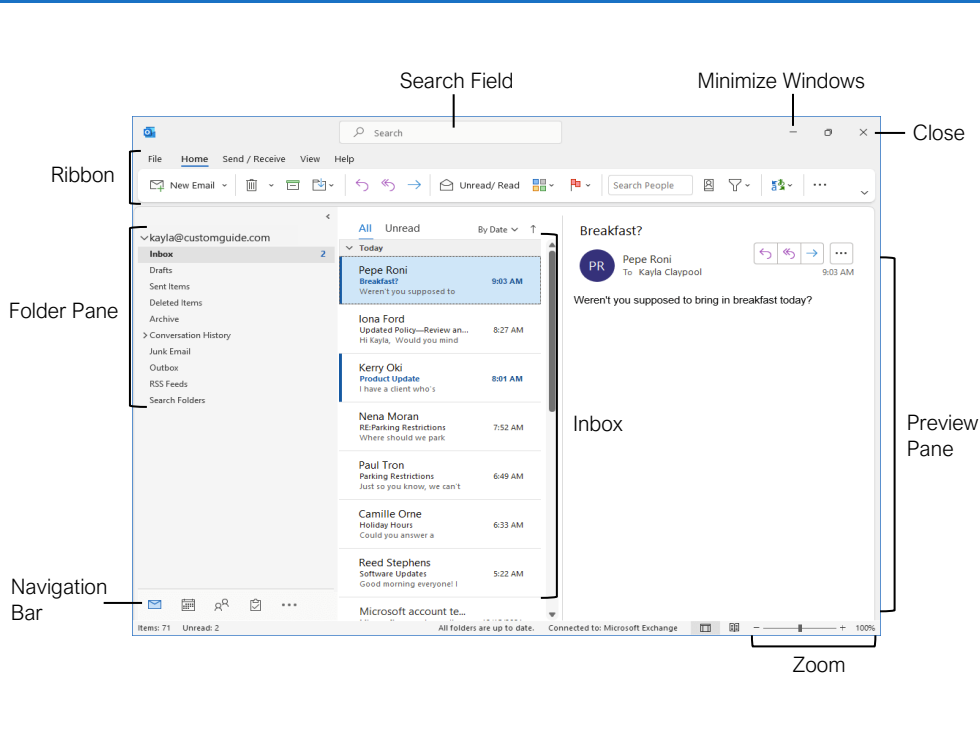




# Microsoft® Outlook 2021 Basic Quick Reference Guide

## The Outlook 2021 Program Screen



## Keyboard Shortcuts

General	
Print	Ctrl + P
Undo	Ctrl + Z
Copy	Ctrl + C
Cut	Ctrl + X
Paste	Ctrl + V
New Item	Ctrl + N
Delete selected item	Delete
Help	F1
Find an item	F3
Spell Check	F7

Navigation	
Mail view	Ctrl + 1
Calendar view	Ctrl + 2
Contacts view	Ctrl + 3
Tasks view	Ctrl + 4
Notes	Ctrl + 5

Mail	
New Message	Ctrl + Shift + M
Reply	Ctrl + R
Reply All	Ctrl + Shift + R
Forward	Ctrl + F
Save message as a draft	Ctrl + S
Send	Alt + S
Find and replace text	Ctrl + H
Check for New Messages	Ctrl + M
Mark as Read	Ctrl + Q
Mark as Unread	Ctrl + U

Calendar	
New Appointment	Ctrl + Shift + A
Go to Today	Ctrl + T
Go to a Date	Ctrl + G
Go to Previous Appointment	Ctrl + ,
Go to Next Appointment	Ctrl + .
Day view	Ctrl + Alt + 1
Work Week view	Ctrl + Alt + 2
Week view	Ctrl + Alt + 3
Month view	Ctrl + Alt + 4

Contacts	
New Contact	Ctrl + Shift + C
New Contact Group	Ctrl + Shift + L
Open the Address Book	Ctrl + Shift + B

### The Fundamentals

**Navigate Outlook:** Click the icon (or label) for the view you want to open.

- Mail view** displays your inbox and lets you browse your mail. The ribbon will display commands related to composing and managing email messages.
- Calendar view** displays your calendar. The ribbon will display commands that let you view, create, and edit meetings and appointments.
- People view** displays your contacts list. The ribbon will show commands that let you create and edit your contacts and contact groups.
- Tasks view** displays your task list. The ribbon will show commands that let you create and modify tasks.

**Use the Folder Pane:** Click a folder in the Folder pane to display that folder's contents.

**Delete an Item:** Select an email, contact, appointment, or task, then click the **Delete** button on the Home tab of the ribbon.

**Restore a Deleted Item:** Click the **Deleted Items** folder in the Folder pane, then click and drag an item back to its original folder.

**Change Views:** Click the **View** tab on the ribbon, then click the **Change View** button and select a view.


### Search

**Search:** Click in the **Search** field at the top of the inbox and begin typing your search.

**Refine Search Results:** While searching, use the options in the Scope group on the Search tab.

- Current Mailbox** searches all folders within the selected mailbox.
- Current Folder** only searches within the current folder.
- Subfolders** expands the search to include all the current folder's subfolders.
- All Outlook Items** searches everything.
- From** lets you filter messages from specific senders.
- Subject** lets you filter by words in the subject line.
- Has Attachments** lets you filter results by whether they have attachments.
- Categorized** filters by categories.
- This Week** displays only items from the current week.
- Unread** searches only unread messages.
- Flagged** searches only flagged items.
- Important** only displays items set to high importance.
- More** lets you apply advanced criteria.

## Mail


**Compose Email:** Click the **New Email**  button on the Home tab. Enter recipients, a subject, and a message body, then click **Send**.


**Types of Recipients:** When composing a new email, enter email addresses in the address fields.


- **To** contains the primary recipients, whom the message is directed to.
- **Cc (Carbon Copy)** sends a copy of the message. While not the primary audience, these recipients may want to see the information presented. The Cc field is visible to all recipients.
- **Bcc (Blind Carbon Copy)** sends a copy of the message, while keeping the Bcc field secret to other recipients.


**View an Email in the Reading Pane:** Select an email from the inbox to display it.


**Open an Email in a New Window:** Double-click an email in the inbox.

**Mark an Email Read or Unread:** Opening an email, or displaying it in the Reading pane, will automatically mark an unread email as read. Click the **Unread/Read**  button on the Home tab to toggle an email read or unread.


**Reply to an Email:** Select an email in the inbox (or open an email in its own window) and click the **Reply**  button on the ribbon.


**Reply to All Recipients of an Email:** Select an email in the inbox (or open an email in its own window) and click the **Reply All**  button on the ribbon.


**Forward an Email:** Select an email in the inbox (or open an email in its own window) and click the **Forward**  button on the ribbon.

**Create a Signature:** While composing an email, click the **Signature**  button on the Message tab and select **Signatures**. Click the **New** button, enter a name for the signature, and click **OK**. Create the signature in the Edit signature section and click **OK**.

**Insert a Signature:** While composing an email, click the **Signature**  button on the Message tab and select a signature.


**Attach a File:** While composing an email, click the **Attach File**  button on the Message tab. Select a file, then click **Insert**.

**Insert a Picture:** While composing an email, click the **Insert** tab, click the **Pictures**  button, select a picture, and click **Insert**.



**Send Out-of-Office Replies:** Click the **File** tab, click the **Automatic Replies** button on the Info tab, then click the **Send Automatic Replies**  button. Set the start and end dates for the auto reply, enter a message, and click **OK**.


**Set Message Priority:** While composing an email, click the **High Importance**  or **Low Importance**  button on the Message tab.



## Mail


**Insert a Link:** While composing an email, click the **Insert** tab, click the **Link**  button, select a type of link, fill in where the link will lead, and click **OK**.

## People


**Add a New Contact:** Click the **New Contact**  button on the Home tab. Fill in the fields with the information that you have, then click the **Save & Close**  button.




**View the Address Book:** Click the **Address Book**  button on the Home tab. Double-click a contact to open it and see more information.



**Add a Contact from the Address Book:** Click the **Address Book**  button on the Home tab, double-click a contact, click the **Add to Contacts** button, enter any additional information you have, then click the **Save & Close**  button.


**Edit a Contact:** Double-click a contact to open it in a new window, fill in the information fields with any additional information you have, then click the **Save & Close**  button.

**Import Contacts:** Click the **File** tab, click **Open & Export**, and click **Import/Export**. Select **Import from Another Program or File**, then click **Next**. Select a type of file to import, then click **Next**. Click **Browse**, select a file, click **OK**, then click **Next**. Select your **Contacts** folder, click **Next**, then click **Finish**.



**Share a Single Contact:** Select a contact, click the **Forward Contact**  button on the Home tab, and select a sharing format. Address and compose the resulting email, then click **Send**.


**Create a Contact Group:** Click the **New Contact Group**  button on the Home tab, give the contact group a name, and click the **Add Members**  button. Select a source for a contact and double-click a contact to add it. Add as many contacts as you would like, click **OK**, then click the **Save & Close**  button.

**Add Members to a Contact Group:** Double-click a contact group to open it, click the **Add Members**  button, select a source, and double-click a contact to add it. Click **OK**, then click the **Save & Close**  button.

**Remove Members from a Contact Group:** Double-click a contact group to open it, select a contact from the list, and click the **Remove Member**  button.

## Calendar

**Create an Appointment:** From the Calendar view, click the **New Appointment**  button on the Home tab. Enter the appointment's details, subject, location, and start and end time. Click the **Save & Close**  button.

**Edit an Appointment:** Double-click an appointment to open it, edit the appointment details, then click the **Save & Close**  button.

## Calendar

**Reschedule an Appointment:** Click and drag an appointment on the calendar to move it to a different day (in Month view) or time (in Day, Week, and Work Week view).


**Create an All-Day Event:** While creating or editing an appointment, check the **All-day event** check box.


**Set a Reminder:** While creating or editing an appointment, click the **Reminder** list arrow and select how long before the event you'd like to be reminded.


**Change Availability:** While creating or editing an appointment, click the **Show As** list arrow and select an availability:


- **Free** shows that you're available.
- **Working Elsewhere** indicates that you're working from another location.
- **Tentative** shows that you have tentative plans and may or may not be available.
- **Busy** indicates that you're busy and not available.
- **Out of Office** shows that you're out of the office and not available.


**Set Priority:** While creating or editing an appointment, click the **High Importance**  button or **Low Importance**  button on the Appointment tab.







**Create a Meeting:** While viewing the calendar, click the **New Meeting**  button on the Home tab. Click **To...** and double-click the contacts you want to invite to the meeting, then click **OK**. Enter the meeting subject, location, date and time, and a message, then click **Send**.

**Track Meeting Responses:** Select a meeting in your calendar and click the **Tracking**  button on the Meeting tab.

**Create a Recurring Appointment:** While creating or editing an appointment, click the **Recurrence**  button on the Meeting tab. Choose a recurrence pattern, set a time range for the recurrence, then click **OK**.

**Edit a Recurring Appointment:** Double-click a recurring appointment to open it, then choose whether to edit **Just this one** appointment or **The entire series**. Edit the appointment or the recurrence settings, then click the **Save & Close**  button.

**Delete a Recurring Appointment:** Select a recurring appointment in the calendar, click the **Delete**  button on the Home tab, and select **Delete Occurrence** (to delete a single instance of the appointment) or **Delete Series** (to delete the entire series).

**Respond to an Invitation:** Select an invitation in your inbox, click the **Accept**  button, **Tentative**  button, or **Decline**  button in the preview pane. Or, select an invited event in your calendar and click the **Accept**  button, **Tentative**  button, or **Decline**  button on the Meeting Series tab. Select whether to send a response and whether to edit it.

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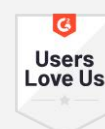
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