

# Section 1



## Topics Covered

- Outlook overview..... 1-2
- Loading Outlook ..... 1-3
- The screen elements ..... 1-4
- Using help ..... 1-9



**Time Required: 30 Mins**



# Outlook Overview

Microsoft Outlook is a combination of mail system, calendar, contact list, to-do list and journal. Using it you can communicate with other electronic mail users, keep a schedule of your appointments, and coordinate with your colleagues to plan meetings. You can also keep a list of your contacts and their details, create a 'to do' list, and post the electronic equivalent of sticky notes on your desktop to remind you of other things you need to do.

When you're using Outlook, these items are organised into built-in *groups* and *folders* so that it's easy for you to find and view the information that you've stored, although you can choose to reorganise the information to suit yourself.

Initially, Outlook information is organised into three groups: **Outlook Shortcuts**, **My Shortcuts** and **Other Shortcuts** (see the illustration on page 1).

## The Outlook Shortcuts Group

The **Outlook Shortcuts** group contains a number of folders by default: one for each type of information that can be stored. In addition to these folders, this group contains *Outlook Today*, which shows you a summary of your day. It lists your tasks, appointments and any new messages you've received.

Like the other groups, the number and type of folders shown in this group can be customised.

## The My Shortcuts Group

The **My Shortcuts** group contains the folders where messages you create are stored. The **Drafts** folder contains messages that you've started composing but have not as yet sent; the **Outbox** folder stores your messages until they are sent, when they are moved to the **Sent Items** folder.

## The Other Shortcuts Group

The **Other Shortcuts** group contains folders that allow you to fast access other parts of your computer system, such as the default location of any documents you create using Microsoft Office programs. Each of these groups and folders is described in detail later in this workbook.



# Loading Outlook

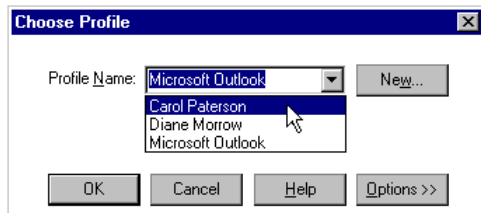
Before you can use Outlook, you have to load it. You can do this either by double clicking the **Outlook** icon on your desktop, or by selecting the **Start** button on your taskbar and choosing **Microsoft Outlook** from the **Programs** menu.

## To Load Outlook

Double click the  icon on your desktop.  
outlook.exe

Alternatively, select the **Start** button on your taskbar then choose **Microsoft Outlook** from the **Programs** menu:

If your computer is used by a variety of Outlook users, you may be asked to choose a *user profile*. If this is the case, choose your profile from the drop-down list...



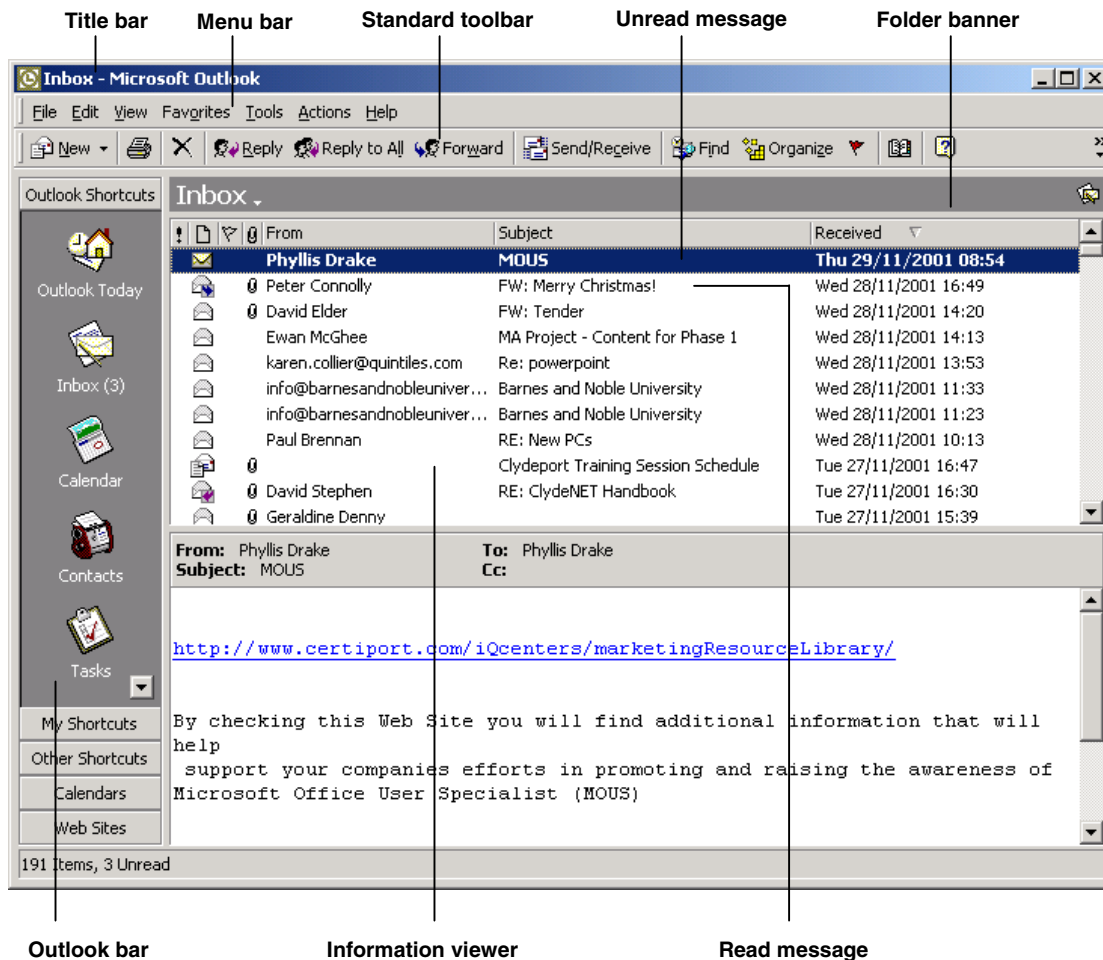
...then click **OK**.

Outlook will start and the Information viewer will be displayed.



# The Outlook Screen Elements

The Outlook screen will resemble that shown below. However, as the screen elements can be customised, you may find that your screen looks slightly different.



## Title Bar

The title bar displays the name of the folder that you're currently viewing in Outlook and the name of the application. At the right side of the title bar are the standard Windows buttons for minimising, restoring/maximising, and closing the application window.

## Menu Bar

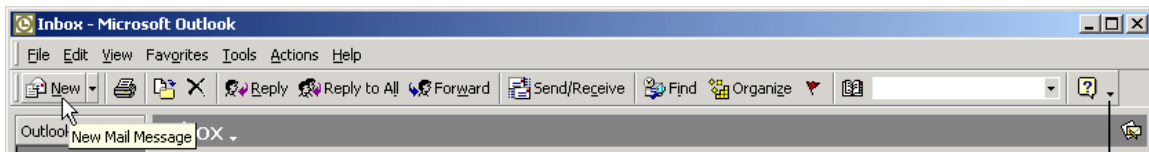
The menu bar contains a list of menu names each of which, when selected, will display a list of related options. You can display menu options either by clicking on the menu name on the menu bar or by holding down the [ALT] key on the keyboard and pressing the letter that's underlined in the menu name, e.g. to access the **E**dit menu options, you'd hold down the [ALT] key then press **E**. You can also select an option from a displayed menu using either of these methods. The menu names that appear will vary, depending on what you're doing at the time.



# The Outlook Screen Elements

## Standard Toolbar

The Standard toolbar contains buttons that you click to carry out particular Outlook operations. The buttons that appear on the toolbar will vary according to what you're doing at the time. To find out what any button does, rest the mouse pointer on it for a few moments and a *ScreenTip* will be displayed:



The More Buttons button

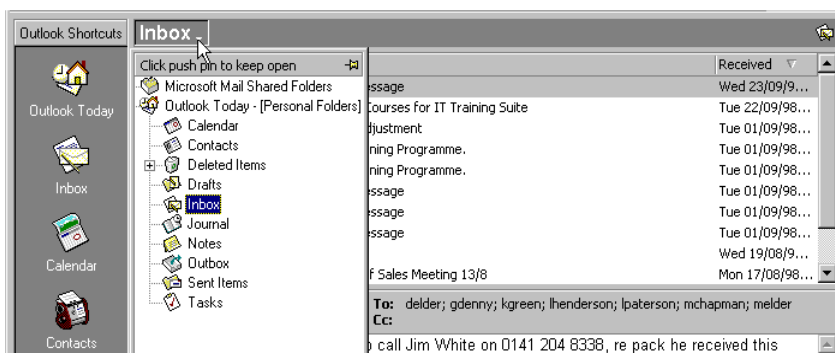
## Customising Menu Bars and Toolbars

Both menu bars and toolbars can be customised to suit the user's own preferences. For example, if there's a particular menu option that you use regularly, you can add any available button representing it to a toolbar. Click the **More Buttons** button to see a list of icons. If the one you want doesn't appear on the list, choose **Customize** and then locate the button you want. To remove a button, display the **Customize** dialogue box then drag the button off the toolbar.

To add an option a menu bar, select the **View, Toolbars, Customize** menu option and drag the required option from the **Commands** sheet to the menu it is to appear on. To remove a menu option, display the **Customize** dialogue box and drag the option from the menu it currently appears on.

## Folder Banner

The folder banner displays the name of the open folder. Click the folder name in the banner to display a list of folders: /..





# The Outlook Screen Elements

## ../ Folder Banner

You can view the contents of any of these folders in the Information viewer by clicking its name in the folder list. If however you want to carry out any other operation on the folder, e.g. to copy it or move it, you must click the pushpin shown at the top of the list so that this pane remains open. To move an item from one folder to another, display its original folder and then drag the item to the new folder.

## Outlook Bar

The Outlook bar contains the three Outlook groups: **Outlook Shortcuts**, **My Shortcuts** and **Other Shortcuts**. The folders that are part of the selected group are shown in the Outlook bar. In the illustration on the left below, the folders from the **Outlook Shortcuts** group are listed. To display the folders from one of the other groups, click on the group name:



Click here to see the contents of the My Shortcuts group...



...in the Outlook bar.

## Information Viewer

The contents of the current folder will be shown in the Information viewer.

## Changing the Appearance of the Current Folder

The appearance of your folder contents in the Information viewer can be customised using the **View, Current View** menu. For example, if the Calendar is currently displayed in the Information viewer, you can choose to view it a day, week, work week, or month a time; when the **Contacts** folder is displayed you can choose from a number of different layouts for your contact details, and so on. The options available on the **View, Current View** menu will depend on which folder is currently displayed in the Information viewer.



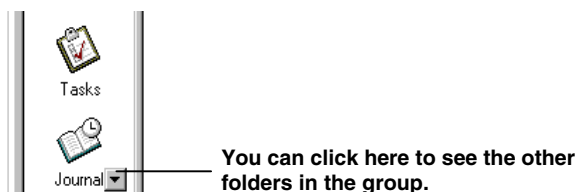
## Exercise 1-1

1. Load Outlook using one of the methods described earlier.

The Outlook screen is displayed. The contents of the default folder are shown in the Information viewer. Initially this will be **Outlook Today**, however, you can change this setting if you want to.

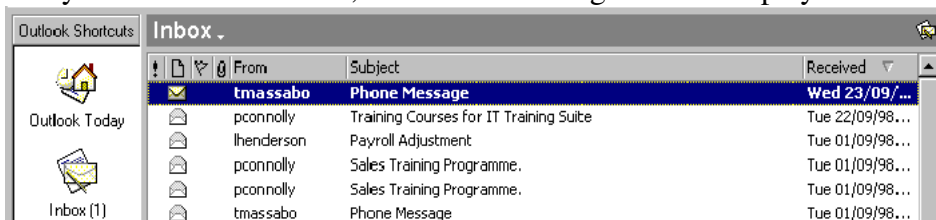
2. Take a few minutes to examine the Outlook screen.

Notice that the **Outlook Shortcuts** group folders are listed in the Outlook bar at the left of the screen. Depending on the size of your screen, you may not be able to see all the folders. In this case, an arrow shown at the bottom of the Outlook bar can be used to view the others.



3. Click on the **Inbox** folder in the Outlook bar.

The contents of your Inbox are shown in the Information viewer. If this is the first time that you've loaded Outlook, a welcome message will be displayed.



4. Click on the **Tasks** folder in the Outlook bar.

Any tasks that you've been assigned are shown in the Information viewer. If this is the first time you've loaded Outlook, a sample task will be displayed.

5. Select the **View, Current View, Detailed List** menu option to display additional information relating to your tasks.
6. Select the **View, Current View, Simple List** menu option to return to the default view for the **Tasks** folder.



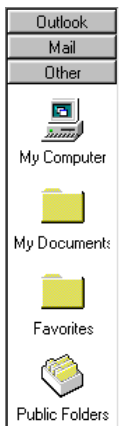
## Exercise 1-1

7. Click on the **My Shortcuts** group in the Outlook bar.



Folders relating to your sent mail are now shown in the Outlook bar.

8. Click on the **Other Shortcuts** group.




From this group you can access other parts of your computer system. Note, however, that the precise contents of this group will depend on the setup that your own system uses.



# Using Help


Outlook has a comprehensive on-line help system that you can use when you want to know more about a particular option or how to complete a task. Described below are some of the ways you can get help.

## What's This?

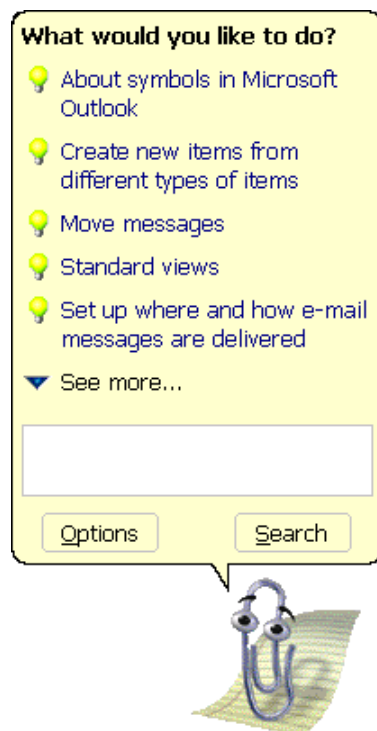
Using the **Help, What's This?** menu option you can ask Outlook to display a description of parts of the screen and in some dialogue boxes. When you choose this command, the mouse pointer changes to . Click on the item you want a description of.

## The Office Assistant

The Office Assistant provides tips on how to get the best from Outlook and provides step-by-step instructions to guide you through specific tasks. It anticipates the kind of help you need and suggests Help topics based on the work you're doing. It will also answer Help requests typed in your own words.

If you need help from the Office Assistant, click on the  button or select the **Help, Microsoft Outlook Help** command and then type your question.

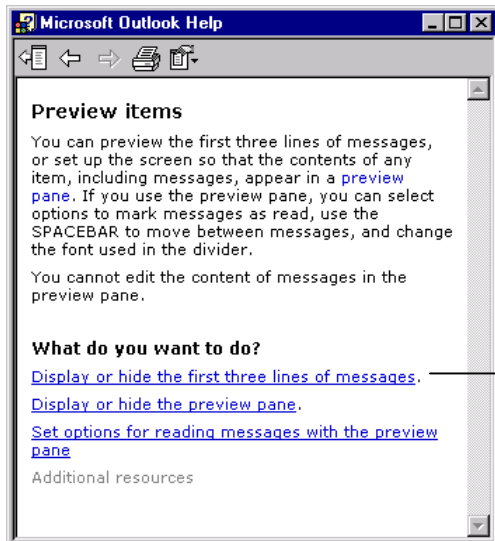
The Office Assistant will display a choice of help topics for you to choose from. Click on the one you want and help will be displayed.



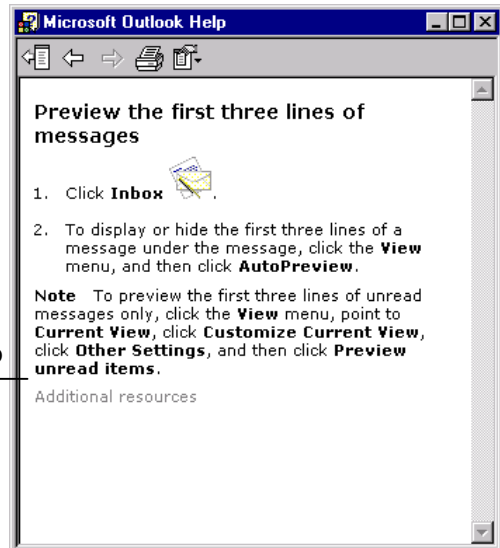


# Using Help

When you choose a topic on which you want help, the **Microsoft Outlook Help** window will be displayed.



Click here to display this help topic.

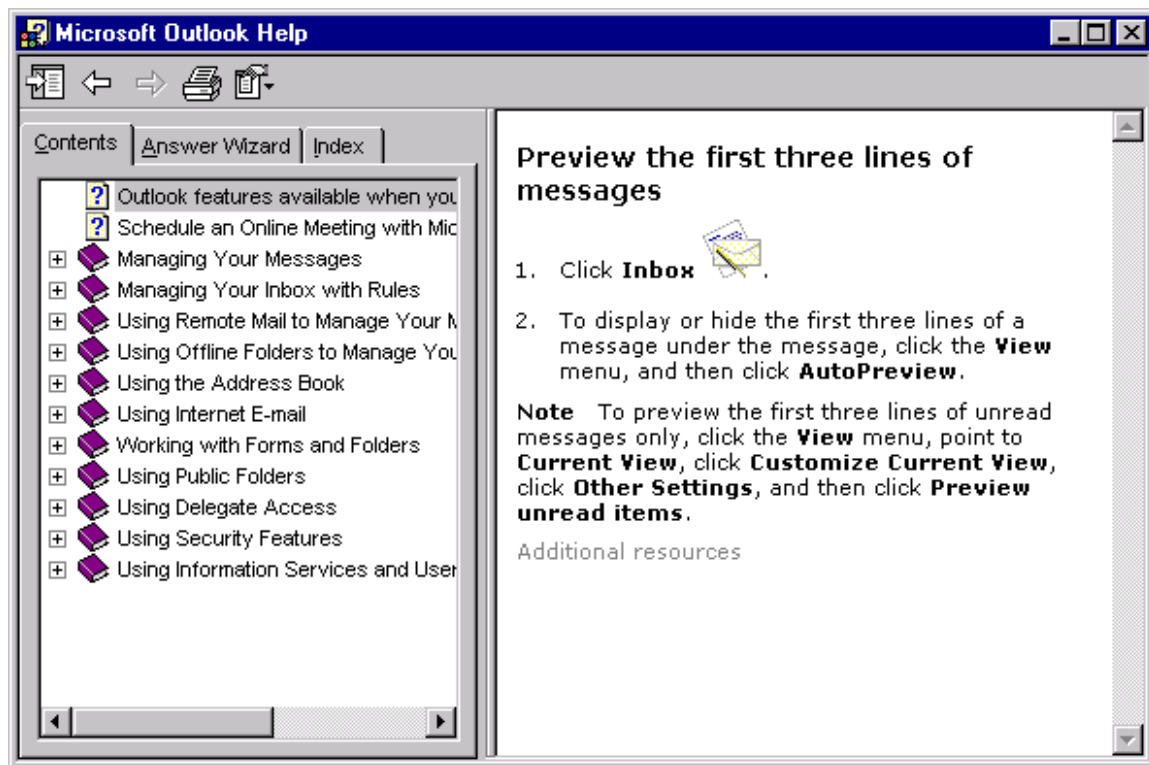




# Using Help

## Using Contents, Answer Wizard and Index

By expanding the **Microsoft Outlook Help** window you can use the **Contents**, **Answer Wizard** or **Index** facility to find the help you're looking for:



To use **Contents** double click the relevant heading to see its subheadings until the help you want is displayed in the right pane of the window.

To use the **Answer Wizard** type your question into the box...



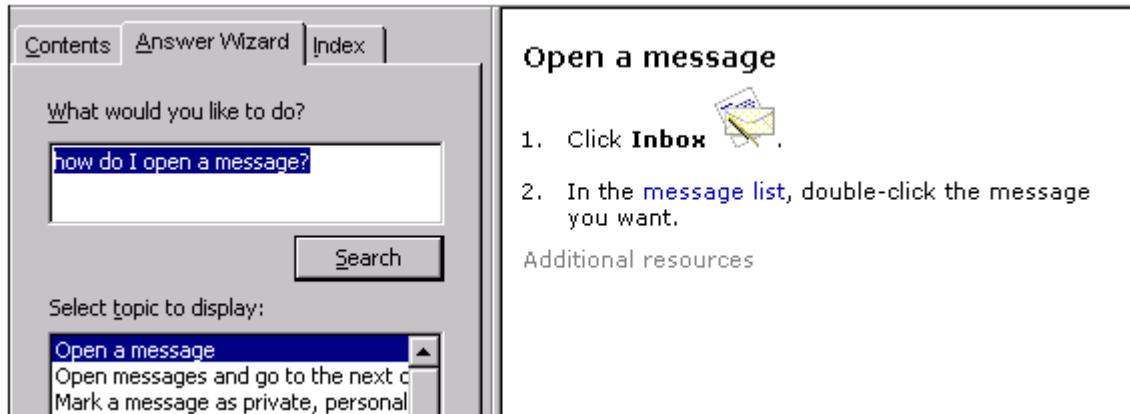
...then click the **Search** button. /..



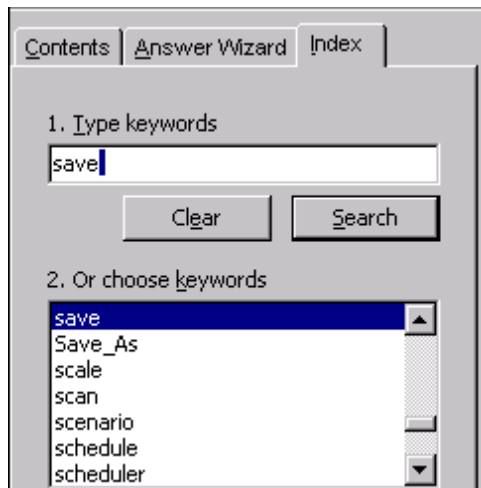
# Using Help

## ../ Using Contents, Answer Wizard and Index

A list of related topics will be displayed. Click the one you need to display the help information in the right pane:



To use the **Index** type a key word into the text box. As you type, topics beginning with the characters you type will be shown in the list box: /.





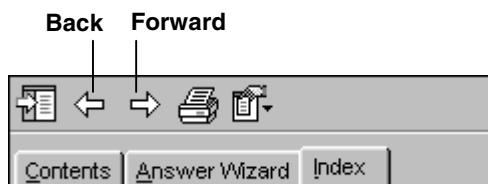
# Using Help

## ../ Using Contents, Answer Wizard and Index

Click **Search** to find a list of help topics that include the word(s) you typed or the word(s) you selected from the list of keywords:



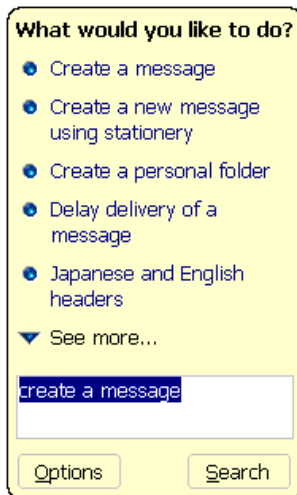
You can use the **Back** and **Forward** buttons at the top of the window to revisit help pages you've previously seen during this use of the Help system.



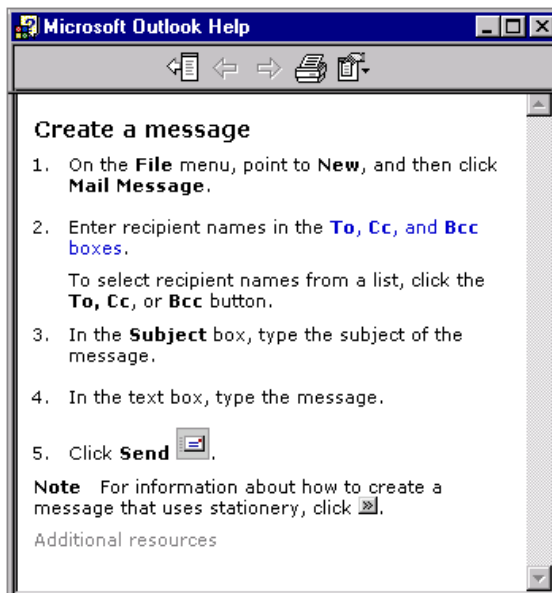



## Exercise 1-2

1. Follow the instructions below to get help on create a mail message.
  - Select the **Help, Microsoft Outlook Help** command.  
The Office Assistant is displayed.
  - Type **Create a Message** and click **Search**.  
The Office Assistant presents you with a list of topics.



- Click the first option **Create a message**.



- Once you have read the help text, expand the Help window by clicking the  button at the top.

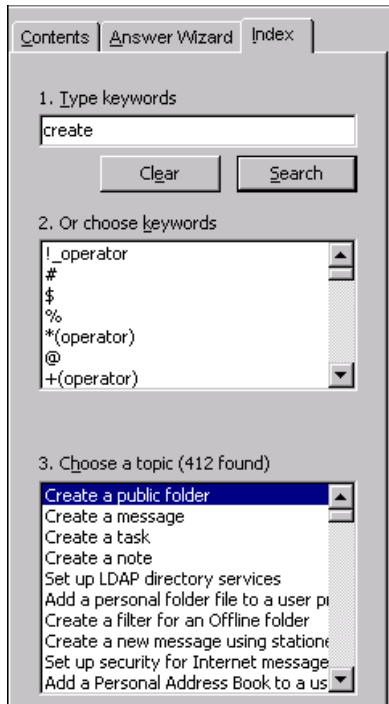


## Exercise 1-2

2. Follow the instructions below to get help using the help Index.

- Display the **Index** property sheet then type **create**.
- Click **Search**.

A list of topics relating to create items is displayed.



- Click **Create a task** to display this help information in the right pane of the Help window.

### Create a task

A task is a personal or work-related errand you want to track through completion. A task can occur once or repeatedly (a recurring task). A recurring task can repeat at regular intervals or repeat based on the date you mark the task complete. For example, you might want to send a status report to your manager on the last Friday of every month, and get a haircut when one month has passed since your last haircut.

Recurring tasks are added one at a time to the [task list](#). When you mark one occurrence of the task complete, the next occurrence appears in the list.

**What do you want to do?**

- [Create a task that occurs once](#)
- [Create a task that recurs at regular intervals](#)
- [Create a task that recurs based on completion date](#)

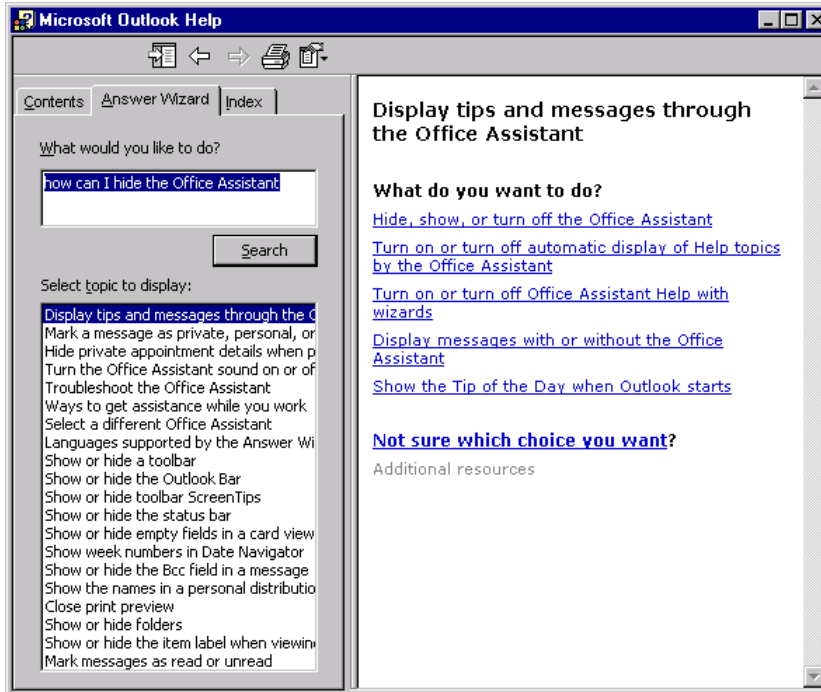
Additional resources

- Read through this information.



## Exercise 1-2

- Follow the instructions below to use the **Answer Wizard** property sheet to get help.
  - Display the **Answer Wizard** property sheet.
  - Type **how can I hide the Office Assistant** into the text box.A list of topics containing what you've typed is displayed in the right pane.



- Click **Hide, show or turn off the Office Assistant**.

### Hide, show, or turn off the Office Assistant

You can temporarily hide or show the Office Assistant while you're working in Microsoft Outlook. You can also turn off the Office Assistant and use only the Help window. How to [get Help without the Office Assistant](#).

#### Temporarily hide or show the Office Assistant

- On the **Help** menu, click **Hide the Office Assistant** or **Show the Office Assistant**.


#### Turn off the Office Assistant

- In the Assistant balloon, click **Options**.  
If the Assistant balloon isn't visible, click the Assistant.
- On the **Options** tab, clear the **Use the Office Assistant** check box.

**Tip** To turn on the Assistant at any time, click **Show the Office Assistant** on the **Help** menu.

**Note** You can remove the Assistant permanently by rerunning Outlook Setup.

Additional resources

- Read through this information and then close the Help window by clicking its  **Close** button.



## Questions and Answers

1. What folders are listed in your **My Documents** group in the Outlook bar?

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2. What's shown in the folder banner?

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3. What's shown in the Information viewer?

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4. Which menu option displays the Office Assistant?

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