



Microsoft[®] Outlook[®] 2010 Training

Make the switch to Outlook 2010

Instructor:

Debbie Minnerly

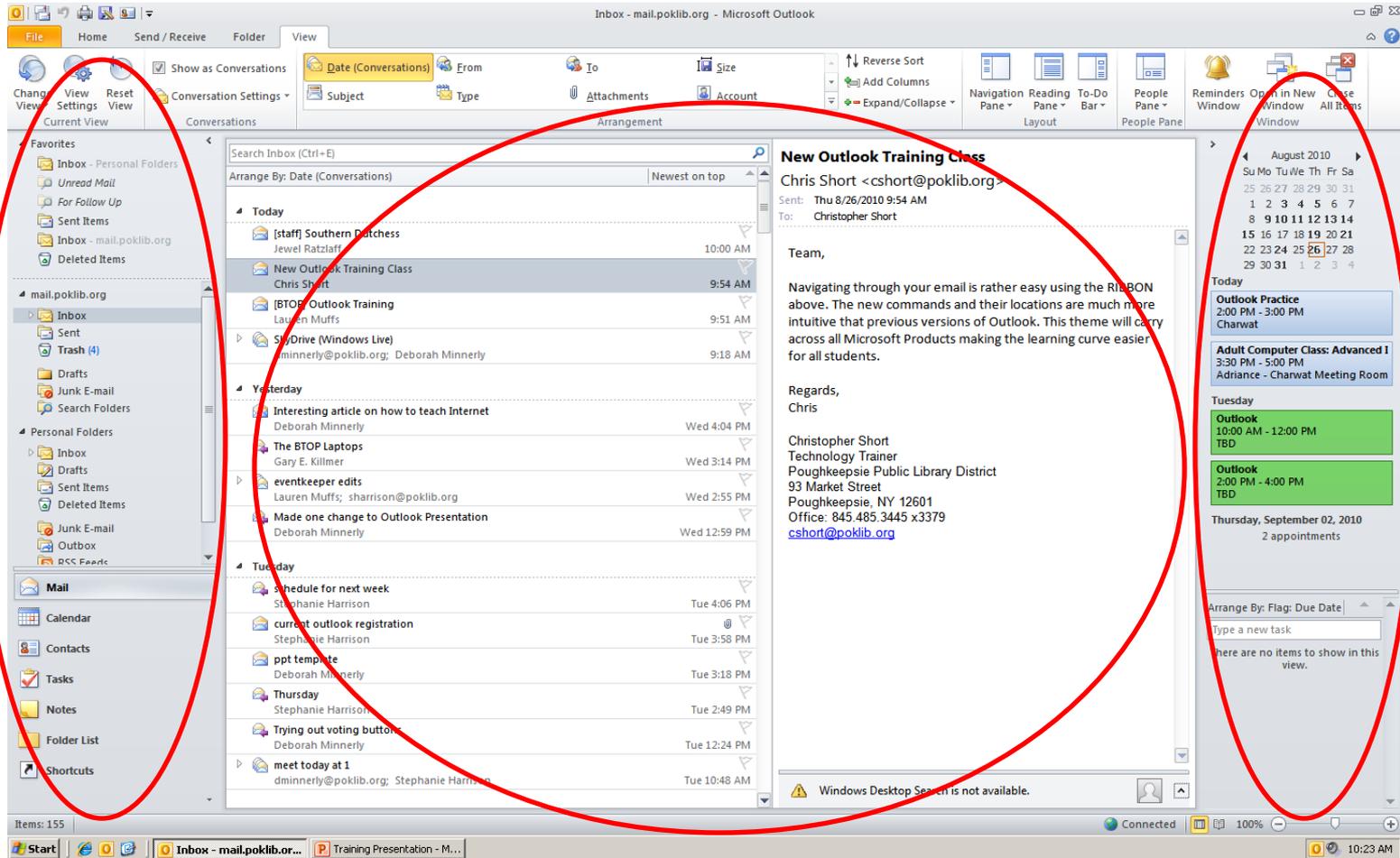
Course goals

- Become familiar with locating commands on the ribbon including using Backstage View (the File menu)
- Read and send e-mail
- Work with contacts
- Schedule appointments and meetings in your calendar

Getting Acquainted with Outlook

- The Outlook Environment
- The Ribbon
- The Microsoft File Menu (Backstage View)
- The Quick Access Toolbar
- The Navigation Pane, Reading Pane and To-Do Bar
- The Scroll Bars
- The Print Preview Pane

Common Outlook Home Screen

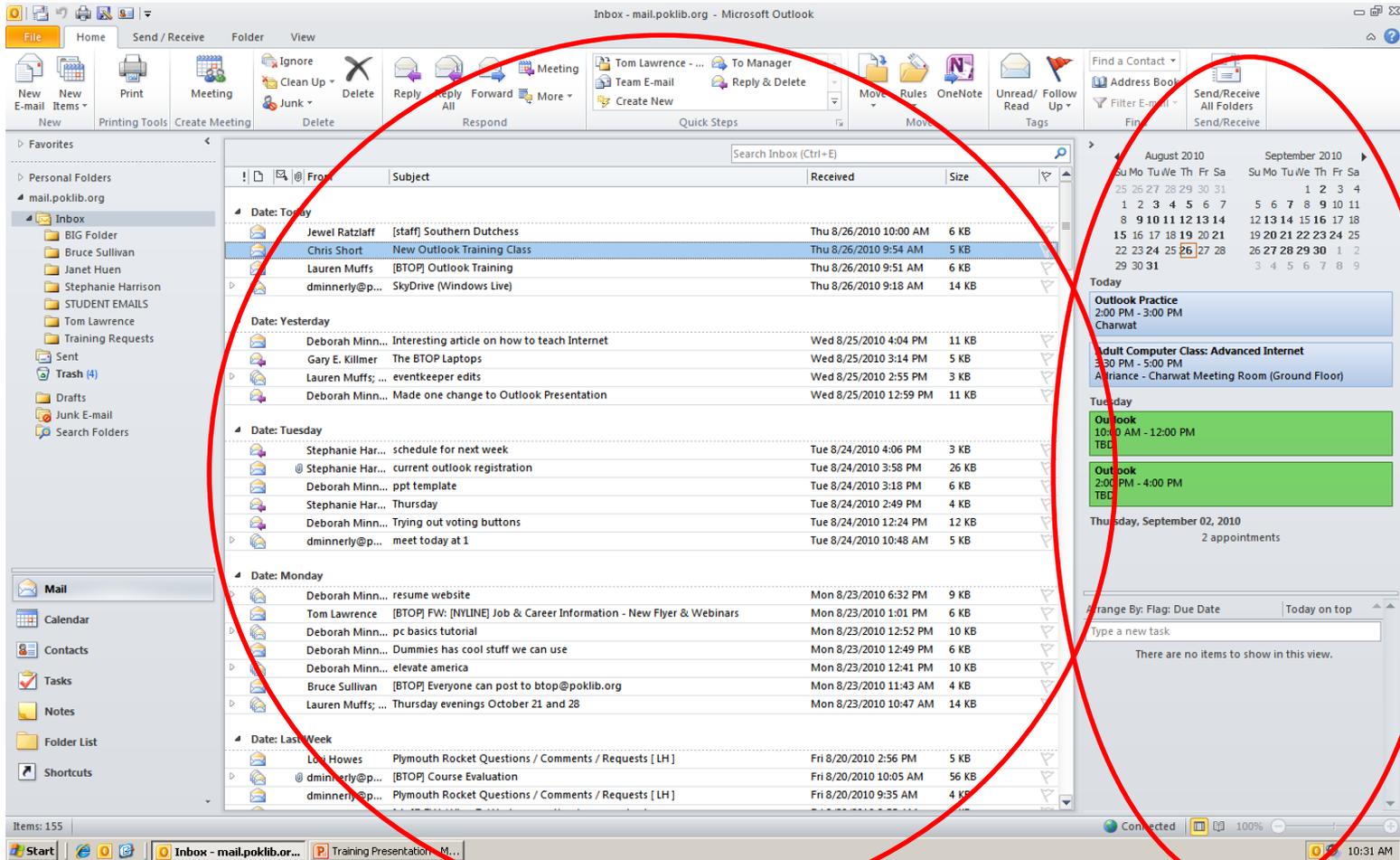


Navigation Pane

Reading Pane

To-Do Bar

Alternate Outlook Home Screen



Reading Pane – no preview

To-Do Bar – expanded

Navigating Your E-Mail

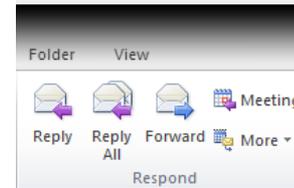
- ✓ Using the Inbox - if you go to another view (contacts or calendar, for example) click Mail to return to viewing mail
- ✓ Message Statuses
- ✓ Reading Messages (drag email to calendar)
- ✓ Printing Messages
- ✓ Deleting Messages
- ✓ Sorting the Inbox – by columns
- ✓ Changing the Inbox View – Reading Pane
- ✓ Message Flags - Tasks
- ✓ Finding Messages

Navigating Your E-Mail Cont.

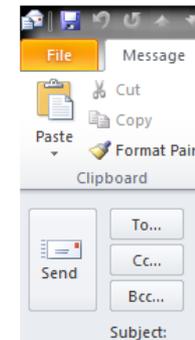
- ✓ Sending Messages
- ✓ Selecting Recipients
- ✓ Checking Message Spelling
- ✓ Replying to Messages
- ✓ Forwarding Messages
- ✓ Sending Attachments
- ✓ Opening Attachments

Replying to an email

- ✓ While reading an email, click Reply

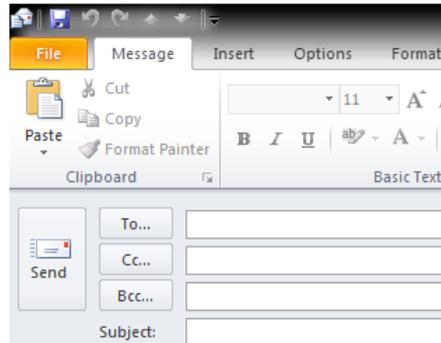
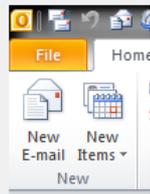


- ✓ Type your reply, then click Send
The message will be in the Sent Folder or Sent Items folder



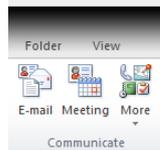
Sending a new email

- ✓ Start the email by clicking New E-mail, then enter the name or email address in the To... field, or click To... and choose the name.



OR

- ✓ Start the email by going to Contacts, click once on a name in the list, then click E-mail



NOTE – Be sure to include a subject line so that the recipient can determine if they need to open the email right away

Attaching a file

You can attach a file to any email, including a reply or forwarded email.



1. From the email message, click on the Attach File button
2. Locate the file to be attached (note – the recipient must have a program that can open the file), select it and click Insert. The file should show in the Attached section just below Subject
3. Send the email

Opening an Attachment

Any message with an attachment will display a paperclip icon to the left of the email.

1. When you open an email with an attachment, the attachment displays below the date and your name.
2. Click the attachment one time to see a link to preview the attachment. It's important to know what you're receiving before you open a file – attachments can contain viruses.
3. Once you've previewed the file, double-click it to open it up for printing or saving.

Note – if you receive an attachment from someone you don't know, you should delete that email. It is possible for people you know to unintentionally send a virus, so be sure you know what you're receiving even if it's from a family member or friend.

Searching for an email

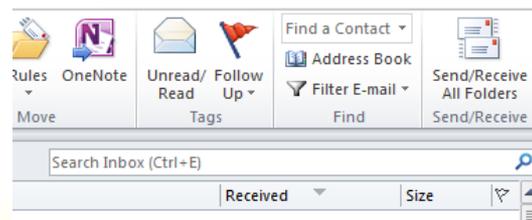
Wading through emails can be time-consuming and frustrating.

To locate emails, try one (or more) of the following:

- ✓ Sort emails by From, Subject, Received or Size (default is by received – newest at top).



- ✓ Click in the Search box and type a word that is in the email. Click the Search icon (looks like a magnifying glass) to start the search if it doesn't search automatically.



Deleting emails or contacts and emptying the trash

- ✓ To delete an email, contact or calendar item, click once on the item to select it, then click the Delete button



- ✓ Deleted emails go into the Trash – they're still on the computer until you empty the Trash folder. Locate Trash (under Inbox), right-click on it, then choose Empty Folder.



Making Contacts

- ✓ What are Contacts?
- ✓ The Contacts Folder
- ✓ Changing the View
- ✓ Creating Contacts
- ✓ Editing Contacts
- ✓ Map It
- ✓ Selecting Contacts
- ✓ Deleting Contacts
- ✓ Grouping Contacts
- ✓ Searching for Contacts
- ✓ Writing Letters to Contacts
- ✓ Distribution List

Contacts Screen

The screenshot displays the Outlook 2010 interface with the 'Contacts' view selected. The main window shows a list of 105 contacts with columns for Full Name, Business Phone, E-mail, File As, Mobile Phone, Department, Home Phone, and Business Address. The 'File As' column is currently selected. The contact list includes entries such as Adia Overbey, Administrative Council, and various staff members.

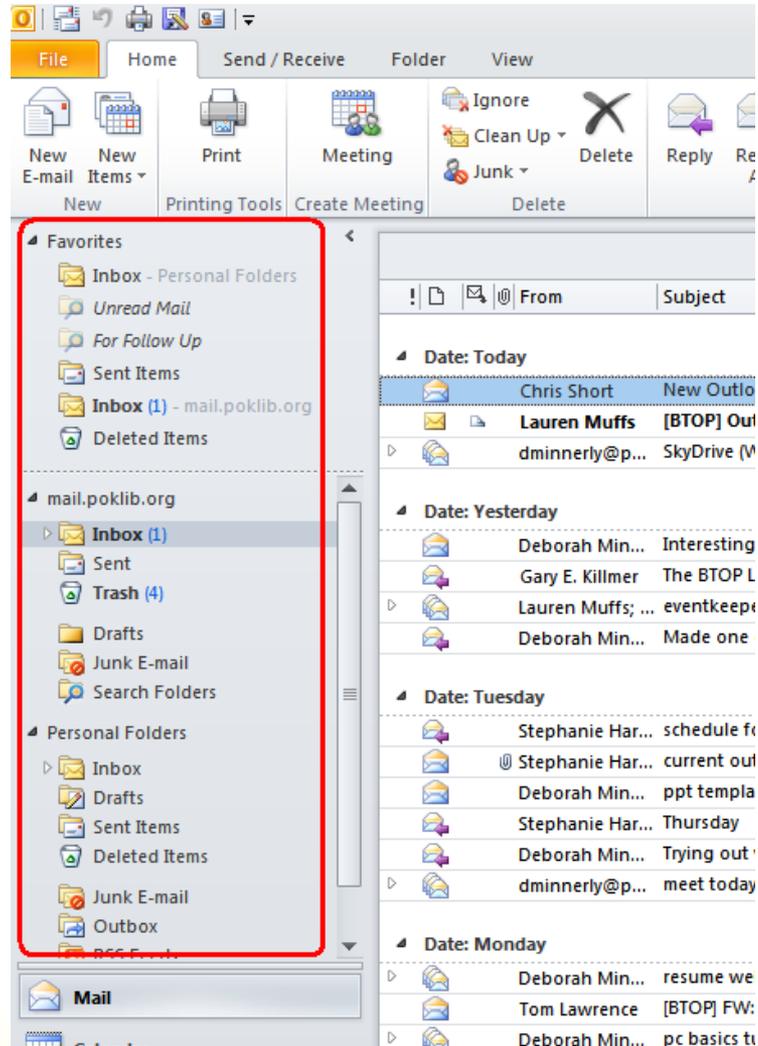
Full Name	Business Phone	E-mail	File As
Adia Overbey		aoverbey@poklib.org	Overbey, Adia
Administrative Council		adcouncil@poklib.org	Administrative Council
Adriance Staff	(845) 485-3445	adriance@poklib.org	Staff, Adriance
Adult Events		adultevents@poklib.org	Adult Events
Adult-Services	x 3303	adult-services@poklib.org	Adult-Services
Allison Pilat		apilat@poklib.org	Pilat, Allison
Alyson Stewart		astewart@poklib.org	Stewart, Alyson
Angela Panzer	x 3309	apanzer@poklib.org	Panzer, Angela
Arlington Staff	(845) 485-3445	arlington@poklib.org	Staff, Arlington
AV Confirmation		avconfirmation@poklib.org	AV Confirmation
Barbara Hayman-Diaz	x 3365	bhaymann-diaz@poklib.org	Hayman-Diaz, Barbara
Beth Zambito	x 3304	bzambito@poklib.org	Zambito, Beth
Bev Santero	x 3356	bsantero@poklib.org	Santero, Bev
Borrower Pages		borrowerpages@poklib.org	Borrower Pages
Borrower Services		borrowerservices@poklib.org	Borrower Services
Bruce Sullivan	x 3322	bsullivan@poklib.org	Sullivan, Bruce
BTOP		bttop@poklib.org	BTOP
Carol Wohlmuth		cwohlmuth@poklib.org	Wohlmuth, Carol
Caroline Moore	x 3370	cmoore@poklib.org	Moore, Caroline
Cathie Davies	x 3319	cdavies@poklib.org	Davies, Cathie
Cathy Lamoree	x 3359	clamoree@poklib.org	Lamoree, Cathy
Children Services		children-services@poklib.org	Services, Children
Childrens Reference		childrensref@poklib.org	Childrens Reference
Chris Morgan		cmorgan@poklib.org	Morgan, Chris
Christopher Short	x 3379	cshort@poklib.org	Short, Christopher
City Police	911 or 451-4000	cppd@poklib.org	Police, City
Dan Matranga	x 3355	dmatranga@poklib.org	Matranga, Dan
Dan Minunni		dminunni@poklib.org	Minunni, Dan
Daniel Ho-Sang		dho-sang@poklib.org	Ho-Sang, Daniel
David Rudin	x 3330	drudin@poklib.org	Rudin, David
DC Directors		dcdirectors@poklib.org	DC Directors
DC Reads		dcreads@poklib.org	DC Reads
Deb Horowitz		dhorowitz@poklib.org	Horowitz, Deb
Deb Shon	x 3313	dshon@poklib.org	Shon, Deb

The right-hand pane shows a calendar view for August 2010 and September 2010. The current date is Thursday, September 02, 2010. The calendar displays several appointments, including 'Outlook Practice' (2:00 PM - 3:00 PM) and 'Adult Computer Class: Advanced Internet' (3:30 PM - 5:00 PM). Below the calendar, there is a task pane with the text 'There are no items to show in this view.'

Folders

- ✓ The Sent Items Folder
- ✓ Personal folders (collapse unused folders)
- ✓ Create folders
- ✓ Trash

Folders



Using the Calendar

- ✓ The Calendar Window
- ✓ Switching the Calendar View
- ✓ Navigating the Calendar
- ✓ Appointments, Meetings and Events
- ✓ Color coding schedule
- ✓ Importing other calendars
- ✓ Responding to Meeting Requests
- ✓ Printing the Calendar
- ✓ Adding holidays – File/Options/Calendars/Add Holidays

Calendar

The screenshot displays the Microsoft Outlook 2010 interface. The title bar reads "Calendar - Personal Folders - Microsoft Outlook". The ribbon includes tabs for File, Home, Send/Receive, Folder, and View. The View tab is active, showing options for Today, Next 7 Days, Day, Work Week, Week, Month (selected), and Schedule View. The main area shows a monthly calendar for September 2010. The left sidebar contains a navigation pane with "My Calendars" and "Calendar" selected, along with other Outlook features like Mail, Contacts, Tasks, Notes, Folder List, and Shortcuts. The calendar grid shows appointments for various days, including "Outlook", "Adult Computer C", "BTOP Sta", "Compute", "Interview", and "EXCEL MI".

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Aug 29	30	31 10:00am 12:00pm Outlook; 2:00pm 4:00pm Outlook;	Sep 1	2 10:00am 12:00pm Outlook; 2:00pm 4:00pm Outlook;	3	4
5	6 Labor Day; United States	7 10:00am 12:00pm Outlook; 2:00pm 4:00pm Outlook; 3:30pm Adult Computer C 4:00pm 5:00pm BTOP Sta	8	9 10:00am 12:00pm Outlook; 2:00pm 4:00pm Outlook;	10	11
12	13 9:30am 11:30am Compute 10:00am 12:00pm Orienta	14 3:30pm Adult Computer C 4:00pm 5:00pm BTOP Sta 7:00pm 9:00pm Compute	15	16 3:30pm 5:30pm WORD M	17	18
19	20 9:30am 11:30am Compute	21 1:00pm 3:00pm Compute 3:30pm 5:30pm Adult Co 4:00pm 5:00pm BTOP Sta 7:00pm 9:00pm Compute	22 3:30pm 5:30pm Compute	23 3:30pm 5:30pm EXCEL MI 7:00pm 9:00pm Compute	24 8:00am 1:00pm LD; Fishk 9:00am 4:00pm Staff Dev 9:30am 11:30am Compute	25
26	27 9:30am 11:30am Compute 1:00pm 3:00pm Resource	28 9:30am 11:30am Creating 1:00pm 3:00pm Compute 3:30pm Adult Computer C 4:00pm 5:00pm BTOP Sta	29 9:30am 11:30am Interview 3:30pm 5:30pm Compute	30 7:00pm 9:00pm Compute	Oct 1 9:30am 11:30am Compute	2

Working with other Calendars

Calendars can be imported from other programs/sites as long as the calendar can be saved as .ics or .vcs.

Each site can have different steps. Follow the directions from the website to save the calendar. Once you've saved the file in .ics or .vcs, follow these steps in Outlook:

1. Go to File/Open
2. Click Import to open the Import and Export Wizard
3. Click "Import an iCalendar or vCalendar file", then click Next
4. Locate the file on your computer, then Click Open. The new calendar should display as an "Other Calendar."

Getting Help in Office

- In any Office 2010 program, go to File/Help/Getting Started. This brings you to the Office website for that program where you can:
 - See what's new in a program
 - Make the switch from a previous version
 - Find menu items in the ribbon and learn basic tasks

Outlook 2010 Getting Started web page:



If you know Outlook 2007, used an earlier version of Outlook, or have never used Outlook before, explore these resources to begin learning how to use the latest version.

WHAT'S YOUR SITUATION?

WHERE TO GO

Familiar with Outlook 2007?

Find out what is new for Outlook 2010 from the last version.

[What's new in Outlook 2010](#)

Used an earlier version of Outlook?

Take an online course to learn how to use this version of Outlook and what it can do for you.

[Make the switch to Outlook 2010](#)

Missing the menus?

Use an animated guide that lets you point to menus, toolbars, and commands in Outlook 2003 to see where they are in Outlook 2010.

[Interactive menu to ribbon guides](#)

Never used Outlook before?

Learn how to perform common tasks with Outlook 2010.

[Basic tasks in Outlook 2010](#)

Setting up Outlook on your home computer

1. Go to File/Info/Add Account



2. Enter information for the email account, then click Next – Outlook will configure and attempt to sign in to your email account (this can take several minutes)

If this is successful, you should now have access to your email within outlook.

If it was not successful, you will need to manually configure your email – see <http://support.microsoft.com/kb/287532> for more information.

Note – Depending on how your email account is set up by your email provider, Outlook may pull all of the email from the internet into your computer. It is important that you back up this data or you may lose emails if your computer crashes.

Commonly used tasks in Outlook 2010

– Undo

- To undo the last task, click the **Undo** button in the Quick Access Toolbar (above the ribbon) – click multiple times to undo multiple tasks

– Options

- Click **File/Options** – categories are on the left. When making changes to options, make changes slowly so you can test and be sure Excel is working the way you'd like it to work. You can undo options by unchecking each one, but there is no reset to return to the default options.

Customizing Office Programs

- **Customizing the Quick Access Toolbar**

- Click the down arrow near the Undo button (top left of screen)



- Choose from the common tasks shown. If there is no checkmark next to an option, click to turn on. If checked, click to turn the option off.

Note: Click More commands...to open a window to choose any command to add to the Quick Access Toolbar

Resources



Books

- ❖ Microsoft Office 2010 All-In-One For Dummies by Peter Weverka
- ❖ Office 2010 For Dummies by Wallace Wang
- ❖ Microsoft Office 2010 plain and simple by Katherine Murray
- ❖ Office 2010: the missing manual by Nancy Conner and Matthew MacDonald

All books on this list are available in the Mid-Hudson Library system



Resources

Websites

Links for Outlook 2010 class

Microsoft Office site:

<http://office.microsoft.com/en-us/outlook/>

Get started with Outlook (also available in Help/Getting Started):

<http://office.microsoft.com/en-us/outlook-help/getting-started-with-outlook-2010-HA010370219.aspx>

Dummies.com reference:

<http://www.dummies.com/how-to/content/outlook-2010-allinone-for-dummies-cheat-sheet.navId-405728.html>

More dummies.com info – ribbon information and keyboard shortcuts:

<http://www.dummies.com/how-to/content/outlook-2010-for-dummies-cheat-sheet.navId-405728.html>

We can send you a document of this page in PDF format with clickable links – please provide your email address on the evaluation to receive the document.

Contact Information

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Debbie Minnerly - x3380

THANK YOU!