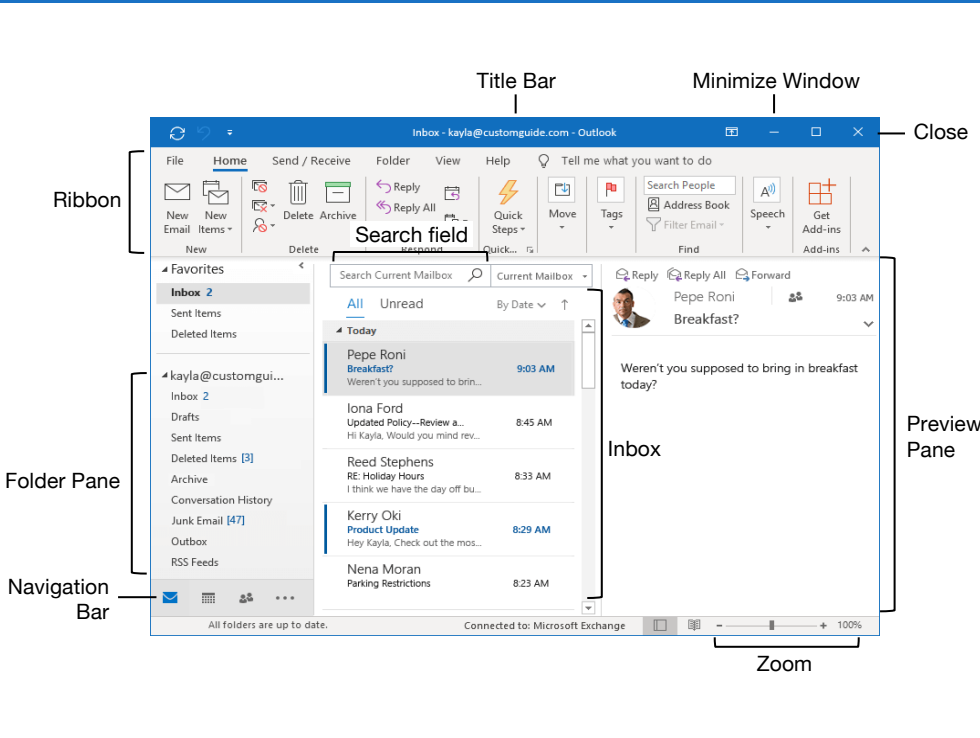




# Microsoft® Outlook 2019 Basic Quick Reference Card



## The Outlook 2019 Program Screen



## Keyboard Shortcuts

### General

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

### Navigation

Mail view .....	<b>Ctrl + 1</b>
Calendar view .....	<b>Ctrl + 2</b>
Contacts view .....	<b>Ctrl + 3</b>
Tasks view .....	<b>Ctrl + 4</b>
Notes .....	<b>Ctrl + 5</b>

### Mail

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

### Calendar

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

### Contacts

New Contact .....	<b>Ctrl + Shift + C</b>
New Contact Group .....	<b>Ctrl + Shift + L</b>
Open the Address Book ....	<b>Ctrl + Shift + B</b>

## 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.

**Open an Item:** Double-click an email, contact, appointment, or task to open it in its own window.

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

**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.



## 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.


**Check for Email:** Click the **Send/Receive All Folders**  button on the Quick Access Toolbar; or, click the **Send/Receive** tab and click the **Send/Receive All Folders**  button.


**Work Offline:** Click the **Send/Receive** tab, then click the **Work Offline**  button. Click the **Work Offline**  button again when you're ready to work online again.


**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**.



## Mail


**Insert a Hyperlink:** While composing an email, click the **Insert** tab, click the **Link**  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.



**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:** While viewing the calendar, 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 on the calendar to open it, edit the appointment details, then click the **Save & Close**  button.

**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).



## Calendar


**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 or whether to edit that response before sending.