

# Open Learning Guide

## Microsoft<sup>®</sup> Outlook<sup>®</sup> 2013

*Note: Microsoft, Outlook and Windows are registered trademarks of the Microsoft Corporation.*

Release OL365v1

# Contents

<b>SECTION 1 GETTING STARTED</b> .....	<b>7</b>
1 - E-MAIL AND OUTLOOK .....	8
2 - STARTING OUTLOOK.....	9
3 - THE OUTLOOK WINDOW.....	10
4 - OUTLOOK VIEWS .....	12
5 - OUTLOOK HELP .....	14
6 - CLOSING OUTLOOK .....	16
7 - REVISION .....	17
<b>SECTION 2 SEND &amp; RECEIVE</b> .....	<b>18</b>
8 - CREATING A MESSAGE .....	19
9 - SENDING A MESSAGE.....	21
10 - RECEIVING A MESSAGE .....	23
11 - REVISION .....	25
<b>SECTION 3 REPLY &amp; FORWARD</b> .....	<b>26</b>
12 - MULTIPLE RECIPIENTS.....	27
13 - REPLYING .....	29
14 - FORWARDING .....	31
15 - AUTOMATIC REPLIES .....	32
16 - REVISION .....	34
<b>SECTION 4 ATTACHMENTS</b> .....	<b>35</b>
17 - SENDING ATTACHMENTS .....	36
18 - RECEIVING ATTACHMENTS.....	37
19 - SAVING ATTACHMENTS .....	38
20 - ZIPPED ATTACHMENTS .....	39
21 - REVISION .....	41
<b>SECTION 5 MESSAGE TOOLS</b> .....	<b>42</b>
22 - MESSAGE IMPORTANCE .....	43
23 - FOLLOWING UP.....	44
24 - MESSAGE SENSITIVITY .....	47
25 - READ RECEIPTS .....	48
26 - RECALLING MESSAGES.....	49
27 - VOTING.....	51
28 - REVISION .....	53
<b>SECTION 6 SAVING &amp; PRINTING</b> .....	<b>54</b>
29 - DRAFTS.....	55
30 - PRINTING .....	56
31 - PRINTING OPTIONS .....	57
32 - REVISION .....	59
<b>SECTION 7 GOOD PRACTICE</b> .....	<b>60</b>
33 - COPY AND PASTE TEXT .....	61
34 - SPELL CHECKING.....	63
35 - SIGNATURES .....	65
36 - E-MAIL TIPS .....	67
37 - PROFESSIONAL CONSIDERATIONS .....	68
38 - REVISION .....	69
<b>SECTION 8 CONTACTS</b> .....	<b>70</b>
39 - PEOPLE VIEW.....	71
40 - ADDING CONTACTS .....	72

41 - EDITING CONTACTS .....	74
42 - USING CONTACTS .....	75
43 - CONTACT GROUPS .....	77
44 - USING CONTACT GROUPS .....	79
45 - DELETING CONTACTS .....	80
46 - PEOPLE PANE.....	81
47 - REVISION .....	82
<b>SECTION 9 ORGANISING E-MAIL .....</b>	<b>84</b>
48 - SORTING MESSAGES .....	85
49 - SEARCHING FOR MESSAGES.....	87
50 - CREATING MAILBOX FOLDERS .....	89
51 - CREATING RULES .....	91
52 - DELETING RULES.....	93
53 - PHISHING AND JUNK MAIL.....	94
54 - DELETING MESSAGES .....	96
55 - REVISION .....	98
<b>SECTION 10 TASKS &amp; NOTES .....</b>	<b>99</b>
56 - CREATING TASKS.....	100
57 - CREATING DETAILED TASKS .....	102
58 - TASK VIEWS .....	103
59 - EDITING TASKS.....	104
60 - CATEGORISING TASKS .....	105
61 - MARKING TASKS AS COMPLETE .....	107
62 - ASSIGNING TASKS TO OTHERS.....	108
63 - OUTLOOK TODAY .....	109
64 - DELETING TASKS .....	110
65 - NOTES.....	111
66 - REVISION .....	112
<b>SECTION 11 CALENDARS .....</b>	<b>113</b>
67 - CALENDAR.....	114
68 - CALENDAR VIEWS .....	115
69 - QUICK APPOINTMENTS .....	117
70 - DETAILED APPOINTMENTS.....	119
71 - EDITING APPOINTMENTS.....	121
72 - PRINTING A SCHEDULE .....	123
73 - DELETING APPOINTMENTS.....	124
74 - RECURRING APPOINTMENTS .....	125
75 - ALL DAY EVENTS .....	127
76 - ORGANISING A MEETING .....	129
77 - MEETING INVITATIONS .....	131
78 - REMOVING ATTENDEES .....	132
79 - CANCELLING A MEETING.....	134
80 - REVISION .....	135
<b>ANSWERS .....</b>	<b>136</b>

# Section 1

# Getting Started

**By the end of this section you should be able to:**

Understand Basic E-mail Principles

Start and Close Outlook

Recognise and Use the Outlook Screen

Find Help

## Exercise 1 - E-mail and Outlook

### Guidelines:

One of the most popular uses of the Internet is sending and receiving “electronic mail” (**e-mail**). E-mail is an extremely important communication tool that allows people to send multimedia messages to other ICT users anywhere in the world *instantly*. Think about how much more quickly information can be sent using e-mail rather than by traditional surface or airmail.

This guide will introduce you to *Microsoft Outlook*, a popular **Personal Information Management (PIM)** tool that allows you to send, receive and organise e-mail messages. *Outlook* can also be used to attach files to messages, maintain an address book of contacts, and create useful calendars and to-do lists.

*Note: There are many online services that you can use to send and receive e-mail. However, in most professional situations, a Personal Information Management tool such as Outlook is used.*

Before you can use *Outlook* (or any other e-mail program or service), you will first need your own e-mail address. In the same way that a phone number uniquely identifies an individual telephone on a network, your e-mail address uniquely identifies your “mailbox” on the Internet (i.e. the location where all of your e-mail is delivered).

E-mail addresses all follow the same general format, as the following example shows:

**trainer@bigplanetsupport.co.uk**

*Note: The @ symbol is pronounced “at” and is used to separate a person’s mailbox name (which can include full stops, e.g. john.smith) from the name of their organisation or Internet Service Provider (ISP). Notice that this matches the organisation’s or ISP’s **domain name**.*

*Note: If you do not know your own e-mail address, contact the person who runs your computer network. If you are a home user, contact your ISP.*

When you are not using *Outlook*, messages are stored for you until they are collected. You do not need to keep the program running all of the time.

### Actions:

*Food for thought:*

1. There are approximately 3.3 billion e-mail users in the world. In 2012, they sent around 144 billion e-mails every day!
2. Do you know what your own e-mail address is? If you don’t know it, ask the company or service that provides your e-mail.

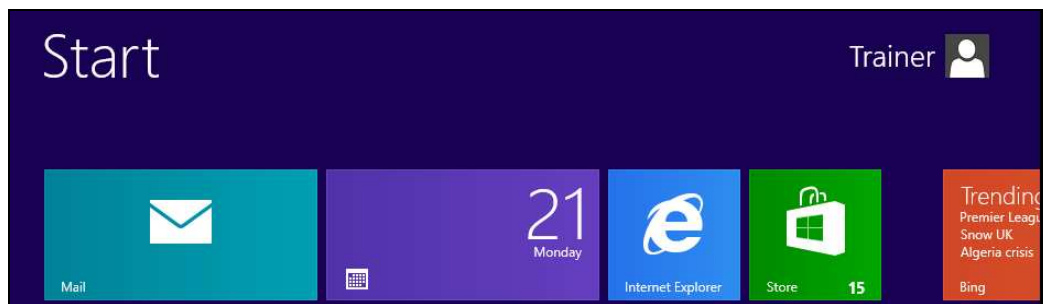
## Exercise 2 - Starting Outlook

### Guidelines:

*Microsoft Outlook* is an e-mail program that is part of the *Microsoft Office* suite of applications. Although there are numerous ways to start the program, the following method is recommended for beginners.

### Actions:

1. Display the *Windows Start Screen* if it is not already open.



*Note:* The **Start Screen** can be opened by clicking the **Start** button in the bottom left corner of the **Desktop**. If using an earlier version of Windows, click **All Programs** on the **Start Menu** to show a list of available apps.

2. Locate the e-mail app **Outlook 2013**. You may need to scroll down or right to find it.



*Note:* You can also type **Outlook** on the **Start Screen** (or **Start Menu**) to search for the **Outlook** app.

3. Click **Outlook 2013** once. The app starts.

*Note:* Outlook may need to be configured before it can be used for the first time. Configuring is the term used to describe the supply of initial user information to the program. If the **Internet Connection Wizard** or **Add New Account** dialog box appears when you start **Outlook**, contact your IT Administrator or Internet Service Provider who will be able to help you configure the program.

*Note:* When you start Outlook you may first be asked to connect to the Internet – you need to do this to send and receive e-mail. Also, if there is more than one e-mail account (profile) available on the computer, you will need to select one.

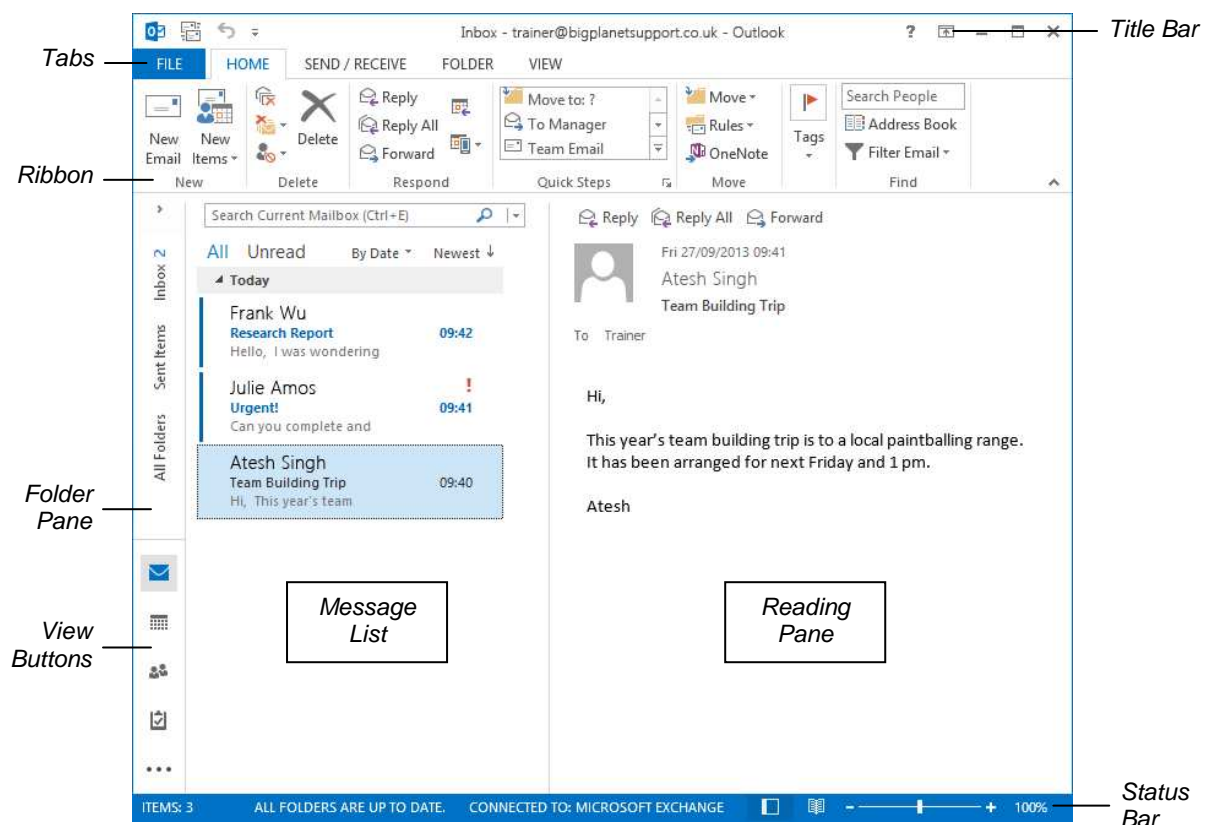
## Exercise 3 - The Outlook Window

### Guidelines:


When the *Outlook* window appears, the program will display your **Mail** view. All of your e-mail messages are contained here in folders known as your **mailbox**.

### Actions:

1. Examine the *Outlook* window and locate the **Ribbon**, **Tabs**, **Folder Pane**, **View Buttons**, **Message List**, **Reading Pane** and **Status Bar**.



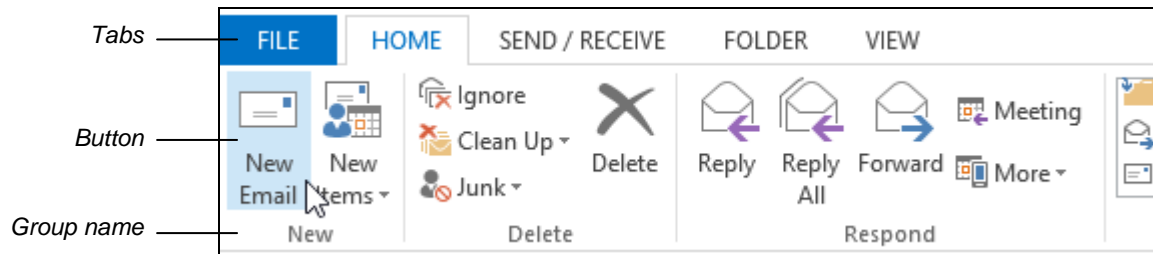
*Note:* Don't worry if your screen does not appear exactly as shown above. Outlook features a wide variety of layouts and set-up options. You will learn how to adjust basic display settings in the next exercise.

2. Notice that **Mail**, , is the currently selected view button at the bottom of the **Folder Pane**. If it is not, click it once to select it now.
3. Locate the **Message List**. This shows all of the messages currently contained in the selected folder on the **Folder Pane** (e.g. **Inbox**). If this is the first time you have used *Outlook*, the list will probably be empty.
4. Locate the **Reading Pane**. The content of any message selected in the **Message List** is previewed in the **Reading Pane**.

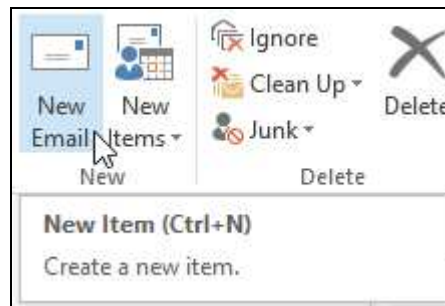
*Note:* You can adjust pane sizes by dragging the boundary bar between them.

## Exercise 3 - Continued

5. Locate the **Ribbon**. This consists of a range of tabs containing buttons organised into groups.




6. The buttons on the **Ribbon** are used to select an action or command in *Outlook*. Move the mouse pointer over any button but do not click. Read the **ToolTip** that appears which gives the name of that button and a small description.



7. Click each tab in turn and examine the various features available. When you are finished, return to the **HOME** tab.

*Note: The **FILE** tab contains a list of basic program functions such as **Info**, **Open & Export**, **Save As**, **Print** and **Exit**. More advanced e-mail account and Outlook options can also be accessed from here.*

8. At the top left of the screen is the **Quick Access Toolbar**, . Identify the two useful buttons that are available here: **Send/Receive All Folders** and **Undo**.

9. Find the **Status Bar** which runs along the bottom of the *Outlook* window. This displays messages as tasks are performed. It will currently show the total number of messages (or **ITEMS**) in your **Inbox**.

10. Notice the **Zoom** slider to the right side of the **Status Bar**. This can be used to increase or decrease zoom levels in the **Reading Pane**.



*Note: By default, the **Zoom** level is set to **100%**. However, if you find it difficult to read text in the **Reading Pane**, feel free to “zoom in” at any time.*

11. Leave the *Outlook* window open for the next exercise.



## Exercise 4 - Outlook Views

### Guidelines:

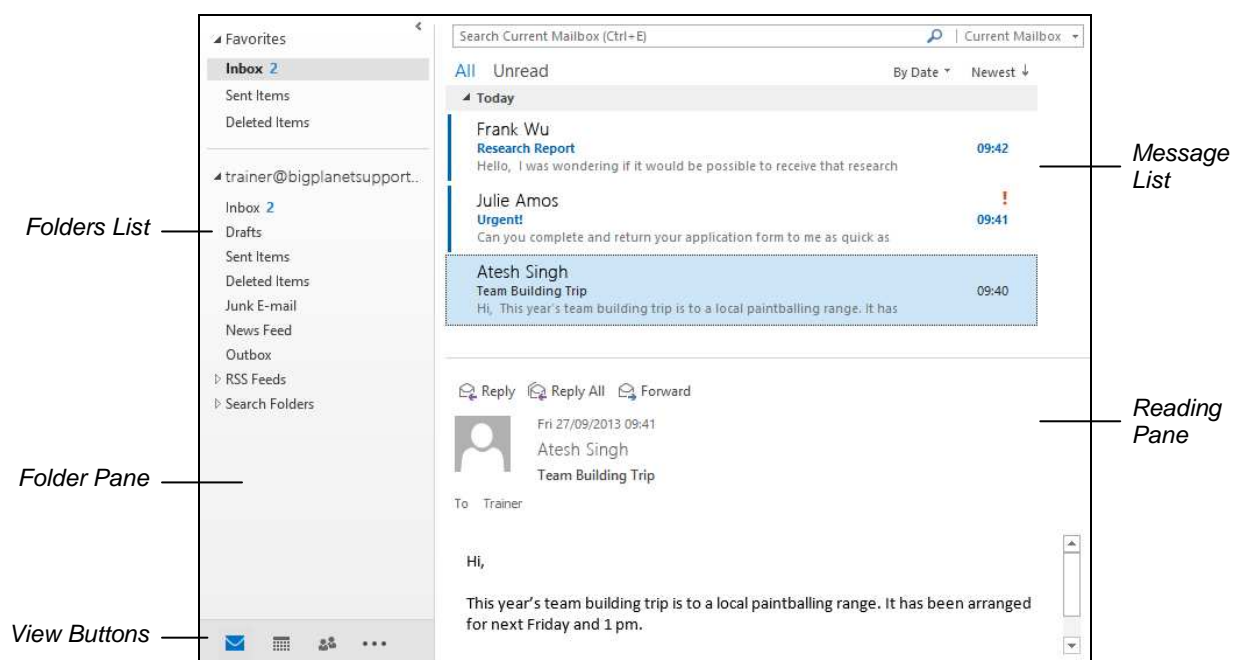
There are many different views available in *Outlook*, but perhaps the most important is your **Mail** view.

*Note:* To match the screenshots in this guide, it is recommended that you set up Outlook using the following instructions. When using Outlook for real, however, you can choose whichever screen layout you feel is most useful.

### Actions:

1. Display the **VIEW** tab on the **Ribbon**.
2. Then, in the **Layout** group, click the **Folder Pane** drop-down button. From the options that appear, select **Off** and observe the effect. The **Folder Pane** is hidden.
3. Click the **Folder Pane** drop-down button again and select **Normal**.
4. Next, click the **Reading Pane** button in the **Layout** group. Select the **Off** option and observe the effect. The **Reading Pane** is hidden.
5. Click the **Reading Pane** button again and select the **Bottom** option.
6. To adjust your screen's **Mail** layout to match this guide's recommended settings, click the **To-Do Bar** button and select **Off**. Then click the **Change View** button in the **Current View** group and select **Single**.

*Note:* Your view should now match that shown below. You will learn more about the **To-Do Bar** in a later exercise.

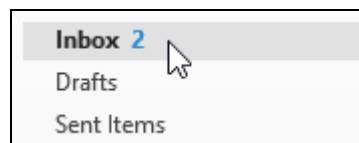


## Exercise 4 - Continued


- Examine the **Folders List** which contains a list of mailbox folders (i.e. **Inbox**, **Outbox**, **Junk E-mail**, etc). You will get the opportunity to explore these in more detail as you progress through this guide.

*Note: If you are using a web-based e-mail provider, your folders may appear grouped under the service's name (e.g. [Google Mail]). If this is the case, simply expand this folder to view your entire mailbox.*

- If your **Inbox** folder is not currently selected, click it once now.



*Note: All messages that you receive are placed in your **Inbox** folder. A number after the folder name indicates how many unread items are present.*

- Next, to hide the **Ribbon**, click the **Ribbon Display Options** button, , shown at the top-right of the *Outlook* window (on the **Title Bar**).




- Examine the options available and then select **Show Tabs**. Only the **Ribbon's** tabs are now shown – this gives you a little more room to work in.




*Note: Clicking a tab will briefly display the full **Ribbon** again.*

- To restore the **Ribbon** to its original size permanently, click the **Ribbon Display Options** button again and select **Show Tabs and Commands**.

- Next, click the **People** view button, , found towards the bottom of the **Folder Pane**. This view can be used to access and organise your “contact” information – details about friends, family, colleagues and business contacts.

*Note: It is likely that there is no contact information shown here at the moment. Later exercises will show you how to create new contacts.*

- Next, click the **Calendar** view button, , on the **Folder Pane**. This view can be used to plan your daily activities and schedule appointments and meetings with other people.

- Finally, click the **Mail** view button, , to return to your mailbox.


## Exercise 5 - Outlook Help

### Guidelines:

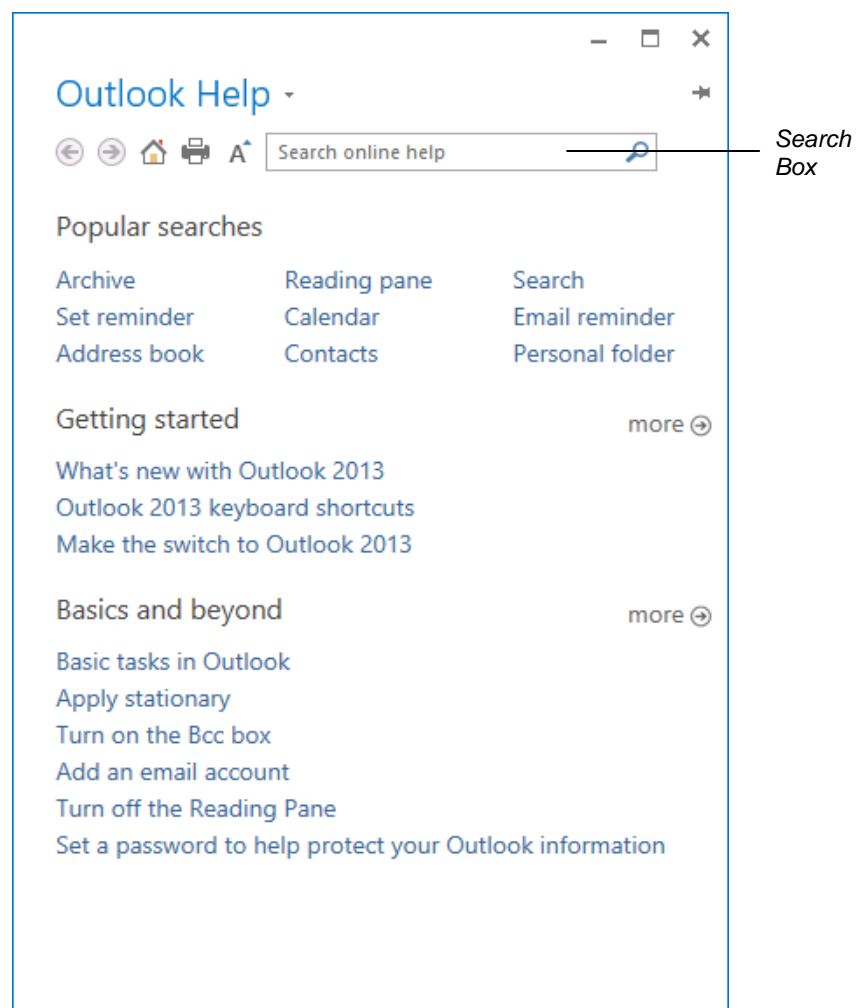
Outlook contains a very useful and comprehensive **Help** facility. If you forget how to use a feature of the program or encounter an unexpected problem, this extra source of information will be very useful.

Help topics are available from either **Office.com** (via the Internet) or from the content installed on your computer (offline). The method of using **Help** is the same in either case but the content may vary slightly.

### Actions:


1. Click the **Microsoft Outlook Help** button, , found to the far right of the **Title Bar**, to display the **Outlook Help** window.

*Note: Pressing the <F1> key will display the same **Outlook Help** window. The window can be moved, resized or maximised if required.*




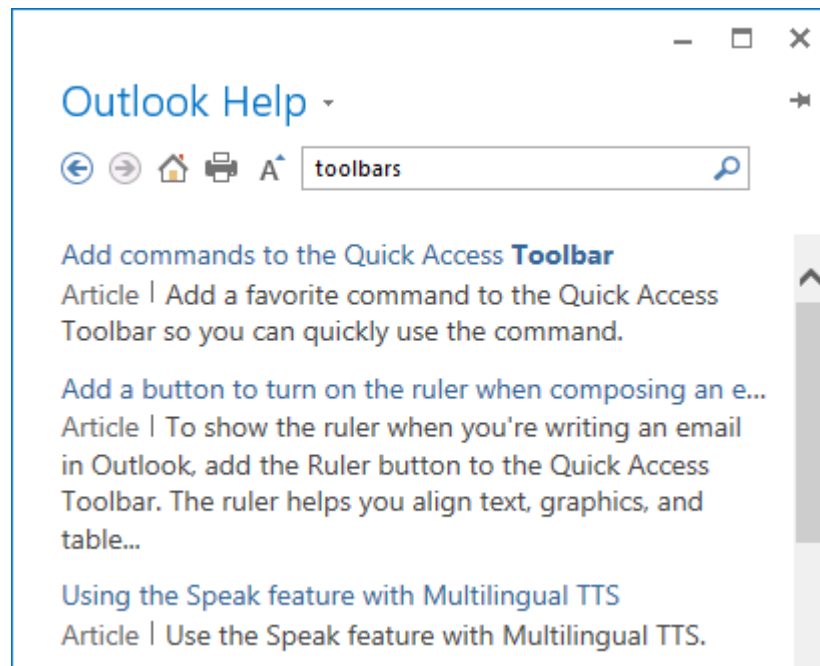
*Note: As the help screen downloads live content from **Office.com**, the contents may not appear exactly as shown above.*

## Exercise 5 - Continued


2. A list of **Popular searches** is shown on the opening screen. Click on any one that is of interest to you to display a list of relevant topics.
3. Scan the topics shown and select any one that you find interesting. Read the help information shown.
4. To move back to a previous screen, click the **Back** button, , on the **Outlook Help** toolbar. You are then able to follow another link.

*Note:* Help topics can be printed for reference by clicking the **Print** button, .

5. Click the **Home** button, , on the toolbar to return directly to the starting help screen.
6. Another way to find help is to search by keyword. Type **toolbars** into the **Search online help** box and press <Enter>.



*Note:* There may be many topics found for your search and it will be necessary for you to use your own judgement and select the most appropriate one.

7. Scan the topics found and again select any one that interests you. Read the help information shown.
8. Try searching for information on **keyboard shortcuts**. Find an appropriate article and read the useful information shown.
9. When you are finished, click the **Close** button, , on the **Outlook Help** box to close it (not the close button on the **Outlook** window).

## Exercise 6 - Closing Outlook

### Guidelines:

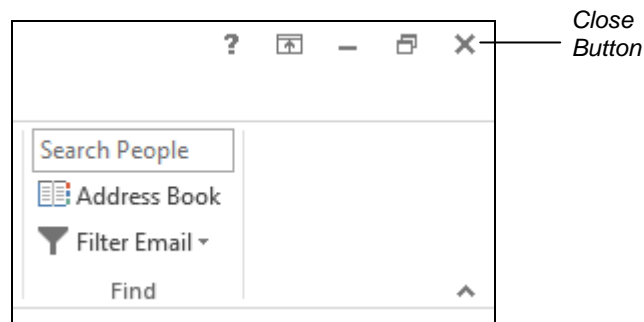
*Outlook* can be closed at any time. In some instances you may also need to terminate your Internet connection (if you are using a dial-up connection, for example) if no prompt to disconnect appears automatically.

When *Outlook* is not running, incoming messages will continue to be received and held for you, either by your Internet Service Provider or your organisation's server (a computer that manages your network). When you next connect, all waiting messages will be passed to your mailbox.

*Note:* You do not need to keep Outlook running all of the time. You will not miss or lose any messages that you receive when Outlook is closed.


### Actions:

1. Click the **Close** button on the **Title Bar** at the top right of the *Outlook* window.



*Note:* Alternatively, display the **FILE** tab and select **Exit**.

2. Outlook is now closed. Any new e-mail message that you receive will be held for you by the organisation that provides your e-mail service.

*Note:* If you are using a dial-up connection and the **Auto Disconnect** dialog box does not appear, click the **Network** icon, , in the **Taskbar Notification Area**, select your dial-up connection, and then click **Disconnect**.

## Exercise 7 - Revision

### Guidelines:

At the end of every section you get the chance to complete one or more revision exercises to develop your skills. You should aim to complete the following steps without referring back to the previous exercises.

### Actions:

1. Start *Outlook*.
2. What is a PIM?
3. How is the @ symbol in an e-mail address pronounced?
4. What always follows the @ symbol in an e-mail address?
5. *Outlook* features a variety of different "views" such as **Mail**, **Calendar**, and **Contacts**. How can you switch between these?
6. What is your **Inbox** folder used for?
7. What is the **Message List** used for?
8. What is the **Reading Pane** used for?
9. Minimise the **Folder Pane**.
10. Hide the **Ribbon (Show Tabs)** and turn off the **Reading Pane**.
11. Restore the **Ribbon (Show Tabs and Commands)**.
12. Set the **Reading Pane** back to **Bottom**.
13. Restore the **Folder Pane** back to **Normal**.
14. Before continuing, make sure **Folder Pane** is set to **Normal**, the **Reading Pane** is set to **Bottom** and the **Ribbon** is visible.
15. Close *Outlook*.

*Note: Sample answers can be found at the back of the guide.*

# Section 2

## Send & Receive

**By the end of this section you should be able to:**

Compose a New E-mail Message

Address an E-mail

Send an E-mail

Receive an E-mail

Mark an E-mail as Read/Unread

## Exercise 8 - Creating a Message

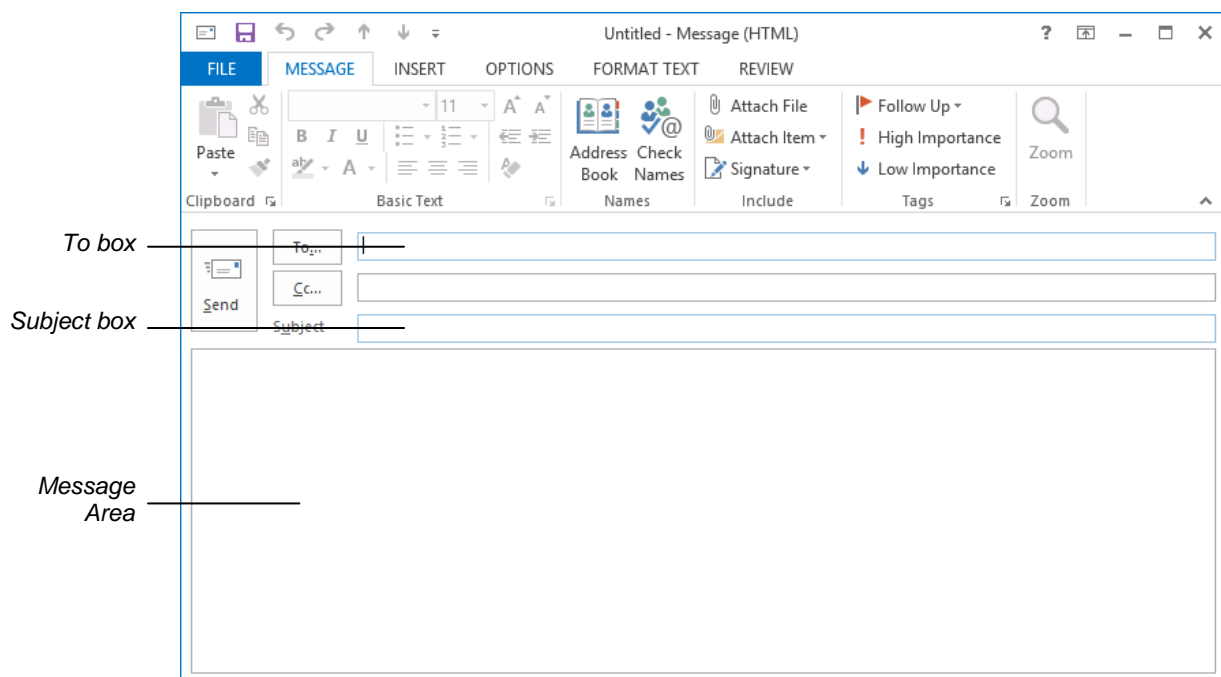
### Guidelines:


Using e-mail to send information is an extremely efficient way to communicate with other people. All you need is the e-mail address of the **recipient** (i.e. the person you are sending the message to).

*Note: Always be careful when you enter an e-mail address. One letter out of place will result in the message being returned “undelivered” or – even worse – going to the wrong person.*

### Actions:

1. Start *Outlook*. When the *Outlook* window opens, the **Mail** view should appear automatically with the **Inbox** folder selected.
2. Locate the **New** group on the **Ribbon** (make sure the **HOME** tab is displayed). Click the **New Email** button to start a new message.
3. An **Untitled Message** window appears.



*Note: To give you more space to work in, you can maximise the **Untitled Message** window (i.e. make it fill your entire screen) by clicking the **Maximize** button, , on the window's **Title Bar**.*

4. Maximise the new message window now (if it is not already).
5. Notice that the cursor is currently flashing in the **To** box (if it is not, click inside the **To** box now). The **To** box is where you enter the e-mail address of the person you are sending the message to.



## Exercise 8 - Continued

*Note: Entering your own e-mail address in the **To** box will cause any message you send to be immediately returned to you. This allows you to observe the results of sending messages. Sending a message to another person follows exactly the same steps.*

6. Type your own e-mail address into the **To** box.

*Note: When instructed to enter your own e-mail address, enter the address of the mail account that you are currently using with Outlook. If you don't know it, ask the company or service that provides your e-mail.*

7. Click once in the **Subject** box. The text you enter here is used to briefly describe the content of your e-mail (allowing the recipient to see at a glance what the message is all about).

*Note: It is good practice to always enter a short but relevant subject for every new message that you create.*

8. Enter the following subject text: **My First Message**.

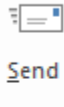
trainer@bigplanetsupport.co.uk
My First Message

*Note: The e-mail address **trainer@bigplanetsupport.co.uk** will be used in screenshots throughout this guide. Wherever relevant, you will be prompted to substitute this with your own e-mail address.*

9. Click once in the **Message Area**. Notice that the title of the e-mail, shown on the **Title Bar**, now changes to **My First Message**.
10. Type the following text into the **Message Area**:

**I am sending this e-mail message as part of my studies.**

*Note: If you make a spelling mistake when typing it will be underlined in red. You will learn more about correcting spelling errors in the next section.*

	To...	trainer@bigplanetsupport.co.uk
	Cc...	
	Subject	My First Message
I am sending this e-mail message as part of my studies.		

11. Leave the new e-mail message open for the next exercise.

## Exercise 9 - Sending a Message

### Guidelines:

When you have finished composing (writing) a new e-mail, the message is ready to be sent. Copies of sent messages are stored in the **Sent Items** folder for you to refer back to later.

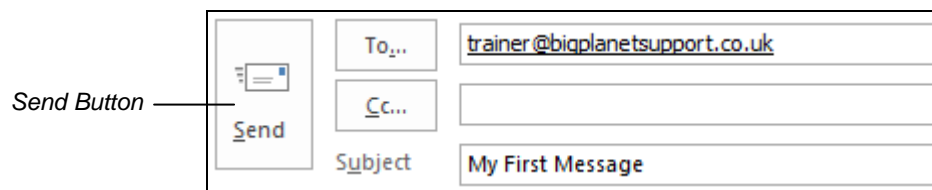
*Note: Depending on how Outlook is set up, the **Sent Items** folder may appear with a slightly different name (e.g. **Sent Mail**). If this is the case, you will need to use that folder in place of **Sent Items**.*

### Actions:

1. The e-mail created in the previous exercise (**My First Message**) should still be open. You are now going to send it.

*Note: It is always a good idea to check the content of e-mail messages before you send them to ensure address, subject and message text are all correct. Once an e-mail is sent, there is very little you can do to get it back again.*

2. Click the **Send** button to send the message to the recipient (yourself in this case).



*Note: If you receive a prompt to correct spelling errors in your message, click **Cancel**. Checking e-mail for spelling errors is covered in a later exercise.*

3. The e-mail window closes and the message is sent to your **Outbox**.

*Note: E-mail messages that you send are first moved to your **Outbox** folder before being sent. If you are connected to the Internet, they will be sent immediately from there. If you are not, messages will remain in your **Outbox** – this way you can create e-mail messages “offline” and then send them all in one go when you do connect.*

4. Select the **Outbox** folder, **Outbox [1]**, from the **Folders List**. Any messages waiting to be sent are shown here.

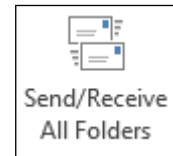


*Note: If your **Outbox** is empty (and no number is shown after the folder name on the **Folders List**), then your message has already been sent.*

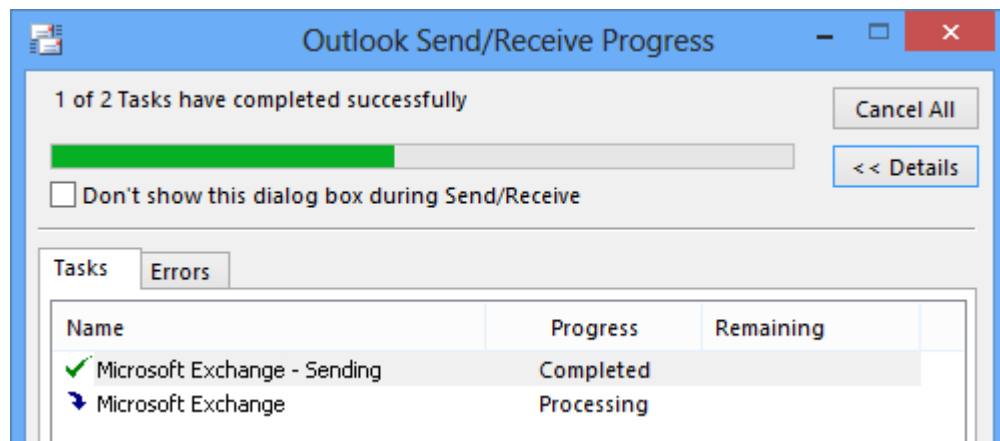
## Exercise 9 - Continued

*Note: The **Send/Receive All Folders** button can be used to force Outlook to send any waiting messages (if this does not occur automatically).*

5. Display the **SEND / RECEIVE** tab on the **Ribbon**.
6. Then, click the **Send/Receive All Folders** button. A progress dialog box, as shown below, may appear for a moment. If you are prompted to connect to the Internet, please do so.



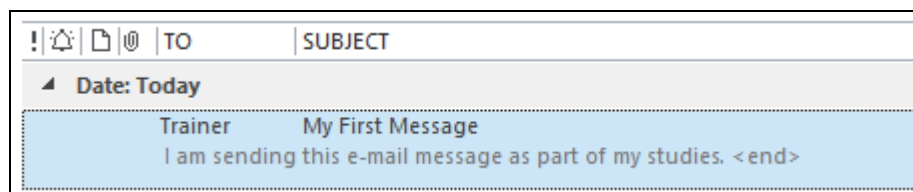
*Note: As it is used frequently, a **Send/Receive All Folders** button is also available on the **Quick Access Toolbar**, . You can also use the keyboard shortcut <F9>.*



*Note: A **SEND/RECEIVE** status message may be shown on the **Status Bar**. Always wait for the **Send/Receive** process to finish before moving on.*



7. Select the **Sent Items** folder on the **Folders List**. Notice that a copy of your message is saved here.



8. If it is not already selected, click the **My First Message** item on the **Message List**. A preview of the message's content appears in the **Reading Pane**.
9. Leave *Outlook* open for next exercise.

## Exercise 10 - Receiving a Message

### Guidelines:

When you receive an e-mail it is downloaded and stored in your **Inbox** folder. New and unread messages are shown in the **Message List** in bold, blue type. Once you read the message, its text changes to regular, black type.

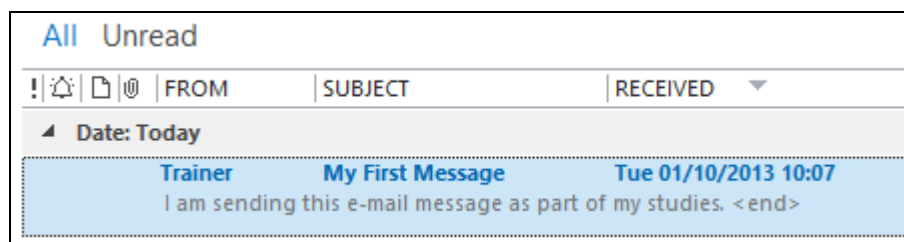
*Note: E-mail messages are stored on a mail server (either in your company or at your ISP) which is where they remain until you download them. You do not need to keep the program running all of the time.*

### Actions:

1. Select your **Inbox** folder, Inbox, from the **Folders List**. The folder's contents are shown in the **Message List**.
2. You will receive the message that you sent to your own address in the previous exercise. If it has not appeared in your **Inbox** yet, use the **Send/Receive All Folders** button to check for new messages.

*Note: Outlook will regularly check for new messages automatically, but clicking the **Send/Receive All Folders** button forces it to check for new messages immediately. Bear in mind that it sometimes takes a little while for messages to "pass through the system".*

3. The name on the message indicates who the e-mail was sent **FROM**, followed by the **SUBJECT** and date/time **RECEIVED**. A short, single line preview of the message's content will also appear.




*Note: It is possible that Outlook will identify your message as **Junk Mail** and store it in a special **Junk E-mail** folder (if present). If so, open the **Junk E-mail** folder from the **Folders List** on the **Folder Pane** and select the **My First Message** e-mail. Display the **HOME** tab on the **Ribbon** and click the **Junk** button in the **Delete** group. From the submenu that appears, select **Not Junk**. The message will be moved back to the **Inbox**.*

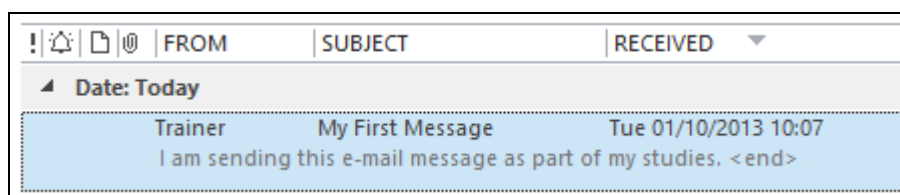
*Note: Notice the **All** and **Unread** filter buttons above the **Message List**. **All** shows all messages in your **Inbox**; **Unread** shows only unread messages. Throughout this guide it is assumed that **All** is always selected.*

4. Click the **My First Message** e-mail once on the **Message List**, if it is not already selected, to preview its contents in the **Reading Pane**.

## Exercise 10 - Continued



5. Double click the **My First Message** e-mail on the **Message List** to open it in a new window. Notice the features available on the **Ribbon**.
6. Close the e-mail by clicking the **Close** button, , found towards the top right corner of the message window.
7. Notice the **My First Message** e-mail on the **Message List**. As the message is now considered to have been read (as you have opened it), it will appear with regular black type.



*Note: Sometimes you will open an e-mail but not have time to read it. Being able to mark items as **Unread** so that you can return to and read them later is a very useful feature.*

8. To mark the **My First Message** e-mail as **Unread**, first make sure the **HOME** tab is displayed.
9. Then, click the **Unread/Read** button in the **Tags** group. The text reverts to bold, blue formatting. This is how all unread e-mail messages are formatted.

*Note: Similarly, you can use the **Unread/Read** button to mark an unread message as read.*

*Note: Notice the number shown in brackets after the folder name; if shown, this indicates the number of unread messages in that folder.*

10. Click the **Unread/Read** button again to mark the message as read again.
11. Close *Outlook*.

## Exercise 11 - Revision

### Guidelines:

At the end of every section you get the chance to complete one or more revision exercises to develop your skills. You should aim to complete the following steps without referring back to the previous exercises.

### Actions:

1. Open Outlook.
2. Create a new e-mail message with the subject: **Developing My Skills**.
3. Enter your own e-mail address in the **To** box.
4. In the **Message Area** type:  

**I must remember to check my e-mail regularly!**
5. Send the message.
6. Check your **Outbox** to make sure that the new e-mail has been sent (use the **Send/Receive All Folders** button if necessary on the **SEND / RECEIVE** tab).
7. View your **Sent Items** folder to check that a copy of the message has been saved.
8. Return to your **Inbox** and wait for the **Developing My Skills** e-mail to appear (use the **Send/Receive All Folders** button to check for new messages if needed).
9. Select the new message to preview it in the **Reading Pane**.
10. Double-click the message to open it in a new window.
11. Close the **Developing My Skills** message window.
12. Mark the **Developing My Skills** message as **Unread**.
13. Mark the **Developing My Skills** message as **Read** again.
14. Close *Outlook*.

# Section 3

## Reply & Forward

**By the end of this section you should be able to:**

Send an E-mail to Multiple Recipients

Reply to an E-mail

Forward an E-mail

Use Automatic Replies

## Exercise 12 - Multiple Recipients

### Guidelines:

You can easily send any e-mail message that you create to more than one person so that you can communicate with multiple recipients at the same time. Simply enter each person's e-mail address in the **To** box.

If you would like other people to receive a copy of a message, their e-mail addresses can be entered in the **Cc** box (which stands for **Carbon copy**). Typically, recipients of carbon copies are not regarded as participants in a conversation but as observers. For example, if you send an important e-mail to a customer, you could also send a carbon copy to your manager to inform them of your actions.

*Note: The e-mail addresses of people in the **To** and **Cc** boxes are visible to all recipients of a message. To prevent these recipients seeing an address, simply enter it in the **Bcc (Blind carbon copy)** box instead.*

### Actions:

1. Open *Outlook* and start a new e-mail message. In this exercise you will practise sending messages to multiple recipients.
2. Enter your own e-mail address in the **To** box so that you can observe the results of sending this e-mail.

*Note: The semicolon character ; is used to separate multiple e-mail addresses. When you click away from the **To** or **Cc** boxes, Outlook will automatically underline each address to show they are valid.*

3. After your own e-mail address, press the semicolon key <;> and then type the address of a second recipient, *Julie*:

**julie@bigplanetsupport.co.uk**

To...	<u>trainer@bigplanetsupport.co.uk</u> ; <u>julie@bigplanetsupport.co.uk</u>
Cc...	

*Note: A number of Big Planet Support e-mail addresses have been created to accompany this guide. They are not monitored by a real person and any message sent to them will be deleted automatically.*

4. You would like to send a *copy* of this message to your manager, **Atesh**. In the **Cc** box, enter his e-mail address:

**atesh@bigplanetsupport.co.uk**

5. Finally, you would like to send a fourth copy of this message to another recipient, *Fiona*, without any of the other recipients knowing about it. However, notice that there is not a **Bcc** box.



## Exercise 12 - Continued

*Note: The **Bcc** box is not visible by default. It can be activated by toggling the **Bcc** button in the **Show Fields** group of the **OPTIONS** tab.*

6. Display the **OPTIONS** tab and click the **Bcc** button in the **Show Fields** group. The **Bcc** box appears below the **Cc** box.
7. In the **Bcc** box, enter *Fiona's* e-mail address:

**fiona@bigplanetsupport.co.uk**

8. Enter the subject: **Tomorrow's Meeting**.

To...	trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk
Cc...	atesh@bigplanetsupport.co.uk
Bcc...	fiona@bigplanetsupport.co.uk
Subject	Tomorrow's Meeting

9. In the **Message Area**, type the following text:

**Don't forget the meeting with the area manager at 2pm tomorrow.**

10. Send the message. After a moment you will receive the e-mail back in your **Inbox** folder (use the **Send/Receive All Folders** button if needed).
11. Select the e-mail in the **Message List** to preview it in the **Reading Pane**.

	Tue 01/10/2013 11:07 trainer@bigplanetsupport.co.uk Tomorrow's Meeting
To	trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk
Cc	atesh@bigplanetsupport.co.uk
Don't forget the meeting with the area manager at 2pm tomorrow.	

*Note: The recipients Julie, Atesh, Fiona and you will all receive the e-mail. Notice that you can see the addresses of everyone that the message was addressed to, apart from Fiona who received a blind carbon copy. Each recipient can also see this list which you need to consider when sending messages to others.*

*Note: If a recipient's name is known to Outlook (because you have already replied to an e-mail from that person or added them to your **People** list), their e-mail address may be replaced by their name. You will learn more about this later.*

## Exercise 13 - Replying

### Guidelines:

When you receive an e-mail message, it is very easy to create and send a **reply**. A message window will appear where your **reply** can be entered (the original message will be included underneath for reference).

### Actions:


1. With the **Tomorrow's Meeting** e-mail selected in your **Inbox** folder, locate and examine the buttons in the **Respond** group.

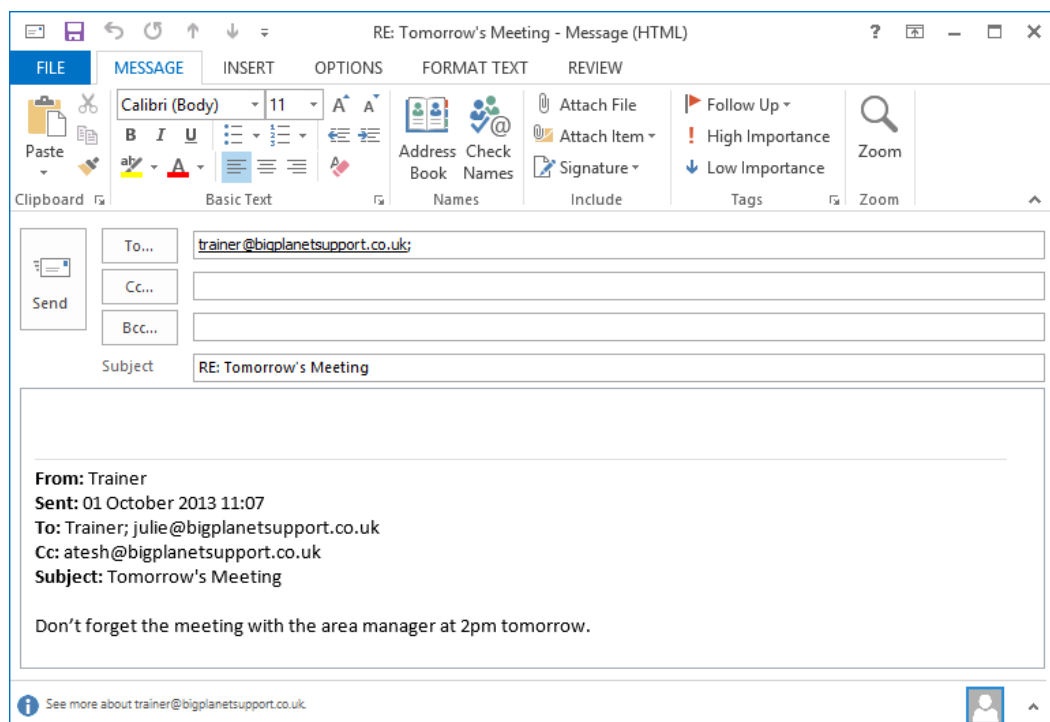
*Note: The **Reply** button is used to reply to the original sender of an e-mail. The **Reply All** button, however, is used to reply to the original sender and all of the message's original recipients.*

2. First, click the **Reply** button. A new message, addressed only to the sender of the original message (you), will appear in the **Reading Pane**.



*Note: You can reply to or forward a message using Outlook 2013's new inline editing pane (that appears temporarily in the **Reading Pane**), or you can "pop out" the message to open it in a new window.*

3. Click **Pop Out**, , just above the **Send** button, to open the message in its own window.



*Note: The **Subject** begins with **RE:** indicating a reply to a previous message.*

## Exercise 13 - Continued

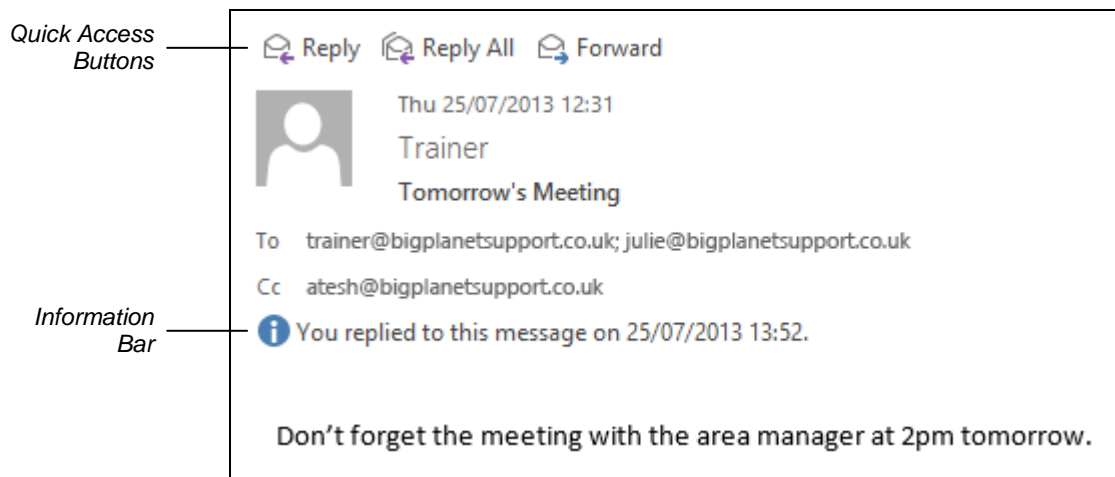
- Enter the following text in the **Message Area** (above the original text):

**Thank you for your message. I have made a note of the details.**

Note: *The text of the original message is displayed below your reply. This provides a history of a conversation and allows you to refer back to earlier messages.*

Note: *The reply text appears in a different colour (usually blue) to distinguish it from the original message's text.*

- Click **Send** to send the message.
- The **Tomorrow's Meeting** message should still be selected in the **Message List**. Notice the **Information Bar** which shows that you have now replied to it.



- Locate the useful **Quick Access Buttons** above the message in the **Reading Pane**. Click the **Reply All** button to create a reply using *Outlook's* inline editing pane.
- Notice that the original sender and all of the original recipients will now receive a copy of your reply. Click **Discard** to close the reply without sending.
- When you receive the reply sent in step 5 (which was again addressed to you), select the message in the **Message List** to preview it.
- Leave *Outlook* open for the next exercise.

## Exercise 14 - Forwarding

### Guidelines:

A message that you receive can also be **forwarded** to another person. This is useful when you want to send a copy of a message to somebody else that wasn't on the original recipient list.

*Note: In business, always consider data protection and only forward messages containing sensitive information to authorised people.*

### Actions:

1. The **RE: Tomorrow's Meeting** reply should still be selected in the **Message List** (if it is not, select it now).
2. You would like to send this message to another person. Click the **Forward** button in the **Respond** group.



*Note: Notice that the **Subject** now begins with **FW:** indicating a forwarded message. You are always free to change the **Subject** text if needed.*

3. Using *Outlook's* inline editing pane, enter the e-mail address **robert@bigplanetsupport.co.uk** in the **To** box.
4. An additional message can be included above the original e-mail text. In the **Message Area**, enter the following (above the original text):

**We're having a meeting tomorrow afternoon. Feel free to come.**

Pop Out X Discard

Send

To... robert@bigplanetsupport.co.uk;

Cc...

Bcc...

Subject FW: Tomorrow's Meeting

We're having a meeting tomorrow afternoon. Feel free to come.

5. Send the e-mail. The message has been forwarded.

## Exercise 15 - Automatic Replies

### Guidelines:

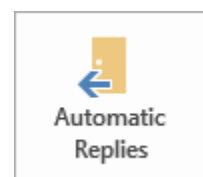
Most e-mail programs and web-based e-mail services feature the ability to send automatic responses to incoming messages. This is useful when you are on holiday or out of the office for a long period of time.

In *Outlook*, this feature is traditionally called the **Out of Office Assistant** and works even when the program is not running.

*Note: The **Out of Office Assistant** is only available if your mail server or ISP supports it.*

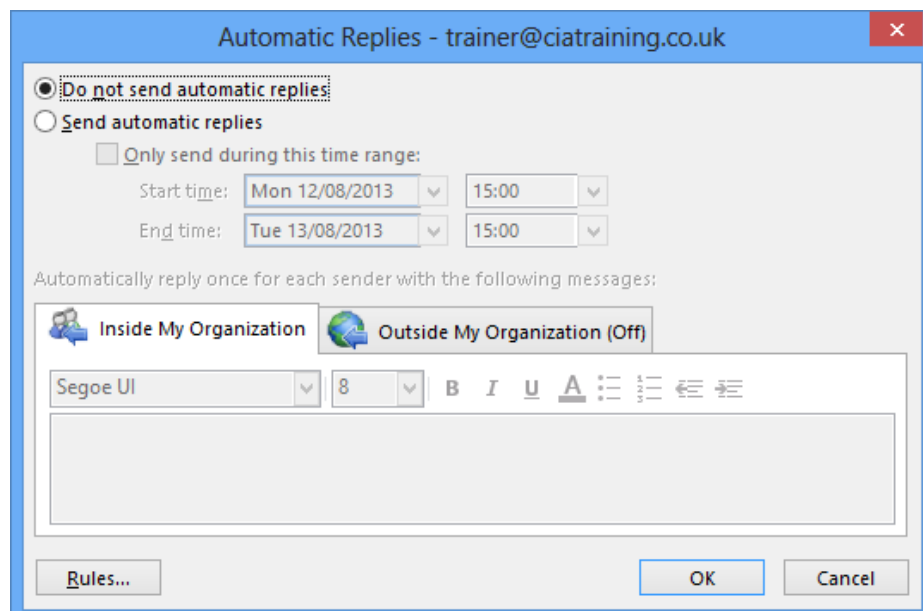
### Actions:

1. Click the **FILE** tab and, with **Info** selected, examine the options that appear on the screen.
2. Locate the **Automatic Replies** button, if present, and read the short description of this useful feature.



*Note: If the **Automatic Replies** button is not available, you cannot use the **Out of Office Assistant**. Simply read the remainder of this exercise for information.*

3. Click the **Automatic Replies** button and examine the **Automatic Replies** dialog box that appears.



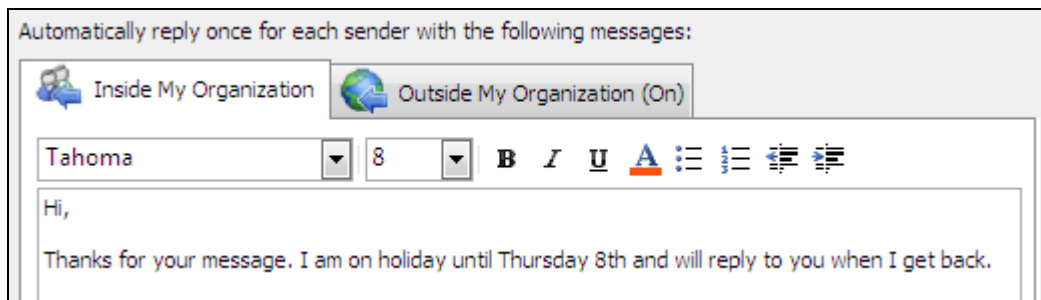
4. Select **Send automatic replies** to enable the **Out of Office Assistant**.

*Note: You can restrict auto-replies to specific dates and times. To do this, select **Only send during this time range** and choose a **Start time** and **End time**.*

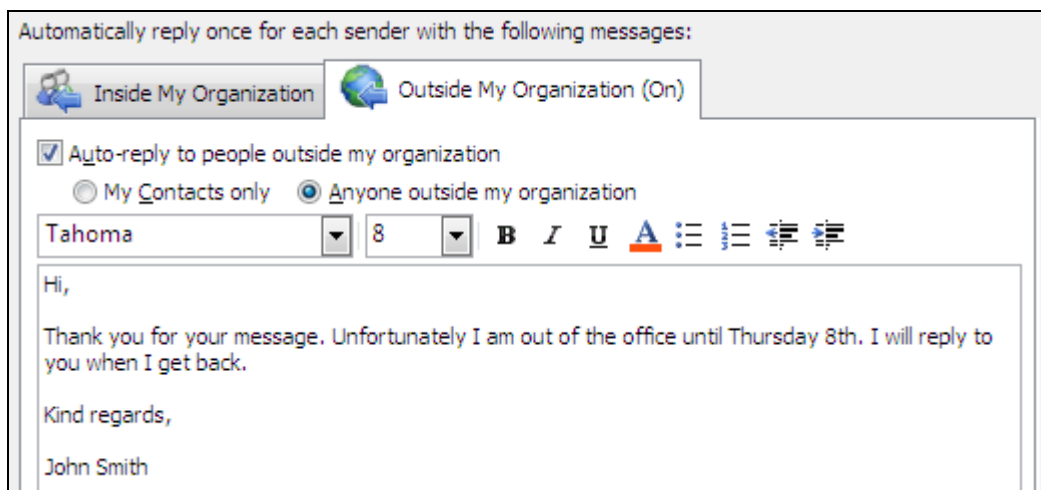
## Exercise 15 - Continued

*Note:* Outlook is able to determine if an incoming e-mail is from a colleague in your organisation or not. You can send different replies depending on the type of person sending the message.

- With the **Inside My Organization** tab selected, enter a short reply to your colleagues in the **Message Area** (as the example below demonstrates).

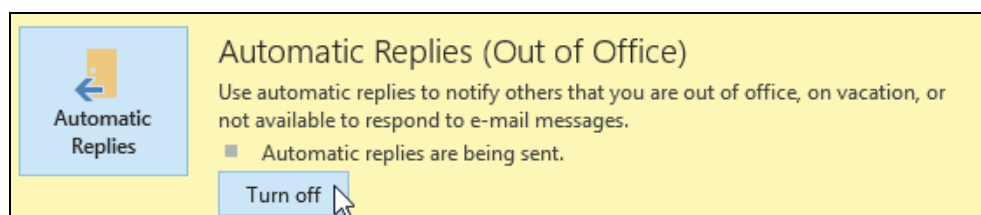


- Select the **Outside My Organization** tab and enter another short reply in the **Message Area** (as the example below demonstrates).



*Note:* It is recommended that you use a formal, professional tone in your replies.

- Click **OK**. The **Automatic Replies** feature is now enabled and all incoming e-mail will receive an automatic reply.
- Click **Turn off** to disable the **Automatic Replies** feature. Outlook will no longer send automatic replies.



- Click the **Back** button, , to return to **Mail** view.

## Exercise 16 - Revision

### Guidelines:

At the end of every section you get the chance to complete one or more revision exercises to develop your skills. You should aim to complete the following steps without referring back to the previous exercises.

### Actions:

1. Create a new, self-addressed e-mail message.
2. Make sure a **Carbon copy** will go to **julie@bigplanetsupport.co.uk**.
3. Include a **Blind carbon copy** to **john@bigplanetsupport.co.uk**.
4. What is the difference between a carbon copy and blind carbon copy?
5. Enter the subject **Grand Opening Party**. Then enter the following text in the **Message Area**:

**To celebrate the grand opening of the new Rumbling Bellies restaurant, you are invited to a party next Friday at 6pm.**

6. Send the e-mail and wait for it to return (as it was addressed to you).

*Note: Don't forget to use the **Send/Receive All Folders** button to check for new messages.*

7. Preview the **Grand Opening Party** message in the **Reading Pane**.
8. Reply to the **Grand Opening Party** message, including the following additional text:

**Sounds great! I'll be there.**

9. Forward a copy of the same **Grand Opening Party** e-mail to the following address: **robert@bigplanetsupport.co.uk**. Include the message:

**This event sounds like fun. Fancy coming along?**

10. Open your **Sent Items** folder and preview the reply and forwarded messages sent in this revision exercise.
11. Return to your **Inbox** folder.

*Note: Sample answers can be found at the back of the guide.*