Microsoft®
Outlook 2016

Outlook is Microsoft's powerful email, scheduling, and contact management software. Outlook 2016's powerful Groups function makes it easy to keep project teams together with shared conversations, calendar events, and a shared filespace. Outlook also allows you to set detailed access permissions for attached files that are shared from a cloud directory. Users with Office 365 accounts also have access to the intelligent Clutter folder, which analyzes your workflow to automatically filter low-priority messages from your Inbox so you can focus on important tasks.

The Quick Access Toolbar

Enter keywords or questions in the "Tell me…" field for Microsoft Help or online information.

The dropdown menu next to **All** allows you to quickly arrange messages in a variety of useful ways

The Clutter folder. See *Using Clutter*, page 3.

The Navigation Bar

Use the tools in the **Tags** group to mark, flag, and categorize messages and other items.

The Reading Pane displays your working email, calendar, contact, note, or task.

The Navigation Bar

Outlook's primary navigation buttons are located at the bottom of the Outlook window in the **Navigation Bar.** You can access several apps from the navigation bar, including the Calendar, People List, Notes, and Tasks.

Note: Navigation buttons can also be expanded, as shown below. Click the ellipsis ⚫⚫⚫ on the right end of the Navigation Bar and choose **Navigation Options**, and unchecking ☐ **Compact Navigation.**

| Mail | Calendar | People | Notes | Tasks | Folders |

Outlook Peek

Hover your mouse cursor over each Outlook application button in the Navigation Bar to get a quick 'peek' at (preview of) calendar items, contacts (under **People**), and tasks.

"Tell me…" and Smart Lookup

Outlook 2016's "Tell me…" query field and Smart Lookup feature put help and online research at your fingertips.

To search using the "Tell me…" field: click the Tell me what you want to do… text field and type a keyword or natural language question (*e.g.,* "How do I create a group?"). As you type, Outlook functions relevant to your query will populate a drop-down menu. When you have finished typing, select an option to access the appropriate Outlook function or click ❓ **Get Help** for the related Outlook Help topic.

To search using Smart Lookup: type your keyword or question in the **Tell me…** field, then click ⓘ **Smart Lookup** to bring up the **Smart Lookup** panel with relevant web-based answers and information (powered by Microsoft's Bing search engine). Click **Define** for definitions of terms or concepts.

Tip: Select a word or phrase in an email, right-click, and select ⓘ **Smart Lookup** to research individual elements in your correspondence.

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The Message List

Mouse over a message in the Message List to reveal commands for flagging and deleting a message, or marking it as Unread. Right-click in the field for more options.

Right-click the flag icon for a menu of flagging options.

Jennifer
New Project
Let's talk about the new
project. <end>
2015-03-01

Click to mark as Read/Unread.   Delete
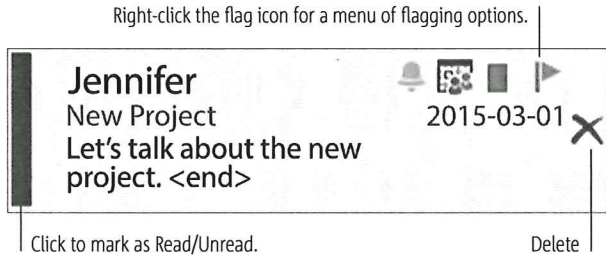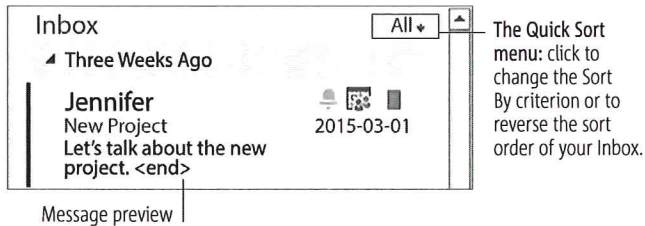
Filtering for Unread Messages

The **Unread** filter option in the **Quick Sort** menu shows only the messages you haven't yet seen, or those you've marked as Unread for other purposes.

To quickly mark a message as Unread: select it and press Ctrl+U, or right-click the message and choose ✉ **Mark as Unread** from the menu.

Inbox   All ▾

▲ **Three Weeks Ago**

Jennifer
New Project
Let's talk about the new
project. <end>
2015-03-01

Message preview

The Quick Sort menu: click to change the Sort By criterion or to reverse the sort order of your Inbox.

Tip: To change the size of the message preview, on the **View** tab, click 📧 **Message Preview** in the **Arrangement** group and choose an option.

Message Sorting

While in **Mail**, use the Quick Sort menu to quickly change the sort criteria of your Inbox. Alternatively, on the **View** tab, in the **Arrangement** group, select from the options in the sort gallery. Click ▾ to expand the gallery.
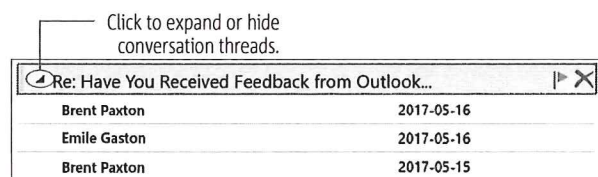
Tip: To further customize view settings, on the **View** tab, click ▾ to expand the sort gallery and then click ⚙ **View Settings**.

The Reading Pane

To change the Reading Pane position: on the View tab, in the **Layout** group, click 📧 **Reading Pane** and choose an option.

Conversation View

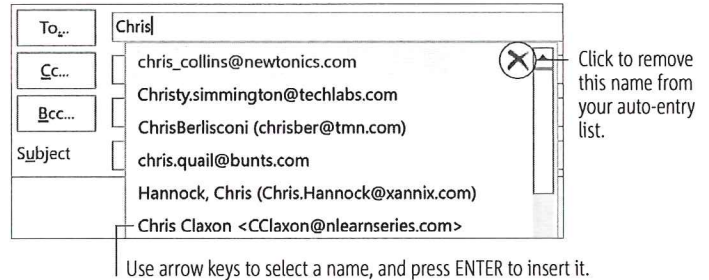Emails with the same subject can be grouped together as a conversation.

Click to expand or hide conversation threads.

◢ Re: Have You Received Feedback from Outlook...	⚑ ✕
Brent Paxton	2017-05-16
Emile Gaston	2017-05-16
Brent Paxton	2017-05-15

To enable conversation view: click the All ▾ arrow above the inbox column and check **Show as Conversations**. Alternatively, on the **View** tab, check the **Show as Conversations** box ☐ in the **Messages** group.

To remove redundant conversation messages: select a conversation message. On the **Home** tab, click 🧹 **Clean Up ▶** 🧹 **Clean Up Conversation** in the **Delete** group. Confirm your selection. Messages that aren't flagged, categorized, or the most recent will be moved to the **Deleted Items** folder.

To remove a conversation from the Inbox: right-click the conversation header message and choose 🔇 **Ignore**.

Creating New Messages

1. On the **Home** tab, click ▭ **New Email**, or click 📋 **New Items ▶ E-mail Message**. Alternatively, press Ctrl+N while in Mail.

2. In the new message window, address your message using one of the following methods:
   - Type the recipients' email addresses, separated by semicolons, in the **To**, **Cc** or **Bcc** field. As you type, matching names or email addresses you've used previously will appear.

To...	Chris
Cc...	chris_collins@newtonics.com
Bcc...	Christy.simmington@techlabs.com
Subject	ChrisBerlisconi (chrisber@tmn.com)
	chris.quail@bunts.com
	Hannock, Chris (Chris.Hannock@xannix.com)
	Chris Claxon <CClaxon@nlearnseries.com>

Click to remove this name from your auto-entry list.

Use arrow keys to select a name, and press ENTER to insert it.

   - Click one of the recipient buttons (*e.g.,* To...) or, in the **Names** group, on the **Message** tab, click 📇 **Address Book**. Select names and click the appropriate recipient button (*e.g.,* To ->) to add them.

3. Fill in the **Subject** field. Type your message in the composition area, using the **Basic Text** group to format text as needed.

4. When your message is complete, click ▭ **Send**. Your message is transferred to the **Outbox**, and then copied to the **Sent Items** folder once it is delivered.

Note: If the blind carbon copy (**Bcc**) field is not visible, enable it by clicking 📋 **Bcc** in the **Show Fields** group on the **Options** tab in your email window.
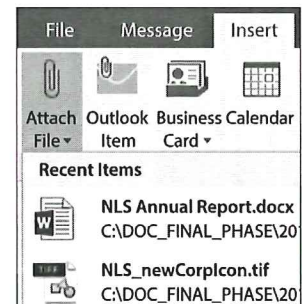
Additional Message Options

To set message importance: while composing a message, on the **Message** tab, select an importance level from the **Tags** group.

To set message sensitivity: while composing a message, on the **Message** tab, click the Message Options button 🔲 at the bottom of the **Tags** group. In the **Properties** dialog box, choose the desired **Sensitivity** (or **Importance**) level in the **Settings** section. Click **Close**.

To request a read or receipt notice: while composing a message, on the **Options** tab, check the appropriate box ☐ in the **Tracking** group.

Enhanced Attachment Management

When attaching a file to a new email in Outlook 2016, you can browse a list of recently-used documents, or go directly to your local or cloud directories. Additionally, attaching files from your SharePoint, OneDrive Personal or OneDrive for Business cloud account(s) lets you set viewing and editing permissions for your recipients on a per-attachment basis.

File	Message	Insert

Attach File ▾   Outlook Item   Business Card ▾   Calendar

Recent Items

📄 NLS Annual Report.docx
C:\DOC_FINAL_PHASE\20

📄 NLS_newCorpIcon.tif
C:\DOC_FINAL_PHASE\20

To attach online files and set their permissions:

1. In your new email's window, click the **Insert** tab, then click 📎 **Attach File** in the **Include** group.

2. Mouse over 🌐 **Browse Web Locations**, and select your online location. Browse to your desired file and click **Insert**. Your file will appear in the **Attached** field beneath the **Subject** field.

3. All attachments are set to **Recipients can edit** by default. To change these permissions, click the attachment's drop-down arrow ▾ and select 🔒 **Change permissions**.

Responding to a Message

1. Click the message in the Message list and then, on the **Home** tab, choose an option in the **Respond** group.
2. Type your reply above the original message text and click **Send**.

Respond to Messages from the Reading Pane

The most common response buttons – Reply, Reply All, and Forward – are also on the Reading Pane, allowing you to respond to messages more quickly.

Creating Signatures

1. Click **File ▶ Options ▶ Mail**. Click **Signatures...**.
2. In the **Signatures and Stationery** dialog box, click **New**. Type a descriptive name for your signature and click **OK**.
3. In the **Edit signature** area, type and format the signature text.

Note: To include an electronic business card, click **Business Card**. Select your name from the address book and click **OK**.

- **To automatically add a signature to outgoing messages:** in the **New messages** drop-down menu of the **Signatures and Stationery** dialog box, select the signature you want to use. You can also choose a signature to use for **Replies/forwards**, if desired.

Note: Choose **(none)** to stop automatically inserting a signature.

4. When the signature text is complete, click **OK**.

To manually insert a signature: while composing a new message, click **Signature** on the **Message** tab, and choose a signature from the list.

Creating an Out-of-Office Message

An out-of-office message is a response that is automatically sent to incoming messages while you're away from the office.

1. Click **File ▶ Info**. Click the **Automatic Replies** button.
2. In the **Automatic Replies** dialog box, select ⦿ **Send automatic replies**. Choose a start and end time and date for your out-of-office period, if desired.
3. Under the **Inside My Organization** tab, write and format your message. Click the **Outside My Organization** tab to create a second message for external contacts.
4. Click **OK**.

Creating and Managing Inbox Folders

To create a new folder: right-click the main **Inbox** folder (or any sub-folder, if desired) and choose **New Folder** from the menu. Alternatively, on the **Folder** tab, click **New Folder** in the **New** group. Enter a name and press Enter, or click **OK**.

To move a folder: click and drag a folder to a new location. Note that you can also drag one folder into another to make it a sub-folder.

To rename or remove a folder: right-click the folder and choose the desired option from the menu. Alternatively, select the folder and, on the **Folder** tab, select an option from the **Actions** group.

Sorting and Filtering with Inbox Rules

Use Inbox Rules to automatically move messages to folders based on chosen criteria.

1. Click **File**, and then click the **Manage Rules & Alerts** button.
2. In the **Rules and Alerts** dialog box, click **New Rule**.
3. In the **Rules Wizard**, choose a template, or choose an option from the **Start from a blank rule** section, and click **Next**.
4. Use the list of check boxes to specify criteria for your new rule. If applicable, click the blue links in the **Step 2** field below to specify details. Click **Next**.
5. Use the list of check boxes to choose action(s) to take when the criteria you chose is met. Click **Next**.
6. Specify exceptions to the rule, if desired. Click **Next**. Type a name for your rule and click **Finish**.

Tip: To create a rule for a selected message (or its sender), on the **Home** tab, click **Rules ▶ Create Rule** in the **Move** group. If necessary, click **Advanced Options** to open the Rules Wizard.

To make changes to a rule: in the **Rules and Alerts** dialog box (see above), select the rule. Click **Change Rule ▶ Edit Rule Settings**.

Using Categories

Categories can be assigned to messages (and other Outlook items) to make them easier to locate and manage using filters.

To categorize a message: right-click the message in the Message List. Mouse over **Categorize** and choose an option from the menu. Alternatively, select the message and, on the **Home** tab, in the **Tags** group, choose an option from the **Categorize** menu.

To create, rename, or delete categories: on the **Home** tab, click **Categorize** in the **Tags** group and choose **All Categories** from the menu.

To view a complete list of all categorized Outlook items by category:

1. Click in the **Search** field above the Message List. On the **Search** tab, click **All Outlook Items** in the **Scope** group.
2. Click **Categorized** in the **Refine** group, and choose the desired category. Outlook lists all items (*e.g.*, messages, tasks) tagged with that category.

Filtering Junk Mail

Outlook identifies and filters junk mail by analyzing its content and structure. By default, junk mail filtering is switched on using a low protection setting.

To increase automatic junk mail protection: on the **Home** tab, in the **Delete** group, click **Junk ▶ Junk E-mail Options**. Choose a protection option and click **OK**.

To block or trust individual senders: in your Inbox, right-click a message, choose **Junk**, and then choose **Block Sender** or **Never Block Sender**.

Using the Clutter Folder

For users of Outlook 2016 with Office 365, the Clutter folder is an intelligent service which filters your low-priority email so you can focus on what's important. Once enabled, Clutter analyzes your Outlook history and workflow to learn what kinds of email you mark as low-priority, improving as you use it.

To enable Clutter:

1. Sign in to Outlook in your Office 365 account.
2. Click **Settings** at the top-right corner of your screen. Then, select **Mail ▶ Automatic Processing ▶ Clutter**.
3. Check the **Separate items identified as clutter** box to enable Clutter. If desired, check the **Send me notifications...** box to keep track of what gets identified as Clutter. Click **Save** to save your configuration.

Tip: Once enabled, right-click your local Clutter folder to edit its properties.

Note: Manually moving low-priority emails to Clutter will also teach it what to automatically filter.

The Calendar

Open the Calendar to schedule and display meetings, appointments and other tasks and events, as well as manage calendars shared by your colleagues.

Calendar Views

Use the buttons in the **Arrange** group on the **Home** tab, or in the **Arrangement** group on the **View** tab, to change the calendar view.

Creating Calendars

Calendars are displayed within groups in the Calendar Folder List in the Navigation pane.

To create additional calendars:

1. On the **Home** tab, in the **Manage Calendars** group, click ⊞ **Open Calendar ▶ Create New Blank Calendar**. Alternatively, right-click in a calendar group (*e.g.*, **My Calendars**) in the Calendar Folder List and choose ⊞ **New Calendar** from the menu.

2. In the **Create New Folder** dialog box, name the calendar and click **OK**.

To display multiple calendars: check the box ☐ beside the calendars in the Calendar Folder List that you want to display. By default, calendars are displayed side-by-side.

|	Click to overlay calendars.
◀ Personal ✗	
SUN	MON	TUE

To create additional calendar groups: on the Home tab, in the **Manage Calendars** group, click ⊞ **Calendar Groups**, and choose an option. Name the new group and click **OK**.

Tip: Click and drag calendars in the Calendar Folder List to change their order within groups, or to move them from one group to another.

Using the Date Navigator

The Date Navigator is displayed in the Navigation Pane. The current date is outlined in blue, and all dates with meetings or appointments appear in **bold**. Click on a date to display it.

February 13						
SU	MO	TU	WE	TH	FR	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
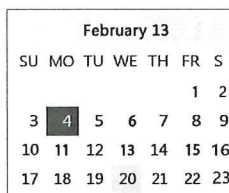
Scheduling Appointments and Meetings

Appointments are usually personal events, while meetings require attendees.

Note: If you are creating a personal appointment, you can skip step 2, below.

1. With the Calendar displayed, on the **Home** tab, click ⊞ **New Appointment** or ⊞ **New Meeting**.

2. Click ⎡To...⎤ or, in the **Attendees** group, click ⊞ **Address Book**. Select attendees and add them to the invite list using the **Required** or **Optional** buttons. Click **OK**.

Note: Alternatively, type names in the ⎡To...⎤ field to add them quickly.

3. Select a time using the **Start time** and **End time** controls.
   - **To create a recurring event:** click ⟳ **Recurrence** in the **Options** group. Choose when and how often the event will repeat, and click **OK**.

Tip: Use the options in the **Tags** group to set importance, if necessary.
   - **To set response options:** on the Meeting tab, click ⎘ **Response Options** in the **Attendees** group.

4. Create a message explaining the appointment or meeting in the space provided. When finished, click ⫴**Send**.

Using the Scheduling Assistant for Meetings

The Scheduling Assistant displays the schedules of invitees connected to your Exchange Server, and can be useful in selecting a meeting time when all invitees will be free.

While scheduling a meeting: in the Show group, click ⊞ **Scheduling Assistant**. Use the scroll bars to find times when all invitees will be available, then click a time slot. Busy time slots contain colored bars (*e.g.,* ▬▬). Once you've selected a free time, click ⊞ **Appointment** to enter more meeting details.

Rescheduling or Canceling Meetings

To reschedule a meeting: double-click the meeting on your calendar. In the meeting window, enter a new meeting time and then click ⫴ **Send Update**.

To cancel a meeting: double-click the meeting on your calendar and, in the meeting window, choose ⊠ **Cancel Meeting**. In the message window that opens, click ⫴ **Send Cancellation** to notify invitees.

Tip: You can also click and drag meetings to new time slots on your calendar to reschedule them, or right-click calendar events for a menu of available actions.

Replying to a Meeting Request

Meeting requests appear in your Inbox with meeting icons ⎗ ⊞.

To respond to a meeting request: right-click the meeting request and choose a response from the menu (*e.g.,* ✓ **Accept**). Alternatively, double-click to open the request and choose a response from the **Respond** group.

Tip: Click ⊞ **Calendar** in the response menu or open the meeting request to see if the request conflicts with your schedule.

To respond to a meeting request with a message: select the message in the Message List and click ⊙ **Reply**.

Proposing a New Meeting Time

1. Double-click a meeting to open it. On the **Meeting** tab, click ⊞ **Propose New Time** and choose an option from the menu.

2. In the **Propose New Time** dialog box, drag the meeting slider to a free time, or set a new **Meeting Start** and **End Time**, as required.

Tip: You can also click **AutoPick Next** to quickly select the next free time slot.

3. When finished, click **Propose Time**.

To view new times proposed by others:

1. Double-click the **New Time Proposed** message to open it. The proposed time is shown below the message subject.

2. On the **Respond** tab, click ✓ **Accept Proposal** to accept the new time, or ⊞ **View All Proposals** to select and send an alternate time.

Starting an Online Skype Meeting

1. With the Calendar open, on the **Home** tab, click ⊞ **New Skype Meeting** in the **Skype Meeting** group.

2. Select a meeting time and compose a message as you normally would. (See *Scheduling Appointments and Meetings*, left).

3. Click ⫴ **Send**. Recipients will receive a link to the online meeting.

Sharing and Emailing Your Calendar

To share your calendar with another Outlook user:

1. With the Calendar open, select the calendar you want to share in the Calendar Folder List. On the Home tab, in the **Share** group, click ⊞ **Share Calendar**.

2. Address and compose your message. If you're sharing your primary calendar, set the **Details** you want to share. Click ⫴ **Send**.

To email your calendar to another person: with the Calendar open, on the Home tab, click ⊞ **E-mail Calendar** in the **Share** group.
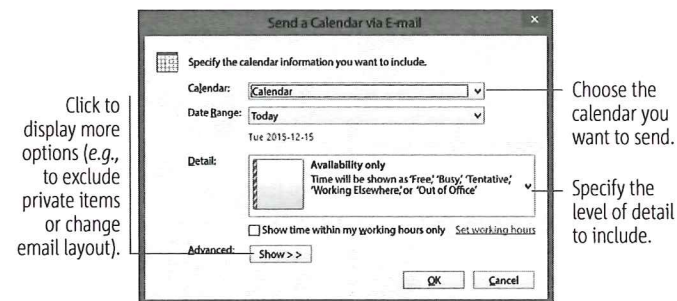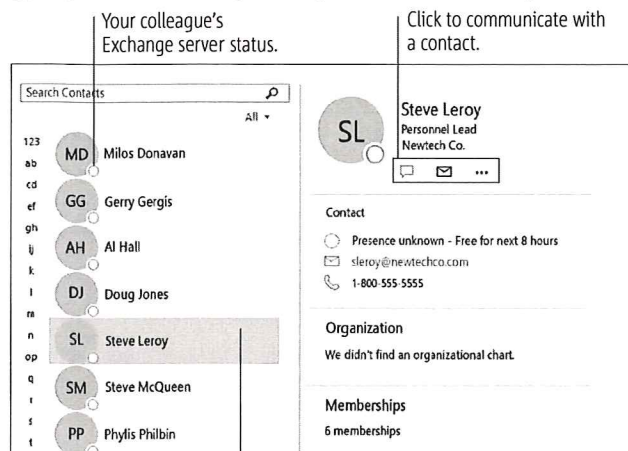

Set sharing options and click **OK**. Create your message and click ⫴ **Send**.

The People List

Click **People** in the Navigation Bar. On the **Home** tab in the **Current View** group, the 👤 **People** view makes it easy to manage and communicate with your contacts.

Your colleague's Exchange server status.

Click to communicate with a contact.

Click contact names to view or edit them, or right-click a name for more options.
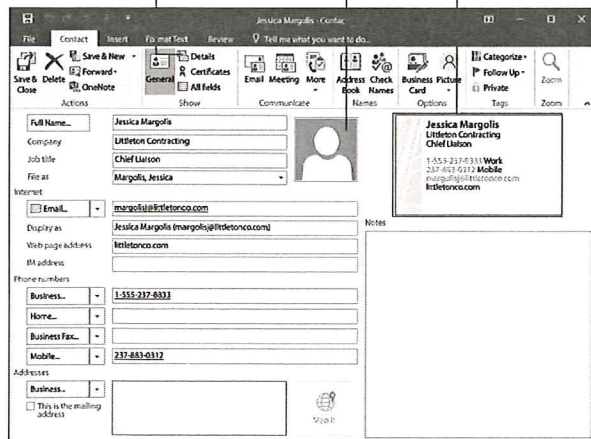
Creating a Contact

1. Click **People** in the Navigation Bar. On the **Home** tab, click 🔲 **New Contact** in the **New** group. Alternatively, press Ctrl+N.
2. Enter as much information as possible in the provided fields.

Click to enter additional details.

Double-click to choose a picture.

Double-click to edit the business card format.

Tip: Click the drop-down arrow boxes to add or change contact fields.

3. Click 🔲 **Save & Close** to save the contact.

To create a contact from a received email message: with a message open, right-click a name or email address in the message header or an address field and choose 🔲 **Add to Outlook Contacts**.

To create a contact based on an Electronic Business Card: open the message containing the Electronic Business Card, which is sent as an attachment. Right-click the attached business card and choose **Add to Contacts**.

To create a Contact Group:

1. On the **Home** tab, click 👥 **New Contact Group** in the **New** group.
2. On the **Contact Group** tab, click 👤 **Add Members** and choose an option. Add contacts as needed.

To add images, descriptions and other content to the Group: on the **Contact Group** tab, click 🔲 **Notes**, then use the tools on the **Insert** and **Format Text** tabs.
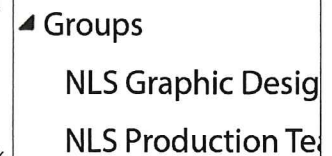
3. When finished, click 🔲 **Save & Close** on the **Contact Group** tab. Contact Groups are listed in the People List.

Outlook Groups

Outlook 2016 Groups are a powerful way to bring together teams in your organization. A Group is a collaboration-oriented workspace bringing together email conversations, calendar events, and shared files to enable your team to work together effectively. Private groups limit access to invited members.

▲ Groups

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Groups are easy to manage and access in a collapsable menu.

To create a new Outlook Group:

1. On the **Home** tab, click **New Items**. Click 👥 **Group**.
2. In the **Create Group** window, select a unique group name (*e.g.*, "Production Team"). Change the group Privacy setting as required.
3. In the next window, add people from your Contact list, and a group icon or description as needed.
4. Click **OK**. Your Group will appear in an expandable **Groups** menu under your email folder list (see above image). You will receive an email in your new Group's email space notifying you when your new group has been created. This email includes links to Group conversations, a calendar, and shared file space on the cloud.

Conversations Calendar Files Notebook

NLS Graphic Design Team

Clicking a Group name brings up Outlook 2016's context-sensitive Group menu, which provides 1-click access to the Group's conversation history, calendar, shared file space, and notebooks.

Group Subscriptions

Subscribing to a group ensures that you receive group-related emails in your Inbox. If you are not subscribed to a Group, group-related emails will appear instead in your Group Inbox.

Note: Unsubscribing from a Group does not remove you from it.

To (un)subscribe from a Group: click the Group's name in the Group list to select it. Then, in the Group menu, click 👥 **Membership**, then click 🔲 **Subscribe** or 🔲 **Unsubscribe** as necessary.

To remove an individual from a Group: select your group, then click 🔲 **Edit Group** in the Group menu. Mouse over the member you want to remove and then click the ✕ beside his/her name.

To delete a Group:

1. Select the Group in the **Groups** menu underneath your mail folders on the main Outlook page. In the top menu named after your Group, click 🔲 **Edit Group**.
2. In the window which opens, click **Delete group** in the lower left-hand corner.

Note: Once a Group is deleted *it cannot be recovered!*

Working with Notes

Use notes to record your thoughts and organize your ideas. You can easily convert a note to any other Outlook item, such as a task. Click **Notes** in the Navigation Bar.

To create a new note: with Notes displayed, click 🔲 **New Note** or press Ctrl+N. Type your note, and then click ✕ or press Esc to add it to your Notes List.

To view a note: double-click the note.

To convert a note to another Outlook item: click and drag a note to any button on the Navigation Bar (*e.g.*, **Mail**). Make changes as needed.

Outlook Search Functions

The Search Box

The Search box is located at the top of each application area (above the Message list in Mail, for example), and displays real-time results as you type search terms. Press CTRL+E to jump to the Search field.

Searching Folders with the Search Box

Click the folder menu in the Search box to quickly limit or expand your search to common folder locations.

The Search Tab

The Search tab appears on the Ribbon every time you click in the Search box, and displays a wide range of folder and filtering options in the **Scope** and **Refine** groups respectively. You can apply more than one filter option at a time, and they can be used even when the search field is empty.

Tip: You can also revisit 🔍 **Recent Searches** in the **Options** group.

Search Folders

Search folders contain copies of messages that meet specified criteria.

To create a search folder:
1. Right-click **Search Folders** in folder list. Choose 🔍 **New Search Folder**.
2. In the **New Search Folder** dialog box, select a folder type (*e.g.,* **Mail flagged for follow up**), then select the mail account you want to search.
3. Click **OK**. Messages from the selected account that meet the chosen criterion are automatically copied to the new folder.

To delete a search folder: right-click the folder, choose **Delete Folder** from the fly-out menu, then click **Yes**.

Using the Folder List

The Folder List displays your Outlook folder structure. Click **Folders** on the Navigation Bar to show the complete list.

To add a new folder:
1. On the **Folder** tab, click ▢ **New Folder**, or press **Ctrl+Shift+E**.
2. In the **Create New Folder** dialog box, type a name in the **Name** field (*e.g.,* 'Saved Mail'). Choose what items the folder will contain from the **Folder contains** drop-down menu (*e.g.,* **Mail and Post Items**).
3. Select a location for the folder in the **Select where to place the folder** area. Click **OK**.

The To-Do Bar

The To-Do Bar appears on the right side of the Outlook window and helps you keep track of your assigned tasks, scheduled meetings, and flagged messages.

To view the To-Do Bar: on the **View** tab, in the **Layout** group, click the ▢ **To-Do Bar** button and select the items you want to display. Select **Off** to close the To-Do bar.

Tip: Right-click items in the To-Do bar to work with them, or double-click calendar dates to go to them in your Calendar app.

Creating and Assigning Tasks

Tasks are 'to-do' items you can create for yourself or assign to others. Click Tasks in the Navigation bar to display the Tasks list.

Creating a New Task

1. Double-click a blank space on the Tasks list or, on the **Home** tab, click ✓ **New Task**. Alternatively, press **Ctrl+N**.
2. Name the task in the **Subject** field. If applicable, use the **Start date** and **Due date** areas to set a time frame, and complete the **Status**, **Priority**, and **% Complete** sections. Type details about the task in the composition area.
   - **Reminders:** check the **Reminder** box ☐ and use the drop-down controls to choose a date and time.
   - **Recurring tasks:** on the **Task** tab, click ⟳ **Recurrence**. Choose when and how often the task will repeat, and click **OK**.
   - **To view and edit task details:** click 🗒 **Details** in the **Show** group.
3. Click 🖫 **Save & Close**. The task appears in your Tasks list and in the Calendar.

Creating a Task from a Message

Click and drag the message to **Tasks** on the Navigation Bar. Edit task details as needed and click 🖫 **Save & Close**.

Assigning a Task to a Colleague

1. Double-click a blank space on the Tasks list or, on the **Home** tab, click ✓ **New Task**. Alternatively, press **Ctrl+N**.
2. In the new task window, click 🗒 **Assign Task** in the **Manage Task** group.
3. Enter the contact name or email address in the **To** field.
4. Set additional task details (*e.g.,* **Due date**) as needed and click 🖃 **Send**.

Responding to a Task Assigned to You

In your Inbox, double-click the task message (shown with a task icon 🗒). Choose a response from the **Respond** group on the **Home** tab (*e.g.,* ✓ **Accept**).

Note: Click 🗒 **Assign Task** in the **Manage Task** group to delegate an assigned task. **To send a Status Report:** with the assigned task open, click 🗒 **Send Status Report** in the **Manage Task** group. Compose the message and click 🖃 **Send**.

Mailbox Cleanup

Click the **File** tab and, under **Info**, click the 🖳 **Tools** button and choose 🖳 **Mailbox Cleanup** from the menu.

Click for a detailed listing of individual subfolder sizes, including calendars, notes, and tasks.

Find old messages or messages with large attachments that could be deleted.

Archive old messages that you don't frequently access.

Empty **Deleted Items** folder.

Delete duplicate item:

Shortcuts

In addition to the shortcuts listed below, you can use KeyTips to quickly execute commands. Press ALT to reveal available KeyTips, then press the applicable letter or number to execute the command.
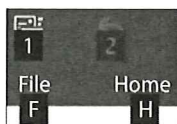
Creating New Items

New email message	CTRL+SHIFT+M
New appointment	CTRL+SHIFT+A
New meeting	CTRL+SHIFT+Q
New task	CTRL+SHIFT+K
New contact	CTRL+SHIFT+C
New note	CTRL+SHIFT+N
Create new folder	CTRL+SHIFT+E
Create new search folder	CTRL+SHIFT+P

Working in Any View

Create new item	CTRL+N
Open selected item	CTRL+O
Forward selected item in a new message	CTRL+F
Go to folder	CTRL+Y
Move selected item to a folder	CTRL+SHIFT+V
Copy selected item to a folder	CTRL+SHIFT+Y
Save item	CTRL+S
Save item as an external file	F12
Basic search	F3 or CTRL+E
Advanced search	CTRL+SHIFT+F
Custom follow up flag for selected item	CTRL+SHIFT+G
Print current item or view	CTRL+P

Working with Mail

View Inbox	CTRL+SHIFT+I
View Outbox	CTRL+SHIFT+O
Check for new messages	F9
Open selected message	CTRL+O
Mark selected message as read	CTRL+Q
Mark selected message as unread	CTRL+U
With message open, switch to next message	CTRL+>
With message open, switch to previous message	CTRL+<
Open Address Book	CTRL+SHIFT+B
Reply to open or selected message	CTRL+R
Reply to all	CTRL+SHIFT+R
Accept meeting / task request	CTRL+C
Decline meeting / task request	CTRL+D

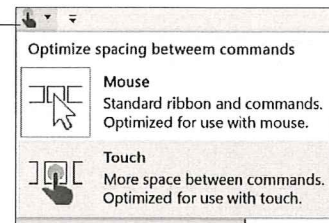### Editing and Formatting Text

Copy / cut / paste text	CTRL+C / CTRL+X / CTRL+V
Make selected text bold / *italic* / underlined	CTRL+B / CTRL+I / CTRL+U
Apply default style to selected text	CTRL+SHIFT+N
Spell check email message	F7

Optimizing Office for Touchscreens

Office 2016's Touch Mode enlarges important buttons and controls for easier accessibility when using Office with a touch screen.

To display the Touch Mode button: click the menu button beside the Quick Access toolbar along the top-left of any Office 2016 software window and check the **Touch/Mouse Mode** option.

Click the Touch Mode button in the Quick Access toolbar and choose Touch to optimize Office 2016 for touchscreens.

Optimize spacing betweem commands

Mouse
Standard ribbon and commands.
Optimized for use with mouse.

Touch
More space between commands.
Optimized for use with touch.

Touchscreen Gestures

Tap the screen to open applications, choose menu items, and more.

Double-tap to zoom or make selections.

Swipe across the screen to scroll through pages.

Pinch two fingers together to zoom in. Slide two fingers apart to zoom out.

Hold and drag to move objects.

Right-click (generally): Touch and hold until a small square appears. **Release** to display the right-click menu.

Selecting text: Tap at the beginning of the text you want to highlight, then drag across the text.

Using The Touchscreen Keyboard

To display the touch keyboard: tap the touch keyboard icon to the right of the Notification area in Windows.

Tap to close the keyboard.

Tap to dock or undock the keyboard.
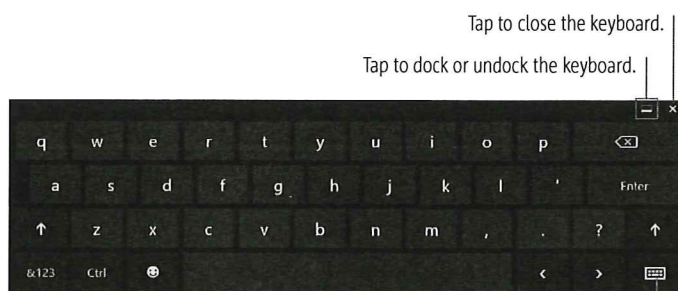
Tap to split the touchscreen keyboard, or to enable stylus mode.