

Microsoft Outlook Training



Course Topics

Organizing appointments and tasks

Organize email

Flag and Reminders

Create a folder

Add a contact

Send an automatic reply (Out of Office message)

Manage your calendar and contacts

Create appointments and meetings

Auto-Reply Message

Abbreviation and Meanings

Short Responses

Professional Email Structure

Main interface

Outlook



Quick Start Guide

New to Outlook? Use this guide to learn the basics.

Quick Access Toolbar
Keep favorite commands permanently visible.

Explore the ribbon
See what Outlook can do by selecting the ribbon tabs and exploring available tools.

Find whatever you need
Search all your mail boxes and commands with a keyword or phrase.

Your inbox, your way
Sort and filter messages, and group messages by subject in conversation view.

Show or hide the ribbon
Select arrow to switch between the Simplified and Classic ribbons.

Display what you need
Switch between the different Outlook features like Mail, Calendar, and People views.

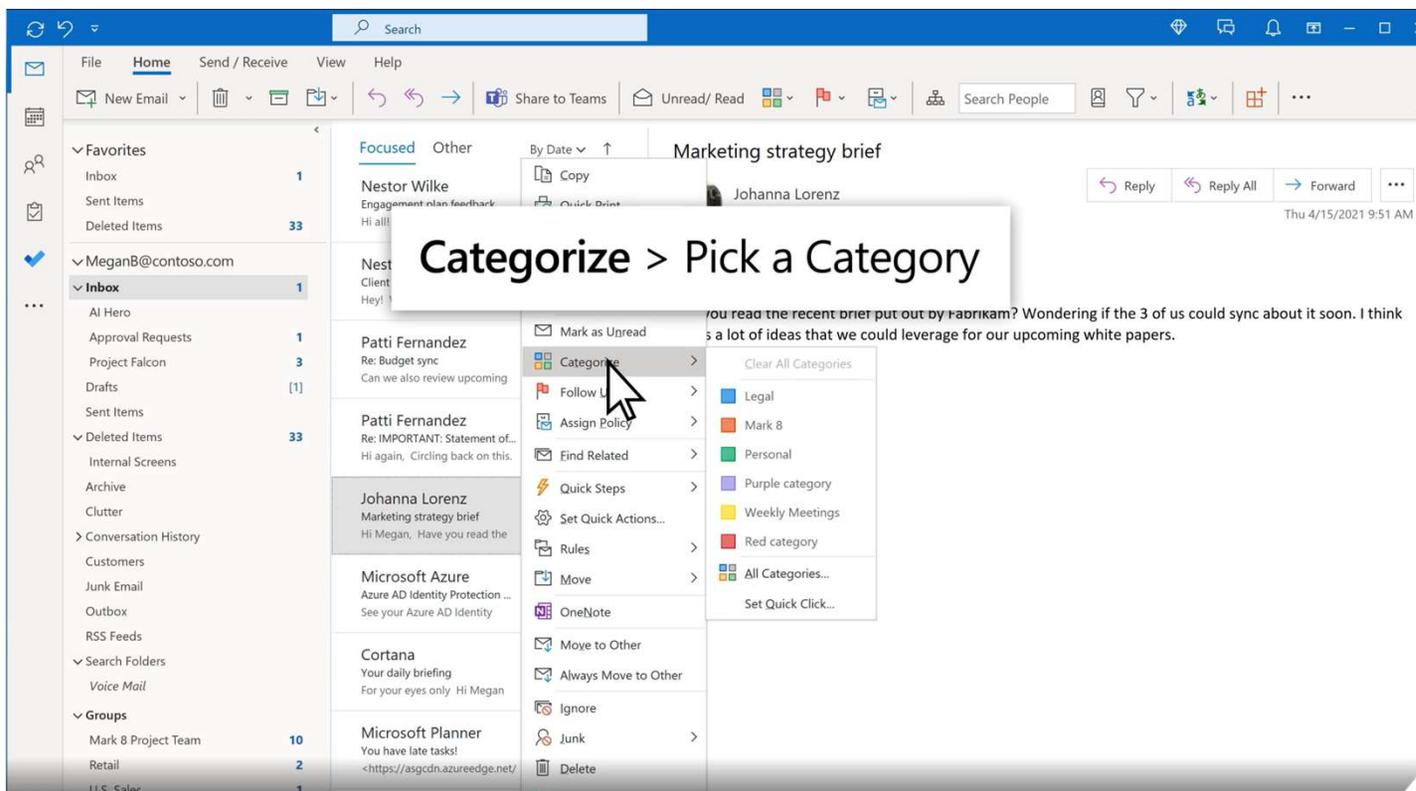
Read emails faster
Dock the reading pane on the side or at the bottom to view messages where you want to.

View connection status
See your folder sync status and server connection status here.

Navigate your mail folders
Select a folder to see its contents. To turn this pane on or off, select **Layout > Folder Pane**.

Manage Outlook Groups
Communicate with teams and share conversations, messages, calendars, and events.

- Organizing appointments and tasks
- To assign a category to an email, right-click the message, choose Categorize, then pick a category.
- The first time you use a category, Outlook asks if you want to rename it. Otherwise it's named for a color. You can create a category by selecting New > Name > Color > OK.
- To see all categories, select Categorize > All Categories.



Organize email

Share a file in a message

Select New message.

On the toolbar, select **Attach** > **Browse cloud locations**.

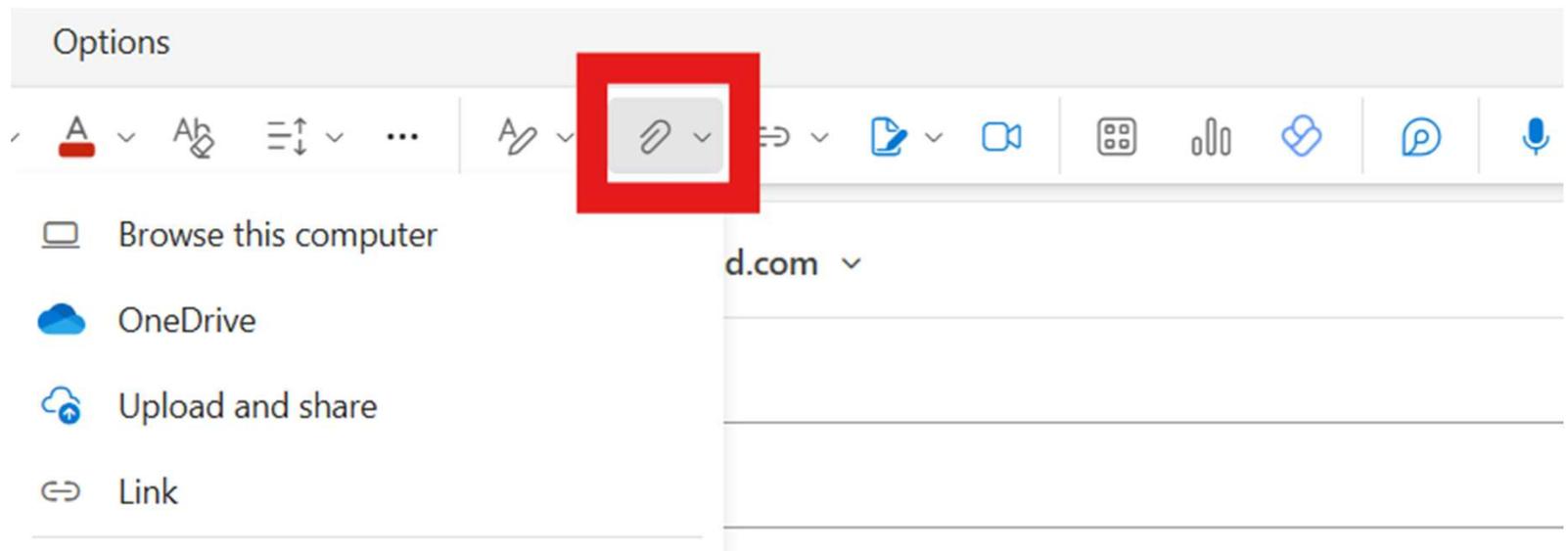
Choose the file you want to attach from the different options:

- Computer
- OneDrive
- Recent attachments
- Email messages

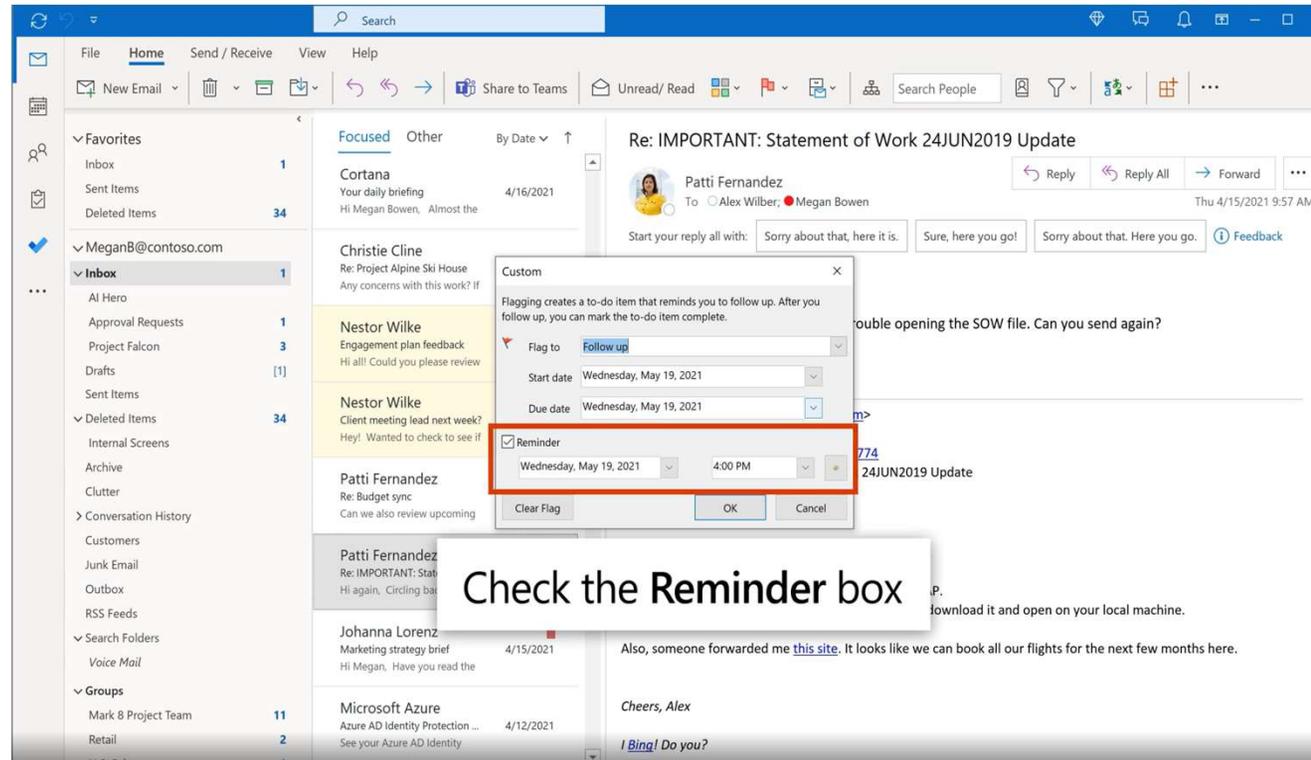
Select if you want to:

Share as a OneDrive link

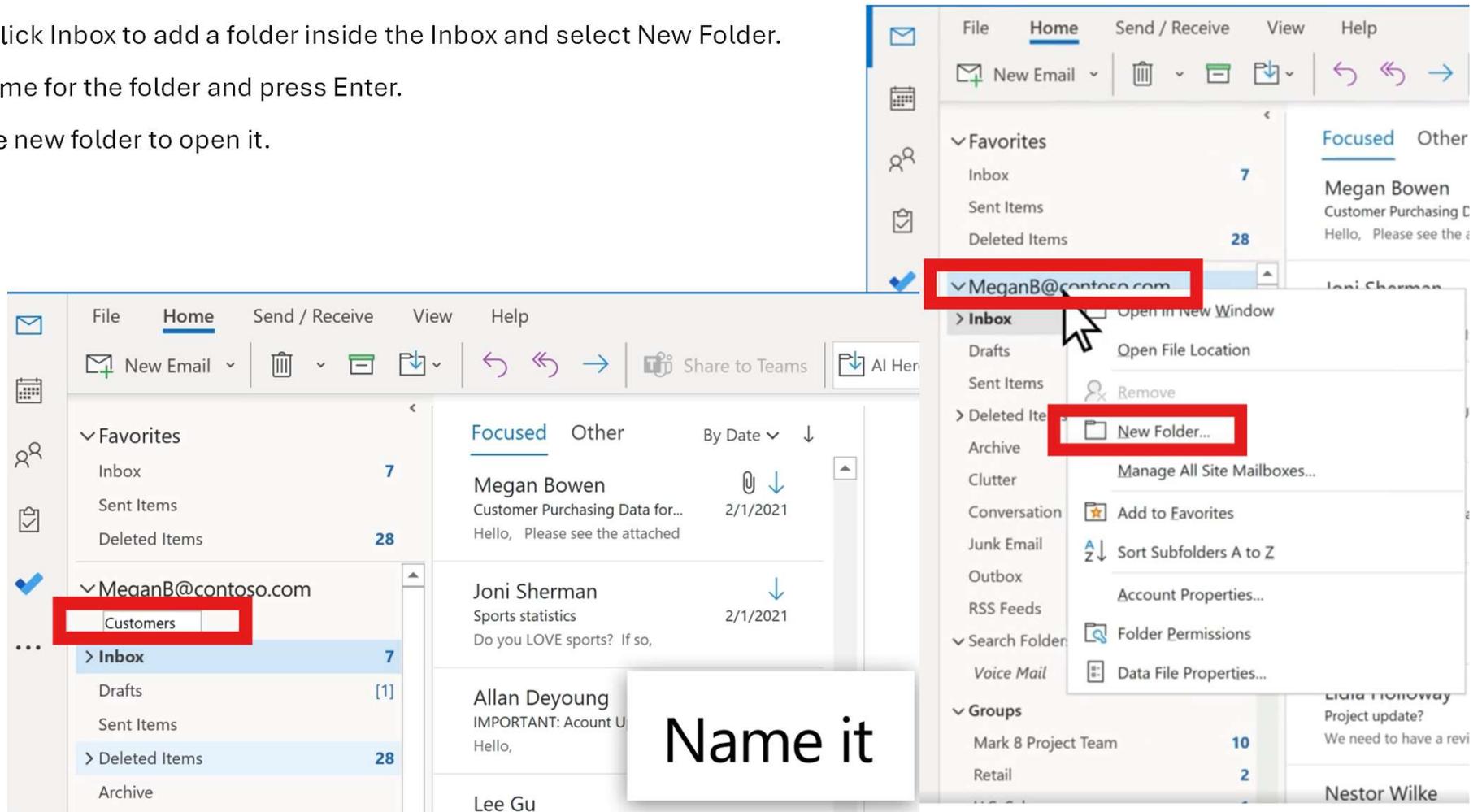
Attach as a copy



- Flag and Reminders
- Select Add Reminder to open the menu.
- In the Custom box, for Flag to, select Follow up or type a description.
- Check the Reminder box, then pick the date and time. You can label the type of reminder you want.
- When you're finished, select OK. An alarm bell icon will appear on the message
- Reminders show in the message list and reading pane



- Create a folder
- Right-click your name in the Folder Pane and select New Folder.
- Or right-click Inbox to add a folder inside the Inbox and select New Folder.
- Type a name for the folder and press Enter.
- Select the new folder to open it.

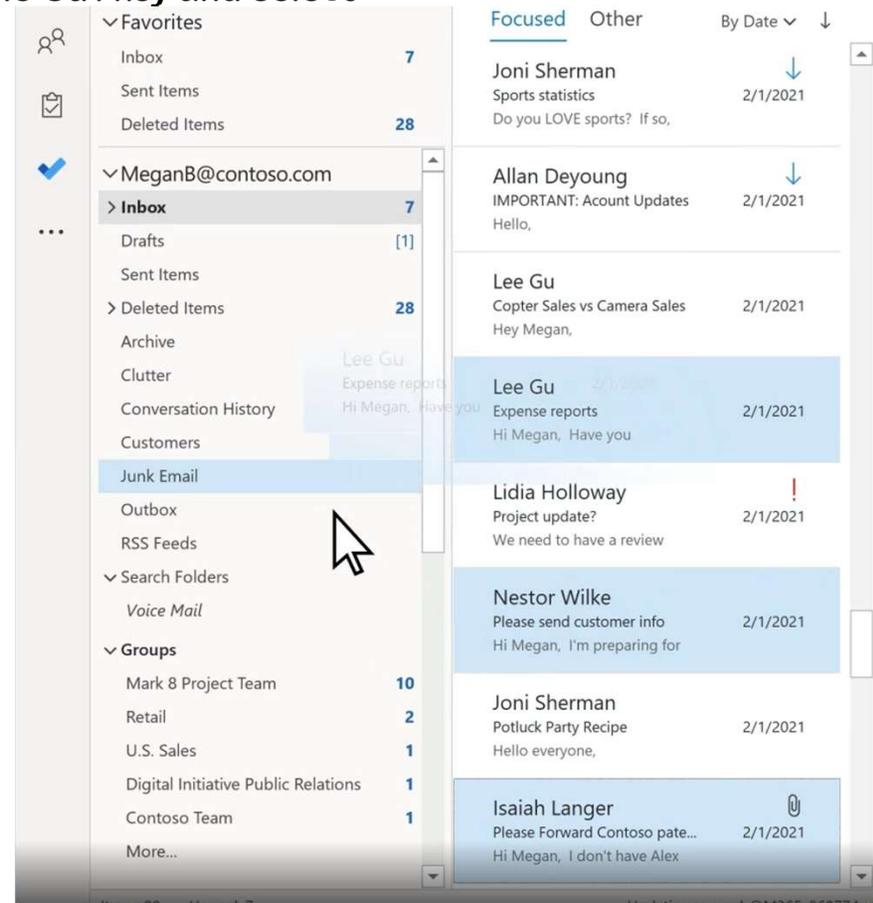


➤ Move messages into a folder

➤ Select an email message.

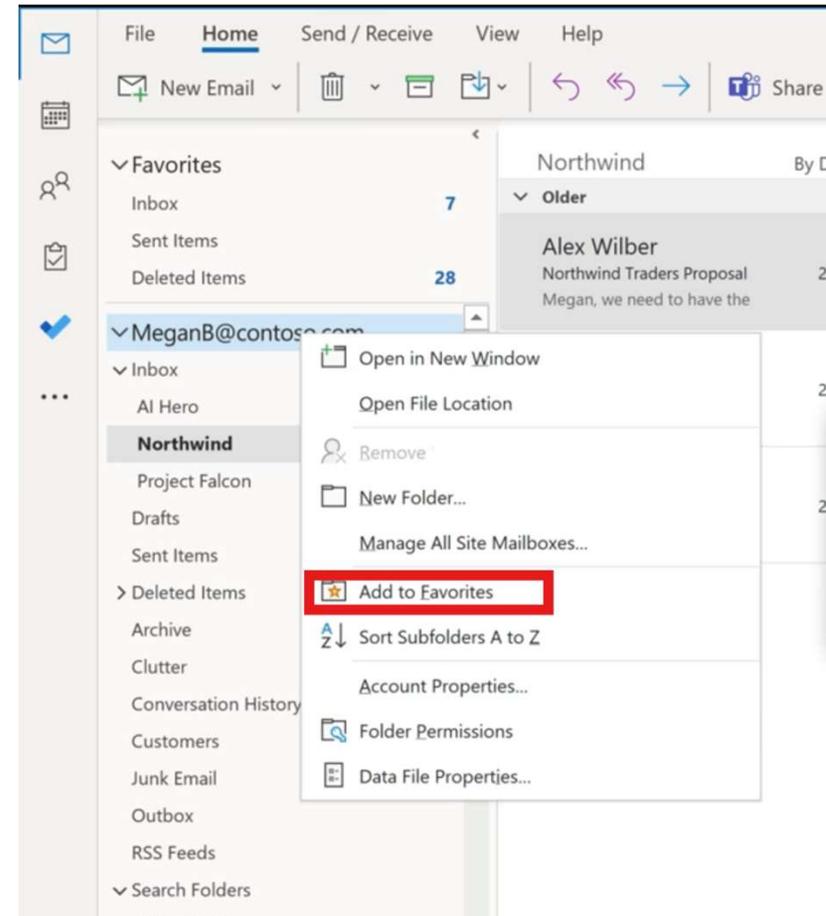
➤ Drag and drop it into a folder

➤ **Note:** To move more than one email, select an email, hold down the Ctrl key and select other messages, and then click, drag, and drop them into a folder.



Add a folder to Favorites

- To add a folder to favorites, right-click the folder and then select **Add to favorites**.
- **Note:** you can also select the folder and then drag and drop it is **Favorites**



- Add a contact
 1. Select the **People** icon.
 2. Select **New Contact** or press Ctrl+N.
 3. Enter a name and any other information that you want to include for the contact.
 4. Select **Save & New** to create another contact, or **Save & Close** if you're done.

Sara Davis - Contact

Search

File Contact Insert Format Text Review Help

Save & Close Delete Forward OneNote Actions

Save & New Show Meeting More Communicate

Email Names Options Tags Immersive Reader Zoom

Full Name... Sara Davis

Company Consoto

Job title Marketing Director

File as Davis, Sara

Internet

Email... sara@contoso.com

Display as sara@contoso.com

Web page address

IM address

Phone numbers

Business... Home... Business Fax... Mobile...

Addresses

Business... This is the mailing address

Map It

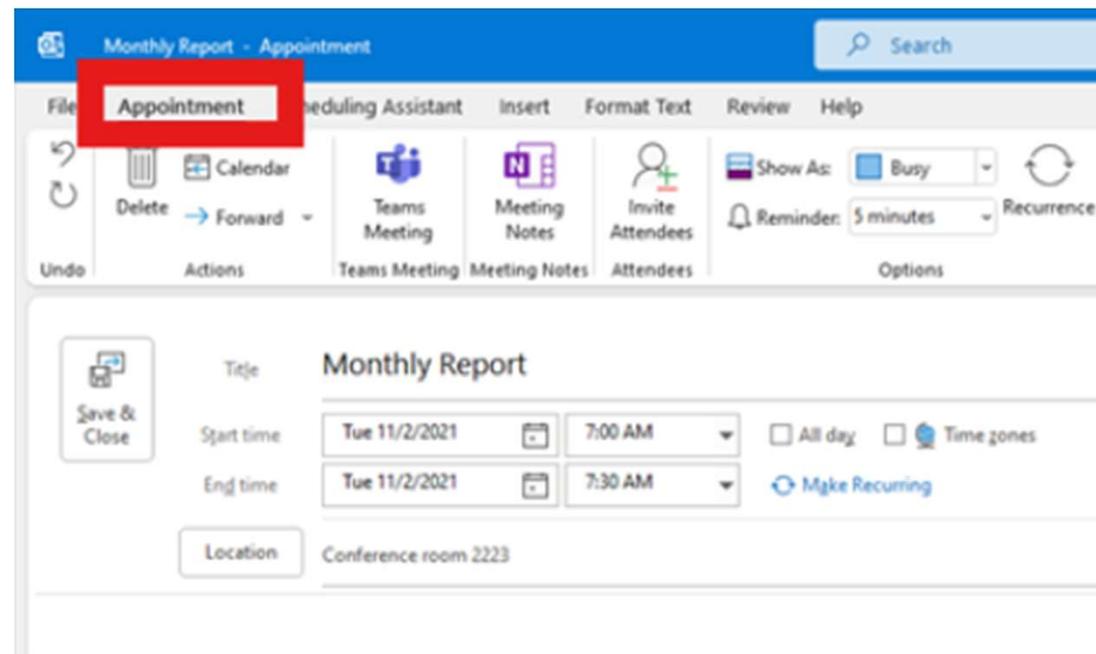
Sara Davis
Consoto
Marketing Director
sara@contoso.com

Notes

Manage your calendar and contacts in Outlook

Schedule an appointment

1. In **Calendar**, select **New Appointment**
2. Add a **Subject, Location**, and the start and end times.
3. Select **Invite Attendees** to turn the appointment into a meeting.
4. Select **Save & Close** to finish, or **Send** if it's a meeting.



Add a contact from an email

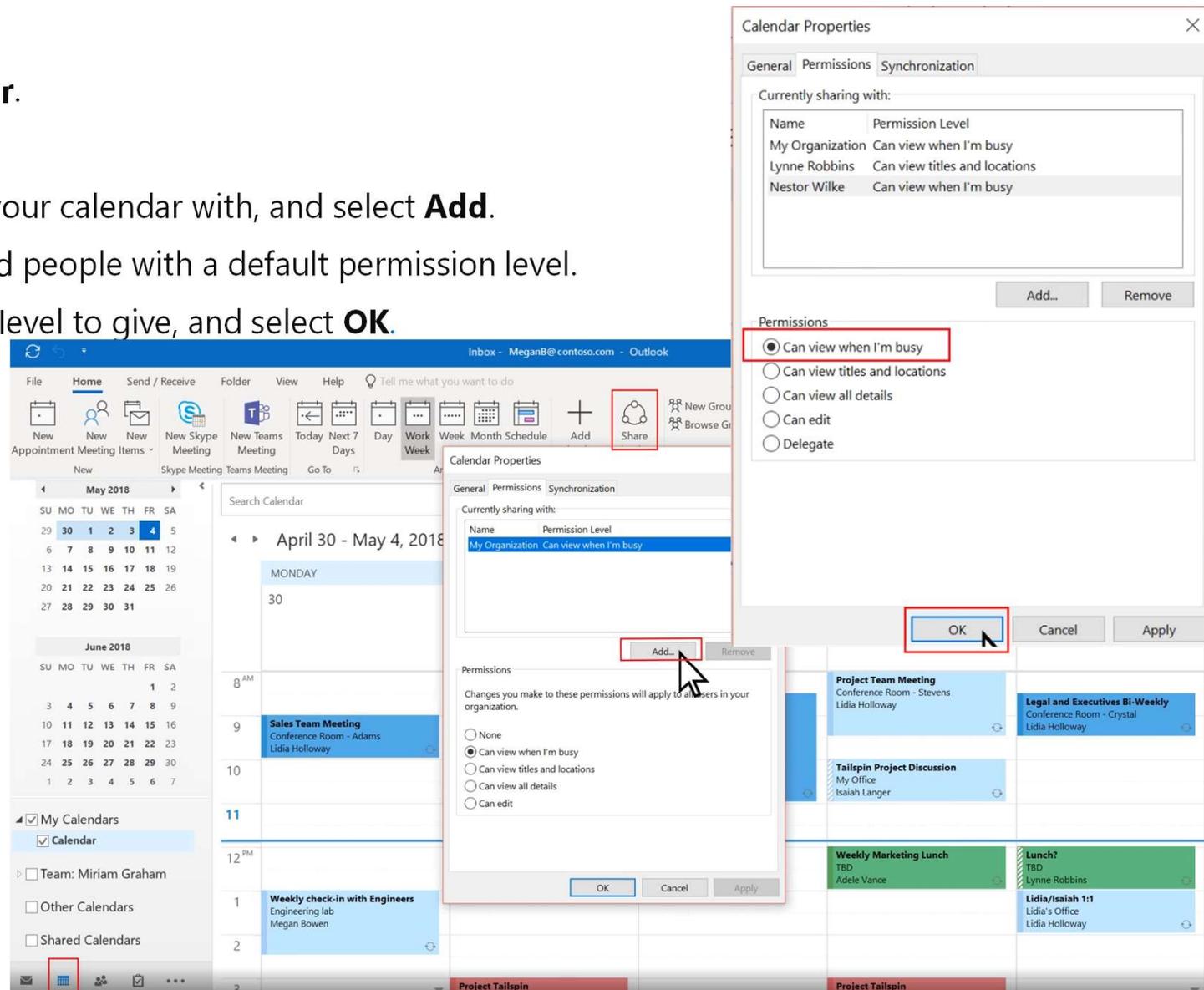
- Right-click a name on the To, Cc, Bcc, or From line.
- Select Add to Outlook Contacts.
- Add any additional details you want.
- Select Save & Close.

Right-click name and select **Add to Outlook Contacts**

Add any other info, then select **Save & Close**

- Share your calendar

1. Select **Calendar** > **Share Calendar**.
2. Choose a calendar to share.
3. Select **Add**, decide who to share your calendar with, and select **Add**.
4. Select **OK** and you'll see the added people with a default permission level.
5. Choose a name, select the access level to give, and select **OK**.



Create a contact group

On the Navigation bar, choose People Outlook.com **People** icon.

Select **Home > New Contact Group**.

In the **Contact Group** box, type the name for the group.

Select **Contact Group > Add Members** and then select an option:

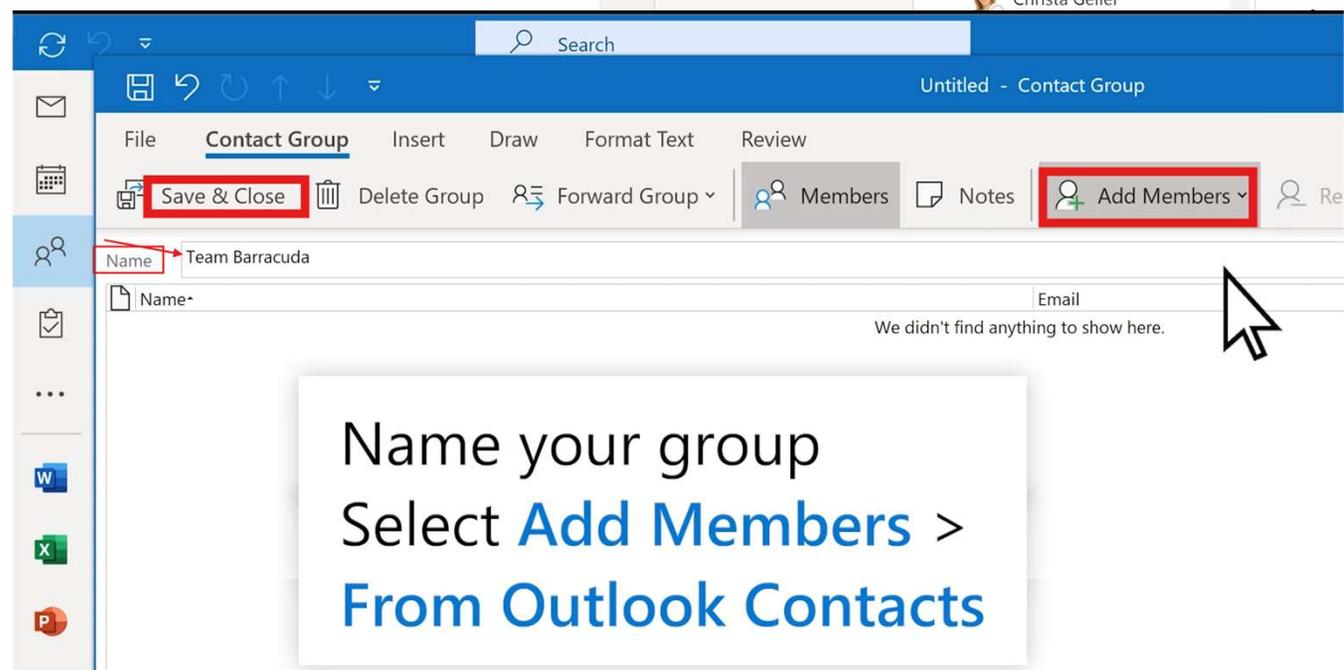
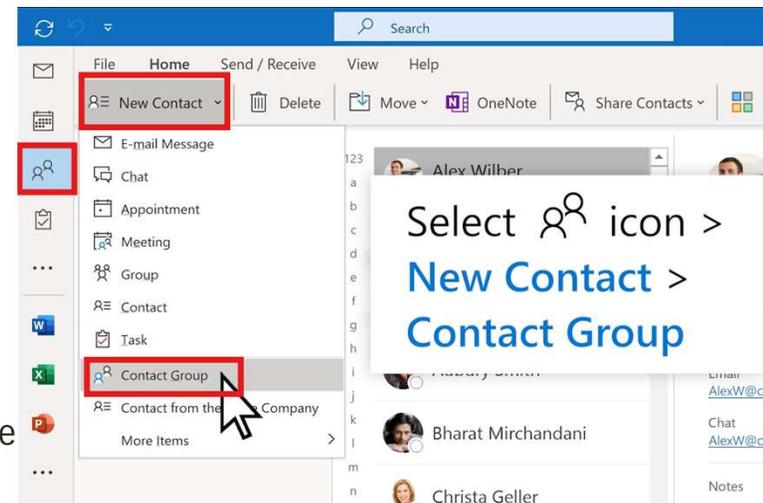
Select **From Outlook Contacts**.

Select **From Address Book**.

Select **New E-mail Contact**.

Add people from your address book or contacts list, and choose OK. To select multiple people, hold down the Ctrl key as you choose members.

Choose **Save & Close**.



Send an automatic reply (Out of Office message)

1. Select **Settings** > **Accounts** > **Automatic replies**.
2. Select **Turn on automatic replies**.
3. If you have specific times you want the automatic replies to run, select **Send replies only during a time period** and enter the **Start time** and **End time**.
4. Type your reply.
5. Select **Save**.

Automatic replies

Use automatic replies to let others know you're on vacation or aren't available. You can set when they start and end at a specific time. Otherwise, they'll continue until you turn them off.

Automatic replies on

Send replies only during a time period

Start time

End time

Send automatic replies inside your organization



Hi! I'll be out of the office Monday and Tuesday.

Create appointments and meetings

In your calendar, **Appointments** are just for you, **Meetings** are to invite people to.

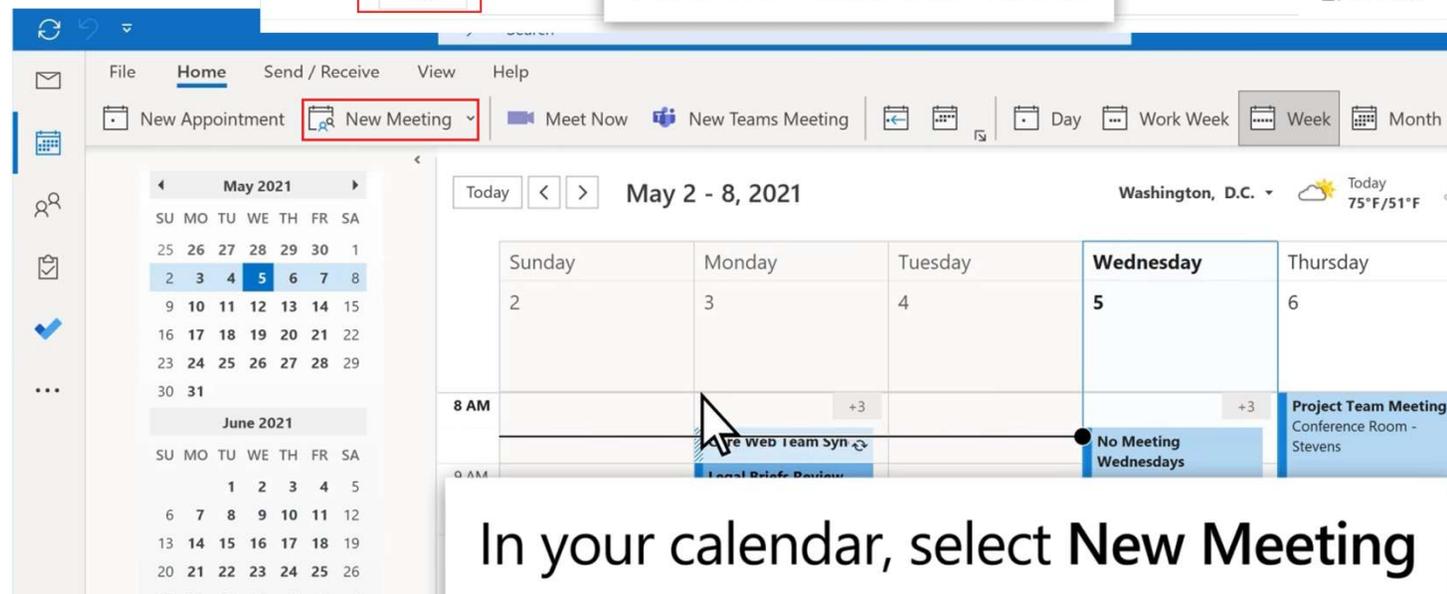
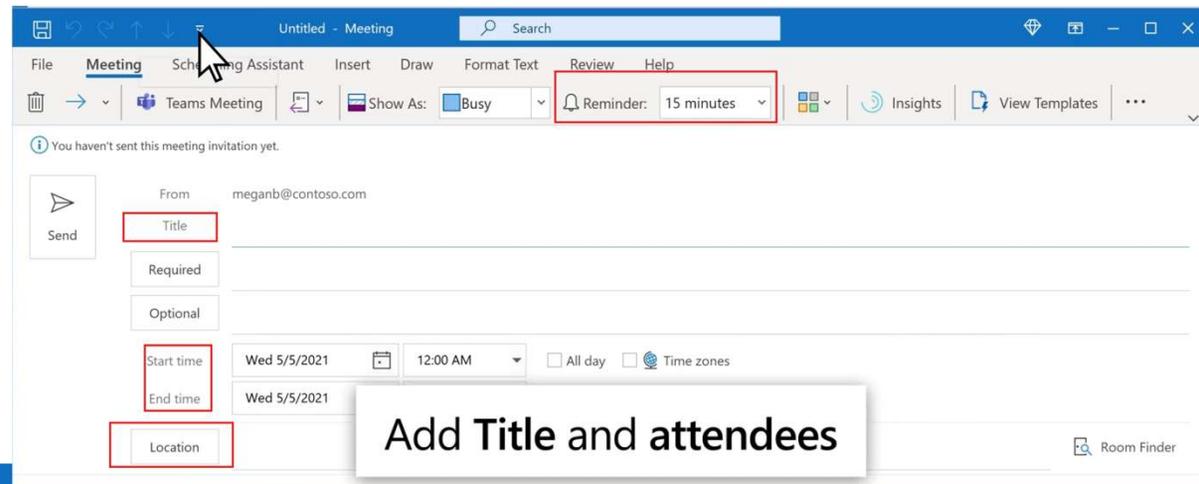
1. For a meeting, select **New Meeting**.

1. Add people in the **To** field, and then enter a **Subject** and **Location**.

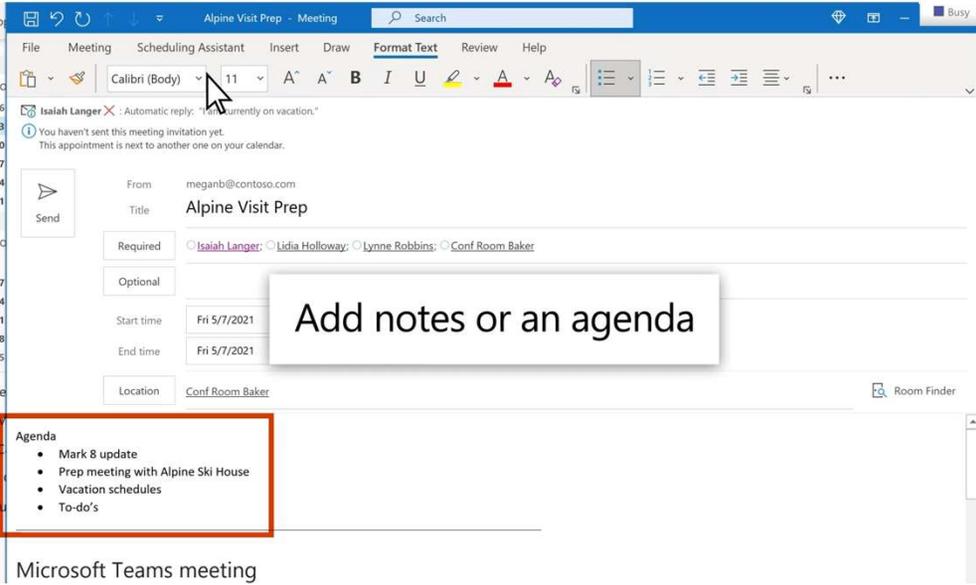
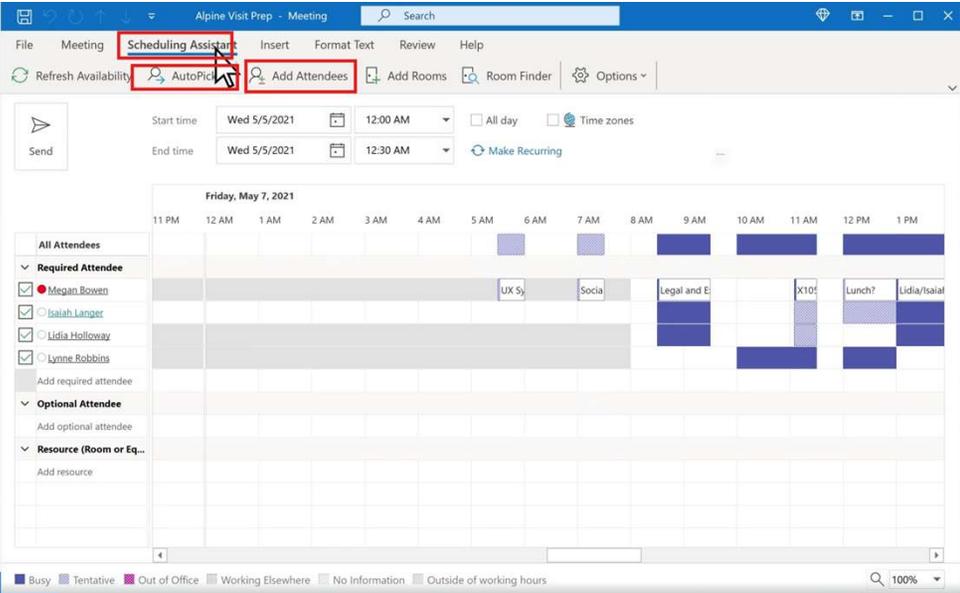
3. Select a **Start time** and **End time**. Or select **Scheduling Assistant** to check the availability for attendees and pick a time.

4. Select **Teams Meeting** to have an online meeting.

6. When ready, select **Send**.



Note: AutoPick selects the next available free time for the attendees and location



Add your notes or an agenda.

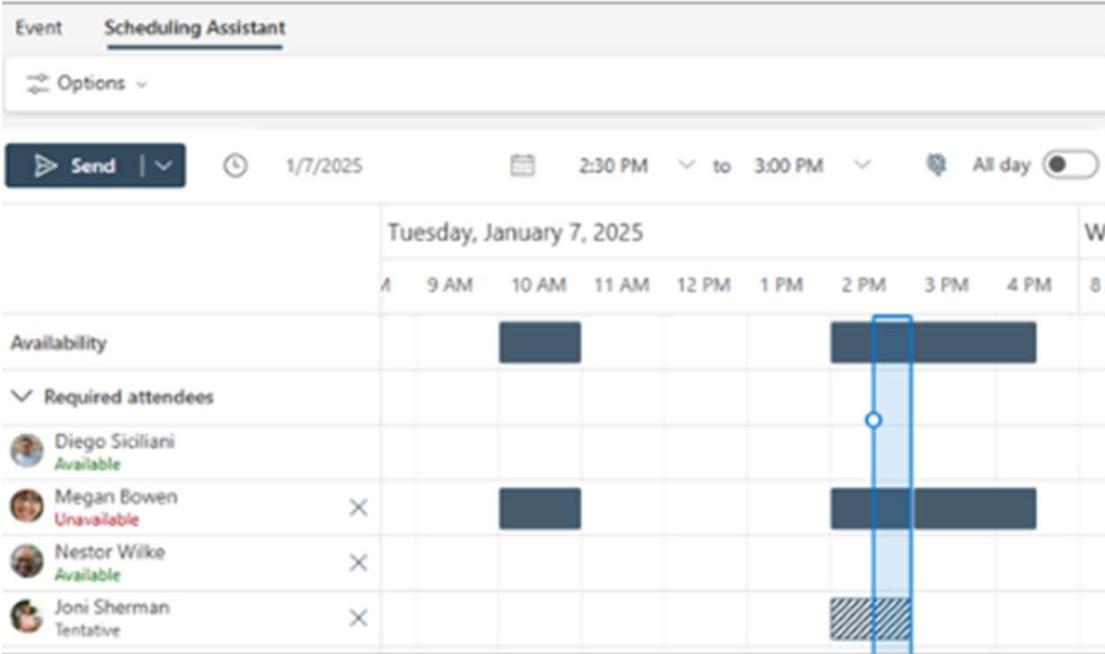


Schedule a calendar event or meeting

- 1. Select the Calendar.
- 2. Select New event.
- 3. Enter the details, location, start time and end time.
- 4. If this is a meeting, add the names or email addresses of the people you want to invite
- 5. To make this a recurring meeting, select Make recurring, and choose how often.

3:05 PM to 3:30 PM  [Make recurring](#)

- 6. Select Save or Send.



Event Scheduling Assistant

Options

Send 1/7/2025 2:30 PM to 3:00 PM All day

Tuesday, January 7, 2025

| | 9 AM | 10 AM | 11 AM | 12 PM | 1 PM | 2 PM | 3 PM | 4 PM |
|------------------------------|------|-------|-------|-------|------|------|------|------|
| Availability | | █ | | | | █ | █ | |
| Required attendees | | | | | | | | |
| Diego Siciliani Available | | | | | | | | |
| Megan Bowen Unavailable | | █ | | | | █ | █ | |
| Nestor Wilke Available | | | | | | | | |
| Joni Sherman Tentative | | | | | | ▨ | | |

1. On the **View** tab, select **View settings** in new Outlook.
2. Select **Accounts > Automatic Replies**.
3. Select the **Turn on automatic replies** toggle.
4. Select **Send replies only during a time period**, and then enter start and end times.
5. Under **Send automatic replies inside your organization**, enter the message to send while you're away. (You can use the formatting options for text alignment, color, and emphasis.)
6. To set up automatic replies to other people, select **Send replies outside your organization**, then add a separate message for that audience.
7. When you're done, select **Save**.

The screenshot shows the Outlook settings interface for 'Automatic replies'. The left sidebar has 'Settings' and 'Account' highlighted. The 'Automatic replies' section is selected in the top navigation. The main content area shows the 'Automatic replies' settings. The 'Automatic replies on' toggle is turned on. The 'Send replies only during a time period' checkbox is checked. The 'Start time' is set to 4/30/2025 at 8:00 AM, and the 'End time' is set to 5/1/2025 at 8:00 AM. There are three unchecked checkboxes: 'Block my calendar for this period', 'Automatically decline new invitations for events that occur during this period', and 'Decline and cancel my meetings during this period'. Under 'Send automatic replies inside your organization', there is a rich text editor with a toolbar and a message: 'Thank you for your Email, I'm currently out of the office and i will return on [date]. I will get back to you as soon as possible. For urgent matters, please contact [alternate contact name] at [email/phone]'. Below this, the 'Send replies outside your organization' checkbox is checked, and 'Send replies only to contacts' is unchecked. At the bottom right, the 'Save' button is highlighted.

1. **Note:** Sending replies outside your organization will send your automatic reply to every email you receive, including newsletters, advertisements, and potentially, junk email. If you want to send automatic replies to those outside your organization, we recommend choosing **Send replies only to contacts**.

Short Responses

| Abbreviation | Meaning |
|--------------|----------------------|
| FYR | For Your Reference |
| FYI | For Your Information |
| EOD | End of Day |
| OOO | Out Of Office |
| TBD | To Be Determined |
| ASAP | As Soon As Possible |
| PFA | Please Find Attached |
| BTW | By The Way |
| NRN | No Reply Necessary |

Professional Email Structure

Line 1

Greeting,

- Dear Mr.
- Dear Ms.

Line 2

Main Message

- I would like to request
- Please find attached
- Kindly note that
- We would appreciate your feedback on
- I am reaching out to confirm
- Thank you for your time and cooperation.
- I truly appreciate your prompt attention to this matter.
- Looking forward to your response.

Line 2

Main Message

- Just a gentle reminder regarding my previous email sent on [date].
- I would like to follow up on the below request.....
- Kindly let me know if there are any updates.....
- Would you be able to provide more details regarding?
- I would appreciate it if you could look into this at your earliest convenience....
- Please let me know what steps are required from my side.....
- I would like to follow up on the below request.....
- Kindly let me know if there are any updates.....
- The task has been completed successfully as per your request
- All The necessary steps have been taken , and we are ready for the next phase .
- Please confirm if further action is needed .
- I would like to confirm that...
- As discussed, the following action has been taken...
- Please confirm if the information below is accurate.....
- Please be informed that...
- This is to notify you that the following has been completed.....
- I'm sharing this for your reference and awareness.....
- Just a gentle reminder regarding my previous email sent on [date].

- Line 3

Closing

- Politely end your email with next steps or expectations
- Looking forward to your response.
- Please let me know if you have any questions.
- Thank you for your time and support.
- We appreciate your cooperation.

Signature

- Best regards,
- [Your Full Name]
- [Your Job Title]
- [Company Name]
- [Phone Number]
- [Email Address]



Best Regards,
Reem Fouad
Cyber Security Analyst



Estenad Industries Factory - Jubail Industrial City 31961 - P.O. Box 11195 - Kingdom of Saudi Arabia
E-mail: it@estenad.com Web: www.estenad.com
Performance is our Passion

 Consider the environment. Please don't print this e-mail unless you need to.

Disclaimer: This message and its attachment, if any, are confidential and may contain legally privileged information. If you are not the intended recipient, please contact the sender immediately and delete this message and its attachment, if any, from your system. You should not copy this message or disclose its contents to any other person or use it for any purpose. Statements and opinions expressed in this e-mail are those of the sender. They do not necessarily reflect those of Estenad accepts no liability for damage caused by any virus transmitted by this e-mail.

- Examples :

Subject: Request for Feedback on Q2 Report

Dear Mr.Ahmed,

I am writing to kindly request your feedback on the Q2 performance report, which I have attached to this message. We would appreciate your insights before we proceed with the next phase.

Looking forward to your valuable input.

Best regards,

Sarah Al-Mutairi

IT Support Specialist

Al-Nahda Company

+966 5XXXXXXX

sarah@nahda.com.sa

- Meeting Confirmation

Subject: Confirmation of Meeting on May 5th

Dear Eng. Sami,

Thank you for your invitation. I would like to confirm my attendance at the meeting scheduled for Sunday, May 5th, at 10:00 AM.

Please let me know if there are any changes.

Best regards,
Alaa Al-Dossari
IT Department
Vision Co.

- Follow-Up Email

Subject: Follow-Up on Previous Email

Dear Sir,

I'm following up on my previous email regarding the training schedule. I would appreciate it if you could share your feedback or let me know if further clarification is needed.

Looking forward to your response.

- Warm regards,
Khalid A.
Training Supervisor
NovaTech

Advice You Should Follow :

- ✓ Font Size: 12
- ✓ Font Type: Aptos

list email recipients in the "To" field, based on their job titles - from highest to lowest in the organizational hierarchy

To | _____

[Director@company.com](#) – [Manager@company.com](#) – [Supervisor@company.com](#) –
[TeamLead@ company.com](#) – [Staff/Employee@copany.com](#)

| | |
|-----|---|
| To | sales@company.com |
| Cc | Mnagar@mycompany.com Supervisor@company.com |
| Bcc | |

What is **CC** :

"**CC**" stands for Carbon Copy. It is used to send a copy of an email to someone who is not the main recipient but should be informed of the communication.

When to Use **CC**:

When someone needs to be aware of the communication but does not need to take action. To keep managers or team leads in the loop. When sending training invites, include: HR or Training Coordinator (for attendance tracking) Department Manager (to ensure team coordination) IT or Support Team (if they help with setup)

Example for Your Email: To: Sales Team CC: HR Department, Sales Manager : Invitation to Sales Odoo Training This way, everyone who needs to be informed is included without overwhelming the recipients.

What is **BCC**:

BCC stands for Blind Carbon Copy. When you use **BCC**, the recipients do not see who else received the email.

Use **BCC** when emailing a **large group** (e.g., all employees or external contacts) to **protect email privacy**.