Microsoft®

Outlook 2016 Basic

Quick Reference Guide

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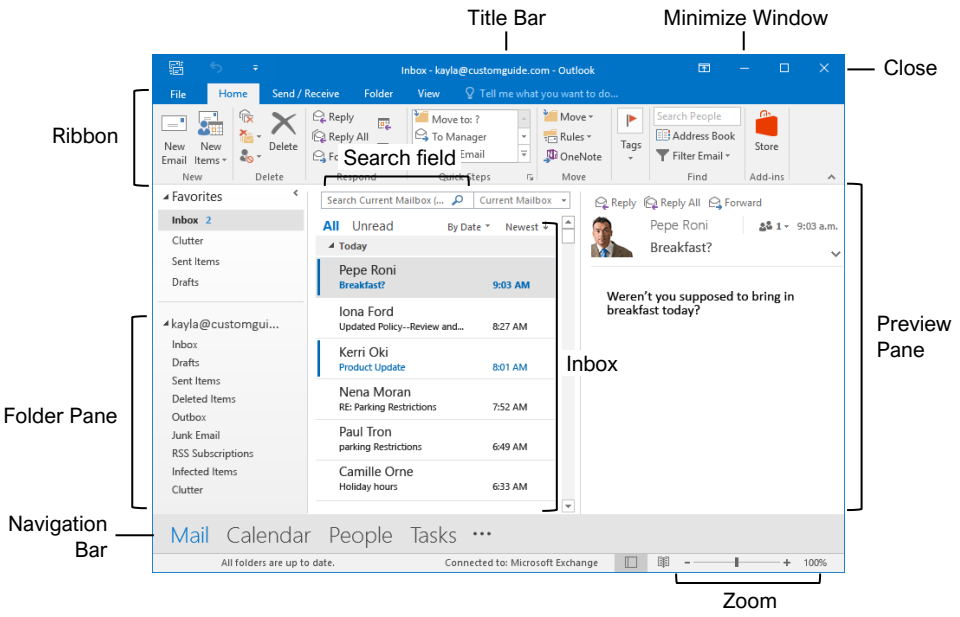
The Outlook 2016 Program Screen



The Fundamentals

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

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

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

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

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

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

Search

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

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

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

Keyboard Shortcuts

General

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

Navigation

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

Mail

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

Calendar

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

Contacts

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

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Mail

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mail

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

People

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

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

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

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

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

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

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

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

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

Calendar

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

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

Calendar

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

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

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

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

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

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

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

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

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

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

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

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

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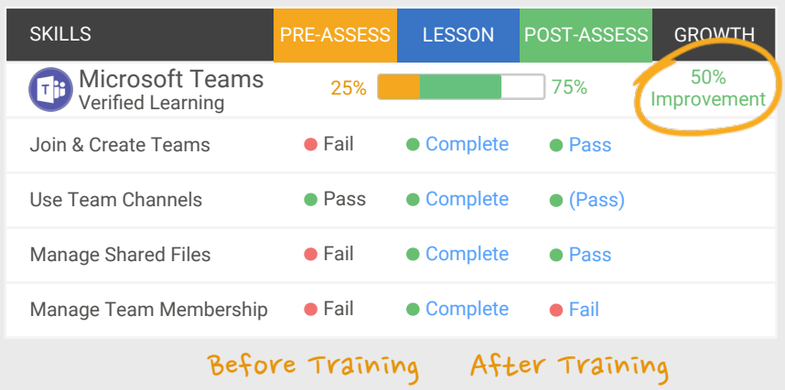

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