

# Contents

<b>SKILL SET 1 FUNDAMENTALS</b> .....	<b>9</b>
1 - USING E-MAIL WITH OUTLOOK.....	10
2 - STARTING OUTLOOK .....	11
3 - THE OUTLOOK WINDOW .....	12
4 - OUTLOOK VIEWS.....	14
5 - FINDING HELP IN OUTLOOK.....	16
6 - CLOSING OUTLOOK .....	18
7 - DEVELOP YOUR SKILLS.....	19
SUMMARY: FUNDAMENTALS .....	19
<b>SKILL SET 2 SENDING AND RECEIVING</b> .....	<b>20</b>
8 - CREATING E-MAIL MESSAGES.....	21
9 - SAVING E-MAIL DRAFTS .....	23
10 - SENDING E-MAIL MESSAGES.....	24
11 - RECEIVING E-MAIL MESSAGES.....	26
12 - WORKING OFFLINE .....	28
13 - DEVELOP YOUR SKILLS.....	29
SUMMARY: SENDING AND RECEIVING .....	30
<b>SKILL SET 3 FORMATTING E-MAIL</b> .....	<b>31</b>
14 - E-MAIL MESSAGE FORMATS .....	32
15 - FORMATTING E-MAIL MESSAGES .....	34
16 - ADVANCED FORMATTING OPTIONS.....	36
17 - HYPERLINKS .....	38
18 - BACKGROUNDS AND PICTURES .....	40
19 - E-MAIL SIGNATURES .....	42
20 - SPELL CHECKING .....	44
21 - DEVELOP YOUR SKILLS.....	46
SUMMARY: FORMATTING E-MAIL.....	47
<b>SKILL SET 4 WORKING WITH E-MAIL</b> .....	<b>48</b>
22 - MULTIPLE RECIPIENTS .....	49
23 - REPLYING TO E-MAIL .....	51
24 - FORWARDING E-MAIL .....	53
25 - MESSAGE PRIORITY .....	54
26 - MESSAGE SENSITIVITY .....	55
27 - REQUESTING A RECEIPT .....	56
28 - VOTING.....	57
29 - E-MAIL ATTACHMENTS .....	59
30 - RECEIVING ATTACHMENTS .....	61
31 - DEVELOP YOUR SKILLS.....	63
SUMMARY: WORKING WITH E-MAIL .....	64
<b>SKILL SET 5 CONTACTS</b> .....	<b>65</b>
32 - YOUR CONTACTS .....	66
33 - ADDING A CONTACT .....	67
34 - EDITING A CONTACT .....	69

35 - THE ADDRESS BOOK.....	70
36 - PRINTING CONTACTS.....	72
37 - DELETING A CONTACT .....	74
38 - CONTACT GROUPS .....	75
39 - USING CONTACT GROUPS .....	77
40 - DEVELOP YOUR SKILLS.....	78
SUMMARY: CONTACTS .....	79
<b>SKILL SET 6 MANAGING E-MAIL.....</b>	<b>80</b>
41 - PRINTING A MESSAGE .....	81
42 - MESSAGE FLAGS .....	83
43 - ORGANISING MESSAGES.....	84
44 - CREATING RULES .....	86
45 - DELETING RULES .....	88
46 - E-MAIL TEMPLATES.....	89
47 - AUTOMATIC RESPONSES .....	90
48 - OUT OF OFFICE.....	92
49 - DELETING MESSAGES.....	94
50 - ARCHIVING .....	95
51 - PERSONAL FOLDERS .....	97
52 - BACKING UP .....	98
53 - DEVELOP YOUR SKILLS.....	101
SUMMARY: MANAGING E-MAIL.....	102
<b>SKILL SET 7 EFFECTIVE USE OF E-MAIL.....</b>	<b>103</b>
54 - E-MAIL HINTS AND TIPS .....	104
55 - E-MAIL PRIORITY .....	105
56 - COMPANY POLICY AND LAW.....	106
57 - SECURITY THREATS .....	107
58 - PHISHING AND JUNK MAIL .....	108
59 - PROFESSIONAL CONSIDERATIONS.....	110
60 - DEVELOP YOUR SKILLS.....	112
SUMMARY: E-MAIL SAFETY.....	113
<b>ANSWERS .....</b>	<b>114</b>
<b>GLOSSARY .....</b>	<b>115</b>
<b>INDEX .....</b>	<b>118</b>

## Skill Set 4

# Working with E-mail

By the end of this Skill Set you should be able to:

- Reply to Messages
- Forward Messages
- Send Messages to Multiple Recipients
- Send Carbon Copies
- Change Message Priority and Sensitivity
- Use E-mail as a Voting Tool
- Send File Attachments
- Open and Preview Attachments
- Reduce Message Size
- Request Read Receipts

## Exercise 22 - Multiple Recipients

### Knowledge:

You can easily send an 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 address in the **To** box.

If you would like others to receive a copy of a message for information purposes only, their e-mail addresses can be entered in the **Cc** or **Bcc** boxes (which stand for **Carbon copy** and **Blind carbon copy** respectively).

Typically, recipients of carbon copies are not regarded as participants in a conversation but as observers. For example, if you send an e-mail to a customer, you could also send a carbon copy to your manager for information purposes.

### Activity:

1. Start a new message and enter your own e-mail address in the **To** box.

**Note:** *It may seem strange addressing messages to yourself, but this simple technique allows you to observe the results of sending e-mail.*

2. After your own e-mail address, press the semicolon key <;> (if one does not appear automatically) and then type the address of a second recipient:

**julie@bigplanetsupport.co.uk**

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

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

3. You would also 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**

**Note:** *The e-mail addresses provided here have been created specifically to accompany this guide. They will not be received by a real person and will be deleted automatically.*

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

## Exercise 22 - Continued

4. You would also like to send a copy to another colleague, but without the other recipients knowing about it. Display the **OPTIONS** tab on the **Ribbon** and click the **Bcc** button in the **Show Fields** group.



5. Notice that a new box below **Cc** has appeared, labelled **Bcc**. In the new **Bcc** box, enter the e-mail address:

**robert@bigplanetsupport.co.uk**

6. Enter the subject **Holiday Requests**. In the **Message Area**, type the following text:

**Hi everybody. Don't forget that you need to submit your holiday request forms by the end of this month.**

7. 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 necessary). Select the e-mail in the **Message List** to preview it in the **Reading Pane**.

Recipient details

**Note:** Notice that you can see the e-mail addresses of everyone that the message was addressed to apart from Robert. 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 23 - Replying to E-mail

### Knowledge:


When you receive an e-mail message, it is very easy to create and send a reply to its sender. A message window will appear where your **reply** can be entered (the original message will be included underneath for reference). You can also send your reply to everyone on the original list of recipients, which is useful for maintaining a conversation with a group of people at the same time.

### Activity:

1. Within your **Inbox** folder, select the **Holiday Requests** e-mail message in the **Message List** (if it is not already selected).
2. Click the **Reply** button on the **Ribbon**. 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, or you can "pop out" the message to open it in a new window.

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

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

4. Enter the following text in the **Message Area** (above the original message):

**Thank you for your message. I will get my holiday form to you first thing tomorrow morning. Sorry for the delay.**

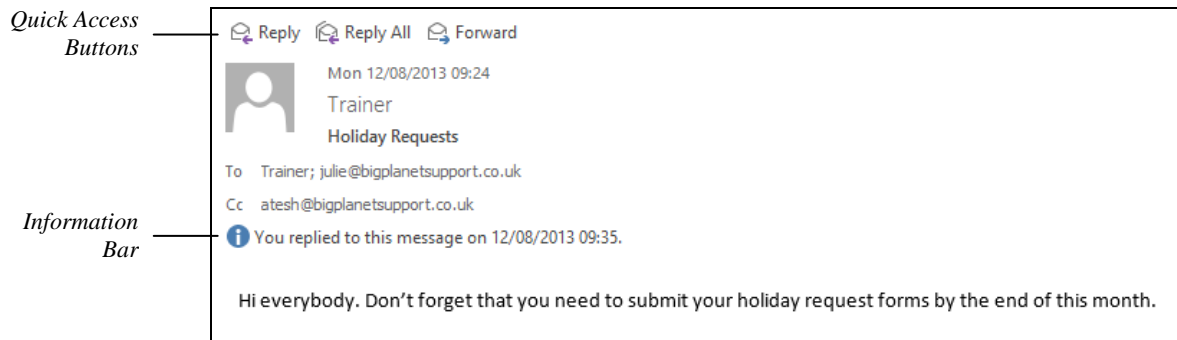
**Note:** It is possible to prevent original message text being included automatically below replies. However, it is highly recommended that you include them as they provide a **history** of your conversations.

Send	To...	trainer@bigplanetsupport.co.uk;
	Cc...	
	Bcc...	
Subject		RE: Holiday Requests
<p>Thank you for your message. I will get my holiday form to you first thing tomorrow morning. Sorry for the delay.</p> <hr/> <p><b>From:</b> trainer@bigplanetsupport.co.uk  <b>Sent:</b> 12 August 2013 09:24  <b>To:</b> trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk  <b>Cc:</b> atesh@bigplanetsupport.co.uk  <b>Subject:</b> Holiday Requests</p> <p>Hi everybody. Don't forget that you need to submit your holiday request forms by the end of this month.</p>		

## Exercise 23 - Continued

**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 **Holiday Requests** message should still be selected in the **Message List**. Notice the **Information Bar** which shows that you have now replied to it.

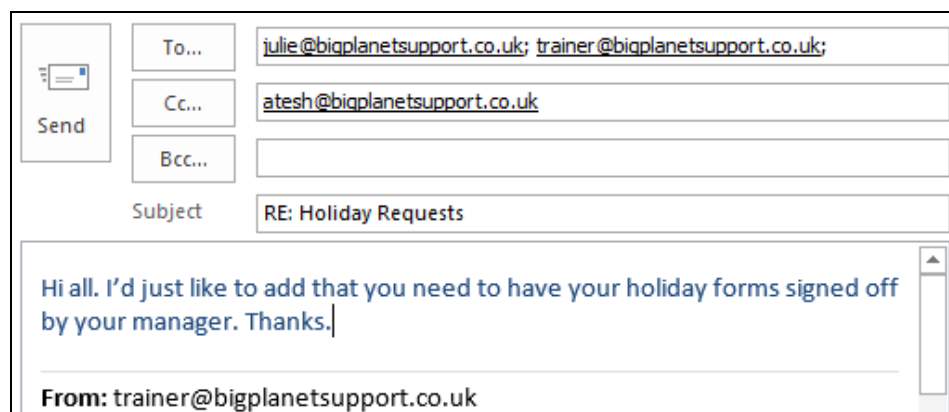


- Let's send another reply – but this time to all of the original recipients. Locate the *Quick Access Buttons* above the message in the **Reading Pane** and click the **Reply All** button.

**Note:** Notice that all of the original recipients' e-mail addresses are included (apart from those entered in the Bcc field). However, Outlook may assume that you do not want to include your own address in a reply and might remove it.

- In Outlook's inline editing pane, make sure your own e-mail address appears in the **To** field (remember to separate addresses using a semi-colon ;).
- In the message area, enter the following text (above the original message):

**Hi all. I'd just like to add that you need to have your holiday forms signed off by your manager. Thanks.**



- Click **Send**. The message has been sent to all of the original, known recipients.

## Exercise 24 - Forwarding E-mail

### Knowledge:

You can **forward** a copy of a message to any known e-mail address, even if it was not on the original list of recipients.

### Activity:

1. The first **Holiday Requests** message should still be selected in the **Message List** (if it is not, select it now).

2. You would like to “forward” this message on to another person. Click the **Forward** button in the **Respond** group on the **Ribbon**.



**Note:** Alternatively, locate the **Quick Access Buttons** in the **Reading Pane** and click **Forward**.

3. A new message will appear in the **Reading Pane**.

**Note:** Notice that the **Subject** begins with **FW:** indicating a forwarded e-mail. The original message history is displayed in the **Message Area** again for reference.

4. Enter the e-mail address **robert@bigplanetsupport.co.uk** in the **To** box. Then, enter your own address in the **Cc** field.

**Note:** Similar to replying, forwarded messages can be sent to one or more people at once using the **To**, **Cc** and **Bcc** boxes.

5. In the message area, add the following text (above the original message):

**For your information, you have seven days holiday remaining.**

6. Click **Send**. The message has been forwarded (you will receive a copy).

**Note:** Before moving on, take time to examine the various replies and forwarded e-mail messages received in your **Inbox** over the last two exercises.

7. Leave your **Inbox** open for the next exercise.



## Exercise 25 - Message Priority

### Knowledge:

E-mail messages have *normal* priority by default, but it is possible to change their priority to either **High Importance** or **Low Importance**. This does not mean that messages are sent more quickly or slowly; only that the recipient will be aware of their urgency by an icon shown on the message.


### Activity:

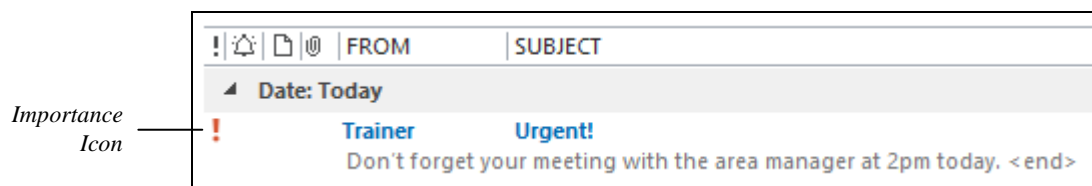
1. Start a new e-mail and maximise the message window. Address it to yourself so that you can observe the results of this exercise.
2. Enter the subject as **Urgent!** and type the following text into the **Message Area**:

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


3. On the **MESSAGE** tab, click the **High Importance** button,  in the **Tags** group.



**Note:** Notice that the button stays highlighted to indicate the message has high priority. Clicking it again will reset the message to normal priority.

4. Click **Send** to send the message.
5. After a moment you will receive the message back in your **Inbox** (use the **Send/Receive All Folders** button if necessary to check for new messages).
6. Notice that the message displays an exclamation mark, , indicating that this e-mail has been set with high importance.



7. Select the message in the **Message List** to preview it in the **Reading Pane**. An **Information Banner** appears at the top of the message.

 This message was sent with High importance.

**Note:** The process to make a message low priority is very similar. Simply click the **Low Importance** button, , when creating a new message. The message will have a low importance icon when it is received, .

8. Leave your **Inbox** open for the next exercise.

## Exercise 26 - Message Sensitivity

### Knowledge:

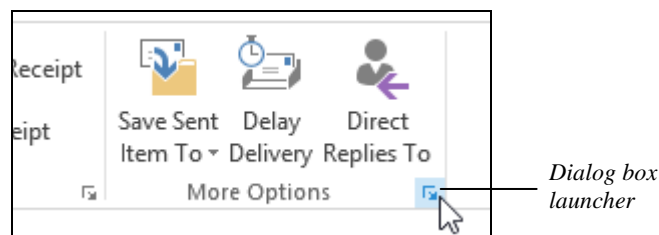
Although less commonly used, e-mail messages can have three levels of **sensitivity** set in addition to high and low priorities. You can choose from **Personal**, **Private** or **Confidential**.

### Activity:

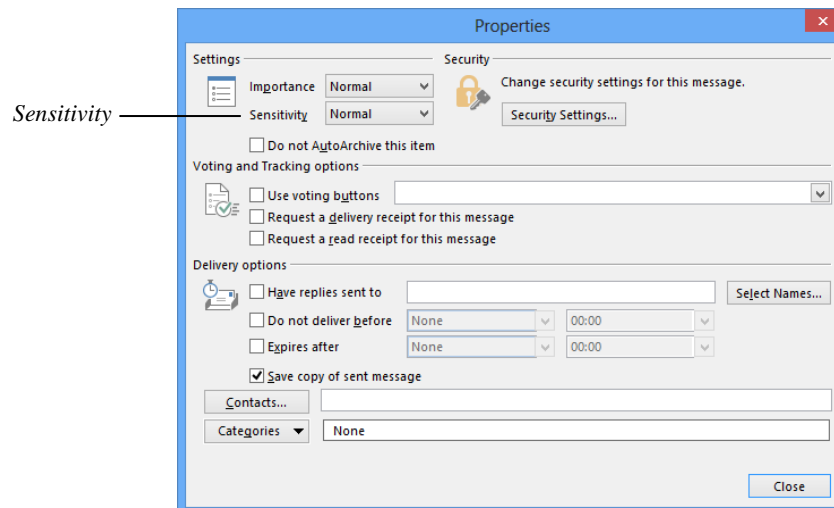
1. Start a new e-mail and maximise the message window. Address it to yourself again so that you can observe the results of this exercise.
2. Enter the subject as **Employee Appraisal** and type the following text into the **Message Area**:

**Your appraisal for this year is scheduled for next Tuesday.**

3. From the **OPTIONS** tab on the **Ribbon**, click the dialog box launcher located to the right of the **More Options** group title.



4. The **Properties** dialog box appears.



5. Click the **Sensitivity** drop-down box and examine the options. Select **Confidential**, and then click **Close** to close the dialog box.
6. Send the message. When you receive it back in your **Inbox** folder, preview it in the **Reading Pane**. Notice the text on the **Information Bar**.



## Exercise 27 - Requesting a Receipt

### Knowledge:

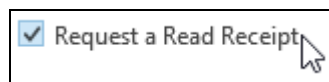
To be informed when a recipient reads your e-mail messages, you can request a **Read Receipt**.

### Activity:

1. Start a new e-mail and maximise the message window. Address it to yourself once again so that you can observe the results.
2. Enter the subject as **Wages Query** and type the following text into the **Message Area**:

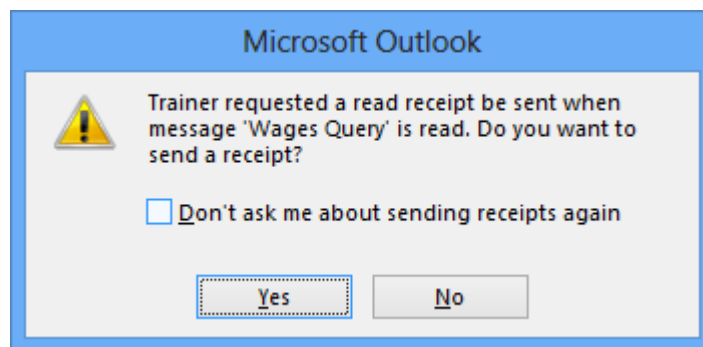
**I believe there is an error with my wages for this month. Can you look into it for me?**

3. From the **OPTIONS** tab on the **Ribbon**, click the checkbox **Request a Read Receipt** in the **Tracking** group.



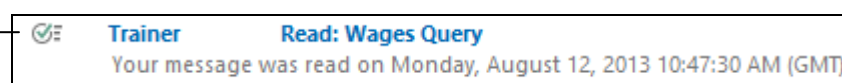
**Note:** Use **Read Receipt** requests sparingly as they can quickly become annoying for people to receive and respond to.

4. Send the message. When you receive the message back in your **Inbox** folder, double click it in the **Message List** to open it. A read request prompt appears.



5. Click **Yes** to send a read receipt. Read the message and then close the message window.
6. After a moment you will receive the **Read Receipt** in your **Inbox** (as it was you who sent the original message).

Read receipt icon



7. Preview the **Read Receipt** in the **Reading Pane**, and leave your **Inbox** open for the next exercise.

## Exercise 28 - Voting

### Knowledge:

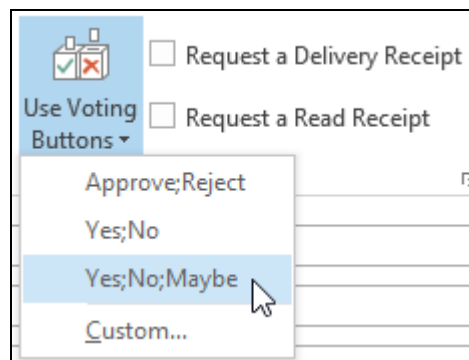
A useful feature of *Outlook* is the ability to include **Voting Buttons** in your e-mail messages which allow you to easily collect responses to questions or polls.

### Activity:

1. Start a new e-mail, maximise the message window and address it to yourself
2. Enter the subject as **Staff Meeting** and type the following text into the **Message Area**:

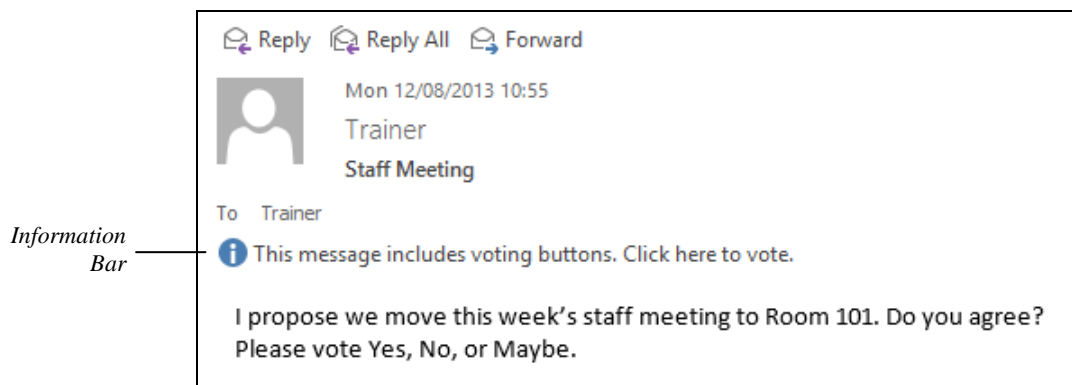
**I propose we move this week's staff meeting to Room 101. Do you agree? Please vote Yes, No, or Maybe.**

3. From the **OPTIONS** tab on the **Ribbon**, click **Use Voting Buttons** in the **Tracking** group. From the drop-down list that appears, select **Yes; No; Maybe**.



**Note:** To create your own voting button labels, click **Custom** and replace the default labels shown with those of your own (separated by semicolons ;).

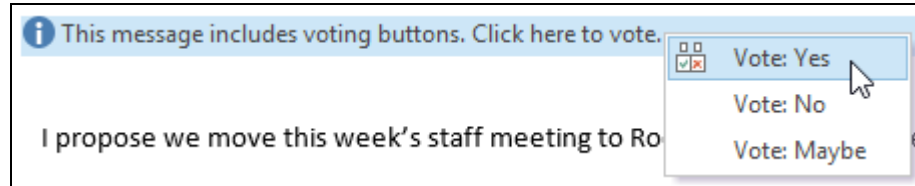
4. Send the message. When you receive it back in your **Inbox** folder, preview it in the **Reading Pane**.



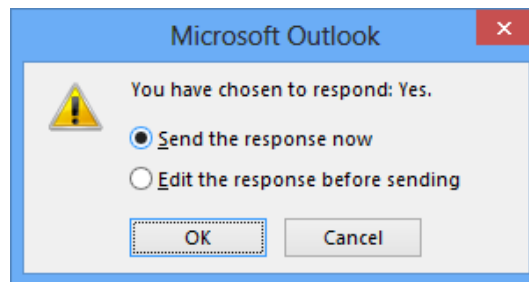
**Note:** Notice the **Information Bar** at the top of the message, labelled **This message includes voting buttons. Click here to vote.**

## Exercise 28 - Continued

5. Click the **Information Bar** once to display a drop-down list showing available responses.



6. Click **Yes**. A confirmation prompt appears.



7. Leave **Send the response now** selected and click **OK** to send your reply.

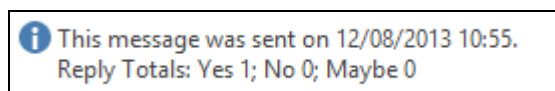
**Note:** Selecting **Edit the response before sending** allows you to add message text to your reply before sending.

8. When you receive the reply in your **Inbox** folder, preview the message in the **Reading Pane**.



**Note:** Notice the **Information Bar** at the top of the message, indicating that the recipient responded **Yes**. This is also shown in the message **Subject**.

9. To view a summary of responses so far, click the **Information Bar** and select **View voting responses**.




**Note:** Total replies are shown in addition to respondent names. This information is attached to the original e-mail message and stored in the **Sent Items** folder.

10. Close the message, but leave your **Inbox** folder open for the next exercise.

## Exercise 29 - E-mail Attachments

### Knowledge:

It is possible to attach files to an e-mail message in *Outlook*. The attached files are then transmitted along with the message and can be saved or opened by the person who receives it. This makes it easy to send reports, charts, sound files or pictures anywhere in the world. When the message reaches its destination, a paperclip icon, , will let the recipient know there is an attachment.

### Activity:

1. Start a new message and address it to yourself.
2. Enter the subject as **Next Year's Budget** and, in the **Message Area**, enter the following text:

**Please find attached your department's budget for next year.**

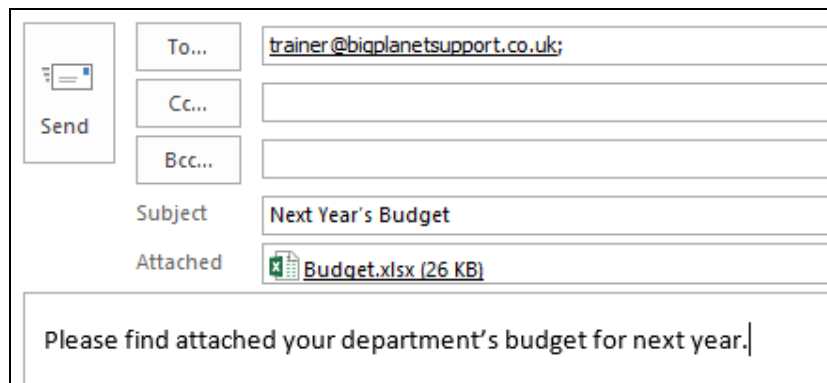
3. Click the **Attach File** button in the **Include** group on the **MESSAGE** tab.



4. The **Insert File** dialog box appears. Select the location where the data files for this guide are stored and then click **Budget** once to select it.

**Note:** *Budget* is a spreadsheet workbook created in Excel. Depending on your Windows preferences, you may also see the file's extension **.xlsx**.

5. Click the **Insert** button and the document file is attached to the e-mail. The attachment appears in a new **Attached** box under the **Subject**.




**Note:** You can add more than one attachment to a message. Depending on your default settings, attachments may appear as icons in the **Message Area**.

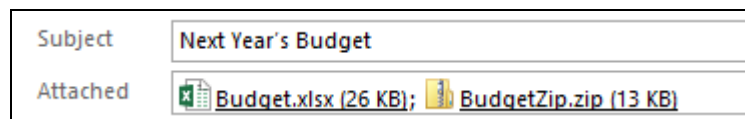
6. Notice that the file size for the attachment is shown in brackets after the file name. In the above example, the file size is **26 KB** (kilobytes).

## Exercise 29 - Continued

**Note:** You should try to keep file attachment sizes as small as possible. To help, you can use Windows' built-in compression features to group and reduce the size of files. This is a process known as **zipping**.

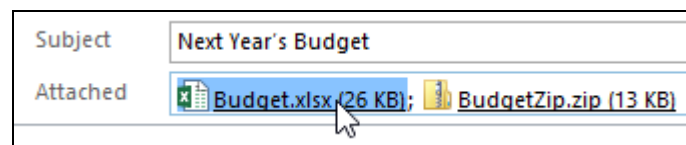
**Note:** To **zip** a file, right click on it in File Explorer and select **Send to | Compressed (zipped) folder**. A new file appears with a zip icon, .

- To add a second attachment, click the **Attach File** button again. This time, attach the file **BudgetZip**.



**Note:** **BudgetZip** is a **zipped** version of the file **Budget**. Notice that the file size is half of the original file size (**13 KB** instead of **26 KB**), and is therefore much quicker to send and receive.

- Select the **Budget** attachment by clicking the file once in the **Attached** box.

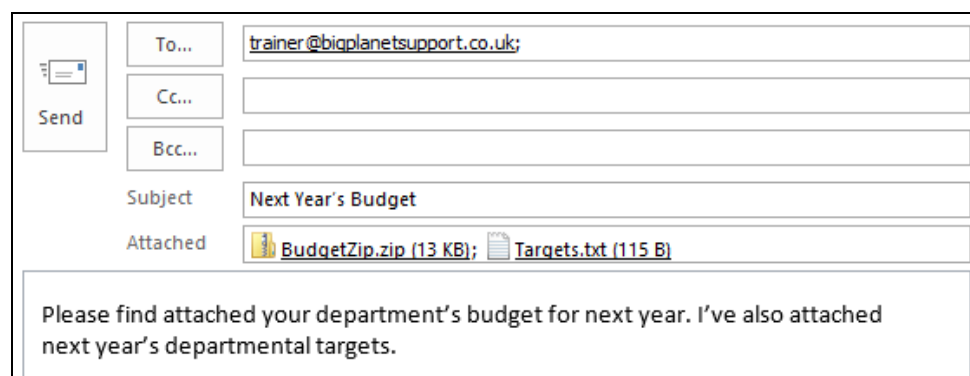


- Press the **<Delete>** key on your keyboard to remove this attachment.
- Click the **Attach File** button again. This time, attach the simple, unformatted text file **Targets**.

**Note:** The file size of **Targets** is only **115 B (bytes)**. There is no need to zip it.

- Add the following sentence to the mail message:


**I've also attached next year's departmental targets.**



- Send the message.

## Exercise 30 - Receiving Attachments

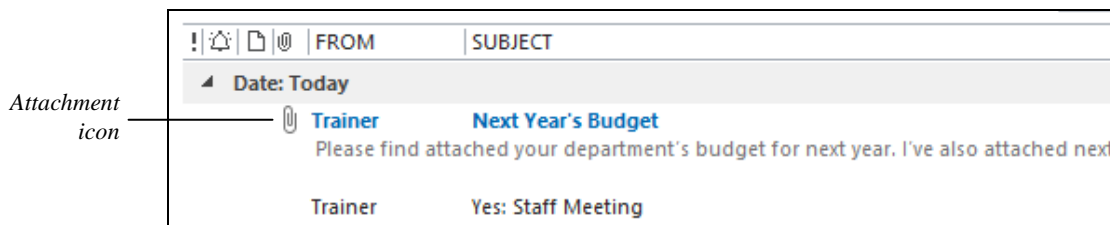
### Knowledge:

When you receive an e-mail containing attachments, it will appear in the **Message List** marked with a paperclip icon, . The attachments may then be opened and/or saved to your computer for later use outside of *Outlook*.

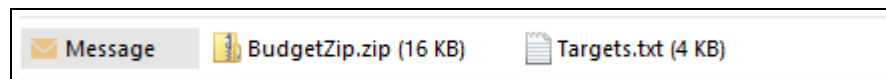
### Activity:

1. The **Next Year's Budget** message sent to your own e-mail address in the previous exercise should now appear in your **Inbox** folder

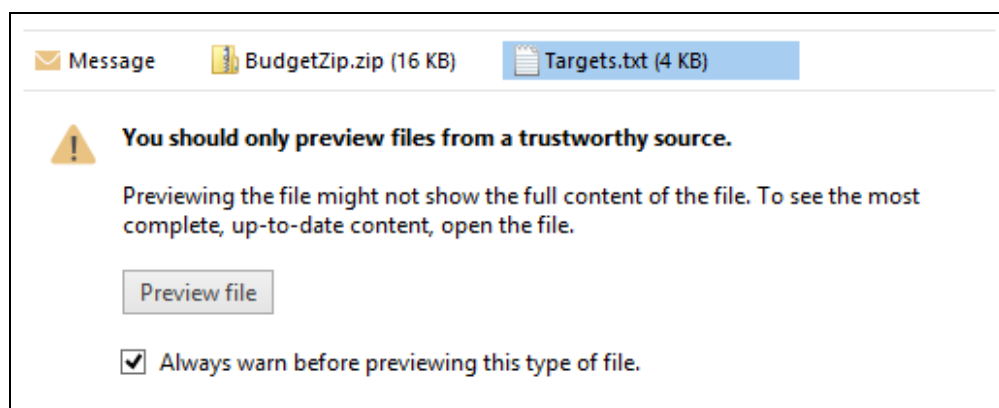
**Note:** Remember to use the **Send/Receive All Folders** button, if necessary, to check for new messages.



2. Notice the paperclip icon on the **Message List** – this indicates that the e-mail has attachments.
3. Select the message in the **Message List** to preview it in the **Reading Pane**. The attached files appear as icons on the message.



4. Click the **Targets** icon once. A warning about previewing files may appear.



**Note:** Because of the danger of viruses in e-mail attachments, you should only open or preview messages from trustworthy sources. Even then, it is recommended that you save the file to your computer and scan it with your antivirus software first.



## Exercise 30 - Continued

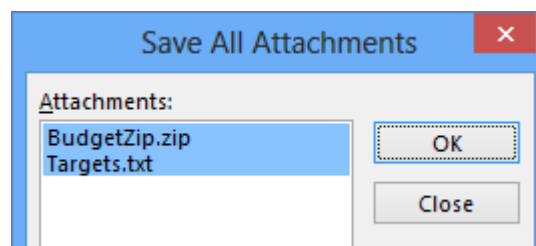
5. If a warning appears, click the **Preview file** button. After a moment, the text file opens in the **Reading Pane**.


Sales	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
DeptA	45	53	60	55
DeptB	30	32	31	40
DeptC	51	49	34	39
DeptD	20	23	29	27

6. To save both of the attached files to your computer (outside of your *Outlook* mailbox), click **Save All Attachments** in the **Actions** group on the **Ribbon**.

**Note:** You can save a single attachment individually by selecting it from the submenu that appears. For this exercise, you will save all of them at once.

7. The **Save All Attachments** dialog box appears.



8. With both attachments selected in the **Attachments** box (which they should be by default), click **OK**.
9. A **Save All Attachments** window appears prompting you to select a location to save the attached files to. Locate the data files folder for this guide and then open the **Received** folder.
10. Click **OK** to save the attached files.
11. Next, locate and start *File Explorer*. An icon for this utility is usually available on the *Windows Taskbar* at the bottom of the **Desktop**. 
12. Locate the data files folder for this guide and open the **Received** folder.

**Note:** You can now check the files contained in this folder for viruses before opening them in their default program.

**Note:** The zipped file **BudgetZip** will need to be **unzipped** (uncompressed) before it can be used. To do this, right click the file and select **Extract All**. On the dialog box that appears, simply click **Extract**. A folder is created containing the unzipped file (and shares its name).

13. Close any open *Windows Explorer* windows but leave *Outlook* open for the next exercise.

## Exercise 31 - Develop Your Skills

You will find a *Develop Your Skills* exercise at the end of each Skill Set. Work through it to ensure you've understood the previous exercises.

1. Create a new, self-addressed e-mail message with **low importance**.
2. Make sure a **Carbon copy** will go to: **julie@bigplanetsupport.co.uk**
3. Send a **Blind carbon copy** to: **atesh@bigplanetsupport.co.uk**
4. Enter the subject **Staff Away Day**.
5. Enter the following text in the **Message Area**:

**The Staff Away Day is booked for next Saturday. Will you be attending?**
6. Make the word **Saturday** bold, italicised and underlined.
7. Change the message font to **Verdana**, size **10**.
8. Attach the file **Activities** from the data files.
9. Add **Yes; No; Maybe** voting buttons to the message.
10. Send the message and wait for your copy to return (don't forget to use the **Send/Receive All Folders** button to check for new messages).
11. Preview the **Staff Away Day** message in the **Reading Pane**.
12. Use the voting feature to respond **Yes** (hint: click the **Information Bar**).
13. Preview the **Activities** attachment in the **Reading Pane**.
14. Save the **Activities** attachment to your **Received** folder using the same file name.
15. **Forward** a copy of the **Staff Away Day** message to *Robert* at the address shown below (add your own suitable message text). Make sure it has **Personal** sensitivity and request a **Read Receipt**.

**robert@bigplanetsupport.co.uk**
16. Reply to all recipients of the original **Staff Away Day** message (if your e-mail address is removed, enter it again in the **To** box). Send a **Bcc** to *Robert*.
17. Include the additional text:

**There is also sailing available for up to 10 people.**
18. Send the message.
19. Leave *Outlook* open for the next Skill Set.

## Summary: Working with E-mail

In this Skill Set you have seen how to send messages to multiple recipients (including carbon and blind carbon copies), and found out how to reply to messages and forward them on to others. You have also learned how to send, receive, open and save e-mail attachments (and “zip them up” to reduce file sizes).

Furthermore, you have seen how to set message priority, importance and confidentiality, used e-mail as a voting tool, and requested message read receipts.

You should now be able to demonstrate your ability to:

- Send e-mail messages:
  - Send a message to multiple recipients
  - Send carbon copies of messages
  - Send blind carbon copies of messages
  
- Receive and respond appropriately to e-mail messages:
  - Respond to e-mail (with history)
  - Reply to received messages (to one or all recipients)
  - Forward messages
  - Set message priority and sensitivity (confidentiality)
  - Request read receipts/responses
  - Use voting tools
  
- Manage message size and attachments:
  - Send attachments
  - Open and view attachments
  - Reduce message size by zipping attachments (file compression)

# Skill Set 5

## Contacts

By the end of this Skill Set you should be able to:

- Use Outlook's People Feature
  - Add a New Contact
  - Edit a Contact
  - Delete a Contact
- Use the Address Book
- Print a List of Contacts
- Use Contact Groups

## Exercise 32 - Your Contacts

### Knowledge:

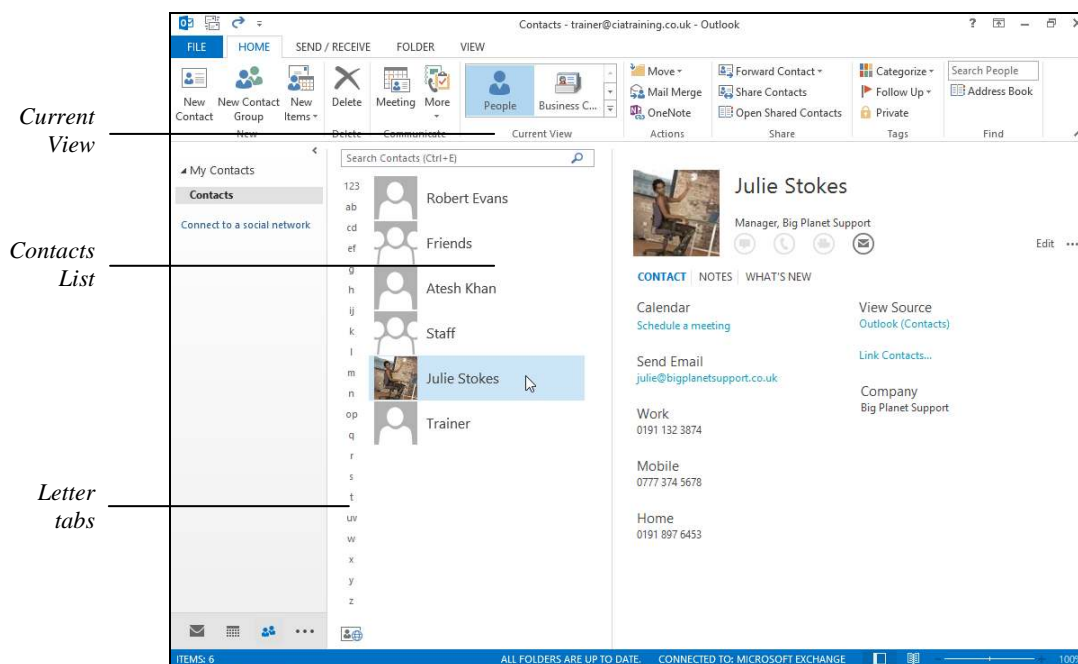
Over time you will find that many of the e-mail messages that you create will be sent to the same group of people (your “contacts”). Often, these will be friends, family or work colleagues. To avoid having to remember their e-mail addresses and contact details, you can store them as **Contacts** in *Outlook's People* view.

### Activity:

- From the bottom of the *Outlook Folder Pane*, click the **People** view button.



- Familiarise yourself with the **People** view that appears.



**Note:** If you have never used **People** view before, it is likely that the **Contacts List** shown will be empty. In the next exercise you will create new contacts.

- Notice the contact display options in the **Current View** group on the **Ribbon**. These allow you to display your contact information in various ways (**People** is selected in the above example).

**Note:** The **Letter tabs** displayed vertically down the left side of the **Contacts List** can help speed up the finding of a contact. Simply click the letter tab that matches your contact's first or second initial.

- Leave the **People** view open for the next exercise.

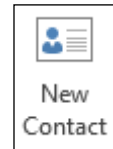
## Exercise 33 - Adding a Contact

### Knowledge:

New **Contacts** can be added to the **People** view by completing a simple form. The information stored can include general details such as name, job title, company name, address, e-mail address, and various phone numbers. A picture can also be added to help identify the contact.

### Activity:

1. Your **People** view should be open from the previous exercise.
2. To create a new **Contact**, click the **New Contact** button in the **New** group on the **HOME** tab. An **Untitled Contact** window appears.



Save & Close

3. Carefully enter the following information into the text boxes on the form:

<b>Full Name:</b>	Julie Stokes
<b>Company:</b>	Big Planet Support
<b>Job title:</b>	Team Leader
<b>E-mail:</b>	julie@bigplanetsupport.co.uk
<b>Business (Phone):</b>	0191 132 4657
<b>Home (Phone):</b>	0191 897 6453
<b>Mobile (Phone):</b>	0777 374 5678

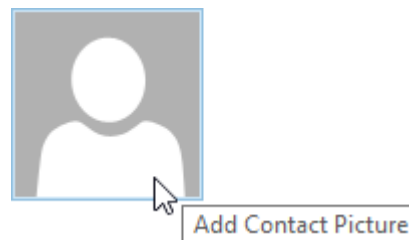
**Note:** You can use <Tab> and <Shift + Tab> to move between text boxes.

**Note:** If any further dialog boxes appear, e.g. check full name or conversion of telephone numbers to add international codes, click **Cancel** to continue.

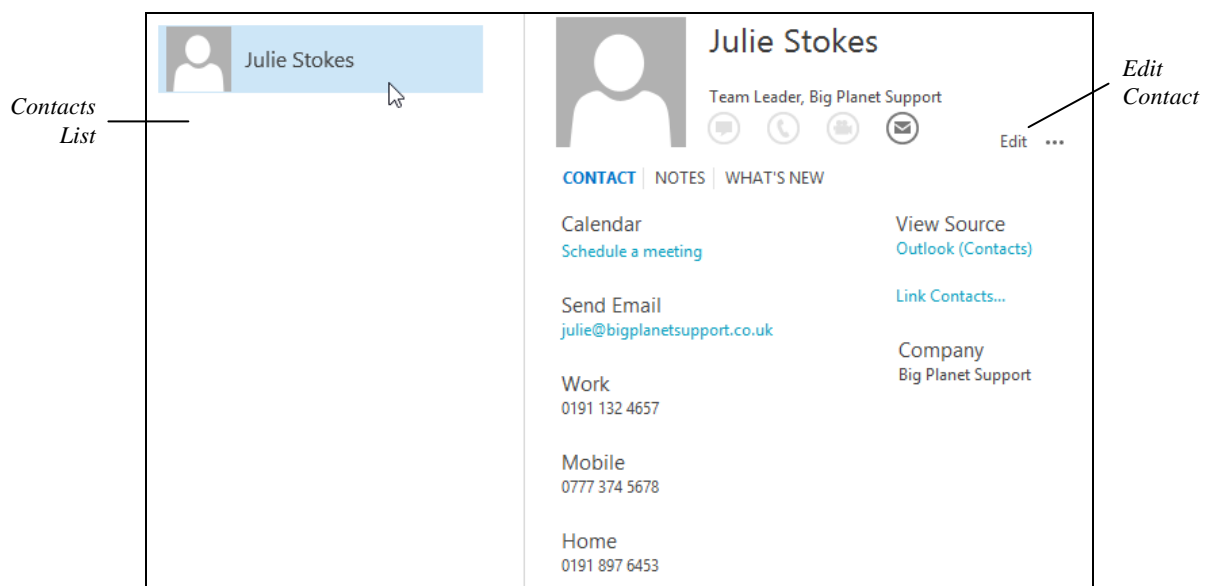
## Exercise 33 - Continued

**Note:** Always make sure you enter a person's details accurately; especially e-mail addresses and phone numbers.

- You can also add a picture to help you identify this new contact. To the right of the **Full Name** box, click the **Add Contact Picture** button.



- Locate the data files folder for this unit. Select the image file **Julie** and click **OK**. The picture is added to the new contact's record.
- Click the **Save & Close** button in the **Actions** group. The new contact is created and added to your **Contacts** list.



**Note:** If your screen does not appear as above, make sure **People** is selected in **Current View** on the **Ribbon**. Click the new **Julie Stokes** entry shown in the **Contacts List** to preview her details in the **Reading Pane**.

- Click the **New Contact** button again. This time enter your own, personal information, making sure you enter your real e-mail address correctly for use in later exercises.
- Click **Save & Close** again. A new personalised contact has now been created for you.
- Leave the **People** view open for the next exercise.

## Exercise 34 - Editing a Contact

### Knowledge:

*Outlook* makes it easy to change contact details by simply double-clicking an entry in **People** view. The record can then be edited as required before selecting **Save & Close** to update the information.

### Activity:

1. The **People** view should be open from the previous exercise. You have been informed that **Julie Stokes** has been promoted to **Manager** and her work telephone number has changed to **0191 132 3874**. Let's edit her record...
2. Locate and click once to select the entry for **Julie Stokes** in the **Contacts List**. Then, click **Edit** in the **Reading Pane** to open a contact editing window.
3. By editing the text in the text boxes shown, change *Julie's* work **Title** to **Manager** and her **Work** phone number to **0191 132 3874**.

The screenshot shows the 'Edit Contact' window for Julie Stokes. The 'Name' field contains 'Julie Stokes'. Under the 'CONTACT' tab, there are sections for 'Email', 'Phone', and 'IM'. The 'Email' section has a field with 'julie@bigplanetsupport.co.uk'. The 'Phone' section has three fields: 'Work' with '0191 132 3874', 'Mobile' with '0777 374 5678', and 'Home' with '0191 897 6453'. The 'IM' section is empty. On the right side, there are fields for 'Changes Saved To' (Outlook (Contacts)), 'Work Title' (Manager), and 'Company' (Big Planet Support). At the bottom right, there are 'Save' and 'Cancel' buttons.

4. Click **Save** to save the new information and then close the contact editing window. Notice that her information in the **Reading Pane** is updated.
5. Leave the **People** view open for the next exercise.




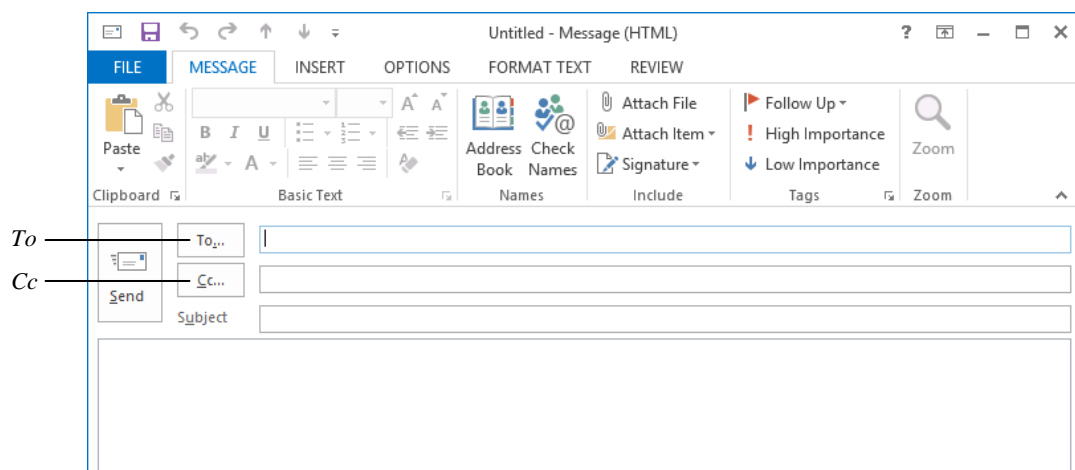
## Exercise 35 - The Address Book


### Knowledge:

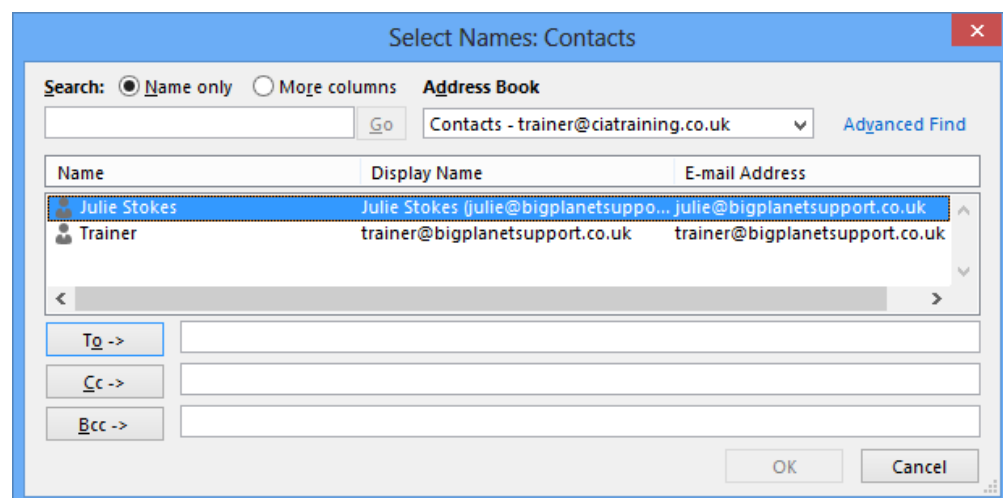
The *Outlook Address Book* provides another view of your **Contacts List**. When you create a new e-mail message (or forward a message to another recipient), it can be used to quickly look up and select e-mail addresses.

### Activity:

- Return to **Mail** view by clicking the **Mail** view button, , on the *Outlook Folder Pane*.
- Create a new e-mail message by clicking the **New E-mail** button on the **Ribbon**. An **Untitled Message** window appears.



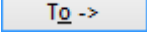
- Notice the **To** and **Cc** buttons. These allow you to open your **Address Book** and select the e-mail addresses of people in your **Contacts** list.
- Click the **To** button, . Your **Address Book** opens.



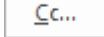

- From the drop-down box found below **Address Book**, make sure **Contacts** is selected as shown above (if it is not already).

## Exercise 35 - Continued

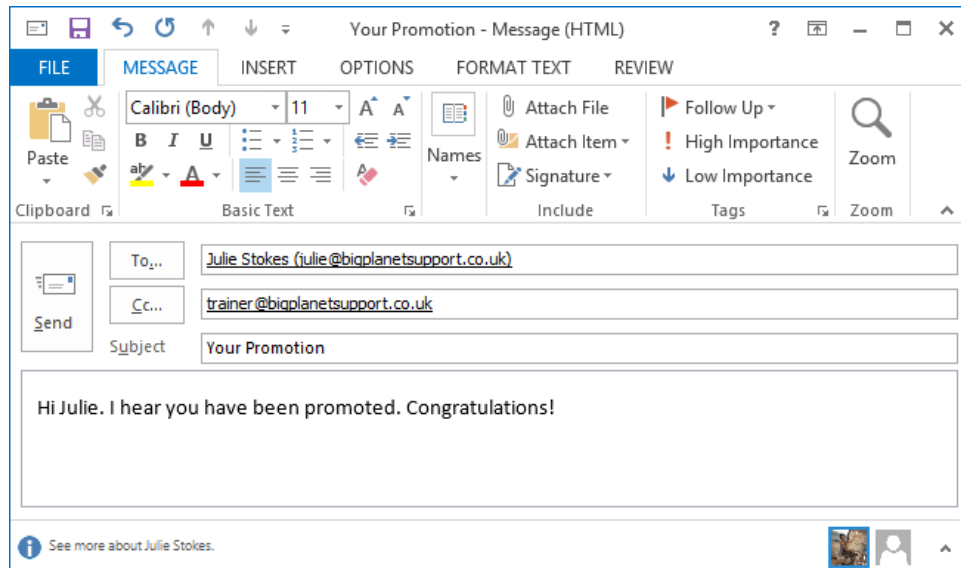
**Note:** It is possible to have more than one list of contacts. For example, if your computer is connected to a network (perhaps at work), a **Global Address List** may also be available listing the details and e-mail addresses of all users on the network.

- Select the entry for **Julie Stokes** and click the **To** button, . Her e-mail address is copied to the **To** box.
- Click **OK**. Her e-mail address now also appears in the e-mail's **To** box.

To...	Julie Stokes (julie@bioplanetsupport.co.uk)
Cc...	

- Click the **Cc** button, . The **Address Book** appears again. Make sure **Contacts** is selected again under **Address Book**.
- Select your own contact record and click the **Cc** button, . Your own e-mail address is copied to the **Cc** box. Click **OK**.
- Enter the e-mail message subject **Your Promotion**.
- Enter the following message in the **Message Area**:

**Hi Julie. I hear you have been promoted. Congratulations!**



The screenshot shows the Outlook 'Compose' window for a message titled 'Your Promotion - Message (HTML)'. The ribbon includes FILE, MESSAGE, INSERT, OPTIONS, FORMAT TEXT, and REVIEW. The 'To' field is populated with 'Julie Stokes (julie@bioplanetsupport.co.uk)'. The 'Cc' field is populated with 'trainer@bioplanetsupport.co.uk'. The subject line is 'Your Promotion'. The message body contains the text 'Hi Julie. I hear you have been promoted. Congratulations!'. At the bottom, there is a link to 'See more about Julie Stokes.' and a small profile picture icon.

- Send the message (you should receive the **Carbon copy** addressed to you).

**Note:** You can access your **Address Book** in any view by clicking the **Address Book** button in the **Find** group on the **HOME** tab.