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Microsoft®
Outlook 2010
FOR
DUMMIES

Learn to:

- Master multitasking with multiple calendars
- Work faster with speedy Outlook Quick Steps
- Slash your workload with sharp Task list tricks
- Supercharge your business through savvy contact management

Bill Dyszel



Outlook[®] 2010 For Dummies[®]

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by Bill Dyszel



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About the Author

Bill Dyszel is the author of 19 books and a regular contributor to national publications including *PC Magazine*. Bill is also an award-winning filmmaker and an accomplished entertainer. He sang with the New York City Opera for 14 years and still appears regularly on the New York stage. He has produced scores of short films and currently ranks as the most prolific contributor to the 48-Hour Film Project, an international filmmaking competition. Many of his short, comedic films can be seen on YouTube.

About the Contributor

Daniel A. Begun is freelance technology journalist and consultant who has worked in the tech industry for nearly 20 years. He has written for CNET, *PC Magazine*, *Computerworld*, *Laptop* magazine, *Computer Shopper*, and the PC enthusiast site HotHardware.com, among others. Daniel is the former Labs Director for CNET, where he ran CNET's product testing labs.

Dedication

This book is dedicated to everyone with a love for lifelong learning.

Author's Acknowledgments

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Introduction

Microsoft Outlook is now a teenager. I covered its first prerelease versions back in 1996, when nobody anywhere knew what it was. Today hundreds of millions of people use Microsoft Outlook every single day to send e-mail, make appointments, and speed up their work. Microsoft Outlook has become the world's principal tool for getting work done.

There's probably no program that's more essential to success in business today than Microsoft Outlook. I've had the pleasure of training literally thousands of people on all the different ways Outlook can improve their workflow and simplify their life. People are often surprised to discover how much faster they can work when they learn to use Outlook effectively.

Microsoft Outlook was designed to make organizing your daily information easy — almost automatic. You already have sophisticated programs for word processing and number crunching, but Outlook pulls together everything you need to know about your daily tasks, appointments, e-mail messages, and other details. More important, Outlook enables you to use the same methods to deal with many different kinds of information, so you have to understand only one program to deal with the many kinds of details that fill your life, such as

- Finding a customer's phone number

- Remembering that important meeting

- Planning your tasks for the day and checking them off after you're done

Recording all the work you do so that you can find what you did and when you did it

Outlook is a Personal Information Manager that can act as your assistant in dealing with the flurry of small-but-important details that stand between you and the work you do. You can just as easily keep track of personal information that isn't business-related and keep both business and personal information in the same convenient location.

About This Book

As you read this book and work with Outlook, you discover how useful Outlook is, as well as find new ways to make it more useful for the things you do most. If you fit in any of the following categories, this book is for you:

Your company just adopted Outlook as its e-mail program and you need to find out how to use it in a hurry.

You've used Outlook for years just because "it was there," but you know you've only used a tenth of its power. Now you're overwhelmed with work and want to plow through that mountain of tasks faster by using Outlook better.

You're planning to purchase (or have just purchased) Outlook and want to know what you can do with Outlook — as well as how to do your work more efficiently.

You want an easier, faster tool for managing tasks, schedules, e-mail, and other details in your working life.

Even if you don't fall into one of these groups, this book gives you simple, clear explanations of how Outlook can work for you. It's hard to imagine any computer user who wouldn't benefit from understanding Outlook better.

If all you want is a quick, guided tour of Outlook, you can skim this book; it covers everything you need to get started. Getting a handle on most major Outlook features is fairly easy — that's how the program is designed. (You can also keep the book handy as a reference for the tricks that you may not need every day.)

The first part of this book gives you enough information to make sense of the whole program. Because Outlook is intended to be simple and consistent throughout, when you have the big picture, the details are fairly simple (usually).

Don't be fooled, though — you can find a great deal of power in Outlook if you want to dig deeply enough. Outlook links with your Microsoft Office applications, and it's programmable by anyone who wants to tackle some Visual Basic script writing (I don't get into that in this book). You may not want to do the programming yourself, but finding people who can do that for you isn't hard; just ask around.

Foolish Assumptions

I assume that you know how to turn on your computer and how to use a mouse and keyboard. In case you need a brush up on Windows, I throw in reminders as I go along. If Windows and Microsoft Office are strange to you, I recommend picking up (respectively) Andy

Rathbone's *Windows 7 For Dummies* or Wally Wang's *Microsoft Office 2010 For Dummies* (both published by Wiley).

If all you have is a copy of this book and a computer running Outlook 2010, you can certainly do basic, useful things right away (like send and receive e-mail), as well as a few fun things. And after some time, you'll be able to do *many* fun and useful things.

How This Book Is Organized

To make it easier to find out how to do what you want to do, this book is divided into parts. Each part covers a different aspect of using Outlook. Because you can use similar methods to do many different jobs with Outlook, the first parts of the book focus on *how* to use Outlook. The later parts concentrate on *what* you can use Outlook to do.

Part I: Getting the Competitive Edge with Outlook

I learn best by doing, so the first chapter is a quick guide to the things that most people do with Outlook on a typical day. You find out how to use Outlook for routine tasks such as handling messages, notes, and appointments. You can get quite a lot of mileage out of Outlook, even if you only check out the things I describe in the first chapter.

Because Outlook allows you to use similar methods to do many things, I go on to show you the things that stay pretty much the same throughout the program: how to create new items from old ones by using drag-and-drop; ways to view items that make your information easy to understand at a glance; and the features Outlook offers to make it easier to move, copy, and organize your files.

Part II: Taming the E-Mail Beast

E-mail is now the most popular function of computers. Tens of millions of people are hooked up to the Internet or an office network.

The problem is that e-mail can still be a little too complicated. As I show you in Part II, however, Outlook makes e-mail easier. Computers are notoriously finicky about the exact spelling of addresses, correctly connecting to the actual mail service, and making sure that the text and formatting of the message fit the software you're using. Outlook keeps track of the details involved in getting your message to its destination.

Outlook also allows you to receive e-mail from a variety of sources and manage the messages in one place. You can slice and dice your list of incoming and outgoing e-mail messages to help you keep track of what you send, to whom you send it, and the day and time you send it.

Part III: Managing Contacts, Dates, Tasks, and More

Outlook takes advantage of its special relationship with your computer and your office applications (Microsoft Outlook with Microsoft Office, Microsoft Internet Explorer, and Microsoft Windows — notice a pattern emerging here?) to tie your office tasks together more cleanly than other such programs — and to make it easier for you to deal with all the stuff you have to do. The chapters in Part III show you how to get the job done with Outlook.

In addition to planning and scheduling, you probably spend lots of time working with other people — you need to coordinate your tasks and schedules with theirs (unless you make your living doing something weird and antisocial, such as digging graves or writing computer books). Outlook allows you to share calendar and task information with other people, and also keep detailed information about the people with whom you collaborate. You can also assign tasks to other people if you don't want to do those tasks yourself (now *there's* a time saver). Be careful, though; other people can assign those tasks right back to you.

If you have yellow sticky notes covering your monitor, refrigerator, desktop, or bathroom door, Outlook's Notes feature might change your life. Notes are little yellow (or blue or green) squares that look just like those handy paper sticky notes that you stick everywhere as reminders and then lose. About the only thing that you can't do is set your coffee cup on one and mess up what you wrote.

Part IV: Beyond the Basics: Tips and Tricks You Won't

Want to Miss

Some parts of Outlook are less famous than others, but no less useful. Part IV guides you through the sections of Outlook that the real power users exploit to stay ahead of the pack.

There are parts of Outlook that many people never discover. Some of those parts are obscure but powerful — others aren't part of Outlook at all (technically speaking). Maybe you want to know how to do things like create custom forms and set up Outlook to get e-mail from the Internet. If you use Outlook at home or in your own business, or if you just want to soup up your copy of Outlook for high-performance work, you'll find useful tips in Part IV.

Part V: Outlook at Work

Big organizations have different requirements than small businesses. Many large companies rely heavily on Outlook as a tool for improved teamwork and project management. Part V shows you the parts of Outlook that work best in the big leagues (or for people with big ambitions). You'll get all the info you need to collaborate using SharePoint and Microsoft Exchange, beef up your security, customize the way Outlook looks and works, and check your Outlook account when you're not in the office with Outlook Web Access.

Part VI: The Part of Tens

Why ten? Why not! If you must have a reason, ten is the highest number you can count to without taking off your shoes. A program as broad as Outlook leaves a great deal of flotsam and jetsam that doesn't quite fit into any category, so I sum up the best of that material in groups of ten.

Conventions Used in This Book

Outlook has many unique features, but it also has lots in common with other Windows programs — dialog boxes, pull-down menus, ribbons, and so on. To be productive with Outlook, you need to understand how these features work — and recognize the conventions I use for describing these features throughout this book.

Dialog boxes

Even if you're not new to Windows, you deal with dialog boxes more in Outlook than you do in many other Microsoft Office programs because so many items in Outlook are created with dialog boxes, which may also be called *forms*. E-mail message forms, appointments, name and address forms, and plenty of other common functions in Outlook use dialog boxes to ask you what you want to do. The following list summarizes the essential parts of a dialog box:

Title bar: The title bar tells you the name of the dialog box.