

SHELLY CASHMAN SERIES®

COMPREHENSIVE



Microsoft® Office 365®
OUTLOOK® 2019
HOISINGTON



Microsoft® Office 365® & **OUTLOOK® 2019**

COMPREHENSIVE 

SHELLY CASHMAN SERIES®

COMPREHENSIVE

Microsoft® Office 365® &
OUTLOOK® 2019

CORINNE HOISINGTON



SHELLY CASHMAN SERIES®

Australia • Brazil • Mexico • Singapore • United Kingdom • United States

Copyright 2020 Cengage Learning. All Rights Reserved. May not be copied, scanned, or duplicated, in whole or in part. WCN 02-200-203

Copyright 2020 Cengage Learning. All Rights Reserved. May not be copied, scanned, or duplicated, in whole or in part. Due to electronic rights, some third party content may be suppressed from the eBook and/or eChapter(s). Editorial review has deemed that any suppressed content does not materially affect the overall learning experience. Cengage Learning reserves the right to remove additional content at any time if subsequent rights restrictions require it.

This is an electronic version of the print textbook. Due to electronic rights restrictions, some third party content may be suppressed. Editorial review has deemed that any suppressed content does not materially affect the overall learning experience. The publisher reserves the right to remove content from this title at any time if subsequent rights restrictions require it. For valuable information on pricing, previous editions, changes to current editions, and alternate formats, please visit www.cengage.com/highered to search by ISBN#, author, title, or keyword for materials in your areas of interest.

Important Notice: Media content referenced within the product description or the product text may not be available in the eBook version.

Shelly Cashman Series® Microsoft® Office 365® & Outlook® 2019 Comprehensive
Corinne Hoisington

SVP, GM Skills & Global Product Management:

Jonathan Lau

Product Director: Lauren Murphy

Product Assistant: Veronica Moreno-Nestojko

Executive Director, Content Design: Marah

Bellegarde

Director, Learning Design: Leigh Hefferon

Learning Designer: Courtney Cozzy

Vice President, Marketing - Science, Technology,

and Math: Jason R. Sakos

Senior Marketing Director: Michele McTighe

Marketing Manager: Timothy J. Cali

Director, Content Delivery: Patty Stephan

Content Manager: Christina Nyren

Digital Delivery Lead: Laura Ruschman

Designer: Lizz Anderson

Text Designer: Joel Sadagursky

Cover Template Designer: Lizz Anderson

Cover Images: Sergey Kelin/Shutterstock.com,

nikkytok/Shutterstock.com, PARINKI/

Shutterstock.com, Erika Kirkpatrick/

Shutterstock.com, Vladitto/Shutterstock.com,

Roman Sigaev/Shutterstock.com

© 2020, 2017 Cengage Learning, Inc.

Unless otherwise noted, all content is © Cengage.

ALL RIGHTS RESERVED. No part of this work covered by the copyright herein may be reproduced or distributed in any form or by any means, except as permitted by U.S. copyright law, without the prior written permission of the copyright owner.

Mac Users: If you're working through this product using a Mac, some of the steps may vary. Additional information for Mac users is included with the Data files for this product.

Disclaimer: This text is intended for instructional purposes only; data is fictional and does not belong to any real persons or companies.

Disclaimer: The material in this text was written using Microsoft Windows 10 and Office 365 Professional Plus and was Quality Assurance tested before the publication date. As Microsoft continually updates the Windows 10 operating system and Office 365, your software experience may vary slightly from what is presented in the printed text.

Windows, Access, Excel, and PowerPoint are registered trademarks of Microsoft Corporation. Microsoft and the Office logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. This product is an independent publication and is neither affiliated with, nor authorized, sponsored, or approved by, Microsoft Corporation.

Some of the product names and company names used in this book have been used for identification purposes only and may be trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Unless otherwise noted, all non-Microsoft clip art is courtesy of openclipart.org.

For product information and technology assistance, contact us at
Cengage Customer & Sales Support, 1-800-354-9706 or
support.cengage.com.

For permission to use material from this text or product,
submit all requests online at **www.cengage.com/permissions**

Library of Congress Control Number: 2019941596

Student Edition ISBN: 978-0-357-37539-6

Looseleaf available as part of a digital bundle

Cengage

20 Channel Center Street

Boston, MA 02210

USA

Cengage is a leading provider of customized learning solutions with employees residing in nearly 40 different countries and sales in more than 125 countries around the world. Find your local representative at **www.cengage.com**.

Cengage products are represented in Canada by Nelson Education, Ltd.

To learn more about Cengage platforms and services, visit **www.cengage.com**.

Notice to the Reader

Publisher does not warrant or guarantee any of the products described herein or perform any independent analysis in connection with any of the product information contained herein. Publisher does not assume, and expressly disclaims, any obligation to obtain and include information other than that provided to it by the manufacturer. The reader is expressly warned to consider and adopt all safety precautions that might be indicated by the activities described herein and to avoid all potential hazards. By following the instructions contained herein, the reader willingly assumes all risks in connection with such instructions. The publisher makes no representations or warranties of any kind, including but not limited to, the warranties of fitness for particular purpose or merchantability, nor are any such representations implied with respect to the material set forth herein, and the publisher takes no responsibility with respect to such material. The publisher shall not be liable for any special, consequential, or exemplary damages resulting, in whole or part, from the readers' use of, or reliance upon, this material.

Printed in the United States of America
Print Number: 01 Print Year: 2019

Microsoft® Office 365® & **OUTLOOK® 2019**

COMPREHENSIVE

Brief Contents

Outlook 2019

MODULE 1: Managing Email Messages with Outlook.....	OUT 1-1
MODULE 2: Managing Calendars with Outlook.....	OUT 2-1
MODULE 3: Managing Contacts and Personal Contact Information with Outlook	OUT 3-1
MODULE 4: Creating and Managing Tasks with Outlook.....	OUT 4-1
MODULE 5: Customizing Outlook	OUT 5-1
Index	IND-1

Microsoft® Office 365® & **OUTLOOK® 2019**

COMPREHENSIVE

Contents

Microsoft **Outlook 2019**

MODULE ONE

Managing Email Messages with Outlook

What Is Outlook?	OUT 1-1
Project: Composing and Sending Email Messages	OUT 1-2
Setting Up Outlook	OUT 1-3
Parts of an Email Address	OUT 1-4
The Navigation Pane and Navigation Bar	OUT 1-6
Composing and Sending Email Messages	OUT 1-10
How Email Messages Travel from Sender to Receiver	OUT 1-14
Working with Incoming Messages	OUT 1-15
Opening Attachments	OUT 1-17
Using the Outlook People Pane	OUT 1-20
Responding to Messages	OUT 1-22
Message Formats	OUT 1-25
Checking Spelling and Grammar	OUT 1-27
Saving and Closing an Email Message	OUT 1-29
Organizing Messages with Outlook Folders	OUT 1-36
Outlook Quick Steps	OUT 1-39
Working with the Mailbox	OUT 1-41
Summary	OUT 1-43
Apply Your Knowledge	OUT 1-44
Extend Your Knowledge	OUT 1-45
Expand Your World	OUT 1-46
In the Lab 1	OUT 1-47
In the Lab 2	OUT 1-48
In the Lab 3	OUT 1-50

MODULE TWO

Managing Calendars with Outlook

Introduction to the Outlook Calendar	OUT 2-1
Project: Appointments, Events, and Meetings in Calendar	OUT 2-2
Configuring the Outlook Calendar	OUT 2-3
Using the Calendar Window	OUT 2-3

Identifying Calendar Items	OUT 2-4
Navigating the Calendar	OUT 2-8
Creating and Editing Appointments	OUT 2-14
Creating Appointments in the Appointment Area	OUT 2-14
Organizing the Calendar with Color Categories	OUT 2-16
Creating Appointments Using the Appointment Window	OUT 2-19
Setting Appointment Options	OUT 2-21
Creating Recurring Appointments	OUT 2-23
Using Natural Language Phrasing	OUT 2-28
Editing Appointments	OUT 2-30
Scheduling Events	OUT 2-32
Scheduling Meetings	OUT 2-39
Printing Calendars in Different Views	OUT 2-47
Saving and Sharing the Calendar	OUT 2-51
Summary	OUT 2-54
Apply Your Knowledge	OUT 2-55
Extend Your Knowledge	OUT 2-56
Expand Your World	OUT 2-57
In the Lab 1	OUT 2-58
In the Lab 2	OUT 2-59
In the Lab 3	OUT 2-61

MODULE THREE

Managing Contacts and Personal Contact Information with Outlook

Introduction to Outlook Contacts	OUT 3-1
Project: Contact List with Groups	OUT 3-1
Creating a Contact List	OUT 3-2
Contacts - Outlook Window	OUT 3-3
Editing a Contact	OUT 3-8
Viewing and Sorting a Contact List	OUT 3-15
Using Search to Find a Contact	OUT 3-17
Creating and Editing a Contact Group	OUT 3-22
Printing Your Contacts	OUT 3-31
Summary	OUT 3-36

Apply Your Knowledge	OUT 3-37	In the Lab 1	OUT 4-39
Extend Your Knowledge	OUT 3-38	In the Lab 2	OUT 4-40
Expand Your World	OUT 3-39	In the Lab 3	OUT 4-41
In the Lab 1	OUT 3-40		
In the Lab 2	OUT 3-41		
In the Lab 3	OUT 3-42		
MODULE FOUR		MODULE FIVE	
Creating and Managing Tasks with Outlook		Customizing Outlook	
Introduction to Outlook Tasks	OUT 4-1	Introduction to Customizing Outlook	OUT 5-1
Project: Managing Tasks	OUT 4-1	Project: Adding a New Email Account and Customizing Options	OUT 5-1
Creating a Task	OUT 4-2	Adding New Email Accounts	OUT 5-2
To-Do List Window	OUT 4-3	Customizing Email Messages	OUT 5-4
Creating a To-Do List	OUT 4-3	Creating Signatures and Stationery	OUT 5-12
Categorizing Tasks	OUT 4-13	Managing Junk Email Options	OUT 5-22
Categorizing Email Messages	OUT 4-20	Working with Rules	OUT 5-25
Managing Tasks	OUT 4-22	Customizing the Calendar	OUT 5-34
Choosing Display and Print Views	OUT 4-31	Working with RSS Feeds	OUT 5-39
Using Notes	OUT 4-32	Summary	OUT 5-43
Summary	OUT 4-35	Apply Your Knowledge	OUT 5-44
Apply Your Knowledge	OUT 4-36	Extend Your Knowledge	OUT 5-45
Extend Your Knowledge	OUT 4-37	Expand Your World: Cloud and Web Technologies	OUT 5-46
Expand Your World	OUT 4-38	In the Labs	OUT 5-47
		Index	IND-1



1 Managing Email Messages with Outlook

Objectives

After completing this module, you will be able to:

- Add a Microsoft account to Outlook
- Set language preferences and Sensitivity levels
- Apply a theme
- Compose, address, and send an email message
- Open, read, print, and close an email message
- Preview and save a file attachment
- Display the People Pane
- Reply to an email message
- Check spelling as you type an email message
- Attach a file to an outgoing email message
- Forward an email message
- Copy another person when sending an email message
- Create and move messages into a folder
- Delete an email message
- View the mailbox size

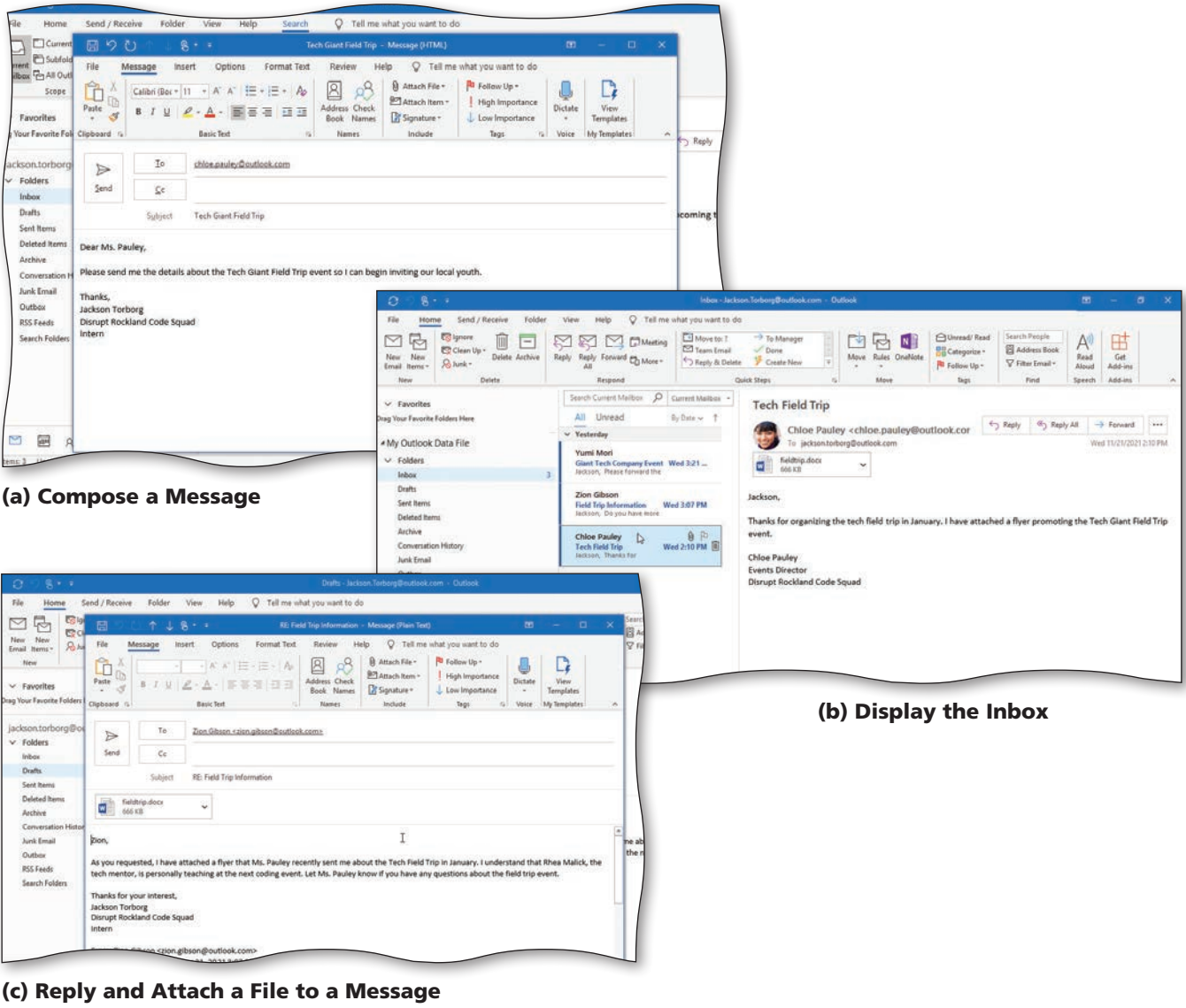
What Is Outlook?

The Office application, **Microsoft Outlook**, helps you organize and manage your communications, contacts, schedules, and tasks. **Email** (short for **electronic mail**) is the transmission of messages and files between computers or smart devices over a network. An **email client**, such as Microsoft Outlook, is an app that allows you to compose, send, receive, store, and delete email messages. Outlook can access mail servers in a local network, such as your school's network, or on a remote network, such as the Internet. Finally, you can use Outlook to streamline your messages so that you easily can find and respond to them later.

To use Outlook, you must have an email account. An **email account** is an electronic mailbox you receive from an **email service provider**, which is an organization that provides servers for routing and storing email messages. Your employer or school could set up an email account for you, or you can do so yourself through your Internet service provider (ISP) or using a web application such as a Microsoft account, Google Gmail, Yahoo! Mail, or iCloud Mail. Outlook does not create or issue email accounts; it merely provides you with access to them. When you have an email account, you also have an **email address**, which identifies your email account on a network so you can send and receive email messages.

Project: Composing and Sending Email Messages

The project in this module follows the general guidelines for using Outlook to compose, open, and reply to email messages, as shown in Figure 1–1. To communicate with individuals and groups, you typically send or receive some kind of message. Texting, tweeting, and email are examples of ways to communicate a message. Email is a convenient way to send information to multiple people at once.



(a) Compose a Message

(b) Display the Inbox

(c) Reply and Attach a File to a Message

Figure 1–1

Jackson Torborg, an intern at the Disrupt Rockland Code Squad, uses Outlook to connect with the youth in the Rockland area to educate them about career pathways in coding. This module uses Microsoft Outlook to compose, send, read, reply to, and forward email messages regarding an upcoming field trip to a major tech company.



Jackson has been asked by Dr. Chloe Pauley, the director of Disrupt Rockland, to coordinate the tech giant field trip. Using Outlook, Jackson reads email messages from his director and local youth regarding the field trip and coding workshop opportunities. He replies to email messages and includes a document containing a flyer about the field trip. To organize messages, he also creates folders and then stores the messages in those folders.

In this module, you will learn how to perform basic email messaging tasks. You will perform the following general activities as you progress through this module:

1. Configure the account options.
2. Compose and send an email message.
3. View and print an email message.
4. Reply to an email message.
5. Attach a file to an email message.
6. Organize email messages in folders.

To Start Outlook

If you are using a computer to step through the project in this module and you want your screens to match the figures in this book, you should change your screen's resolution to 1366 × 768.

The following steps, which assume Windows 10 is running, use the Start menu to start Outlook based on a typical installation. You may need to ask your instructor how to start Outlook on your computer.

- 1** Click the Start button on the Windows 10 taskbar to display the Start menu.
 - 2** Scroll to and then click Outlook in the apps list to run Outlook.
 - 3** If the Outlook window is not maximized, click the Maximize button on its title bar to maximize the window.
-

Setting Up Outlook

Many computer users have an email account from an online email service provider such as Outlook.com or Gmail.com and another email account at work or school. You can add many types of email accounts to Outlook, including an Office 365 account as shown in Figure 1–2, and Gmail, Yahoo, iCloud, and Exchange accounts. Instead of using a web app for your online email account and another app for your school account, you can use the Outlook client (installed version of Outlook) to access all of your email messages in a single location. Outlook provides cloud storage for storing information like emails, calendars, contacts, and tasks. When you access your email in Outlook, you can take advantage of a full set of features that include social networking, translation services, and having Outlook read your email aloud to you. You can read your downloaded messages offline and set options to organize your messages in a way that is logical and convenient for you.

What should you do if you do not have an email address?

Use a browser such as Microsoft Edge to go to the Outlook.com or Gmail.com website. Look for a Create an Account link or button, click it, and then follow the instructions to create an account, which includes creating an email address.

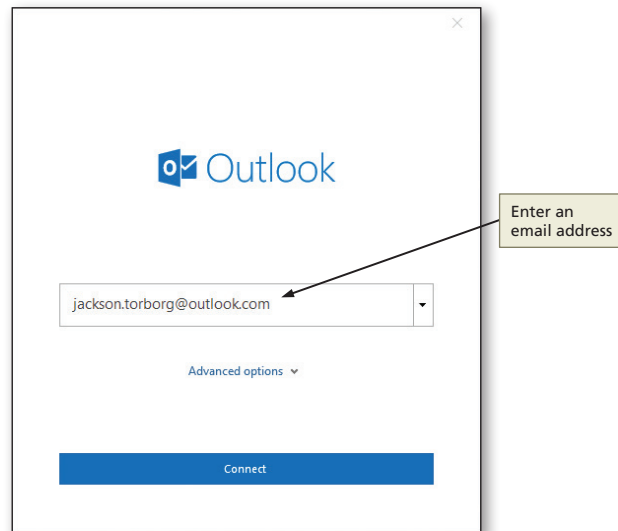


Figure 1-2

Parts of an Email Address

An email address is divided into two parts. The first part contains a **user name**, which is a combination of characters that identifies a specific user. The last part is a **domain name**, which is the name associated with a specific Internet address and is assigned by your email service provider. A user name must be different from other user names in the same domain. For example, the outlook.com domain can have only one user named Jackson.Torborg. An email address contains an @ (pronounced *at*) symbol to separate the user name from the domain name. Figure 1-3 shows an email address for Jackson Torborg, which would be read as Jackson dot Torborg at outlook dot com.

jackson.torborg@outlook.com

user name
domain name

Figure 1-3

To ADD AN EMAIL ACCOUNT

You can add one or more of your email accounts to Outlook. For most accounts, Outlook automatically detects and configures the account after you type your name, email address, and password. Add an email account to Outlook when you are working on your personal or home computer only. You do not want your personal information or email messages on a public computer. Although most people add an email account the first time Outlook runs, you can add email accounts at any time. This module

assumes you already set up an email account in Outlook. If you choose to add an email account to Outlook, you would use the following steps.

1. Click the File tab, and then click Add Account.
2. Click the Email Address text box, and then type your full email address to associate your email address with the account.
3. Click the Connect button and then select the type of account, such as Outlook.com, in the Advanced setup window.
4. Click the Password text box, and then type your password to verify the password to your email account.
5. Click the Retype Password text box, and then type your password again to confirm your password.
6. Click the Finish button to add your email account.

BTW

The Ribbon and Screen Resolution

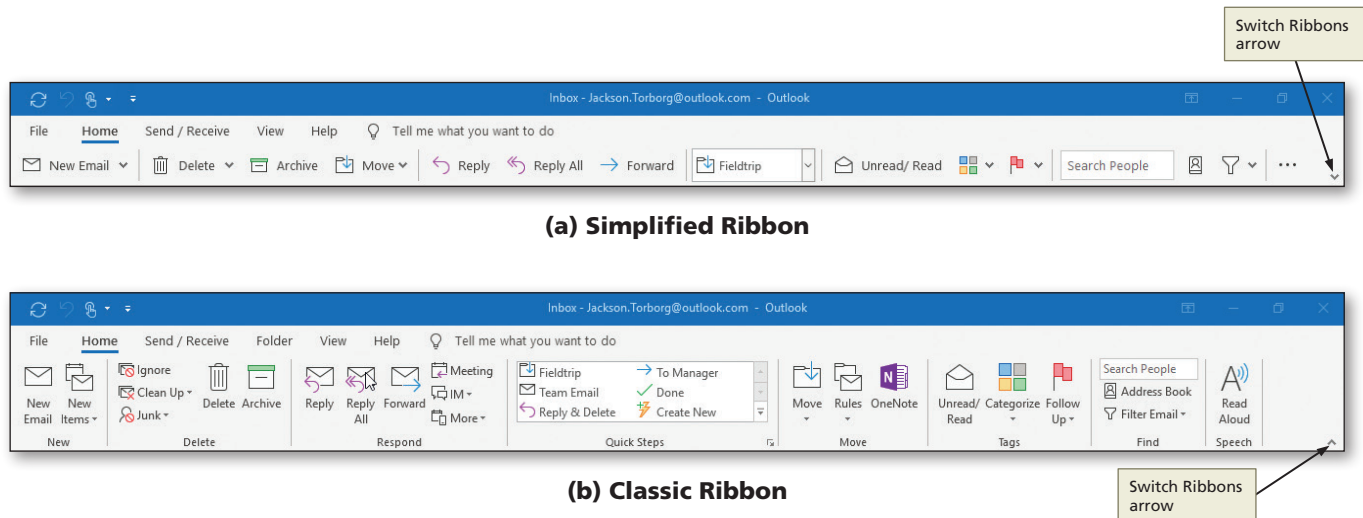
Outlook may change how the groups and buttons within the groups appear on the ribbon, depending on the computer or mobile device's screen resolution. Thus, your ribbon may look different from the ones in this book if you are using a screen resolution other than 1366 x 768.

TO CHANGE FROM THE SIMPLIFIED RIBBON TO THE CLASSIC RIBBON

When you first open Microsoft Outlook, the **Simplified ribbon** (single-row) is displayed to dedicate more screen space to viewing your email than the traditional Classic ribbon as shown in Figure 1–4. The Simplified ribbon includes the most frequently used features. You can expand it to access the full set of commands on the Classic three-line ribbon. This module uses the full Classic ribbon. If you need to change the Simplified ribbon to Classic ribbon, you would use the following steps.

1. Click the Switch Ribbons arrow on the right side of the Simplified ribbon to display the Classic ribbon.

You may see a different ribbon using Office 2019 rather than Office 365.



(a) Simplified Ribbon

(b) Classic Ribbon

Figure 1–4

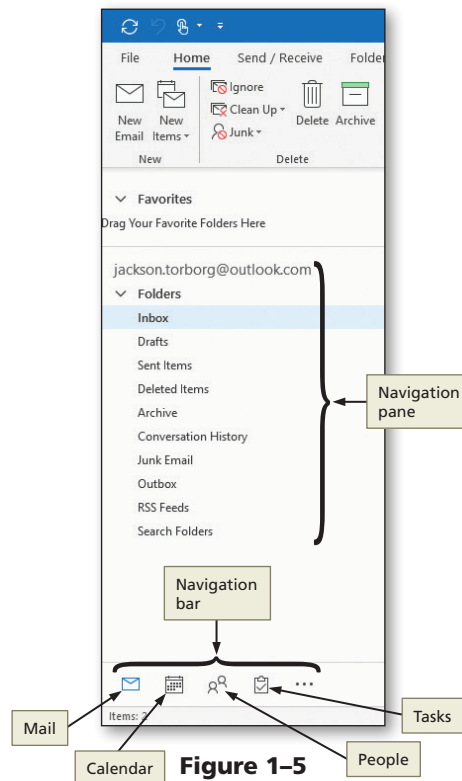
How do you remove an email account in Outlook?

- Click the File tab on the ribbon.
- Click the Account Settings button, and then click Account Settings to display the Account Settings dialog box.
- Click the account you want to remove, and then click Remove.
- In the Account Settings dialog box, click the Yes button.

CONSIDER THIS

The Navigation Pane and Navigation Bar

The Navigation pane appears on the left side of the Outlook window and is how you switch between the different areas of Outlook, such as Mail, Calendar, Contacts, Tasks, and Notes. The lower-left corner of the screen provides a Navigation bar that displays small icons representing Mail, Calendar, Contacts, and Tasks as shown in Figure 1–5.



If the left pane in your Outlook window is not expanded as it is in Figure 1–5, click the Expand the Folder Pane button, which is a small arrow button to the left of today's date in the Outlook window.

To Open an Outlook Data File

Microsoft Outlook uses a special file format called a **personal storage table (.pst file)** to save your email files, calendar entries, and contacts. The email messages with which you work in this module are stored in a personal storage table file named SC_OUT_1-1.pst, which is located with the Data Files. To complete this assignment, you will be required to use the Data Files. Please contact your instructor for information about accessing the Data Files. In this example, SC_OUT_1-1.pst contains a Jackson mailbox and is located in the Module folder in the Outlook1 folder in the Data Files folder. The following steps open the SC_OUT_1-1.pst file in Outlook, display the Inbox for the Jackson mailbox, and then make your Jackson mailbox match the figures in this module. *Why? Importing a .pst file allows you to move your email and other Outlook information to another computer.*

- 1**
 - Click File on the ribbon to open Backstage view.
 - Click the Open & Export tab in Backstage view to display the Open gallery (Figure 1–6).

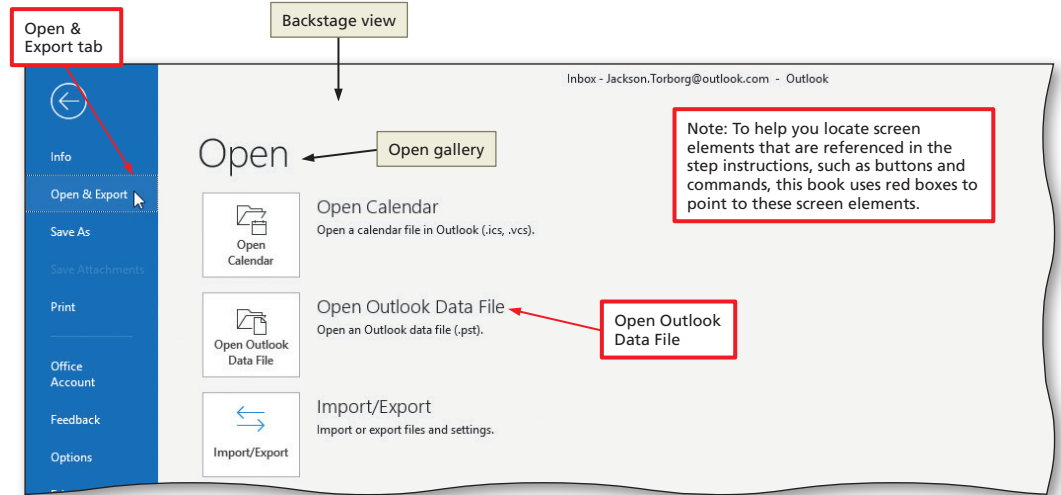


Figure 1–6

- 2**
 - Click Open Outlook Data File to display the Open Outlook Data File dialog box.
 - Navigate to the mailbox location (in this case, the Module folder in the Outlook1 folder in the Data Files folder) (Figure 1–7).

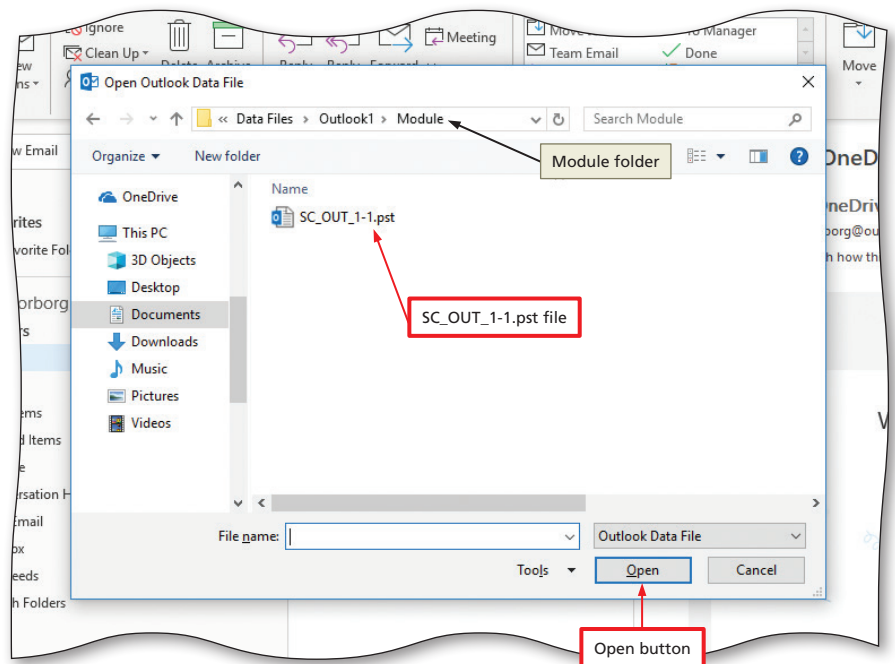


Figure 1–7

- 3**
 - Click SC_OUT_1-1.pst to select the file, and then click OK (Open Outlook Data File dialog box) to open the mailbox in your Outlook window.
 - If necessary, click the white triangle next to the Outlook Data File mailbox in the Navigation pane to expand the folders.

- Click the Inbox folder below the Outlook Data File heading in the Navigation pane to view Jackson’s Inbox (Figure 1–8).

Q&A What is the Inbox?

The Inbox is the Outlook folder that contains incoming email messages.

The contact photo shown in Figure 1–8 does not appear in my Outlook window. What should I do?

Outlook needs to synchronize the contact photos with the email addresses in the Jackson mailbox. Click the Close button to close Outlook, restart it, and then expand the Outlook Data File in the Navigation pane to have the photos appear. You also might need to import the Data File rather than opening it. In Step 2 on this page, click Import/Export instead of Open Outlook Data File. The pictures are also part of the student files.

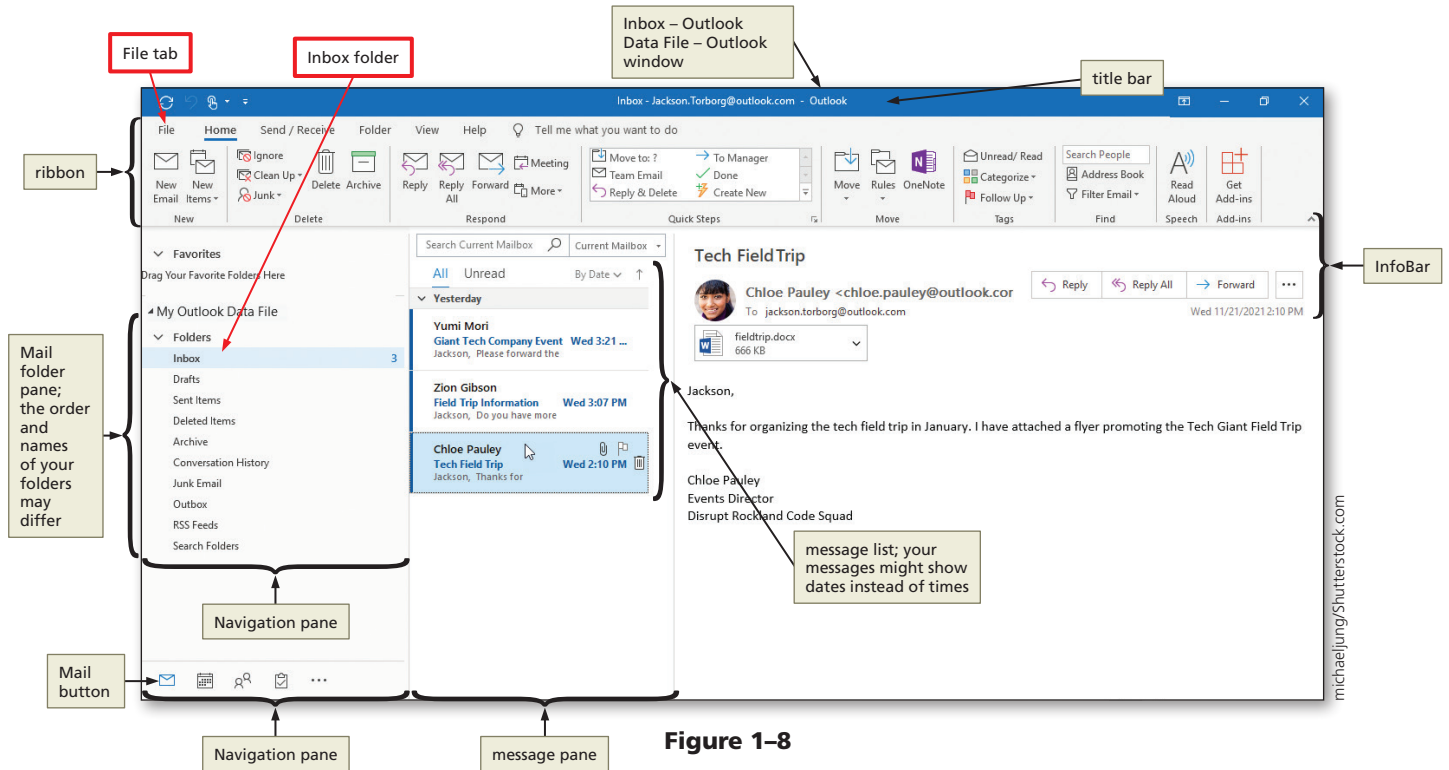


Figure 1–8

CONSIDER THIS

How do I change the language preferences, for example from Spanish to English?

- Click File on the ribbon to open Backstage view.
- Click the Options tab in Backstage view to display the Outlook Options dialog box.
- In the left pane, click Language (Outlook Options dialog box) to display the Language options.
- Click the '[Add additional editing languages]' arrow to display a list of editing languages that can be added to Outlook.
- If necessary, scroll the list and then click English (United States) to set the default editing language. Otherwise, click the '[Add additional editing languages]' arrow again to close the list.

To Set the Sensitivity Level for All New Messages

The **Sensitivity level** of a message advises the recipient on how to treat the contents of the message. Sensitivity levels are Normal, Personal, Private, and Confidential. Changing the Sensitivity setting in the Outlook Options dialog box changes the default Sensitivity level of all messages created afterward. *Why?* For example, if you set the Sensitivity level of a message to Confidential, the information should not be disclosed to anyone except the recipient. The following steps set the default Sensitivity level.

1

- Click File on the ribbon to open Backstage view (Figure 1–9).

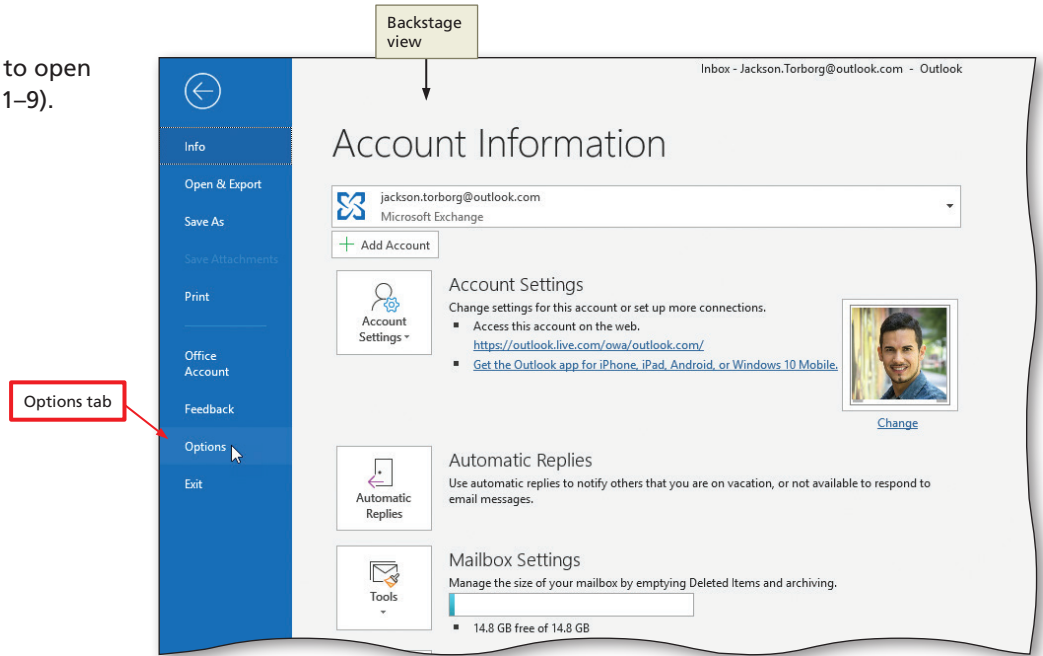


Figure 1–9

2

- Click the Options tab in Backstage view to display the Outlook Options dialog box.
- In the left pane, click Mail (Outlook Options dialog box) to display the Mail options.
- Drag the scroll bar to display the Send messages area (Figure 1–10).

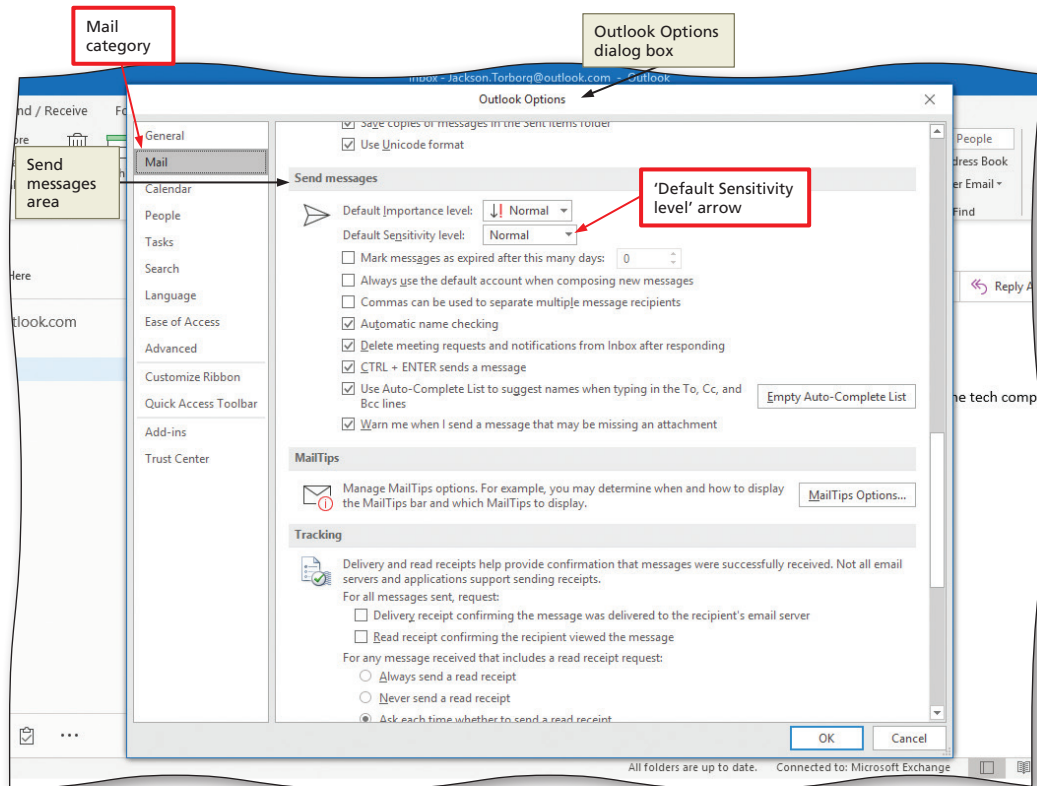


Figure 1–10

- 3 Click the 'Default Sensitivity level' arrow to display a list of Sensitivity levels (Figure 1-11).
- 4 If necessary, click Normal to set the default Sensitivity level of all new messages.
- Click OK to close the Outlook Options dialog box.

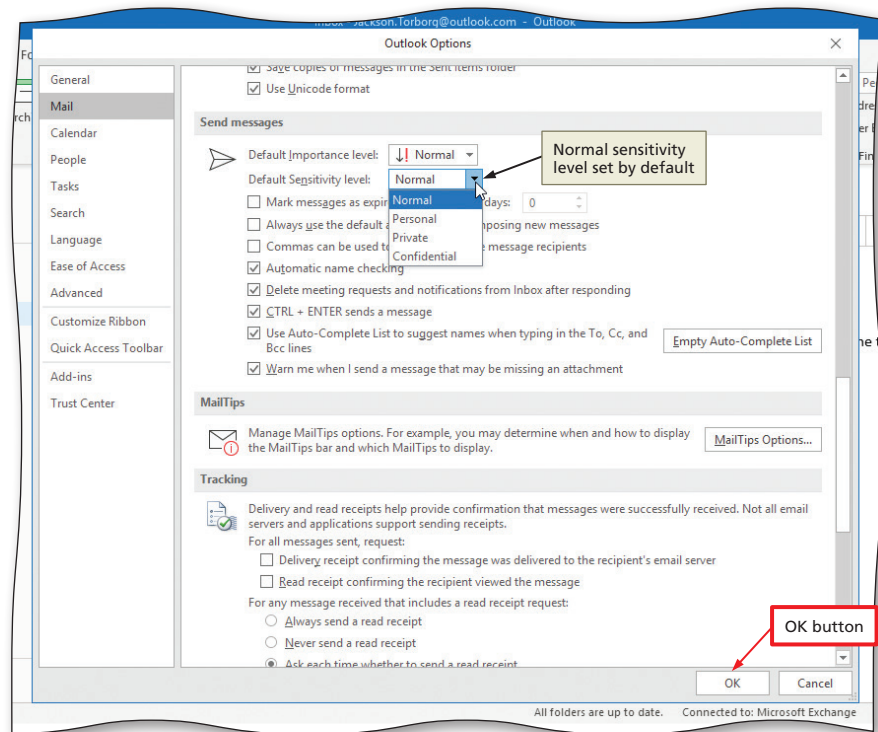


Figure 1-11

Composing and Sending Email Messages

Composing an email message is the most frequent personal and business task you perform in Microsoft Outlook. Composing an email message consists of four basic steps: open a new message window, enter message header information, enter the message text, and add a signature. When composing an email message, it is best to keep your message text concise and to the point. If you must write a longer, detailed message, break up your message into bullet points or into separate emails each with a clear summary of action.

An email message is organized into two areas: the message header and the message area. The information in the **message header** routes the message to its recipients and identifies the subject of the message. The message header identifies the primary recipient(s) in the To box. If you have multiple recipients in the To box, you can separate each email address with a semicolon. Recipients in the Cc (courtesy copy or carbon copy) and Bcc (blind courtesy copy) boxes, if displayed, also receive the message; however, the names of the recipients in the Bcc box are not visible to other recipients. The **subject line** states the purpose of the message.

The **message area**, where you type an email message, consists of a greeting line or salutation, the message text, an optional closing, and one or more signature lines as shown in Table 1-1.

Table 1–1 Message Area Parts

Part	Description
Greeting line or salutation	Sets the tone of the message and can be formal or informal, depending on the nature of the message. You can use a colon (:) or comma (,) at the end of the greeting line.
Message text	Informs the recipient or requests information.
Closing	Informs the recipient or requests information. A closing line is an end to the message using courtesy words such as <i>Thank you</i> or <i>Regards</i> . Because the closing is most appropriate for formal email messages, it is optional.
Signature line(s)	Identifies the sender and may contain additional information, such as a job title, business name, and phone number(s). In a signature, the name usually is provided on one line followed by other information listed on separate lines.

To Compose an Email Message

An email message from Jackson Torborg, the intern at Disrupt Rockland Code Squad, requests information about the tech field trip from the director named Chloe Pauley. The following steps compose a new email message. *Why? Composing email messages is a direct and efficient method to connect with personal and professional contacts.*

1

- Click the New Email button (Home tab | New group) to open the Untitled – Message (HTML) window (Figure 1–12).

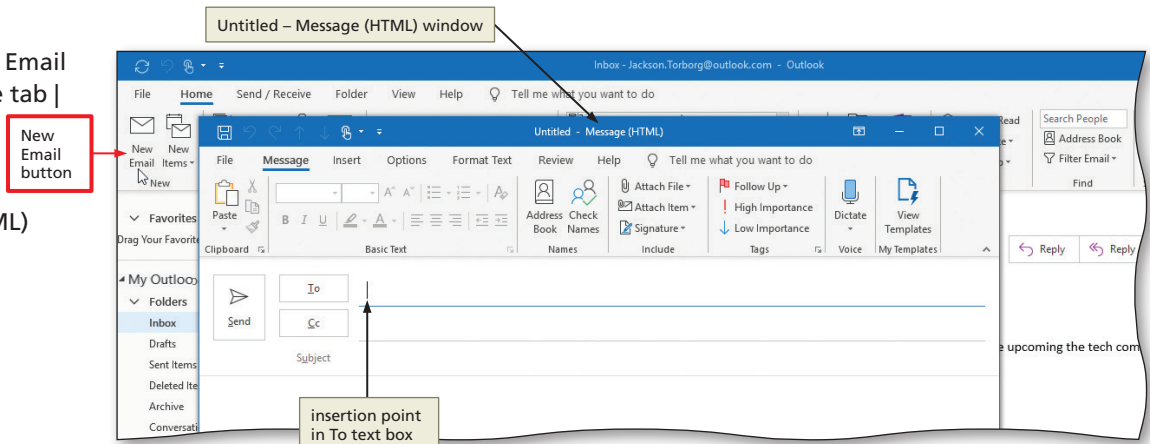


Figure 1–12

2

- Type `chloe.pauley@outlook.com` (with no spaces) in the To text box to enter the email address of the recipient.
- Click the Subject text box, and then type `Tech Giant Field Trip` to enter the subject line.
- Press TAB to move the insertion point into the message area (Figure 1–13).

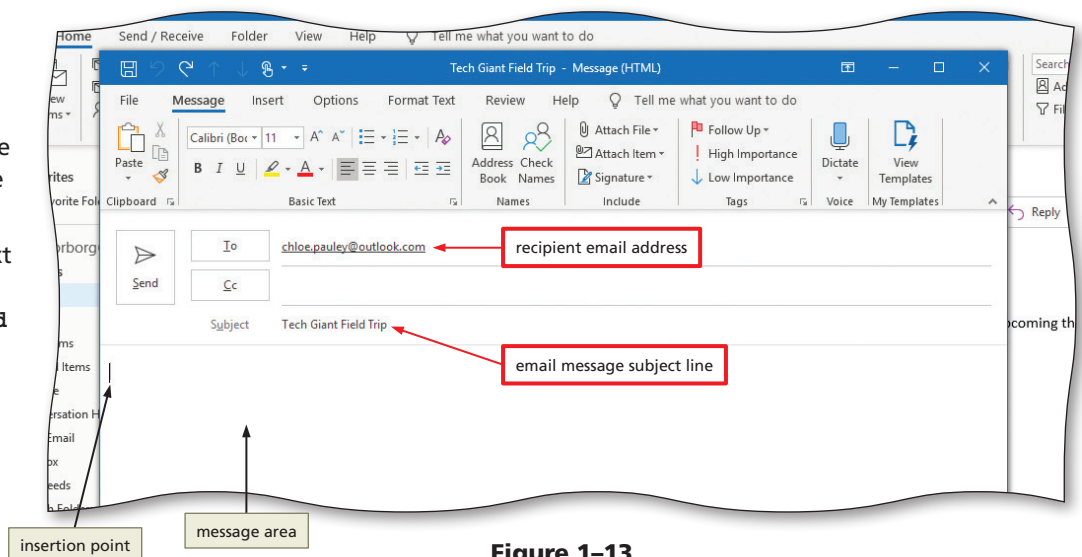


Figure 1–13

3

- Type **Dear Ms. Pauley,** as the greeting line.
- Press ENTER to move the insertion point to the beginning of the next line.
- Press ENTER again to insert a blank line between the greeting line and the message text (Figure 1-14).

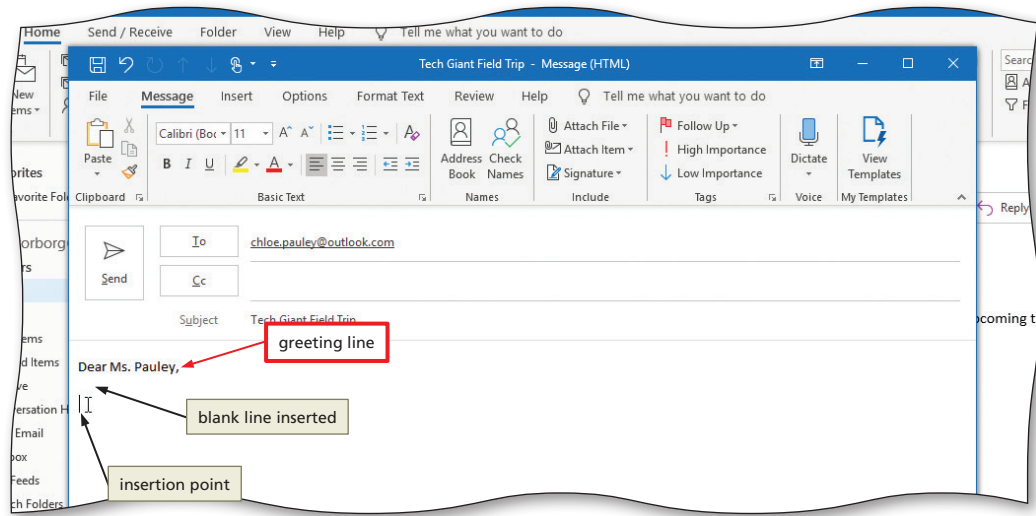


Figure 1-14

Q&A My message text includes paragraph and space marks. How can I hide them?
Click **Format Text** on the ribbon, and then click the **Show/Hide** button (**Format Text** tab | **Paragraph** group) to hide the paragraph and space marks.

4

- Type **Please send me the details about the Tech Giant Field Trip event so I can begin inviting our local youth.** to enter the message text.
- Press ENTER two times to insert a blank line below the message text (Figure 1-15).

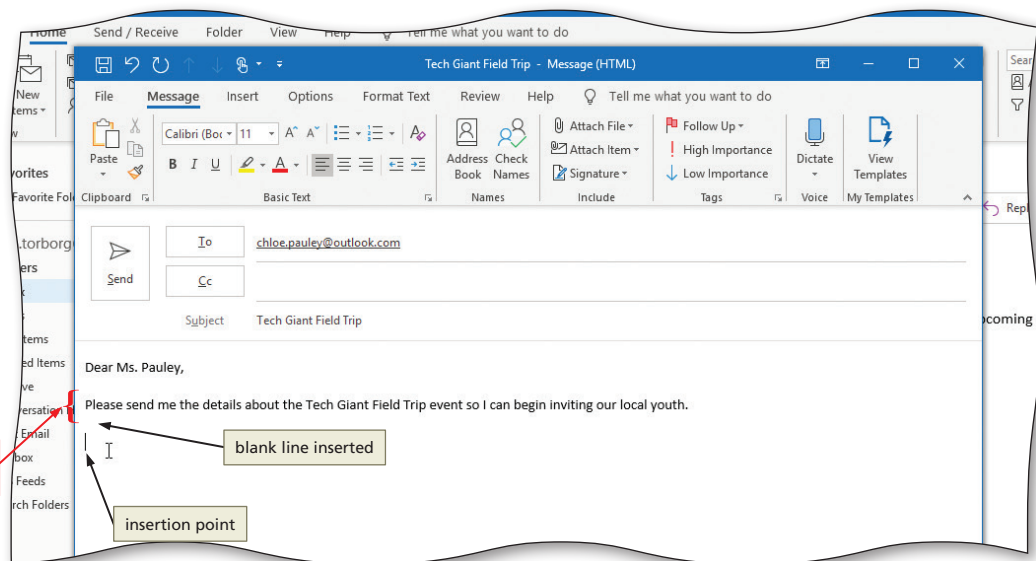


Figure 1-15

5

- Type **Thanks,** to enter the closing for the message.
- Press ENTER to move the insertion point to the next line.
- Type **Jackson Torborg** as the first line of the signature.
- Press ENTER to move the insertion point to the next line.
- Type **Disrupt Rockland Code Squad** as the second line of the signature.

- Press ENTER to move the insertion point to the next line.
- Type Intern as the third line of the signature (Figure 1-16).

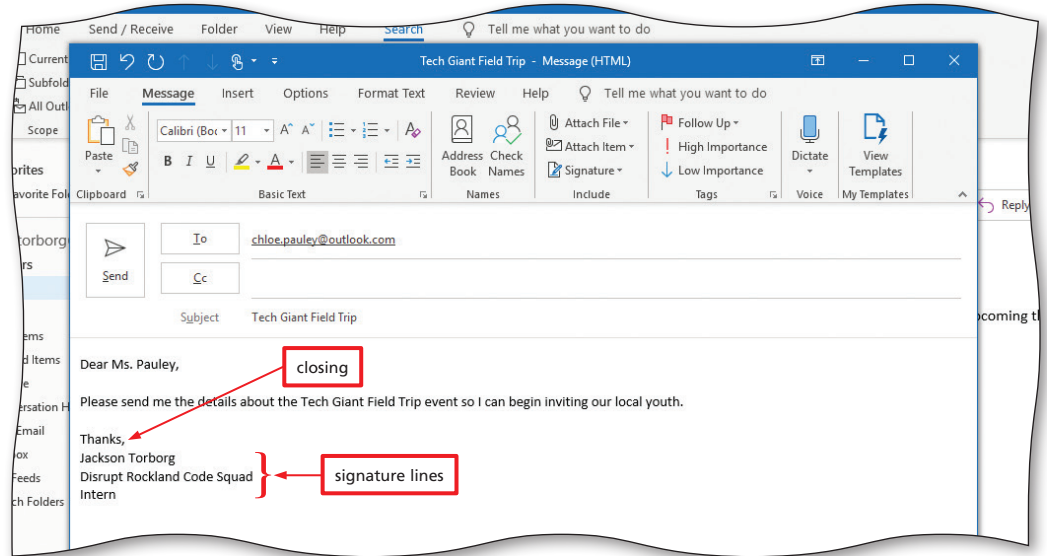


Figure 1-16

Other Ways

1. Click Inbox folder, press CTRL+N

To Apply a Theme

An Outlook theme can give an email message instant style and personality. Each theme provides a unique set of colors, fonts, and effects. The following steps apply a theme to the message. *Why? Themes give your organization's communications a modern, professional look using subtle styles.*

1

- Click Options on the ribbon to display the Options tab.
- Click the Themes button (Options tab | Themes group) to display the Themes gallery (Figure 1-17).

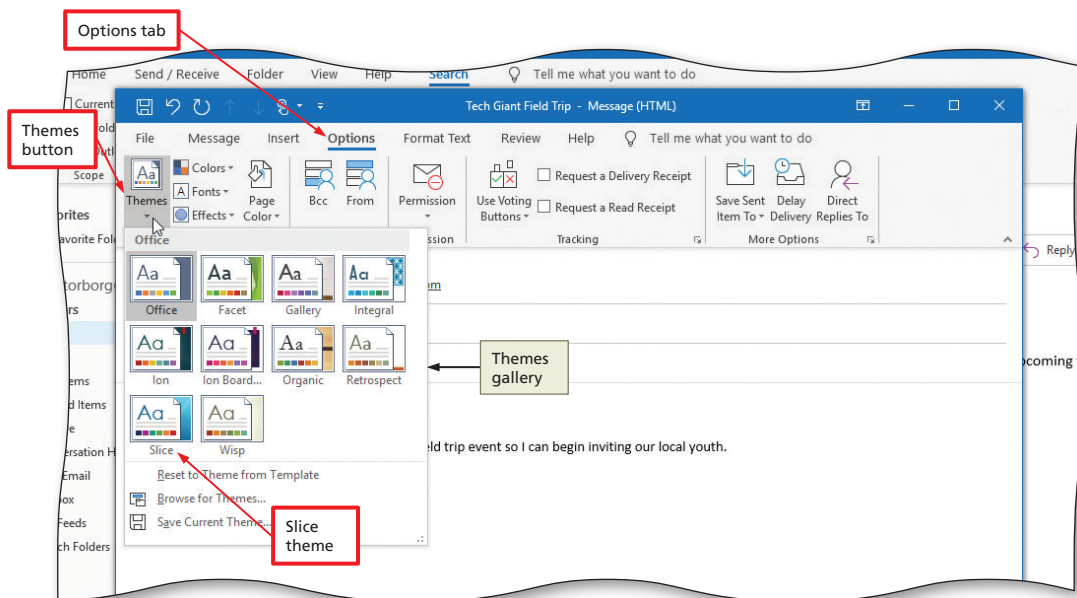


Figure 1-17

2

- Click Slice in the Themes gallery to change the theme of the message (Figure 1–18).

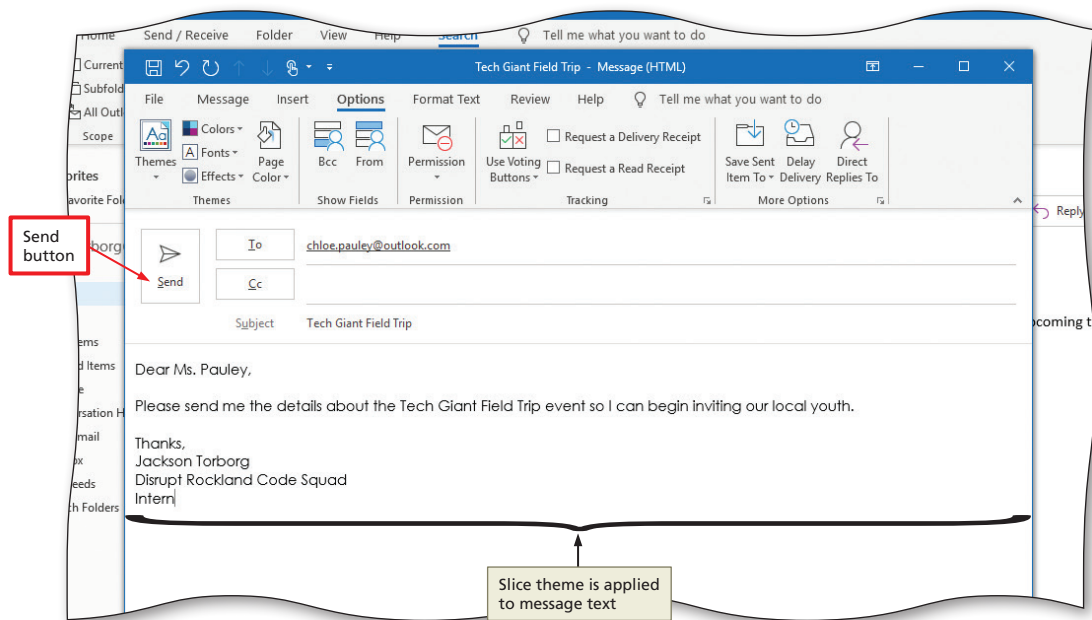


Figure 1–18

To Send an Email Message

The following step sends the completed email message to the recipient. *Why? After you complete a message, you send it to the recipient, who typically receives the message in seconds.*

1

- Click the Send button in the message header to send the email message and close the message window.

Q&A What happened to the email message?

Outlook automatically sends email messages to their recipient(s) when you click Send in a new message window if you have your own email account set up.

Why did I get an error message that stated that 'No valid email accounts are configured. Add an account to send email'?

If you do not have an email account set up in Outlook, you cannot connect to the Internet to send the email. Click Cancel to close the error message.

Other Ways

- Press ALT+S

How Email Messages Travel from Sender to Receiver

When you send someone an email message, it travels across the Internet to the computer at your email service provider that handles outgoing email messages. This computer, called the **outgoing email server**, examines the email address on your message, selects the best route for sending the message across the Internet, and then sends the email message. Many outgoing email servers use **SMTP (Simple Mail Transfer Protocol)**, which is a communications protocol, or set of

rules for communicating with other computers. An email program such as Outlook contacts the outgoing email server and then transfers the email message(s) in its Outbox to that server. If the email program cannot contact the outgoing email server, the email message(s) remains in the Outbox until the program can connect to the server.

As an email message travels across the Internet, routers direct the email message to a computer at your recipient's email service provider that handles incoming email messages. A **router** is a device that forwards data on a network. The computer handling incoming email messages, called the incoming email server, stores the email message(s) until your recipient uses an email program such as Outlook to retrieve the email message(s). Some email servers use **POP3**, the latest version of **Post Office Protocol (POP)**, a communications protocol for incoming email. Figure 1–19 shows how an email message may travel from a sender to a receiver.

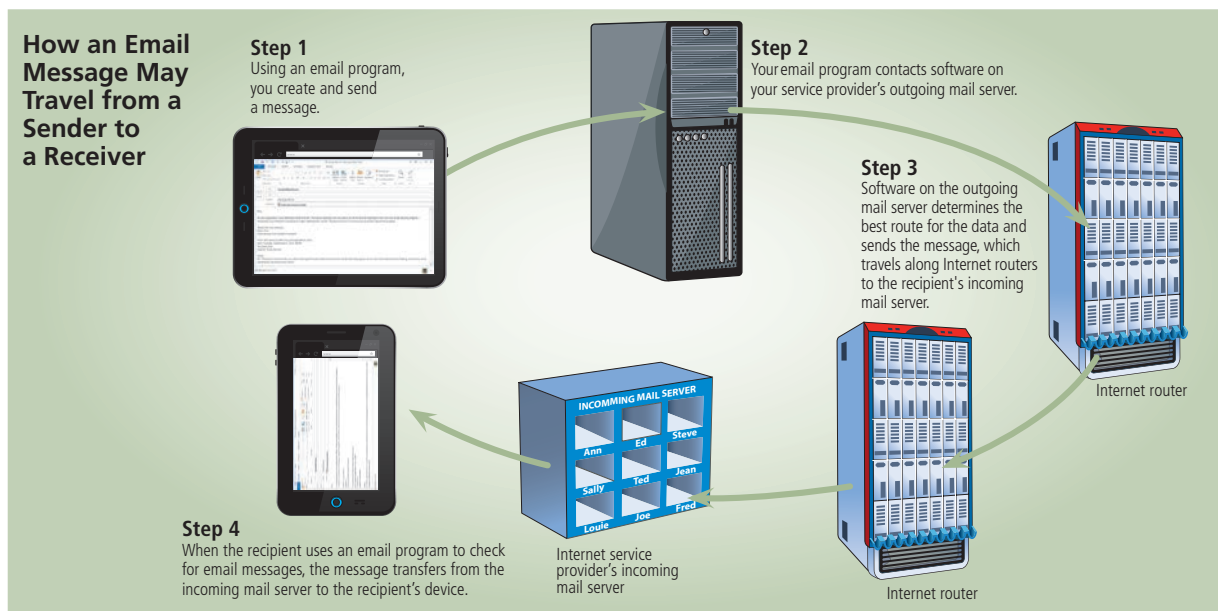


Figure 1–19

Working with Incoming Messages

When you receive email messages, Outlook directs them to your Inbox and displays them in the **message pane**, which lists the contents of the selected folder (Figure 1–20). The list of messages displayed in the message pane is called the **message list**. An unread (unopened) email message in the message list includes a blue vertical bar in front of the message and displays the subject text and time of arrival in a blue bold font. The blue number next to the Inbox folder shows how many unread messages are stored in the Inbox. The email messages on your computer may be different from those in Figure 1–20.

BTW

Know the Sender

If you receive an email message from someone you do not know, you should not open it because it might trigger a virus. Unsolicited email messages, known as **spam** or **junk email**, are email messages sent from an unknown sender to many email accounts, usually advertising a product or service such as low-interest loans or free credit reports. Do not click a hyperlink in an email message from an unknown sender. A **hyperlink** is a word, phrase, symbol, or picture in an email message or on a webpage that, when clicked, directs you to another document or website.

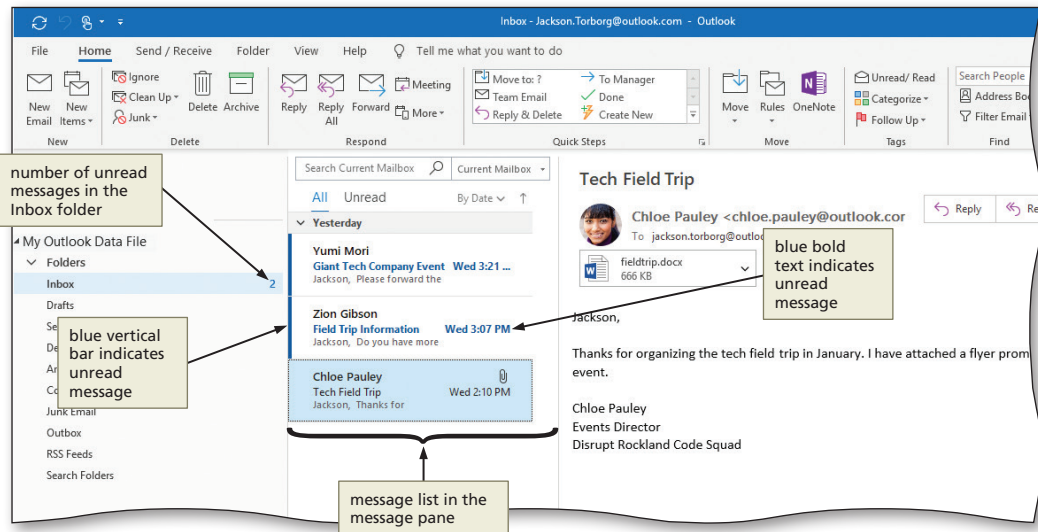


Figure 1-20

You can read incoming messages in three ways: in an open window, in the Reading Pane, or as a hard copy. A **hard copy (printout)** is information presented on a physical medium such as paper.

To View an Email Message in the Reading Pane

The **Reading Pane** appears on the right side of the Outlook window by default and displays the contents of a message without requiring you to open the message. An advantage of viewing messages in the Reading Pane is that if a message includes content that could be harmful to your computer, such as a malicious script or an attachment containing a virus, the Reading Pane does not activate the harmful content. An **attachment** is a file such as a document or picture you send along with an email message. The attached document can be a file saved to your local computer or from OneDrive, as long as you have Microsoft's cloud service account connected. The events director Chloe Pauley has sent a response to Jackson concerning the next Code Squad workshop. The following step uses the Reading Pane to display an email message from a sender. *Why? You use the Reading Pane to preview message in your Inbox without opening them.*

- 1 Click the message header from Chloe Pauley in the Inbox message list to select the email message and display its contents in the Reading Pane (Figure 1-21).

Q&A What happens to the message header when I select another message? Outlook automatically marks messages as read after you preview the message in the Reading Pane and select another message to view. A read message is displayed in the message list without a vertical blue line or bold text.

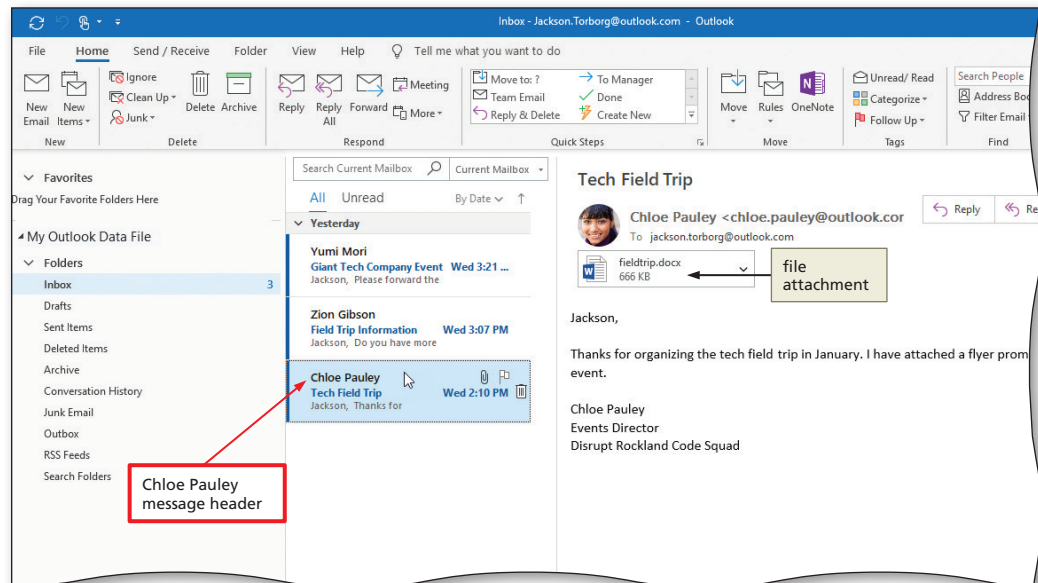


Figure 1-21

To Open an Email Message in a Window

The following step displays an email message from a sender in a window. *Why?* To fully evaluate an email message and use additional Outlook tools for working with messages, you display the email message in a window.

1

- Double-click the Chloe Pauley message in the message list to display the selected email message in its own window (Figure 1–22).

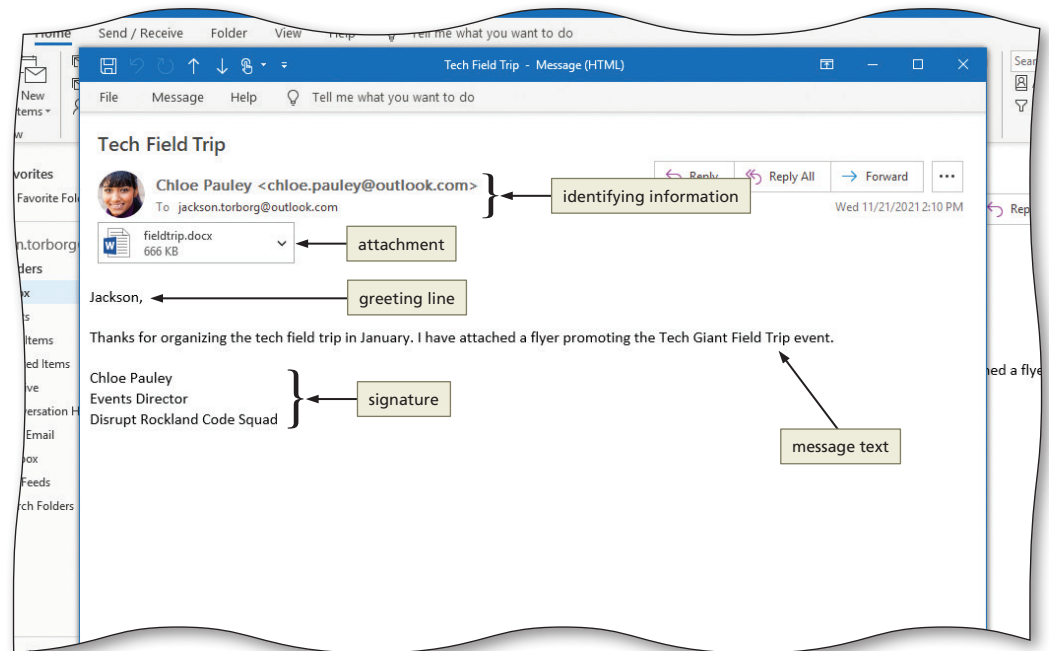


Figure 1–22

Opening Attachments

Email messages that include attachments are identified by a paper clip icon in the message list. Users typically attach a file to an email message to provide additional information to the recipient. An attachment in a message can appear in a line below the subject line or in the message body. To help protect your computer, Outlook does not allow you to receive files as attachments if they are a certain file type, such as .exe (executable) or .js (JavaScript), because of their potential for introducing a virus into your computer. When Outlook blocks a suspicious attachment in a message, the blocked file appears in the InfoBar at the top of your message. An **InfoBar** is a banner displayed at the top of an email message that indicates whether an email message has been replied to or forwarded.

The **Attachment Preview** feature in Outlook allows you to preview an attachment you receive in an email message from either the Reading Pane in an unopened message or the message area of an opened message. Outlook has built-in previewers for several file types, such as other Office programs, pictures, text, and webpages. Outlook includes attachment previewers that work with other Microsoft Office programs so that users can preview an attachment without opening it. These attachment previewers are turned on by default. To preview an attached file created in an Office application, you must have Office installed on your computer. For example, to preview an Excel attachment in Outlook, you must have Excel installed. If an attachment cannot be previewed, you can double-click the attachment to open the file. If you suspect an attachment is not safe or decide it is not necessary, you can delete the attachment by right-clicking it in the message window, and then clicking Remove Attachment on the shortcut menu.

To Preview and Save an Attachment

Why? When you receive a message with an attachment, you can preview the attached file without opening it if you are not sure of the contents. A common transmission method of viruses is by email attachments, so be sure that you trust the sender before opening an attached file. The following steps preview and save an attachment without opening the file. You should save the attachment on your hard disk, OneDrive, or a location that is most appropriate to your situation. These steps assume you already have created folders for storing your files, for example, a CIS 101 folder (for your class) that contains an Outlook1 folder with a Module folder (for your assignments). Thus, these steps save the attachment in the Module folder in your desired save location.

- 1
 - Click the fieldtrip.docx file attachment in the message header of the opened email from Chloe Pauley to preview the attachment within Outlook (Figure 1-23).



Figure 1-23

- 2
 - Click the Save As button (Attachment Tools Attachments tab | Save to Computer group) to display the Save Attachment dialog box.
 - Navigate to the desired save location (in this case, the Module folder in your Outlook1 folder or your class folder on your computer or OneDrive).
 - Change the file name to SC_OUT_1_Fieldtrip, and, if requested by your instructor, add your last name to the end of the file name (Figure 1-24).

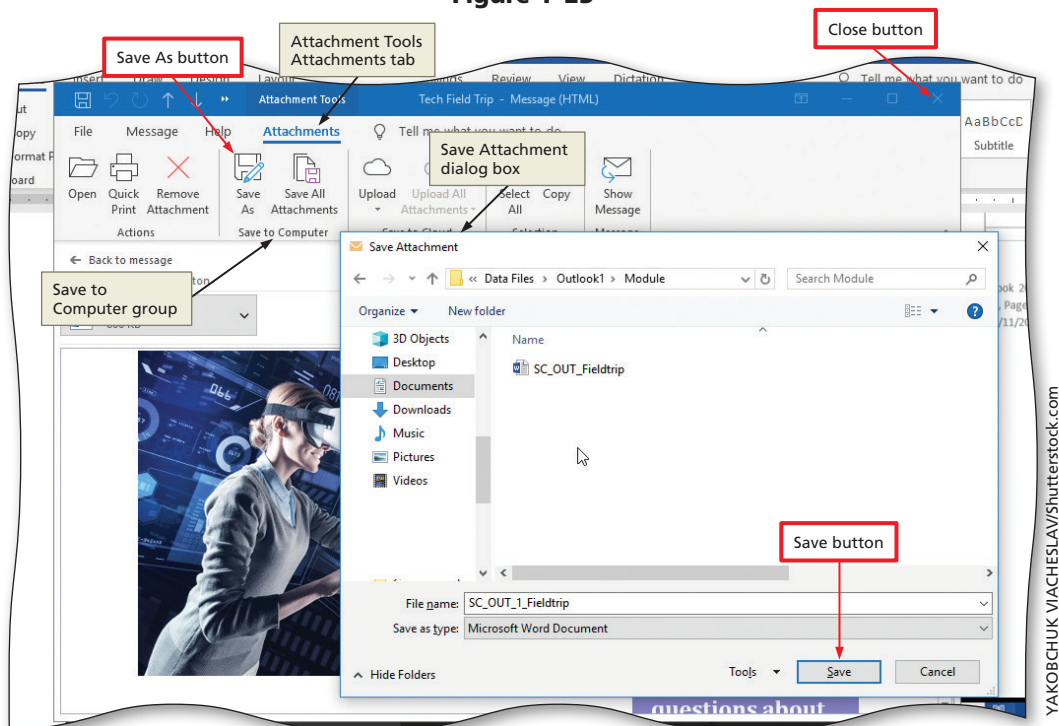


Figure 1-24

Copyright 2020 Cengage Learning. All Rights Reserved. May not be copied, scanned, or duplicated, in whole or in part. WCN 02-200-203

3

- Click the Save button (Save Attachment dialog box) to save the document in the selected folder in the selected location with the entered file name.
- Click Close to close the attachment preview window and email message (Figure 1–25).

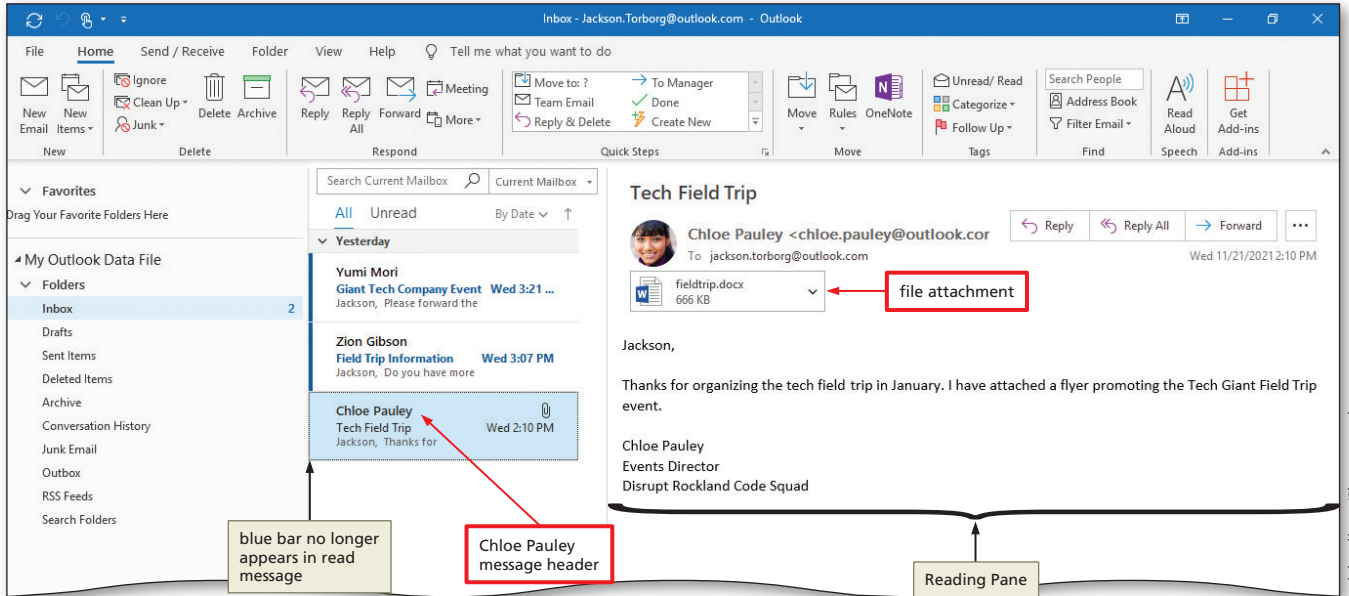


Figure 1–25

To Open an Attachment

If you know the sender and you know the attachment is safe, you can open the attached file. The following steps open an attachment. *Why?* By opening a Word attachment in Microsoft Word, you can edit the document with the full features of Word.

1

- If necessary, click the message header from Chloe Pauley in the Inbox message list to select the email message and display its contents in the Reading Pane.
- Double-click the attachment in the Reading Pane to open the file attachment in Microsoft Word in Protected View (Figure 1–26).

2

- Click Close to close the Word file.

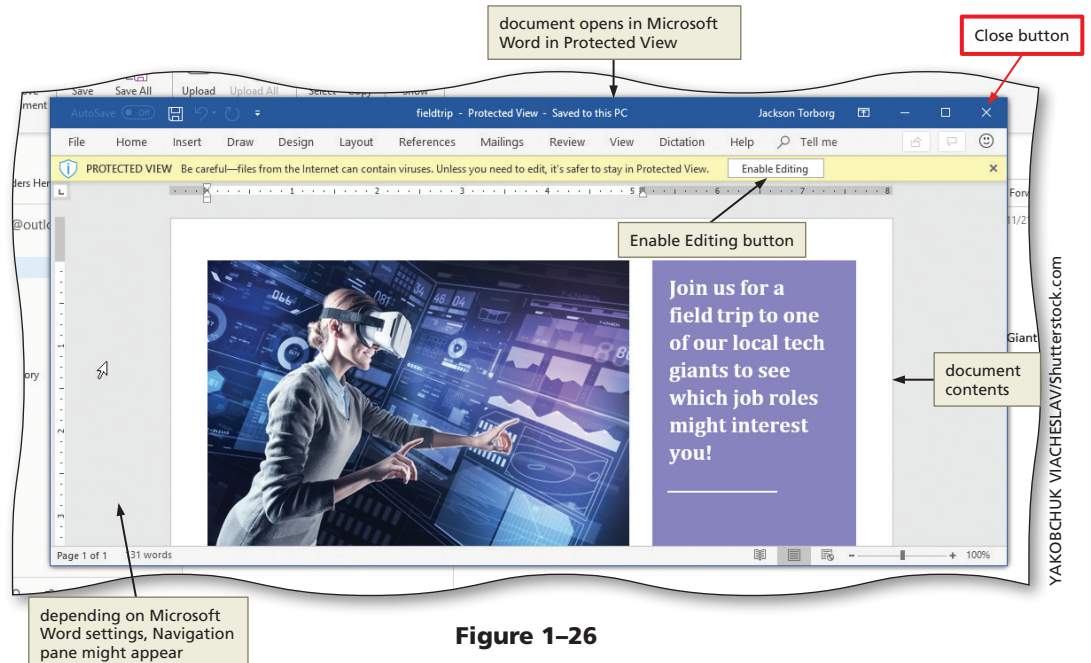


Figure 1–26

To Print an Email Message

Occasionally, you may want to print the contents of an email message. *Why? A hard copy of an email message can serve as reference material if your storage medium becomes corrupted and you need to view the message when your computer is not readily available.* A printed copy of an email message also serves as a **backup**, which is an additional copy of a file or message that you store for safekeeping. You can print the contents of an email message from an open message window or directly from the Inbox window.

You would like to have a hard copy of Chloe Pauley’s email message for reference about the upcoming tech field trip. The following steps print an email message.

- 1
 - If necessary, click Home on the ribbon to display the Home tab.
 - In the message list, right-click the Chloe Pauley message header to display a shortcut menu that presents a list of possible actions (Figure 1–27).
- 2
 - Click the Quick Print command on the shortcut menu to send the email message to the currently selected printer.

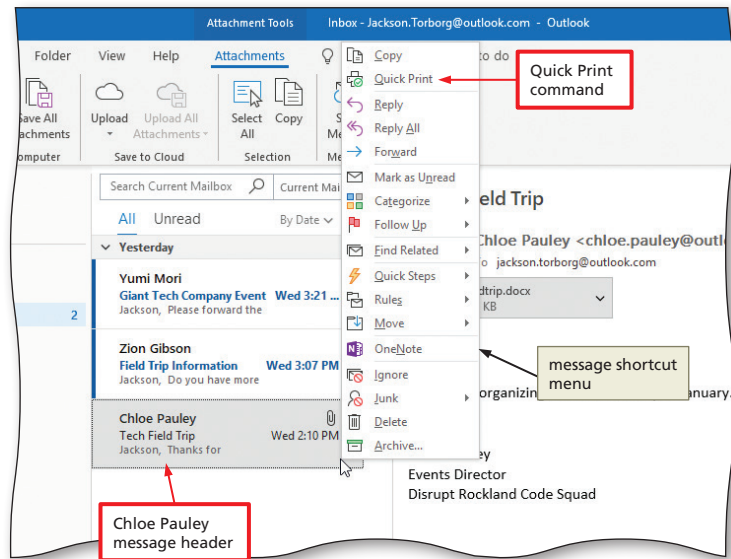


Figure 1–27

Using the Outlook People Pane

Outlook provides a means of viewing email history, attachments, and meetings associated with each sender in the Reading pane. The **People Pane** accesses information about each of your contacts. The People Pane can display the photos and contact information of the email sender and recipient at the bottom of the Reading Pane in one location.

To Change the View of the People Pane

By default, the People Pane is not displayed in the Reading Pane. By changing the People Pane to the Minimized setting, the contact information is displayed as a one-line bar below an open email message and does not take up a lot of room in the Reading Pane or open message window. To view more details, you can change the People Pane view to Normal. *Why? When you are reading a message in Outlook, you can use the People Pane to view more information about the contacts associated with the message, such as the senders and receivers of the message.* The following steps change the view of the People Pane.