

Microsoft® Outlook 2003

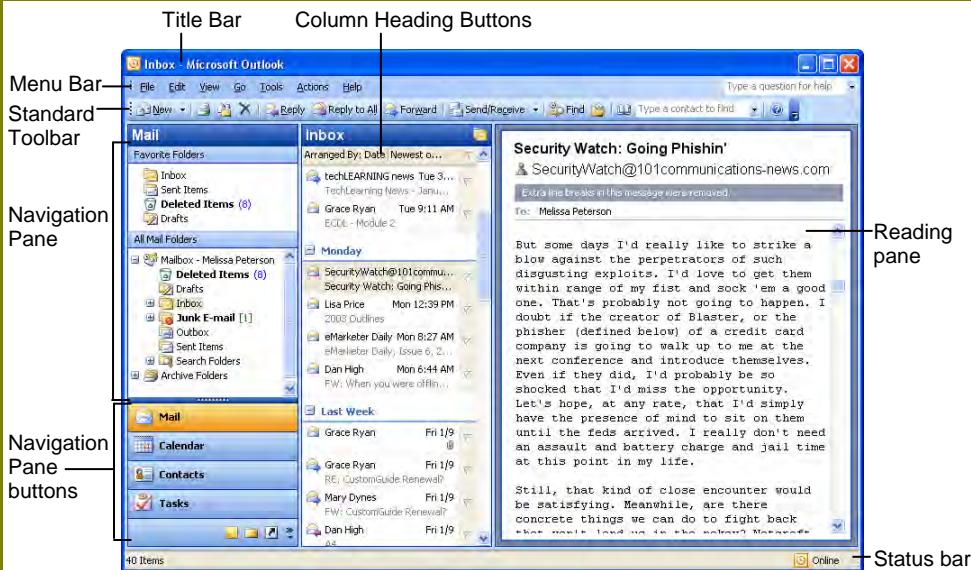
Quick Reference Card



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The Outlook 2003 Screen



The Navigation Pane

Mail
Contains mail-related folders, like your Inbox, Sent Items and Search Folders. Use the Favorite Folders at the top of the pane for easy access to frequently-used mail folders.

Calendar
Enables you to view and schedule appointments, events, and meetings. View shared calendars and compare calendars by viewing them side by side.

Contacts
Use to store and keep track of addresses, numbers, and e-mail addresses.

Tasks
Use to organize to-do lists by priority, track task progress, and delegate tasks.

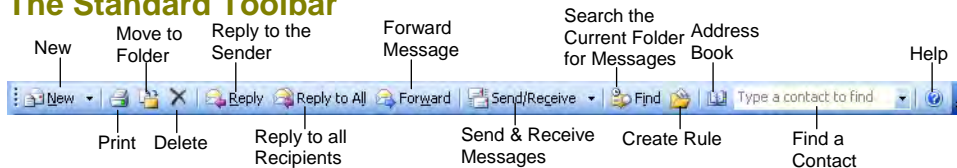
Notes
Use like electronic Post-It® Notes to jot down information.

Folder List
Displays a list of all your Outlook folders in the Navigation pane.

Shortcuts
Add shortcuts to folders and locations in Outlook for quick access.

Messages: Basic Tasks




The Standard Toolbar



- To Access the Inbox:** Click the **Mail pane** in the Navigation pane.
- To Check for New Messages:** Click the **Send/Receive** button on the Standard toolbar, or press **<F9>**.
- Message Indicators:**
 - Message has not been read.
 - Message has been read.
 - File is attached to the message.
 - This message is marked as urgent—you better look at it fast!
- To Open a Message:** Open the Inbox and click the message you want to read.
- To Reply to the Message Sender:** Click the message, click the **Reply** button, type your reply, and click the **Send** button or press **<Alt> + <S>**.
- To Reply to All Message Recipients:** Click the message, click the **Reply to All** button, type your reply, and click the **Send** button or press **<Alt> + <S>**.
- To Forward a Message:** Click the message, click the **Forward** button, enter the e-mail address(es) in the **To: box**, enter additional comments in the text box, and click the **Send** button or press **<Alt> + <S>**.
- To Create a Message:**
 - Click the **New** button or press **<Ctrl> + <N>**.
 - Enter the e-mail address(es) in the **To: box**, or click the **To...** button to use the address book.
 - Click the **Cc...** button and enter the e-mail address(es) for whom you want to send a copy of the message.
 - Enter the subject of the message in the **Subject box**.
 - Enter the text of your message in the text box.
 - Click the **Send** button or press **<Alt> + <S>**.
- To Attach a File:** Create a new message, click the **Attach** button on the Standard toolbar in the Message window, select the file you want to send, and click **Insert**.
- To Send a Blind Carbon Copy (Bcc):** Select **View** → **Bcc Field** from the menu. Click the **Bcc...** button and enter the e-mail address(es) for whom you want to send a blind copy of the message.
- To Delete a Message:** Select the message and press the **<Delete>** key.
- To Open an Attachment:** Double-click the attachment at the top of the message screen.

Keyboard Shortcuts

Save	<Ctrl> + <S>
Print	<Ctrl> + <P>
Undo	<Ctrl> + <Z>
Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Check Spelling	<F7>
Check for Mail	<Ctrl> + <M> or <F9>
Save, Close, and Send	<Alt> + <S>
Reply	<Ctrl> + <R>
Reply to All	<Alt> + <L>
Address Book	<Ctrl> + <Shift> +
Help	<F1>
Switch Between Applications	<Alt> + <Tab>
New Item	<Ctrl> + <N>
New Message	<Ctrl> + <Shift> + <M>
New Appointment	<Ctrl> + <Shift> + <A>
New Contact	<Ctrl> + <Shift> + <C>
New Note	<Ctrl> + <Shift> + <N>
New Task	<Ctrl> + <Shift> + <K>

- **To Flag a Message for Follow-Up:** Right-click the message and select **Follow Up** from the shortcut menu and select a flag color. Or, select **Add Reminder** from the shortcut menu and select a type of flag and due date in the dialog box. Click **OK** to apply the flag.
- **To Clear a Flagged Message:** Right-click the message and select **Follow Up** → **Clear Flag** from the shortcut menu.
- **To Recall a Message:** Open the **Sent Items** folder. Double-click the message and select **Actions** → **Recall This Message** from the menu. Choose to delete the message or replace the message with a new one in the dialog box and click **OK**.
You can only recall a message if you are using MS Exchange Server and the recipient has not opened it.
- **To Resend a Message:** Open the **Sent Items** folder. Double-click the message and select **Actions** → **Resend This Message** from the menu. Enter new recipients in the message window and click **Send**.
- **To Save a Message as a Draft:** Select **File** → **Save** from the menu. The message appears in the Drafts folder.
- **To Create a Distribution List:** Click the  **New button list arrow** and select  **Distribution List**. Click **Select Members**, select a name in the list, click the **Members button** and repeat for each name to be added. Click **OK** and click **Save and Close**.
- **To Delete a Distribution List:** Select **Tools** → **Address Book** from the menu. Select the list and click the **Delete button**.
- **To Create a Signature:** Select **Tools** → **Options** from the menu, click the **Mail Format tab**, and click the **Signatures button**.
- **To Change a Message's Options:** Click the  **Options button** on the Standard toolbar in the Message window to specify:
 - + The level of importance of the message.

Signature of the Message. On the ribbon, click the **Options** button on the Standard toolbar in the Message window to specify: