

Get Productive!



Microsoft Outlook

How to stop wasting time in Outlook by someone who has stopped wasting time in Outlook.

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Appetite for Business

August 2017

appetite

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Searching

Well, it was here a minute ago!

I have discovered that most people are not using the [search function](#) to its full power. They will simply type in some "keyword" in the search box and then try to manipulate the field headers in the results to find what they want. Click, click, and click - it's here somewhere, honest!



When it comes to searching for email – which one are you?

By demonstrating to people how to build up the **refine** options from the Search contextual tab i.e. using the "from", "subject" and "attachments" options and showing how this dramatically reduces the amount of results from **600 to 2** is always an eye-opener for everyone.

Pointing out how useful this would be when your boss is standing over your shoulder usually seems to clarify the effectiveness.

Although this way of searching is ultimately quicker than how people currently search you can imagine the reaction when I then show that Outlook stores recent search results and you can re-run the same search at later dates without even re-adding the criteria!

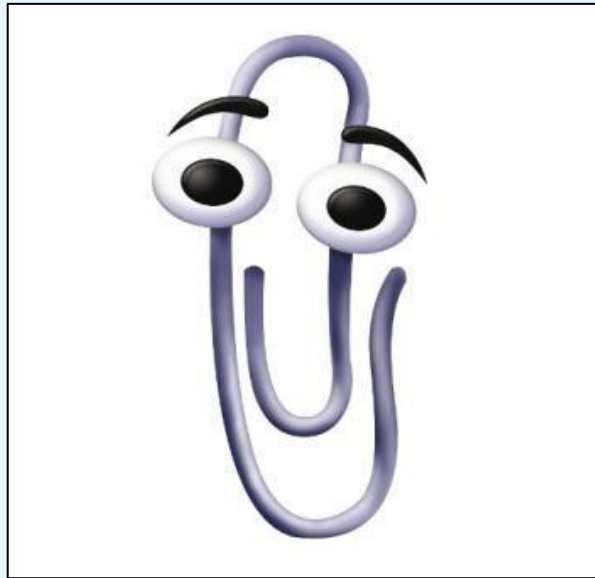
Creating a fixed, virtual [search folder](#) and adding it to your [favourites folder](#) area is also a brilliant way to make searching easier.

Attachments

One click or two?

Taking the idea of "every second counts" when dealing with email – why then should we waste time by opening up other applications when you can stay in Outlook? Which would you prefer - one click to [preview the attachment](#) within the email or two clicks to wait for the application that it was created in to open up?

Where possible sending a [link to a file](#) rather than sending the file itself is preferred for numerous reasons - no large files in mailbox, if you have the link and the file is updated you will always have an updated copy of the document just by keeping the link. I also like to send "nice" hyperlinks - as I call them. Rather than just copying and pasting the entire address, which in some cases could be 4 or 5 lines long and can look messy as well as making the email longer than it needs to be.



Who else misses Clippy?

Nice hyperlinks

I choose a word and make that word the hyperlink so that it is much more relevant and neater. Some people might put...please click "here" to view the document and provide feedback...and make "here" the hyperlink. That's a lot of extra text that doesn't need to be there and I would incorporate the word "document" into the sentence and make that the link.

Attachments

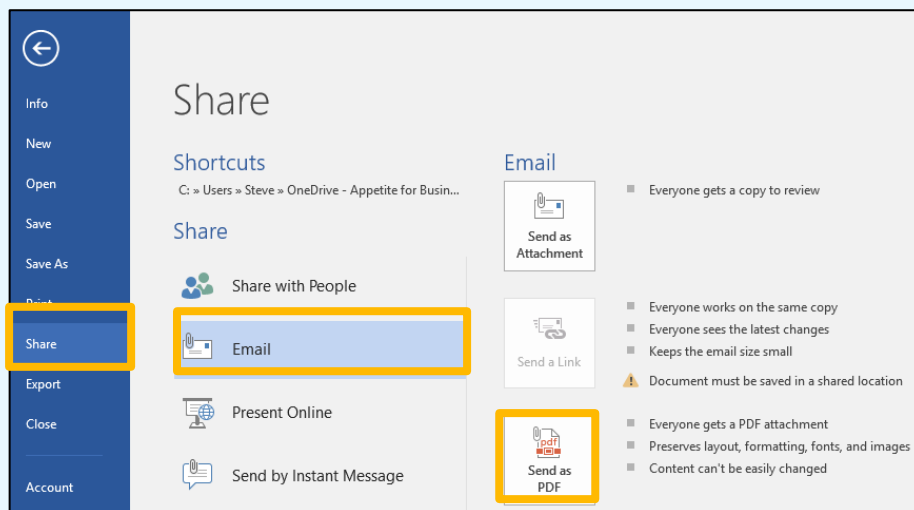
Stay where you are!

When you read a document do you expect to open up separate sections to look at photos, charts and tables etc.? I don't! I like everything to flow in a natural reading order so why should I need to create separate documents in another separate application and attach them as separate items on to an email. If I need a table, picture or chart in an email then I create it from within the email using the Insert tab - the options are all there as well as many others so - stay in Outlook!

The reverse theory applies for documents that already exist - why should I open up Outlook, carry out numerous steps to send it via an email - most applications have a save & send option in the file menu. This will start a new email, attach the document and fill in the subject line with the name of the document.

Sharing is caring

Convert to PDF and send can now be done in a much easier three step process i.e. [PDQ](#)



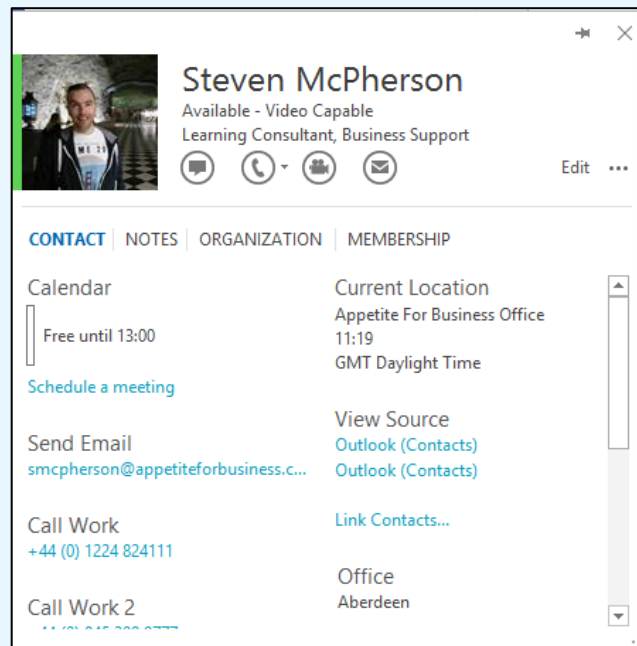
Skype for Business

Ping!

More and more people in the office are using Skype for Business to communicate with colleagues which is great. What's better is the way it integrates with Outlook.

Start an Instant Message with a contact directly from an email and the recipient gets a conversation window showing the subject that they are being about to engage in (or not).

The [Contact Card](#) is a useful tool allowing you to email, phone, IM direct from the card - no need to type, tap or click anywhere else.



Skype for Business can also save conversation history which I find useful as I get a lot of good information across IM that I like to refer back to. Note that it does take up server space so once a week I will copy all the Conversation History across to my archives.

Quick Parts

Building blocks

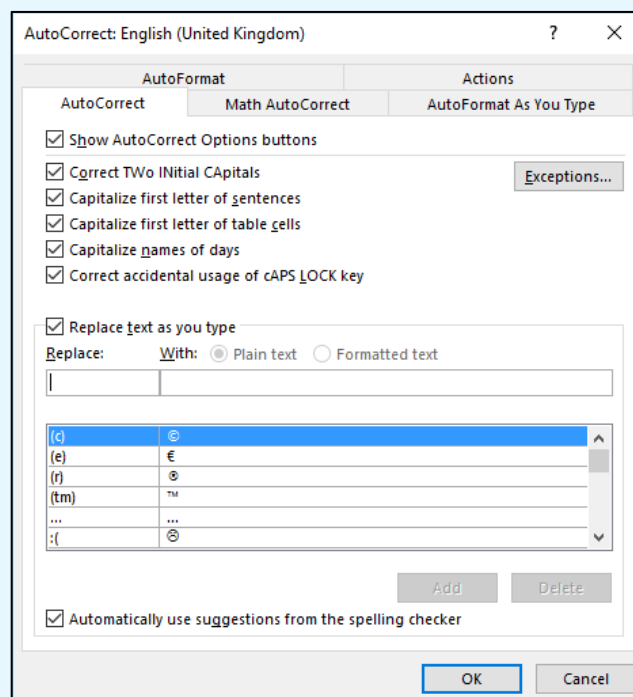
I often find that I send out the same blocks of text quite regularly so I use [Quick Parts](#) to save this text so that I can recall it at a later date without having to search sent items, copy and paste etc. etc.



Quick Parts? Lego Blocks? Same Thing!

Not just for smiley faces

Another option is to use the [Autocorrect](#) functionality i.e. if you are always typing in the same people's names why not change it so that when you type in their initials it will autocorrect this to be the full name.



Email Etiquette

Everyone is different and everyone has their own opinions on what is good/bad email etiquette.

Type unto others as you would have them type unto you

I personally don't like the entire message written in the subject (hello, use Instant Messaging), the overuse of !!!!! (that really angers me) and people who can't spell my name correctly (you just typed it in the To field, honestly).

I came across [101 email etiquette tips](http://www.netmanners.com/e-mail-etiquette-tips/)¹ and found it enlightening to hear other people's views.

By the time you finish absorbing this document you will have saved yourself so much time when working on your Outlook you will have more time to read therefore the 101 email etiquette tips are conveniently included at the end.



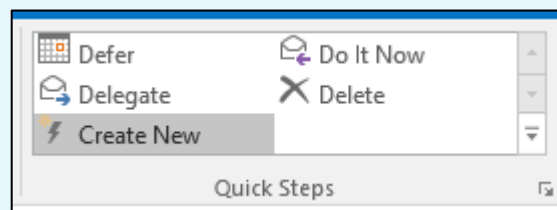
¹ <http://www.netmanners.com/e-mail-etiquette-tips/>

Achieving Inbox Zero

There are various incarnations how to "Achieve Inbox Zero" of this going around and many more time management courses on the go but I wanted something quick and easy to follow and stumbled upon this particular achieving inbox zero² idea. I liked the [4D principle](#) and I decided to give it a try. I actioned all my emails in my inbox and one Friday afternoon I moved them all out to an archive file so I was starting a fresh on Monday and since then I have been using the Quick Steps feature in order to make this work for me:

No dancing required

I have used the [Quick Steps](#) feature to set this 4D principle up.



Where:

Delete (obvious)

Do it now (in my case is a reply)

Delegate (in my case is a forward)

Defer (categorizes as red to do, creates a calendar appointment with the email attached and moves to a folder of choice)

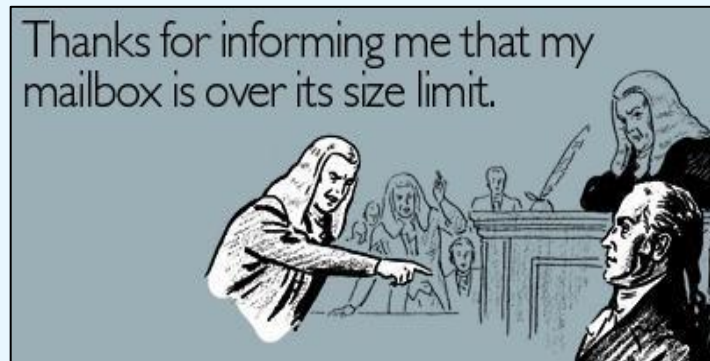
Try it yourself and you will see the difference in no time!

² <http://www.reading.ac.uk/web/FILES/its/AchievingInboxZero.pdf>

Mailbox Management

Staying within your email limit is everyone's biggest gripe at the moment but it shouldn't be. Take 10 minutes to save yourself hours. Don't "panic delete" or click auto-archive when you get a "warning" email. It might be a quick fix for now but what about when you come to look for your archived mail and have no idea where it is or worse still you have deleted it all because you wanted to send an email that could have probably waited 10 minutes anyway!

Identify the folders that take up the most space and deal with them first.



Pssst – this is not a secret

Most people will use [.pst files](#) or equivalent archiving folders to file emails and will have their own personal structure. So long as you are not keeping everything in one file as it's better to spread across multiple .psts - that way if you lose one, it's bad yes, but not as bad as losing everything. If you have .psts going back to the year 2000 you need to ask how often you look at them and do they need to be in view every day. Think of it as a library.

Would you sit in the library just on the off chance you will need a book or do you just need to know where the library is if you ever need to get a book. As .psts are stored locally so they are easier to work with offline then make sure you take a backup of the file when and where needed.

Any emails that are deleted are in the deleted items folder until a time when it is manually emptied. Again, why not make this process slicker. Set Outlook up to automatically empty the deleted items folder every time you exit Outlook i.e. once a day. Holding down the SHIFT key while pressing delete will bypass the deleted items entirely and if a mistake is made there is always the recover deleted items from the server option that is available for a set period.

Auto archive

I only ever use [auto-archiving](#) on my Sent Items and Calendar as I manage everything else manually. It's set up so every 14 days it will check these folders for anything older than 1 month and automatically move it to a .pst file called archive. Once setup initially, I know this happens and I don't concern myself with these two folders taking up space.

Mailbox Management (continued)

I always stick to the rules

Experiment with [rules](#). They can be as simple or as complex as you need them to be. Do you have a report you get sent every day that you only review once a week? Do you actually need to have it in your inbox waiting, staring at you, taking up space?



Common Sense

If you receive an email with a 5MB attachment and you forward it on to someone else, you will then have a copy in your sent items also. So 5MB turns into 10MB

The synchronization issues folders contain logs and items that Microsoft Outlook has been unable to synchronize with your Microsoft Exchange Server. As the Cybermen say - Delete! Delete!



Say "hi" to the email hoover

I used to only keep the latest email in a chain of emails as I was confident that all the information in the latest one had all the previous correspondence - so why keep 10 older emails. So, is it sad to say I was excited when Outlook 2010 came out and had the [Conversation Clean-up](#) function that would automatically do this with one click of the mouse? Also, the Ignore function works well at ignoring future conversations on a particular topic - especially when people get "Reply All Trigger Happy"

Has it changed my life? No, not really. Has it helped me manage my time and email better - absolutely!

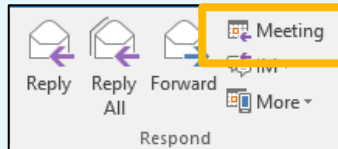
Miscellaneous AND USEFUL

Let's get together!

Once there has been 5 or more emails in an email conversation with the same group of people and the discussion hasn't been resolved you should ask yourself...

"should we set up a meeting to discuss this and come to a final decision?"

The "[reply with meeting button](#)" will do just that!



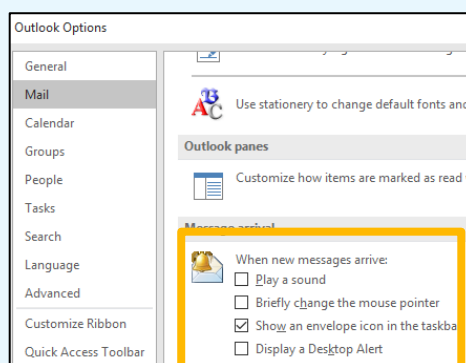
It will create a meeting request inviting everyone that is part of the email, attach the email conversation to the meeting request and assign the subject. All you have to do is decide on a date/time/location and with the built in [scheduling assistant](#) this is also just as simple.

You've got mail



Do you still get distracted easily by the incoming notifications of emails? I do!

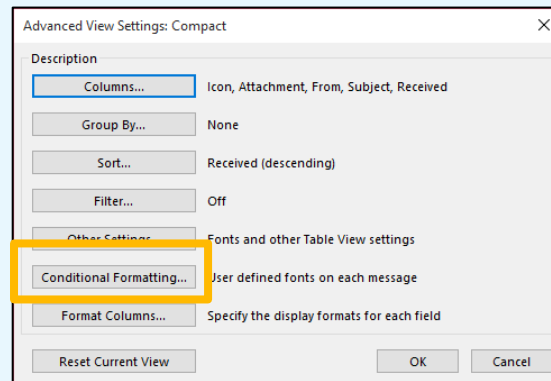
Customise the [desktop alerts](#) to suit you. Personally, I turn off the "pop up" notification and just keep the envelope notification in the taskbar. This way, at least I know I have a new email waiting but I haven't been distracted to look at it yet as I have no idea of the sender/subject.



Miscellaneous AND USEFUL

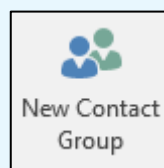
More than just pretty colours

If you use Microsoft Excel, you might be familiar with this concept. You can change the format of the text of an email in the message list based on a certain condition using [conditional formatting](#) i.e. make all your manager's emails display with a red colour and a larger font size.



Create groups

Do you constantly send emails to the same group of people and manually add their email addresses each time? If so, then it will be a big time saver if you create a [contact group](#) once and use this each time.



You're in control!

Quickly jump between Outlook sessions without using the mouse using these keyboard shortcuts.

CTRL + 1 = Mail

CTRL + 2 = Calendar

CTRL + 3 = People

.... etc.

All Outlook keyboard shortcuts are included at the [end](#) of this document.

Miscellaneous AND USEFUL

It sounds like a drag. It is but I love it!

Instead of manually creating tasks, contacts and even calendar entries if you have an email with the details then simply [drag and drop](#) it on to the section of Outlook you want the details to be used and all the details will be pulled into the new item.

If you say it, type it

After meetings people used to ask me to set up the next meeting for 3 weeks tomorrow so I would be tapping my pen on the calendar trying to count the weeks and if it happened past the end of the month I would always have to go back and start again.

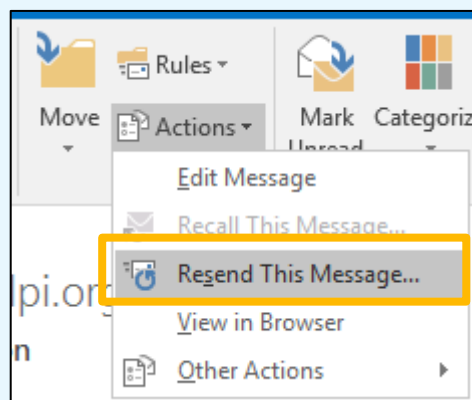
Outlook uses [Natural Language](#) so if you just type in the date field - "3 weeks tomorrow" then it will automagically convert it. It will also recognise holidays so if you *did* want to set a calendar appointment with Santa Claus, type in the name of the holiday i.e. Christmas...go on you know you want to.

Resend a message

How often have you needed to send the same message to more than one person but personalise each? Does this sound familiar?

Click forward, change the name, delete the FW, start typing, uh oh the next is blue, format painter...

Do you think the [resend this message](#) option might solve all these problems?

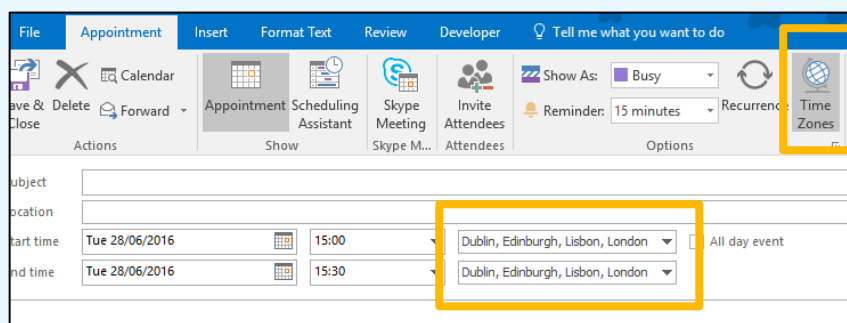


Miscellaneous AND USEFUL

Time Zones

I used to work with colleagues who were based in South Korea and had to set up lots of meetings with them. Since my geography is almost as bad as my maths I was quite often guilty of setting up meetings with them when they should actually have been tucked up in bed.

Let Outlook do the checking by [changing the time zone](#) when setting up the meeting.



Clickable links for mobile users

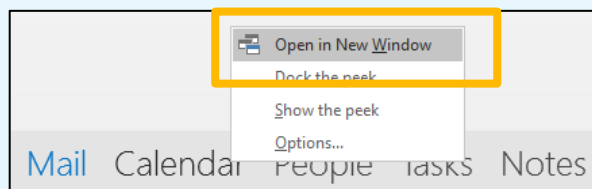
If you are sending out a meeting with conference call dial in details – spare a thought for people who are joining via mobile phones who have stopped by the side of the road in a safe place and need to join this meeting quickly. They don't have time to go through the dial the number, phone down from face, find the PIN entry code from an email, try to memorise the PIN, back to phone up to face, enter PIN, it's wrong...you get it.

Set the joining details so it will allow them one click to join and it will put in all the entry details automatically. The process is described [in this article](#) better than I can because I'm actually driving right now 😊

A stunning view

If you are building a house and want a better view of the world does it make sense that you would ask the architect to add in more windows? Absolutely.

If you are in Outlook and want to view your manager's mailbox, a colleague's calendar and your task list (you are so multi-talented remember) then ask Outlook to add in more windows. Simply right click on the Outlook section you want to open in a new window and that's it. You maybe can't feel the fresh air but you will be more productive.



So, there we have it. Outlook - Get Productive. I did!

P.S. Don't forget the wonderful Scottish invention - the telephone!



101 Email Etiquette Tips

101 Email Etiquette Tips

It is important that whether it be for business or personal use that you follow the basics of email etiquette. This document covers for you the top tips for e-mail etiquette that everyone needs to be aware of and follow. By doing so you will be a joy to communicate with while being perceived as a caring and intelligent human being! ;-)

Sending Emails

1. Make sure your e-mail includes a courteous greeting and closing. Helps to make your e-mail not seem demanding or terse.
2. Address your contact with the appropriate level of formality and make sure you spelled their name correctly.
3. Spell check - emails with typos are simply not taken as seriously.
4. Read your email out loud to ensure the tone is that which you desire. Try to avoid relying on formatting for emphasis; rather choose the words that reflect your meaning instead. A few additions of the words "please" and "thank you" go a long way!
5. Be sure you are including all relevant details or information necessary to understand your request or point of view. Generalities can many times cause confusion and unnecessary back and forths.
6. Are you using proper sentence structure? First word capitalized with appropriate punctuation? Multiple instances of !!! or ??? are perceived as rude or condescending.
7. If your email is emotionally charged, walk away from the computer and wait to reply. Review the Sender's email again so that you are sure you are not reading anything into the email that simply isn't there.
8. If sending attachments, did you ask first when would be the best time to send? Did you check file size to make sure you don't fill the other side's inbox causing all subsequent e-mail to bounce?
9. Refrain from using the Reply to All feature to give your opinion to those who may not be interested. In most cases replying to the Sender

alone is your best course of action.

10. Make one last check that the address or addresses in the To: field are those you wish to send your reply to.
11. Be sure your name is reflected properly in the From: field. Jane A. Doe (not jane, jane doe or JANE DOE).
12. Type in complete sentences. To type random phrases or cryptic thoughts does not lend to clear communication.
13. Never assume the intent of an email. If you are not sure -- ask so as to avoid unnecessary misunderstandings.
14. Just because someone doesn't ask for a response doesn't mean you ignore them. Always acknowledge emails from those you know in a timely manner.
15. Be sure the Subject: field accurately reflects the content of your email.
16. Don't hesitate to say thank you, how are you, or appreciate your help!
17. Keep emails brief and to the point. Save long conversations for the old fashioned telephone.
18. Always end your emails with "Thank you," "Sincerely," "Take it easy," "Best regards" - something!

Formatting Emails

19. Do not type in all caps. That's yelling or reflects shouting emphasis.
20. If you bold your type, know you are bolding your statement and it will be taken that way by the other side - X10!
21. Do not use patterned backgrounds. Makes your email harder to read.
22. Stay away from fancy-schmancy fonts -- only the standard fonts are on all computers.
23. Use emoticons sparingly to ensure your tone and intent are clear.

- 24. Typing your emails in all small case gives the perception of lack of education or laziness.
- 25. Refrain from using multiple font colors in one email. It makes your email harder to view and can add to your intent being misinterpreted.
- 26. Use formatting sparingly. Instead try to rely on choosing the most accurate words possible to reflect your tone and avoid misunderstandings in the process.

Email Attachments

- 27. When sending large attachments, always "zip" or compress them before sending.
- 28. Never send large attachments without notice! Always ask what would be the best time to send them first.
- 29. Learn how to resample or resize graphics to about 600 pixels in width before attaching them to an email. This will greatly reduce download time.
- 30. Never open an attachment from someone you don't know.
- 31. Be sure your virus, adware and spyware programs are up to date and include scanning of your emails and attachments both incoming and outgoing.
- 32. It is better to spread multiple attachments over several emails rather than attaching them all to one email to avoid clogging the pipeline.
- 33. Make sure the other side has the same software as you before sending attachments or they may not be able to open your attachment. Use PDF when possible.

To, From, CC, BCC, RR, Subject:

- 34. Only use Cc: when it is important for those you Cc: to know about the

contents of the email. Overuse can cause your emails to be ignored.

35. Don't use Return Receipt (RR) on every single email. Doing so is viewed as intrusive, annoying and can be declined by the other side anyway.
36. Include addresses in the To: field for those who you would like a response from.
37. Include addresses in the Cc: field for those who you are just FYI'ing.
38. Make sure your name is displayed properly in the From: field.
39. Remove addresses from the To:, CC; and BCC: field that don't need to see your reply.
40. Always include a brief Subject. No subject can get your email flagged as spam.
41. Think about your motives when adding addresses to To:, CC:, BCC. Use your discretion.
42. Never expose your friend's or contact's email address to strangers by listing them all in the To: field. Use BCC:!
43. Make sure when using BCC: that your intentions are proper. To send BCC: copies to others as a way of talking behind someone's back is inconsiderate.

Email Forwarding

44. Don't forward emails that say to do so--no matter how noble the cause may be. Most are hoaxes or hooey and may not be appreciated by those you send to.
45. If someone asks you to refrain from forwarding emails they have that right and you shouldn't get mad or take it personally.
46. When forwarding email, if you cannot take the time to type a personal comment to the person you are forwarding to--then don't bother.
47. Don't forward anything without editing out all the forwarding >>>>.

other email addresses, headers and commentary from all the other forwarders.

- 48. If you must forward to more than one person, put your email address in the TO: field and all the others you are sending to in the BCC: field to protect their email address from being published to those they do not know. This is a serious privacy issue!
- 49. Be careful when forwarding email on political or controversial issues. The recipient may not appreciate your POV.

Email Perception, Privacy, Copyright

- 50. Choose your email address wisely. It will determine, in part, how you are perceived.
- 51. Try not to make assumptions when it comes to email. Always ask for clarification before you react.
- 52. Posting or forwarding of private email is copyright infringement -- not to mention downright rude. You need permission from the author first!
- 53. Even though it isn't right; emails are forwarded to others. Keep this in mind when typing about emotional or controversial topics.
- 54. When there is a misunderstanding by email, don't hesitate to pick up the old fashioned telephone to work things out!
- 55. Know that how you type, and the efforts you make or don't make will indicate what is important to you and if you are an educated courteous person.
- 56. If you forward an email that turns out to be a hoax, have the maturity to send an apology follow up email to those you sent the misinformation to.
- 57. When filling out a contact form on a Web site, do so carefully and with clarity so your request is taken seriously.
- 58. If a friend puts your e-mail address in the To: field with others you do not know, ask them to no longer expose your address to strangers

without your permission.

Business Email

59. Think of your business email as though it was on your business letterhead and you'll never go wrong!
60. If you cannot respond to an email promptly, at the very least email back confirming your receipt and when the sender can expect your response.
61. Emailing site owners about your product or service through the site form is still spam. Ask them if they want more info first!
62. When replying to emails always respond promptly and edit out unnecessary information from the post you are responding to.
63. Formality is in place as a courtesy and reflects respect. Assume the highest level of formality with new email contacts until the relationship dictates otherwise. Refrain from getting too informal too soon in your email communications.
64. Never send anyone an email they need to unsubscribe from when they didn't subscribe in the first place!
65. Be very careful how you use Reply to All and Cc: in a business environment. Doing so for CYA or to subtlety tattletale can backfire and have you viewed as petty or insecure.
66. When replying to an email with multiple recipients noted in the To: or Cc: fields, remove the addresses of those who your reply does not apply to.
67. Never send business attachments outside of business hours and confirm that the format in which you can send can be opened by the other side.

Chat, IM, Texting

68. Went Texting or participating in IM and Chat, try not to be overly

cryptic or your meaning can be misread.

69. Use Texting and IM for casual topics or informational briefs. IM is not the place for serious topics or confrontational issues.
70. Start by always asking if the person you are IMing is available and if it is a good time to chat. Refrain from IMing during meetings or when your attention is required.
71. Practice communicating briefly and succinctly.
72. Always consider if calling the other party on the phone is better when Texting about sensitive topics.
73. IMing is not an excuse to forget your grade school education.
74. If you are not a smooth multi-tasker, do not continue multiple IM sessions and leave folks hanging while you communicate with others.
75. Learn how to use the features of your IM program. Specifically your "busy" and "away" message features.
76. Never IM under an alias to take a peek at friends' or associates' activities.
77. Take into consideration who you are communicating with to determine the acronyms and emoticons that should be used - if at all.

Social Media, Blogs and Forums

78. Keep in mind when Tweeting, on Facebook or in forums and groups that you are in a global arena.
79. When discussions get out of control; don't stoop to name-calling or profanities. You are better than that!
80. In forums, keep your signature file to no more than 2-3 lines.
81. Keep commercialism to no more than a link at the end of your comment or contribution.

82. Stay on topic and discuss issues only relative to the thread/topic in question.
83. If new to the a group or forum, "lurk" for awhile to get a feel for the community and personalities of the regulars before you post.
84. Never give out personal information or specifics to your location on online -- nor should you give out the personal information of others!
85. Keep in mind there will always be differences of opinion. Try to remain objective and not personalize issues.
86. Don't fall for trolls. Trolls are folks who will post rude comments just to get a rise out of everyone.
87. Be sure to down edit, or remove any part of the post you are replying to that is no longer necessary to the ongoing conversation.

Email Considerations...

88. Before getting upset because you perceive someone didn't respond, check to see if their reply was inadvertently deleted or sent to your Trash or Junk folder.
89. With emotionally charged emails, wait until the next morning to see if you feel the same before clicking Send.
90. Feel free to modify the Subject: field to more accurately reflect a conversation's direction.
91. When it comes to your email communications, know who you can trust; trust only those you know.
92. Take the time to review each email before clicking Send to ensure your message is clear and you are relaying the tone that you desire.
93. Never use an old email to hit reply and start typing about an entirely new topic.
94. Regardless of how noble a forwarded email may be, don't just forward without investigating its authenticity @ Snopes.com.

95. Always add the email addresses of Web sites and new contacts immediately to your approved senders or address book so they get through Spam filters.
96. Before completing a Web site's Contact form; make an effort to review the site to be sure the information you seek is not already available.
97. Take a quick look at the e-mails in your Trash before you delete them just in case a good e-mail landed there by mistake.
98. If any email states to forward to all your friends, or just 5 people -- do everyone a favor and just hit delete!
99. Don't mass e-mail people who didn't ask to be on your personal "mailing list".
100. Double check that your adware, spyware and virus programs are set to automatically update at least once each week so the software knows what to protect you from.
101. And finally... ***Type unto others as you would have them type unto you!***

This eBook is offered as a courtesy by NetManners.com.

Check out my other online resources:

- [Business Email Etiquette](#)
- Get Weekly [Email Etiquette Tips](#) in your inbox!
- Help get the word out about Email Etiquette and become a Friend of Netmanners.com! [Grab your free graphic today!](#)
- Did you take the E-mail Etiquette Pledge? [Take the Pledge](#)
- [I have 3 books and 1 eBook on E-mail Etiquette available for purchase.](#)

Thank you for your support!

Achieving Inbox Zero



“Achieving Inbox Zero”

or

How I learned to stop worrying and love Outlook

Session notes: Email – don’t you just love it? How to control it ...

Your working life contains two finite resources; your time and your attention. Bearing this in mind, what would you say is **really important** to you? If you think about your email Inbox, how closely does it represent what is really important to you?

Have a system...

There’s no magic wand to wave, dealing with email is a process. In order for this process to work properly, you need to agree a system for actually doing something about it. Some things you might want to consider are...

- How quickly do you expect email to be answered? How about looking at your email only once or twice a day, and keep Outlook (or your preferred tool) closed the rest of the time? How about turning off the pop-up window that alerts you when a new message arrives?
- How polite do you need to be when responding to each other? How about agreeing to a one or two word response and cut out all the social niceties?
- Are there any emails that you **really, really, really (really?), need** to keep – for legal or auditing reasons? If there are, don’t keep these in your Inbox, how about using an archive?

Act on the contents of your email...

The four “D”s.. You have four actions, and **only** four, available to you in dealing with each email. You can:

- Delete it
- Delegate it
- Do it (NOW – if less than a few minutes)
- Defer it (add to “To-Do” list, put some time in your calendar to work on it, consider your response, etc.)

Top tips for dealing with email

- Turn off your email when you are not **acting** on it.
- Decide when during your working day you are going **to act upon** your email. Plan some **GTD** time into your diary for processing your email. **Tickle** your To-Do list every time.
- If you are not acting on emails, get out of Outlook – stop noodling!
- Use Rules, Folders, Categories and Flags to organise messages.
- If you’ve been away from the office, deal with emails in strictly chronological order and act on each one in turn.
- If you are suffering from previous email abuse (and you have lots and lots of old emails in your Inbox), be honest with yourself – are you really ever going to act on any of them? If not **delete (or archive) them all and start again with an empty inbox!** If it’s important the sender will send you a reminder, and you can act on that email.

Outlook Shortcuts



Outlook 2010 Shortcuts

Platform: Windows/English

Ctrl+Shift+N	Create note
Ctrl+Shift+H	Create new Microsoft Office document
Ctrl+Shift+S	Post to this folder
Ctrl+T	Post reply in this folder
Ctrl+Shift+P	Create Search Folder
Ctrl+Shift+K	Create task
Ctrl+Shift+U	Create task request

Calendar Shortcuts

Create and Manage Appointments	
Tab/Shift+Tab	Select next/ select previous appointment in Calendar View
Ctrl+N	Create new appointment (when in Calendar)
Ctrl+Shift+A	Create new appointment (in any Outlook view)
Ctrl+Shift+Q	Create new meeting request
Ctrl+G	Set up recurrence for an appointment or task
Tab/Shift+Tab	Jump to next / previous input field
Ctrl+F	Forward an appointment or meeting
Ctrl+R	Reply to meeting request with message
Ctrl+Shift+R	Reply All to meeting request with message

Calendar Views

Ctrl+Alt+1	Switch to Day view
Ctrl+Alt+2	Switch to Work Week view
Ctrl+Alt+3	Switch to Full Week view
Ctrl+Alt+4	Switch to Month Week view
Alt+1...0	View from 1 through 10 days

Navigate Calendar

Ctrl+Tab/F6	Move between Calendar, TaskPad, and Folder List
Tab/Shift+Tab	Select next/ select previous appointment
Arrow Left/Arrow Right	Go to previous / next day
Arrow Up/Arrow Down	Go up / down in current view
Home/End	Go to beginning/end of current view
Page Up/Page Down	Jump one page up/ one page down
Shift+Arrow Up/Shift+Arrow Down	Day View: Extend / reduce selected time
Alt+Arrow Down/Alt+Arrow Up	Go to same day in next / previous week
Alt+Page Down/Alt+Page Up	Go to next or previous month
Alt+Home/Alt+End	Go to start or end of week
Ctrl+G	Go to date

Contacts Shortcuts

F3/Ctrl+E	Find contact or other item
F11	Enter name in Search Address Books box
[Shift]+[letter]	In Table or List view of contacts, go to first contact that starts with specific letter
Ctrl+A	Select all contacts
Ctrl+F	Create new message addressed to selected contact
Ctrl+J	Create Journal entry for selected contact
Ctrl+N	Create new contact (when in Contacts)
Ctrl+Shift+C	Create new contact (from any Outlook view)
Ctrl+O/Ctrl+Shift+E	Open contact form for selected contact

Ctrl+Shift+L	Create new distribution list
Ctrl+P	Print
F5	Update list of distribution list members
Ctrl+Y	Go to different folder
Ctrl+Shift+B	Open Address Book
Ctrl+Shift+F	Use Advanced Find
Ctrl+Shift+.	In an open contact, open next contact listed
Esc	Close contact
Ctrl+Shift+X	Open Web page for selected contact (if one is included)
Alt+D	Open Check Address dialog box
Alt+Shift+1 .. 3	In contact form, under Internet, display message 1 .. 3 information
Ctrl+Shift+D	Dial new call

Tasks Shortcuts

Alt+F2	Show or hide To-Do Bar
Alt+C	Accept task request
Alt+D	Decline task request
Ctrl+E	Find task or other item
Ctrl+Y	Open Go to Folder dialog box
Ctrl+N	Create new task (when in Tasks)
Ctrl+Shift+K	Create new task (from any Outlook view)
Ctrl+Shift+U	Create new task request
Ctrl+O	Open selected item
Ctrl+P	Print selected item
Ctrl+A	Select all items
Ctrl+D	Delete selected item
Ctrl+F	Forward task as an attachment
Shift+Tab	Switch between Navigation Pane, Tasks list, and To-Do Bar
Ctrl+J	Open selected item as Journal item
Ctrl+Z	Undo last action
Insert	Flag an item or mark complete

Business Card View

a-z	One or more letters of name that card is filed under or name of field that you are sorting by will select specific card in list
Arrow Up/Arrow Down	Select previous / select next card
Home/End	Select first / select last card in list
Page Up/Page Down	Select first card on current page / next page
Arrow Right/Arrow Left	Select closest card in next / previous column
Ctrl+Space	Select or cancel selection of active card
Shift+Arrow Up/Shift+Arrow Down	Extend selection to previous / next card
Ctrl+Shift+Arrow Up/Ctrl+Shift+Arrow Down	Extend selection to previous or next card, regardless of starting point
Shift+Home/Shift+End	Extend selection to first / last card in list
Shift+Page Up/Shift+Page Down	Extend selection to first / last card on previous page
Tab/Shift+Tab	Move to next / move to previous field
Enter	Move to next field, or add line to multiline field
Shift+Enter	Move to previous field without leaving active card
F2	Display insertion point in active field to edit text

Outlook 2010 Shortcuts

Platform: Windows/English

Main Outlook Features	
Ctrl+1	Switch to Mail
Ctrl+2	Switch to Calendar
Ctrl+3	Switch to Contacts
Ctrl+4	Switch to Tasks
Ctrl+5	Switch to Notes
Ctrl+6	Switch to Folder List in Navigation Pane
Ctrl+7	Switch to Shortcuts
Ctrl+Shift+B	Open Address Book

Messages in Main View

Main Window	
Tab/Shift+Tab	Cycle forward / backward between screen elements (Navigation Pane, Message List, Search, Reading Pane)
Ctrl+Shift+I	Go to Inbox folder
Ctrl+Shift+O	Go to Outbox folder
Ctrl+Y	Go to another folder as specified
F3/Ctrl+E	Go to Search box
Ctrl+M/F9	Check for new messages
Alt+Arrow Left/Alt+Arrow Right	Go back to previous view / forward to next view
Ctrl+N	Create new message
Ctrl+Shift+M	Create new message (from any Outlook view)

Navigation Pane	
Arrow Up/Arrow Down	Navigate downward / navigate upward in Navigation Pane. Press space or enter to select. Press shift+tab and/or tab to jump between Message List and Navigation Pane
Arrow Left/Arrow Right	Collapse or expand group in message list
a...z	Jump to folder with letter typed. If more than one folder exists, immediately continue typing second or third letter until reaching folder
F2	Rename folder
Delete	Delete folder

Message List and Single Messages	
Tab/Shift+Tab	Cycle forward / cycle backward between Screen Elements (e.g. Navigation Pane, Message List, Search, Reading Pane)
Arrow Down/Arrow Up	Move down / move up between messages
Arrow Left/Arrow Right	Collapse / expand groups (e.g. week)
Shift+Arrow Down/Shift+Arrow Up	Select multiple adjacent messages
press and hold ctrl, arrow up/arrow down and space	Select multiple non-adjacent messages
Ctrl+Shift+V	Move message to folder
Insert	Add Quick Flag to message
Ctrl+Shift+G	Add Custom Flag to message
Ctrl+Alt+J	Mark message as not junk
Ctrl+Q/Ctrl+U	Mark as read or unread
Ctrl+Alt+M	Mark for Download
Ctrl+Alt+U	Clear Mark for Download
Ctrl+Shift+W	Display blocked content menu. Press ctrl+shift+w, then p to download blocked pictures/images.
Alt+Enter	Show email properties

Ctrl+Shift+S	Post to folder
Ctrl+Shift+Y	Copy item to folder
Space/Shift+Space	Page down / page up through message text in Reading Pane
Enter	Open message
Ctrl+./Ctrl+,	Jump to next/previous message (in single message view)
Ctrl+P	Print Message
Most Shortcuts work in Message List and when viewing single messages	

Messages in Compose View

Manage Messages	
Tab	Cycle between To, Cc, Subject, and Message Body
Alt+M	Choose From account from which to send message
Alt+U	Jump to subject
Alt+S	Send
Ctrl+S/Shift+F12	Save Message
F12	Save Message as
Ctrl+click	Jump to URI while in edit mode
Ctrl+K	Insert hyperlink
Alt+n, then a,f	Attach File to message: Insert => Add F
Alt+n, then a,s	Add Signature to message: Insert => Add Signature

Format Message Body	
Ctrl+X/Ctrl+C/Ctrl+V	Cut/ copy/ paste
Alt+O	Display Format menu
Ctrl+Shift+P	Display Font dialog box
Shift+F3	Switch case between all upper, all lower, and first letter upper.
Ctrl+Shift+K	Switch case to/from small capitals
Ctrl+B	Switch format to/from bold
Ctrl+I	Switch format to/from italic
Ctrl+U	Switch format to/from underline
Ctrl+Shift+L	Add/remove bullets
Ctrl+L	Align left
Ctrl+R	Align right
Ctrl+E	Align center
Ctrl+T/Ctrl+Shift+T	Increase / decrease indent
Ctrl+[/ Ctrl+] / Ctrl+Shift+>	Increase / decrease font size (or use or ctrl+shift+;
Ctrl+Space	Clear formatting (or use ctrl+shift+z)
Ctrl+Shift+H	Delete next word
Ctrl+Shift+J	Stretch paragraph to fit between margins
Ctrl+Shift+S	Apply styles
Ctrl+T	Create hanging indent
Ctrl+Shift+T	Reduce hanging indent
Ctrl+K	Insert hyperlink
Ctrl+Q	Remove paragraph formatting

Create Items	
Ctrl+Shift+A	Create appointment
Ctrl+Shift+C	Create contact
Ctrl+Shift+L	Create distribution list
Ctrl+Shift+X	Create fax
Ctrl+Shift+E	Create folder
Ctrl+Shift+J	Create Journal entry
Ctrl+Shift+Q	Create meeting request
Ctrl+Shift+M	Create message

Outlook 2010 Shortcuts

Platform: Windows/English

Other Outlook 2010 Shortcut	
Ctrl+Alt+S	Define Send/Receive groups
Shift+F9	Start send/receive for current folder, retrieving full items (header, item, and any attachments)
Ctrl+B	Display Send/Receive progress when send/receive is in progress
Ctrl+Alt+Shift+F12	Save Form Design
Ctrl+Shift+F11	Save Form Data
Ctrl+n when on InfoPath folder.	Create new InfoPath form
Ctrl+Shift+W	Select Message InfoBar and, if available, show menu of commands
Alt+F11	Open Visual Basic Editor
Alt+F8	Play Macro