

# Microsoft Outlook 2010 Mail Quick Reference Guide (Cheat Sheet Of Instructions, Tips & Shortcuts - Laminated Card)

**Outlook 2010 Mail**

**Displaying Mail Folders**

- 1. In the ribbon, click **View** > **Navigation Pane**.
- 2. In the ribbon, click **View** > **Navigation Pane** > **Navigation Pane**.

**Hiding/Displaying the Navigation Pane**

- 1. Click **View** > **Navigation Pane** > **Navigation Pane**.
- 2. Click **View** > **Navigation Pane** > **Navigation Pane**.

**Hiding/Displaying the To-Go Bar**

- 1. Click **View** > **Navigation Pane** > **Navigation Pane**.
- 2. Click **View** > **Navigation Pane** > **Navigation Pane**.

**Creating and Sending a Message**

1. Click **File** > **New** > **Message**.
2. In the **To** field, type the name of the recipient. For an Internet address, type the full address (eg. [recipient@example.com](mailto:recipient@example.com)). For a type that is not an Internet address, type the name.
3. In the **Subject** field, type a subject line.
4. Type the message text.
5. Click **Send**.

**Attaching a File to a Message**

1. Click **Insert** > **Picture** > **From File**.
2. Select the file to attach.

**Showing BCC**

In a message window, click **Options** > **Show BCC**.

**Sending a Message with High or Low Importance**

Click **Options** > **Importance**.

**Requesting a Read or Delivery Receipt**

In a message window, click **Options** > **Request a Read Receipt** or **Request a Delivery Receipt**.

**Drafting a Message**

Click **File** > **New** > **Message** > **Draft**.

**Delaying the Delivery of a Message**

1. In the message window, click **Options** > **Delay Delivery**.
2. Check **Delay Delivery** and select the date and time.
3. Click **OK**.

**Restricting Forwarding, Printing, Copying**

Click **Options** > **Restrict Forwarding, Printing, Copying**.

**Reading Messages**

Click **View** > **Navigation Pane** > **Navigation Pane**.

**Using the People Pane**

Click **View** > **Navigation Pane** > **Navigation Pane**.

**Manual Send/Receive**

Click **Send/Receive** > **Send/Receive**.

**Using the Outbox**

Click **View** > **Navigation Pane** > **Navigation Pane**.

**Using Desktop Alerts**

Click **Options** > **Desktop Alerts**.

**Deleting Messages**

1. Select the message(s) to delete.
2. Click **Options** > **Delete**.
3. Click **Yes**.

**Saving an Attachment**

1. In the message window, click **Options** > **Save Attachment**.
2. Select the attachment(s) to save.
3. Click **Save**.

**Removing an Attachment**

1. Select the attachment(s) to remove.
2. Click **Options** > **Remove Attachment**.

**Replying to a Message**

1. Select the message.
2. Click **Options** > **Reply**.
3. Click **Yes**.

**Forwarding a Message**

1. Select the message.
2. Click **Options** > **Forward**.
3. Click **Yes**.

**Printing a Message**

1. Select the message.
2. Click **Options** > **Print**.
3. Click **Yes**.

**Keyboard Shortcuts**

Task	Keyboard Shortcut
New message	Ctrl+N
Reply	Ctrl+R
Forward	Ctrl+D
Print	Ctrl+P
Send/Receive	F9
Outbox	Ctrl+O
Navigation Pane	Ctrl+N
Options	Ctrl+O
Options > Desktop Alerts	Ctrl+D
Options > Show BCC	Ctrl+B
Options > Show Delivery Receipt	Ctrl+D
Options > Show Read Receipt	Ctrl+D
Options > Show Unread Count	Ctrl+U
Options > Show Unread Count	Ctrl+U



## Synopsis

Laminated quick reference card showing step-by-step instructions and shortcuts for how to use mail features of Microsoft Office Outlook 2010. This guide is suitable as a training handout, or simply an easy to use reference guide, for any type of user. The following topics are included: Displaying Mail Folders; Navigation Pane; To-Do Bar; Creating and Sending a Message; Attaching a File to a Message; Showing BCC; Sending a Message with High or Low Importance; Requesting a Read or Delivery Receipt; Drafting a Message; Delaying the Delivery of a Message; Restricting Forwarding, Printing or Copying. Reading Messages, Using the People Pane, Manual Send/Receive, Using the Outbox, Using Desktop Alerts. Deleting Messages, Emptying the Deleted Items Folder, Saving an Attachment, Removing an Attachment, Replying, Forwarding, Printing a Message. Sorting Messages, Grouping Messages by Conversation, Ignoring a Conversation, Cleaning up Redundant Messages, Turning Grouping On/Off, Creating an E-Mail Signature, Manually Inserting Signatures, Creating a Distribution List. Using Task Flags, Creating Folders, Adding/Removing Favorite Folders, Moving or Copying Messages, Using Quick Steps, Finding Mail Messages, Creating a Contact from a Message, Using the Rules Wizard, Using the Out of Office Assistant, Handling Junk Mail. Also includes a list of Keyboard and Selection Shortcuts. This guide is one of several titles available for Outlook 2010: Outlook 2010 Mail; Outlook 2010 Calendar, Contacts, Tasks (ISBN 978-1936220175); What's New in Outlook 2010 from 2003 (ISBN 978-1936220229); Outlook Web App for Exchange 2010 SP1 (ISBN 978-1936220373).

## Book Information

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## Customer Reviews

So...I will only review once. Each one is most helpful. I purchased them for our admins and some of the executives are finding them useful. Great idea!!!

I order this for work. Great cheat sheet for last minute look up on Outlook. I am a Dept. Secretary that controls all conference rooms in this company and always using the calendars for everyone. Great reference to look at! I would suggest to anyone who uses this program these sheets are worth the money (inexpensive) .Came on time by the seller.

IMMEDIATE shipping of a quick reference guide which was desperately needed by office staff when our e-mail provider was changed overnight. Not ONE employee knew how to use Outlook Mail. With this handy guide, we considered ourselves pros by the end of the day (and our Clients had nary a clue!).

We used to be allowed to make an index card with whatever notes we wanted prior to taking some tests in college. Most of the time they were not used but sometimes they had just the right info. Same with these quick reference cards. I just keep them near the computer and they can be faster than looking the info up on Google or other source.

This product is very useful for its easy access to learn more about how to use the application for your daily works. This handy one piece sheet is very practical to use compared to the application user guide and books. By having it in front of you on the desk, you can improve and develop the usage of the application functionality. You will never regret once you buy it.

There's a lot of info packed onto a tiny sheet here. I learned a few new things and, I think once I get used to looking at it for information when I need it, it may be useful. I think these references are great for beginning users of a program, but I assume once I know it pretty well, these shortcuts, etc., will become second nature, and I won't need the reference so much. I feel like some of the things aren't things people will use a lot, but maybe it's just the way I use Outlook. Although I am trying to use it more and more and get it more organized to help ease the burden of tons of work e-mail. This is a useful reference, that I hope will continue to make learning Outlook easy for me.

This has been a comfort to know I have it if needed. However, I have not had to use it, yet! I started a new job and there was a emphasis on MS Outlook. I was out of the workplace for 7 years and not

sure how much would come naturally and how embarrassed I would be not being able to get around within the program. Well to my delight, all is well and do not need it! I will pass it on to help someone else with similar anxiety experiences!!

This is a nice handy 'cheat sheet' for how to navigate through Outlook 2007. The look and feel of Outlook 2007 is much different than 2003. After using it at work for about 3 months I have grown to like it but it takes some getting used to. This is a great aid along the way.

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