Exercise 1-1

The Outlook Screen

Getting to know the parts of the screen makes it easier to work in Outlook 2010. In the Navigation pane, you can select Mail, Calendar, Contacts, and Tasks. In the Inbox pane, you can preview e-mail messages without having to open each one. The Reading pane allows you to see the entire contents of a selected message. The Ribbon bar and Tabs provide valuable tools for composing and editing messages.

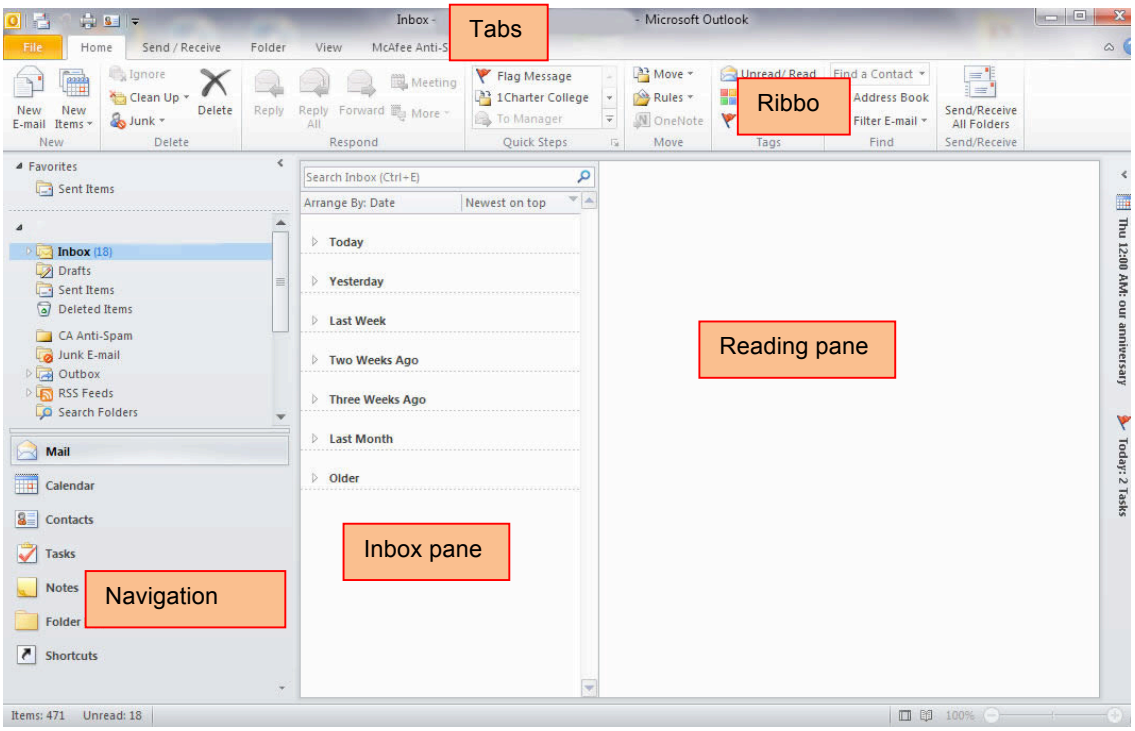


Figure 1-1

Step-By-Step

1. To launch Outlook 2010 choose **Start>Microsoft Office> Microsoft Outlook 2010**
2. **iCheck.** Your screen should look **similar** to Figure 1-1.
3. Locate the **Navigation** pane.
4. Locate the **Inbox** pane.
5. Locate the **Reading** pane.
6. Locate the **Ribbon** bar.
7. Locate the **Tabs.**

Continue to the next exercise.

You Should Know
If this is not a new installation of Outlook, messages may appear in the **Inbox** and **Reading** panes.

Exercise 1-2

Compose a New Message

There are three steps to composing a new e-mail message. First, write the address where you are sending the message. Second, include a subject that tells the recipient what your message is about. Third, write your message in the email's body.

Step-By-Step

1. In Outlook, on the Ribbon, Click New E-mail.

2. iCheck Your screen should look like Figure 1-2.
3. In the **To** box, key the e-mail address of a classmate assigned by your teacher.
4. In the Subject box, key: Animal Adoption Newsletter
5. In the body, key the message as shown in Figure 1-3.
6. iCheck. Your screen should look like Figure 1-3. Continue to the next exercise.

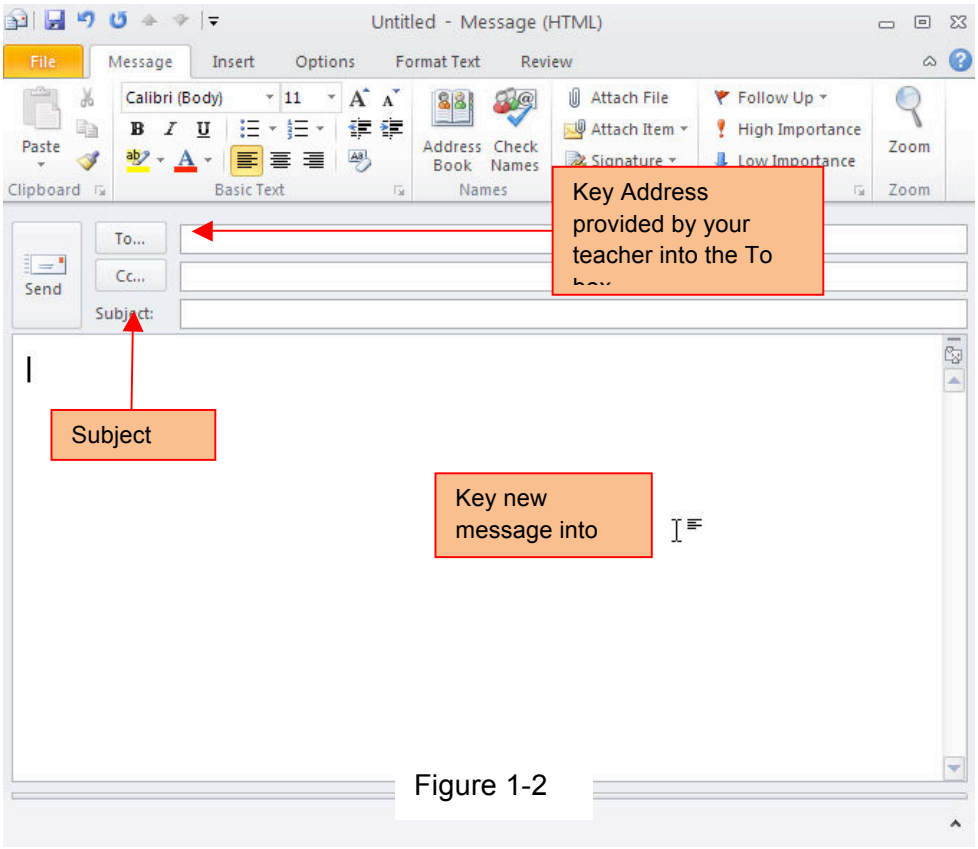


Figure 1-2

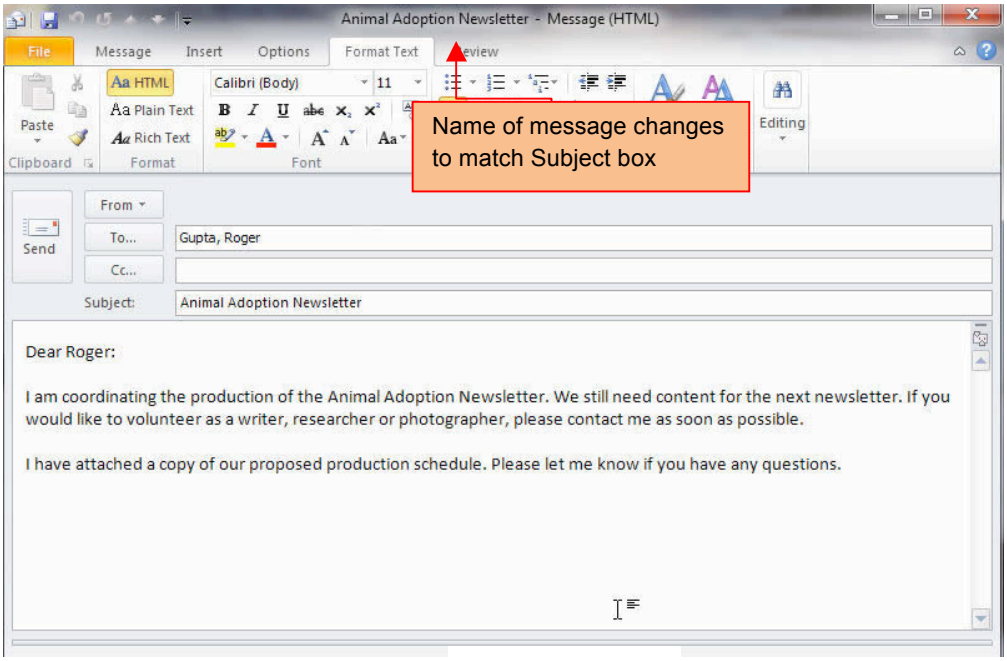


Figure 1-3

Troubleshooter

Before you send an e-mail message, check the **To Box** to be sure you are sending the e-mail to the correct recipient. When you 'hover' the insert point over the recipient's e-mail address, their name should appear.

Exercise 1-3

Save an E-mail

There may be times when you have to leave an e-mail message you are creating and come back to it later. Outlook allows you to save a draft of an e-mail that you are composing. You can also save copies of e-mails that you have completed but not sent.

Step-By-Step

1. In your open e-mail, click **Close.**
2. In the dialog box, click **Yes** to save your draft. See Figure 1-4.
3. In the Navigation pane, click **Drafts**.
4. iCheck your screen should look like Figure 1-5.
5. Double-click the saved draft to open the message. Choose **File>Save As**.
6. In the **Save As** dialog box, in the File name box, key: Animal1-[your first initial_last name]
7. In the **Save As** box, browse to the location provided by your teacher. See Figure 1-6.
8. Click **Save.**

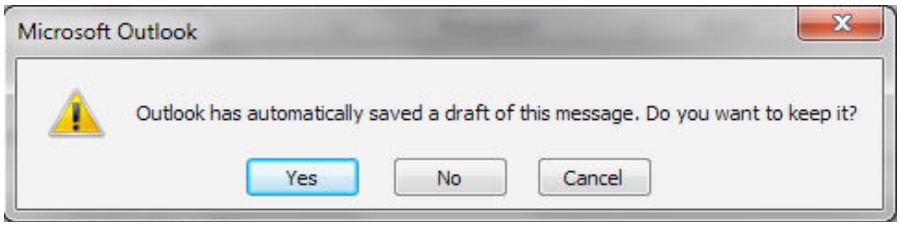


Figure 1-4

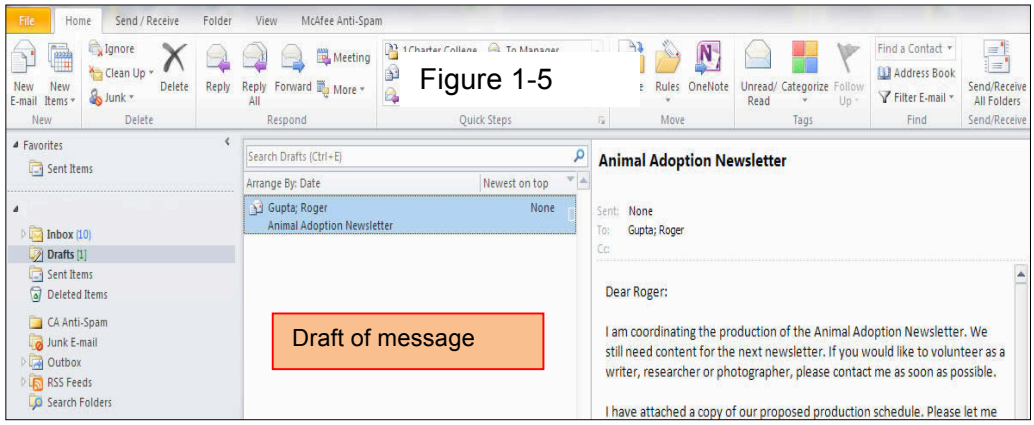


Figure 1-5

Continue to the next exercise.

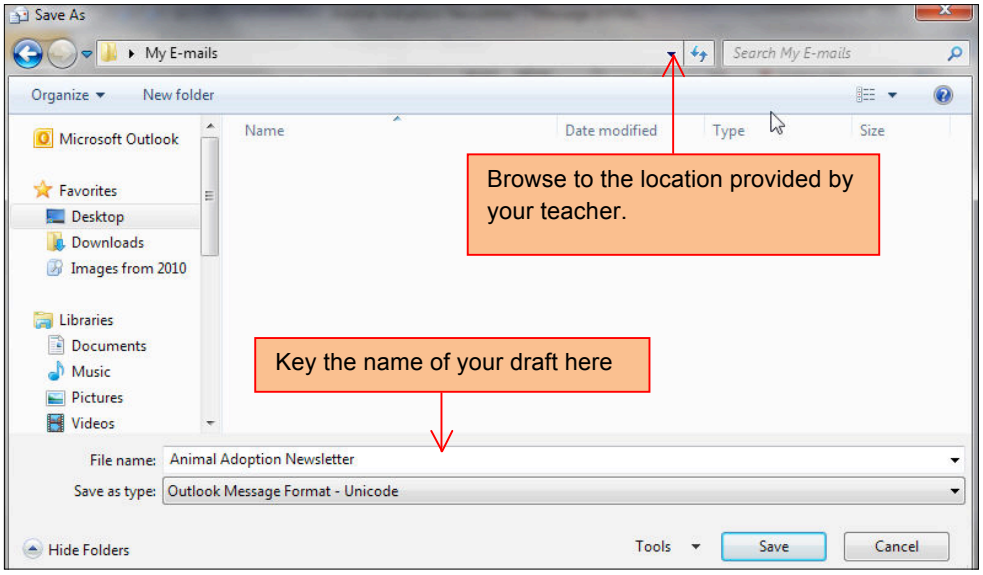


Figure 1-6

Exercise 1-4

Insert an Attachment

An attachment is a file that you send alone with a message. An attachment can be a text document, a photo, a music or video 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.

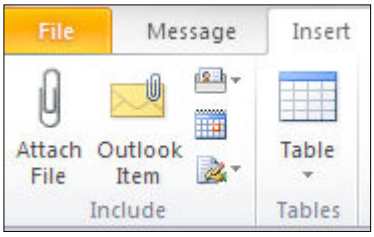


Figure 1-7

Step-By-Step

1. In your Animal1 e-mail, click the **Insert** tab on the Ribbon. See Figure 1-7.
2. Click **Attach File.**
3. In the **Insert File** dialog box, ask your teacher where to locate the data file **Animal.docx**. Click on the file **Animal.docx**.
4. iCheck your screen should look like Figure 1-8.
5. Click **Save.**

Continue to the next exercise.

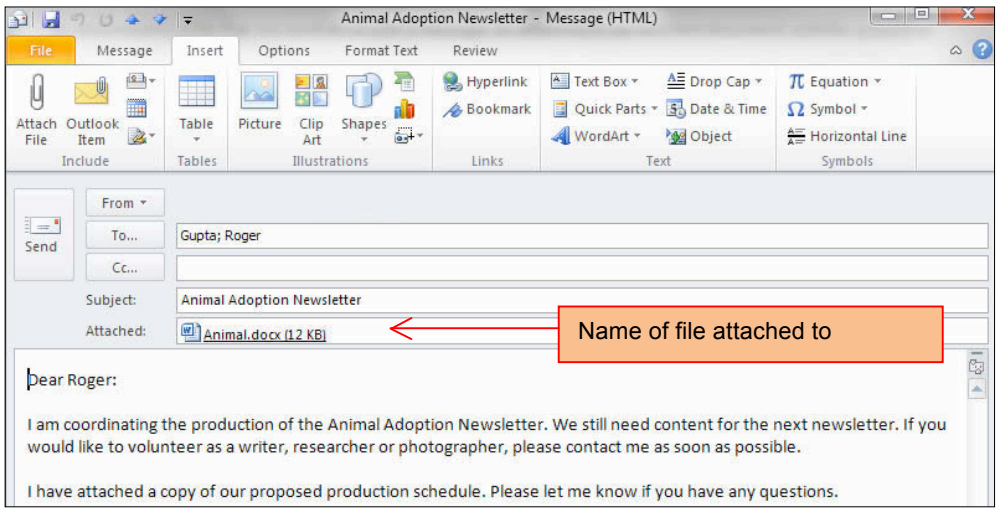


Figure 1-8

Tips and Tricks
You can also attach a file by dragging it into the message.

Tech Tip
To remove an attachment, right click on the attachment and click **Remove** on the shortcuts menu.

Exercise 1-5

Set Message Options

You can use Outlook's Importance settings to tell the person receiving the message whether the message has a high or low priority (importance). 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.

Step-By-Step

1. In your Animal1 e-mail, click the **Options** tab on the Ribbon.
2. Click **More** Options, click **Low** at the **Importance** drop-down box.
3. Click **Confidential** at the **Sensitivity** drop-down box.
4. iCheck your screen should look like Figure 1-9.
5. Click **Close**.

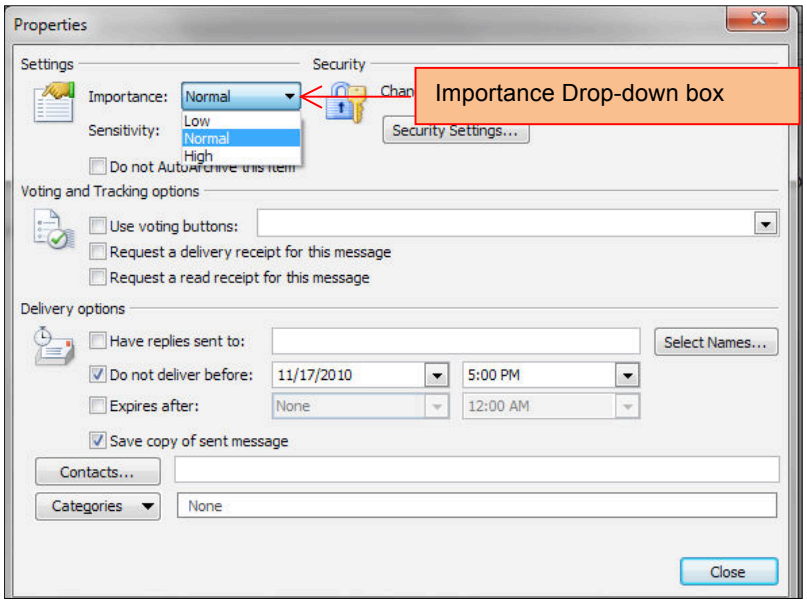


Figure 1-9

6. Click the **Message** tab on the Ribbon.
7. Click **High Importance.**
8. iCheck Your screen should look like Figure 1-10.
9. Save your file.
10. Continue to the next exercise.

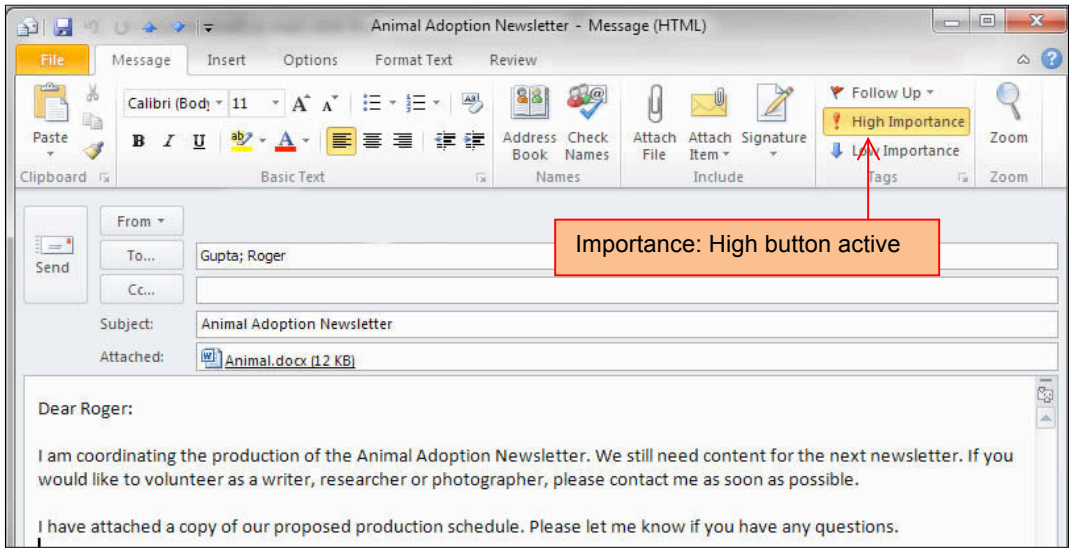


Figure 1-10

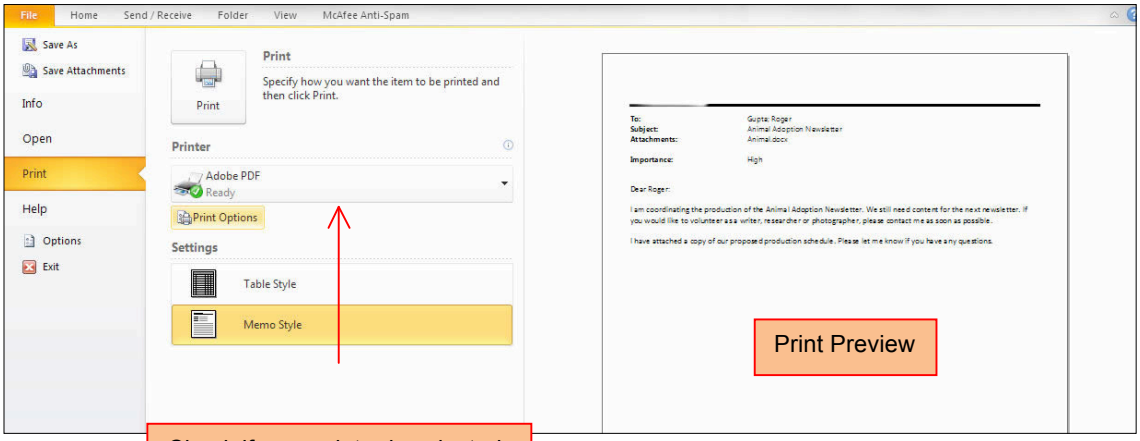
Exercise 1-6

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. Print a message if you need a copy of the message. Use the Sent Items folder to track messages you have sent.

Step-By-Step

1. In your **Animal1** e-mail, choose **File> Print.**
2. Click **Print Options**
3. iCheck your screen should look like Figure 1-11.
4. Be sure your classroom printer has been selected. With
5. In the e-mail, click **Send.**



lick the **Print** button.

Figure 1-11

6. In the Navigation pane, click **Sent Items**.
7. iCheck Your screen should look like Figure 1-12.

Continue to the next exercise.

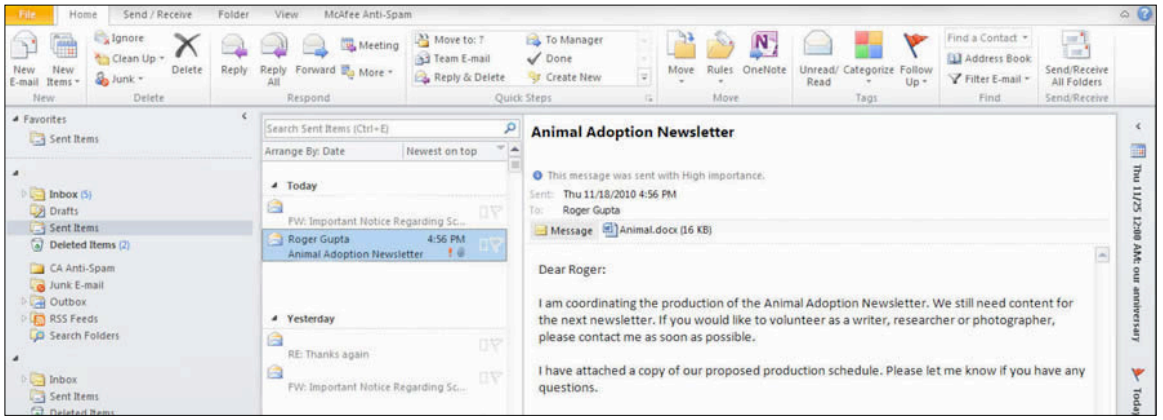


Figure 1-12

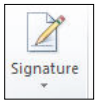
Exercise 1-7

Create and Modify a Signature

As with letters and other documents, 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 and replies.

Step-By-Step

1. In Outlook, create a new e-mail message. Click **Insert** on the Ribbon.
2. Click **Signature**.



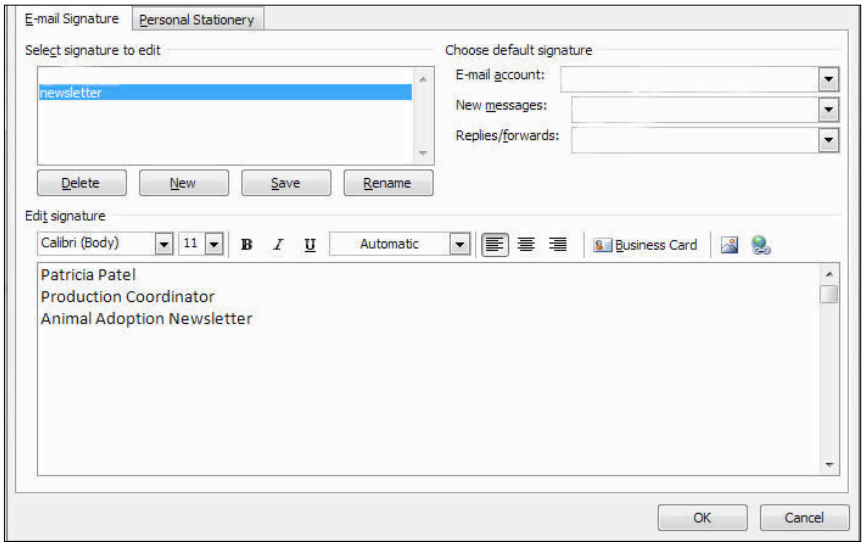


Figure 1-13

3. In the drop-down box, click **Signatures**
4. In the dialog box, click **New.**
5. Enter a name for the signature, key Newsletter.
6. In the **Signature Text** box, key the text shown in Figure 1-13.
7. Select the text **Patricia Patel.** Using the drop-down arrow next to the Font, select **Lucinda Handwriting.** Click **OK.**
8. In the open e-mail, click **Signatures>newsletter**.
9. iCheck Your screen should look like Figure 1-14.

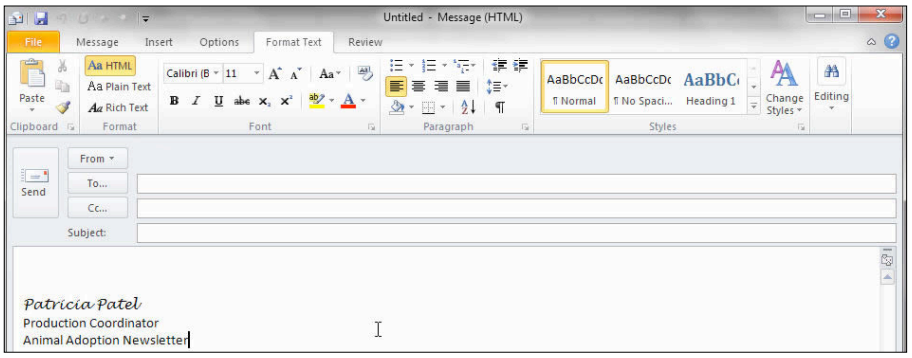


Figure 1-14

Continued on the next page.

Exercise 1-7 continued

Create and Modify a Signature

Step-By-Step

10. In the open e-mail, click **Signature>Signatures.** In the dialog box, click on **newsletter.**

11. In the **Edit signature** box, click before **Production Coordinator**. Key: Assistant. Click **OK**. See Figure 1-15.

12. Close the e-mail without saving it.

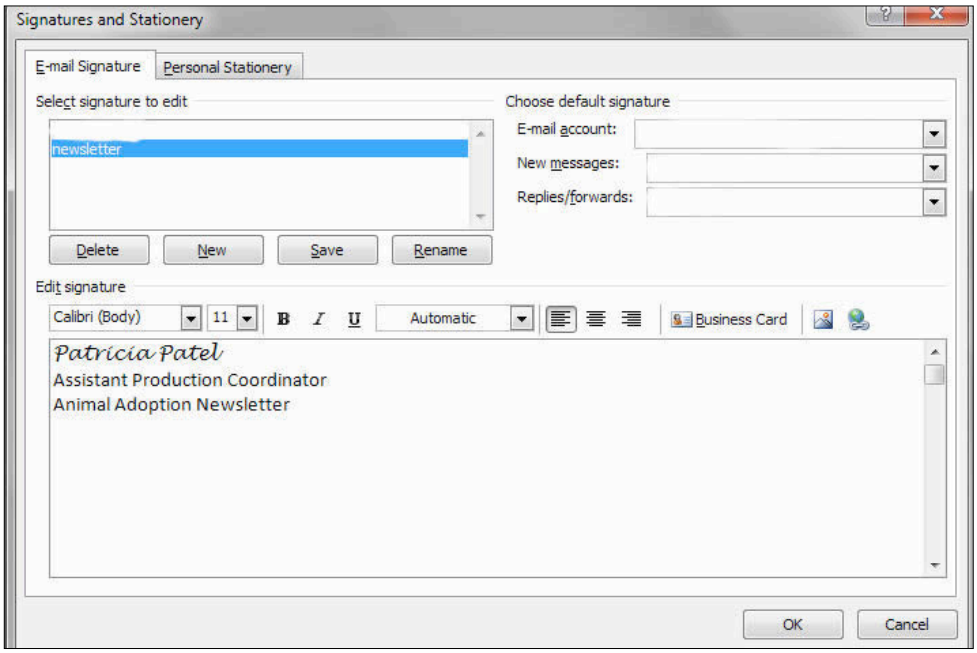


Figure 1-15

13. Click **New E-mail**.

14. iCheck Your screen should look like Figure 1-16.

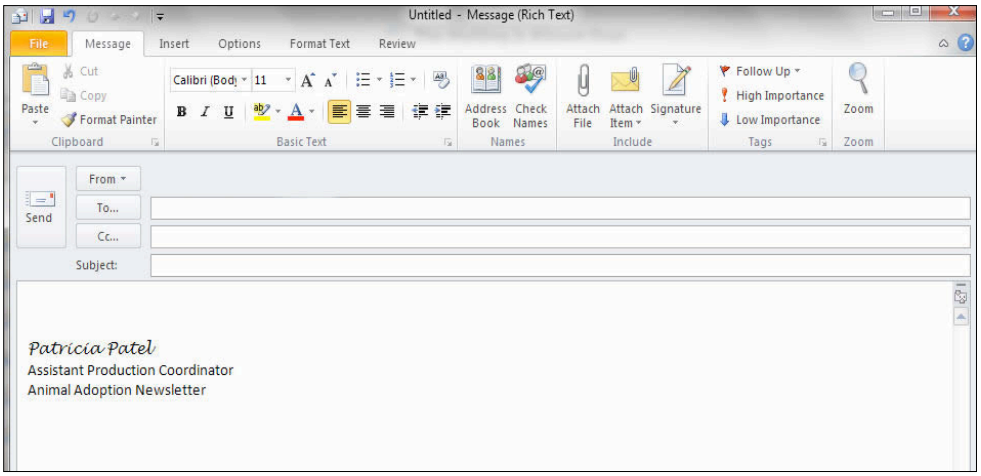


Figure 1-16

You Should Know

When replying to a message, the prefix **RE:** is automatically added to the **Subject** box. This means *regarding*, and indicates you are replying to a message.

Exercise 1-8

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 you to create different signatures and to choose which signatures to use for which e-mails.

Step-By-Step

1. In the open e-mail, click **Signature>Signatures.** In the dialog box click on **New**.
2. In the dialog box, key: Personal. Click **OK**.
3. In the **Edit Signature** box, key: Patricia. Select Patricia
4. Change the font to Lucinda Handwriting, size 10, color Red. See Figure 1-17. Click **OK**.

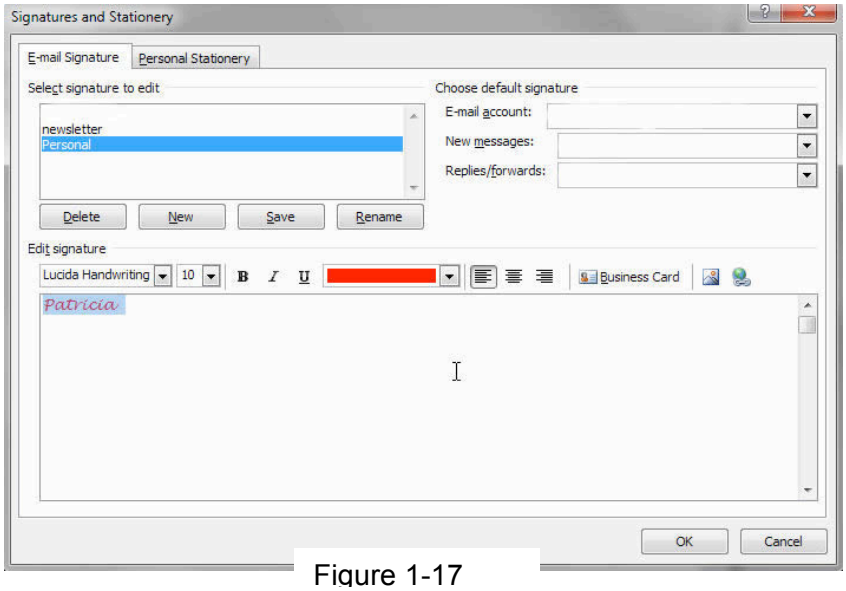


Figure 1-17

5. Close the message without saving it.
6. Click New E-mail
7. In your message, click **Signature>Personal**.
8. iCheck. Your screen should look like Figure 1-18.

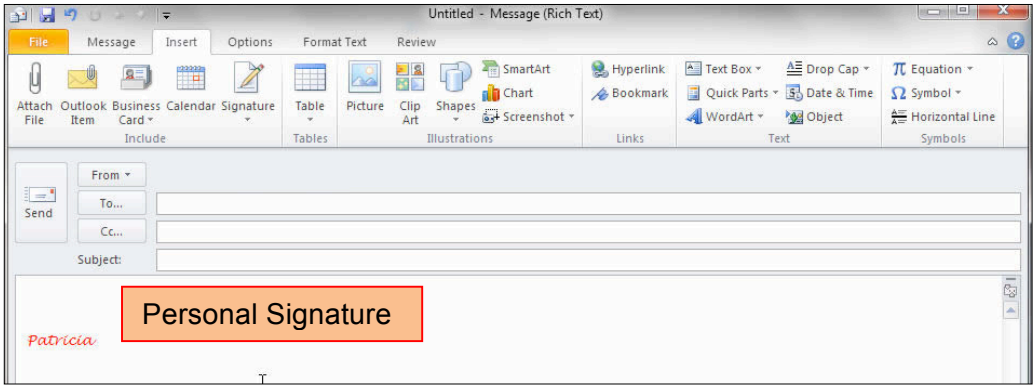


Figure 1-18

Exercise 1-9

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 folder located in the Navigation pane. When you use Reply, your response is attached to the top of the original message.

Step-By-Step

1. In the **Inbox** folder, double-click the new message **Animal Adoption Newsletter.**
2. iCheck. Your screen should look like Figure 1-19.

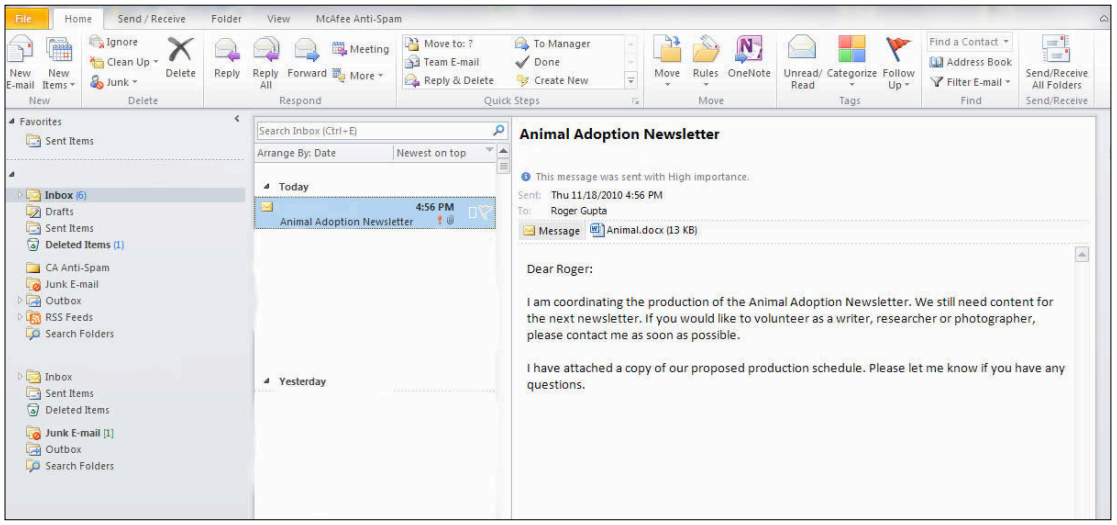


Figure 1-19

3. Click **Reply** located on the **Home Tab.**
4. Click inside the Message body. Key: I would like to take photographs of the animals for the newsletter. Would you like black and white or color photographs?
5. iCheck. Your screen should look like Figure 1-20.

Continue to the next exercise.

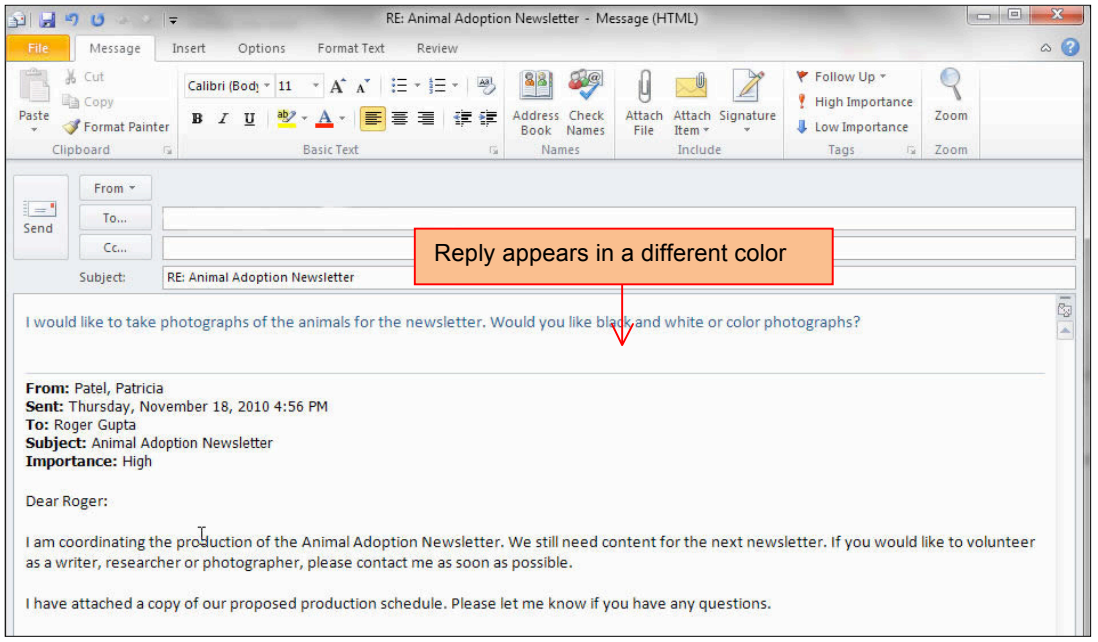


Figure 1-20

Exercise 1-10

Forward a Message

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

Step-By-Step

1. In the **Inbox** folder, double-click the new message **Animal Adoption Newsletter.**
2. Click **Forward** on the **Home** tab.
3. iCheck. Your screen should look like Figure 1-21.

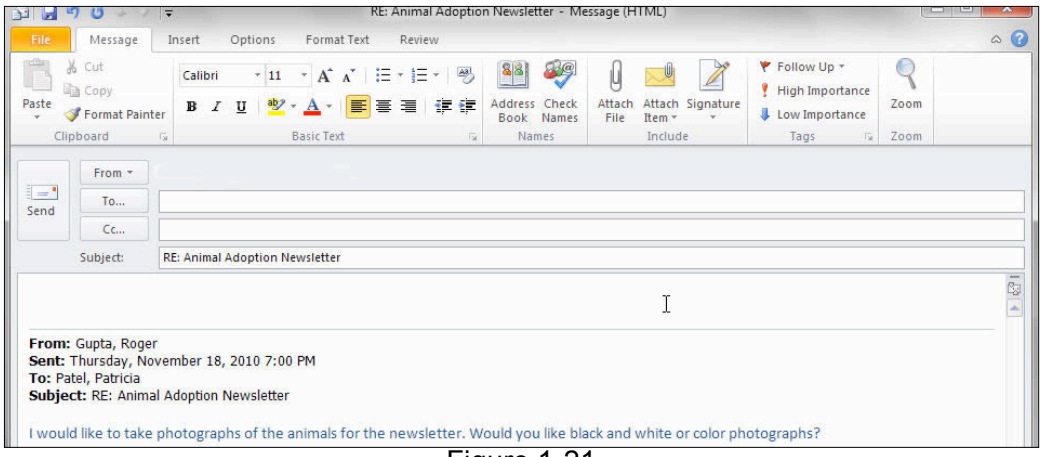


Figure 1-21

4. Click in the **Message body**. Key in the text as shown in Figure 1-22.
5. Save your file as: Animal3[your first initial and last name].

Continue to the next exercise.

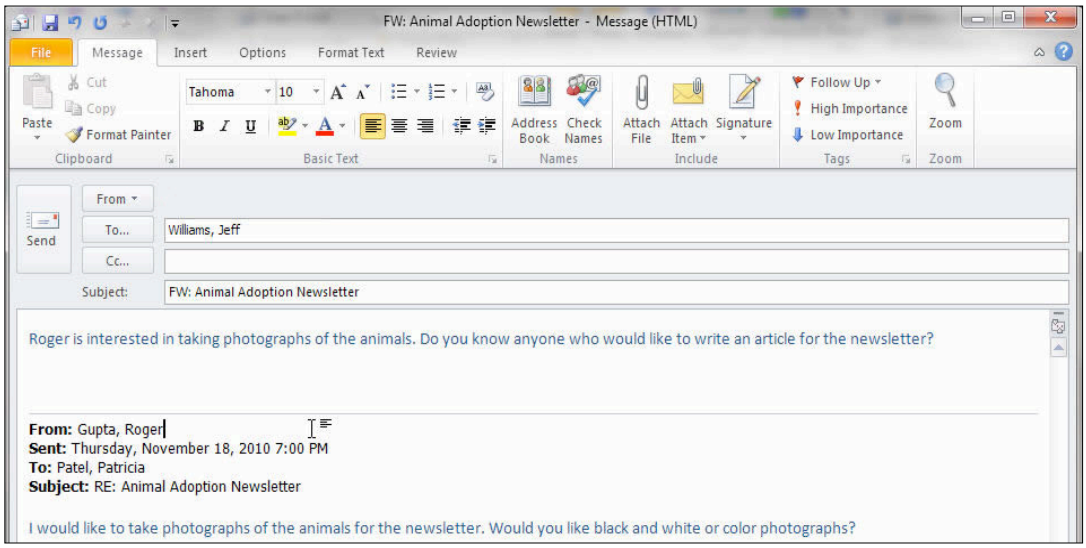


Figure 1-22

You Should Know

If you forward a message with an attachment, both the message and the attachment are sent to the new recipient.

Exercise 1-11

Use the Message Flag

Outlook provides Quick Flags to show the person receiving the message that the message requires an immediate reply. Use discretion when you send reminders to other people. Some recipients might not appreciate reminders while they work. Another option is to send a message that is flagged with start and due dates and more information in the Flag to list. This way, the information is available to the recipients in the InfoBar of the message, without a reminder.

To send a flag so that others are prompted to do something, do the following before sending the message:

Step-By-Step

1. Open your Animal3 message.
2. In the open message, on the Message tab, in the **Tags** group, click **Follow Up**, and then click **Flag for Recipients**.
3. Under **Flag for Recipients**, in the **Flag to list**, click the type of flag that you want to send.
4. By default, messages flagged for recipients include a reminder. If necessary, change the date and time. If you don't want to include a reminder, clear the Reminder check box.
5. iCheck. Your screen should look like Figure 1-23.
6. Click Send. **Send.**
7. In the Inbox locate **RE: Animal Adoption Newsletter**
8. iCheck. Your screen should look like Figure 1-24.

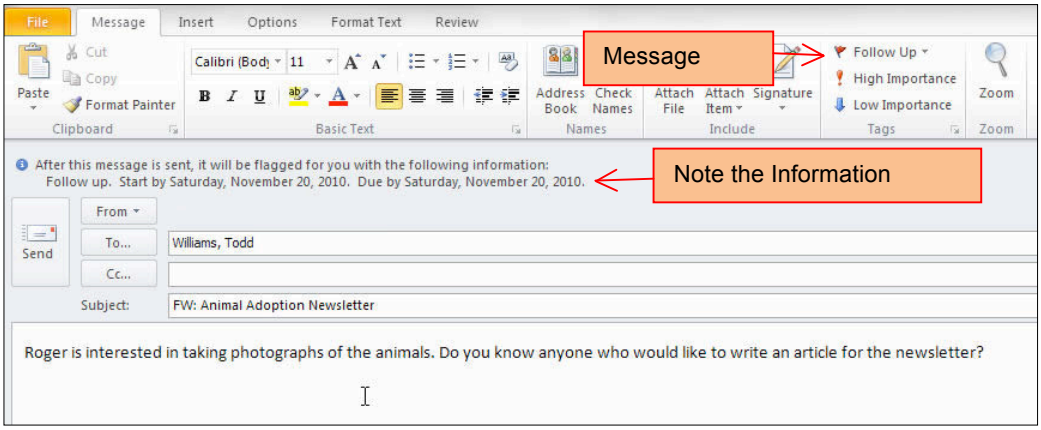


Figure 1-23

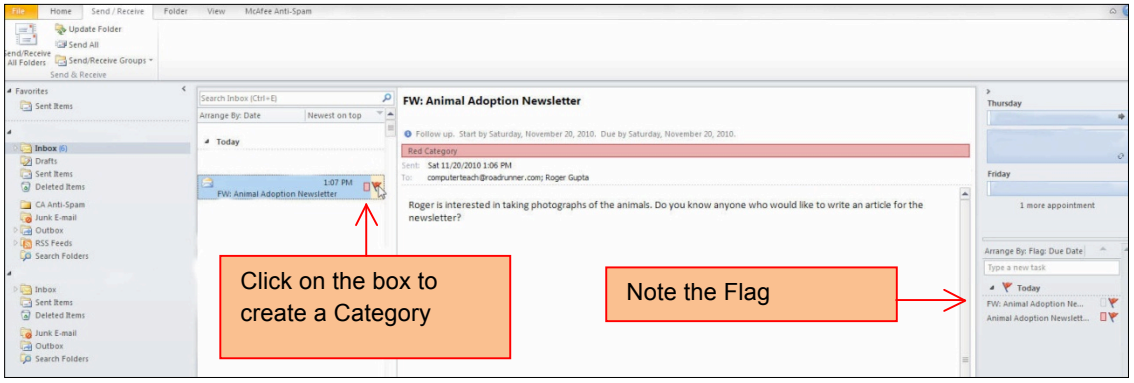


Figure 1-

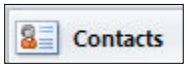
Continue to the next exercise.

Exercise 1-12

Create a Contact

Contacts are people and businesses you interact with. Your contacts might be coworkers, companies, friends, family or work-related acquaintances. You can use Outlook's Contact feature to store contact information such as names, e-mail addresses and phone numbers.

Step-By-Step

1. In the Navigation pane, click 

Contacts.
2. Click **New Contact** on the New Group.
3. In the **Full Name** box, key in the name of a classmate assigned by your teacher.
4. In the E-mail box, key the e-mail address of the classmate assigned by your teacher.
5. iCheck. Your screen should look like Figure 1-25.
6. Click **Save & Close**.
7. iCheck. Your screen should look like Figure 1-26.

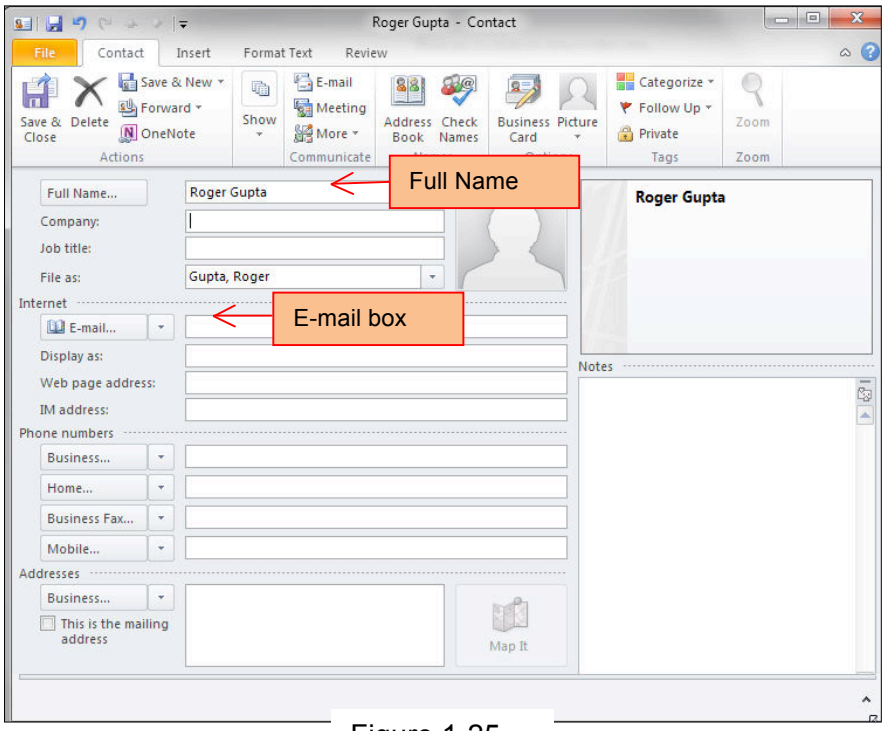


Figure 1-25

Continue to the next exercise.

Tips and Tricks

To create a new contact directly from an e-mail, right-click the person's e-mail address. Then click **Add to Outlook Contacts**.

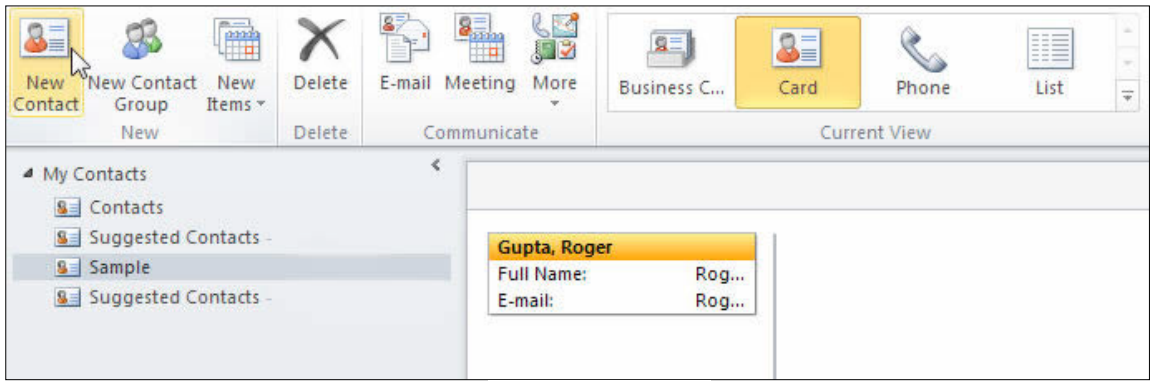


Figure 1-26

Exercise 1-13

Update 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 street addresses. You can also add information such as the contact's job title, web site, and manager's name.

Step-By-Step

1. In the **Contacts** pane, double-click the address card of your assigned classmate.
2. In the **Company** box, key a fictitious company name.
3. In the **E-mail** box, key the e-mail address of your classmate.
4. In the **Internet** box, key a fictitious website address.
5. In the **Phone numbers,** in the **Business** box, key your classmate's phone number or a fictitious phone number.
6. Click **Save & Close**.
7. Double-click the address card you just updated.
8. iCheck. You screen should look like Figure 1-27.

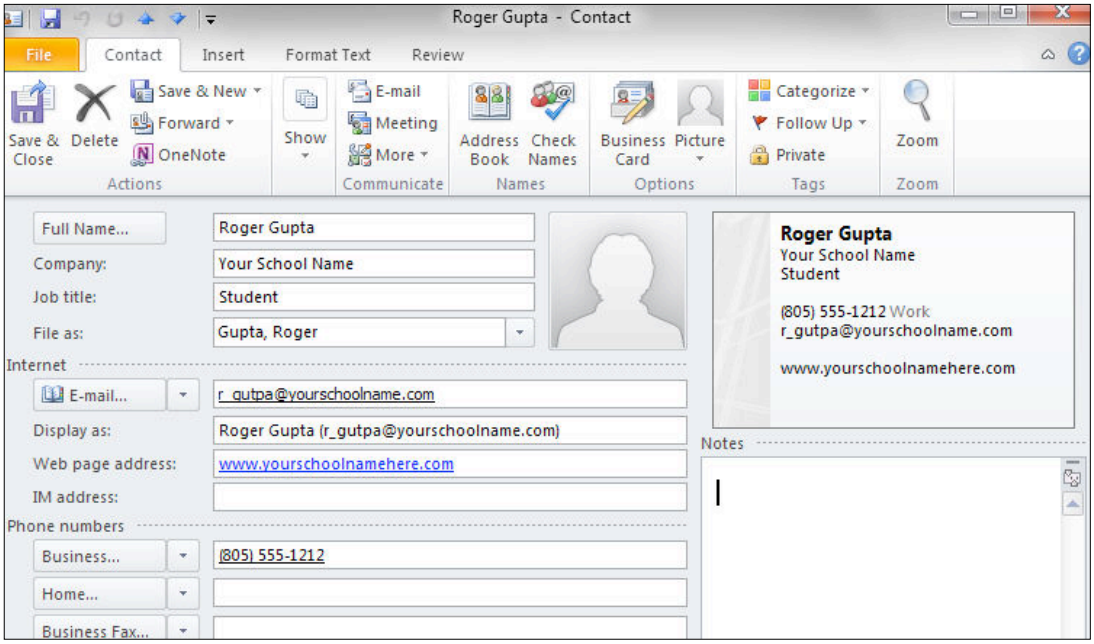


Figure 1-27

Continue on the next exercise.

Exercise 1-14

Send Message Using Contacts

You can send messages directly from your contacts cards. When you click New Message to contact, a new message opens with the contact's e-mail address already provided.

Step-By-Step

1. In the Contacts navigation pane, click on the Contact card of your assigned classmate. Click on **E-Mail** on the **Communicate** tab.
2. A new e-mail message will open.
3. In the new message **Subject** box, key: Photographs.
4. In the message body, key: I have just seen the first group of photographs. They look wonderful! I cannot wait to see the second group.
5. iCheck. Your screen should look like Figure 1-28.
6. Save your message as: Photographs-[your first initial and last name].

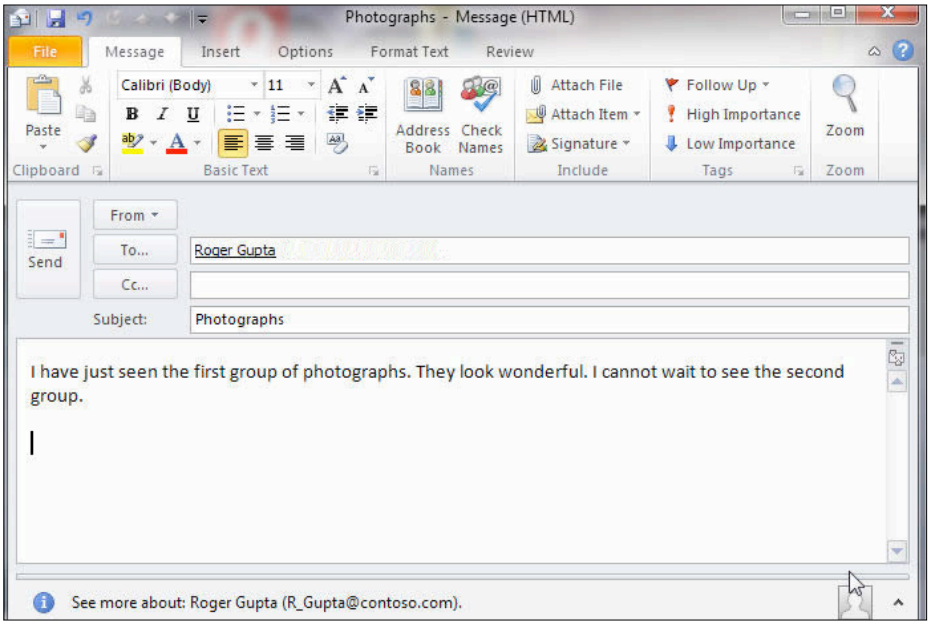


Figure 1-28

Continue to the next exercise.

Exercise 1-15

Choose Message Format

Outlook provides three different formats in which to send your e-mails. If a message is sent in Plain Text format, you cannot format the text. The Rich Text format allows some text formatting such as **bold** or *italic.* The HTML format allows you to use all the formatting options, including inserting pictures. While HTML formatting is the default setting for Outlook, you may need to use the other formats depending on the e-mail program used by people receiving your messages.

Step-By-Step

1. In your **Photographs** message, select **wonderful.**
2. On the **Format Text tab**, click **Bold.** Deselect the text**.**
3. On the **Format** group, click **Plain Text**.
4. Click **Continue** in the Compatibility dialog box
5. iCheck. Your screen should look like Figure 1-29.
6. Check the **Message Format**. Click **HTML**.
7. Save and close the file.

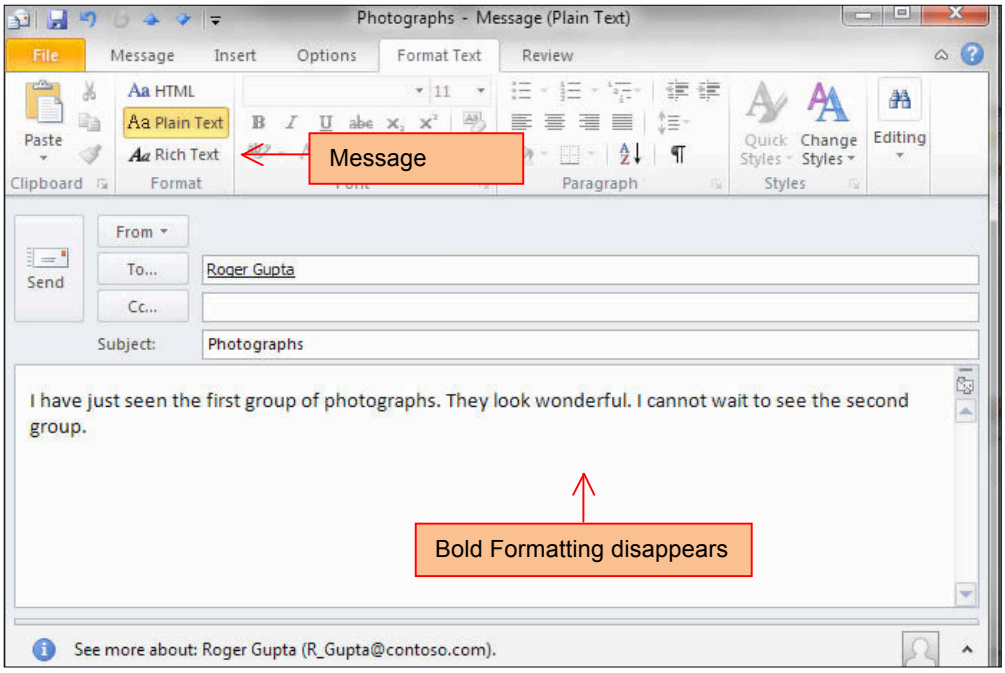


Figure 1-29

Lesson 1 Concept Review

Open a Microsoft Word document to complete the Concept Review. Save the Word document as Lesson_One_Review [your first initial last name]

Key Terms

Attachment

Contact Card

Delivery Options

Forward

HTML

Importance

Inbox Pane

Message Flag

Plain Text

Print Preview

Reading Pane

Sensitivity

Signature

Complete the following statements in your Word document. Choose from the Key Terms on the left side to complete the statements.

1. A(n) _____ is information about yourself that appears at the end of messages that you create.(page XXX)
2. If the _____ message format is selected for a message, the text cannot be formatted. (page XXX)
3. A (n) _____ contains information about a business or a personal acquaintance. (page XXX)
4. A (n) _____ is a separate file that you can include with an e-mail message. (page XXX)
5. Use the _____ to see what the e-mail will look like before your print it. (page XXX)

Key Term Activity

6. Working with a partner, discuss and list the pros and cons of using a _____ when sending an e-mail message. For example, if the recipient is your manager, do you want to tell him/her when you need a response? Write your pros and cons on your Word document using the columns feature.

Reviewing Key Facts

7. Which of the following message formats allows you to **bold** a word in a message?
    a. Plain text
    b. Formatted text
    c. HTTP
    d. HTML
8. Which of the following can you do with Outlook?
    a. Send an attachment
    b. Send a flagged e-mail
    c. Forward an e-mail
    d. All the above
9. What is the quickest way to add your contact information to an e-mail message before sending it?
    a. Insert a signature
    b. Key your name and phone to the e-mail
    c. Attach a file with your information
    d. None of the above.

Reviewing Key Terms

Lesson One Practice It Activities 1

Step-By-Step

1. From **Start**, click **Microsoft Office>Microsoft Outlook 2010**.
2. In the **Navigation** pane, click **Mail**.
3. Click **New E-mail**.
4. Click the **Insert** tab, click **Signature> Signatures (see Figure 1-30).** In the **Signatures and Stationery** box, click **New**.
5. In the dialog box, name the signature Personal2. Click **OK**.
6. In the Edit Signature box, key: Your First Name.
7. Format the name using Comic Sans MS, 12 point, Blue, Accent 1, Darker 50%. See Figure 1-31. Click **OK**.
8. Click New E-mail. Click Signature> Personal 2.
9. iCheck Your screen should look **similar** to Figure 1-32.
10. Save your file as personal2[your first initial last name]

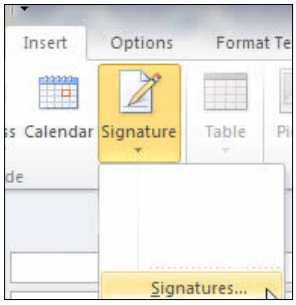


Figure 1-30

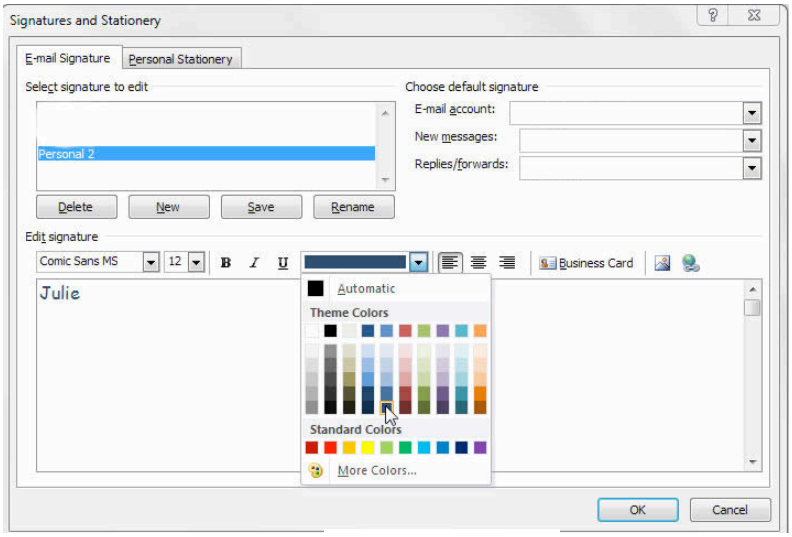


Figure 1-31

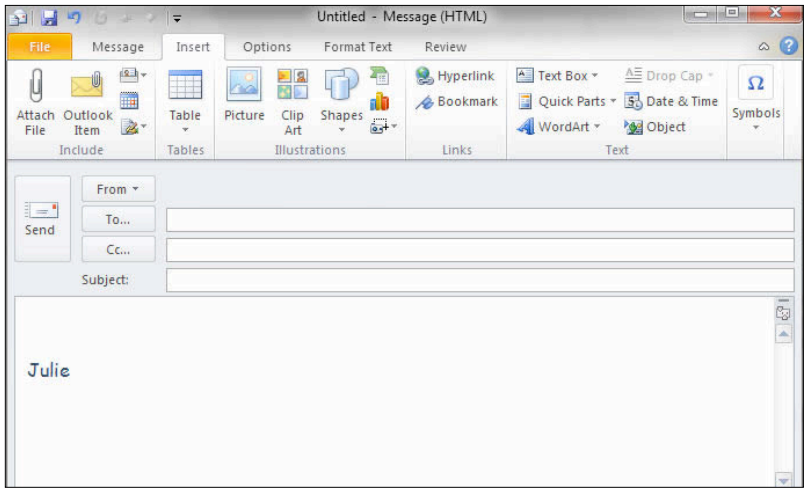


Figure 1-32

Lesson One Practice It Activities 2

E-mail a New Contact with an Attachment and Signature

You must complete the Concept Review and Practice It Activity 1 before doing this activity.

Step-By-Step

1. From **Start**, click **Microsoft Office>Microsoft Outlook 2010**.
2. In the Navigation pane, click **Contacts**.
3. Click **New Contacts**.
4. In the **New Contact Card**, in the Full Name box, key the name of your teacher. In the Company box, key the name of your school. In the **E-mail address**, key your teacher's e-mail address.
5. In the **Web Page** box, key the address of your school's website. Add the phone numbers and street address of your school in the boxes.

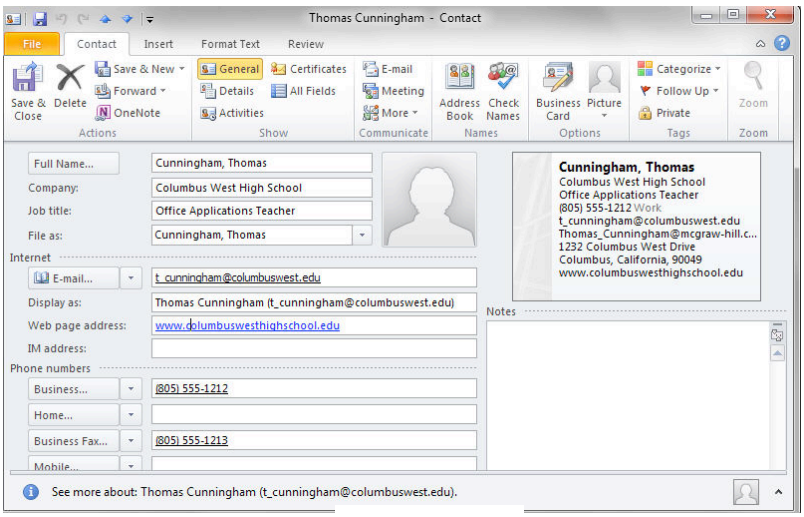


Figure 1-33

6. iCheck. Your screen will look similar to Figure 1-33.
7. Click Save & Close.
8. In the **Navigation** pane, click **Contacts.** Click on your teacher's name. Click **New E-mail**.
9. In the **Subject** box, key: Lesson One Review from[your first initial and last name].
10. In the **Message** box, key two sentences to your teacher explaining the purpose of the e-mail and telling the teacher you are attaching a Word document.

Continues on the next page.

11. Click **Insert**>**Attach File**.
12. Navigate to the folder that has your Lesson_One Review Word document.
13. Double-click on the Word File to insert it into the E-mail.
14. In your E-mail message click **Insert**> **Signature**> **Personal 2**.
15. iCheck. Your screen will look **similar** to Figure 1-34.
16. Click Send.
17. Click in the Navigation pane, click **Mail.** Click **Sent Items**
18. Click on the Sent Items to view the e-mail you sent to y
19. Save and close.

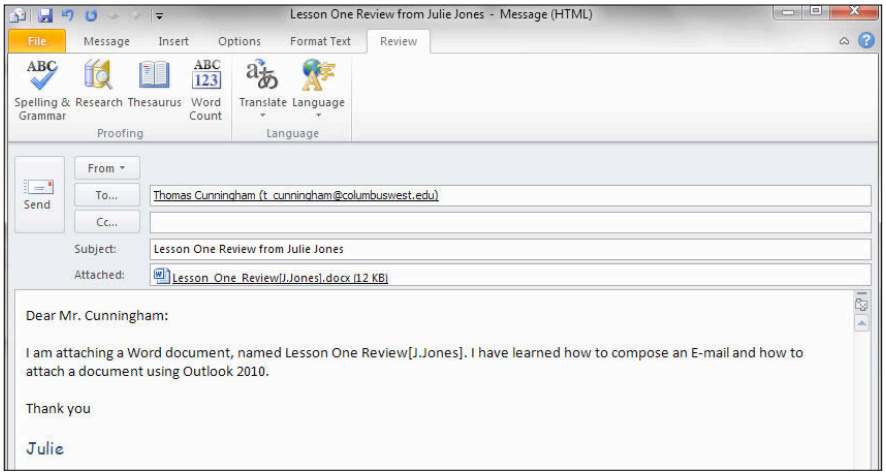


Figure 1-34

Critical Thinking Activities

1. 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 them to reply to your e-mail to confirm they will attend and to send you one reason why being punctual is important to the business. In the message, add a flag indicating that the reply is due by the end of the following day. Save the e-mail as: punctual [your first initial and last name] Send the e-mail to your teacher's e-mail address.
2. Organize Information While attending a weekend conference about new trends in technology, you met three people you want to get to know better. All these people work for the same company. Create a contact for one person. Include the following information
    - Person's name
    - Company name
    - Person's position
    - Business address
    - Business website

Create the other two contacts by making copies of the first contact so you do not need to key in duplicate information. (Hint: use Copy and Paste). Save the list of contacts. Compose an e-mail to all three contacts. In the e-mail, re-introduce yourself, remind them you met at the conference. Ask them a question about technology that interests you. Thank them for their time and courtesy. Save the e-mail as conference[your first initial and last name]. Send this e-mail to your teacher's e-mail address.

3. With your teacher's permission, perform an Internet search about e-mail etiquette. Review some of the websites that discuss the proper use of e-mail. In a Word document, list ten rules of proper e-mail etiquette or format a Word document as the **Do's and Don'ts** of e-mail in the business and personal worlds. Compare your list with a partner and discuss your research. Save the list as etiquette[your first initial and last name]. Send the document as an attachment to your teacher's e-mail address.

21st Century Learner

Being Flexible on the Job

In your part-time job at an animal clinic, your major responsibilities include answering the phone, making follow-up appointments with pet owners, and selling specialized cat and dog food. You have been working at the clinic for several months and have a good relationship with the veterinarian.

On busy Saturday, the vet's assistant calls in sick with the flu. The vet asks you to pitch in. With her guidance, you help her take care of the dogs, cats, rabbits, snakes, and birds that come into the clinic. At the end of the day, the vet thanks you for being so flexible and praises you as a valuable employee.

Being flexible on the job means willing to learn new tasks, take on a new assignment or work longer hours. When you are flexible, you make it easier for everyone to do a good job.

Jay Smith of IDEAS, Inc. says that being flexible is "more about getting the job done than about punching a time clock." He says that flexibility works both ways. Sometimes he has to be flexible with his workers, and he expects the same from them. Both managers and workers need to give and take to create a productive workplace.

Skillbuilder

Identify: What are two ways a person can be flexible at a job?

Analyze: What are some ways an employer could be flexible with his or her employee?

Evaluate: Think of a time when you had to be flexible, either on a job or at school. What happened? Why was your flexibility helpful or not helpful?

Exercise 2-1

Explore Calendar Views

The **Calendar** is the part of Outlook where you schedule meetings and appointments. The **Appointment** area is the middle section of the Calendar pane. You can use the **Day, Work Week, Week** and **Month** views to display different calendars in the Appointment pane. The **Date Navigator** is located on the **Ribbon**, at the **Arrange** tab. Use this calendar to change and view dates quickly.

Step-By-Step

1. Start **Outlook**.
2. In the **Navigation** pane, click **Calendar.** On the **Ribbon**, on the **Arrange** group, click **Month**.
3. iCheck. Your screen should look similar to Figure 2-1.
4. Locate the small calendar at the top of the **Navigation** pane. Click the **right arrow** to view the next month.
5. Click the **Week** button on the **Arrange** group.
6. Click the **Work Week** button on the **Arrange** group.
7. Click the **Day** button on the **Arrange** group.
8. iCheck. Your screen should look similar to Figure 2-2.

Continue to the next exercise.

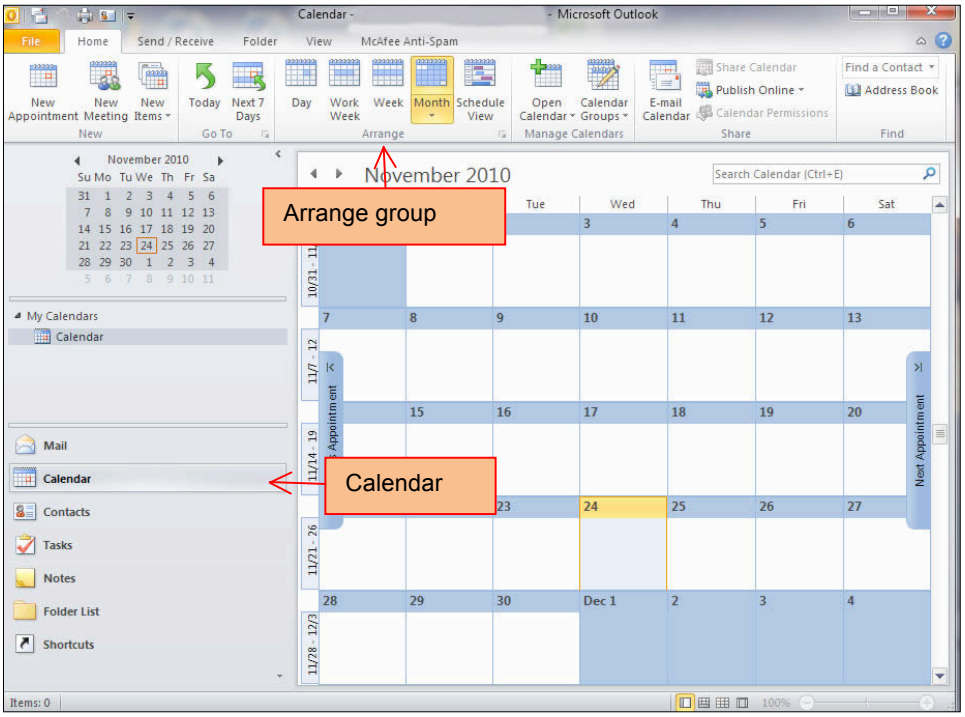


Figure 2-1

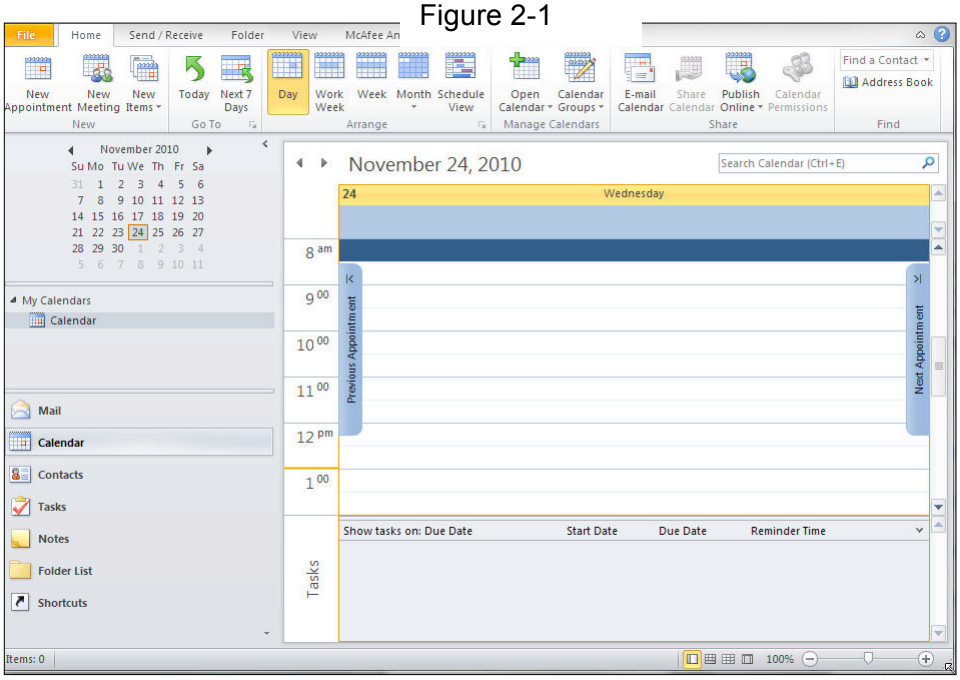


Figure 2-2

Exercise 2-2

Add an Appointment to the Calendar

Outlook is a useful tool for scheduling and recording **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.

Step-By-Step

1. In the **Calendar Ribbon** bar, click on the **Arrange** group.
2. Click **New Appointme** on the **New** group.
3. In the **Subject box**, key: Project Meeting.
4. Click the **Start time** drop-down arrow (see Figure 2-3).
5. Click **Today.**
6. Click and select **1:00 PM.**
7. Click **End** time drop-down arrow and select **3:00 PM.**
8. Click Save & Close.
9. iCheck. Your screen should look similar to Figure 2-4.

Continue to the next exercise.

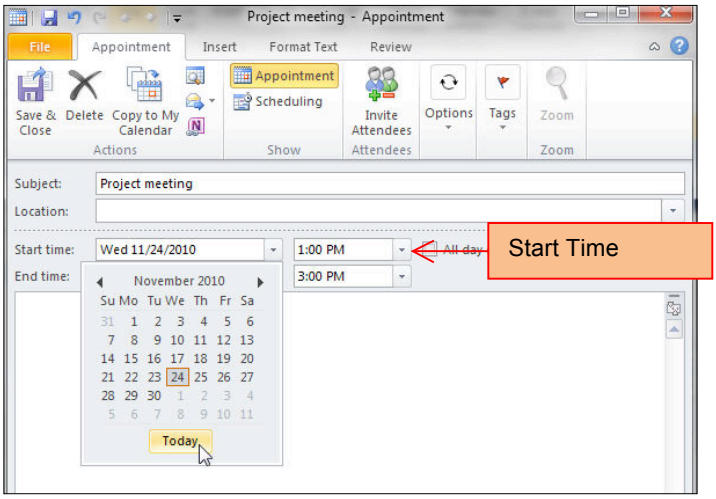


Figure 2-3

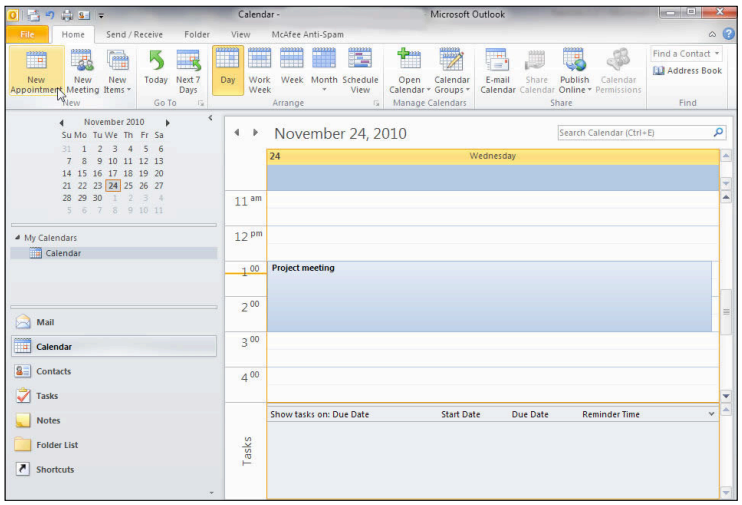


Figure 2-4

Exercise 2-3

Schedule an Event

An **Event** is a scheduled activity that lasts one of more days. When you schedule an event or other appointment, you can choose how you want to display your schedule to others. In the **Options** box, you can select **Free, Tentative, Busy** or **Out of Office**. While these four options are color-coded, you do not see these colors when you **Save and Close** an appointment. These colors are only seen when others view your schedule.

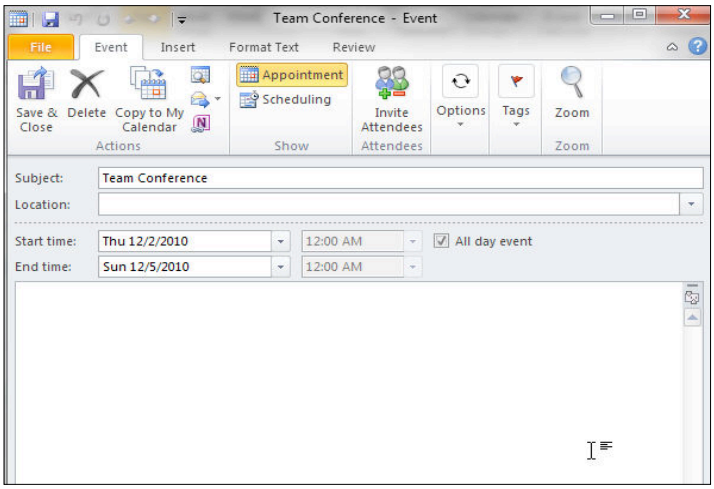


Figure 2-5

Step-By-Step

1. In the **Calendar**, click **New Appointment.**
2. In the **Subject** box, key: Team Conference.
3. Click the **All day event** check-box**.**
4. In the **Start time** drop-down box, select the first Thursday after the current date.
5. In the **End time** drop-down box, select the **Sunday** that follows the Thursday. See Figure 2-5.
6. Click the **Options** button on the **Ribbon.**
7. In the **Show as** drop-down box, click **Out of Office.** See Figure 2-6.
8. Click **Save & Close**.
9. Click **Month** in the **Arrange** group.
10. Navigate the correct month.
11. iCheck. Your screen should look like Figure 2-7.

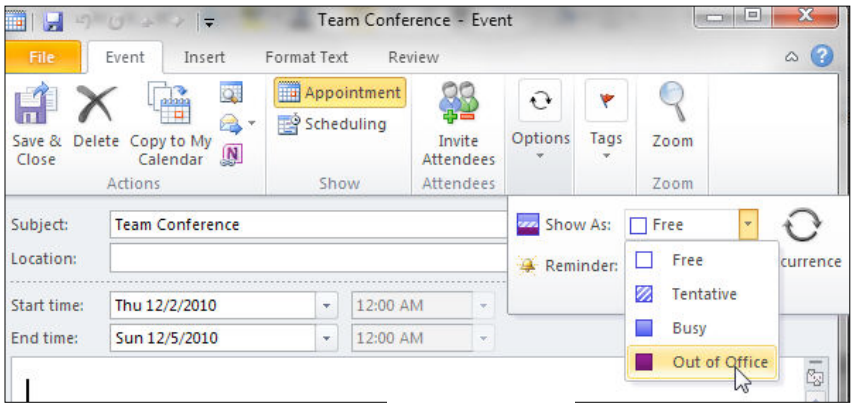


Figure 2-6

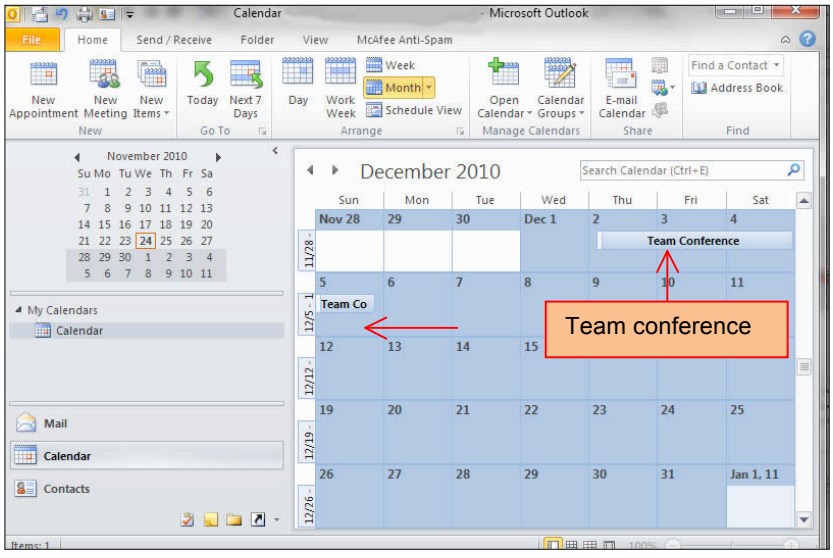


Figure 2-7

Continue to next exercise.

Exercise 2-4

Schedule Meetings and Invite Attendees

An appointment to which you invite others is known as a **meeting**. You send people a **Meeting Request** when you want to invite them to a meeting. The people that you invite to a meeting are called **attendees**. Some attendees are required, some are **optional**. In this exercise, you will schedule a team meeting.

Step-By-Step

1. In the Calendar, click on the **Ribbon>New Meetin**
2. In the **To** box, key the e-mail addresses as provided by your teacher.
3. In the **Subject** box, key: Team Meeting.
4. In the **Location** box key: Main conference Room
5. In the **Start time**, select the first **Monday** after the current date. Select a **start time** of **9:00 AM**
6. For **End time**, select the same **Monday**. Select an **end time** of **11:00 AM.**
7. iCheck. Your screen should look similar to Figure 2-8.
8. Click **Send.**
9. Click in the **Month** button.
10. Navigate to the month that has the meeting.
11. iCheck. Your screen should look similar to Figure 2-9.

Continue to the next exercise.

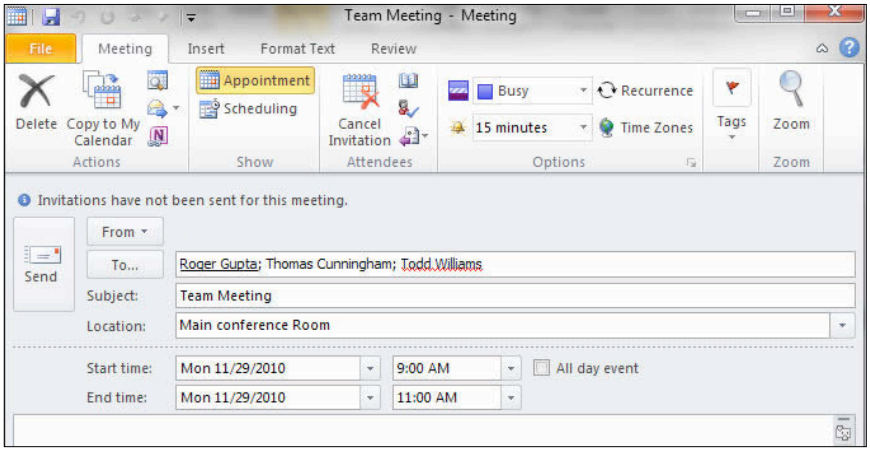


Figure 2-8

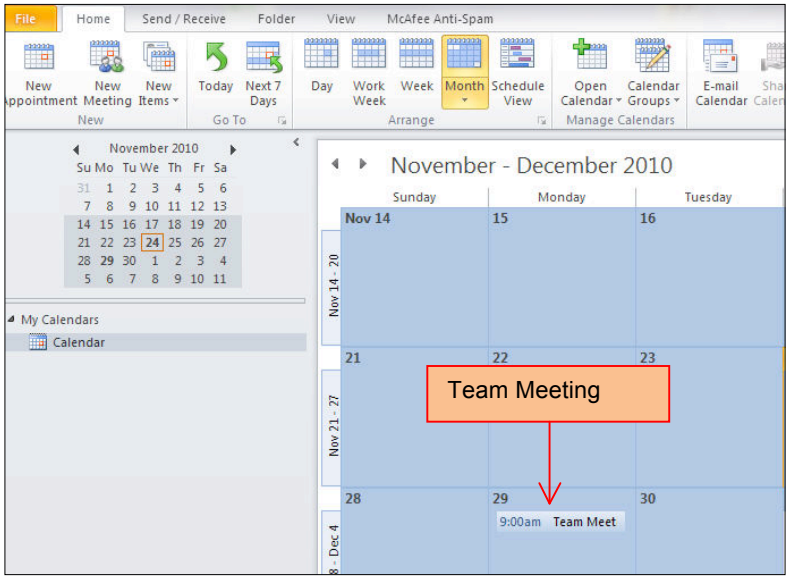


Figure 2-9

You Should Know

Outlook allows you to decide who is required at your meeting. **Required** people might be your team members. **Optional** might be support staff at your work.

Exercise 2-5

Schedule Resources for a Meeting

In addition to inviting attendees, you can also use Outlook to schedule resources. **Resources** are items or places that you need to conduct a meeting. Resources might include the conference room where the meeting is held, a LCD projector for a PowerPoint presentation or a video link for an interactive virtual meeting.

Step-By-Step

1. In the **Calendar,** double-click the **Team Meeting**.
2. Click **Scheduling** in the **Show** group.
3. In the **All Attendees** column, below the last name entered, key: Projector. In the drop-down box to the left of Projector, click **Resource**.
4. In the box below Resources, key: Main conference Room. In the drop-down box to the left of Main conference Room, click **Resource**.
5. iCheck. Your screen should look similar to Figure 2-10.
6. Click **Send.**
7. Click **Close**.

Continue to the next exercise.

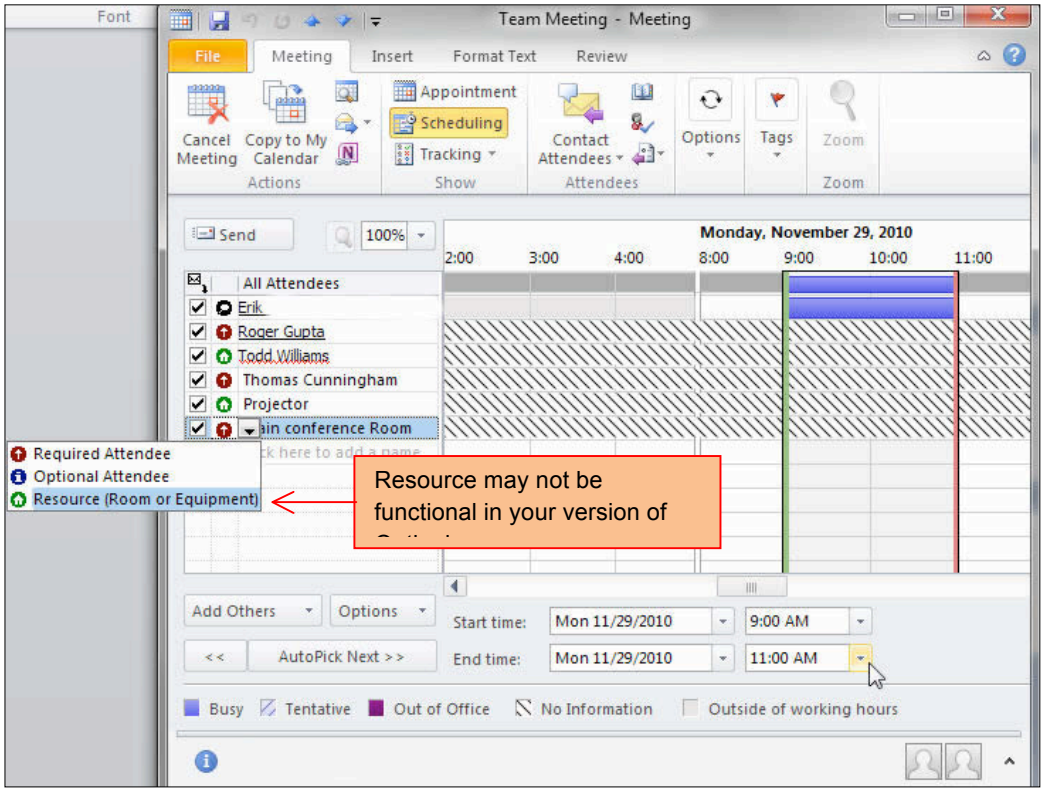


Figure 2-10

You Should Know

Depending on the e-mail service you use, some of the features of scheduling may not be functional. If you use Microsoft Exchange Server, all the scheduling features are installed. For example, the Resource feature should be functional in Microsoft Exchange Server.

Exercise 2-6

Accept, Tentative Accept or Decline a Meeting Request

When you receive a meeting request, you can either **Accept, Tentative Accept**, or **Decline** the invitation. You can also choose to include a message in your reply. If you are not sure you will attend the meeting, click **Tentative**.

Step-By Step

1. In the **Navigation** pane, click **Mail**, double-click the **Team Meeting** e-mail.
2. Click **Change Response** to see your choices. See Figure 2-11.
3. Click **Accept**.
4. In the Message area, key: Which reports should I bring to the meeting?
5. Click **Accept**.
6. In the **Calendar** view, click the day of the meeting.
7. iCheck. Your screen should look similar to Figure 2-12.

Continue to the next exercise.

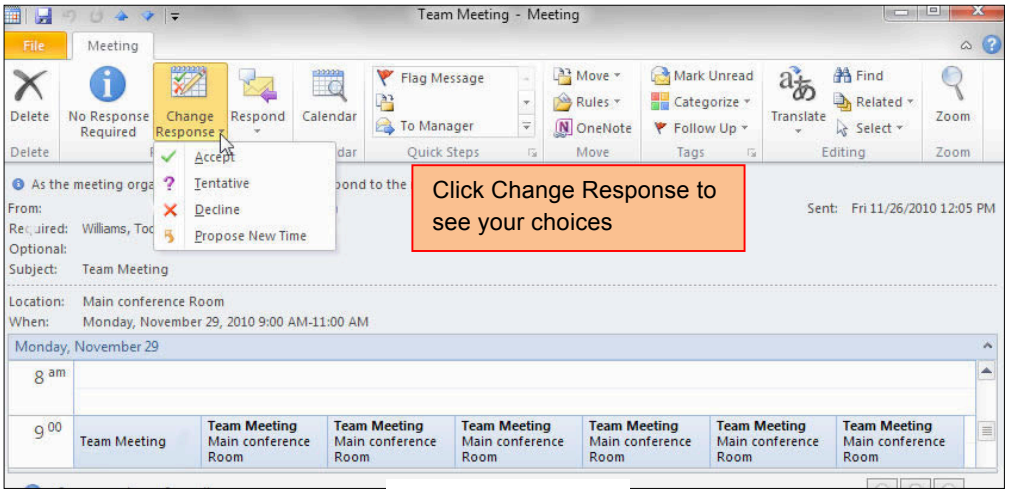


Figure 2-11

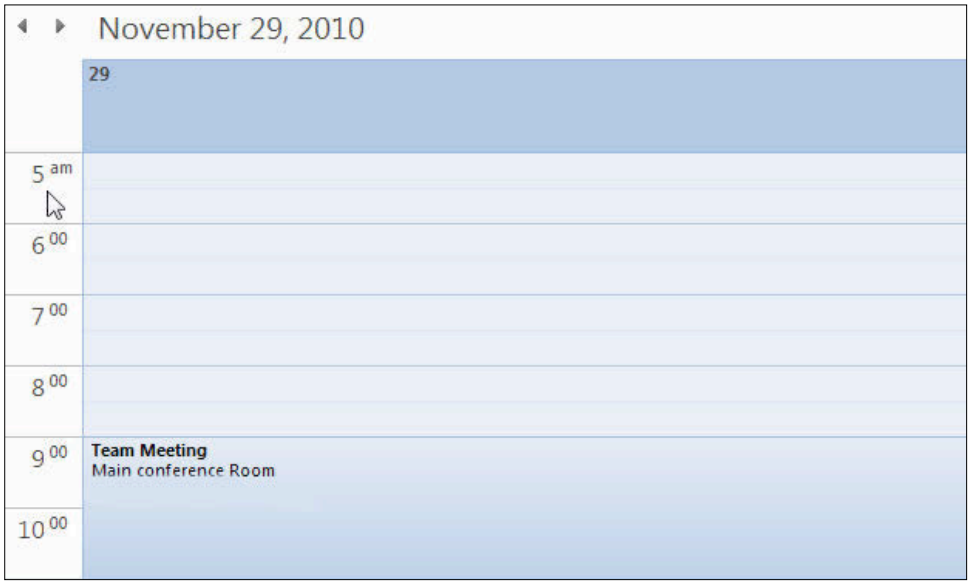


Figure 2-

Exercise 2-7

Update and Cancel Meeting Requests

Sometimes you might need to **update** or **cancel** a meeting request after you have sent it. You can easily change the meeting location or time. Use the **Message** area to let attendees know why you have changed your meeting request. After you have modified or canceled the meeting, Outlook sends an update to the attendees.

Step-By-Step

1. In the **Calendar**, double-click **Team Meeting.** See Figure 2-13
2. In the **Start time** box, change the start time to **10:00 AM**
3. In the **Message** area, key: I have a 9:00 AM conference call that day.
4. Click **Send Updat**
5. In the **Calendar**, double-click **Team Meeting**.
6. Click **Cancel Meeting** in the **Actions** group.
7. In the message area, key: Can we reschedule for the following Monday?
8. Click **Send Cancellati**
9. iCheck. Your screen should look similar to Figure 2-14.

Continue to the next exercise.

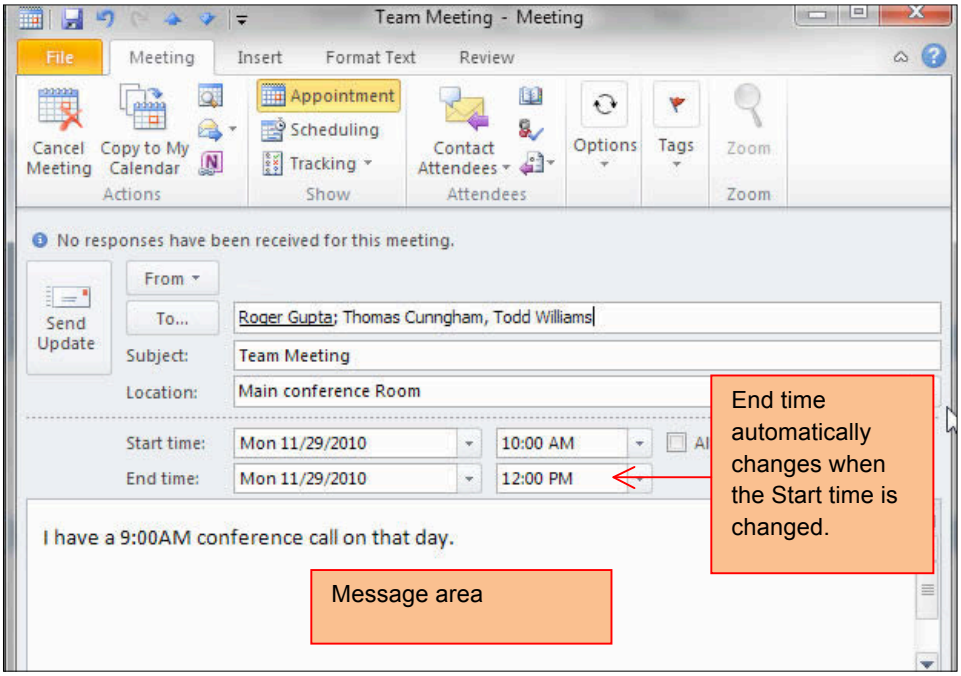


Figure 2-13

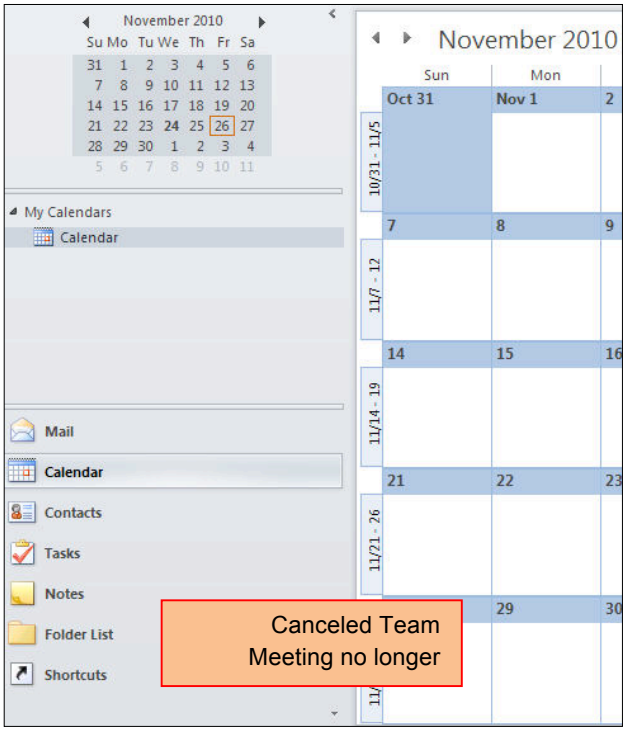


Figure 2-14

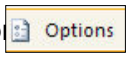
Exercise 2-8

Set Work Days and Times

Not all companies and employees have the same work schedule. Many companies work Monday through Friday. However, some people in a company may work Tuesday through Saturday. Some companies allow employees to set their own flexible hours. You can use **Outlook Options** to reflect your work days and times.

Step-By-Step

1. In the **Calendar**, on the **Ribbon,** click **File>Optio**



2. In the **General** pane, click **Calendar**. In the Figure 2-15, **Mon, Tue, Wed, Thu, Fri** are checked as the default work week.
3. Click the **Start time** drop-down box and select **10:00 AM.**
4. Click the **End time** drop-down box and select **7:00 PM**.
5. Uncheck **Mon** and check **Sat**.
6. In **Display Options,** click the drop-down button and click on the third color in the **second column** (see Figure 2-16).
7. In the **Time zone label** box, key: New York.
8. In the time zone drop-down box, select **Eastern Time (US & Canada).**
9. Click **OK.**
10. In the **Calendar** view, click on **Day**.
11. iCheck. Your screen should look similar to Figure 2-17**.**

Continue to the next exercise.

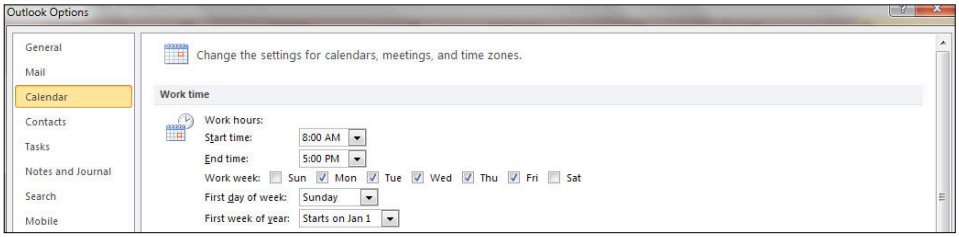


Figure 2-15

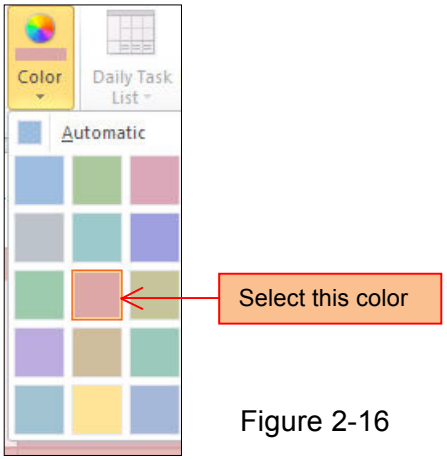


Figure 2-16

Tips and Tricks

You may have to select **Mail>Calendar** in the Navigation pane to see the changes you made in the Options dialog box

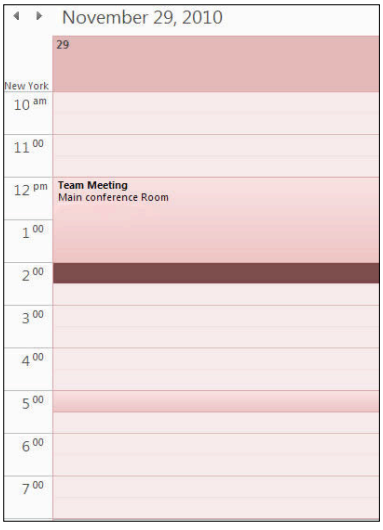


Figure 2-17

Exercise 2-9

Create and Modify Tasks

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

Step-By-Step

1. In the **Navigation pane**, select **Task.** On the **Ribbon**, click **New Task** on the group.
2. In the Subject box, key: Prepare Conference Materials List. See Figure 2-17.
3. In the **Start date** box, click the drop-down box. In the calendar, select the third **Thursday** from the current date.
4. In the **Due Date** box, click the drop-down box. In the calendar, select the **Saturday** that follows the Start date.
5. In the Priority box, click the **drop-down** box and select **High**
6. Click **Save & Clo**
7. In the **Navigation** pane, click **Tasks**. In **My Tasks**, click **Tasks**.
8. iCheck. Your screen should look similar to Figure 2-18.

Exercise continued on next page.

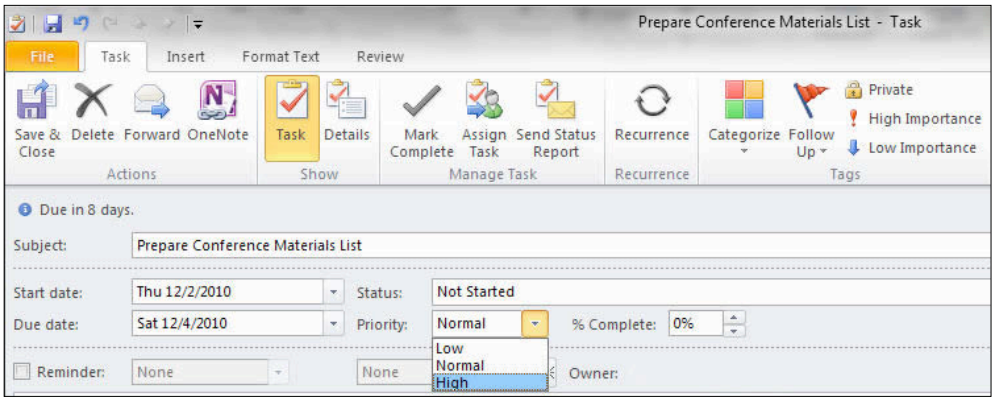


Figure 2-17

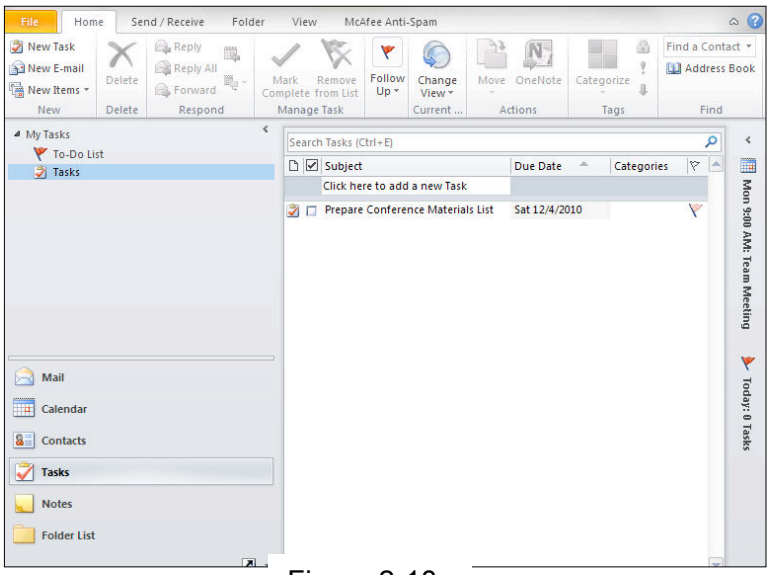


Figure 2-18

Exercise 2-9

Create and Modify Tasks continued.

9. Double-click the **Prepare Conference Materials** List task to open it.
10. In the **Status** box drop-down: select **In Progress**.
11. In the **% Complete** box, toggle **25%.**
12. In the **Due date** box, change the due date to the following **Monday,** after the original due date. See Figure 2-19.
13. Click **Save & Close**.
14. iCheck. Your screen should look similar to Figure 2-20.

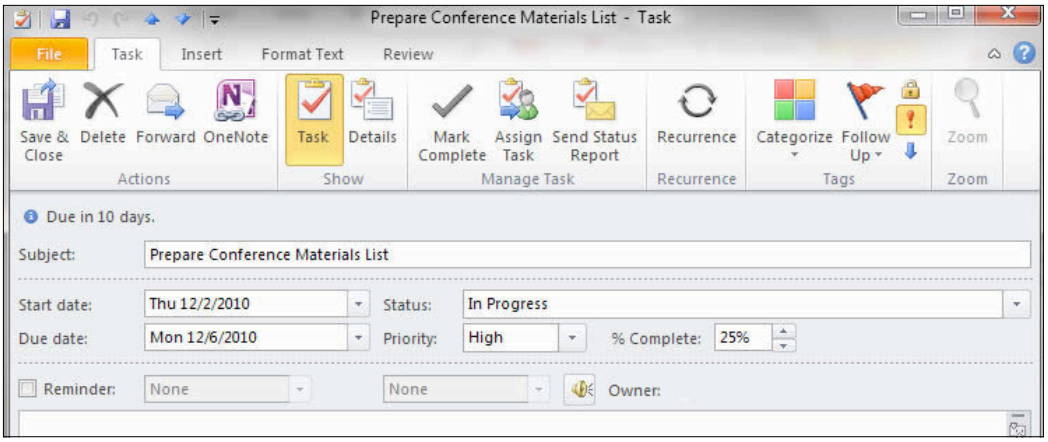


Figure 2-19

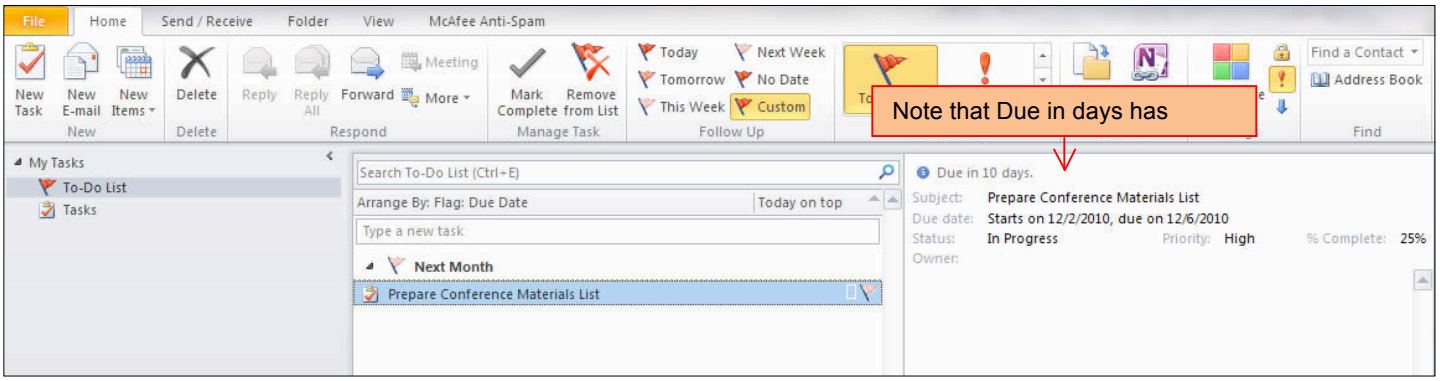


Figure 2-20

Continue to the next exercise.

Exercise 2-10

Assign Tasks

When you create a task, you are the owner of the task. If you **assign** the task to another person, that person becomes of the owner. Only an owner can modify a task.

Step-By-Step

1. In the **Navigation** pane, click **Tasks.** Double-click the **Prepare Conference Materials List** task.
2. Click **Assign Ta** on the **Ribbon**.
3. In the **To** box: enter the name of your e-mail partner or other address as directed by your teacher. See Figure 2-21.
4. In the Message box, key: This is the assignment we discussed at the Team Meeting.
5. Click Save & Close.
6. Click Send.
7. iCheck. Your screen should look similar to Figure 2-22.

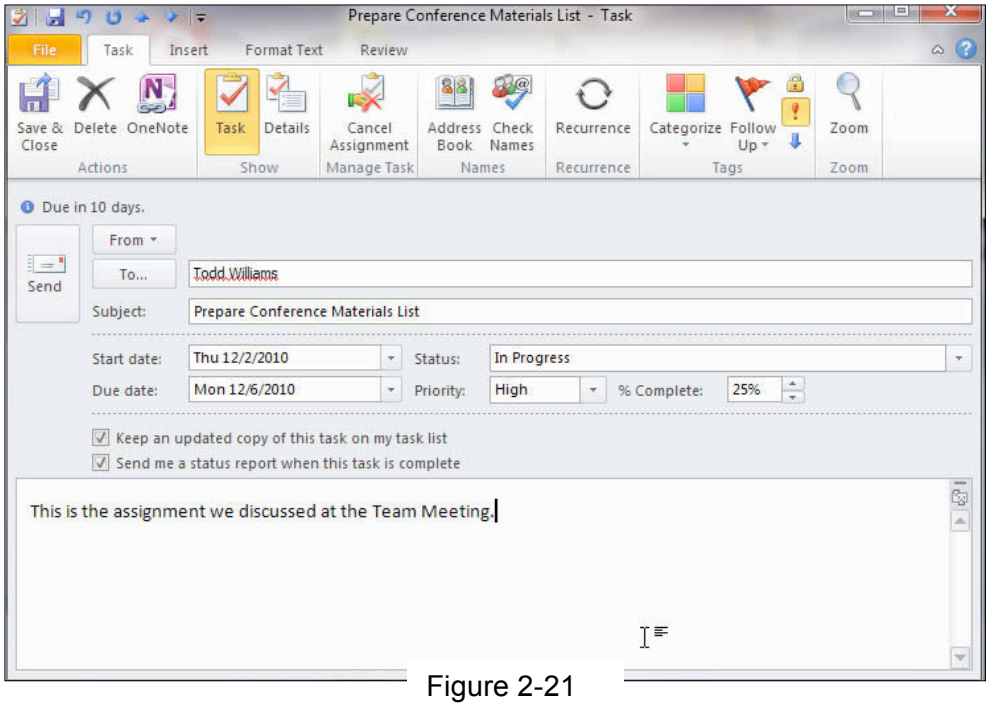


Figure 2-21

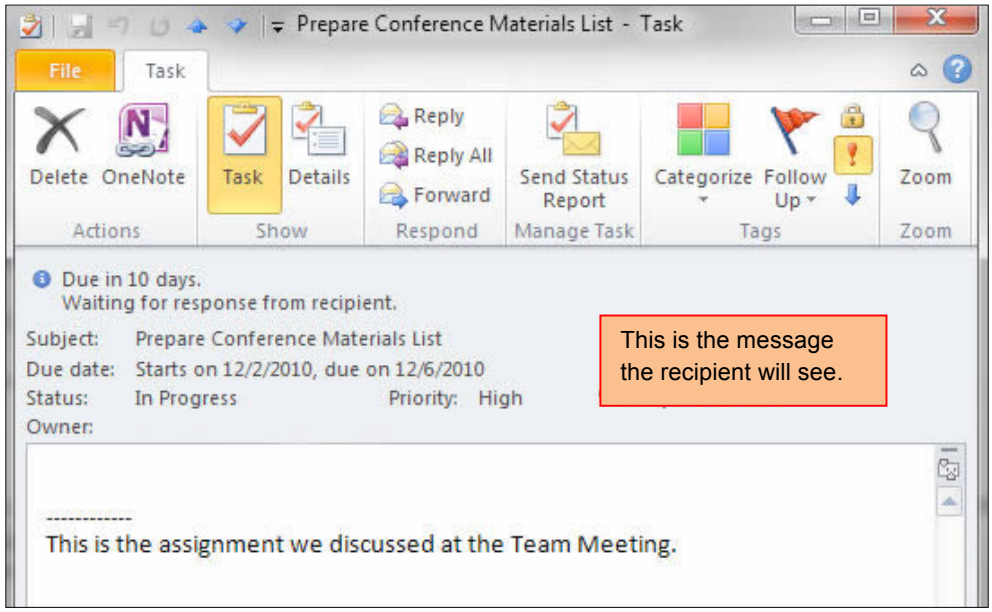


Figure 2-22

Exercise 2-11

Accept or Decline Tasks

Once you have received a proposed task assignment, you may **accept** or **decline** that task.

Step-By-Step

1. In the **Navigation** pane, click **Mail.** In the **Inbox**, double-click on the **Task Request** message.
2. Click **Decline** (see Figure 2-23).
3. Click **Cancel**.
4. Click **Accept**. In the dialog box, click **Edit the response before sending** (see Figure 2-24).
5. In the **Message** box, key: I have the materials required for the list.
6. iCheck. Your screen should look similar to Figure 2-25.
7. Click **Send**.
8. Close and exit Outlook.

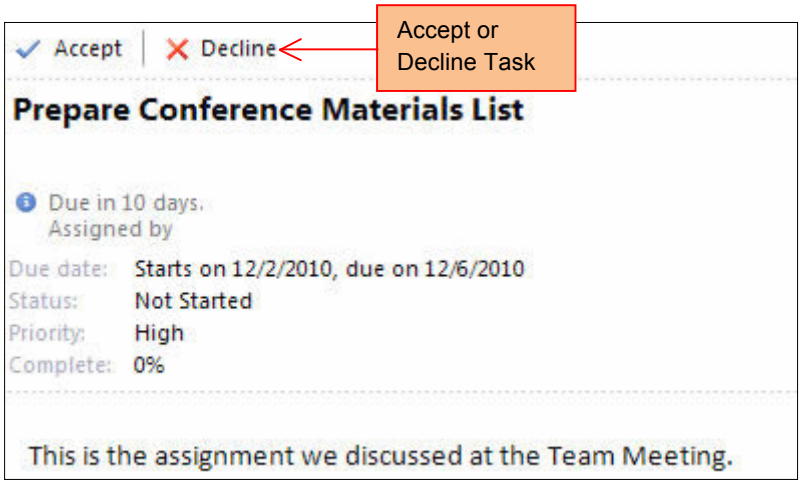


Figure 2-23

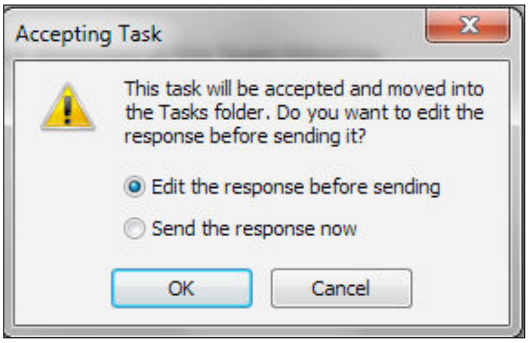


Figure 2-24

Tech Tips

Some of the features of Outlook are only available to corporate installations of the Program. Within each installation, certain features may be enabled or disabled.

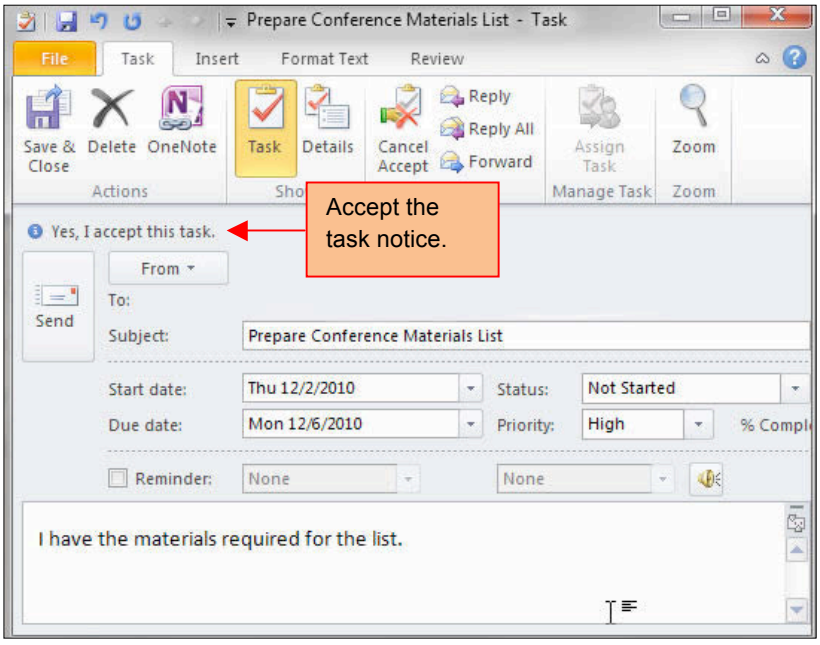


Figure 2-25

Lesson 2 Concept Review

Open a Microsoft Word document to complete the Concept Review. Save the Word document as Lesson_Two_Review [your first initial last name]

Key Terms

Appointment

Appointment Area

Assign

Attendee

Calendar

Date Navigator

Day View

Event

Meeting

Meeting Request

Month View

Resources

Task

Task List

Tentative

Work Week

Reviewing Key Terms

Complete the following statements in your Word document. Choose from the Key Terms on the left side to complete the statements.

1. The _____ calendar view displays five weeks at once.
2. A (n) _____ is an appointment to which you invite others.
3. If you are not sure you can attend a meeting, you should click the _____ button in the Meeting Request.
4. A (n) _____ could be a meeting room or type of equipment needed for your meeting.
5. You can modify the _____to match your actuals days and time of work.

Key Term Activity

6. Working with a partner with your teacher's permission, research on the Internet some companies that have offices around the world. Locate five global cities, and list their time zones. Add or subtract their time zones from your local time zone. List three zones where people are working, when your time zone is asleep.

Reviewing Key Facts

7. Which of the following is NOT a Calendar view?
    a. Day
    b. Week
    c. Month
    d. Year
8. A task owner is usually _____ person(s).
    a. one
    b. two
    c. three
    d. none of the above
9. Which tab would you use to cancel a meeting?
    a. File
    b. Format text
    c. Meeting
    d. Review
10. A task priority choice is NOT:
    a. Low
    b. Medium
    c. Normal
    d. High

Lesson 2 Practice It Activities-1

Switch Calendar Views and Add a Meeting

Step-By-Step

1. Start **Outlook**. In the **Navigation** pane, click **Calendar.**
2. Click **Work Week** in the **Ribbon.**
3. Click **New Meeting** on the **New** group.
4. In the **To** box, key the e-mail address provided by your teacher.
5. In the **Subject** box, key Conference Call.
6. In the **Location** box, key: Main conference Room.
7. In the **Start time** drop-down box, click **Today.**
8. Click the **Start time** drop-down arrow. Select **4:00 PM.**
9. Click the **End time** drop-down arrow. Select **5:00 PM**.
10. Click **Send**.
11. iCheck. Your screen should look similar to Figure 2-26.

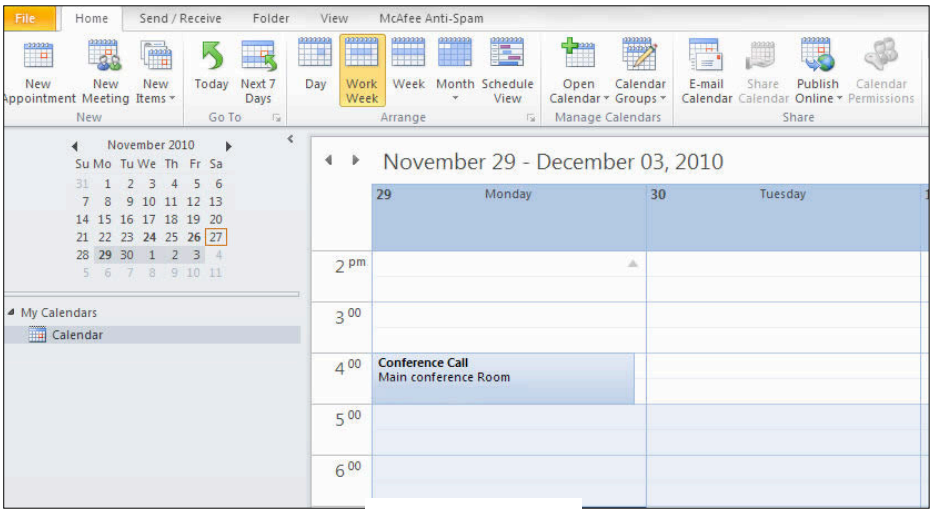


Figure 2-26

Tech Tip
If the Work Week and Work Times are still set to an earlier exercise, you can reset these to match the default (standard) days and times.

Lesson 2 Practice It Activities-2

Update and Cancel a Meeting

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

Step-By-Step

1. In the **Calendar,** double-click **Conference Call**.
2. In the **Meeting** dialog box, in the **Location box**, key: small conference room.
3. In the **Start time** drop-down box, select **4:30PM**.
4. Click in the message area, key: The conference call has been rescheduled and moved to a new location. See Figure 2-27.
5. Click **Send update**.
6. On the **Calendar**, double-click **Conference Call**.
7. In the **Ribbon**, click **Cancel Meeting**.
8. In the Message area, key: The conference call has been canceled until further notice.
9. Click **Send Cancellation**.
10. iCheck. Your screen should look similar to Figure 2-28.

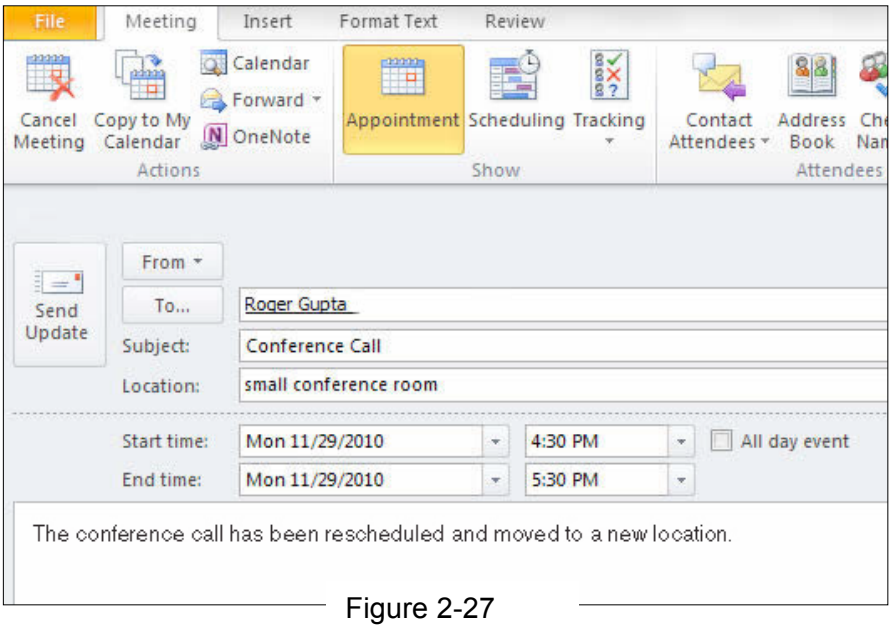


Figure 2-27

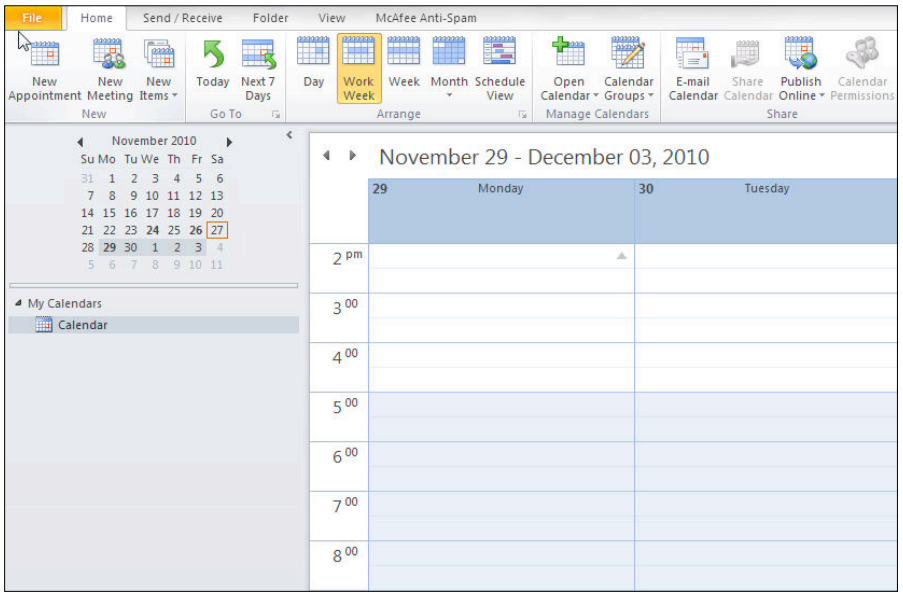


Figure 2-28

Lesson 2 Practice It Activities-3

Create, Modify, and Assign Tasks

Step-By-Step

1. In the **Calendar** view, click **Task> New Task**.
2. In the **Subject** box, key: Conference PowerPoint Presentation.
3. Click in the **Start date** drop-down calendar, select **Today.**
4. Click in the **Due date** drop-down calendar, select the second Monday from today.
5. iCheck. Your screen should look similar to Figure PR-04.
6. Click Save & Close.
7. In the **Navigation** pane, click **Tasks**.
8. Double-**click Conference PowerPoint Presentation.**
9. Click **Assign Task.**
10. In the **To** box, key in the e-mail address provided by your teacher.
11. iCheck. Your screen should look similar to Figure PR-05.
12. Click **Send**.

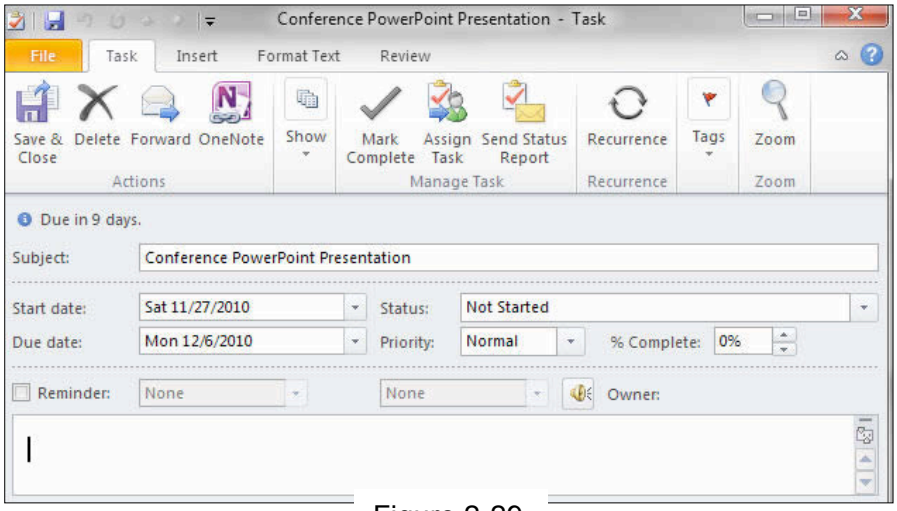


Figure 2-29

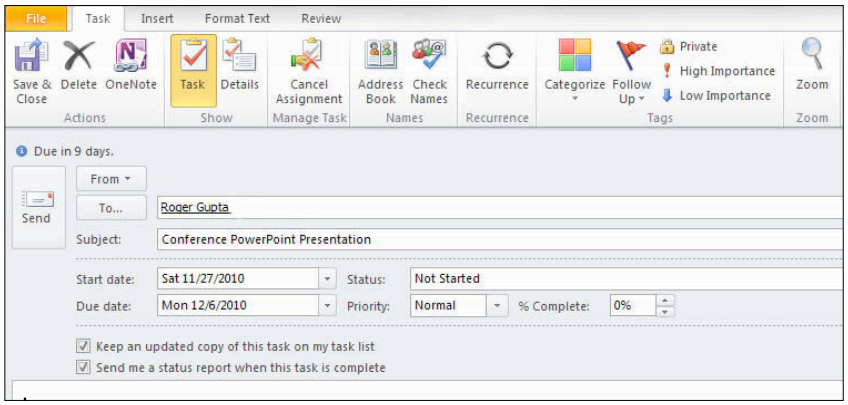


Figure 2-30

Lesson 2 Practice It Activities-4

Create and Modify Calendar Options

Step-By-Step

1. In the **Navigation** pane, click **Calendar**> **File**> **Options**.
2. In the **Outlook Options** dialog box, click **Calendar**.
3. In **Work time**, change **Start** time to **10:00 AM.**
4. In **Work time**, change **End** time to **8:00 PM.**
5. Uncheck **Mon** and check **Sat**.
6. In the **Add Holidays** drop-down, choose a country that you would like to live in.
7. In the **Display Options** box, click Default calendar color drop-down box, choose the last color on the middle column.
8. In the **Time zone**, choose the time zone for the country that you added in **the Add Holidays above.** (Hint: if the country has more than one time zone, choose the capital city time zone-you may need to research this information). Key the country/city name in the **Time zone** label**.**
9. Check Show a second time zone.
10. In the **Label** box, key: New York. In the **Time zone** drop-down, choose Eastern Time (US & Canada).
11. Click **OK.**
12. iCheck .Your screen should look similar to Figure 2-31.

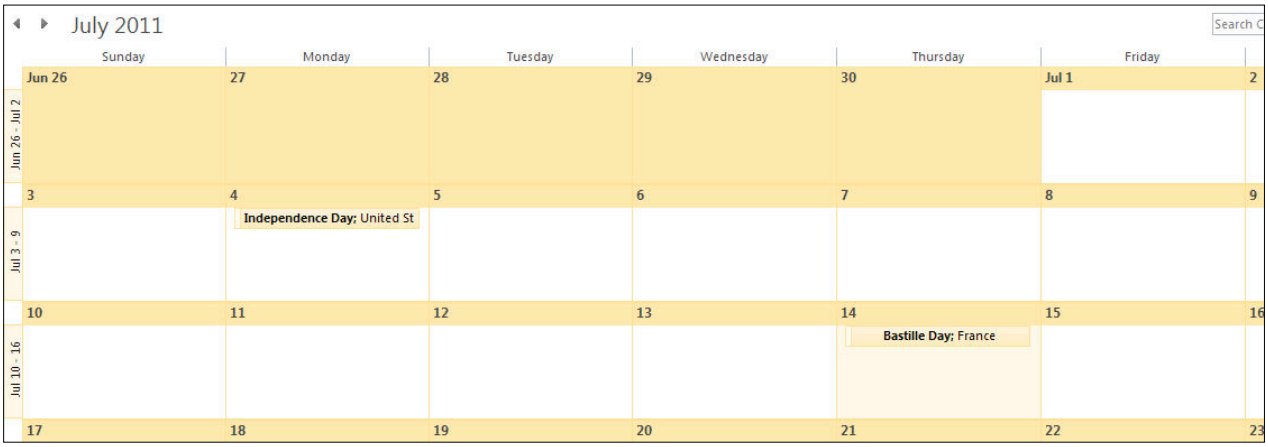


Figure 2-31

You Should Know

Many companies have offices around the world. Knowing the local time at other offices will help you schedule virtual meetings and teleconferences.

Critical Thinking Activities

1. Different versions of software. In the business world, companies may have different versions of Microsoft Office installed. For example, your company may have Office 2010 installed, but your client has Office 2003. Many features of Office 2010 were not developed back in 2003. Knowing the difference between the Office versions will help you communicate to your client. With your teacher's permission, research through Microsoft some of the differences and improvements in Outlook 2010 compared to Outlook 2003. In a Word document, list some of the improvements in Outlook 2010 and how these improvements can help you communicate more effectively with your co-workers and clients. Save your Word document as software [your first initial and last name], and e-mail to your teacher as an attachment.

2. Global communication. Outlook 2010 allows you to customize your calendar for multiple time zones. In the exercises you created dual time zones. With your teacher's permission, research
   some types of businesses that require 24/7 customer service. For example, research companies that have sales or customer service available 24/7. Locate at least 5 companies that have offices in 5 different time zones. These could be domestic and/or overseas. Using the Outlook 2010 time zone drop-down, determine how many hours these offices are from your current time zone. List your companies, locations, time zones and differences with your time zone in a Word document. Save your Word document as time_zone [your first initial and last name], and e-mail it to your teacher as an attachment.

3. Required or Optional Attendee. In Outlook 2010 you learned about creating a meeting request and inviting people. Some meetings have required attendees-people who are necessary to make the meeting productive; and optional attendees-people who may or may not be needed for the meeting to be productive. Working with a partner, create a business meeting situation where some people are required, and some people are optional. In a Word document, describe the fictional meeting situation, who should be required and who should be optional. Discuss with your partner if you ever were **not included** in a meeting that **you thought** it was important for you to attend. How did you respond and what was the outcome of the meeting?
   Save the Word document as Attendees [**both** your first initials and last names], and e-mail it to your teacher as an attachment.

Exercise 3-1

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 list will receive it.

Step-By-Step

1. Start **Outlook**. In the Navigation pane, click **Contacts**.
2. In the **Ribbon**, click **New Contact Gr**
3. In the **Name** box, key: Project Group.
4. Click **Add Members>From Outlook Contacts.**
5. Click the first name in your list. Hold down the **Control [CTRL]** key and select two other names in your contact list.
6. iCheck. Your screen should look similar to Figure 3-1.
7. Click **Save & Close**.

Continued on the next page.

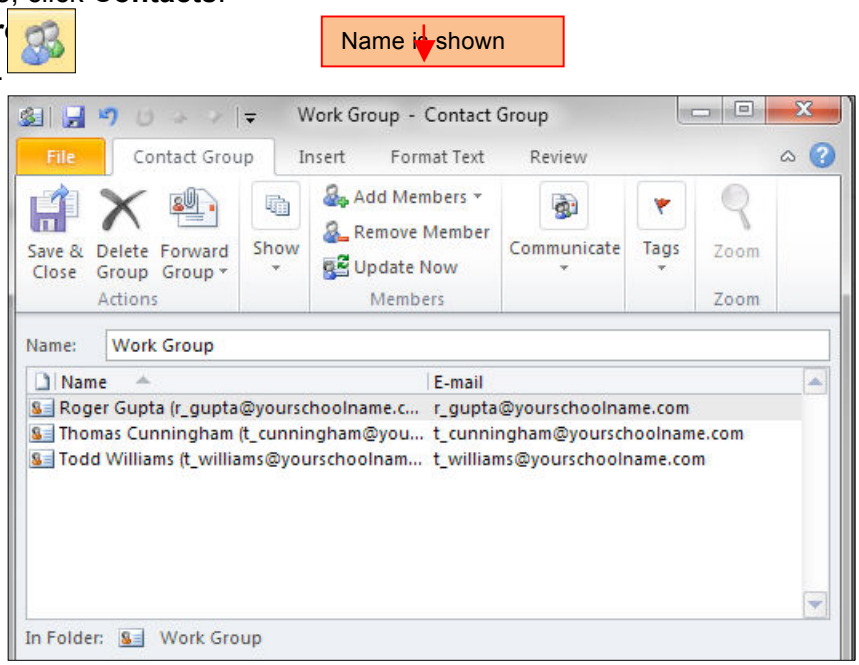


Figure 3-1

> **Tech Tip**
>
> To complete this exercise, you may need to create some contacts in your Contact Card dialog box. Then you can create a distribution list using those names.

8. In the **Contacts** pane, locate and double-click **Project Group** (see Figure 3-2).
9. Select the first contact from the list, and click **Remove Member.**

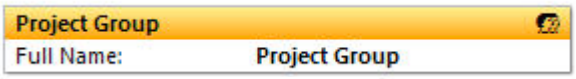


Figure 3-2

10. iCheck. Your screen should look similar to Figure 3-3.
11. Click **Save & Close**.

Continue to the next exercise.

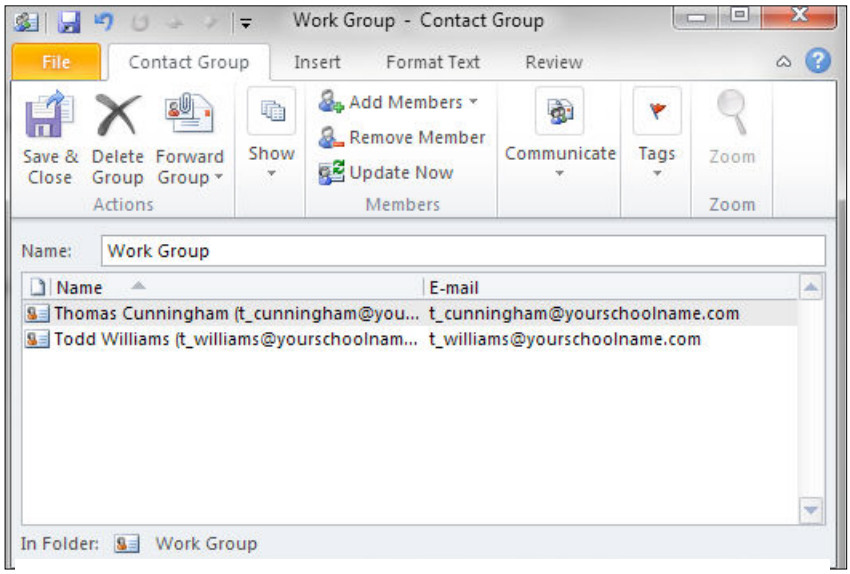


Figure 3-3

Exercise 3-2

Create and Modify Notes

A note is like a sticky note for your computer. Use notes to record thoughts, ideas, or to post reminders to yourself. You have the option to open and edit notes to add, delete, or update information.

Step-By-Step

1. In the **Navigation** pane, click **Notes.** On the **Ribbon**, click **Nev** **te**.
2. In the **New Note**, key: Bring Materials for PowerPoint Presentation. See Figure 3-4.
3. Click the **X** in the upper right corner to save and close the note.
4. Click in the Notes pane, and select the **Last 7 Days** view.
5. Double-click the Bring Materials note to open it.
6. At the end of the sentence, key: Make copies for all team members. See Figure 3-5.
7. Click the **X** in the upper right corner to save and close the note.
8. iCheck. Your screen should look similar to Figure 3-6.
9. Your note should appear on your desktop, as a reminder whenever you have Outlook opened.

Continue to the next exercise.

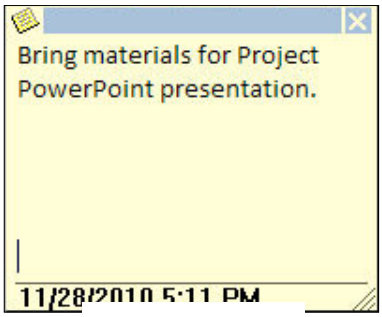


Figure 3-4

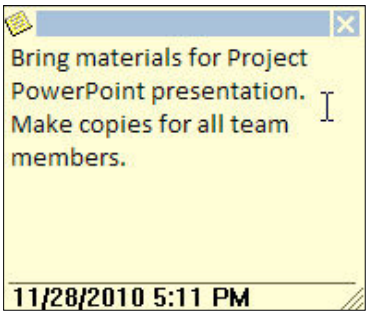


Figure 3-5

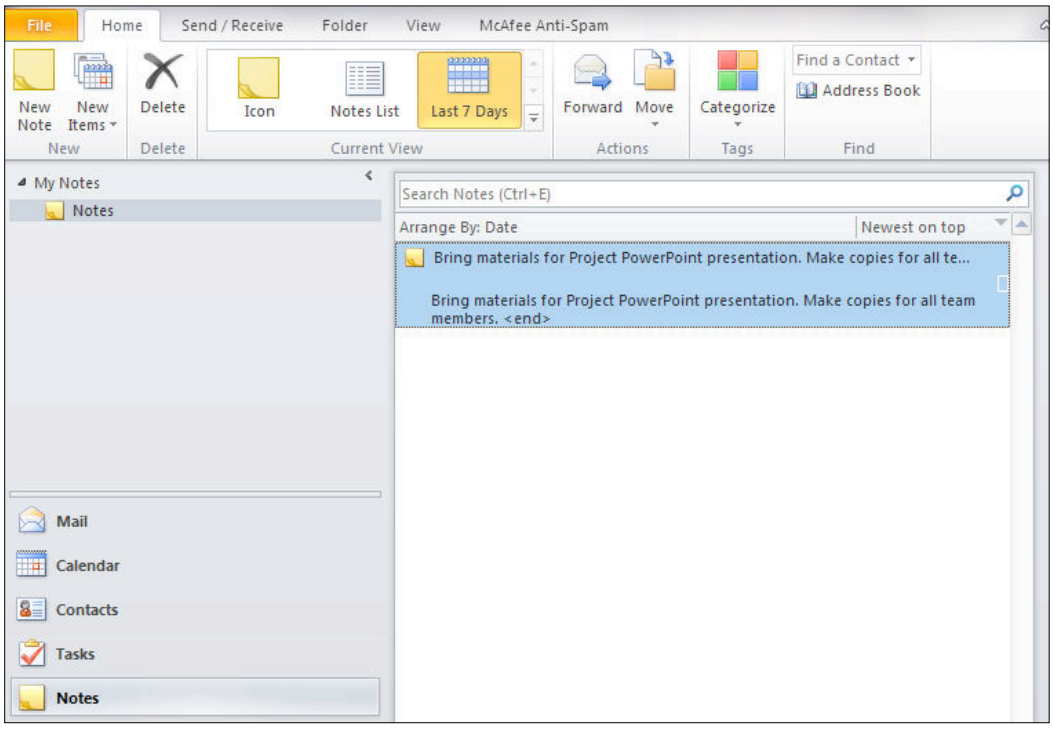


Figure 3-6

Exercise 3-3

Create, Rename and Delete Folders

Create **Folders** to hold e-mails received and sent related to projects, contacts, or other criteria. You can create **sub-folders** within folders to organize your e-mails, notes and activities.

Step-By-Step

1. In the **Navigation** pane, click the Folder tab above the **Ribbon**.
2. Click **New Folder**.
3. In the Name box, key: Group Project (see Figure 3-7).
4. Click in the **Inbox** if it is not highlighted. Click **OK**.
5. In the **Mail** pane, locate your new folder.
6. iCheck. Your screen should look similar to Figure 3-8.
7. Double-click the **Group Project** folder.
8. Click New Folder.
9. In the dialog box, key: PowerPoint Presentation. Confirm that **Group Project** is highlighted, click **OK**.
10. iCheck. Your screen should look similar to Figure 3-9.
11. Double-click on the **PowerPoint Presentation** folder. Click on **Rename Folder** on the **Ribbon**.
12. Continued on the next page.
13. In the box, next to the folder, key: Team Meeting. Click **Enter**. The sub-folder is renamed Team Meeting.
14. To delete a folder, select the folder from the **Mail** pane.
15. Click on **Delete Folder** on the **Ribbon**. Be aware that the **Delete Folder** action deletes any files, or e-mails within the deleted folder.
16. iCheck. Your screen will look similar to Figure 3-10.

Continue to the next exercise.

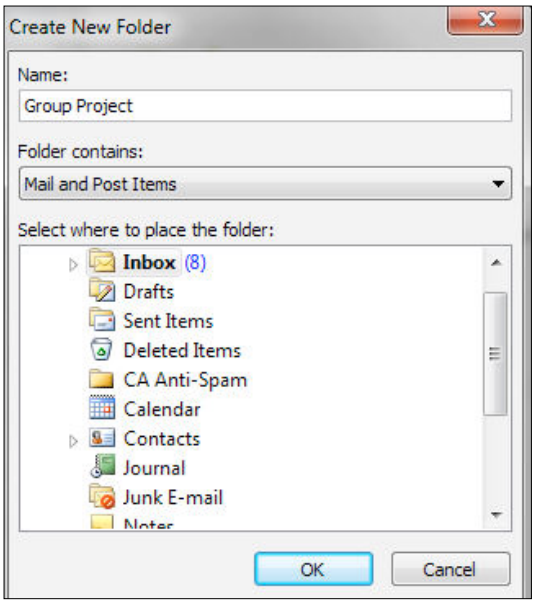


Figure 3-7

Figure 3-8

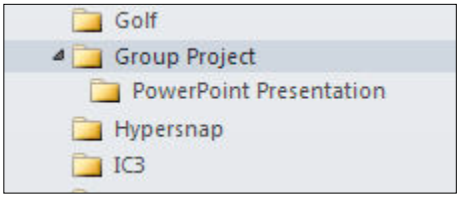


Figure 3-9

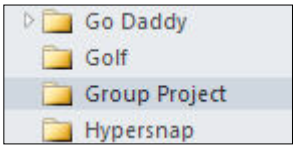


Figure 3-10

Exercise 3-4

Sort Items

Outlook can sort items so you can find what you need quickly. Sorting puts items in order by a certain field. Sort your messages by several different criteria such as importance, sender, subject, or date received. Sort e-mail by the date to organize messages in the order that your received them. Sort e-mail by sender to find an e-mail from a particular sender.

Step-By-Step

1. In the **Navigation** pane, click **Mail.** At the top of the Mail pane, click **Arrange.**
2. In the **drop-down** box, click **Date** (see Figure 3-11).
3. Your e-mails should be listed in date received order.
4. Click on **Newest on top**. That will toggle the order to show the **newest** e-mails first. Click on **Oldest on top**. That will toggle the order to show the **oldest** e-mails first.
5. Click the **Arrange By**, and click on **From**.
   That will change the order to show who sent the e-mails.
6. Click on **A on top**. That will toggle the order to show A-Z received e-mails.
7. Click on **Z on top**. That will toggle the order to show Z-A received e-mails.
8. iCheck, Your screen should look similar to Figure 3-12 in the **Z-A view.**

Figure 3-11

Continue to the next exercise**.**

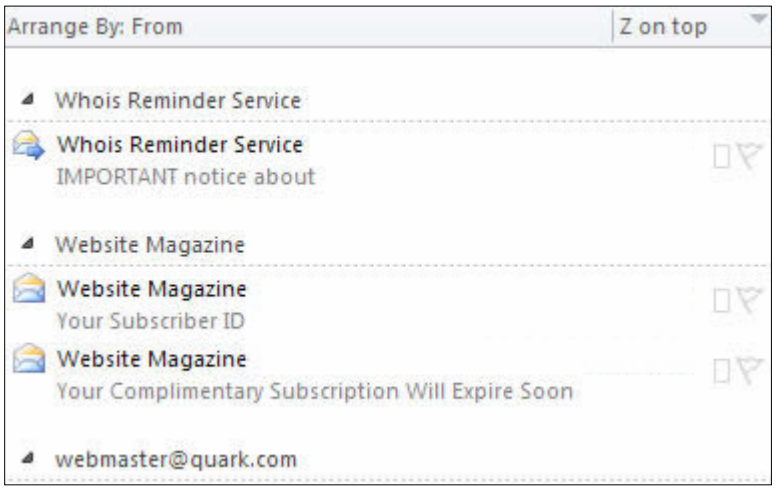


Figure 3-12

Exercise 3-5

Move e-mails into Folders

After you establish your work folders, you will save time and be more organized when you place your received and sent e-mails into the appropriate folders.

Step-By-Step

1. In the **Navigation** pane, click **Mail**. **Scroll** through your mail and select an e-mail or a meeting request you have received concerning the **Group Project**. You may also look in the Sent Items folder for related messages.
2. If there is more than one message, task or appointment, hold the **Control** [CTRL] button, and select each item.
3. iCheck. Your screen should look similar to Figure 3-13.
4. Hold the mouse button down, and drag the items into the **Group Project** folder.
5. Double-click on the **Group Project** folder. The items you moved are in this folder.
6. iCheck. Your screen should look similar to Figure 3-14.

Continue to the next exercise.

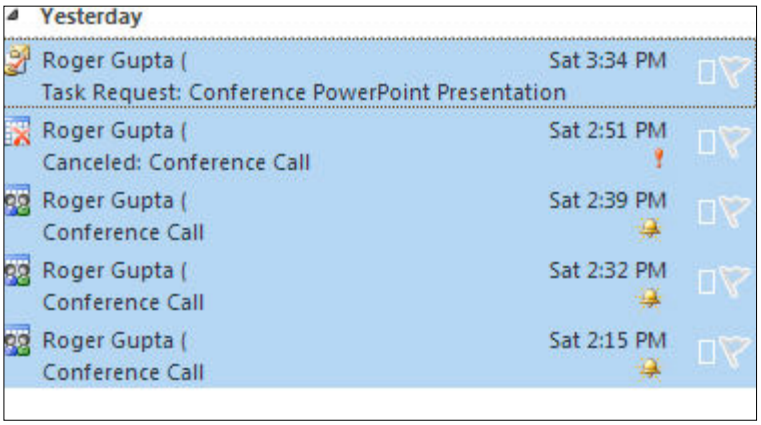


Figure 3-13

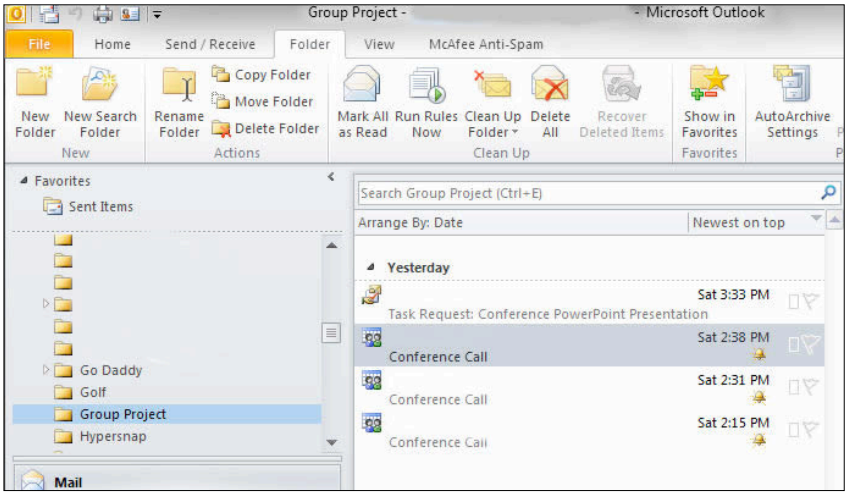


Figure 3-14

Exercise 3-6

Archive Items

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

Step-By-Step

1. In the Navigation pane, click **File> Info> Mailbox Cleanup>Archive** (see Figure 3-15).
2. In the **Archive** box, select Archive this folder and all subfolders.
3. In the **Archive items older than** drop-down box, click **Today**.
4. In the **Archive file** location box, click **Browse** and select the file location as directed by your teacher. In the **File name** box, key: Your first initial and last name. Click **OK.**
5. iCheck. Your screen should look similar to Figure 3-16.

Continued on the next page.

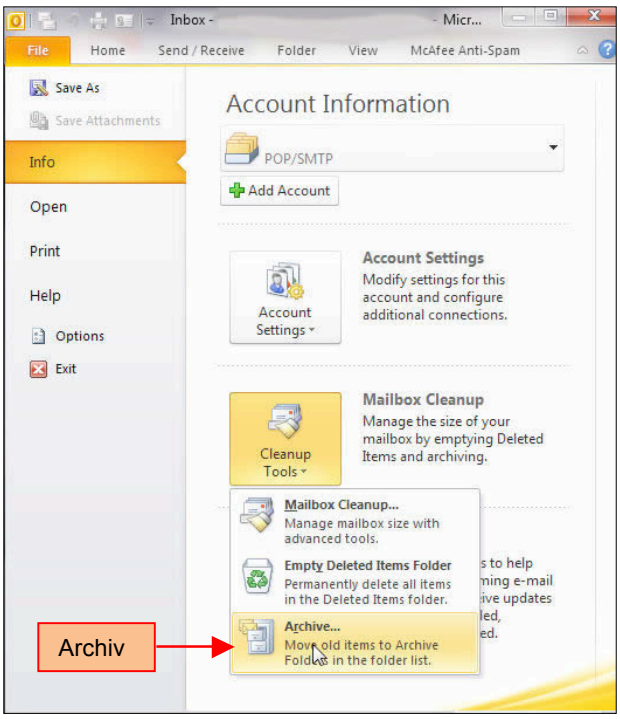


Figure 3-15

Tech Tip

You may want to save a copy of your archived items to a flash drive or another computer. Copy and paste the archived file and paste into another drive.

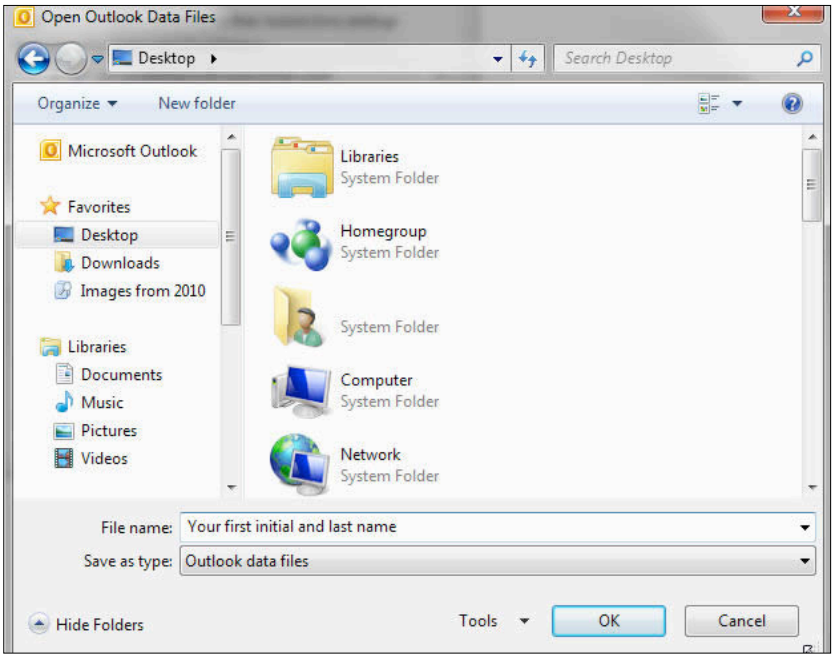


Figure 3-16

6. To set up the **AutoArchive** feature, click the **File** tab. Click **Options**.
7. In the **AutoArchive** dialog box, click **AutoArchive settings** (see Figure 3-17).

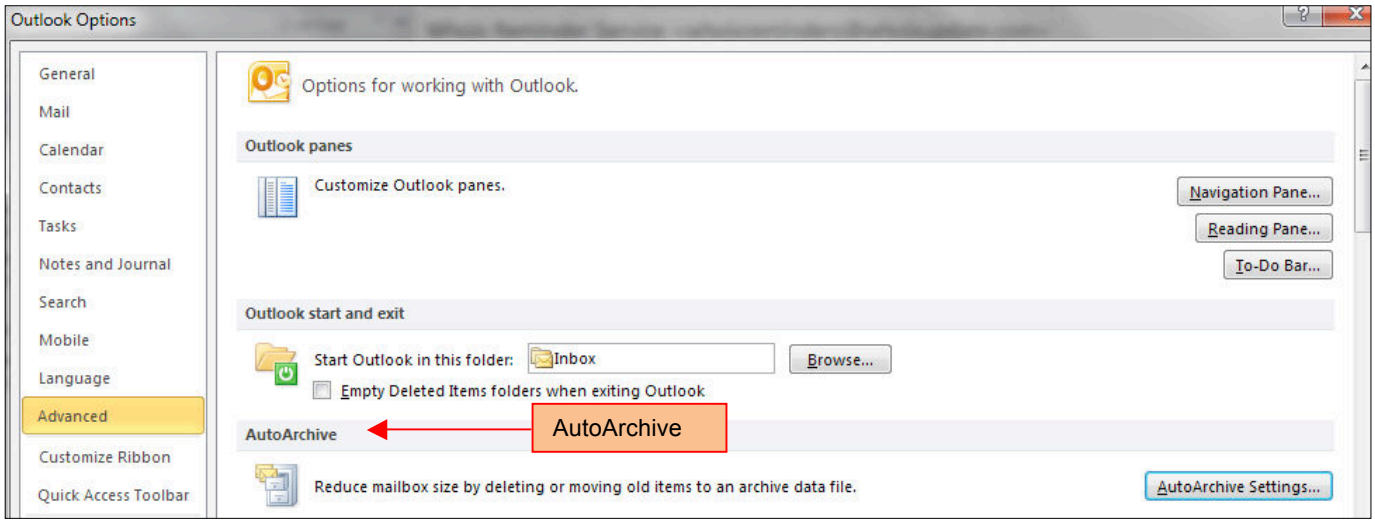


Figure 3-17

8. Select the **Run AutoArchive every *n* days** check box, and then specify how often to run AutoArchive.
9. Select any other options that you want. You can choose to have old items deleted automatically at AutoArchive. See Figure 3-18.
10. Click **OK.**

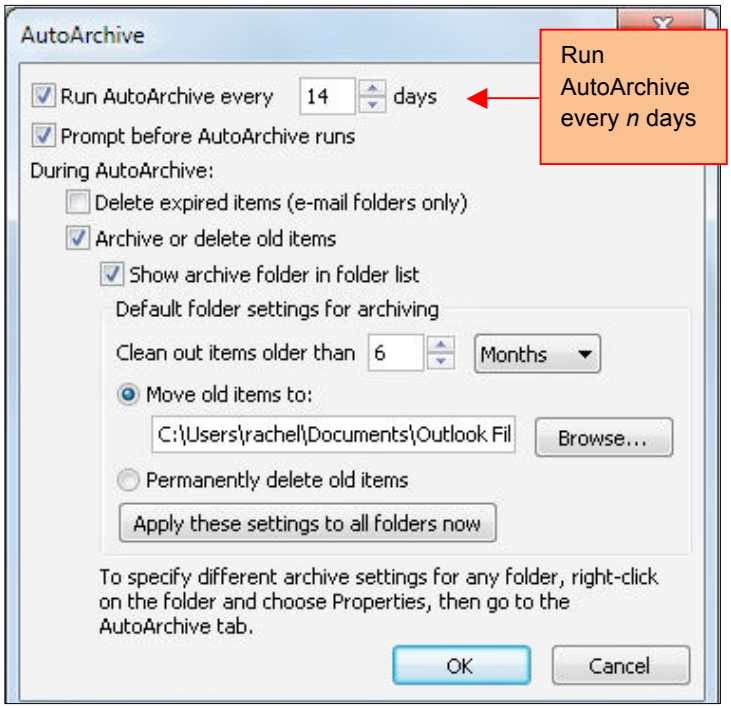


Figure 3-18

Exercise 3-7

Setting Reminders and Sounds

In Outlook, the Calendar allows you to set reminders before an event happens. For example, a reminder can be set to alert you of an upcoming meeting. You can also add your own reminder sound to customize your Outlook Calendar.

Step-By-Step

1. In the **Navigation** pane, click **File**> **Options**>**Calendar.**
2. In the Calendar Options dialog box, click the drop-down window and select **3 hours**. Click **OK** at the bottom of the dialog box. This change will set up a desktop reminder 3 hours before a calendar event. Continue to the next step.
3. To change the reminder sound, click F**ile>Options>Advanced** (see Figure 3-19).

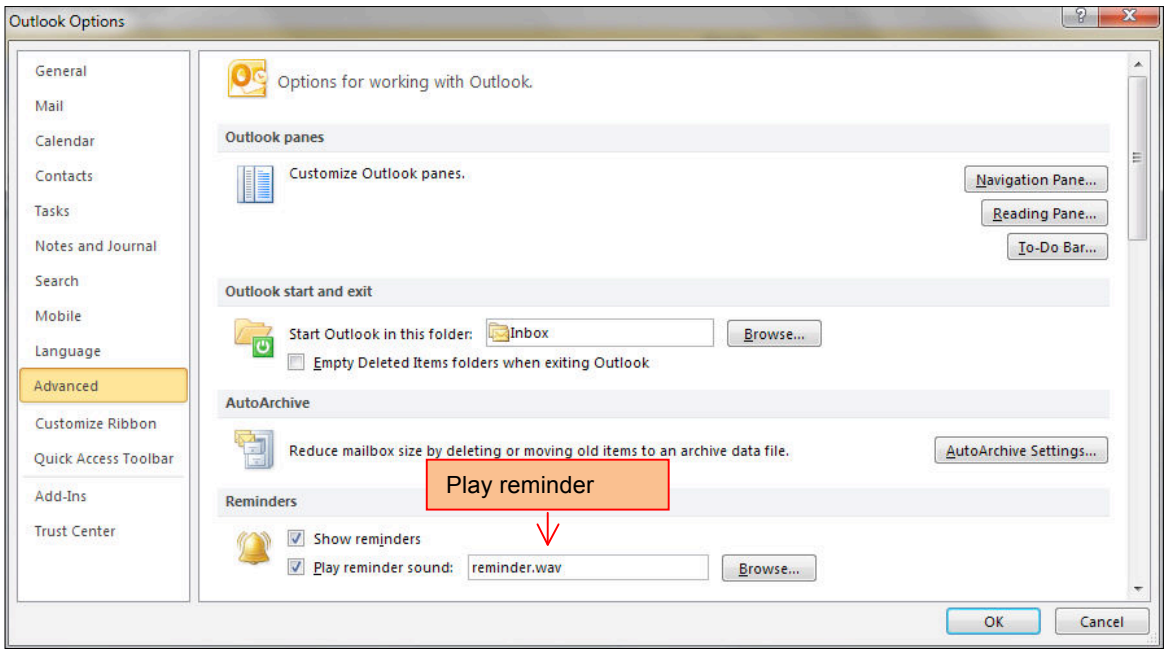


Figure 3-19

4. In **the Play reminder sound** browse box, **navigate** to the **WAV.** Sound file provided by your teacher.
5. Click **OK** to set the sound file.
6. In your Calendar, create a meeting as: Sound Test Meeting to start in 20 minutes. Reset the reminder to 15 minutes to test the new reminder sound.
7. In 15 minutes you should get a screen similar to Figure 3-20.

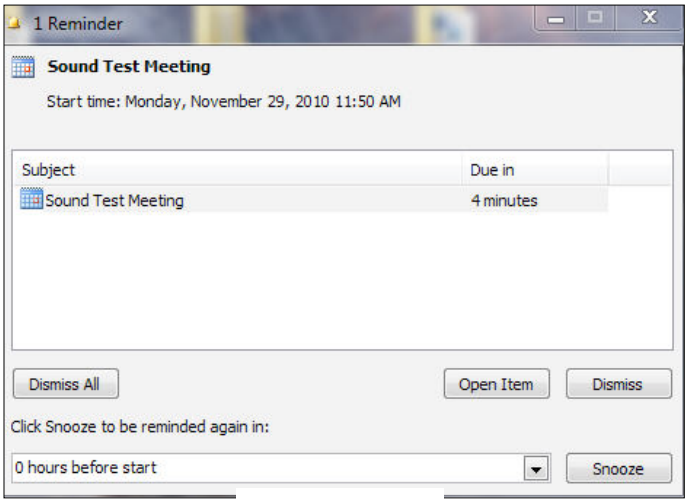


Figure 3-20

Continue to the next exercise.

Exercise 3-8

Using Read and Delivery Receipts

Outlook can help you manage your messages by alerting you when a sent message is received and read by the recipients. This is useful if the sent e-mail is time sensitive or you require a confirmation that a recipient received and opened your message. You will receive a message when the e-mail is delivered and when the recipient opens your message.

Step-By-Step

1. In the **Navigation** pane, click **Mail.** Click **New Mail** on the **Ribbon bar**.
2. Choose a recipient from your Outlook contacts or provided by your teacher.

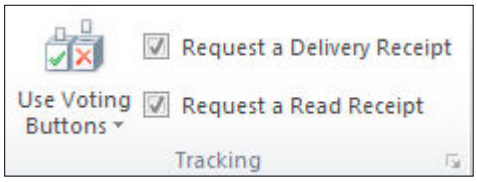


Figure 3-21

3. In the **Subject** box, key: PowerPoint presentation-need materials.
4. In the **Message** area, key: Please send me the materials for the team PowerPoint presentation as soon as possible. Thank you.
5. Click in the **Options** tab, check **Request a Delivery Receipt**, check **Request a Read Receipt** (see Figure 3-21).
6. Click **Send**.
7. When your recipient receives and opens your email, they will be prompted to send a confirmation to you (see Figure 3-22). If the recipient clicks **Yes**, the confirmation will be sent to you.
8. You will receive a message similar to Figure 3-23. This is your receipt that the message was delivered and opened.

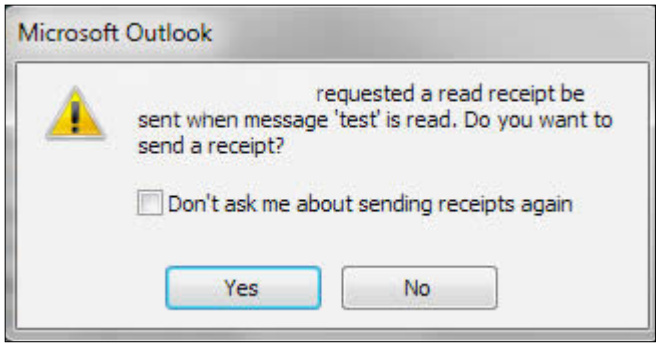


Figure 3-22

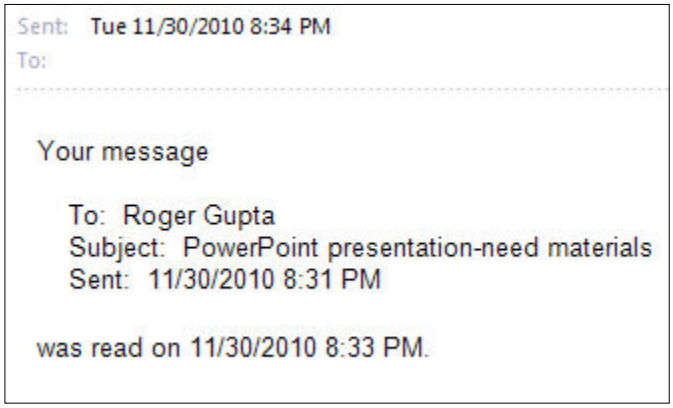


Figure 3-23

You Should Know

Some companies have their Outlook installation configured to prevent received and read options. Some recipients cannot use this feature. You may consider telephoning the recipient to confirm they received and read your message.

Exercise 3-9

Using To, CC and BCC Fields

Outlook allows you to determine which recipients receive your messages. There are three fields available in the address box: **To, Cc** and **Bcc**. **To** is the box for the **primary** message recipients. Each message must have at least one address in the **To** box. The **Cc** box is for **"courtesy copies".** They might be people you want to keep informed about the subject of the e-mail, but do not need to respond. **Bcc** box is for **"blind courtesy copies"**. **Bcc** addresses are not visible to the **To** or **Cc** recipients. It is good e-mail etiquette not to show other peoples' e-mail addresses in a group message. In the exercise your will compose a message to a group, but not show the recipients e-mail addresses to each other.

Step-By Step

1. In the **Navigation** pane, click **Mail**. Click **New Mail**.
2. Click in the **Options** tab, **Bcc** in the **Show Fields** group.
3. Click the **To** button in the Address field. In your Contact list, select one name for the **To** field.
4. Select two other names for the **Bcc** field.
5. Check the **Request a Delivery Receipt**.
6. Check the **Request a Read Receipt**.
7. In the **Subject** bar, key: Status of PowerPoint Presentation.
8. In the M**essage** area, key: Can you provide a date for the completion of the presentation?
9. iCheck. Your screen should look similar to Figure 3-24.
10. Click **Send**.

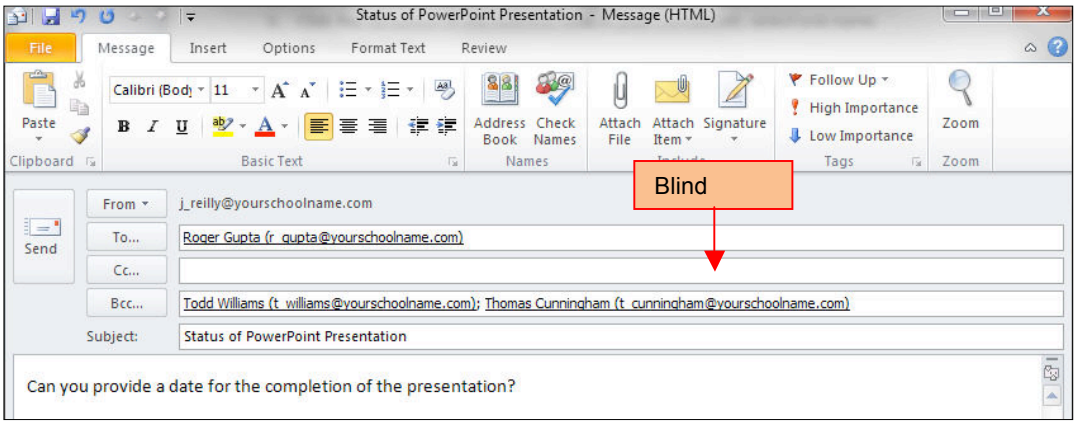


Figure 3-24

Continue to the next exercise.

Did You Know

If you are sending a message to many people, it is good e-mail etiquette not to show all their names and e-mail addresses. A good method is to use your e-mail address as the **To** address. Then use the **Bcc** and add all the other addresses. Your recipients will not see others' names or addresses

Exercise 3-10

Printing Calendar and Contacts

By default, Outlook prints the current day, week, or calendar month. If you want to print specific dates, use the **Date Navigator** (The small calendar that displays the current month in Calendar. It provides a quick and easy way to move appointments and to view other dates.) to select the dates that you want to show in the printed calendar.

Step-By Step

1. In the **Navigation** pane, click the **Calendar** pane. In the **Calendar** view, click the **File** tab.
2. Click **Print**. In **Settings**, use the preview window to compare the print styles available. To print the complete details of appointments and meetings, click Weekly Agenda Style or Calendar Details Style. For this exercise, click **Tri-Fold Style** (see Figure 3-25).
3. Click the **Print Options** button.
4. Click in the **Printer Properties** drop-down box, and select the printer as directed by your teacher.
5. As directed by your teacher, click **Print**.
6. To set other print options, such as the paper orientation or the fonts used, click **Print Options.**
7. iCheck. Your document should look similar to Figure 3-26.

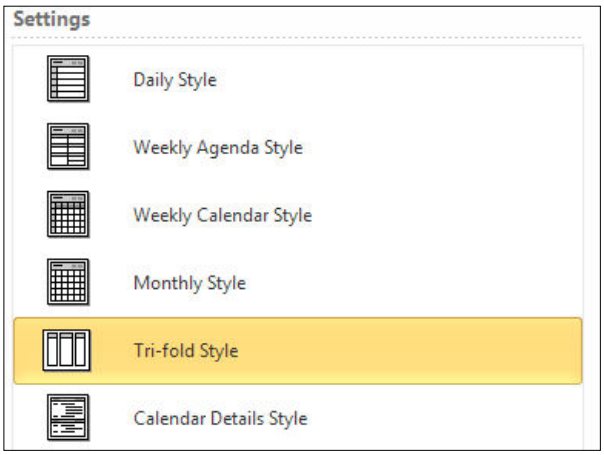


Figure 3-25

Exercise continued on next page.

Tech Tip

To save paper in this exercise, your teacher may have you print to the Adobe PDF printer. This will create a PDF copy of your print, without using paper.

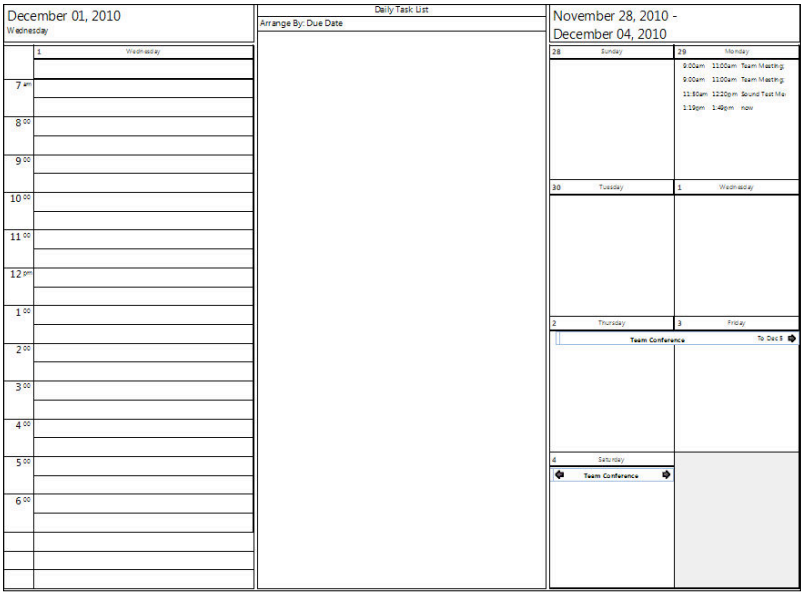


Figure 3-26

Exercise 3-10

Printing Calendar and Contacts continued

8. To print your **Contacts Card**s, click **Contacts** from the **Navigation** pane.
9. In the **Contacts** view, click **File**> **Print.**
10. In the **Print** dialog box, select **Small Booklet Style** (see Figure 3-27).
11. Click **Page Setup**.
12. Click **Header Font.** Change the Header font to Comic Sans MS Bold size 10.
13. Click **OK.**
14. Click **OK**.
15. Click **Preview.**
16. iCheck. Your screen should look similar to Figure 3-28.
17. Close **Preview** and continue to the next exercise.

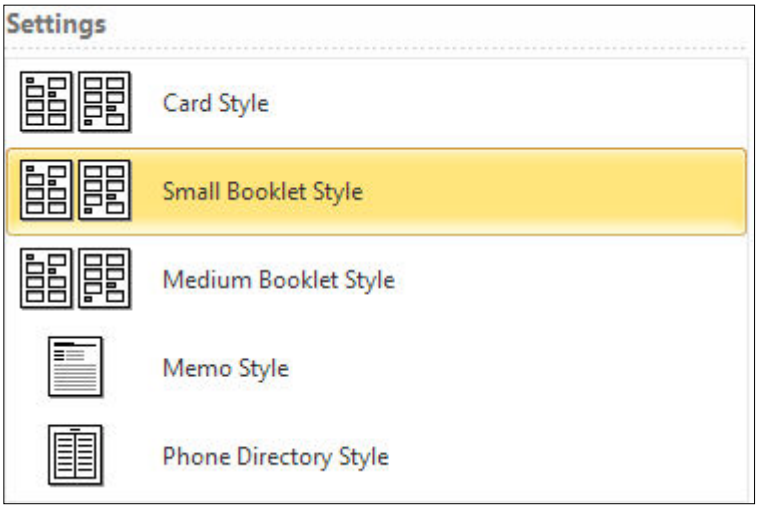


Figure 3-27

Figure 3-28

Exercise 3-11

RSS Feeds

RSS is a format that enables you to receive news feeds, blogs, listings and other data. RSS (**Really Simple Syndication**) Feeds can be imported into Outlook to allow you to subscribe and read RSS Feeds from a variety of sources. The Feeds arrive into Outlook in folders to allow you to read them.

Step-By Step

1. In the Navigation pane, click **Mail**. In the **Folder** pane, scroll to RSS Feeds.
2. Right-click on **RSS Feeds** and select **Add a New RSS Feed**.
3. In the dialog box, key the RSS Feed address as directed by your teacher. For this exercise, your teacher may use

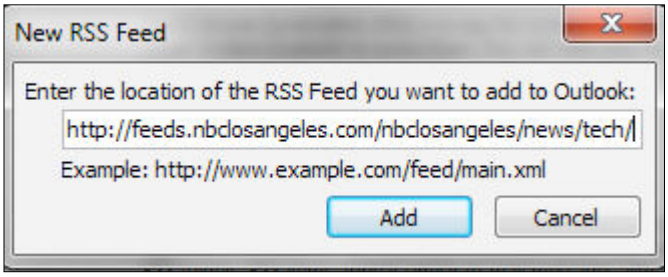
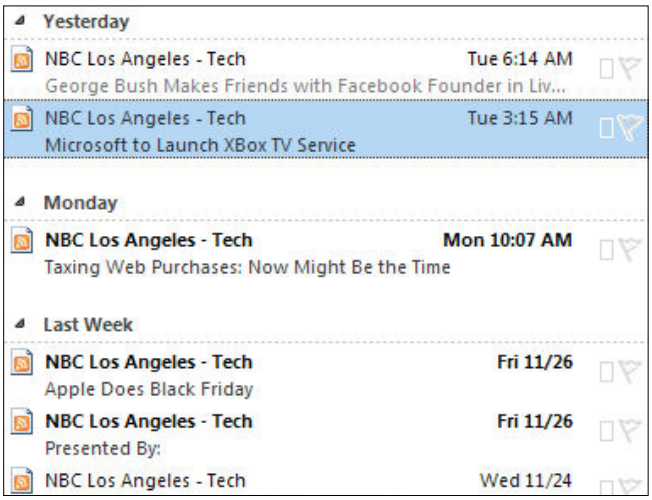


Figure 3-29



http://feeds.nbclosangeles.com/nbclosangeles/news/tech/

4. iCheck. You screen should look similar to Figure 3-30.
5. **Click Add**.
6. In the **Mail** pane, click on the new **RSS Feed**.
7. Open the most current Feed. You may want to **share** a RSS FEED with a friend or co-worker. Click on **Share This Feed** on the **Ribbon**.
8. In the new message, select a recipient. The Subject Box is completed for you.
9. In the Message area, key: This is an interesting article (see Figure 3-31). Click **Send**.
10. Close the Mail pane.

Continue to the next exercise.

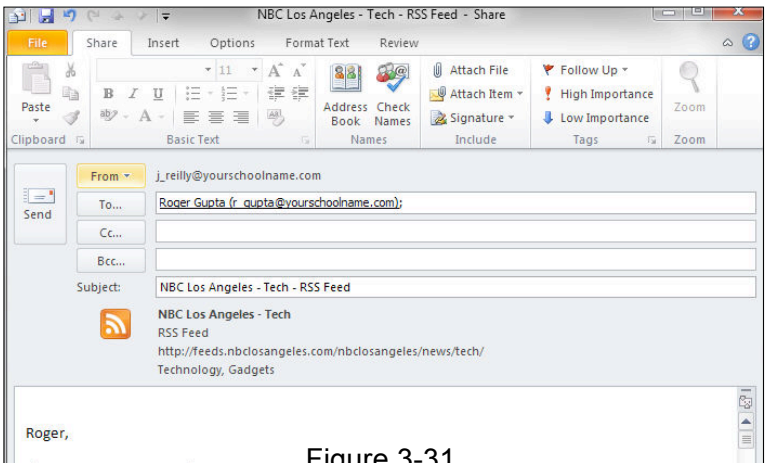


Figure 3-31

Exercise 3-12

Exporting Outlook Items

You can export contacts to a file that can then be imported into other applications, such as Web mail clients, Excel spreadsheets, or database applications. Additionally, you can make a copy of your Outlook items for safe keeping, or if you are moving to a different computer. The most common export file format is a comma separated value (CSV) file. If you are exporting contacts for use in another copy of Outlook, we recommend that you choose an Outlook Data File (.pst).

Step-By-Step

1. Click the **File** tab. Click **Options**. Click **Advanced**.
2. Click the **Export** button, in the **Import and Export Wizard**, click **Export to a file** (see Figure 3-32). Click **Next**.
3. In the Export to a File dialog box, select **Outlook Data File (.pst)** (see Figure 3-33). Click **Next**.
4. In the **Export Outlook Data File** dialog box, click **Inbox** (see Figure 3-34). Click **Next**.

Exercise continued on the next page.

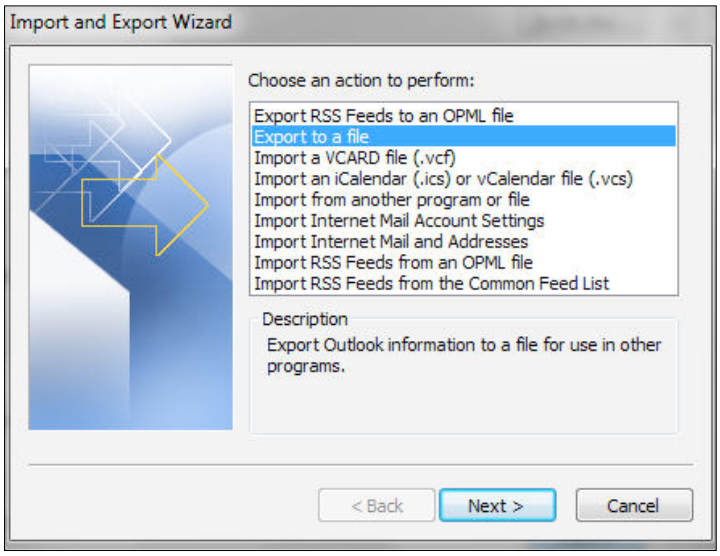


Figure 3-32

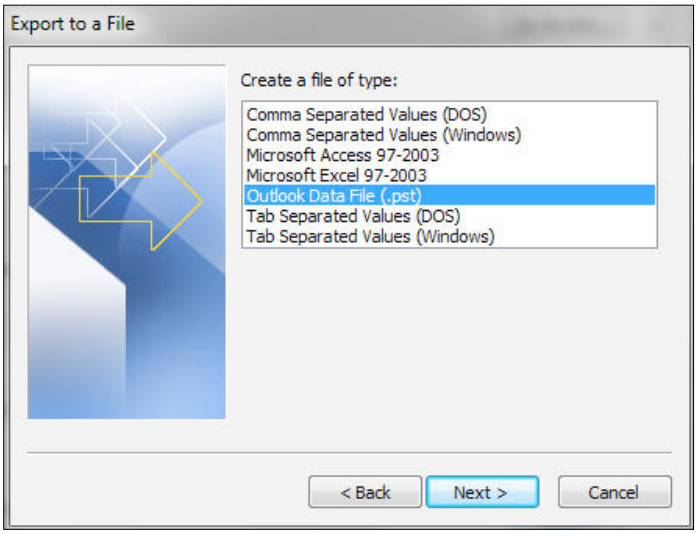


Figure 3-33

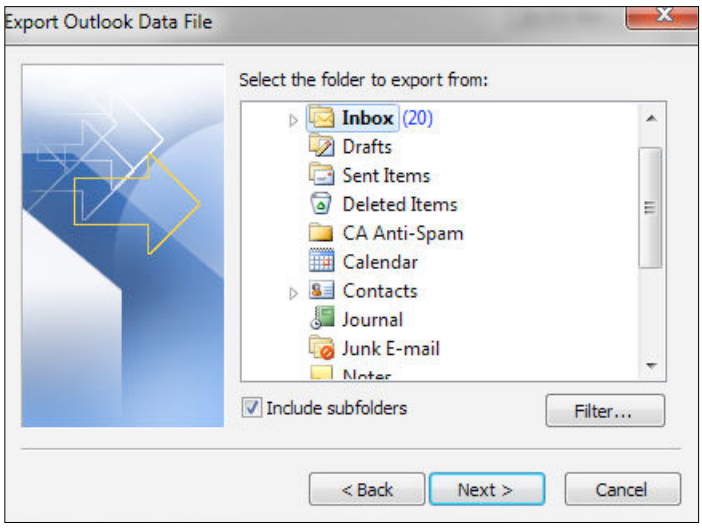


Figure 3-34

Exercise 3-12

Exporting Outlook Items continued

5. In the **Export Outlook Data File** dialog box, navigate to the folder location as directed by your teacher. You can save the file on the Desktop. In the File name box, key: your_first_initial_last_name.
6. Click **OK.**
7. iCheck. Your screen should look like Figure 3-35.
8. Click **Finish**.
9. **Close** and **Exit** Outlook.

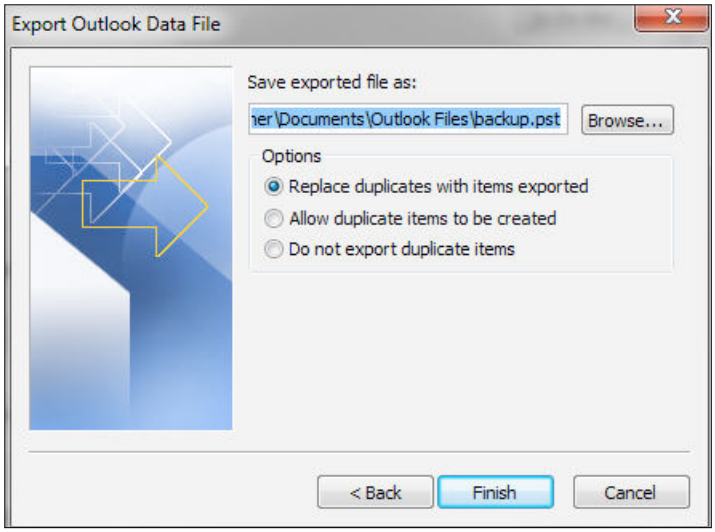


Figure 3-35

Lesson 3 Concept Review

Open a Microsoft Word document to complete the Concept Review. Save the Word document as Lesson_Three_Review [your first initial last name]

Key Terms

AutoArchive

Bcc

Cc

Distribution List

Exporting

Folders

Notes

Printing

Read Receipt Reminders

RSS Feeds

To

Complete the following statements in your Word document. Choose from the Key Terms on the left side to complete the statements.

1. The ____ hides the names and addresses in a sent message.
2. A (n) _____ is a group of addresses in one group.
3. If you are getting a new computer, use _____to move your Outlook items.
4. A (n) _____can be used as a reminder.
5. When your inbox is too full, use _____to move your items to another folder.
6. **Key Term Activity**
   Working with a partner, with your teacher's permission, research on the Internet- E-mail Etiquette. Look for information about the use of To, Cc and Bcc and when a sender should use these features. What are the advantages and disadvantages of using each of the fields? Write your findings in your Word document.

Reviewing Key Facts

7. If you receive a Read Receipt Request, are you required to respond?
   a. Yes
   b. No
8. Notes are shown on the Desktop when this program is open:
   a. Word
   b. Excel
   c. PowerPoint
   d. Outlook
9. RSS Feeds are short-hand for what term:
   a. Read Short Stories
   b. Request Salami Sandwich
   c. Really Simple Syndication
   d. Ridiculously Silly Stories
10. A good place to save an exported Outlook folder is:
    a. A CD-ROM or DVD-ROM
    b. A Network Drive
    c. A Flash Drive
    d. Any of the Above.

Reviewing Key Terms

Step-By-Step

1. Start **Outlook**. In the **Navigation** pane, click **Mail**. Begin a new e-mail message using a recipient provided by your teacher or from your **Contacts Cards**.
2. In the Subject box, key: Company Picnic Invitation.
3. In the Message area, key: The annual company picnic will be held Saturday, July 9, 2011. Please let me know if you can attend. Thank you.
4. In the **Options** Tab, click **Tracking,** check **Request a Delivery Receipt,** and check **Request a Read Receipt.** Click the small arrow in the corner of the tracking group.

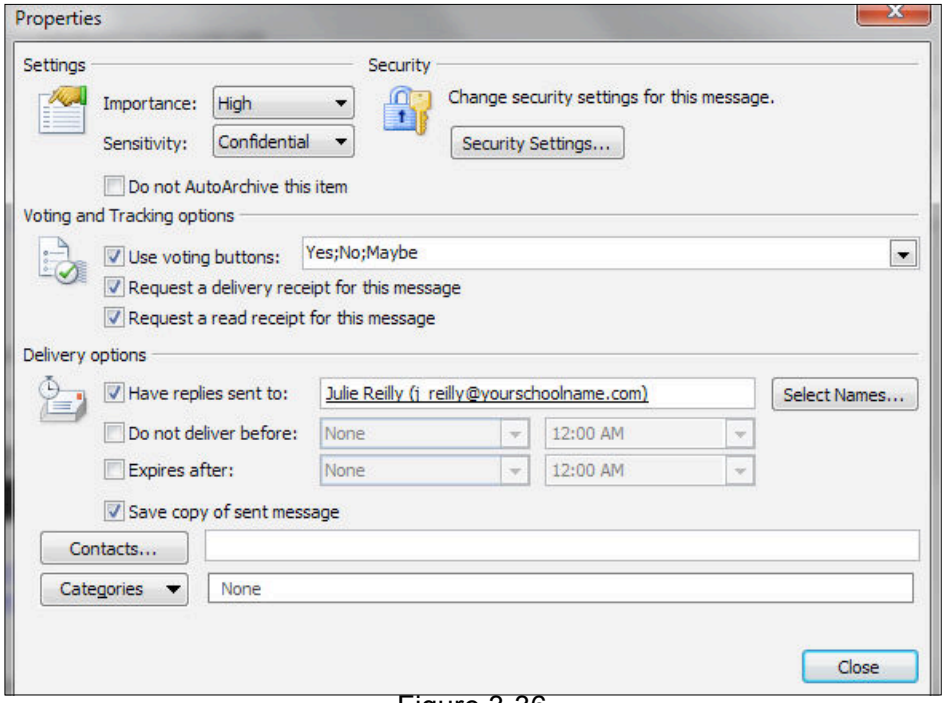


Figure 3-36

5. In the **Properties** dialog box, in **Settings**, click **High**. In **Sensitivity** click **Confidential**.
6. In **Voting and Tracking options**, check **Use Voting buttons**. In the Drop-down select **Yes; No; Maybe.**
7. In **Delivery options**, check **Have replies sent to**: key address provided by your teacher or select a name from your **Contact Cards**.
8. iCheck. Your screen should look similar to Figure 3-36.
9. Click **Close**. Click **Send**.

Lesson 3 Practice It Activities-2

Your supervisor has asked to you maintain, print, and e-mail a weekly department calendar. The printed copy is posted on the break-room bulletin board. The e-mail calendar is sent to all employees in the company.

Step-By-Step

1. Open **Outlook**. In the **Navigation** pane, click **Calendar**. To create a new calendar, click **Open Calendar** on the **Manage Calendars** group, in the drop-down, select **Create New Blank Calendar** (see Figure 3-37).
2. In the **Create New Folder** dialog box, in the Name, key: Department Calendar. Click on **Calendar** in the **Select where to place the folder** (see Figure 3-38). Click **OK**.
3. In the Calendar Navigation pane, uncheck **Calendar**. Check **Department Calendar.**
4. Click in the **Work Week** view.
5. Click the **View** tab. Click **Time Scale.** Click **Change Time Zone.** This will open the **Calendar Options** dialog box.
6. In the **Work time** dialog box, set the **Start time** for 8:00 AM, **End time** 5:00 PM, **Work week** check Mon, Tue, Wed, Thu, Fri. Click **OK.**
7. Using Figure 3-39 as a guide, enter activities and appointments for each day of one week in the future.

Exercise continued on next page.

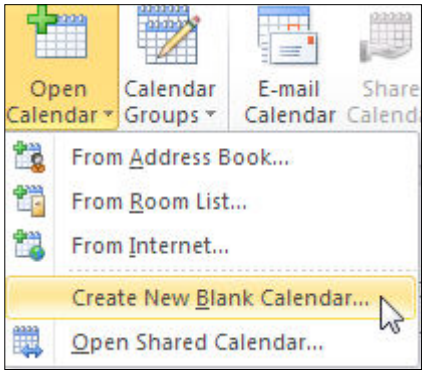


Figure 3-37

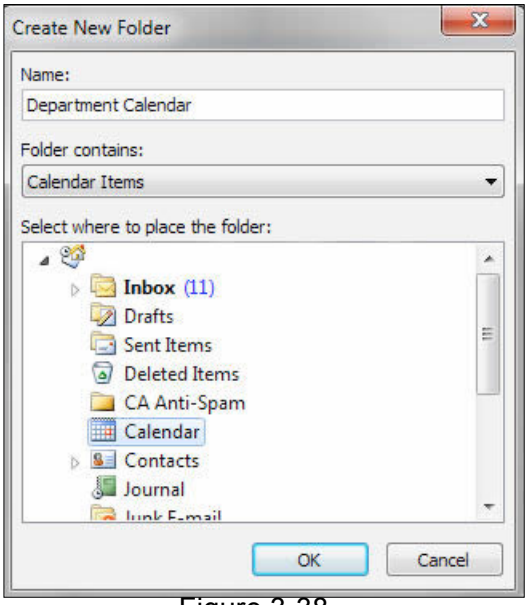


Figure 3-38

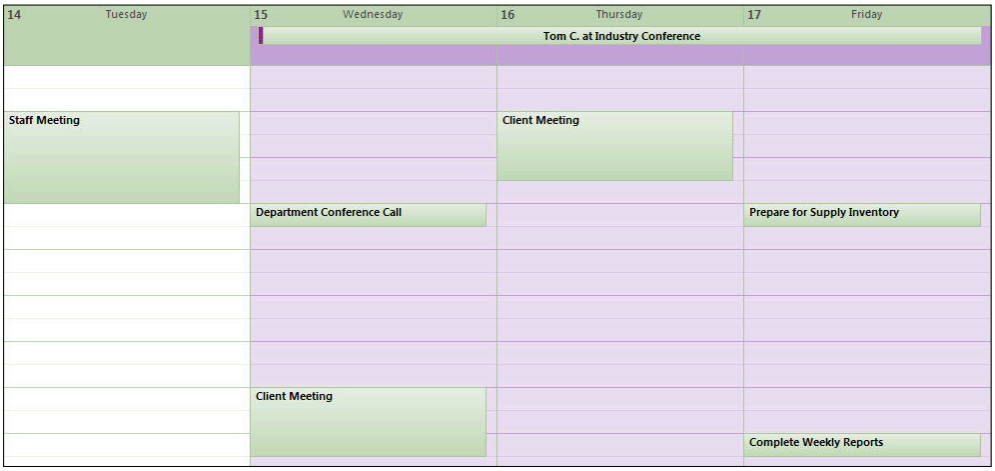


Figure 3-39

continued

8. To print the Weekly Calendar. In the **Calendar** view, navigate to the week you have completed activities. Click **File>Print>Weekly Calendar Style** (see Figure 3-40).
9. iCheck. Your calendar should look similar to Figure 3-41.
10. Click **Print** as directed by your teacher.
11. To e-mail the weekly calendar to all employees, click in the **File** tab, click **E-Mail Calendar** on the **Share** group.
12. In the **Send a Calendar via E-mail** dialog box, in the **Date Range** drop-down, click **specify dates**. In the Start: use your start date. In the End: use your end date. Click **OK**.
13. In the e-mail, select the addresses provided by your teacher or use the addresses from your **Contact Cards**.
14. iCheck. Your screen should look similar to Figure 3-42.
15. Click **Send**.
16. **Close** and **Exit** Outlook.

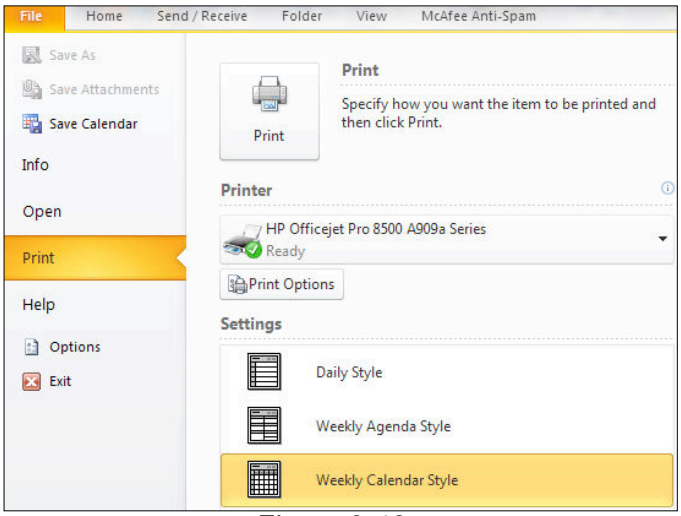


Figure 3-40

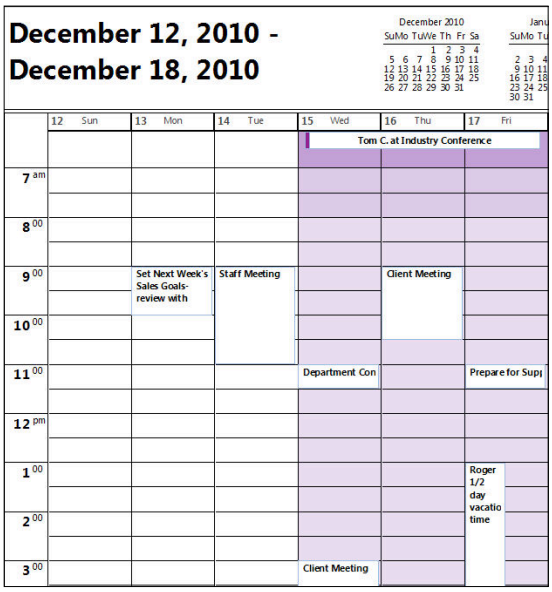


Figure 3-41

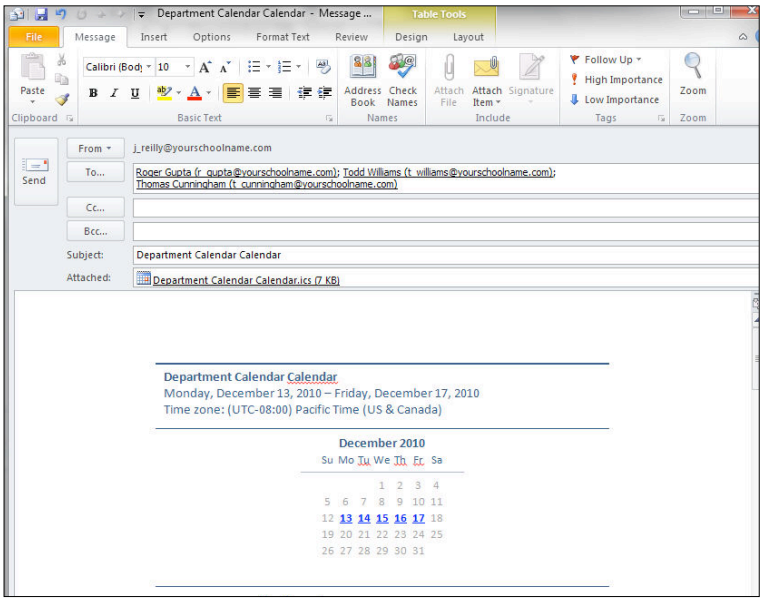


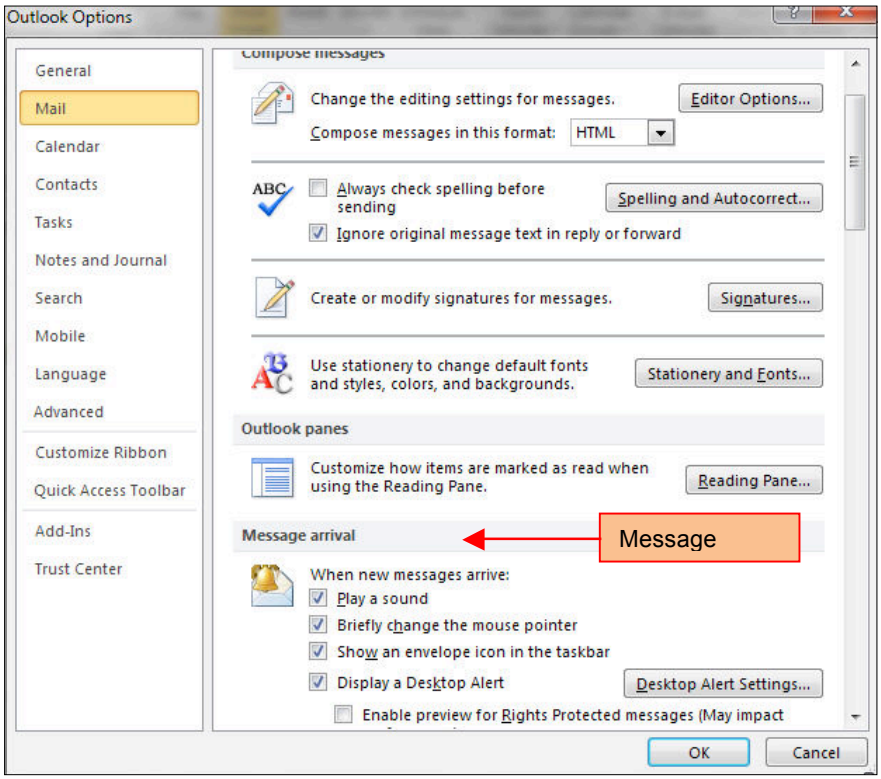
Figure 3-42

Lesson 3 Practice It Activities-3

Setting Desktop Alerts and Quick Access Toolbar

Step-By-Step

1. Click the **File** tab, click **Options**, click **Mail**.
2. In **Message Arrival**, check **Display a Desktop Alert** (see Figure 3-43).
3. Click **Desktop Alert Settings.**
4. In the **Desktop Alert Settings** dialog box, select **Duration** 15 seconds, **Transparency** 0%. Click **Preview**.
5. Click **OK**.
6. To add buttons to the **Quick Access Toolbar**, click **File>Options>Quick Access Toolbar.**
7. Click **Choose Commands** from drop-down box, select **Popular Commands**.
8. In the left dialog box, select **Delete**, **Meeting**, **New Contact**, **Save as**, and **click Add>> for each button**. These buttons will move to the right dialog box.
9. In the right dialog box, select, **Meeting**, **Save as**. Click **Remove << for each button**. These buttons will move to the left dialog box. Click **OK.**
10. In the **Navigation** pane, click **Mail**. Click on the dropdown arrow in the **QAT.**
11. iCheck. Your screen should look similar to Figure 3-44.
12. **Close** and **Exit** Outlook.



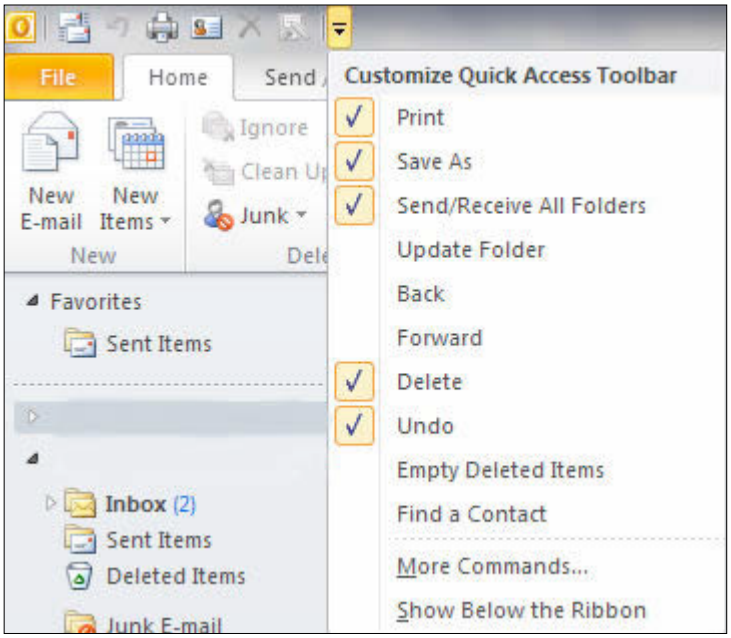


Figure 3-44

Critical Thinking Activities

1. You company is upgrading the computer systems. Your task is to write step-by-step directions for all employees to archive their Outlook folders, inbox, calendars, and contacts to a flash drive. In a Word document, create the directions for the employees to archive their data. Remember many employees are not as advanced, so your directions should be easy to follow. Save your directions, and with your teacher's permission, print. Exchange your directions with a partner, and follow their steps. Edit your partner's directions. When you receive your directions from your partner, make the changes suggested. Save the document as: archive_directions_your_ first_ initial_last_name. E-mail the revised document to your teacher. In the Subject box, key: your first initial and last name-Outlook Archive. Send the Word document as an attachment.

2. The annual company calendar has not been revised for two years. Your assignment is to create a company calendar. Open a new 2011 calendar and enter the following appointments, events and meetings: the first Monday of each month is the staff meeting; every third Thursday is the computer system maintenance; the last Friday of every other month is Sales Report Due. Every other Friday is payday. In the Calendar Options, add the national holidays for the United States and France, where your company has an office. Save the Calendar. In the Print Options, print the entire year as a PDF document to your Desktop. Save the PDF as company_calendar_ your_ first_initial_last_name. Send the PDF document to your teacher in an e-mail. In the Subject box, key: your first initial and last name-Company Calendar. Send the PDF document as an attachment.

3. The company directory needs to be updated. Your assignment is to add ten contacts to a new Distribution List. In the Contacts Cards, create 10 new people, give them job titles, and enter your school's physical address as the employees addresses. In the e-mail name box for each employee, key: first initial_lastname@company.com. In the Phone numbers box, key your school's phone numbers. Save the contacts. Create a new Distribution list, named **Company Employees.** Print the Distribution list as a Small Booklet Style. Print to the PDF Printer and save on your Desktop. Save the PDF as company_directory_ your_ first_initial_last_name.
   Send the PDF document to your teacher in an e-mail. In the Subject box, key: your first initial and last name-Company Directory**.** Send the PDF document as an attachment.