

Making Everything Easier!™

Microsoft® **Outlook® 2013**

FOR **DUMMIES®**

Learn to:

- Set up your e-mail, create distribution lists, and manage contacts
- Secure your information and handle junk mail and spam
- Keep track of your calendar and stay organized with Notes
- Assign tasks and collaborate with other users

Bill Dyszel



Get More and Do More at Dummies.com®



Start with **FREE** Cheat Sheets

Cheat Sheets include

- Checklists
- Charts
- Common Instructions
- And Other Good Stuff!

To access the Cheat Sheet created specifically for this book, go to
www.dummies.com/cheatsheet/outlook2013

Get Smart at Dummies.com

Dummies.com makes your life easier with 1,000s of answers on everything from removing wallpaper to using the latest version of Windows.

Check out our

- Videos
- Illustrated Articles
- Step-by-Step Instructions

Plus, each month you can win valuable prizes by entering our Dummies.com sweepstakes. *

Want a weekly dose of Dummies? Sign up for Newsletters on

- Digital Photography
- Microsoft Windows & Office
- Personal Finance & Investing
- Health & Wellness
- Computing, iPods & Cell Phones
- eBay
- Internet
- Food, Home & Garden

Find out "HOW" at Dummies.com

*Sweepstakes not currently available in all countries; visit Dummies.com for official rules.



Outlook[®]
2013
FOR
DUMMIES[®]

Outlook[®]
2013
FOR
DUMMIES[®]

by Bill Dyszel



WILEY

John Wiley & Sons, Inc.

Outlook® 2013 For Dummies®

Published by

John Wiley & Sons, Inc.

111 River Street

Hoboken, NJ 07030-5774

www.wiley.com

Copyright © 2013 by John Wiley & Sons, Inc., Hoboken, New Jersey

Published by John Wiley & Sons, Inc., Hoboken, New Jersey

Published simultaneously in Canada

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as permitted under Sections 107 or 108 of the 1976 United States Copyright Act, without either the prior written permission of the Publisher, or authorization through payment of the appropriate per-copy fee to the Copyright Clearance Center, 222 Rosewood Drive, Danvers, MA 01923, (978) 750-8400, fax (978) 646-8600. Requests to the Publisher for permission should be addressed to the Permissions Department, John Wiley & Sons, Inc., 111 River Street, Hoboken, NJ 07030, (201) 748-6011, fax (201) 748-6008, or online at <http://www.wiley.com/go/permissions>.

Trademarks: Wiley, the Wiley logo, For Dummies, the Dummies Man logo, A Reference for the Rest of Us!, The Dummies Way, Dummies Daily, The Fun and Easy Way, Dummies.com, Making Everything Easier, and related trade dress are trademarks or registered trademarks of John Wiley & Sons, Inc. and/or its affiliates in the United States and other countries, and may not be used without written permission. Microsoft and Outlook are registered trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners. John Wiley & Sons, Inc. is not associated with any product or vendor mentioned in this book.

LIMIT OF LIABILITY/DISCLAIMER OF WARRANTY: THE PUBLISHER AND THE AUTHOR MAKE NO REPRESENTATIONS OR WARRANTIES WITH RESPECT TO THE ACCURACY OR COMPLETENESS OF THE CONTENTS OF THIS WORK AND SPECIFICALLY DISCLAIM ALL WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. NO WARRANTY MAY BE CREATED OR EXTENDED BY SALES OR PROMOTIONAL MATERIALS. THE ADVICE AND STRATEGIES CONTAINED HEREIN MAY NOT BE SUITABLE FOR EVERY SITUATION. THIS WORK IS SOLD WITH THE UNDERSTANDING THAT THE PUBLISHER IS NOT ENGAGED IN RENDERING LEGAL, ACCOUNTING, OR OTHER PROFESSIONAL SERVICES. IF PROFESSIONAL ASSISTANCE IS REQUIRED, THE SERVICES OF A COMPETENT PROFESSIONAL PERSON SHOULD BE SOUGHT. NEITHER THE PUBLISHER NOR THE AUTHOR SHALL BE LIABLE FOR DAMAGES ARISING HEREFROM. THE FACT THAT AN ORGANIZATION OR WEBSITE IS REFERRED TO IN THIS WORK AS A CITATION AND/OR A POTENTIAL SOURCE OF FURTHER INFORMATION DOES NOT MEAN THAT THE AUTHOR OR THE PUBLISHER ENDORSES THE INFORMATION THE ORGANIZATION OR WEBSITE MAY PROVIDE OR RECOMMENDATIONS IT MAY MAKE. FURTHER, READERS SHOULD BE AWARE THAT INTERNET WEBSITES LISTED IN THIS WORK MAY HAVE CHANGED OR DISAPPEARED BETWEEN WHEN THIS WORK WAS WRITTEN AND WHEN IT IS READ.

For general information on our other products and services, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

For technical support, please visit www.wiley.com/techsupport.

Wiley publishes in a variety of print and electronic formats and by print-on-demand. Some material included with standard print versions of this book may not be included in e-books or in print-on-demand. If this book refers to media such as a CD or DVD that is not included in the version you purchased, you may download this material at <http://booksupport.wiley.com>. For more information about Wiley products, visit www.wiley.com.

Library of Congress Control Number: 2012956417

ISBN: 978-1-118-49046-4 (pbk); ISBN 978-1-118-49048-8 (ebk); ISBN 978-1-118-49148-5 (ebk);

ISBN 978-1-118-49136-2 (ebk)

Manufactured in the United States of America

10 9 8 7 6 5 4 3 2 1



About the Author

Bill Dyszel is the author of 20 books, a regular contributor to national publications including *PC Magazine*, and a popular keynote speaker. 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

Michael Zulich is an IT professional with over 25 years of experience implementing, managing, and supporting high technology including Windows Server and MS Exchange. A former contributing editor to *Computer Shopper* and frequent technical editor to the *Outlook For Dummies* series, Mike is also the coauthor of *Mastering Palm Organizers*.

Dedication

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

Author's Acknowledgments

Thanks so much to the extraordinary team at Wiley that made this edition a reality — to Katie Mohr for her persistent focus on the project's outcome, and to Tonya Cupp and Rebecca Senninger for steady editorial guidance.

Very special thanks to my longtime friend, Navy shipmate, and esteemed colleague Michael Zulich for taking on the lion's share of the work of revising this book. His rock-solid technology experience, superior editorial sensibility and boundless common sense helped make this book readable, accurate, and enjoyable. Through countless obstacles, including hurricanes, floods, snowstorms, and turbulent deadlines, Mike kept the project moving forward smoothly at top-notch quality. And of course, he's a fabulous colleague and a regular *mensh*, as they say in his native Brooklyn, which made the whole process a pleasure. Thanks, Mike!

Publisher's Acknowledgments

We're proud of this book; please send us your comments at <http://dummies.custhelp.com>. For other comments, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

Some of the people who helped bring this book to market include the following:

Acquisitions, Editorial

Project Editor: Tonya Maddox Cupp

Senior Acquisitions Editor: Katie Mohr

Technical Editor: Tom Badgett

Editorial Manager: Jodi Jensen

Editorial Assistant: Anne Sullivan

Sr. Editorial Assistant: Cherie Case

Cover Photo: © Michel Marcoux/iStockphoto

Composition Services

Senior Project Coordinator: Kristie Rees

Layout and Graphics: Jennifer Henry

Proofreader: Penny Lynn Stuart

Indexer: BIM Indexing & Proofreading Services

Publishing and Editorial for Technology Dummies

Richard Swadley, Vice President and Executive Group Publisher

Andy Cummings, Vice President and Publisher

Mary Bednarek, Executive Acquisitions Director

Mary C. Corder, Editorial Director

Publishing for Consumer Dummies

Kathleen Nebenhaus, Vice President and Executive Publisher

Composition Services

Debbie Stailey, Director of Composition Services

Contents at a Glance

<i>Introduction</i>	1
<i>Part I: Getting Started with Outlook 2013</i>	9
Chapter 1: The Outlook Features You Really Need to Know	11
Chapter 2: Inside Outlook: Getting More Done with Less Effort	23
Chapter 3: On the Fast Track: Drag 'til You Drop.....	37
<i>Part II: Taming the E-Mail Beast</i>	51
Chapter 4: The Essential Secrets of E-Mail	53
Chapter 5: E-Mail Tools You Can't Do Without	73
Chapter 6: Conquering Your Mountain of Messages.....	87
<i>Part III: Managing Contacts, Dates, Tasks, and More</i>	125
Chapter 7: Your Little Black Book: Creating Contacts Lists.....	127
Chapter 8: Unleashing the Calendar's Power.....	151
Chapter 9: Task Mastery: Discovering All the Bells and Whistles.....	171
Chapter 10: For the Record: Notes and Journal Entries	193
<i>Part IV: Beyond the Basics: Tips and Tricks You Won't Want to Miss</i>	211
Chapter 11: Social Media Magic with Outlook RSS.....	213
Chapter 12: Powering Your Home Office with Outlook	227
Chapter 13: Merging Mail from Outlook to Microsoft Word	235
<i>Part V: Outlook at Work</i>	243
Chapter 14: Big-Time Collaboration with Outlook.....	245
Chapter 15: Keeping Secrets Safe with Outlook Security	269
Chapter 16: Seeing It Your Way: Customizing Outlook.....	277
Chapter 17: Telecommuting with Outlook.com and Outlook Web Access	297

<i>Part VI: The Part of Tens</i>	317
Chapter 18: Ten Accessories for Outlook.....	319
Chapter 19: Ten Things You Can't Do with Outlook	323
Chapter 20: Ten Things You Can Do after You're Comfy	327
Chapter 21: Ten Shortcuts Worth Taking.....	333
<i>Index</i>	339

Table of Contents

***Introduction* 1**

About This Book	2
Foolish Assumptions	2
How This Book Is Organized	3
Part I: Getting Started with Outlook 2013	3
Part II: Taming the E-Mail Beast	3
Part III: Managing Contacts, Dates, Tasks, and More	4
Part IV: Beyond the Basics: Tips and Tricks You Won't Want to Miss	4
Part V: Outlook at Work	5
Part VI: The Part of Tens	5
Conventions Used in This Book	5
Dialog boxes	5
Ribbons and tabs	6
Keyboard shortcuts	6
Icons Used in This Book	7

***Part I: Getting Started with Outlook 2013* 9**

Chapter 1: The Outlook Features You Really Need to Know 11

Explaining Why So Many People Use Outlook	11
Doing Anything in Outlook the Easy Way	12
E-Mail: Basic Delivery	13
Reading e-mail	13
Answering e-mail	14
Creating new e-mail messages	15
Sending a File	15
Quick Calendar Keeping	17
Entering an appointment	17
Managing your schedule	18
Adding a Contact	18
Entering a Task	19
Taking Notes	21

Chapter 2: Inside Outlook: Getting More Done with Less Effort 23

Outlook and Other Programs.....	23
There's No Place Like Home: Outlook's Main Screen	25
Looking at modules	25
Using the Folder pane	27
The Information Viewer: Outlook's hotspot.....	27
Navigating folders	29
Tying It All Together: The Ribbon	30
Viewing ScreenTips	30
Using the New Items button	30
Finding Things in a Flash with Instant Search	32
Taking Peeks	34
Getting Help in Outlook	35

Chapter 3: On the Fast Track: Drag 'til You Drop 37

Dragging.....	37
Dispatching Tasks in a Flash.....	39
Making Time Stand Still with Calendar Wizardry	42
Keeping Friends Close and Enemies Closer	44
Creating Instant E-Mail Messages	45
Creating from a name in your Contacts list.....	45
Creating from an appointment.....	47
Expanding Your Outlook Workspace.....	48
Zen of the Right Button.....	49

Part II: Taming the E-Mail Beast 51**Chapter 4: The Essential Secrets of E-Mail. 53**

Front Ends and Back Ends.....	53
Creating Messages.....	54
The quick-and-dirty way	54
The slow, complete way.....	54
Setting priorities	57
Setting sensitivity.....	59
Setting other message options.....	60
Adding an Internet link to an e-mail message	60
Reading and Replying to E-Mail Messages	61
Previewing message text.....	62
Sending a reply.....	63
Resending messages.....	65
Using a web link from your e-mail	66
Don't get caught by phishing	66
That's Not My Department: Forwarding E-Mail	66
Blind Copying for Privacy.....	69

Deleting Messages	69
Saving Interrupted Messages	70
Saving a Message as a File	70

Chapter 5: E-Mail Tools You Can't Do Without 73

Nagging by Flagging	73
One-click flagging	74
Setting flags for different days	75
Changing the default flag date	75
Adding a flag with a customized reminder	76
Changing the date on a reminder	77
Saving Copies of Your Messages	78
Setting Your Reply and Forward Options	79
Adding Comments to a Reply or Forward	80
Sending Attachments	81
E-Mailing Screenshots	83
Creating Signatures for Your Messages	84

Chapter 6: Conquering Your Mountain of Messages 87

Organizing Folders	88
Creating a new mail folder	88
Moving messages to another folder	89
Organizing Your E-Mail with Search Folders	90
Setting up a search folder	90
Using a search folder	92
Deleting a search folder	92
Using the Reading Pane	93
Playing by the Rules	94
Creating a rule	94
Running a rule	97
Filtering Junk E-Mail	97
Fine-tuning the filter's sensitivity	98
Filtering your e-mail with sender and recipient lists	100
Filtering domains	102
Archiving for Posterity	102
Setting up AutoArchive	103
Setting AutoArchive for individual folders	105
Starting the archive process manually	107
Finding and viewing archived items	108
Closing the archive data file	109
Arranging Your Messages	109
Viewing conversations	113
Ignoring conversations	114
Cleaning up conversations	114
Simplifying Tasks Using Quick Steps	117
Creating and managing Quick Steps	120
Creating Quick Parts to save keystrokes	122

**Part III: Managing Contacts, Dates, Tasks,
and More 125**

Chapter 7: Your Little Black Book: Creating Contacts Lists 127

Putting In Your Contacts: Names, Numbers, and Other Stuff.....	128
The quick-and-dirty way to enter contacts	128
The slow, complete way to enter contacts.....	128
Viewing Your Contacts	134
Sorting a view	135
Rearranging views.....	137
Using grouped views	138
Flagging Your Friends	139
Using Contact Information	141
Searching contacts in the Contacts module.....	141
Finding a contact from any Outlook module.....	143
Forwarding a business card	143
Gathering People into Groups	145
Creating a Contact group.....	145
Editing a Contact group	147
Using a Contact group.....	147
Adding pictures to contacts	147

Chapter 8: Unleashing the Calendar's Power 151

Getting around the Outlook Calendar.....	151
Meetings Galore: Scheduling Appointments	154
The quick-and-dirty way to enter an appointment.....	154
The complete way to enter an appointment	155
Not this time: Changing dates	156
Not ever: Breaking dates.....	161
We've got to keep seeing each other: Recurring dates.....	161
Getting a Good View of Your Calendar	165
Printing Your Appointments	166
Adding Holidays	168
Handling Multiple Calendars.....	169
Creating multiple calendars	169
Managing multiple calendars	169

**Chapter 9: Task Mastery: Discovering All the Bells
and Whistles 171**

Frequenting the To-Do Bar	172
Adding a new item to the To-Do bar.....	173
Minimizing the To-Do bar	175
Entering New Tasks in the Tasks Module.....	175
Adding an Internet link to a task.....	178

Editing Your Tasks 178
 The quick-and-dirty way to change a task..... 178
 The regular way to change a task..... 180
 Deleting a task 183
 Managing Recurring Tasks 183
 Creating a regenerating task..... 184
 Skipping a recurring task once..... 185
 Marking Tasks Complete 186
 Marking it off 186
 Picking a color for completed or overdue tasks..... 188
 Viewing Your Tasks 189
 Tasks in the Calendar..... 191

Chapter 10: For the Record: Notes and Journal Entries 193

Writing a Note 194
 Finding a Note 195
 Reading a Note 196
 Deleting a Note..... 197
 Categorizing a Note 198
 Changing a Note’s Size 199
 Viewing Your Notes 200
 Icon view 200
 Notes List view 201
 Last 7 Days view..... 202
 Printing Your Notes 203
 Forwarding a Note 204
 Keeping a Journal for Tidy Recordkeeping 206
 Printing Your Journal..... 207
 Peeking into the Journal 208
 Timeline view 208
 Entry List view..... 209
 Phone Calls view 210
 Last 7 Days view..... 210
 It’s All in the Journal 210

***Part IV: Beyond the Basics: Tips and Tricks
 You Won’t Want to Miss..... 211***

Chapter 11: Social Media Magic with Outlook RSS 213

Brushing Up on Social Media Basics 213
 Sending SOS for RSS..... 214
 Feeling like a social butterfly..... 215
 Subscribing to a YouTube Channel in Outlook 216
 Subscribing to Blogs in Outlook 218

Subscribing to Podcasts via Outlook	218
Reading Feeds	221
Feed Me, Seymour: Sharing	223
Using the Outlook Social Connector	223
Using the People pane	223
Adding a Facebook or LinkedIn connection to Outlook	224

Chapter 12: Powering Your Home Office with Outlook 227

Investigating an ISP	227
Picking a Provider	229
Setting Up Internet E-Mail Accounts	230
Dealing with Multiple E-Mail Accounts	232

Chapter 13: Merging Mail from Outlook to Microsoft Word 235

Conjuring Mailing-Label Magic	236
Urging to merge	236
Making and using a merge template	239
Form Letter Formalities	240
Merging from Selected Contacts	240
You'll Still Have to Lick It: Printing Envelopes	241
Merging to E-Mail	241

***Part V: Outlook at Work* 243**

Chapter 14: Big-Time Collaboration with Outlook 245

Collaborating with Outlook's Help	245
Organizing a meeting	246
Responding to a meeting request	249
Checking responses to your meeting request	250
Taking a vote	251
Tallying votes	253
Assigning tasks	253
Sending a status report	255
Collaborating with Outlook and Exchange	256
Giving delegate permissions	256
Opening someone else's folder	258
Viewing Two Calendars Side by Side	259
Setting access permissions	261
Viewing two accounts	263
About Address Books	264
Using SharePoint Team Services	266
Joining a SharePoint team	267
Linking Outlook to SharePoint data	267
Accessing SharePoint data from Outlook	267

Chapter 15: Keeping Secrets Safe with Outlook Security	269
Getting a Digital ID.....	270
Sending Digitally Signed Messages.....	272
Sending a single message.....	272
Sending multiple messages.....	273
Getting Digitally Signed Messages.....	274
Encrypting Messages	274
Getting Vaccinated: Antivirus Software.....	275
Chapter 16: Seeing It Your Way: Customizing Outlook	277
Customizing the Quick Access Toolbar.....	278
Customizing the Ribbon	279
Enjoying the Views	280
Table/List view	281
Icon view	282
Card view	282
Calendar views	284
Playing with Columns in Table/List View.....	285
Adding a column	285
Moving a column.....	287
Widening or narrowing a column	287
Removing a column	288
Sorting Items	289
Sorting from Table view.....	289
Sorting from the Sort dialog box.....	290
Grouping Items	290
Viewing grouped items.....	291
Viewing headings only	292
Saving Custom Views	293
Using Categories	293
Assigning a category.....	294
Renaming a category	295
Changing a category color.....	295
Assigning a category shortcut key	296
Chapter 17: Telecommuting with Outlook.com and Outlook Web Access	297
Exploring Outlook.com	297
Getting Caught Up on Web E-Mail Basics	300
Reading messages.....	300
Sending a message.....	300
Flagging messages	301
Setting individual message options.....	302

Organizing Contacts	303
Viewing your contacts.....	304
Adding contacts	304
Using Your Calendar	306
Entering an appointment	306
Moving an appointment	308
Viewing the calendar	308
Mobile Collaboration	309
Inviting attendees to a meeting.....	309
Responding to a meeting request	310
Exploring Your Options	311
Automated vacation replies/out of office message	312
Creating a signature.....	313
Understanding Outlook Web Access	314
Knowing when it's handy.....	315
Logging on and off	316

***Part VI: The Part of Tens* 317**

Chapter 18: Ten Accessories for Outlook 319

Smartphones	319
Microsoft Office	320
A Business-Card Scanner.....	320
Mozy Backup.....	320
Xobni	321
Microsoft SharePoint	321
Microsoft Exchange.....	321
SkyDrive	322
Text Messaging Services.....	322
Dymo LabelWriter	322

Chapter 19: Ten Things You Can't Do with Outlook 323

Custom-Sort Folders.....	323
Go Back to the Old Menus.....	324
Insert a Phone Number into Your Calendar.....	324
Open a Message from the Reading Pane	324
Perform Two-Sided Printing	324
Search and Replace Area Codes	325
Embed Pictures in Notes	325
Calculate Expenses with Journal Phone Call Entries.....	325
Create Contact Records for all Recipients of an E-Mail.....	325
Back Up Outlook Data.....	326
Ten More Things Outlook Can't Do for You.....	326

Chapter 20: Ten Things You Can Do after You're Comfy 327

- Customizing the Quick Access Toolbar..... 328
- Wising Up Your Messages with Smart Art..... 328
- Translating Your E-Mail Messages 329
- Adding Charts for Impact 329
- Using Symbols in E-Mail..... 330
- Opening Multiple Calendars..... 330
- Superimposing Calendars..... 330
- Viewing Unusual Numbers of Days 331
- Selecting Dates as a Group..... 331
- Pinning a Contact Card 331

Chapter 21: Ten Shortcuts Worth Taking 333

- Using the New Items Tool..... 333
- Sending a File to an E-Mail Recipient 334
- Sending a File from a Microsoft Office Application..... 335
- Taking a Note 336
- Finding Something..... 336
- Undoing Your Mistakes..... 336
- Using the Go to Date Command..... 336
- Adding Items to List Views..... 337
- Sending Repeat Messages..... 337
- Resending a Message 338

***Index* 339**

Introduction

Microsoft Outlook has become an essential business tool in the years since I covered its first prerelease versions in 1996. If you work in a company that employs more than a dozen people, it's virtually certain that most of your communications and time planning will take place in Microsoft Outlook. Knowing Outlook well can make you more successful at work. Whether you're taking directions from your boss, giving directions to your employees, organizing meetings, collaborating on important projects, or just keeping up with business, Outlook is what you'll use to get it done fast.

Not understanding Outlook is almost like not understanding how to get to work. Because Outlook is so popular, hundreds of millions of people now spend their entire workday using Outlook one way or another. Now that more companies encourage telecommuting and hire employees who work from home, Outlook is the virtual workplace of so many people.

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 know to use Outlook effectively.

Microsoft Outlook was designed to make organizing your daily work blindingly 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

- ✓ Setting up a conference call with colleagues
- ✓ Sending links to a webinar for a marketing campaign
- ✓ Exchanging information about important projects
- ✓ Reminding people to do the things they promised to do
- ✓ 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:

- ✔ You just got a job with a company that uses 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 buy (or have just bought) Outlook and want to know what you can do with it — 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.)

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 brushup 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 8 For Dummies* or Wally Wang's *Microsoft Office 2013 For Dummies* (both published by Wiley).

If all you have is a copy of this book and a computer running Outlook, 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 Started with Outlook 2013

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?) to tie your office tasks together more cleanly than other such programs, and to make it easier 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 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.

Outlook has parts 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