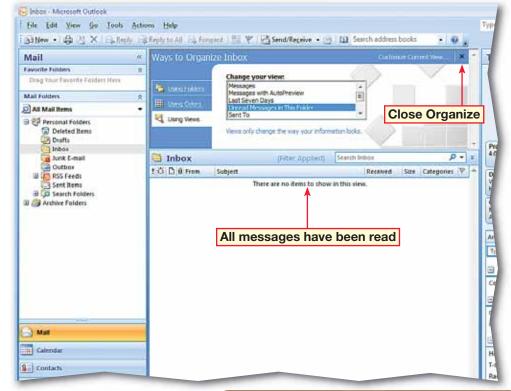
Continue to the next exercise.

EXERCISE 4-4 (Continued) Organize Items Using Colors and Views

FIGURE 4.11 Color applied to messages

Mail	Ways to Organize In	oox	Automatic Formatting 🗙 🛃
Favorite Folders Drag Your Favorite Folders Here Mail Folders 이 All Mail Items 양 Personal Folders 이 Deleted Items 2 Drafts	Usna Folders Usna Folders Usng Colors Usna Viewa. To	Color messages from Roger Gupta Apply Color Done! Show messages sent only to me in Blue view or edit your coloring, and for more advances matting" above.	
Inbox Junk E-mail Junk E-mail Junk E-mail Junk E-mail Strike RSS Feeds Sent Items Sent Items Archive Folders	Search Inbox Search Inbox Arranged By: Date Newest o & Roger Gupta 4/20/2009 Friday's Conference Call	Sent: Mon 4/20/2009 11:03 AM	n 4/20/2009 11:03 AM.
an a	Roger Gupta 4/20/2005 Photo Assignments Roger Gupta 4/20/2005 Accepted: Employee Pr Roger Gupta 4/20/2009 Accepted: Team Meeti panacean Team Meeting Roger Gupta 4/20/2009 FW: Development	Will you be participating Roger Gupta	g in the call?





In your **Inbox**, select the e-mail from your classmate.

On the Menu bar, choose Actions>Junk E-mail>Add Sender to Blocked Senders List (see Figure 4.13).

- 3 If necessary, select Please do not show me this dialog box again and click OK.
- Repeat Steps 1 and 2 two more times.
- 5 In the Navigation pane under Mail Folders, click the Junk E-mail folder.
- 6 Right-click the first message in the folder and choose Junk E-mail> Mark as Not Junk.
- **OCHECK** Your dialog box should look like Figure 4.14. Click **OK**.

Continued on the next page.

Academic Skills

The term *unsolicited* means unwanted. Write a list of criteria you would use to determine whether an e-mail in your junk mail box is unwanted or should be moved to your Inbox?

EXERCISE 4-5 Manage Junk Mail Messages



Junk e-mail, or unsolicited messages, can hamper your efforts to organize and manage your e-mail effectively. Outlook's Junk E-mail Filter screens for junk e-mail to help sort out the majority of unwanted messages. You should also check the Junk E-mail folder occasionally to make sure no legitimate messages are being moved to the Junk E-mail folder by mistake.

FIGURE 4.13 Block Junk E-mail

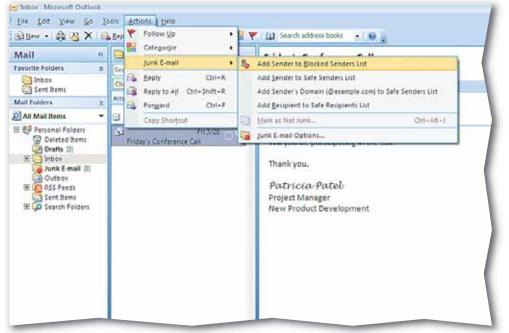


FIGURE 4.14 Mark as Not Junk

ech Tip

Mark as Not Junk	? 🔀
This message will be moved back into the Inbo	x Folder.
Always trust e-mail from "roger gupta"	
	ОК

To permanently delete a single message in the Junk E-mail folder, select the message and press [SHIFT] + [DELETE].

- On the Menu bar, choose Actions>Junk E-mail> Junk E-mail Options.
 - In the **Junk E-mail Options** dialog box, click the **Safe Senders** tab (see Figure 4.15).

OCHECK Your screen should look like Figure 4.16.

Click Add (see Figure 4.16).

In the Add Address or Domain dialog box, key the address of the first message in the Junk E-mail folder. Click OK.

Repeat Steps 10 and 11 for the remaining messages in the folder.

🕽 Click **OK**.

 In the Navigation pane under Mail Folders, rightclick the Junk E-mail folder and select Empty
 "Junk E-mail" Folder.

In the confirmation dialog box, click **Yes**.

Continue to the next exercise.

EXERCISE 4-5 (Continued) Manage Junk Mail Messages

FIGURE 4.15 Junk E-mail Options dialog box

					-	
Junk E-m	ail Options		Safe S	Senders		-?- <mark>-</mark> X-
Options	Safe Senders	Safe Re	ecipients	Blocked Sen	ders	International
	Outlook can mov Junk E-mail folde		ages that	appear to be	junk e	e-mail into a special
	Choose the level of junk e-mail protection you want:					
	No Automatic Junk E-mail for		g. Mail fro	m blocked ser	nders	is still moved to the
	Low: Move the second	ne most	obvious ju	unk e-mail to t	he Ju	nk E-mail folder.
				t, but some re I folder often.		r mail may be caught
						on your Safe ed to your Inbox.
	Permanently Junk E-mail f		uspected	junk e-mail in:	stead	of moving it to the
	Disable links (recommende		er functior	nality in phishi	ng me	essages.
	Warn me abo (recommende		icious dom	ain names in (e-mai	l addresses.
	When sendin distinguish re	-			e to h	elp e-mail dients

FIGURE 4.16 Junk E-mail Options Safe tab

Junk E-mail Options	? 🔀			
Options Safe Senders Safe Recipients Blocked Senders	International			
E-mail from addresses or domain names on your Safe Senders List will never be treated as junk e-mail.				
brust@myisp.com	Add			
rgupta@myisp.com	Edit			
	Remove			
	Import from File			
	Import from File Export to File			
✓ Also trust e-mail from my Contacts				
 ✓ Also trust e-mail from my Contacts ─ Automatically add people I e-mail to the Safe Senders List 	Export to File			
	Export to File			
	Export to File			
	Export to File			

Click on the **Inbox** folder. On the **Menu** bar, choose **Tools>Rules and** Alerts <u>()</u>.

In the Rules and Alerts dialog box, click New Rule

- In the Rules Wizard dialog box under Step 1, select
 Move messages from someone to a folder (see Figure 4.17).
- Under Step 2, click people or distribution list.
- **OCHECK** Your dialog box should look like Figure 4.18. Double-click the contact assigned to you by your teacher. Click **OK**.
- In the Rules Wizard dialog box under Step 2, click specified.
 - In the **Rules and Alerts** dialog box, select **Inbox**. Click **New**.
- In the **Name** box, key: Messages from [first initial and last name of assigned contact]. Click **OK**.
- Click OK. In the Rules
 Wizard, click Next. Click
 Next three times to accept the default options.

Continued on the next page.

EXERCISE 4-6 Use Rules

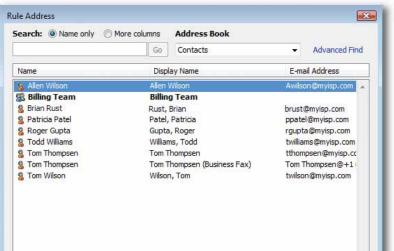


Outlook lets you manage and configure the handling of your unread e-mail by using rules. You can create a **rule** that will tell Outlook to organize messages automatically by moving them into specific folders. You also could create a rule that puts all incoming messages from one of your classmates into the same folder.

FIGURE 4.17 Rules Wizard dialog box

Rules Wizard
Start from a template or from a blank rule
Step 1: Select a template
Stay Organized
Move messages from someone to a folder
Move messages with specific words in the subject to a folder
Move messages sent to a distribution list to a folder
X Delete a conversation
Flag messages from someone for follow-up
Move RSS items from a specific RSS Feed to a folder
Stay Up to Date
Display mail from someone in the New Item Alert Window
Play a sound when I get messages from someone
Send an alert to my mobile device when I get messages from someone Start from a blank rule
Check messages when they arrive
Check messages after sending
Step 2: Edit the rule description (dick an underlined value) Step 2 Apply this rule after the message arrives from people or distribution list move it to the specified folder Example: Move mail from my manager to my High Importance folder
Cancel < Back Next > Finish

FIGURE 4.18 Rule Address dialog box



- Make sure both boxes under Step 2: Setup rule options are checked (see Figure 4.19). Click Finish.
- Click New Rule. Under Step 1 under Start from a blank rule, click Check messages when they arrive. Click Next.
- Select the first choice under Step 1. Under Step 2, click people or distribution list. Doubleclick the first contact. Click OK. Click Next.
- Under Step 1, select delete it and click Next. Click Next again, then click Finish.
- In the **Rules and Alerts** dialog box, select the rule you just made and click **Delete**. Click **Yes** in the and click **OK**. Click **Apply**.
- **GCHECK** Your screen should look like Figure 4.20.
- Continue to the next exercise.

Academic Skills

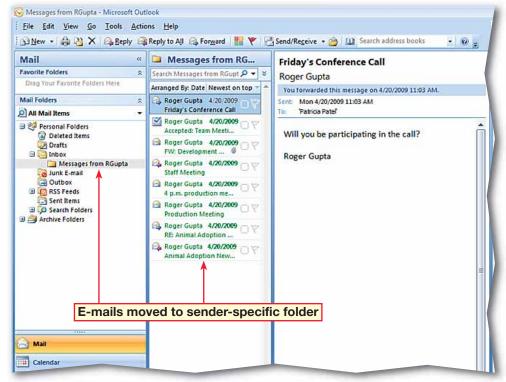
Troubleshooting is a skill very much like proofreading but not exactly the same. The **Rules and Alerts Wizard** gives you several opportunities to troubleshoot rules. On a sheet of paper, identify how the wizard lets you troubleshoot your rules.

EXERCISE 4-6 (Continued) Use Rules

FIGURE 4.19 Rules Wizard final page

	×
Finish rule setup.	
Step 1: Specify a name for this rule	
Gupta, Roger	
Step 2: Setup rule options	
Run this rule now on messages already in "Inbox"	
✓ Turn on this rule	
Create this rule on all accounts	
Oten 2: Desteur ede deserts Ken (dide en underline durchen te edit)	
Step 3: Review rule description (dick an underlined value to edit)	_
Step 3: Review rule description (dick an underlined value to edit) Apply this rule after the message arrives from Gupta, Roger	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u>	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	
Apply this rule after the message arrives from <u>Gupta, Roger</u> and on this machine only	

FIGURE 4.20 Messages from RGupta folder





Outlook 109

- Click on the **Inbox** folder. On the **Menu** bar, choose **Tools>Rules and Alerts**
- In the **Rules and Alerts** dialog box, select **New Rule** (see Figure 4.21).
- 3 In the Rules Wizard dialog box in Step 1, under Start from a blank rule, select Check messages when they arrive. Click Next.
- Under Step 1, select marked as importance. Under Step 2, click importance.
- 5 In the **Importance** dialog box, click the drop-down arrow and select **High**. Click **OK**. Click **Next**.
- 6 Under Step 1, select assign it to the category category. Under Step 2, click category.
- In the Color Categories dialog box, select the **Red** category.
- 8 (CHECK) Your dialog box should look like Figure 4.22. Click **OK**. Click **Next** twice.
 - In the wizard, check both options under **Step 2**. Click **Finish**. Click **OK**.

Continue to the next exercise.

Lesson 4: Exercise 4-7

EXERCISE 4-7 Create a Rule to Categorize E-mail



You can have Outlook automatically categorize your e-mail using the Rules and Alerts function. When you receive an e-mail, Outlook can be set to check certain parameters of the message upon its arrival and categorize it accordingly.

FIGURE 4.21 Rules and Alerts dialog box

Rules and Alerts	? 🔀
E-mail Rules Manage Alerts	
Mey Rule Change Rule - Bag Copy X Delete P Run Rules Now Options	
Rule (applied in the order shown) Actions	~
Clear categories on mail (recommended)	*
New Rule	Ŧ
Rule description (dick an underlined value to edit):	
Apply this rule after the message arrives assigned to any category clear message's categories	
Enable rules on all RSS Feeds	
OK Cancel	Apply

FIGURE 4.22 Color Categories dialog box

Color Categories		-?- 🔀
To select a Color Category, select its ca category name, and then click a comma		y, select the
Name Blue Category Green Category Orange Category Purple Category Red Category Yellow Category	Shortcut key	New Rename Delete Color: Shortcut Key: (None)
	OK	Cancel

- On the Menu bar, choose Tools>Rules and Alerts M. Click New Rule M.
- In the Rules Wizard, in Step 1 under Start from a blank rule, select Check messages when they arrive. Click Next.
- 3 Under Step 1, select with specific words in the subject. Under Step 2, click specific words.
- In the Search Text dialog box in the Specify words or phrases box, key: Conference Call.
- 5 (CHECK) Your dialog box should look like Figure 4.23. Click Add. Click OK. Click Next.
- Ounder Step 1, select forward it to people or distribution list. Under Step 2, click people or distribution list.

In the Rule Address dialog box, select the address of the classmate assigned to you and click To. Click OK. Click Next twice. Click Finish.

Select the **Conference Call** rule and click **Apply** (see Figure 4.24).



Continue to the next exercise.

EXERCISE 4-8

Create a Rule to Forward E-mail



Outlook rules can do more than just act on mail sent to your Inbox. They can also forward or reply to messages that come into your Inbox that fit the criteria that you set.

FIGURE 4.23 Search Text dialog box

Search Text	? 🔀
Specify words or phrases to search for in the subject:	
Conference Call	Add
Search list:	_
	Remove
ОК	Cancel

FIGURE 4.24 Rules and Alerts dialog box Conference Call rule

Rule (applied in the order shown)		IS
	Actions	
Conference Call		X
high importance		*
Gupta, Roger	B	an.
 Clear categories on mail (recommended) 		*
tule description (dick an underlined value to edit):		
Apply this rule after the message arrives		
with <u>Conference Call</u> in the subject		
forward it to Gupta, Roger		
Enable rules on all RSS Feeds		

In the **Rules and Alerts** dialog box, click **New Rule**

Under Step 1 under Start from a blank rule, select Check messages when they arrive.

GCHECK Your dialog box should look like Figure 4.25. Click **Next**.

- Under Step 1, select received in a specific date span. Under Step 2, click in a specific date span.
- In the Date Received dialog box, check the Before box. Click the Before drop-down arrow and select a date six months ago.
- 6 **() CHECK** Your dialog box should look similar to Figure 4.26. Click **OK**. Click **Next**.
- Under Step 1, select delete it. Click Next.

On the exceptions page under Step 1, select except if it is marked as importance and except if it is marked for action. Under Step 2, click action.

Continued on the next page.

EXERCISE 4-9 Create a Rule to Delete E-mail

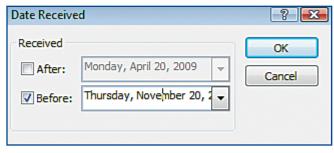


Outlook can even help you clean up your Inbox by allowing you to create a rule that will delete e-mail messages that fit the parameters, or criteria, that you define.

FIGURE 4.25 Rules Wizard

Rules Wizard			-X -	
Start from a template or from a blank rule				
Step 1: Select a template	Step 1			
Stay Organized				
Move messages from someone to a feature	older			
Move messages with specific words in the subject to a folder				
Move messages sent to a distribution list to a folder				
X Delete a conversation				
Y Flag messages from someone for follow-up				
Move RSS items from a specific RSS F	eed to a fo	older		
Stay Up to Date				
Display mail from someone in the New				
Play a sound when I get messages from the sound				
Send an alert to my mobile device when I get messages from someone			omeone	
Start from a blank rule				
Check messages when they arrive				
Check messages after sending				
the D. Edulation in the station of the second			Step 2	
Step 2: Edit the rule description (dick an unde	riined valu	2) <	Step 2	
Apply this rule after the message arrives				
Cancel < B	ack	Next >	Finish	

FIGURE 4.26 Date Received dialog box



In the **Flagged Message** dialog box, accept the default **Any** and click **OK**.

Under Step 2, click importance. In the Importance dialog box, click the drop-down arrow and select **High**. Click **OK**.



Click Next.

In the **Step 1** box, highlight the text and key: Delete older than 6 months (see Figure 4.27).

13

Select both options under **Step 2**. Click **Finish**.

OCHECK Your dialog box should look similar to Figure 4.28.

5 Click **OK**.

Continue to the next exercise.

You Should Know

Rules can help you to stay organized. You can file and follow up on the messages in your Inbox.

EXERCISE 4-9 (Continued) Create a Rule to Delete E-mail

FIGURE 4.27 Rules Wizard final page

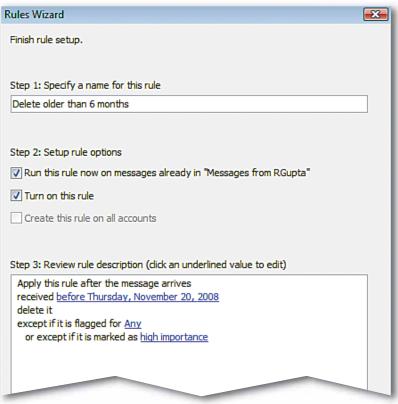


FIGURE 4.28 Rules and Alerts box with new rules

ules and Alerts		? 론
E-mail Rules Manage Alerts		
🖄 New Rule Change Rule 🗸 🖹 Copy 🗙 Delete		
Rule (applied in the order shown)	Actions	~
Delete older than 6 months		X
Conference Call		*
✓ high importance		*
Gupta, Roger	P	
 Clear categories on mail (recommended) 		*
		-
Dula description (dide as underlined using to edit):		
Rule description (dick an underlined value to edit):		
Apply this rule after the message arrives received before Thursday, November 20, 2008		
delete it		
except if it is flagged for Any		
or except if it is marked as high importance		
Enable rules on all RSS Feeds		
Enable rules on all KSS reeus		

- On the **Menu** bar, choose **File>New>Folder**
- In the Create New Folder dialog box, under Name, key: Product Launch.
- 3 Under Select where to place the folder, select Inbox (see Figure 4.29). Click **OK**.
- Repeat Steps 1 through 3 three more times. Name one folder **Personnel**. Name the next folder
 Deadlines. Name the last folder Calls.
- In the folder list, right-click the **Deadlines** folder and select **Delete** "Deadlines".
- 6 In the warning dialog box, click **Yes**.



- 8 Right-click the **Calls** folder and select **Move "Calls**".
- In the Move Folder dialog
 box, select Personal
 Folders. Click OK.



Click the **Inbox** folder.

Continue to the next exercise.

EXERCISE 4-10

Create, Delete, and Move Folders



Create folders to hold e-mail related to different projects, people, or events. At the end of a project, or following an event, some folders may no longer be necessary. To stay organized, delete any folders that you no longer need.

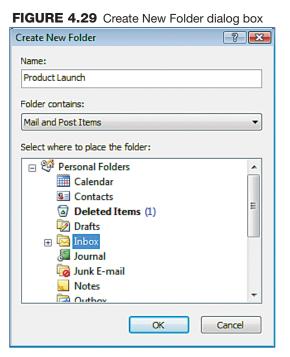
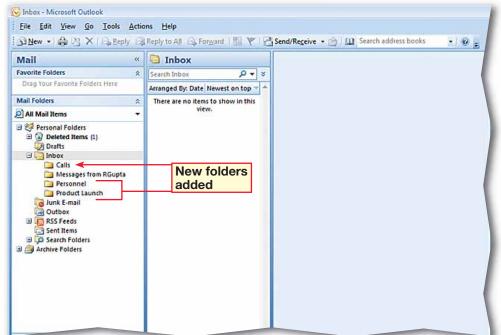


FIGURE 4.30 Mail view with revised folder list



- In the Navigation pane under Mail Folders, open the folder Messages from [your assigned contact's first initial and last name].
- 2 Right-click the message Friday's Conference Call and select Move to Folder.
- In the Move Items dialog box, click the Product
 Launch folder (see Figure 4.31).
- Click OK.
 - Under Mail Folders, click the Product Launch folder.



Continue to the next exercise.

Shortcuts

The quickest way to move a message to another folder is to click and drag it to the folder.

EXERCISE 4-11

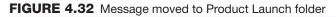
Move Items between Folders

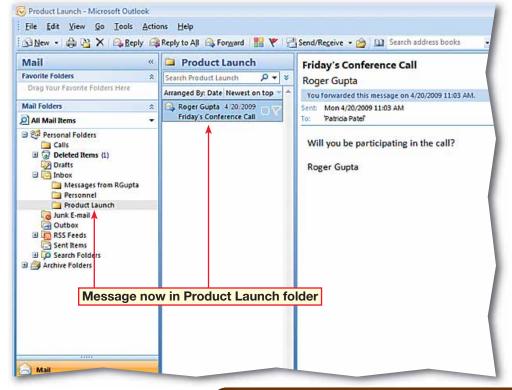


Sometimes you need to move a message from one folder to another. Outlook makes it easy to move messages between folders.

FIGURE 4.31 Move Items dialog box

Move Items		-?
Move the selected items to the folder:		
🖃 🧐 Personal Folders		ОК
🗰 Calendar		
🚞 Calls		Cancel
Sea Contacts		New
🕀 🗟 Deleted Items (1)	Ξ	
😡 Drafts		
🖃 🚾 Inbox		
🚞 Messages from RGupta		
Personnel		
🚞 Product Launch		
Journal 🔤		
🧒 Junk E-mail		
😡 Notes	•	

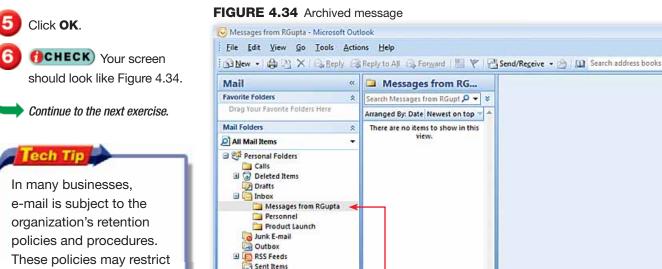




Send your assigned contact an e-mail with the subject **New Agenda**.

Under Mail Folders, click on the Messages from [your assigned contact's first initial and last name] folder. Note the date of the New Agenda e-mail.

- On the Menu bar, choose File>Archive. In the Archive dialog box, select the Messages from [your assigned contact's first initial and last name] folder.
- Click the **Archive items** older than drop-down arrow (see Figure 4.33). Select a date three months earlier than today.



🗄 📁 Search Folders

B 🮒 Archive Folders

🗄 🧾 Internet Calendars

EXERCISE 4-12 Archive Items

The process of saving old messages is called archiving. AutoArchive automatically moves older messages to another location so that your Inbox and other folders do not get cluttered. You can also manually archive your messages by using the Archive dialog box.

(a) (w)

Messages moved

to Archive Folders

FIGURE 4.33 Archive dialog box

Arch	ive	8 🔼
0	Archive all folders according to their AutoArchive settings	
•	Archive this folder and all subfolders:	
	Calendar	*
	🛅 Calls	
	Sea Contacts	E
	🕀 🗟 Deleted Items	_
	😡 Drafts	
	🖃 🚾 Inbox	
	Messages from RGupta (1)	
	Dersonnel	
	Product Launch	-
Ar	rchive items older than: Tue 1/20/2009	
	rchive file:	
C	C:\Users\Documents\archive1.pst Brow	/se
	OK Cancel	

your ability to delete some

messages or to keep

messages beyond a specific period of time.

- Under Mail Folders, click the Sent Items folder.
- On Menu bar, choose Edit>Select All
- On Menu bar, click Edit. Click Delete.
- If necessary, in the warning box, click **Yes** to delete all the messages in the **Sent Items** folder permanently without sending them to the **Deleted Items** folder.
- 5 (CHECK) Your screen should look like Figure 4.35.
- Onder Mail Folders, click the Deleted Items folder.
- On Menu bar, choose Tools>Empty "Deleted Items" Folder. In the warning box, click Yes.
- 8 Choose **Tools>Options**. In the **Options** box click the **Other** tab.
- Under General, select the option Empty the Deleted Items folder upon exiting.
- **OCHECK** Your screen should look like Figure 4.36. Click **OK**.

Continue to the next exercise.

EXERCISE 4-13 Empty the Deleted and Sent Items Folders

Outlook stores deleted messages and e-mail messages that you have sent in folders so that you can retrieve them should you need them. However, those files may become so full that it is no longer efficient to store those messages. You should periodically empty those folders to maintain an orderly system and free up space. You can also set the Deleted Items folder to empty automatically when you exit Outlook.

FIGURE 4.35 Sent Items folder messages deleted

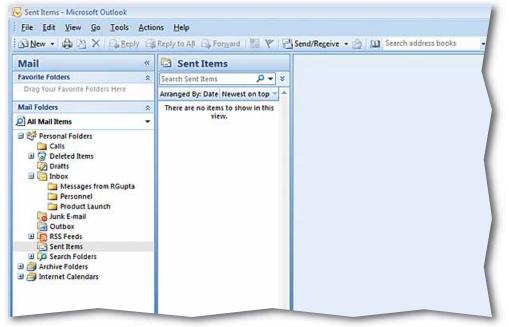
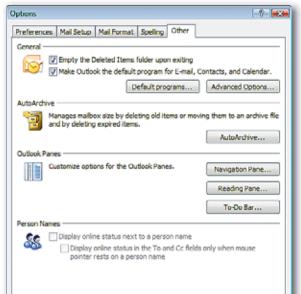


FIGURE 4.36 Set to Empty Deleted Items folder upon exiting



- In the Navigation pane, under Mail Folders, click the All Mail Items header.
- In the preview pane in the **All Mail Items** search box key: Conference Call.
- 3 (CHECK) Your screen should look like Figure 4.37.
 - Click Clear Search 🔀
- On the Menu bar, choose Tools>Instant Search> Advanced Find.
- In the Advanced Find dialog box, in the Look for drop-down box, select Any type of Outlook item (see Figure 4.38).
- Under the Any Items tab, in the Search for the word(s) box, key: [Name of your assigned classmate].



Continued on the next page.

Shortcuts
You can also open the Advanced Find dialog box by pressing CTRL + SHIFT + F.

EXERCISE 4-14 Search for Mail Items



Use the Outlook search features to locate messages or other Outlook items in any combination of folders. You can also search for all the Outlook items related to a specific person.

FIGURE 4.37 All Mail Items search

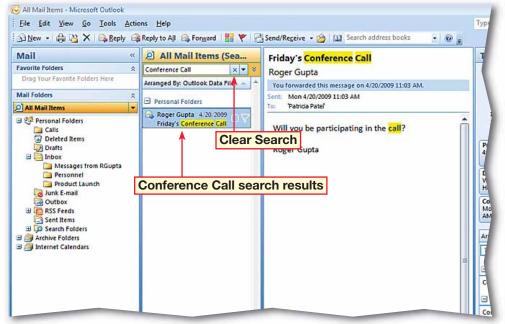


FIGURE 4.38 Advanced Find dialog box

Advance		- = x
Look for: Ar	ny type of Outlook item 🔹 In: Personal Folders	Browse
Any Items	More Choices Advanced	Find Now
Search for	the word(s):	Stop
	In: subject field only	New Search
Fro	om	
Sent	tTo	
0	Time: none anytime	
<u></u>		

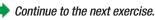
- In the **Inbox**, click the drop-down arrow and select **frequently-used text fields**.
- 9 Click Find Now.
- **OCHECK** Your dialog box should look like Figure 4.39.



- In the Navigation pane, click Contacts. Under My Contacts, click the
- Contacts folder.
 In the Contacts view, click in the Search Contacts box and key: [Name of your assigned classmate]. Click Search [].



Click Clear Search



ou Should Know

The Instant Search feature is available in all Outlook views, including **Calendar**, **Contacts**, and **Tasks**.

EXERCISE 4-14 (Continued) Search for Mail Items

FIGURE 4.39 Advanced Find dialog box with search completed

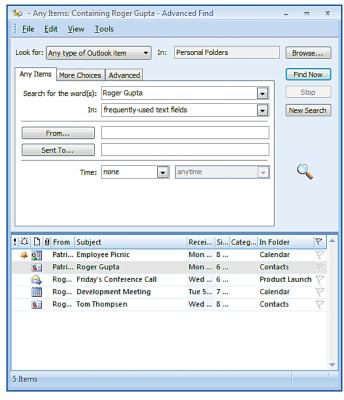


FIGURE 4.40 Contact search completed

Contacts - Microsoft Outlook		
<u>File Edit View Go Tools Actio</u>	ns <u>H</u> elp	
Sew・命密×広く:	🥙 🔟 Search address books 🔹 💽 🥫	
Contacts «	Contacts (Search Results) Gupta, Roger	Roger Gupta 🛛 🗙 💌 📚
All Contact Items		123
My Contacts *	Gupta, Roger	a
Contacts	Roger Gupta	b
Personal Contacts	rgupta@myisp.com	Clear Search
Current View 🙁		Cieal SealCII
Business Cards	195	e
Address Cards		
Detailed Address Cards		9
Phone List By Category		<u>h</u>
By Company		i i i
By Location		
Outlook Data Files		
Add New Group		m
Customize Current View		n
contraine content view		0
		p
		q
		5
		t
		U
		v

- On the Menu bar, choose Tools>Instant Search> Advanced Find.
- In the Advanced Find dialog box, in the Look for box, click the drop-down arrow and select Any type of Outlook Item.
- Click Browse. In the Select Folder(s) dialog box, click the plus-sign to the left of the Inbox folder. Select the Inbox folder and all the Inbox subfolders. Click OK.
- In the Advanced Find dialog box, click the More Choices tab. Click Categories.
- 5 **()CHECK** Your dialog box should look like Figure 4.41.
- In the Color Categories dialog box, select the Green and Red category names and click OK.
- In the **Rename Category** dialog box, click **No**.



- OCHECK Your dialog box should look like Figure 4.42.
 - 0 Click Close

Continue to the next exercise.

EXERCISE 4-15 Search Items by Category



Outlook allows you to search for more than just specific text and names. You can also search Outlook items by **category**, or type, so that you can group messages or other related items. For example, you could search for business-related messages, personal messages, or all items related to a specific event.

FIGURE 4.41 Color Categories dialog box

Color Categories		? <mark>×</mark>
To select a Color Category, select i category name, and then click a co	its category check box.To edit a category, mmand.	select the
Name Blue Category Green Category Orange Category Purple Category Red Category Yellow Category	Shortcut key	New Rename Delete Color: Shortcut Key: (None)
	ОК	Cancel

FIGURE 4.42 Advanced Find dialog box

🛬 - Any Items: More Choi	ces - Advanced Find	- = x
<u>File Edit View Too</u>	ls	
Look for: Any type of Outlool	kitem In: Personal Folders;Inbox;Message	Browse
Any Items More Choices	Advanced	Find Now
Categories Green Ca	tegory, Red Category	Stop
Only items that are:	unread 💌	New Search
Only items with:	one or more attachments	
Whose importance is:	normal 👻	
Only items which:	are flagged by me 💌	\bigcirc
Match case		\sim
Size (kilobytes)		
doesn't matter	▼ 0 and 0	
! 🋱 🗋 🛿 From Subject	Recei Si Categ In Fold	
🙈 Rog Friday's C	onference Call Wed 6 🔲 G Produc	tt Launch 🖗



- In the Navigation pane, click Mail.
- On the Menu bar, choose File>New>Search Folder.
- In the New Search Folder dialog box, under Mail from People and Lists, select Mail sent directly to me.
- 4 (CHECK) Your dialog box should look like Figure 4.43.
- 5 Click OK.
- 6 (CHECK) Your screen should look like Figure 4.44.
 - Under Mail Folders, click Inbox.

Continue to the next exercise.

You Should Know

Messages in search folders are stored in their original location. For example, a message can appear in both a search folder and the Inbox. Changes made to a message in a search folder will appear in both locations.

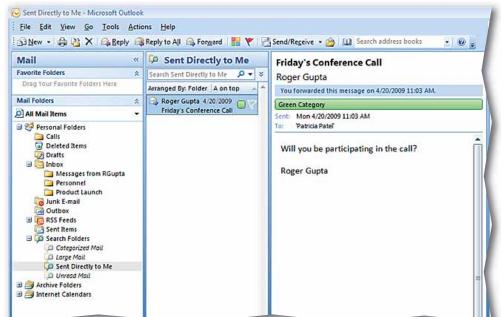
EXERCISE 4-16 Use Search Folders

Use the **search folder** feature to search messages that meet the criteria that you set. For instance, you can search for messages that were sent directly to you. Outlook will then put all of these messages into a separate folder and help you keep them organized.

FIGURE 4.43 New Search Folder dialog box

New Search Folder	
Select a Search Folder:	
Reading Mail	
Unread mail	
Mail flagged for follow up	
Mail either unread or flagged for follow up ≡	
Important mail	
Mail from People and Lists	
Mail from and to specific people	
Mail from specific people	
Mail sent directly to me	
Mail sent to distribution lists	
Organizing Mail 🔻	
Customize Search Folder:	
Search mail in: Personal Folders	

FIGURE 4.44 Sent Directly to Me folder in Search Folders



Choose File>New> Outlook Data File.

In the New Outlook Data File dialog box, select Office Outlook Personal Folders File (.pst).



Click **OK**.

- In the **Create or Open Outlook Data File** dialog box, click in the **File name** box and key: Personal Folders [your first initial and last name].
- 5 Navigate to where your teacher tells you and click OK.
- In the Create Microsoft Personal Folders dialog box, click in the Name box and key: Backup Folder. Note that you have the option to add a password to the file (see Figure 4.45).



()CHECK) Your screen should look like Figure 4.46.

Continue to the next exercise.

EXERCISE 4-17 Create a Data File

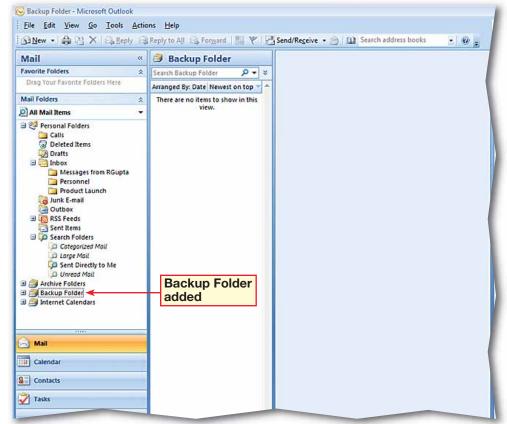


Outlook allows you to create a data file to save all your data-including contacts and messages-on your computer. This is a good practice in order to keep your information backed up in case the servers storing your e-mail or other data need to be repaired.

FIGURE 4.45 Create Microsoft Personal Folders dialog box

Create M	licrosoft Personal Folders 🛛 🔀				
File:	C:\Users\Administrator\AppData\Local\Microsof				
Name:	Backup Folder				
Format:	mat: Personal Folders File				
Passwo	rd				
Passwo	Password:				
Verify Password:					
Save this password in your password list					
OK Cancel					

FIGURE 4.46 Mail screen with Backup Folder added



- In the Navigation pane under Mail Folders, rightclick the Backup Folder and select Close "Backup Folder".
- 2 OCHECK Your screen should look like Figure 4.47.
- 3 Under Mail Folders, rightclick on Personal Folders and select Open Outlook Data File.
- In the Open Outlook Data File dialog box, navigate to where you saved the Personal Folders [your first initial and last name] Outlook data file. Select the file and click OK.
 - **CHECK** Your screen should look like Figure 4.48.
- Continue to the next exercise.

You Should Know

The Office Outlook Personal Folders file (.pst) format introduced in Outlook 2003 offers increased storage capacity for items and folders. Files saved with the older .pst file format can be opened in Outlook 2007.

EXERCISE 4-18 Open and Close a Data File in a Mail Profile

Outlook can have several data files associated with any given mail profile. To add a data file to the profile, you simply open it in that profile. To remove it, you close the data file from within the profile.

FIGURE 4.47 Mail Folders with Backup Folder closed

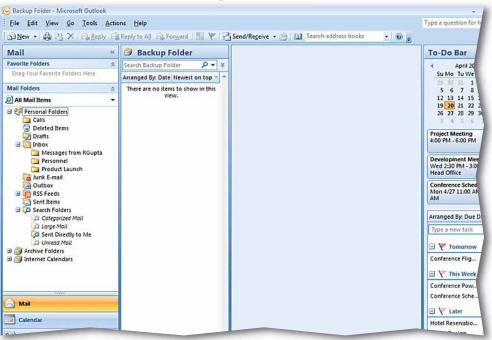
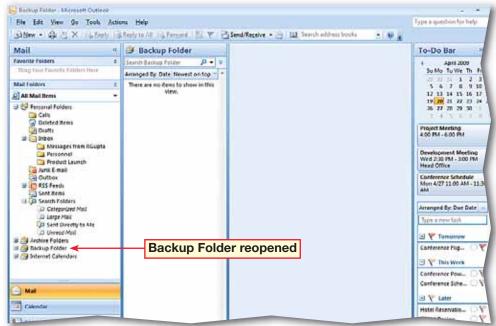


FIGURE 4.48 Mail Folders with Backup Folder opened



- In the Navigation pane under Mail Folders, rightclick the Backup Folder and select Properties for "Backup Folder".
- 2 In the Backup Folder Properties dialog box, click Advanced (see Figure 4.49).
- In the Personal Folders dialog box in the Name box, highlight Backup Folder and key: Secondary Folders.
- Click OK.
- Click OK in the Backup Folder Properties dialog box.



Continue to the next exercise.

Microsoft Office 2007

In Outlook 2007, you can also create Offline Folder files (.ost) that allow you to work with your messages when you cannot connect to the mail server.

EXERCISE 4-19 Change Data File Settings

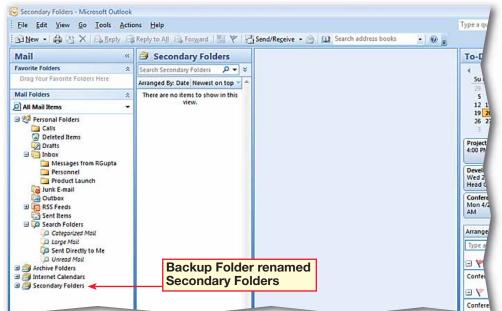


Outlook allows you to change the data file settings in order to personalize the file and make it easier for you to organize and use.

FIGURE 4.49 Backup Folder Properties dialog box

Backup Folder Properties	? <mark>×</mark>
General Home Page	
Backup Folder	
Type: Folder containing Mail and Post Items	
Location: Microsoft Office Outlook	
Description:	
Show number of unread items	
Show total number of items	
When posting to this folder, use: IPM.Post	•
Automatically generate Microsoft Exchange views	
Display reminders and tasks from this folder in the To-D	o Bar
Folder Size Advanced	
Upgrade to Color Categories	
OK Cancel	Apply

FIGURE 4.50 Mail view with Backup Folder name changed



Click Minimize the To-Do Bar wat the top of the To-Do Bar window.

CHECK Your screen should look like Figure 4.51.

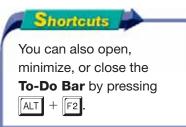
Click Expand the To-Do Bar with the pane to its original view.

Click Close To Do-Bar 🗙 .

OCHECK Your screen should look like Figure 4.52.

6 On the Menu bar, choose View>To-Do Bar> Normal. Note that the To-Do Bar is returned to its original size.

Continue to the next exercise.



EXERCISE 4-20

Show, Hide, and Minimize the To-Do Bar

The To-Do Bar is a helpful feature of Outlook that can make many tasks easier and quicker. However, sometimes you may want the extra screen space to allow for a bigger view or more information in one of Outlook's other feature panes. You can hide or minimize the To-Do Bar in order to gain this space.

FIGURE 4.51 To-Do Bar minimized

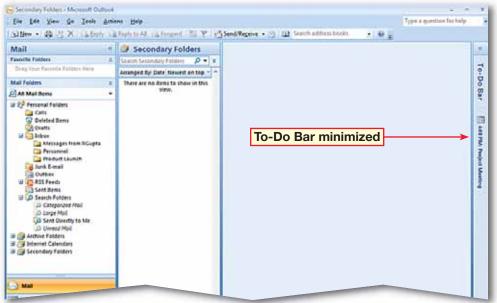
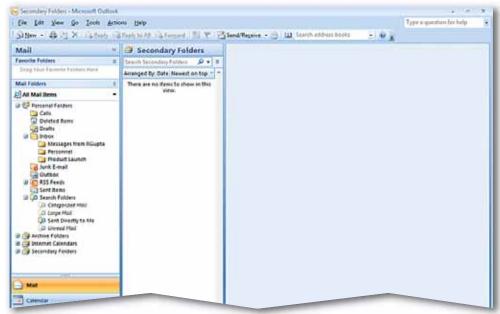


FIGURE 4.52 To-Do Bar closed



- On the Menu bar, choose View>To-Do Bar> Options.
- In the To-Do Bar Options dialog box, under Show Date Navigator, select the text in the Number of month rows box. Key: 3.
- 3 Remove the check from the **Show Task List** box.
- OCHECK Your dialog box should look like Figure 4.53.

뒰 Click **OK**.

CHECK Your screen should look similar to Figure 4.54.

Continue to the next exercise.

You Should Know

To change the size of the **To-Do Bar**, place your mouse pointer over the edge of the **To-Do Bar** until it becomes a twoheaded arrow. Then, click and drag to resize.

EXERCISE 4-21 Customize the To-Do Bar

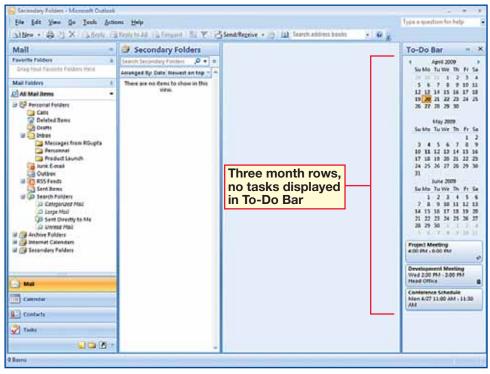


You can do more than just minimize or hide the To-Do Bar. Outlook allows you to customize the To-Do Bar view so that it shows multiple months, appointments, or your Task List.

FIGURE 4.53 To-Do Bar Options dialog box

To-Do Bar Options 💦 💦 🔀
Show Date Navigator
Number of month rows: 3
Show Appointments
Number of appointments: 3
Show Task List
OK Cancel

FIGURE 4.54 To-Do Bar with new options



- On the **Menu** bar, choose **Tools>Options**.
- Click the Mail Format tab.
 Under Stationery and
 Fonts, click Stationery
 and Fonts.
- In the Signatures and Stationery box, under Theme or stationery for new HTML e-mail message, click Theme. Select Blends. Click OK.
- Under Composing and reading plain text messages, click Font. Under Font, select Arial. Click OK three times.
- 5 Select New Mail Message
- 6 (CHECK) Your screen should look like Figure 4.55. Close the message.
- Choose Tools>Options. Click the Mail Format tab.
- Under Message Format, click the Compose in this message format dropdown arrow. Select Plain Text. Click Apply. Click OK. Click New Mail Message S.
 - **CHECK** Your screen should look like 4.56.

Continue to the next exercise.

EXERCISE 4-22 Select the Default Format for Messages

Outlook e-mail messages are sent with a default **message format** that will **determine**, or regulate, whether you can add different fonts or pictures or other effects to the message. It is important to know how to change your default format because some recipients may have applications that do not support the more complicated formats. For example, if you choose plain text as your default format option, you would not be able to use any of the formatting options on the Menu bar.

FIGURE 4.55 Blends Theme e-mail

B	? (*		Untitled - Me	ssage (HTML)			
Mes	sage Insert O	ptions Format T	ext				
Paste Clipboard S	B I U aby - I	[A* A*] (= * = A - = = =] ic Text	Address Book	S Check Names	Follow Up • de © Options	I SI	ABC pelling coofing
To							
Subject:							

FIGURE 4.56 Plain Text e-mail

)(≌ ⇒ ⇒)	ŧ.	Untitled	- Message (Plai	in Text)				-
Mess	sage Insert	Options	Format Text						
Paste	B I U	 A[*] A[*] [A →] = 3 Basic Text 		Address Check Book Names Names	Include	Follow Up +	9 15	ABC Spelling Proofing	
Cilpboard (a)		Dasic lext		indities	(include ····)	Options		Proofing	
To									
Cc									
Subject:									
							-		

- On the Menu bar, choose Tools>Account Settings. Select your e-mail account profile. Click Change
- In the Change E-mail Account dialog box, click More Settings.
- 3 In the Internet E-mail Settings dialog box, click the Connection tab.
- GCHECK Your screen should look like Figure 4.57.
- Under Outlook Anywhere, check Connect to Microsoft Exchange using HTTP.
- 6 Click Exchange Proxy Settings. Under Connection settings, in the http:// box, key the URL provided by your teacher.
- Under Proxy authentication settings, click the drop-down arrow and select the option given by your teacher. Click **OK**.
- In the Internet E-mail Settings dialog box, click OK. Click Next in the Change E-mail Account dialog box (see Figure 4.58). Click Finish.
 - Click Close. Close Outlook.

EXERCISE 4-23

Access Outlook through the Internet



Outlook can provide you a way to access your Outlook e-mail even when you are not in front of your own computer. The Outlook Anywhere feature will **enable**, or allow, you to log in to your profile online through the World Wide Web.

FIGURE 4.57 Internet E-mail Settings dialog box

Internet E-mail Settings
General Outgoing Server Connection Advanced
Specify the type of connection to use for e-mail.
Connection
Onnect using my local area network (LAN)
Connect via modem when Outlook is offline
Connect using my phone line
Connect using Internet Explorer's or a 3rd party dialer
Modem
Use the following Dial-Up Networking connection:
VPN Connection 💌
Properties Add
OK Cancel

FIGURE 4.58 Change E-mail Account dialog box

hange E-mail Account		
Internet E-mail Settings Each of these settings an	re required to get your e-mail accoun	it working.
User Information		Test Account Settings
Your Name:	Patricia Patel	After filing out the information on this screen, we
E-mail Address:	ppatel@myisp.com	recommend you test your account by dicking the button below. (Requires network connection)
Server Information		[
Account Type:	POP3 v	Test Account Settings
Incoming mail server:	pop-server.myisp.com	
Outgoing mail server (SMTP): smtp-server.myisp.com		
Logon Information		
User Name:	ppatel	
Password:	******	
V F	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings
		< Back Next > Cancel

LESSON

After You Read



Review Vocabulary

Complete the following statements on a separate piece of paper. Choose from the Vocabulary list on the left to complete the statements.

- **1.** Use ______ to move older messages automatically from your Inbox and message folders to another location. (p. 116)
- **2.** A(n) ______ shows views of messages that contain a certain word or phrase. (p. 121)
- **3.** Use a(n) ______ to sort messages automatically into appropriate folders. (p. 108)
- **4.** A(n) ______ is a group of e-mail addresses that are saved under one name. (p. 100)
- **5.** Outlook Anywhere can ______ you to log in to Outlook over the World Wide Web. (p. 128)

Vocabulary Activity

- 6. Select five vocabulary words and create a word search.
 - On grid paper, create a box that is 15 units by 15 units.
 - Using one unit per letter, write each vocabulary word vertically, horizontally, or diagonally in the grid.
 - Fill in the remaining cells with various letters.
 - For each vocabulary word, write a definition of the term in your own words. Have a classmate identify the words and find them in the puzzle.

Review Key Concepts

Answer the following questions on a separate piece of paper.

7. What is the fastest way to move itemsA. Click and drag.B. Tools>Actions>Move Items.	between folders? (p. 115) C. Double-click a field name. D. Right-click and select Move To.
 How do you empty the Junk E-mail for A. Right-click, select all and click 	older? (p. 107) C. Right-click and select Empty
Delete while holding Shift.	"Junk E-mail" Folder.
B. Tools>Actions>Delete Junk Mail.	D. Select the Junk E-mail folder and click Empty.
9. Which feature would you use to search you? (p. 121)	h for messages that were sent directly to
A. Data File	C. Search Folder
B. Organize	D. Rules and Alerts
10. Where is the Date Navigator located in	n the Mail view? (p. 126)
A. The Navigation pane	C. The Reading pane
B. The To-Do Bar	D. In the folder list

Vocabulary

Key Terms

AutoArchive

- category
- distribution list

message format

rule

search folder

Academic Vocabulary

determine

- distinguish
- enable



Practice It Activities

1. Create Distribution Lists

Follow the steps to complete the activity.

FIGURE 4.59 New Distribution List name

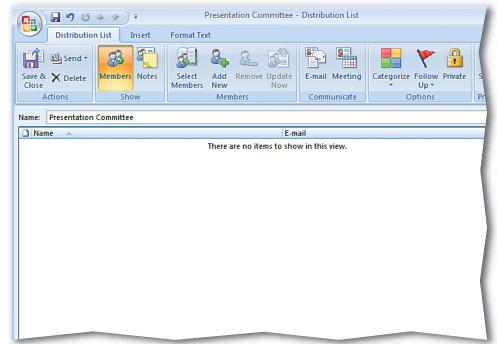


FIGURE 4.60 New Distribution List

0	4 ¥) Ŧ	Untitled - Distribut	ion List	
Distributio	n List Insert	Format Text		
Save & X Delete Close Actions	Members Notes Show	Select Add Remove Update New Now	E-mail Meeting Communicate	Categorize Follow Up * Options
Name: Presentation	Committee			
Name S Rust, Brian S Wilson, Tom			©myisp.com n@myisp.com	

Presentation Committee. **Output** CHECK Your screen should look like Figure 4.59. Choose Members> Select Members Select Members Select Members Select two classmates.

Step-By-Step

Contacts.

Start Outlook. Click

Choose File>New>

Distribution List.

In the Name box, key:

Click Members. Click OK.

B (CHECK) Your screen should look similar to Figure 4.60.

Click Save & Close 🔛

Lesson 4: Practice It Activities



Practice It Activities

2. Organize Using Colors and Views

Follow the steps to complete the activity.

FIGURE 4.61 Organize using colors

S Inter Microsoft Outpast			+ # X
the tat per Sa 1	ant antida theo		Type a question for help in
(Alter + (A. 1) × ()	Story 12 New York? 13 Press	in 🔢 🦞 🛄 beardhaddress books 🔹 😜 👷	
Mail *	Ways to Organize Inbox	Administration (1)	To-Do Bar + ×
Farentie fuiders 2 biocos Sent Rees Mol Folders 2 Al Mal Tema 2 Disided Rees Disided Rees Disided Rees Disided Rees	• Calo	neessages from Flope Gupta In Real Apple Gain Incompt and to men Incom Internet of territory In add your otherway ad anough sphere, dob an "Auguretic Forwarding" adore	4 Agent 2001 6 5 M T W T F 5 10 1 M T M 1 F 5 10 1 M S 15 11 12 11 12 <
Ander Ander Ander Ander Ander Ander Ander Coloradar Coloradar Contain Cont			All sponting apportments.
S = 2			Ŧ

FIGURE 4.62 Organize using views

Mail «	Ways to Organ	lize Inbox		Secent Venilia 2
Aurocite Folders s Sont Items Mai Folders s All Mai Items Folders Parconal Folders Deleted Items (1)	🍋 Unital oldera	Change your view: Inteleven Days Unread Messages in This Folder Sent To Message Timeline Outlook Data Files Wess anly change the way your information looks.		Ň
Drafts (2)	C Inbox	(Filter Applied)	Search Dibox	. م
Outbox RSS Feeds Sent Items G Search Folders	Click here to enable	Subject	Received Size	Categories
	نن	Homeconing Plans	Fn 3/28/200 26 68	8

Step-By-Step

- Send a message to an assigned classmate. In the **Subject** box, key: Homecoming Plans. In the message body, key: Are you going to the game?
- Click the Homecoming Plans message you receive from your assigned classmate.
- Choose **Tools>Organize**.
- Click Using Colors. Select Red. Click Apply Color. Deselect the message.
- 5 (CHECK) Your screen should look like Figure 4.61.
- 6 Click Using Views. Under Change your view, select Last Seven Days.
- 7 Click Close Organize 🗙
- B (CHECK) Your screen should look like Figure 4.62.
- Ochoose View>Current View>Messages.
- Exit Outlook.



Practice It Activities

3. Create Folders and Move Items between Folders

Follow the steps to complete the activity.

FIGURE 4.63 New Folder

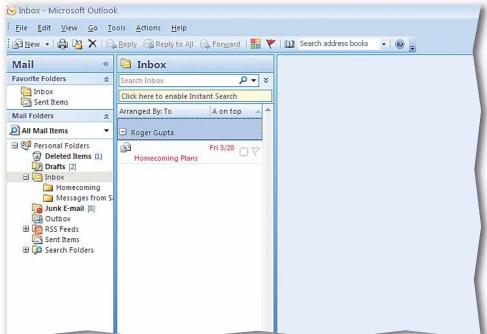


FIGURE 4.64 Message moved

<mark>⊗ Inbox - Microsoft Outloc</mark> ∶ <u>F</u> ile <u>E</u> dit <u>V</u> iew <u>G</u> o	
🖻 New 🔸 🍓 🖻 🗙	😂 Reply 🖓 Reply to All 🙈 Forward 🚟 🦹 🛍 Search address books 🔹 🙆 👦
Mail Favorite Folders Inbox Sent Items Mail Folders All Mail Items Personal Folders Deleted Items Deleted Items Drafts [3]	Ways to Organize Inbox Automatic Image: Second state Color messages from Image: Roger Gupta in Red Image: Apply Image: Second state Show messages sent only to me in Blue Image: Turn on Image: To view or edit your coloring, and for more advanced options, click on "Automatic Form
 B inbox Junk E-mail [8] Outbox B SS Feeds Sent Items B G Search Folders 	Inbox Search Inbox P ▼ * Click here to enable Instant Search Arranged By: To A on top □ Roger Gupta □ Roger Gupta □ Homecoming Plans

Step-By-Step

Click on the Inbox folder. Choose File>New> Folder.

- 2 Name the folder: Homecoming. Click OK.
- 3 (CHECK) Your screen should look like Figure 4.63.
- In the Inbox, right-click the Homecoming Plans e-mail and select Move to Folder.
- In the Move Items dialog box, click the Homecoming folder. Click OK.
- 6 Click the **Homecoming** folder.
- OCHECK Your screen should look like Figure 4.64.
- Exit Outlook.



In the Navigation pane, select Personal Folders. Choose File>New> Folder. Create a master folder named Spring/Summer catalog.

- In the master folder, create three folders named:
 - Canoeing and kayaking
 - Hiking and camping
 - Running
- 3 (CHECK) Your screen should look like Figure 4.65.
- Send your assigned classmate an e-mail called New Running Shoes.
- 5 In the Inbox, right-click the New Running Shoes message and select Move to Folder.
- 6 In the **Move Items** dialog box, select the **Running** folder. Click **OK**.



Click the **Running** folder.

- B (CHECK) Your screen should look like Figure 4.66.
- Exit Outlook.

You Try It Activities

4. Plan a Sporting Goods Catalog

You work in the marketing department for a major sporting goods chain. You are planning for the release of the Spring/Summer Catalog. Product managers are going to start sending you a lot of information about their products. You decide to create a folder for each department to help you organize incoming messages.

FIGURE 4.65 Folders for departments

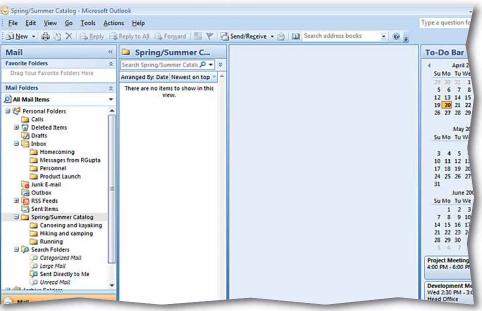
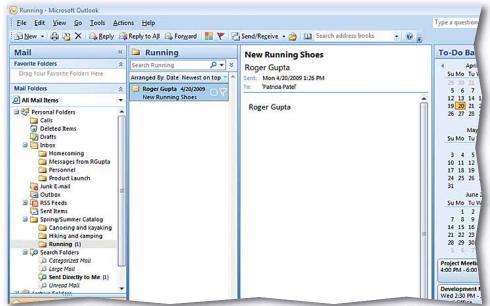


FIGURE 4.66 Moved message





You Try It Activities

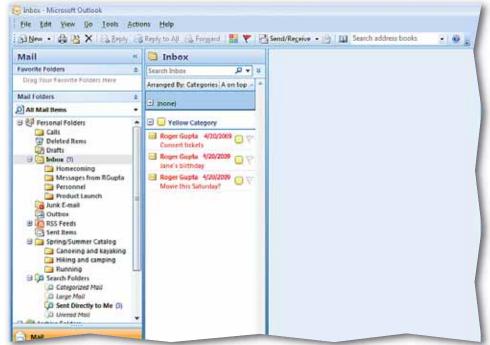
5. Organize Personal E-mails

Your personal e-mails are starting to get mixed up with your business e-mails. You decide to create a category for your personal e-mails to help keep them organized.

FIGURE 4.67 Categories dialog box

Name	Shortcut key	New
 Blue Category Green Category Orange Category Purple Category Red Category Red Category Yellow Category 		Rename Delete Color: Shortcut Key: (None)

FIGURE 4.68 Arrange By Categories



Step-By-Step

- Send your assigned classmate three e-mails with the following **Subjects**:
 - Movie this Saturday?
 - Jane's birthday
 - Concert tickets

In the Inbox, select the Movie this Saturday? message. Press and hold CTRL while selecting the Jane's birthday and Concert tickets e-mails.

- 3 On the Menu bar, choose Edit>Categorize> All Categories. Select Yellow.
- 4 figure 4.67.
- 5 Click **No** in the renaming box.
- 6 Choose View>Arrange By>Categories.
- **OCHECK** Your screen should look like Figure 4.68.
 - Choose View>Arrange By>Date to return to the default view.

Exit Outlook.

Lesson 4: You Try It Activities

LESSON

Critical Thinking Activities

6. Beyond the Classroom Activity

Language Arts: Assign Items to Categories You have a new "pen pal" from Europe, only you use e-mail instead of paper and pen to write to each other. In your Inbox, select the e-mails named **Greetings from Europe** and **How's life in the U.S.?**

- Choose **Edit>Categorize**. Assign your pen pal's e-mails to the **Blue** category.
- Choose View>Arrange By>Categories. Both of your pen pal's e-mails should appear in the Blue category.

To return to the default view, choose **View>Arrange By>Date**. Then, open a Word document and key one or two paragraphs explaining how you would use color categories to improve the organization of your own e-mail account. Save your file as: 04rev-[your first initial and last name]6.

7. Standards at Work Activity

Microsoft Certified Application Specialist Correlation Outlook 5.3 Organize mail folders

Move E-mails You want backups of some of your critical e-mails, but you have personal e-mails mixed in with your business messages. Move three e-mails from your Inbox to the **Messages from [first and last name of assigned classmate]** folder.

On a separate sheet of paper, write one or two paragraphs explaining why you think it is important that you keep business and personal e-mails separate. Save your file as: 04rev-[your first initial and last name]7.

8. 21st Century Skills Activity

Organize with Rules You can use Outlook tools such as rules to help keep your messages organized. Follow these steps to organize your e-mails with rules:

- Create a new folder named: Messages from [first and last name of assigned classmate].
- Create a rule that automatically sends messages from your assigned classmate to that folder (Hint: choose **Tools>Rules and Alerts**).
- Send your assigned classmate two e-mails.
- Make sure that the two new e-mails from the classmate assigned to you were sent to the correct folder.



Challenge Yourself Projects

Before You Begin

Organizing Even the most overwhelming task can be accomplished if you plan well enough for it. Organization is the key to chipping away at a seemingly impossible workload. By breaking down the job into individual, manageable tasks, you are organizing your own success.

Reflect Once you complete the projects, open a Word document and answer the following questions:

- How does organization help you share the workload of a particular task among project members?
- 2. How can Outlook help eliminate any confusion between project members?



9. Start a Book Club

i)	- Contraction
ls	0

Language Arts: Create a Distribution List You and your friends have decided to start a book club. Because your friends all have access to e-mail, you decide to use Outlook to organize the club.

In Outlook, create a distribution list named Book Club. Add your three vassigned classmates to the distribution list. Send to each member a message named Book Club with the following details:

- The club's mission statement
- List of club members
- A proposed list of two books to read and discuss.

10. Search for Club Messages



Language Arts: Use Instant Search Searches can help you sort e-mails and locate specific messages quickly. You decide to use a search to locate your book club messages.

Send the following three messages to the classmate assigned by your teacher:

- First Book Club Meeting
- Proposals for Book Club
- Nominations for Book Club President

Use an instant search for e-mails that contain the words **book club**. Once you have applied the search, four e-mails should appear on your screen. Choose **View>Current View>Messages** to display all of your messages again.

11. Organize Your Inbox



Language Arts: Organize by Color Your Inbox is filled with various e-mail messages and you realize that you can use the properties of Outlook to help you get organized. You decide to use color to help you keep track of the book club messages.

- Select one of the book club messages in your Inbox.
- Change the color of this message to red.
- One at a time, change the color of the remaining book club messages.
- Create a folder named Book Club.
- Move all of your book club messages to this folder.

Open a Word document and key a paragraph that describes how you would use color to add visibility to items in your Inbox at work. Save the file as: 04rev-[your first initial and last name]11.