



# A Guide to *Outlook 2007*

by

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This guide assumes that Microsoft Outlook is correctly configured to send and receive email and that the user is familiar with basic editing of text. Familiarity with Microsoft Windows is also assumed.

The exact appearance of certain screenshots vary depending upon the version of Windows you are using. Windows Vista is used throughout, although for the purpose and scope of this guide the differences between versions of Windows are largely cosmetic.

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# SECTION 1

## INTRODUCTION

### 1.1

#### What is Email?

**Email** or electronic mail is exactly what it sounds like – a way of sending messages using your computer. Email is the most commonly used Internet service and it allows you to send messages to individuals and groups of people and receive messages too. Initially you will probably think of email as very similar to sending any other type of mail, and it can be used in exactly the same way as the normal postal service, albeit faster. However email opens up many more possibilities than conventional post.

You have probably seen email addresses on posters, television programmes and even on the everyday products you use in your home, everything from detergent packs to music CDs. This guide will show you how to make use of these email addresses so that you can send letters and other information faster than any postal service.

One of the most popular programs for sending and receiving email is **Microsoft Outlook**. Outlook is not just an email program it also offers an electronic calendar, reminder service, contacts and a host of other useful features for managing your life.




## SECTION 2

### STARTING OUTLOOK

## 2.1

### Outlook Help

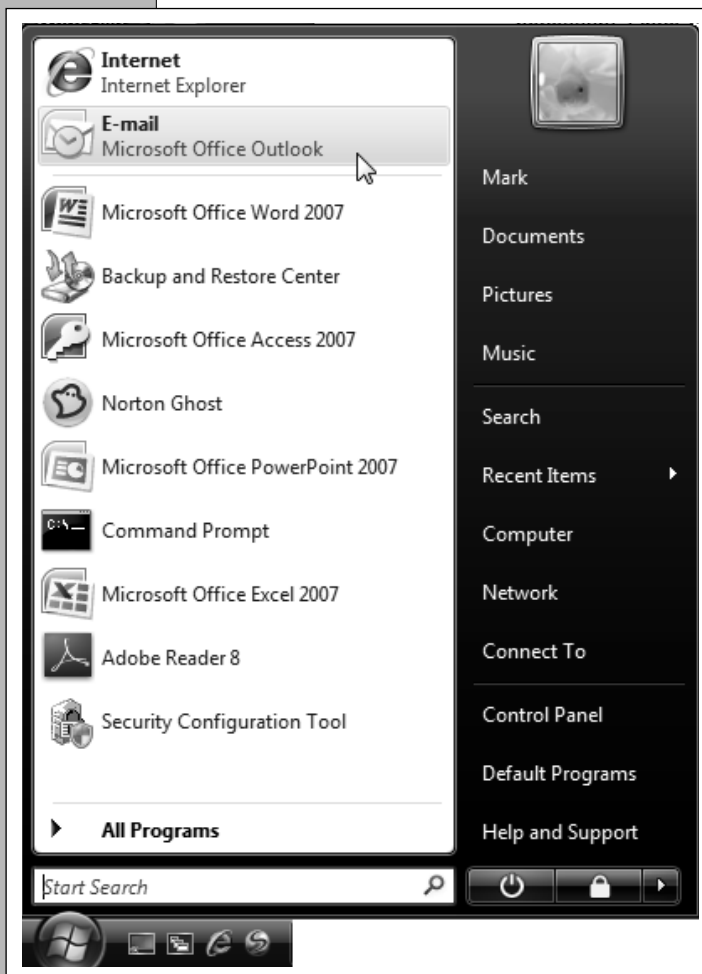
If you have problems with Outlook choose **Microsoft Office Outlook Help** from the **Help** menu to display the help window.

If you have problems with Outlook click on the  button on the top right corner of the window. To find help on a particular topic, just enter the topic and click on **Search**. Usually a selection of possible answers is returned, and for further details just click on the most appropriate answer. The **Forward**  and **Back** buttons  at the top of the **Outlook Help** window allow you to move between answers. To hide Outlook Help click on the help window **Close Box**.

## 2.2

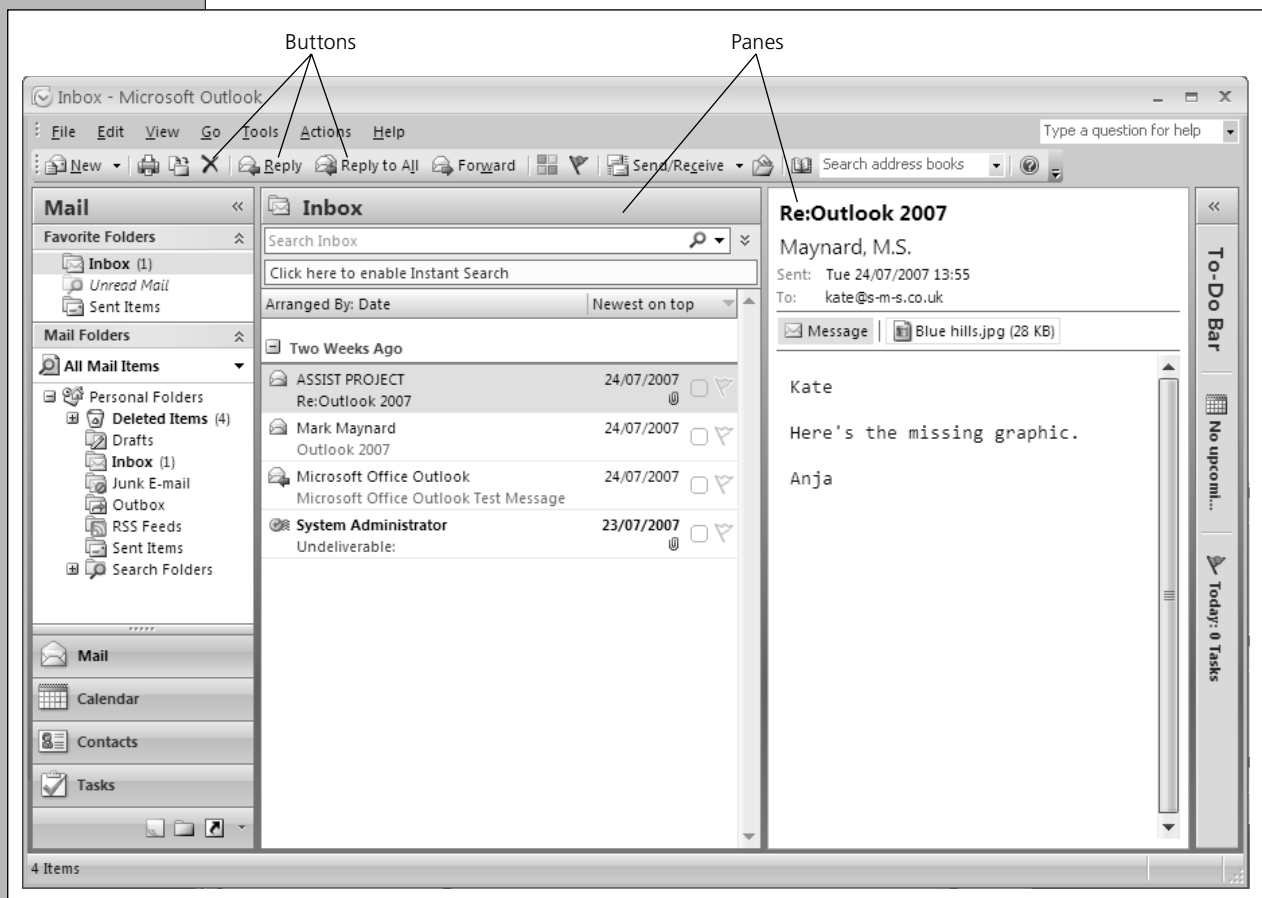
### Starting Up Outlook

Outlook is often pinned to the **Start** button menu so choosing **Email** from the **Start** menu is usually the quickest way to start Outlook.



Alternatively, choose **All Programs** from the **Start** button and then **Microsoft Office** from the sub-menu followed by **Microsoft Office Outlook 2007**.

On starting Outlook your computer will attempt to connect to the Internet. In many cases this will mean you will have to go through a login procedure. Seek assistance with this if necessary. Once connected Outlook will inform you of any email messages that may have been sent to you. To read these see Section 2.5. To send an email, see Section 2.4.



## Understanding the Screen

The Outlook screen can initially look rather confusing as it is divided into a number of different sections. However you will quickly get used to it.

**Navigation Pane** – This allows you to access a variety of features in Outlook using the buttons at the bottom of this pane.

**Contents Pane** – This shows you the contents of items selected in the Navigation Pane

**Reading Pane** – This allows you to see the message you have selected.

# 2.3

## Email Addresses

Every email user has an individual email address and you will need to know a person's address before you send them an email. An email address will look something like this:

**jbloggs@anyplace.com**

**Note:** You must be very accurate when typing an email address. There are never any spaces in an email address and there is always an @ symbol. However capitalisation is not important.

## 2.4

## Finding Out an Email Address

The quickest and most reliable way to find out someone's email address is to ask them. There is no direct equivalent of Directory Inquiries and even if there were it would always be out of date as things change so quickly on the Internet.

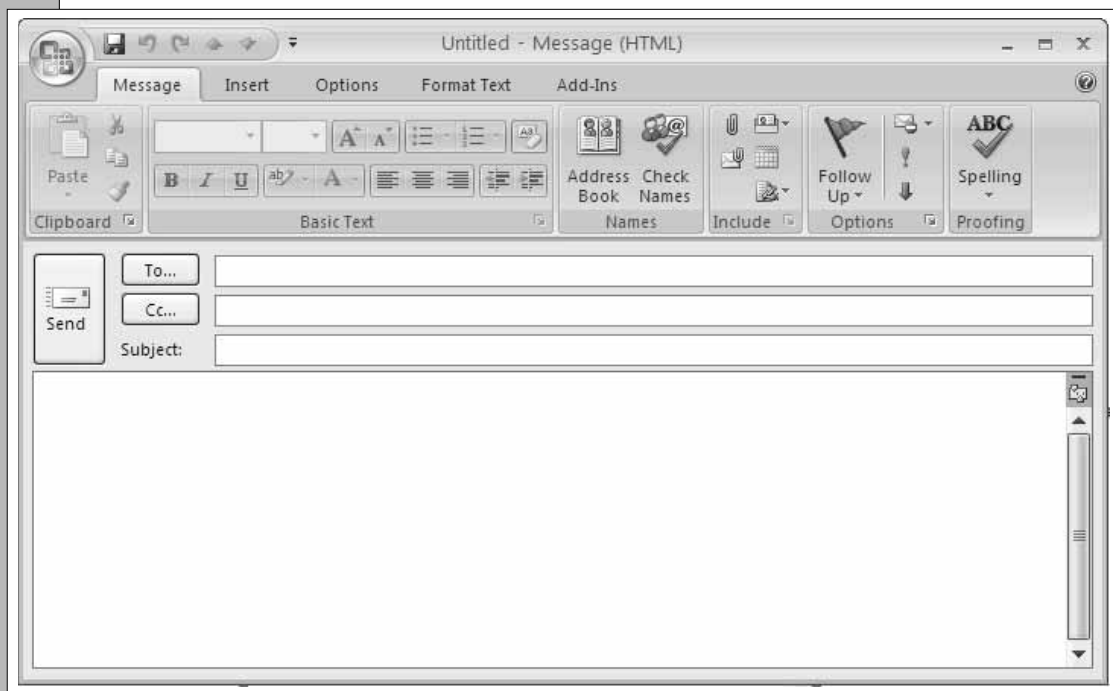
If you are really desperate to get in touch with some one by email and you cannot find their address out any other way, you can try using a search engine like Google ([www.google.com](http://www.google.com)) to find someone by searching for the person's name in quotation marks e.g. "Joe Bloggs".

## Sending an Email

The first thing you will want to learn how to do with email is to send a message to let the world know that you exist.

### To send an email message:

- Make sure that the Mail button:  is highlighted in the **Navigation Pane**.
- Click on the **New** button  to display an untitled message window.



Type the email address of the person you are sending the mail to in the **To** box. Initially try sending a message to yourself as an experiment.

**Note:** Section 2.7 explains how to send a message to more than one person.

Use the mouse or the **Tab** key to select the **Subject** box and enter the subject of your message. Ignore all the other boxes for the moment apart from the message box where you should type the body of your message.

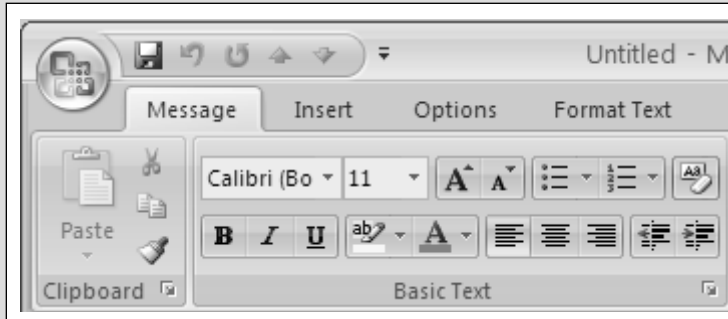



Text can be entered and edited in much the same way as in a word-processor. Use the scroll bar to move up and down the message.

**Note:** Having entered a subject into in the **Subject** box and moved on to the message box, the title of the window changes to reflect the subject.

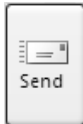
### Formatting

By default Outlook is set to use HTML to format your email messages. This allows you to use formatting in your message just as you would with the wordprocessor, Microsoft Word, by using the buttons on the tabs on the ribbon. HTML formatting also allows you to include pictures in your messages.



**Note:** It is possible that your system administrator may have changed the Outlook mail format to Plain Text which allows very limited formatting. This is usually done for very good reasons but for the odd email, where formatting is important or pictures need to be included, you can switch to HTML for a particular message by clicking on the **Options** tab and then on the **HTML** button .

**Important:** Because email is so easy to send this can result in messages being sent in haste. So restraint and thought should be given to each message you send. **Once sent an email cannot be stopped.**



Once you have entered your message you are ready to send it by clicking on the **Send** button. Your message will be sent to whoever's email address is in the **To** box.

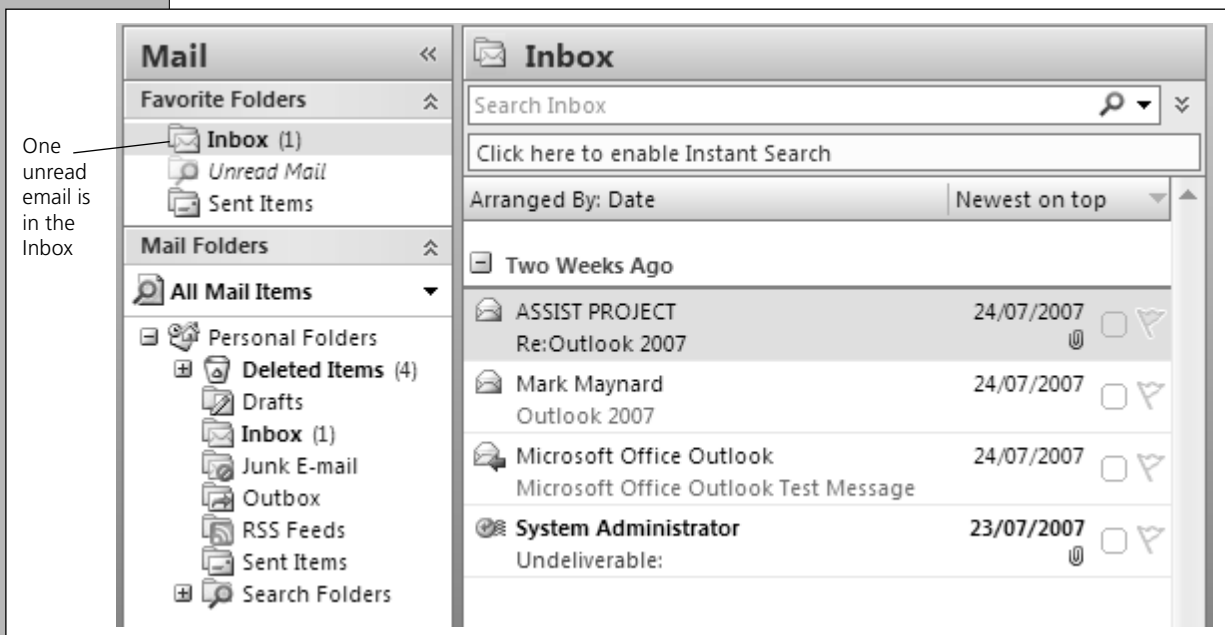
Messages take a variable amount of time to reach the recipient but a day is usually the slowest delivery time. If an email is not delivered you will usually receive an email message which states that that delivery was unsuccessful. The most common reason for this is that the email was incorrectly addressed. So if you have an email returned make sure you double-check the address.

**Note:** Usually copies of all messages sent are kept in the **Sent Items** folder.

# 2.5

## Receiving and Reading Email

When you first open Outlook, any messages that are waiting will appear in your **Inbox**. Alternatively you can check at any time to see if you have got any email by clicking on the button.



If there is mail waiting you should see a new message in your Inbox and a figure next to the Inbox folder in the **Mail Folders List** on the **Navigation Pane** indicating the number of unread messages.

Select the **Inbox** to list the mail messages in the **Contents Pane**.

Notice that before you have read an email it is shown with a closed envelope icon next to it . However once you have read the email this changes into an open envelope icon .

**Note:** If a message received is shown with a paper clip alongside a file is attached to the email. See Section 2.10.