

FREQUENTLY ASKED QUESTIONS

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- [How do I create a signature line?](#)
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- [What can I do if my mailbox is over the size limit?](#)
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Outlook 2010 - What's New and More

Email

**Inbox, Navigation
Pane, To Do Bar &
Ribbons
Mailbox Overview**

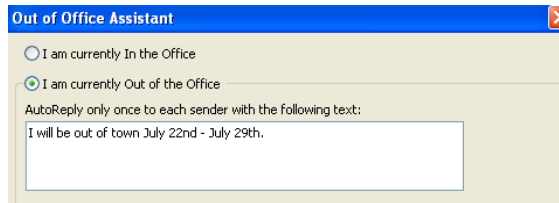
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1. **Inbox, Navigation Pane, To Do Bar (all must be showing)**
2. **Ribbons**
 - a. **File**
 - b. **Home**
 - c. **Send/Receive**
 - d. **Folder**
 - e. **View**

**Automatic Replies
File Ribbon**

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1. Go to **File > Info > Automatic Replies.**
2. Select **I am currently Out of the Office.**
3. Type the reply you would like someone to receive when they email you.



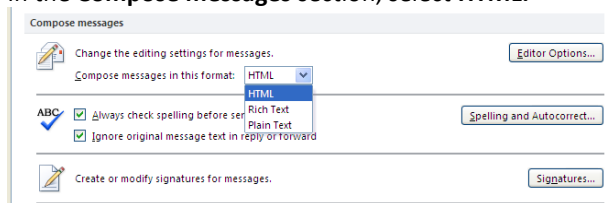
The next time you open Outlook, you will be asked if you want to turn off Out of Office

**Create a Signature
Line
File Ribbon**

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Information you might typically include in a signature line: your name, school name, job title, phone number.

1. **File > Options.**
2. Select the **Mail** tab.
3. In the **Compose messages** section, select **HTML.**



4. Click **Signatures > New.**
5. Type a title for the signature and click **OK.**
6. Click inside the **Edit signature** box and enter the desired text – format the text as desired.
7. Click **OK > OK.**

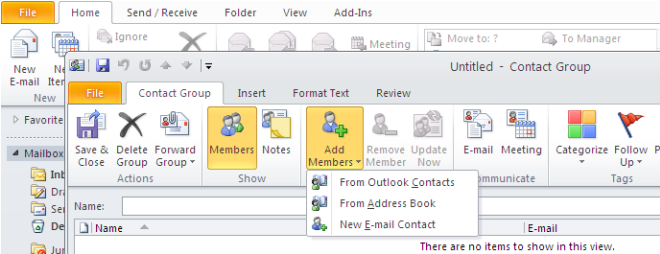
**Archive
File Ribbon**

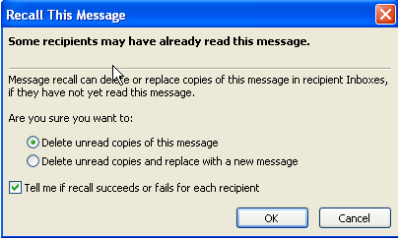


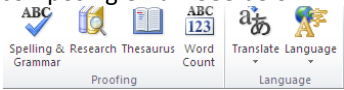
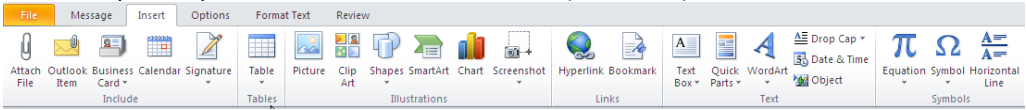
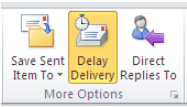
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Archiving helps reduce the size of your mailbox.





To Archive Email

1. Go to **File > Info > Cleanup Tools > Archive.**
2. Choose **Archive this folder and all subfolders.**
3. In the **Archive items older than** box, click the down arrow and choose the desired date.
4. Click the **Browse** button and navigate to your staff folder.
5. Find and click the **Personal Folders** file.
6. Click **OK > OK.**

<p>Mailbox Over the Size Limit</p> <p>Home & File Ribbon</p> <p>↑ Back to top</p>	<p>If you receive a “Mailbox over the size limit” message, there are several things to you can do (see below).</p> <p><u>Make sure the Navigation Pane is checked</u></p> <ol style="list-style-type: none"> 1. Click the View tab. 2. In the Layout section, click Navigation Pane and make sure Normal is checked. <p><u>Delete Sent Items</u></p> <p><i>*Before deleting your sent items, make sure to archive or save any emails you do not want deleted!*</i></p> <ol style="list-style-type: none"> 1. Click the Home tab. 2. In the Folder List on the left, click on the Sent Items folder. 3. Select Delete All. <p><u>Empty Deleted Items</u></p> <ol style="list-style-type: none"> 1. On the Home tab in the Folder List on the left, right click on the Deleted Items folder. 2. Select Empty Folder. <p><u>To check where the overload is located</u></p> <ol style="list-style-type: none"> 1. Click the File tab. 2. Choose Info > Cleanup Tools. 3. Select Mailbox Cleanup. 4. Select View Mailbox Size. <p>You should now see individual folders and be able to see which folders have an overload. Delete and empty as necessary.</p>
<p>Distribution List</p> <p>Home Ribbon</p> <p>↑ Back to top</p>	<ol style="list-style-type: none"> 1. Select Home > New items > More items > Contact Group. 2. Type the group name. 3. Click Add New Members.  <ol style="list-style-type: none"> 4. Select From Address Book or From Outlook Contacts. 5. Double click the desired names. 6. When all names have been added, click OK. 7. Click Save & Close.
<p>Categorize - Organizing with Color</p> <p>Home Ribbon</p> <p>↑ Back to top</p>	<p>Color categories can be assigned to projects, calendar activities, tasks and emails to make management easier.</p> <ol style="list-style-type: none"> 1. Choose the area you would like to manage (Inbox, Calendar, etc.). 2. Select the Home tab. 3. In the Tags section, choose Categorize. 4. Select All Categories. 5. Select New or choose a category to rename – type the desired name. 6. Choose a color and click OK. <p><i>*FYI - You can also search by color category*</i></p>

<p>Recalling an Email</p> <p>Message</p> <p>Home Ribbon</p> <p>↑ Back to top</p>	<p>If you send a message and want to try to retrieve it before someone reads it, you can try the following:</p> <ol style="list-style-type: none"> 1. Click Sent Items (left Navigation Pane). 2. Open the message you want to retrieve 3. In the Move section, click the Actions button. 4. Click Recall This Message. 5. Choose one of the following options and click OK.  <p>*IMPORTANT: Recalling a message works very seldom, and there are times that you won't know for sure if it worked. So, BE CAREFUL before sending email!*</p>
<p>Recover Deleted</p> <p>Items</p> <p>Folder Ribbon</p> <p>↑ Back to top</p>	<ol style="list-style-type: none"> 1. Click the Deleted Items folder (left Navigation Pane). 2. Select the Folder tab. 3. Click the Recover Deleted Items button . 4. Choose the desired email and click the Recover Selected Items button .
<p>Spell Check</p> <p>New Email - Review</p> <p>Ribbon</p> <p>↑ Back to top</p>	<p>There are several types of spelling and grammar error messages you may encounter when composing an Outlook email. These are:</p> <ul style="list-style-type: none"> • Red line – spelling error • Green line – grammatical error • Blue line – contextual spelling error <p>To check these errors, go to Review > Spelling & Grammar. Several other options are also available in this ribbon when composing email. See below:</p> 
<p>Items</p> <p>New Email - Insert</p> <p>Ribbon</p>	<p>There are many new options available on the Insert tab (see below).</p> 
<p>Email Delivery</p> <p>Options / Scheduling</p> <p>Email</p> <p>New Email – Options</p> <p>Ribbon</p> <p>↑ Back to top</p>	<ol style="list-style-type: none"> 1. Create a new email. 2. Click the Options tab. 3. In the More Options section, select Delay Delivery.  <ol style="list-style-type: none"> 4. Check the box next to Do not deliver before. 5. Use the drop down menu to select delivery date and time. 6. Click Close. 7. When finished typing the message, click Send. The message will remain in your Outbox until the delivery time. <p>*If you go to your Outbox and open the email before it is sent (to make corrections, etc.), you must click the Send button again or the email will not “go”.*</p>

Calendar/Tasks

<p>Outlook Today Overview</p>	<p>Allows you to view appointments, email and tasks in one glance.</p> <ol style="list-style-type: none">1. Click your personal mailbox folder on the left navigation pane (Mailbox – Your Name).2. On the Outlook Today page, click Customize Outlook Today (upper right).3. If you want Outlook to start at this page, in the Startup section, check the When starting, go directly to Outlook Today box.4. Make your selections in the Messages, Calendar, Tasks, and Styles sections.5. Click Save Changes (upper right).
<p>Adding Holidays & Work Times to Your Outlook Calendar File Ribbon</p> <p>↑ Back to top</p>	<p>You can add a variety of holidays, events and work times to your Outlook Calendar by doing the following:</p> <ol style="list-style-type: none">1. Click File > Options > Calendar.2. Under the Work time section, set the hours and days of your work week.3. Under the Calendar options section, click Add Holidays.4. Select the check box next to each country/region whose holidays you want to add to your Calendar.5. Click OK.6. Make any other desired changes and click OK.
<p>Add an Appointment - New Calendar</p> <p>↑ Back to top</p>	<p>The Outlook calendar offers many options for organizing appointments, reminders, etc.</p> <ol style="list-style-type: none">1. Click on the desired date in the calendar (upper right).2. Double click on the desired time line.3. In the Subject box, type the title for the event/appointment.4. If needed, type a Location.5. Set a Start time and an End time <u>or</u> check All day event.6. In the Options section at the top, choose a Reminder (None, 10 min, etc.).7. If desired, in the Tags section, click Categorize and choose a color/type.8. Click Save & Close (left side).9. To return to your Inbox, click the Mail icon  (bottom, far left).
<p>Add an Appointment - From Email Calendar</p>	<ol style="list-style-type: none">1. Open your Inbox.2. On the <i>mini calendar</i> on upper right, move the calendar to the desired month.3. Click and drag the email to the desired day and release.4. Make any necessary changes (Reminder, Categorize, Start and End times, etc.).5. Click Save & Close.
<p>Using Flags in an Open Email Inbox Window</p>	<p>Flags can be used to remind you to follow up on an issue, indicate a request for someone else, and to set a reminder for a message or contact. Flags can be utilized in open emails or from the View settings.</p> <ol style="list-style-type: none">1. Open the email.2. In the Tags section, click the Follow Up icon.3. Click the desired choice.
<p>Using Tasks Inbox Window</p> <p>↑ Back to top</p>	<p>The Task area (bottom right) lists upcoming flagged and calendar events.</p> <p>To create a task from a message or a calendar appointment:</p> <ol style="list-style-type: none">1. Left-click and drag the email message or calendar item to the Tasks icon  (bottom left).2. Once the Task window opens, select the desired options, including:<ul style="list-style-type: none">▪ Change the Subject to reflect the task if necessary.▪ Click the drop menu by Due date to indicate the deadline.▪ Change the Priority if necessary.▪ If necessary, update the Status.3. Click Save and Close to add it to your Tasks List.4. Click the Tasks icon  in the Folder List to view.5. Double-click any task to open it and change the options.6. To return to your Inbox, click the Mail icon .