



# Expand Your Outlook

Microsoft Outlook:  
Mail, Calendars and Contacts

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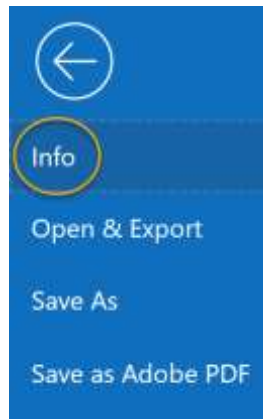
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## SECTION 1 - PERFORMING EVERYDAY TASKS IN OUTLOOK

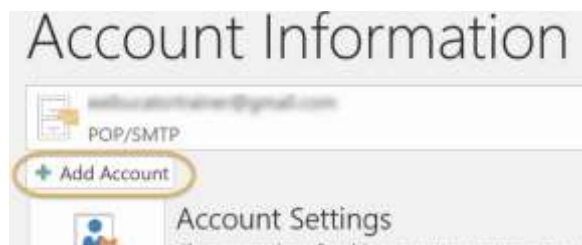
### Setting Up an Email Account

To use Outlook, you first need to set up an email account by adding and configuring it.  
To set up an email account:

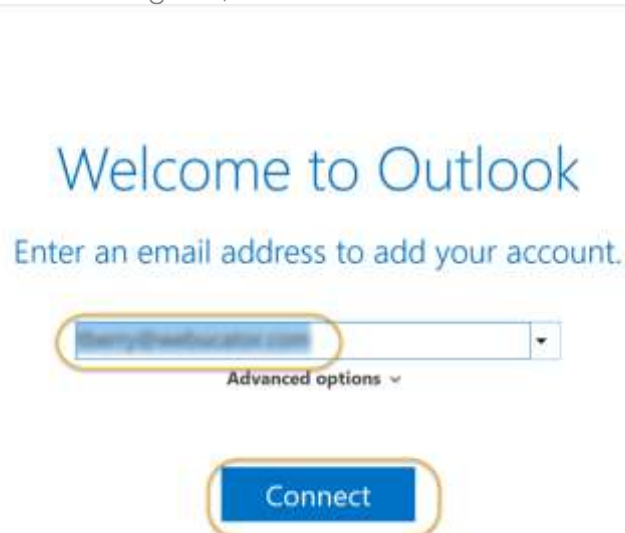
1. Select the **File** menu tab.
2. In Backstage view, select **Info**, if it is not already selected.



3. Under **Account Information**, click **Add Account**.



In the **Add New Account** dialog box, enter the email address to add and click **Connect**.



4. Enter your password and click **Connect**.
5. You will see a message indicating that Outlook is configuring your email address. This may take a few minutes.

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

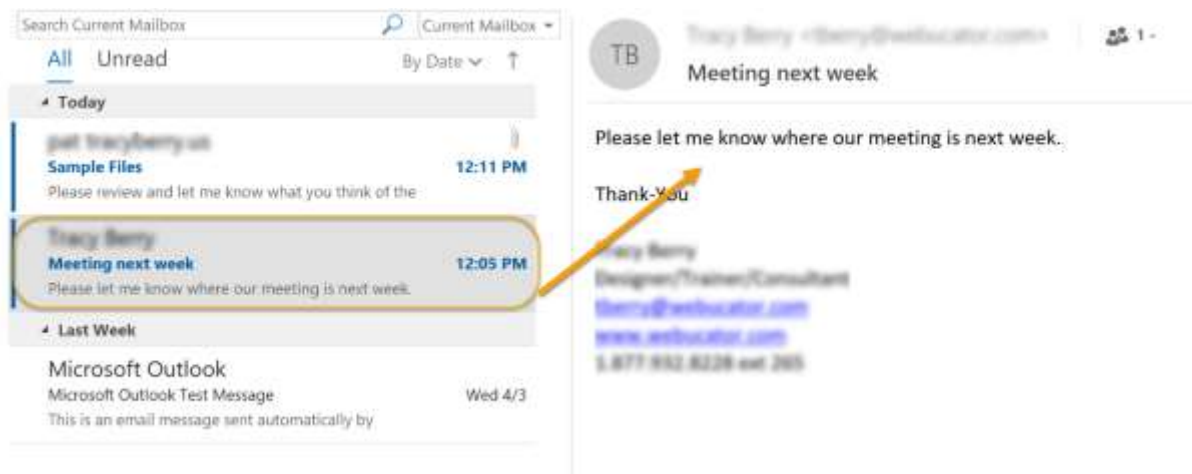
Please note: These dialog boxes may look different depending on which version of Outlook you are using as well as IMAP vs POP.

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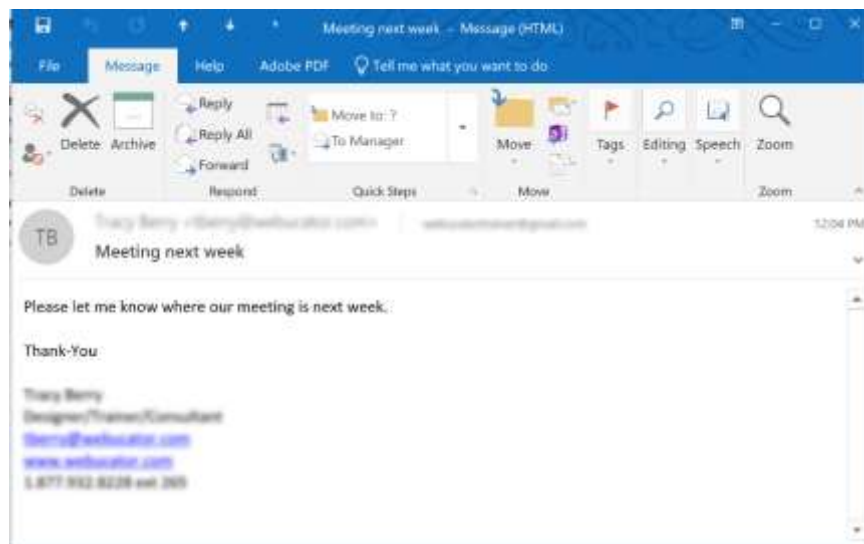
## Open Email Messages

To open an email message in Outlook:

1. Select the email you would like to open from your message list. When you click to select, a preview of the email will appear in the **Reading Pane**.



2. To open the selected email message, double-click it.
3. The email is now displayed in a separate window.



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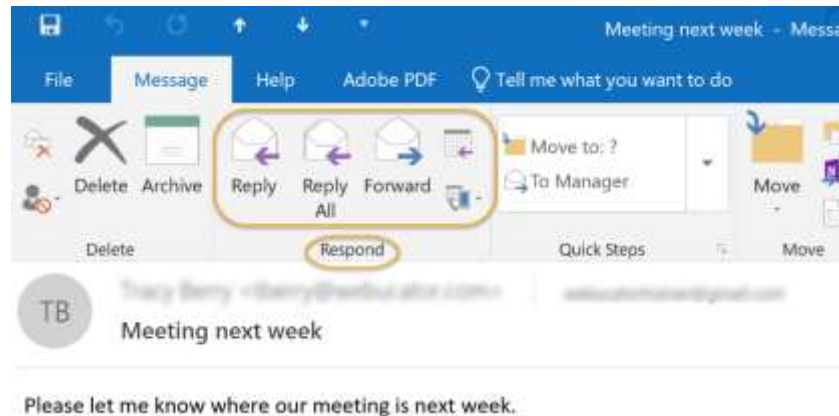
## Reply to and Forward Email Messages

To reply to an email message:

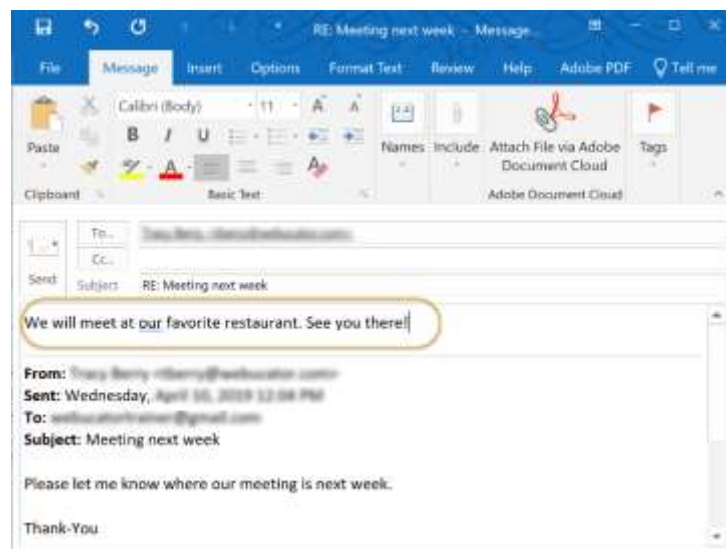
1. If you have not already done so, open the email you are going to reply to or forward by double-clicking it in your message list. Alternately, you can select the message in the

message list and, from **Home** tab, use the **Respond** group options to complete the next step.

2. On the **Message** tab of the message's **Ribbon**, in the **Respond** group, select **Reply** to reply to the message sender only, **Reply All** to reply to everyone who has been copied on the message, or **Forward** to resend the message to an email address you specify. The original message will appear in the new message.



3. If the email contained an attachment, when you reply to the message, by default the attachment will not be included; when you forward the message, the attachment will remain.
4. Type your text in the body of the email.



5. When finished, click **Send** to send the message.

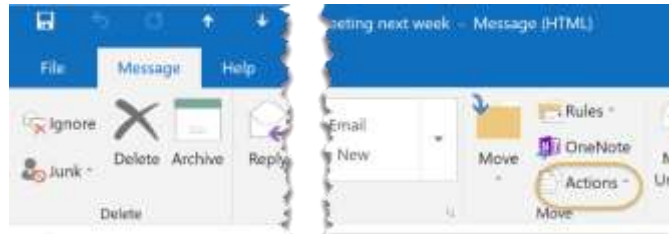
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## Recall a Message

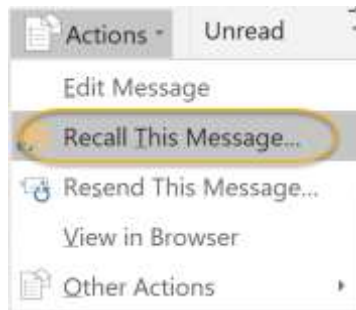
If you have sent an email that you wish to recall, you can recall it from inboxes of recipients who have not yet opened it.

To recall a message:

1. Go to your **Sent** mail folder and double-click to open the message.
2. From the **Message** Ribbon tab, in the **Move** section, select the **Actions** drop-down list.



3. Select **Recall This Message**.




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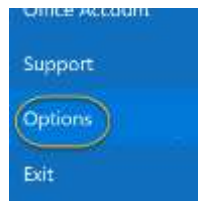
### Include Original Messages with All Replies

You can set Outlook to always include the original message when you reply to it. To include the original message with all replies:

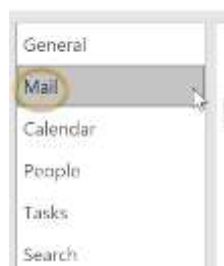
1. Select the **File** menu tab to go to Backstage view.



2. Select **Options**

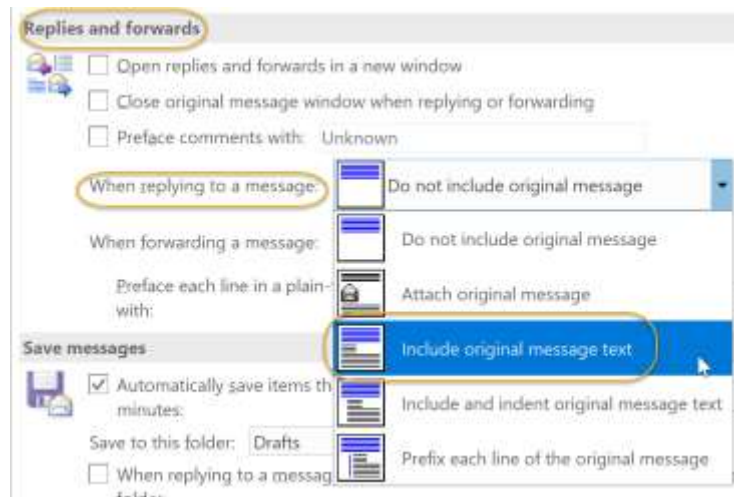


3. In the **Outlook Options** dialog box, on the left, select **Mail**.

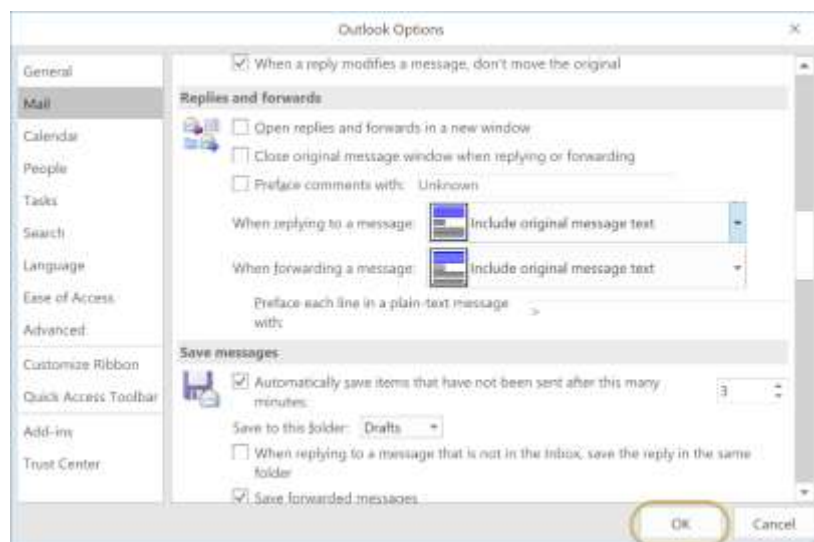


4. Scroll down to the **Replies and forwards** section and select **Include original message text** in the **When replying to a message:** drop-down list.





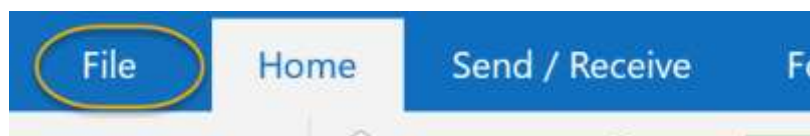
5. Click **OK**.



## Change Quoted Text Colour

You can change the colour of text that is displayed in replies and forwards. To change quoted text colour:

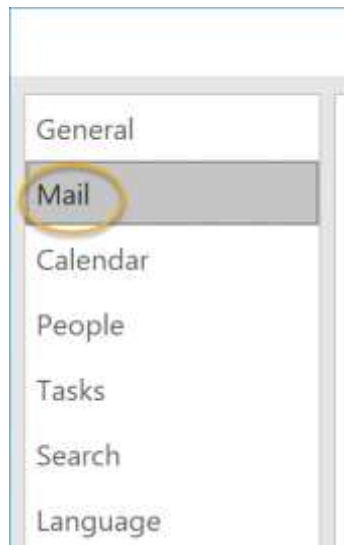
1. Select the **File** menu tab to go to Backstage view.



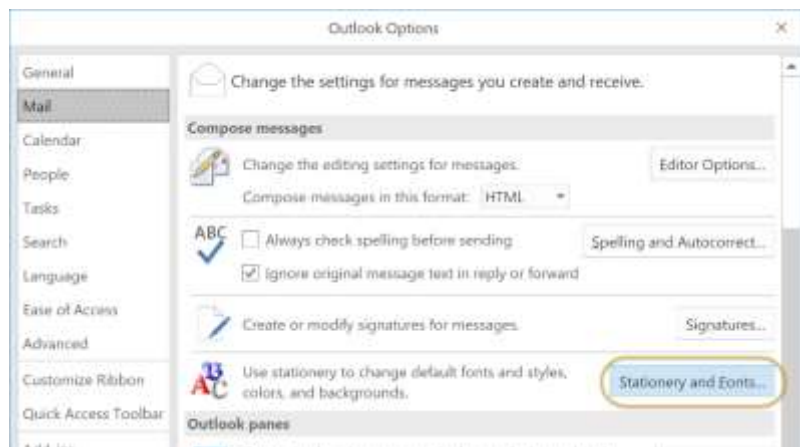
2. Select **Options**.

3. In the **Outlook Options** dialog box, on the left, select **Mail**.

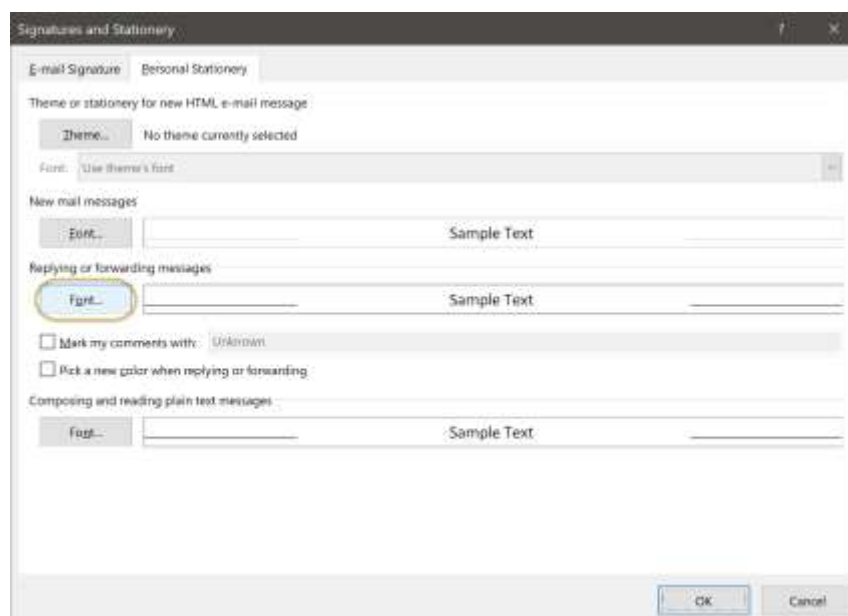




4. Select **Stationery and Fonts**.



5. In the **Replying or forwarding messages** section, select **Font**.



6. In the **Font** dialog box, select a different colour under **Font colour** and click **OK**.



7. Click **OK** in the **Signatures** and **Stationery** dialog box and again in the **Outlook Options** dialog box.

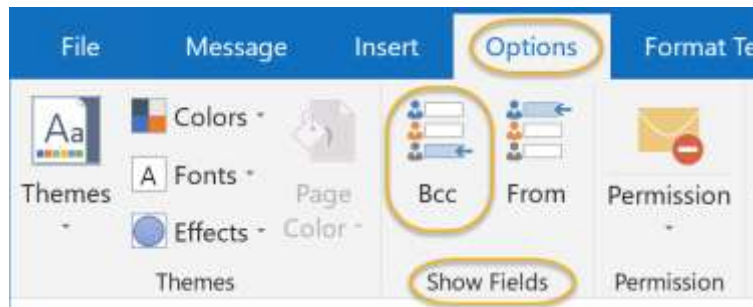
## Using Cc and Bcc

To copy someone in on a message, enter their email address in the **Cc** field. Cc stands for carbon copy.



You can also use blind carbon copy, or Bcc, to copy someone in on a message; however, with this method, the other recipients of the email will not see that this person was copied in on the email thread.

Caution should be used when using the **Bcc** field. To enable it (it is not normally visible), select the **Options** tab and in the **Show Fields** group, click **Bcc**.

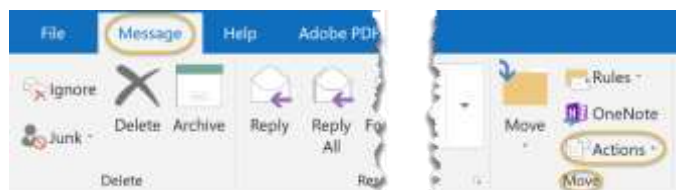


## Redirect Replies

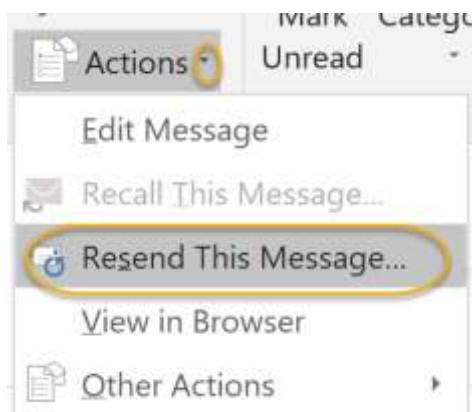
When you forward an email in Outlook, it appears as if it is from you rather than the original sender, and it contains headers. If you would like to send a message to another recipient so that he or she can easily reply to the *original* sender, you can redirect it.

To redirect a reply:

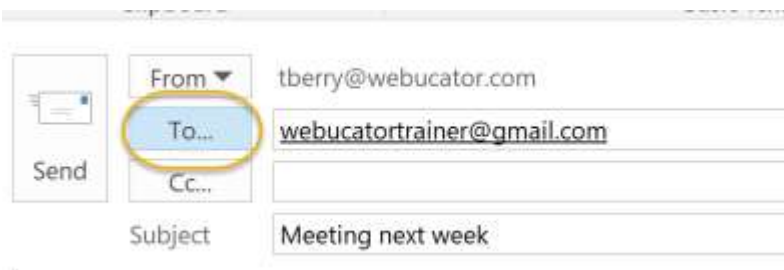
1. In the message you want to redirect, on the **Message** tab, in the **Move** group, select **Actions**.



2. Select **Resend This Message**.



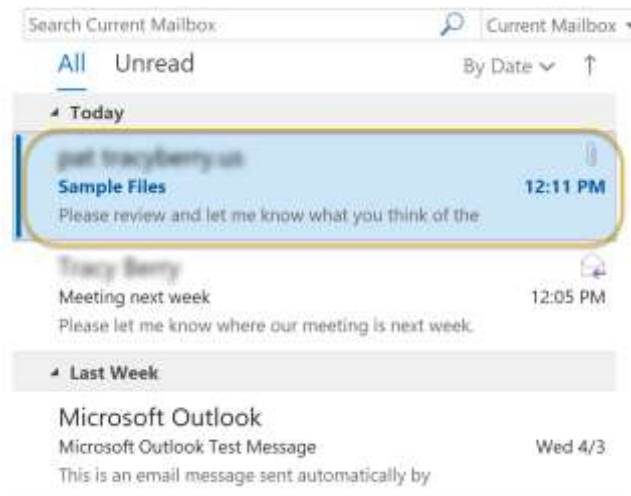
3. You will see the message is now ready to resend, and it does not appear as a forward but instead it looks like the original message. Use the **To** field to enter the recipient's email address.



## Preview and Save an Attachment

In Outlook 2019, you can preview and save attachments that you receive in email messages. To preview an attachment:

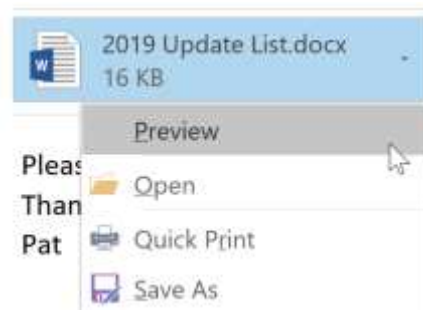
1. Select the message in your message list.



2. In the Reading Pane, right-click the attachment link.



3. Click **Preview**.



4. A preview of the attachment now appears.



## Word

? not sure if we use this? - Translate text into a different language

Images - Add visual impact

Images - Add icons and SVGs

Images - Get all the angles with 3D images

Add to Accessibility Section - Accessibility improvements

- Fix accessibility issues with one click
- Cue the audio
- Documents are easier to find and navigate
- View a page at a time, side by side
- Attachments at your fingertips

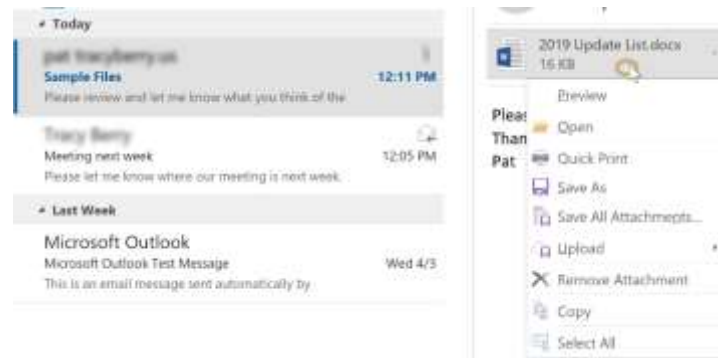
## Excel

Level 2 Adv Function - New functions

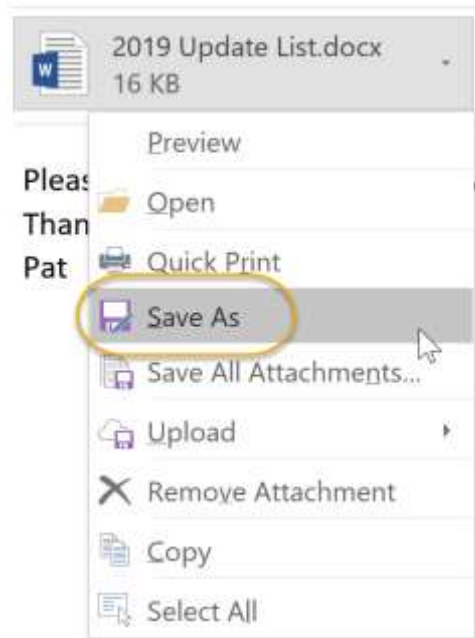
- CONCAT
- IFS

### To save an attachment:

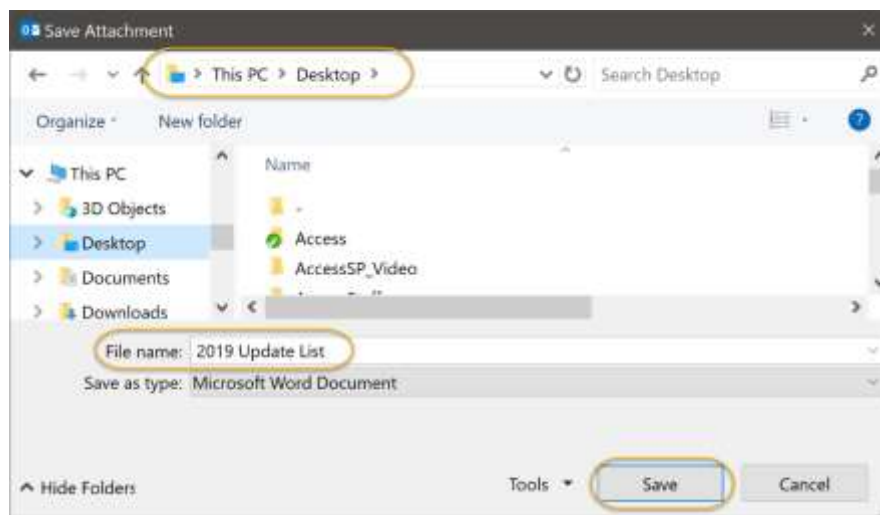
1. With the message displayed in the Reading Pane, right-click on the attachment link.



2. Select **Save As**.



3. In the **Save Attachment** dialog box, navigate to a location to save the document, name it, and click **Save** to save the file.



In Outlook 2019, you can drag and drop a OneDrive attachment from an email to your desktop, and Outlook will download a copy of the attachment files.

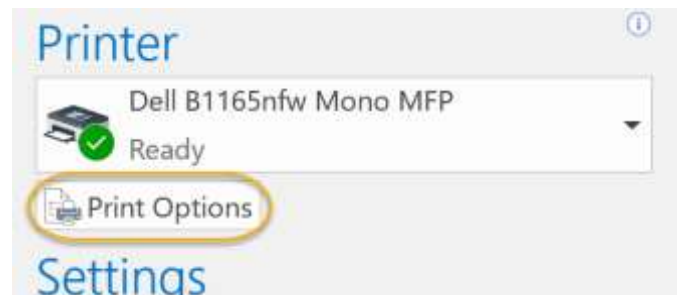
## Print a Message

To print an email message:

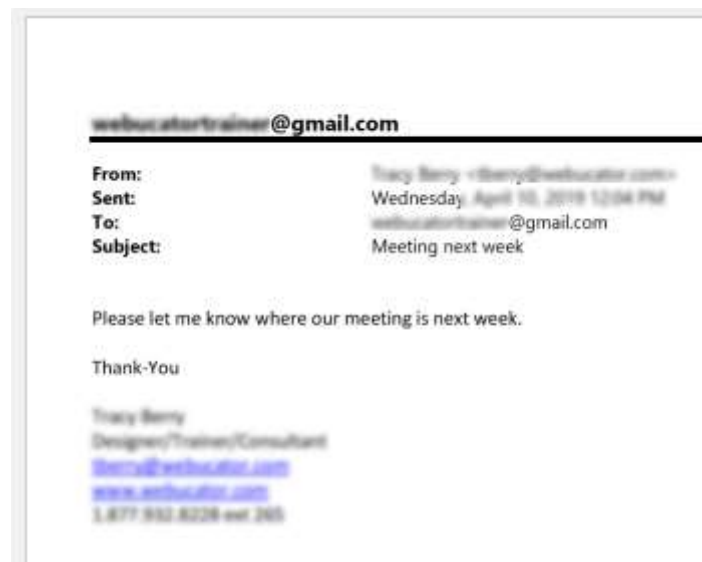
1. In your message list, select the message that you want to print.
2. Select the **File** menu tab.
3. Select **Print**



4. Select **Print Options** to set options.

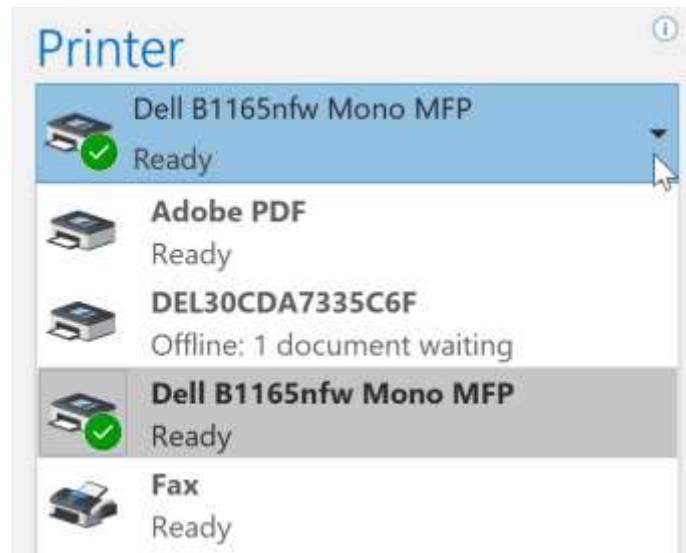


5. View a preview of the message on the right.

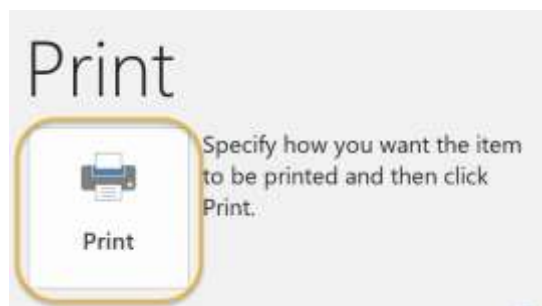


6. If necessary, select a printer from the **Printer** drop-down list.





7. When ready to print, click **Print**.

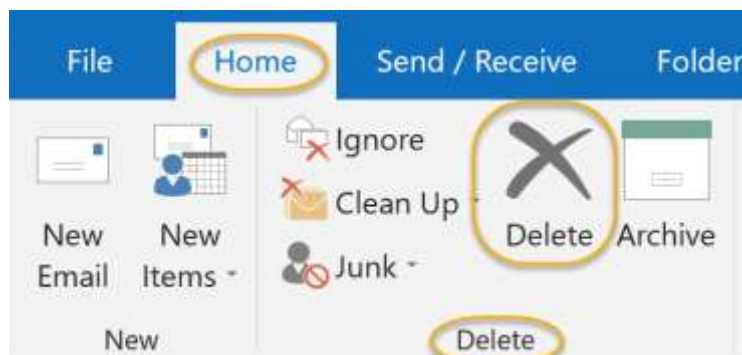



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### Delete a Message

To delete a message from your message list:

1. In your message list, select the message that you want to delete.
2. From the **Home** tab, in the **Delete** group, select **Delete**.

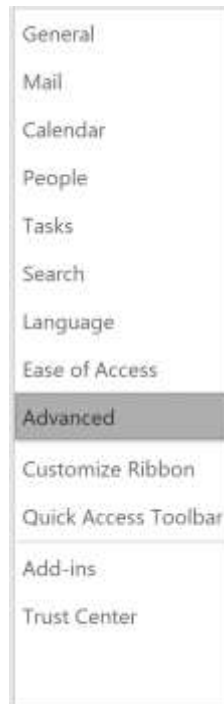



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### Configure AutoArchive Settings

You can configure AutoArchive settings in Outlook to delete or archive messages to your archive data file. To do so:

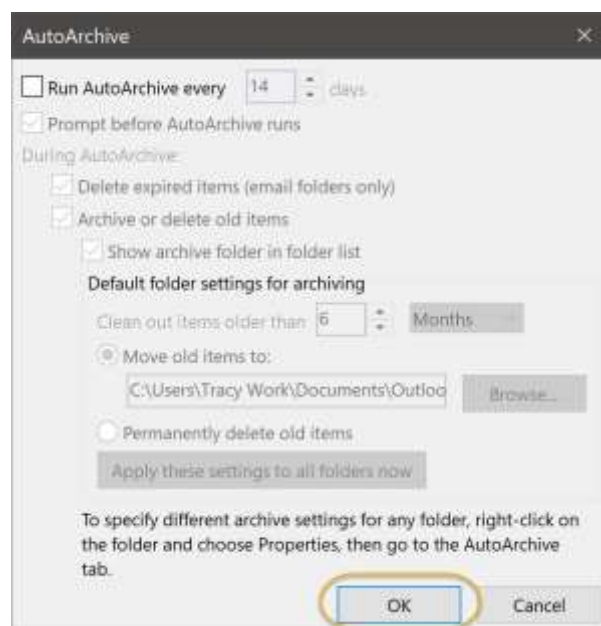
1. Select the **File** tab, and then select **Options**.
2. From the **Outlook Options** dialog box, select **Advanced**.



3. Under **AutoArchive**, select **AutoArchive Settings**.



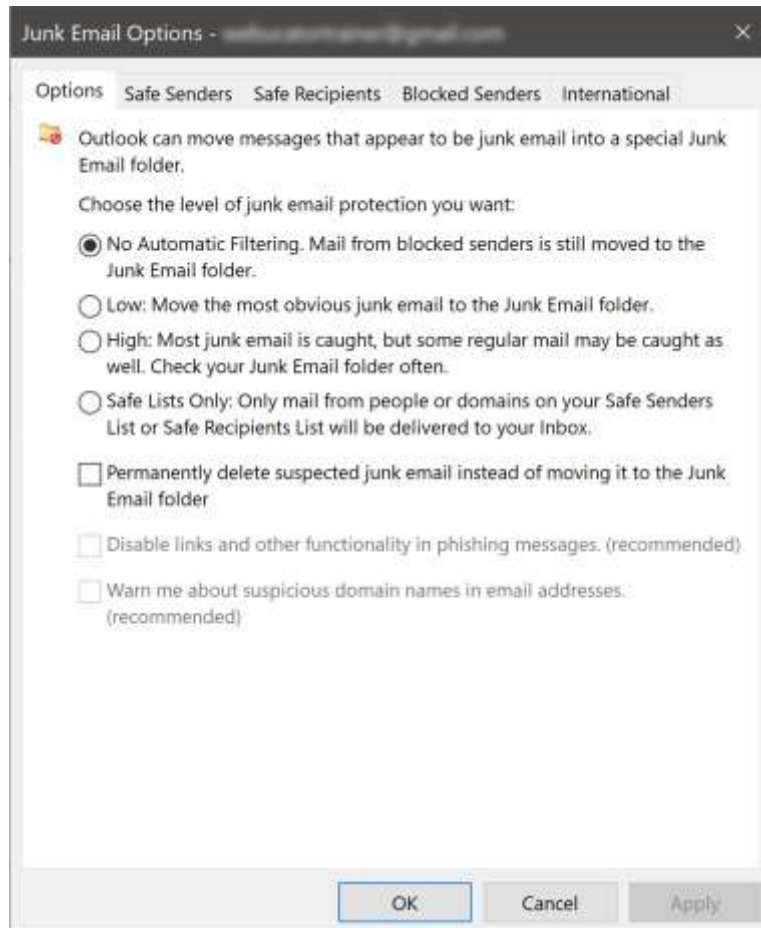
4. Configure AutoArchive settings and click **OK** twice to save the settings.



## Configure Junk Email and Clutter Settings

You can organise your email using the Junk E-mail options. To access them, from the **Home** tab, in the **Delete** group, select **Junk**.

Select **Junk E-mail Options** and configure options to manage your junk email.



**You can also use the Clutter feature to manage your email messages.**

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

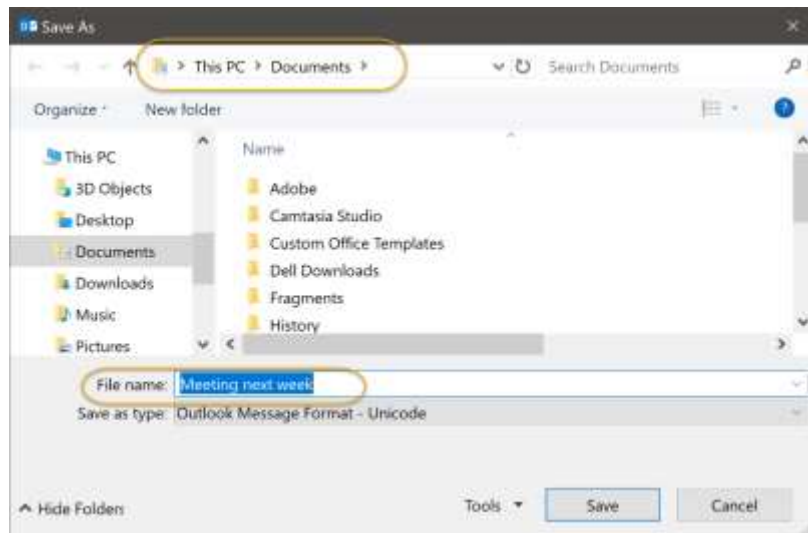
This feature analyses your past behaviour with your emails and moves messages that it deems lower priority to the folder. You can send emails to the Clutter folder by right-clicking the email and selecting **Move > Move to Clutter**.

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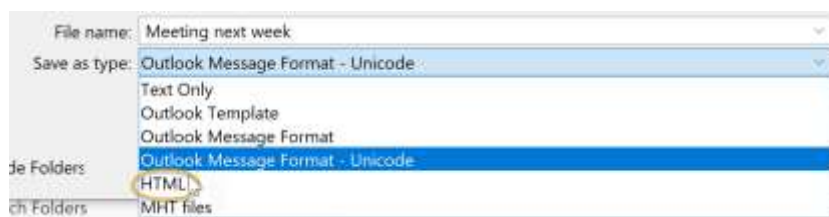
## Save a Message in an Alternate Format

You can save Outlook 2019 messages in alternate formats.

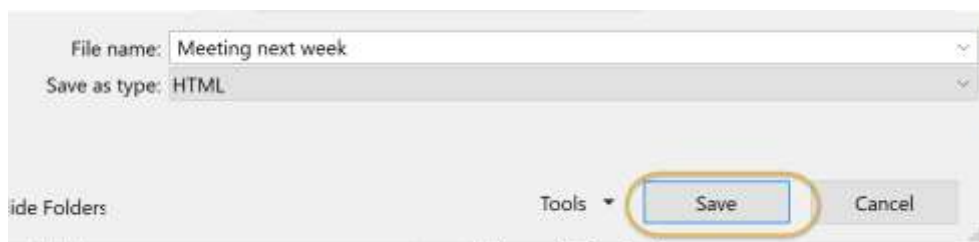
1. While in the message, select the **File** tab, and then select **Save As**.
2. The **Save As** dialog box opens.
3. Select a location to save the file and specify a name of the file in the **File name** text box.



4. From the **Save as type** drop-down list, select a file type, such as HTML.



5. Click **Save** to save the message file.

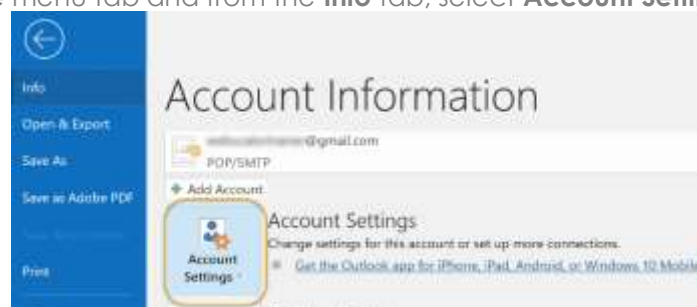


## Delegate Access

You can delegate access to your account so that others can log in and perform various actions. A Microsoft Exchange Server account is required to do this.

To delegate access to your account:

1. Select the **File** menu tab and from the **Info** tab, select **Account Settings**.



2. From the drop-down list, select **Delegate Access**.

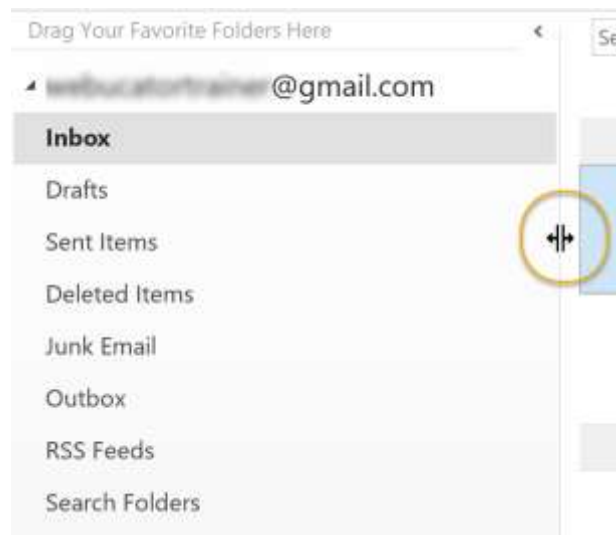
3. Click **Add** and type the name of the person you want to designate as your delegate (this must be a person in your organization's Exchange Global Address List (GAL).
4. Click **Add**, and then click **OK**.
5. In the **Delegate Permissions** dialog box, you can accept the default permission settings or alternately, you can select custom access levels for Exchange folders.

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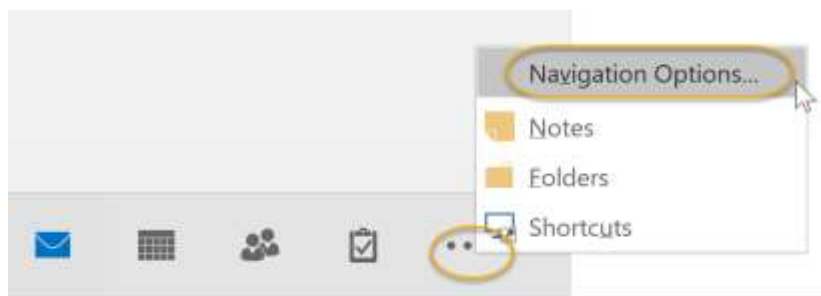
## Customise the Navigation Pane

You can customise the Navigation Pane in Outlook to suit your needs.

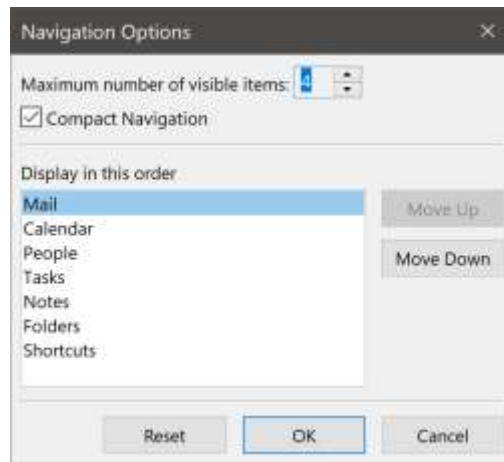
1. To change the size of the Navigation Pane, hover your cursor over its right edge until it turns into a double arrow and then click and drag.



2. At the bottom of your Outlook window, click the three dots and select **Navigation Options**.



3. Use the **Navigation Options** dialog box to change what is displayed at the bottom of the pane; you can change the order and amount of options that are displayed.



4. Check the **Compact Navigation** check box to display the options with icons instead of words, thus saving space in your Outlook view.



## SECTION 2 – THE CALENDAR

### Change Your Calendar View

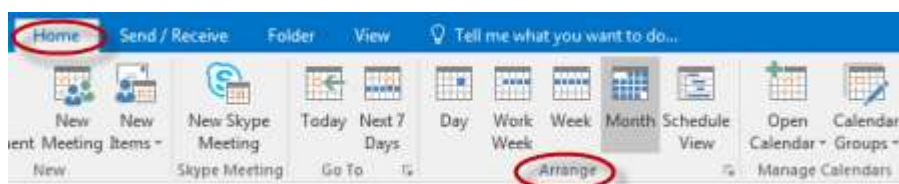
You can set the Outlook calendar to a view that suits your needs.

To change the Outlook Calendar View:

1. If not already in your Calendar, select **Calendar** in the Navigation Pane.



2. While in your Outlook Calendar, on the **Calendar Ribbon Home** tab, locate the **Arrange** group.



3. Select one of the following options: **Day**, **Work Week**, **Week**, **Month**, or **Schedule View**.

The view of each group is as follows:

1. **Day**: Displays the currently selected day only.
2. **Work Week**: Displays Monday-Friday.
3. **Week**: Displays Sunday-Saturday.
4. **Month**: Displays the current month. You can use the drop-down list to specify the level of detail displayed.

5. **Schedule View:** Displays multiple calendars in one view, making it easy for you to see others' availability and schedule meetings accordingly.

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## Set Up Availability Status

By default, your working hours in Outlook are set to 8:00 AM to 5:00 PM., Monday through Friday. However, you can change these times.

To change your workday times:

1. Go to the **Backstage View** in Outlook by selecting the **File** menu.
2. Select **Options**.
3. Select **Calendar**.
4. In the **Work time** section, select the **Start time** drop-down arrow and select a start time.
5. Select the **End time** drop-down arrow and select an end time.
6. To save your changes, click **OK**.
7. These changes will now be reflected in your calendar.

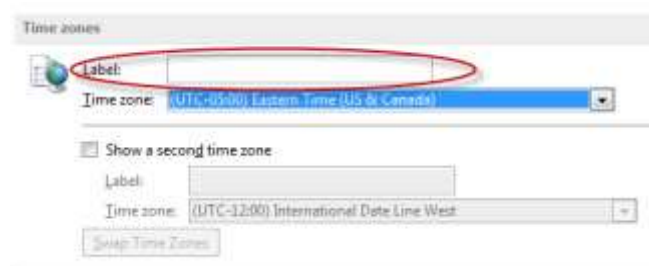
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## Change the Calendar's Time Zone

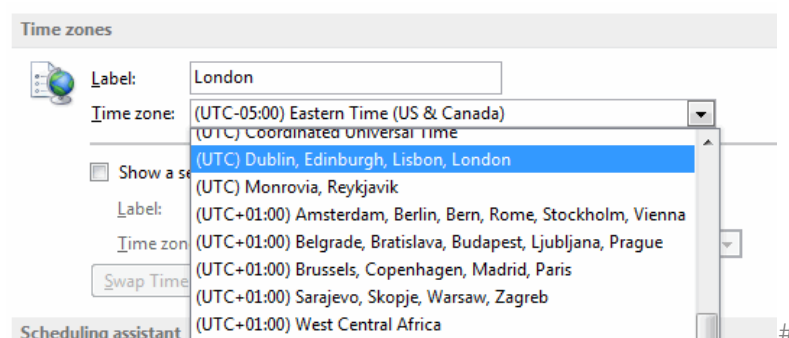
You can change your calendar's time zone to suit your needs.

To change the calendar's time zone:

1. Go to the **Backstage View** in Outlook by selecting the **File** menu.
2. Select **Options**.
3. Select **Calendar**.
4. In the **Time zones** section, enter a name for the time zone in the **Label** text box.



5. From the **Time zone** drop-down list, select a time zone.



6. Click **OK** to save the time zone.



## Local Weather Forecast

One of the new features that was introduced as of Outlook 2016 is that the calendar displays a three-day forecast.

November 2018

Washington, D.C.



Today  
48° F / 34° F



Tomorrow  
46° F / 38° F



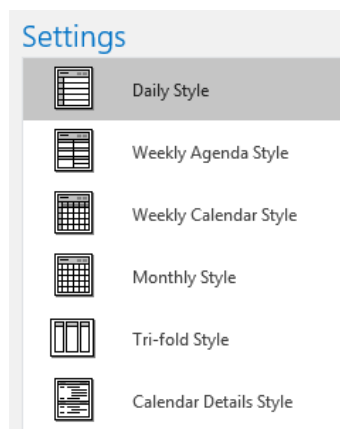
Monday  
49° F / 46° F

To change the forecast location, click the arrow next to the city, and type the name of a place in the **Add Location** field.

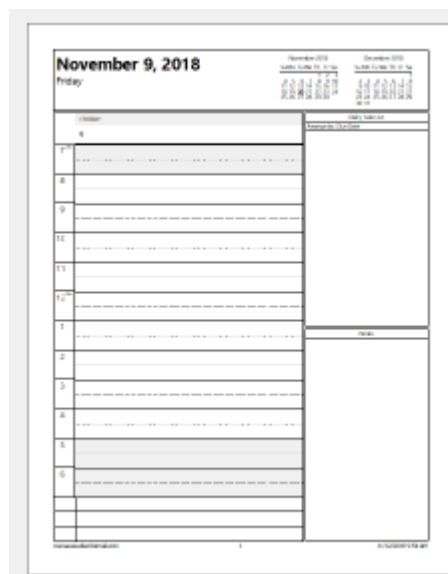
## Print Your Schedule

To print your Outlook schedule:

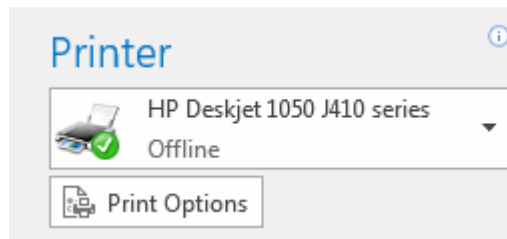
1. In Calendar view, select the **File** menu to go to the Backstage view.
2. Select **Print**.
3. Under **Settings**, select a view to print.



To preview each view, click it and observe the preview window on the right.



4. Once the view is selected, select a printer from the **Printer** drop-down list, if necessary.



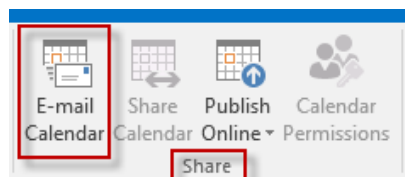
5. When ready to print, click **Print**.

## Share Your Calendar

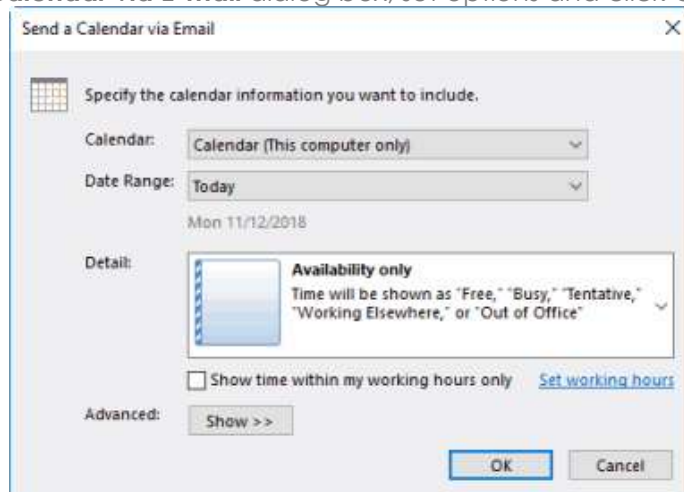
If you have Microsoft Exchange or Office 365, you can easily share your calendar with others. To do so, select **Share Calendar** from the **Share** group, enter the person's email address, and click **Send**.

You can also share your calendar via email.

1. In Calendar view, from the **Share** group, select **E-mail Calendar**.



2. In the **Send a Calendar via E-mail** dialog box, set options and click **OK**.

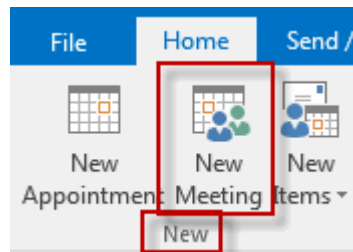


3. Enter an address in the **To** field and click **Send** to send the email.

## Schedule a Meeting

To schedule an Outlook meeting:

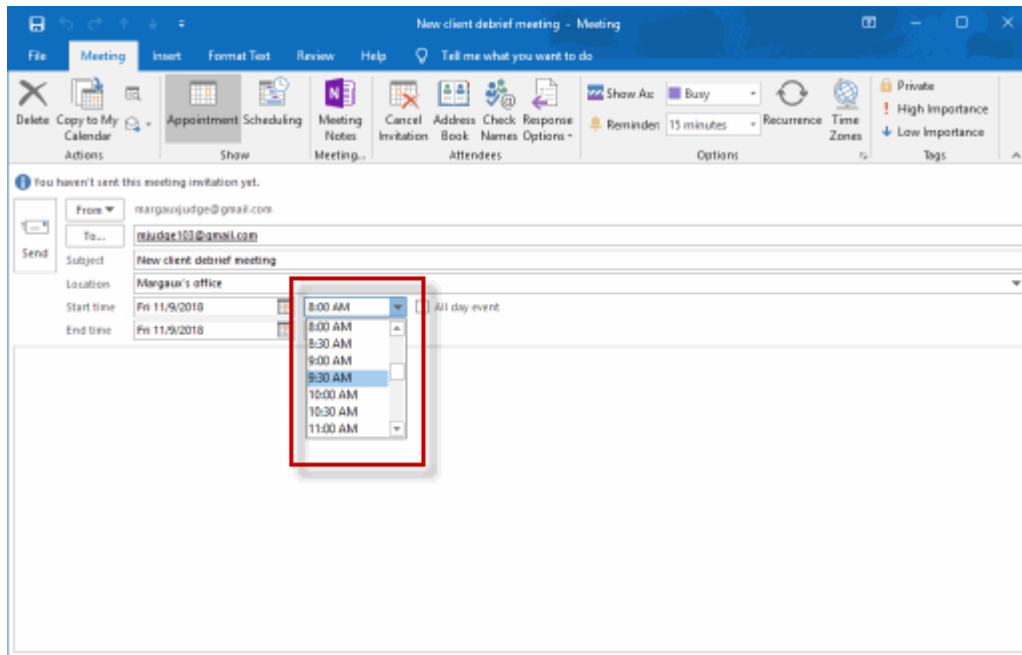
1. In Calendar view, from the **Calendar Ribbon**, on the **Home** tab, in the **New** group, select **New Meeting**.



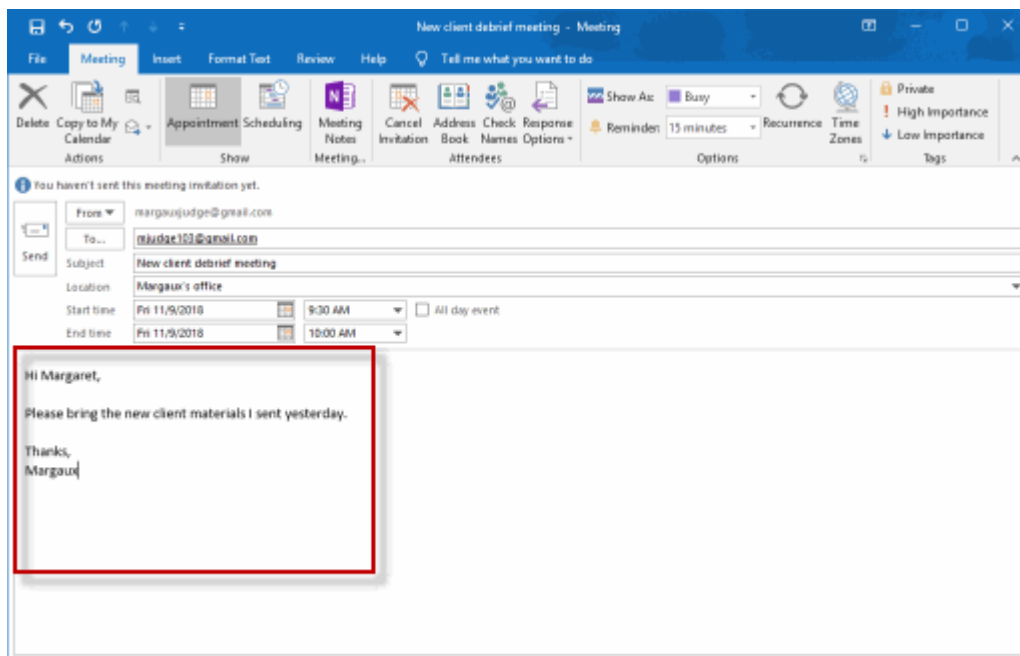
2. In the **To** field, enter the invitees' email addresses.

3. Press Tab on your keyboard to move to the **Subject** field.
4. Enter a meeting subject, and press Tab to move to the **Location** field.

5. Enter a location for the meeting. If you are using Outlook associated with Exchange server, you can use the Room Finder feature to locate a room, by selecting **Room Finder** in the **Options** group of the **Meeting** tab.
6. Set a start time using the **Start time** day and time drop-down arrows.



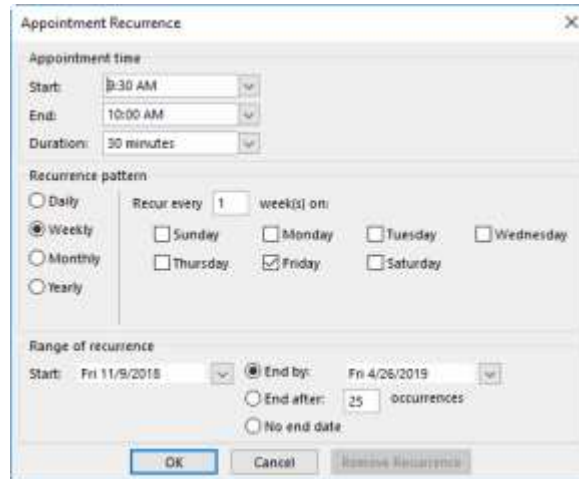
7. Set a meeting end time using the **End time** day and time drop-down arrows.
8. If desired, enter a message in the body of the invitation.



9. If the meeting is a recurring meeting, from the **Meeting** tab of the meeting, select **Recurrence** in the **Options** group.

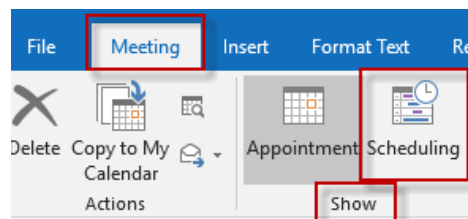


10. Configure the options in the **Appointment Recurrence** dialog box and click **OK**.



11. To send the invitation, click **Send**.

You can use the Scheduling Assistant to view your invitees' calendars while scheduling a meeting. In the **Show** group of the **Meeting** tab, select **Scheduling**.

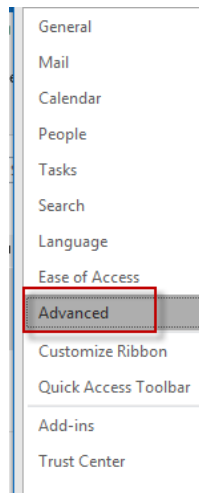


As a new feature of Outlook 2019, you can see who has accepted the meeting invitation, even if you were not the meeting organiser.

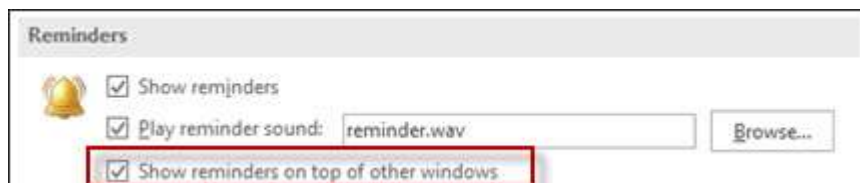
## Set Reminders

A new feature of Outlook 2019 will enable Outlook to show pop-ups of calendar items as reminders. To set this:

1. Select the **File** menu tab, and then click **Options**.
2. In the dialog box, click **Advanced** on the left.



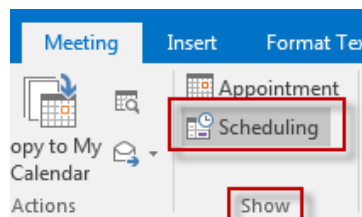
3. Check the **Show reminders on top of other windows** check box.



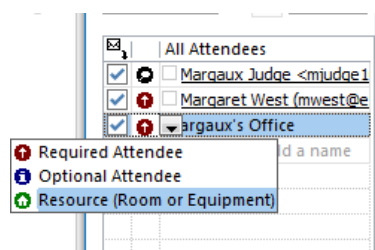
## Schedule Resources

You can schedule resources for your meetings, such as equipment and rooms, in Outlook.

1. While in the meeting invitation, select **Scheduling** from the **Show** group.



2. In the left column, enter the name of the resource.
3. In the second column, click the drop-down arrow and select the green house icon to indicate the resource.

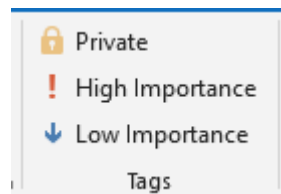


## Set Calendar Item Importance

You can set a priority for a calendar item much like you do for email messages, to allow recipients to categorise meetings.

To set a priority for a meeting:

1. While in the new invitation, select an item in the **Tags** group of the **Meeting** tab of the Ribbon. Choose from Private, High Importance, or Low Importance.

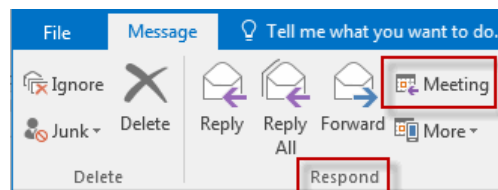


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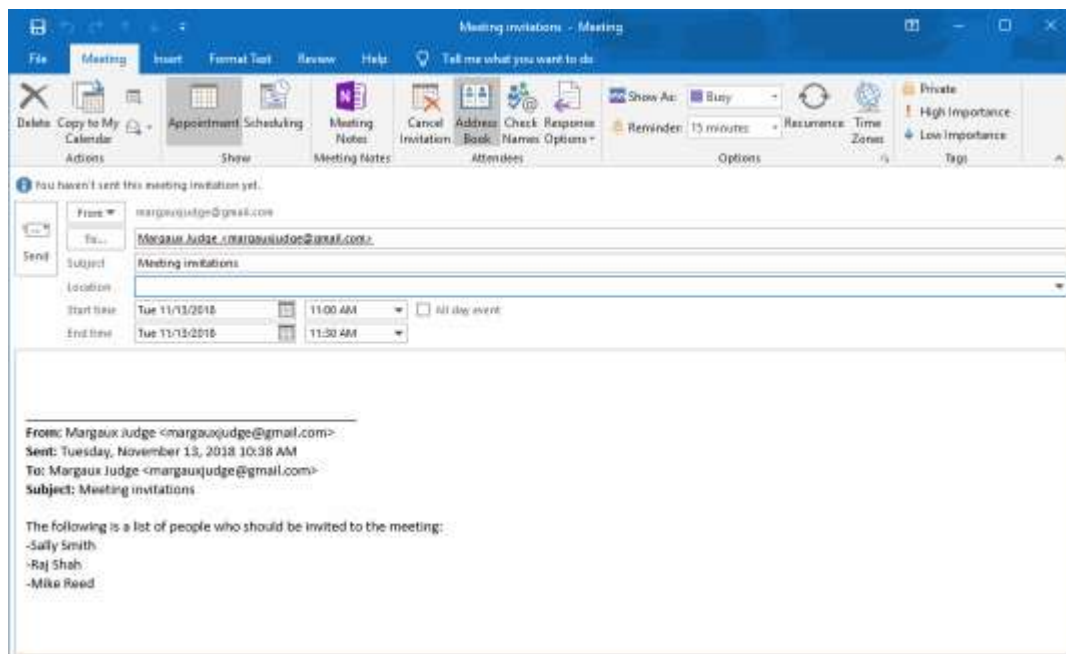
## Schedule a Meeting from a Message

You can schedule a meeting from an email message.

1. Open the message.
2. From the **Respond** group of the **Message** tab, select **Meeting**.



3. Enter the meeting information, date and start and end times, and add recipients if need be. The original message appears in your meeting invitation.



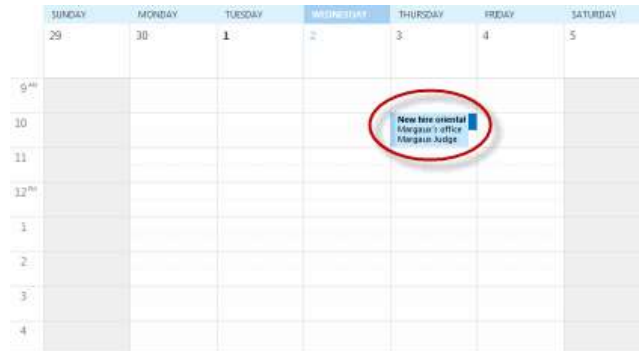
4. Click **Send** to send the meeting invitation.
-



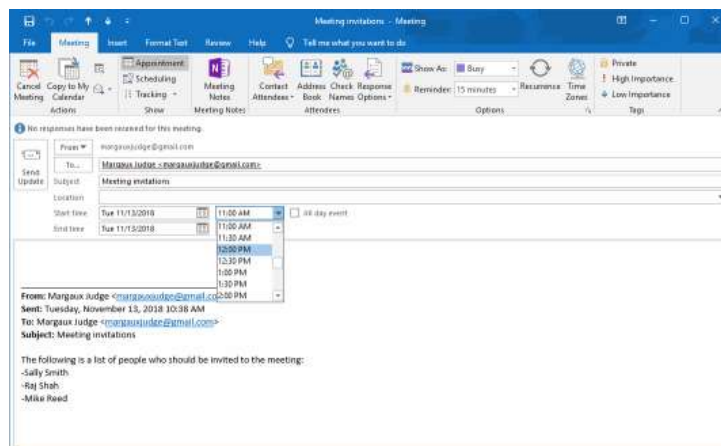
## Make Updates to Meetings

You may have the need to make updates to meeting invitations that you have sent.

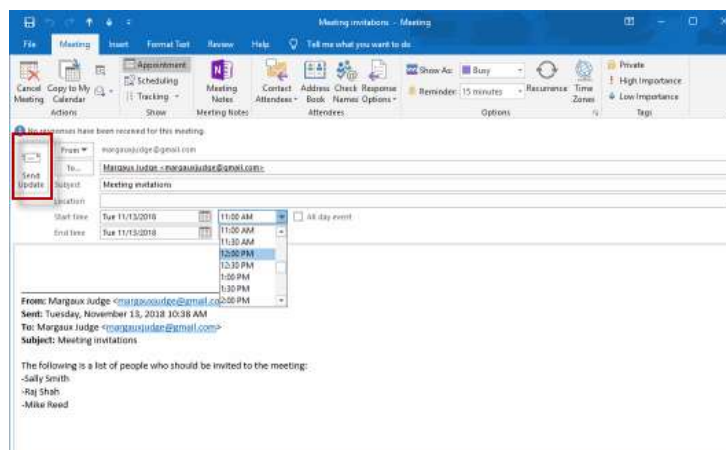
1. In Calendar view, locate the meeting on your Calendar.



2. Double-click it to select it.
3. Make any changes you need to make, including changing the time or date of the meeting.

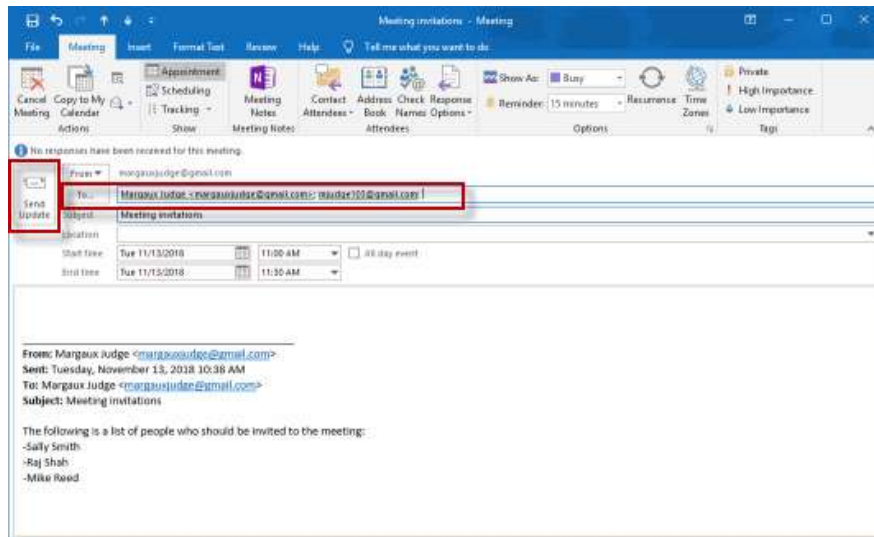


4. When the changes are complete, click **Send Updates** in the message header to send the updates to the meeting participants.



## Add Participants

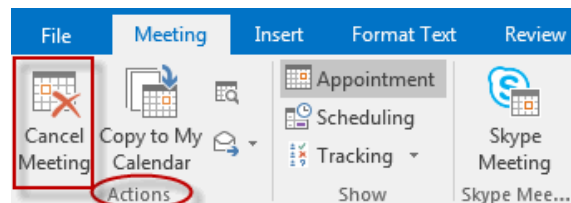
You can add participants to meeting invitations by opening the invitation and adding more addresses to the **To** field, and then clicking **Send Update**.



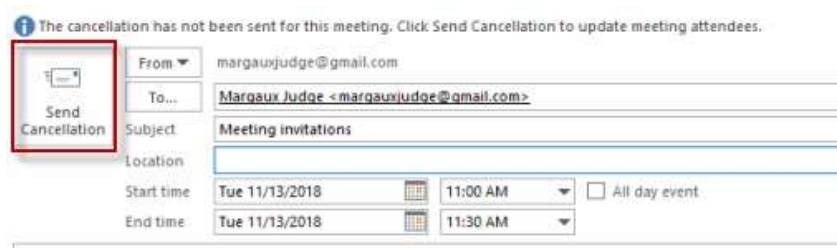
## Cancel a Meeting

To cancel a scheduled meeting:

1. In Calendar view, locate the meeting on your Calendar.
2. Double-click it to select it.
3. From the **Actions** group on **Meeting** tab of the **Message Ribbon**, click **Cancel Meeting**.



4. In the message header, click **Send Cancellation**.



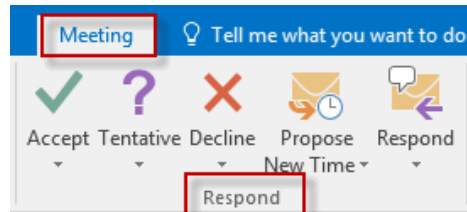
5. The cancellation message will be sent to attendees, and the meeting will be removed from your Calendar.

## Reply to a Meeting Invitation

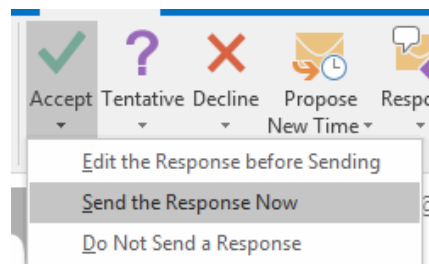
If a colleague sends you a meeting invitation, you will need to reply to the invitation.

To reply to a meeting invitation:

1. Double-click the invitation in your Inbox to open it.
2. In the **Respond** group on the **Meeting** tab of the **Ribbon**, choose whether to accept, tentatively select, decline, or propose a new time.



3. To accept, click **Accept**, and then select **Send the Response Now** to send your response to the meeting organiser.



4. The meeting now appears on your Calendar.

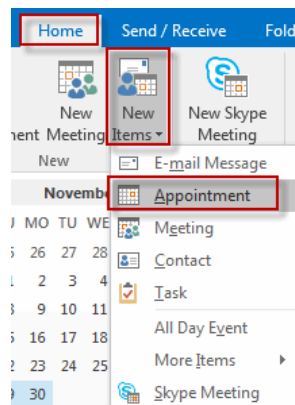
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## Schedule an Appointment

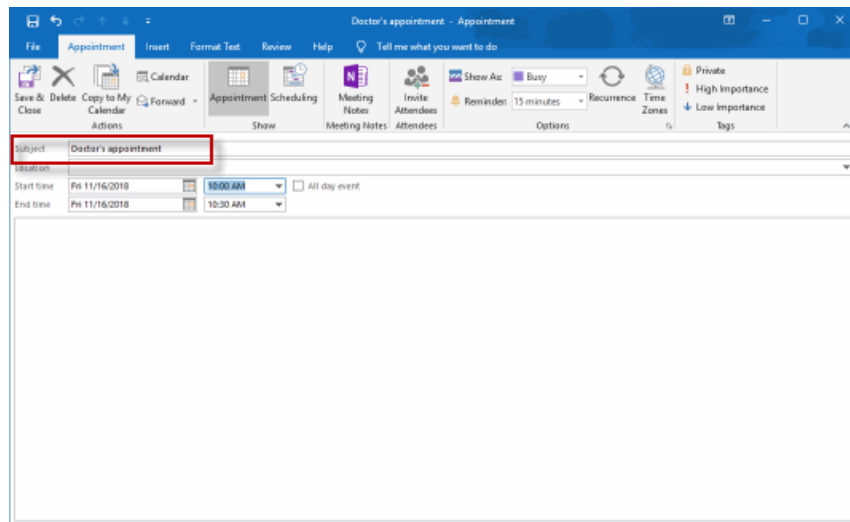
You can use your Outlook Calendar to schedule an appointment, which does not involve inviting others, but will block out the time on your Outlook Calendar so those viewing your Calendar will see that you are busy at that time.

To schedule an appointment in Outlook:

1. In Calendar view, from the **Home** tab, in the **New** group, select **New Items**, and then **Appointment**.



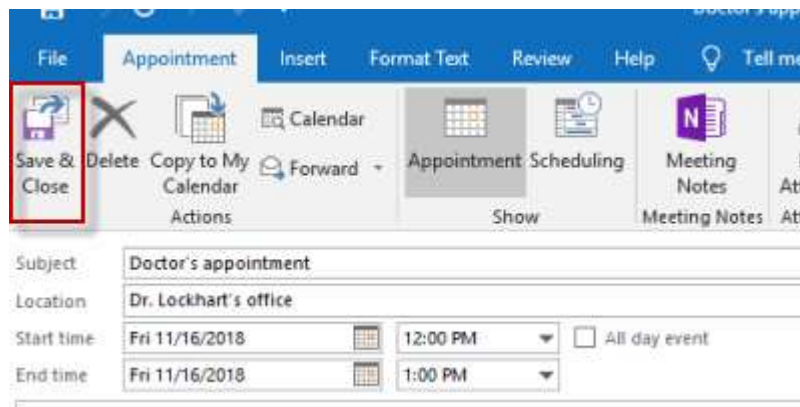
2. Enter the appointment's subject in the **Subject** field.



3. Press Tab on the keyboard and enter the appointment's location in the **Location** field.
4. Set a start time using the **Start time** day and time drop-down arrows.

Start time	Fri 11/16/2018	12:00 PM	<input type="checkbox"/> All day event
End time	Fri 11/16/2018	1:00 PM	

5. Set an end time using the End time day and time drop-down arrows.
6. Click **Save & Close** in the **Actions** group on the appointment tab of the **Ribbon**.

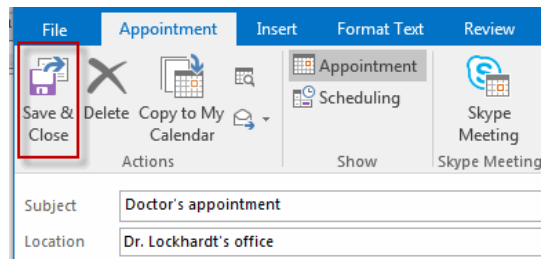


7. The appointment now appears on your Calendar.

## Make Updates to an Appointment

You can also make updates to scheduled appointments in Outlook.

1. Double-click the item on your Calendar to open it.
2. Make any changes necessary, to the subject, location, or date and time.
3. When the changes are complete, click **Save & Close** in the **Actions** group on the **Appointment** tab of the **Ribbon**.



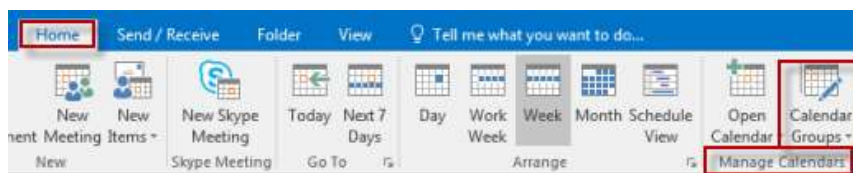
4. The changes to the appointment will now be reflected on your Calendar.

## Create Calendar Groups

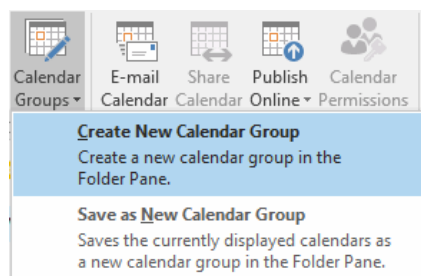
If you frequently invite the same people to meetings, you can create a Calendar group in Outlook to easily view their calendars.

To create a calendar group:

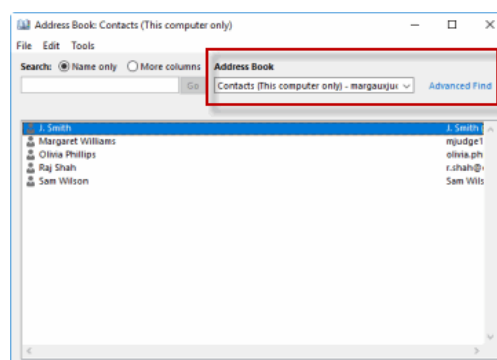
1. While in Calendar view, on the **Home** tab of the **Ribbon**, in the **Manage Calendars** group, select **Calendar Groups**.



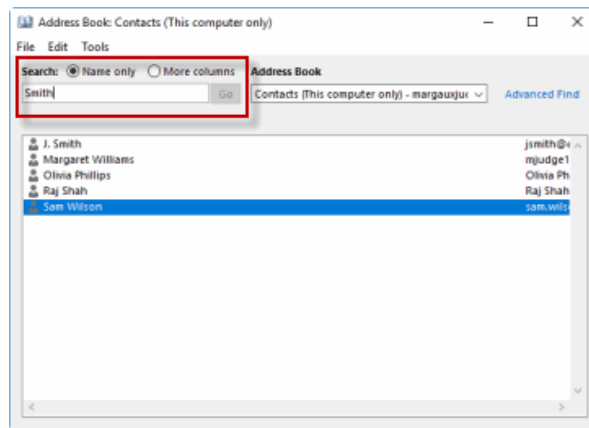
2. From the drop-down list, select **Create New Calendar Group**.



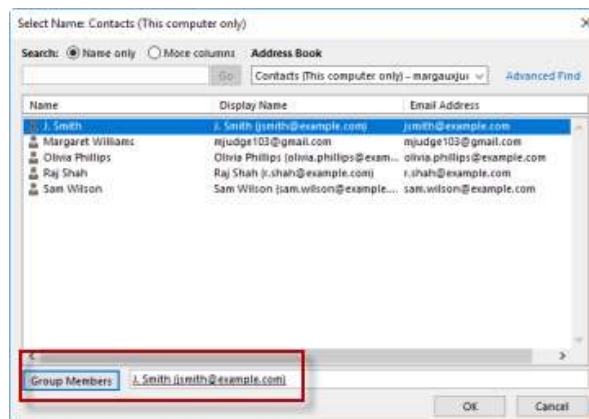
3. Type a name for the group in the **Create New Calendar Group** dialog box and click **OK**.
4. In the **Address Book** section, choose the address book or contact list from which you want to choose Calendar group members.



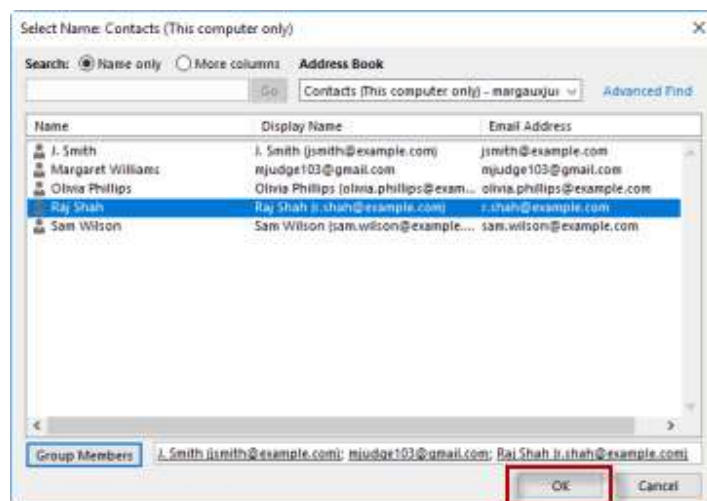
5. Type a name to search in the **Search** text box.



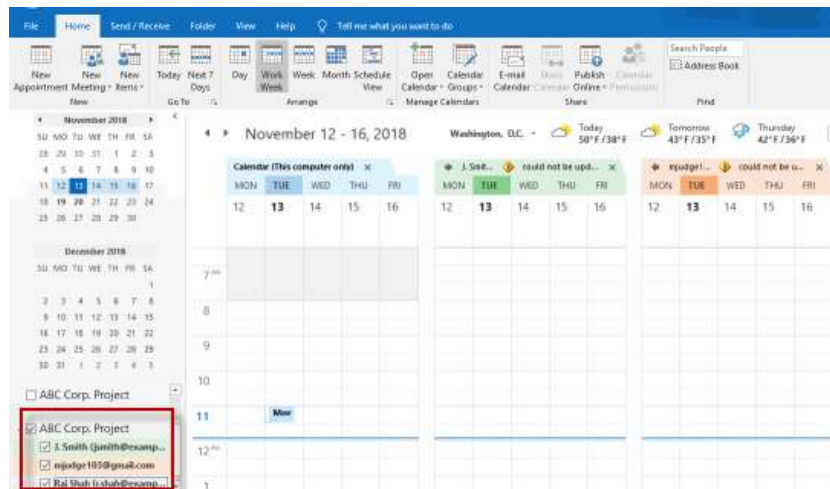
6. Select the name in the list and click **Group Members** to add the name to the group.



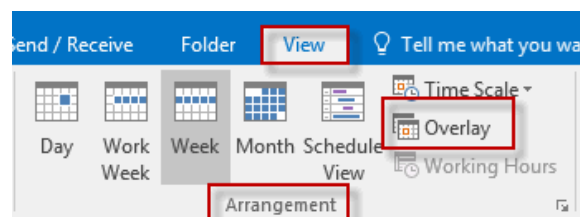
7. Continue adding names until the group is complete, and then click **OK**.



8. The group now appears in the Calendar Navigation Pane, and you can view the group members' calendars alongside yours.



- To view the calendars overlaid with your own, to aid scheduling, select the **View** tab and from the **Arrangement** group, click **Overlay**.

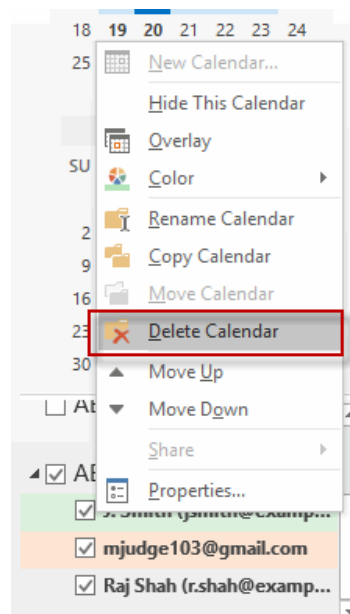


## Delete a Calendar

You can delete any calendars that you have created in Outlook, such as a calendar in a calendar group, except for your primary calendar.

To delete a calendar:

- In the **My Calendars** section of Calendar view, right-click the calendar you want to delete and select **Delete Calendar**.





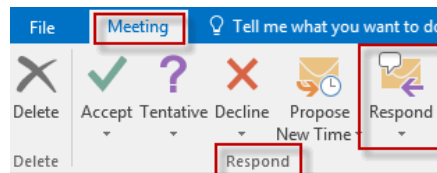
2. If you receive a confirmation dialog box, click **Yes** to confirm the deletion.

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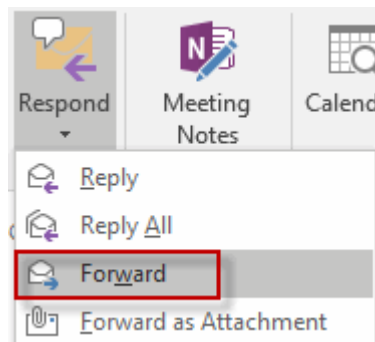
## Work with Calendar Items

### Forward an Item

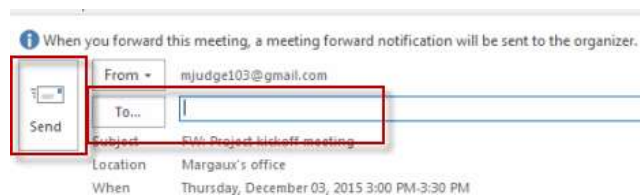
1. Open the calendar item.
2. From the Respond group of the **Meeting** tab, select **Respond**.



3. Select **Forward**.



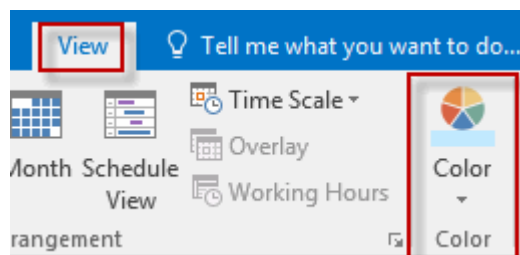
4. Enter the **To** information and click **Send**.



You can work with calendar items and customize your calendar.

### Add Colour to Your Calendar

1. In Calendar view, select an item.
2. Select the **View** tab and in the **Colour** group, click **Colour**.

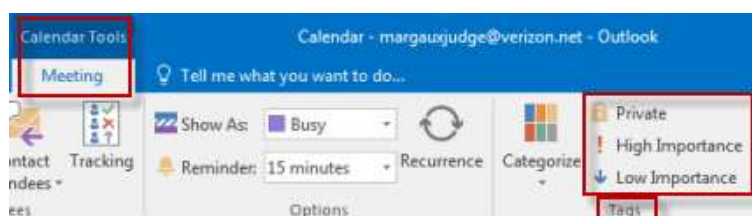


3. Select a colour to apply.



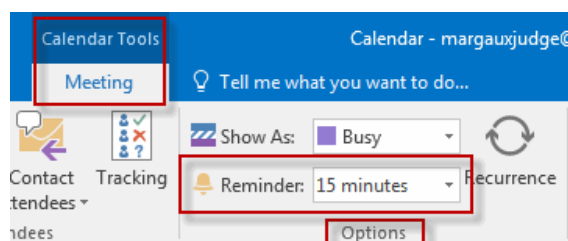
## Set Item Importance

To set importance to a calendar item, within Calendar view, select the item and on the **Calendar Tools Meeting** tab, from the **Tags** group, select **Private**, **Low Importance**, or **High Importance**.

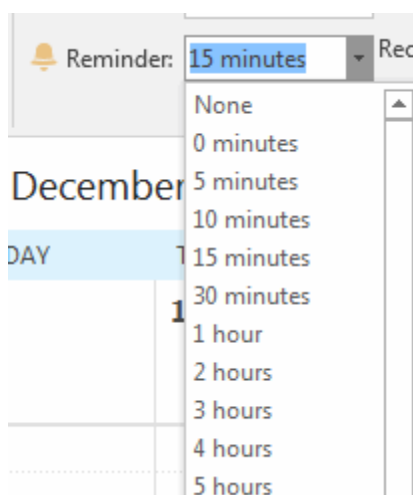


## Configure a Reminder

1. Select the calendar item.
2. On the **Calendar Tools Meeting** tab, from the **Options** group, select **Reminder**.



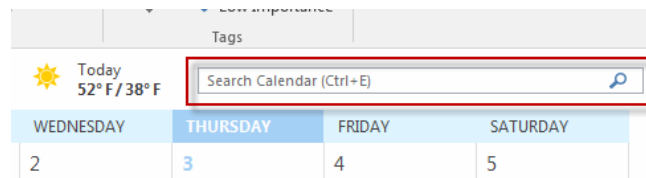
3. Select a time before the item occurs to be reminded.



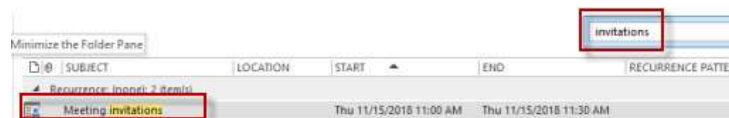
## Search Your Calendar

1. Make sure you are in Calendar view.

2. Enter a search term in the upper-right **Search Calendar** dialog box, and then press Enter.



3. Calendar items that meet the criteria are returned.

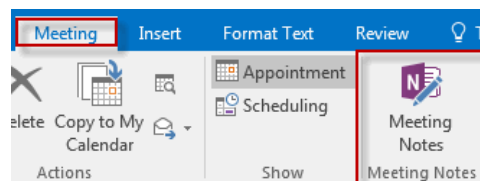


## Share Meeting Notes

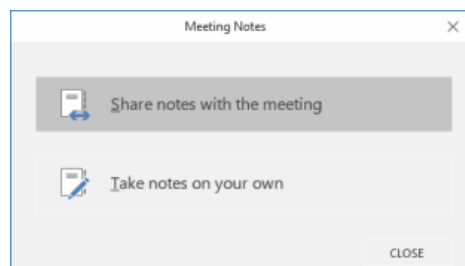
You can use Microsoft OneNote to take and share meeting notes.

To share meeting notes:

1. From within the meeting item, on the **Meeting** tab, in the **Meeting Notes** group, click **Meeting Notes**.



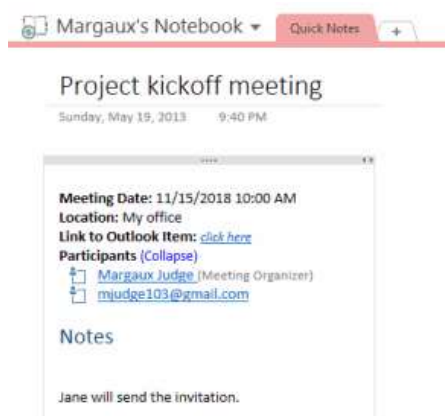
2. Open shared meeting notes or take your own.



3. Select a OneNote location and click **OK**.



4. Enter your meeting notes.



5. From within OneNote, select the **File** tab and in the Info section, click **Settings** and select **Share or Move**.



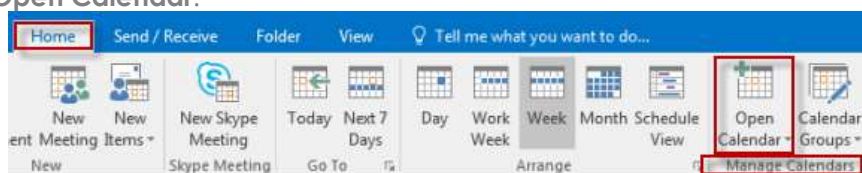
6. Enter email information of those who you want to share the notes with, a personal message if you desire, and click **Share**.

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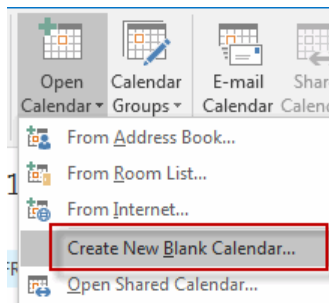
## Create and Add Calendars

You can create a separate calendar in Outlook.

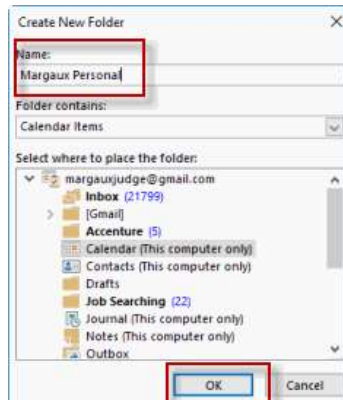
1. While in Calendar view, from the **Home** tab, in the **Manage Calendars** group, select **Open Calendar**.



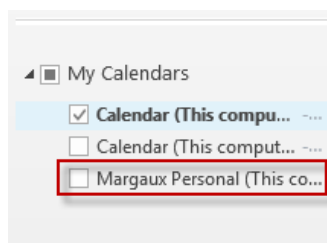
2. From the drop-down list, select **Create New Blank Calendar**.



3. Enter a name for the calendar and click **OK**.



4. The calendar is now listed in and can be selected and viewed from the **My Calendars** section.



## SECTION 3 – ORGANISING YOUR CONTACTS

### Add, Delete, Import, and Print a Contact

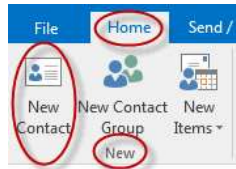
Adding a contact in Outlook is done in the **Contacts** area, which is accessible from the Outlook Navigation Pane.

To add a contact:

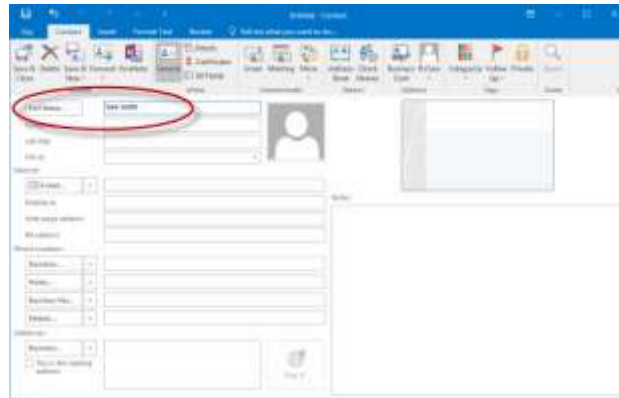
1. Access the **Contacts** area by selecting **People (Contacts in Outlook 2010)** in the Navigation Pane.



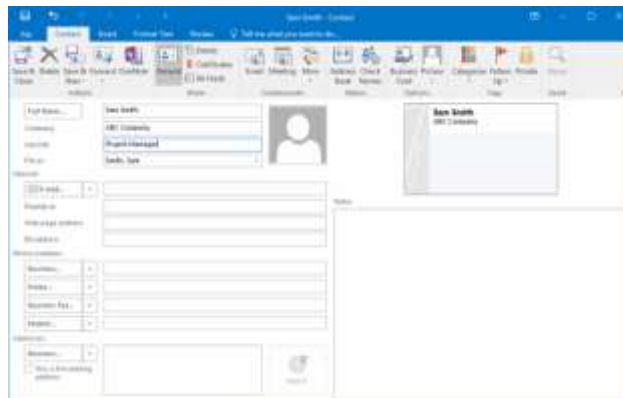
2. On the **Home** tab of the **Contacts Ribbon**, in the **New** group, select **New Contact**.



3. In the **Contact** dialogue box that is displayed, enter the contact's name in the **Full Name** field, and press Tab.



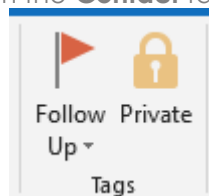
4. Enter other contact details, as desired, and press Tab to move through the fields.



5. To use this contact to create email messages to the person, be sure to enter his or her email address in the **E-mail** field in the **Internet** section.
6. To add an image, click the person icon, in the **Add Contact** dialog box locate the contact image file, and click **Open** to add it.



7. To add a tag to the contact, from the **Contact** tab, select an option in the **Tags** group.

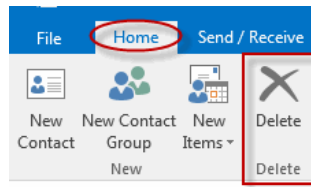


- When you have finished entering the information, select **Save & Close** from the **Actions** group of the **Contact** tab in the **Ribbon**.



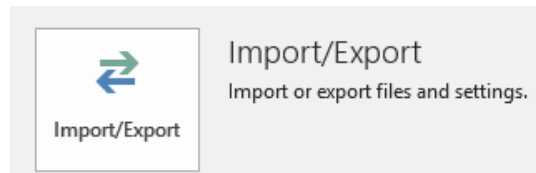
To delete a contact:

- In the Contacts area, select the contact to delete.
- From the **Home** tab, in the **Delete** group, click **Delete**.

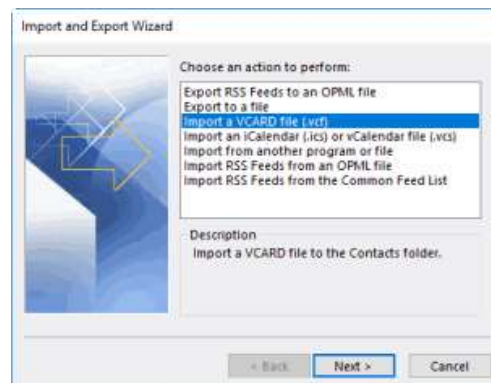


To import a contact:

- Select the **File** menu and click **Open & Export (Import in Outlook 2010, select **File** and **Import and Export**)**.
- Select **Import/Export**.



- Select **Import a VCARD file** and click **Next**.



- Locate the contact and select **Open** to import it.

To print a contact:

- In the Contacts area, select the contact to print.
- Right-click the contact and select **Quick Print**.

## Update a Contact

After entering information for your contacts, you may have a need to update your contacts with new information.

To update an Outlook contact:

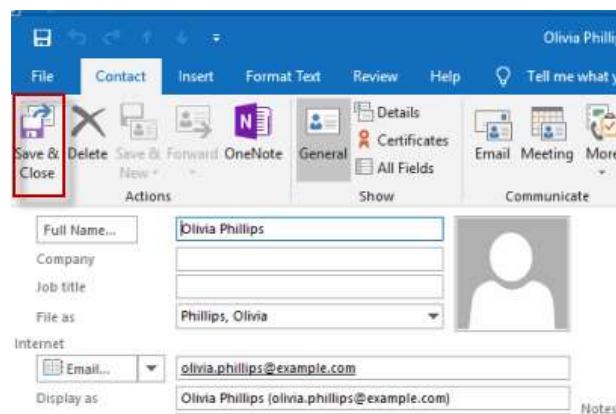
1. If you are not already in the **Contacts** area of Outlook, select **People (Contacts** in Outlook 2010) in the Navigation Pane.



2. Select the contact you want to update by double-clicking it, which launches the contact's People Card.



3. Enter the new information in the relevant field(s).
4. When you are done, click **Save (Save & Close** from the **Actions** group of the **Contact** tab in the **Ribbon** in Outlook 2010).



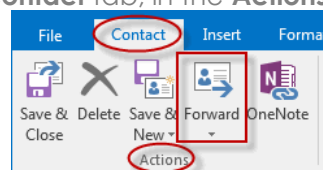
5. The contact information is now updated.

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## Share a Contact

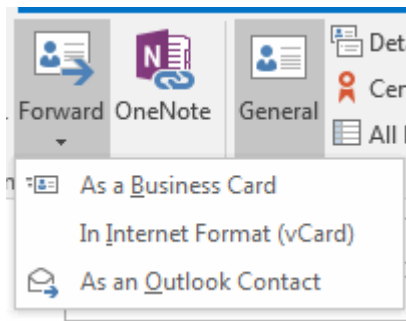
To share a contact:

1. Within the contact, on the **Contact** tab, in the **Actions** group, select **Forward**.

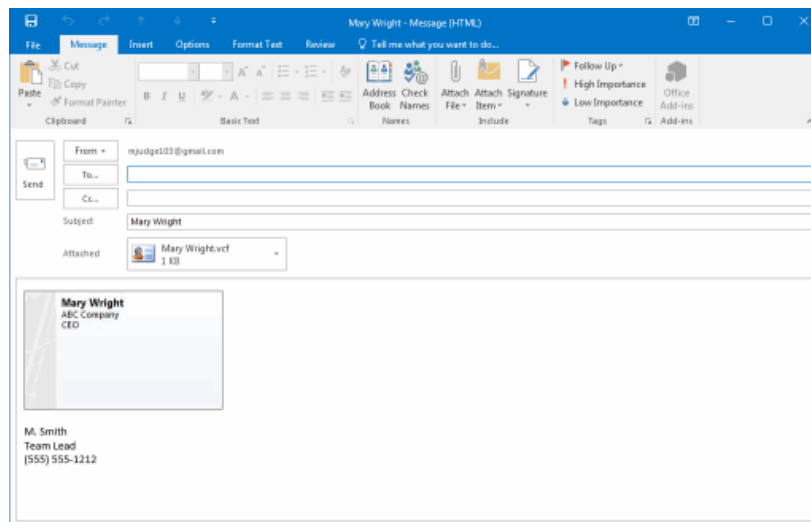


2. Select a contact format.





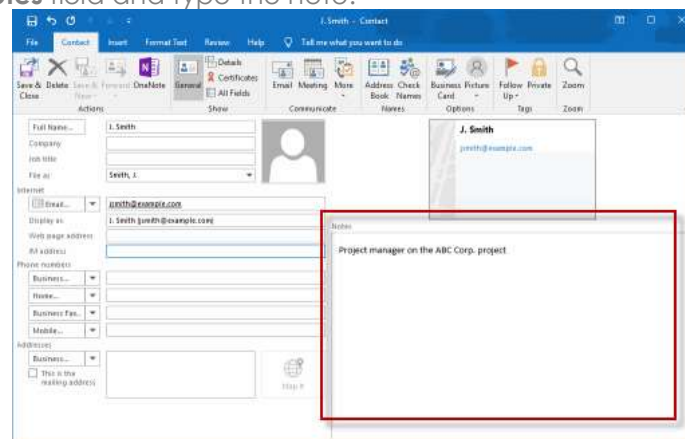
3. A message containing the contact launches. Fill in the **To** information, a subject if desired, and click **Send** to send it.



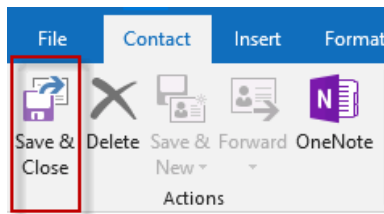
## Attach Notes to Contacts

To attach a note to a contact:

1. In People view, select the contact to which you want to add the note.
2. Click in the **Notes** field and type the note.



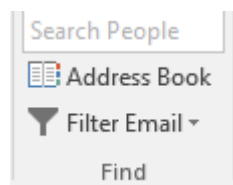
3. When you are done, click **Save & Close** from the **Actions** group of the **Contact** tab in the **Ribbon**.



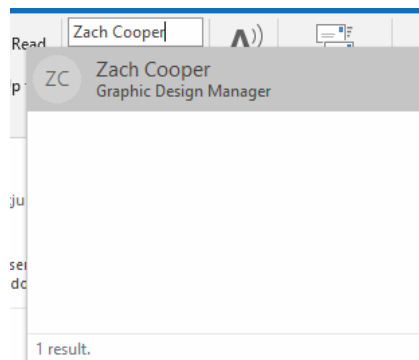
## Locate a Contact

You can search for a contact from any area of Outlook.

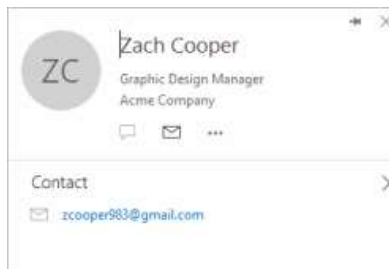
1. On the **Ribbon** of the area you are in, on the **Home** tab, in the **Find** group, in the **Search People** (Find a Contact in Outlook 2010) text box, type the contact's name (you can enter a full or partial name, as well as a company name or an email address).



2. A drop-down list of possible choices appears; select the one you want (In Outlook 2010, the list does not appear; press Enter instead).



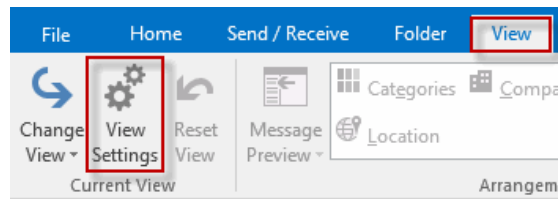
3. The contact is displayed.



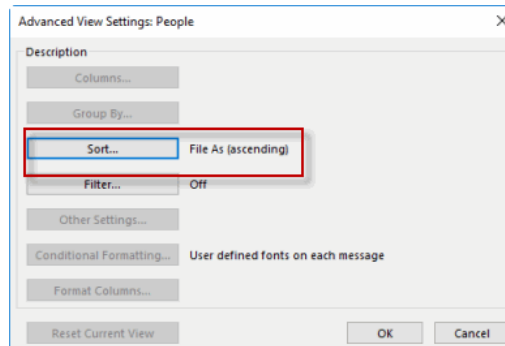
## Sort Contacts

You can sort your contacts in Outlook per your personal specifications.

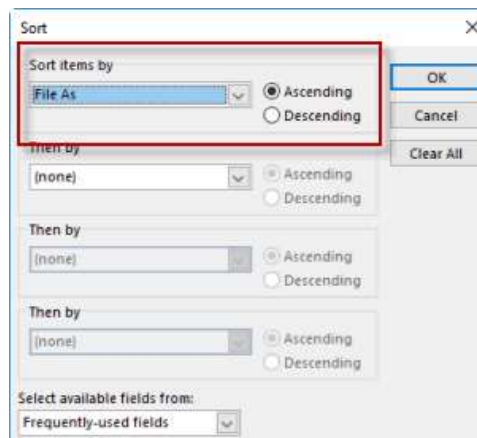
1. In the **Contacts** area, select the **View** tab from the **Contacts Ribbon**.
2. In the **Current View** group, select **View Settings**.



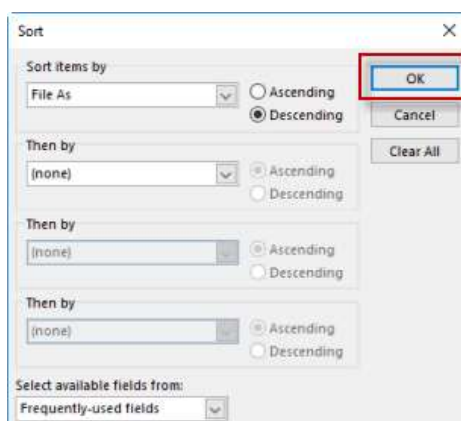
3. In the **Advanced View Settings** dialog box, select **Sort**.



4. In the Sort dialog box, select an option under **Sort items by**, and then select either **Ascending** or **Descending**.



5. If you want to further specify your sort options, you can continue to select options under **Then by** as needed.
6. When you are done sorting, click **OK** to save your changes and exit.



7. Click **OK** once more to exit the **Advanced View Settings** dialogue box.

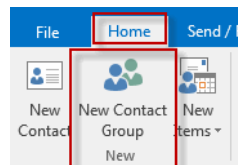
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## Work with Contact Groups

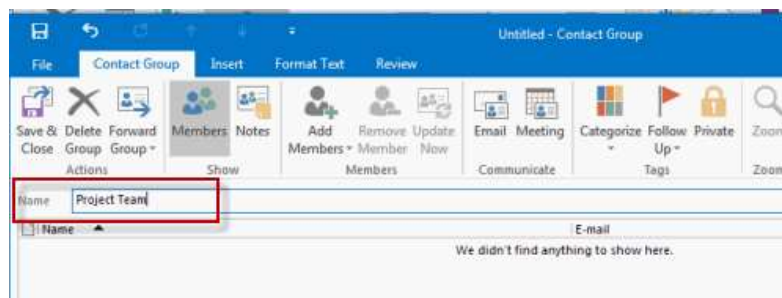
A Contact Group allows you to group email addresses together under one name. You can then send messages to the Contact Group. In previous versions of Outlook, Contact Groups were known as distribution lists.

To create a Contact Group:

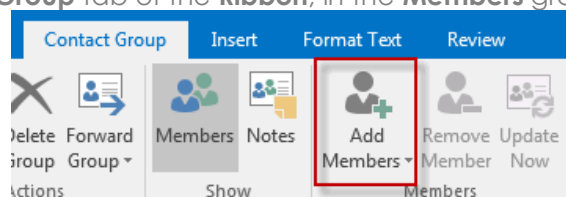
1. In the **Contacts** area, from the **Home** tab of the **Contacts Ribbon**, in the **New** group, select **New Contact Group**.



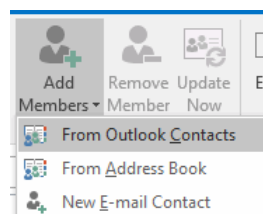
2. In the **Contact Group** dialog box, in the **Name** text box, enter a name for the group.



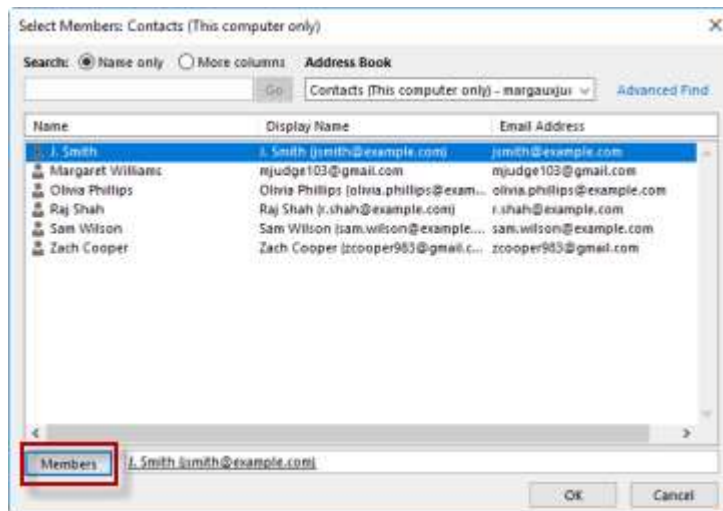
3. From the **Contact Group** tab of the **Ribbon**, in the **Members** group, select **Add Members**.



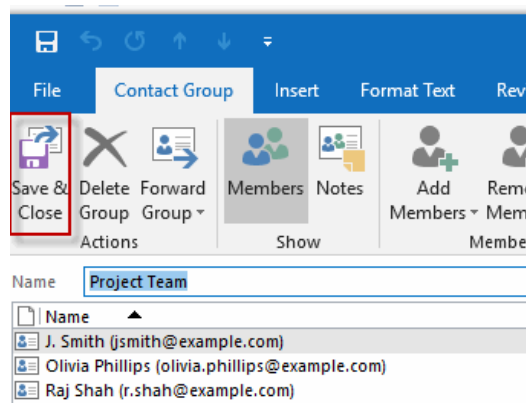
4. From the drop-down list, select **From Outlook Contacts**.



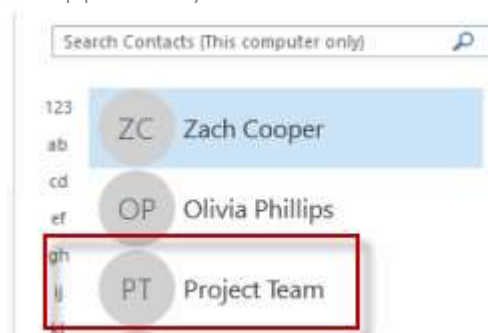
5. To add a member to the group, select the member and click **Members**.



6. Continue until all the members of the group are selected.
7. Click **OK**.
8. Select **Save & Close** from the **Actions** group on the **Contact Group** tab of the Ribbon.



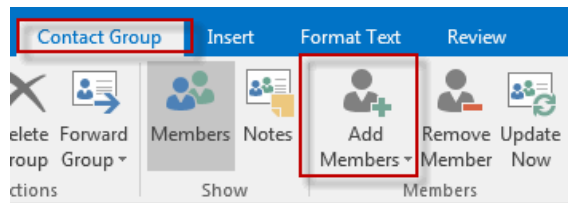
9. The Contact Group now appears in your **Contacts** area.



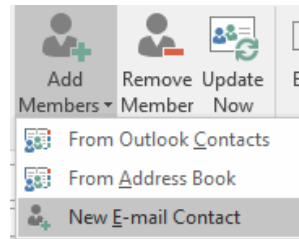
## Add a Contact to a Group

To add a contact to an existing group:

1. Open the contact group.
2. From the **Contact Group** tab, in the **Members** group, select **Add Members**.



3. Select a contact option.

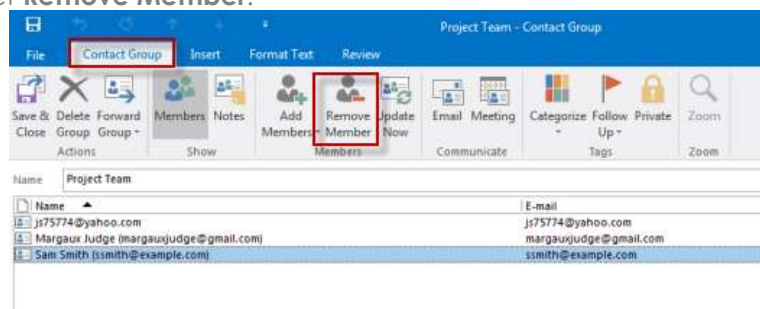


4. Add new contacts and save and close when complete.

### Update or Delete a Contact within a Group

To update a contact in a group, open the group, and double click the contact. Then, update the information and click **Save & Close** when complete.

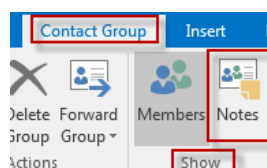
To delete a member, single-click the member and from the **Members** group of the **Contact Group** tab, select **Remove Member**.



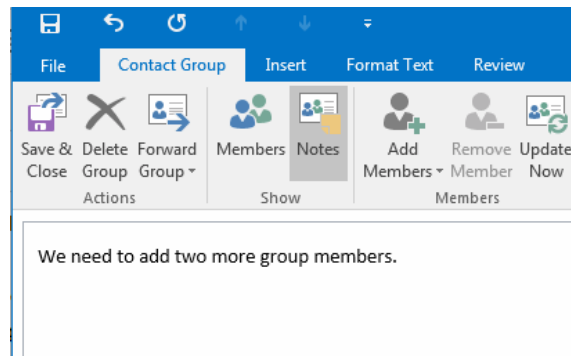
### Add Notes to a Group

To add group notes:

1. Open the contact group.
2. From the **Show** group of the **Contact Group** tab, select **Notes**.



3. Enter group notes.

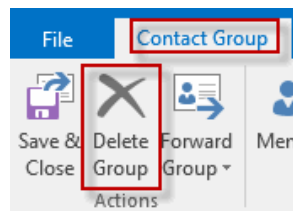


4. Select **Save & Close**.

## Delete a Group

To delete a contact group:

1. From the **Actions** group on the **Contact Group** tab, select **Delete Group**.



2. Click **Yes** to delete the group.

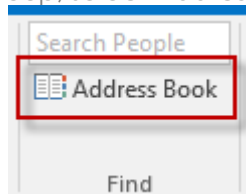
## Manage Multiple Address Books

Your Outlook Address Book is a collection of email addresses from your Outlook folders. If you are using Outlook with an Exchange Server account, such as at your workplace, your Address Book will include the Global Address List (GAL).

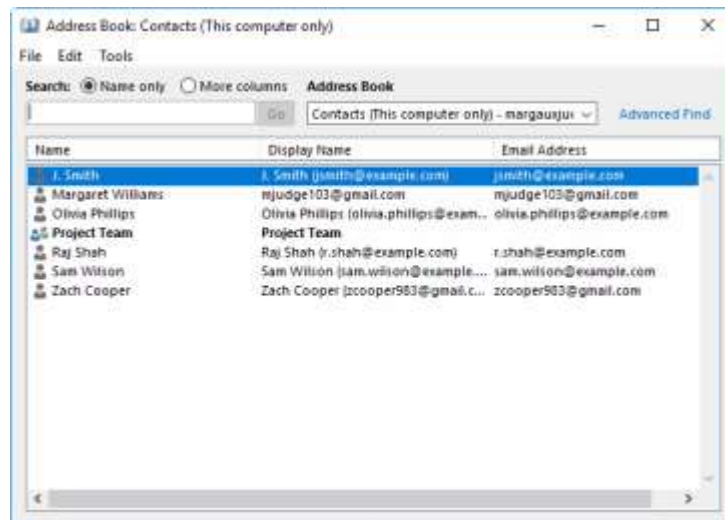
This is a list of everyone who has an Outlook account on the Exchange Server.

To view different address books:

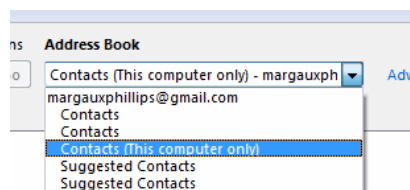
1. On the **Home** tab, in the **Find** group, select **Address Book**.



2. The **Address Book: Contacts** dialogue box will open.



3. Select an address book from the **Address Book** drop-down list to view its addresses.



## Perform a Mail Merge

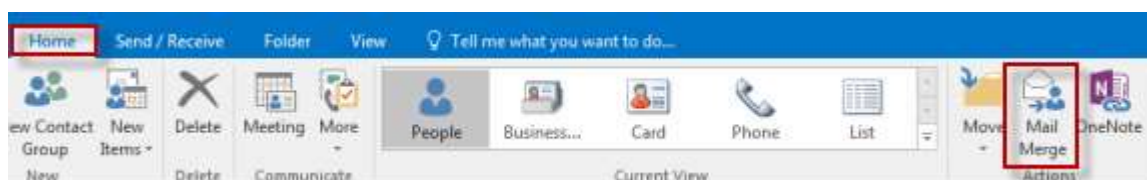
The Mail Merge feature of Outlook allows you to send an email to multiple contacts in such a way that it will appear to each contact that he or she is the only recipient. You can personalise the information that you send so that each person is the only one in the To field, and you can alter the contents of the message to suit each individual.

To perform a Mail Merge:

1. In the **Contacts** area, select the email's recipients by pressing and holding Ctrl as you click each contact.

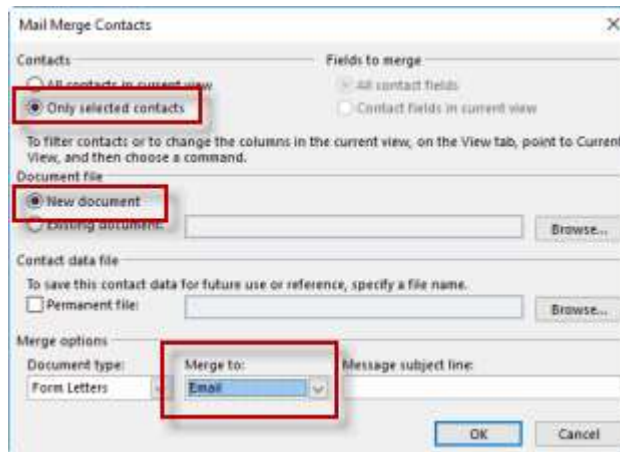


2. From the **Contacts Ribbon Home** tab, in the **Actions** group, select **Mail Merge**.

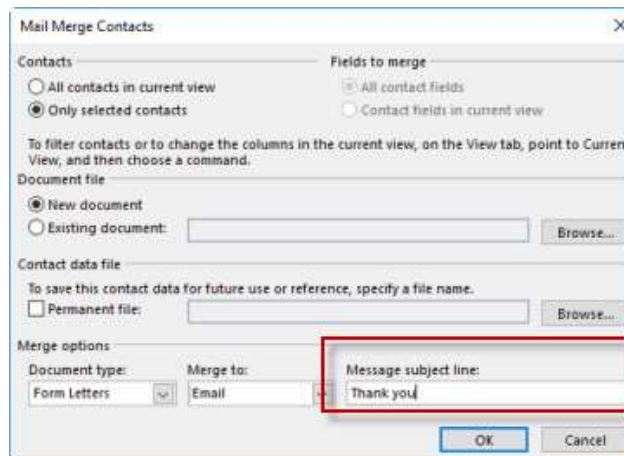




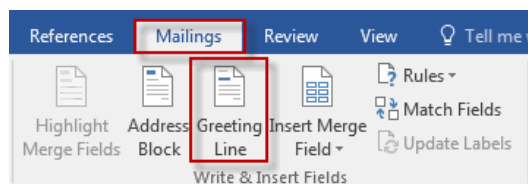
3. Leave the **Only selected contacts** radio button selected, as well as **New document** under **Document file**, and under **Merge options**, from the **Merge to:** drop-down list, select **E-mail**.



4. In the **Message subject line** that is displayed, type the subject of the email.



5. Click **OK**.
6. Microsoft Word will open, which is where you will compose your message.
7. On the Word **Ribbon**, on the displayed **Mailings** tab, in the **Write & Insert Fields** group, select **Greeting Line**.



8. In the **Insert Greeting Line** dialog box, if you want to change any greeting options, make your changes.



9. Click **OK**.

10. The Greeting Line now appears in the Word document.

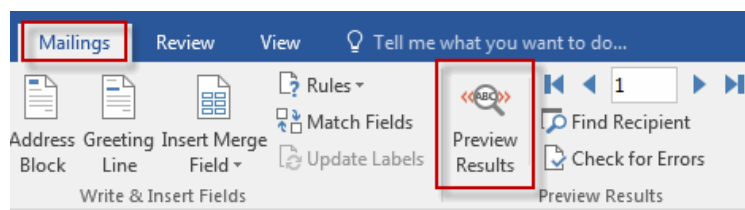
«GreetingLine»

11. Press Enter and type the body and closing of your email message.

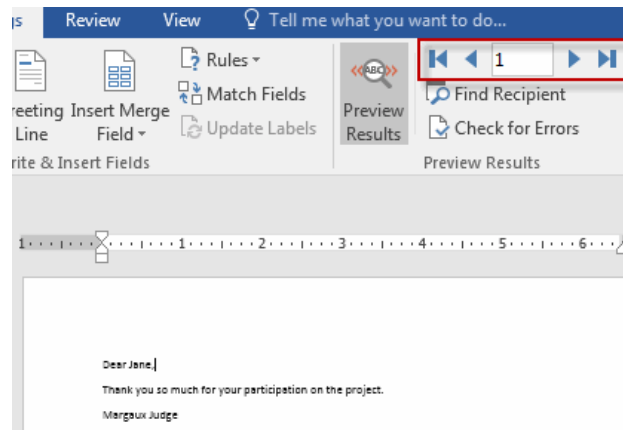
«GreetingLine»

Thank you so much for your participation on the project.

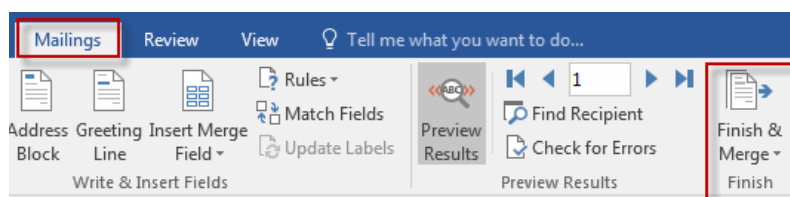
12. From the **Preview Results** group on the **Mailings** tab of the **Ribbon**, select **Preview Results**.



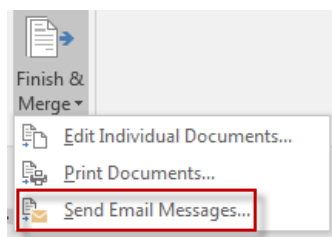
13. Use the arrows in the **Preview Results** group to click through a preview of each individual email.



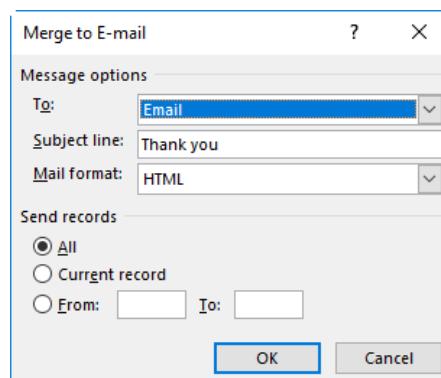
14. From the **Finish** group on the **Mailings** tab, select **Finish & Merge**.



15. From the drop-down list, select **Send E-mail Messages**.



16. In the displayed **Merge to E-mail** dialog box, click **OK**.



17. Word sends the email to each recipient.