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Microsoft® Outlook® for Mac 2011

Step by Step

Maria Langer

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To Chuck Joiner, with thanks.

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Introducing Microsoft Outlook for Mac 2011

Microsoft Outlook for Mac 2011 is an electronic communication and personal information management application that can help you take control of your email Inbox, contacts list, and calendar—all with one attractive and consistent interface. From one place, you can store, organize, manage, and retrieve many types of information. With Outlook for Mac, you can:

- Send, receive, forward, and organize email messages.
- Include images and other multimedia files as attachments to email messages you send.
- Send files created with Microsoft Office or other applications to clients, coworkers, family, or friends.
- Preview file attachments received as email attachments from others.
- Filter out junk or spam email messages.
- Schedule events, such as appointments or meetings, including recurring events.
- Invite people to meetings and keep track of their responses so that you know who will attend.
- View upcoming events and get reminders for them.
- Store contact information, including phone numbers, email addresses, Web sites, and mailing addresses, for people you know.
- Maintain and organize tasks lists.
- Store information as notes.
- Search through email messages, calendar events, contacts lists, tasks, and notes to find the information you need when you need it.

In an enterprise environment, Outlook interacts with a Microsoft Exchange Server to provide unified communications services, including real-time presence and status information, specialized functionality for internal messaging, scheduling information, and many other useful features.

New Features

Part of the Microsoft Office for Mac 2011 suite of applications, Outlook replaces Entourage 2008 with a whole new look and powerful new features. Here's a quick list of some of the ones you'll find most useful:

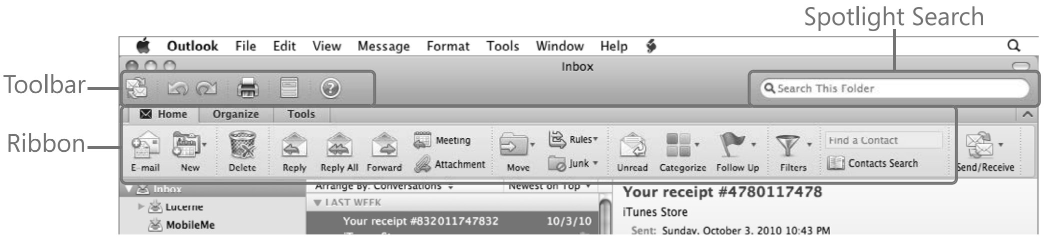
- The Microsoft Office ribbon puts the features and commands you use most right at the top of the Outlook window, organized by tabs.
- A unified Inbox displays all of your incoming messages together.
- Conversations make it possible to view long email threads under a single subject.
- Displaying your calendar in meeting invitations makes it easy to see, at a glance, whether you're free to attend a meeting.
- .PST import makes it easy to switch from the Windows version of Outlook to the Mac OS version.
- Mac OS X integration taps into standard Mac OS features such as Quick Look and Spotlight.
- The cleaner, more attractive interface makes it easier to work with your information.

Let's Get Started!

Outlook for Mac 2011 offers many great features to help you work smarter and more efficiently with your email, calendar, contacts, tasks, and notes. But don't just take my word for it. Dive in and see for yourself on the pages that follow.

Modifying the Display of the Ribbon

The goal of the Microsoft Office working environment is to make working with Office documents—for example, Microsoft Outlook for Mac 2011 email messages—as intuitive as possible. You work with an Office document and its contents by giving commands to the application in which the document is open. All Office for Mac 2011 applications organize commands on a horizontal bar called the ribbon, which appears across the top of each application window whether or not there is an active document.


Spotlight Search
Toolbar
Ribbon
Outlook
File
Edit
View
Message
Format
Tools
Window
Help
Inbox
Search This Folder
Home
Organize
Tools
E-mail
New
Delete
Reply
Reply All
Forward
Meeting
Attachment
Move
Rules
Junk
Unread
Categorize
Follow Up
Filters
Find a Contact
Contacts Search
Send/Receive
Inbox
Lucerne
MobileMe
Arrange By: Conversations
Newest on Top
LAST WEEK
Your receipt #832011747832
10/3/10
Your receipt #4780117478
iTunes Store
Sent: Sunday, October 3, 2010 10:43 PM

Commands are organized on task-specific tabs of the ribbon, and in feature-specific groups on each tab. In Outlook for Mac, commands generally take the form of buttons and lists.

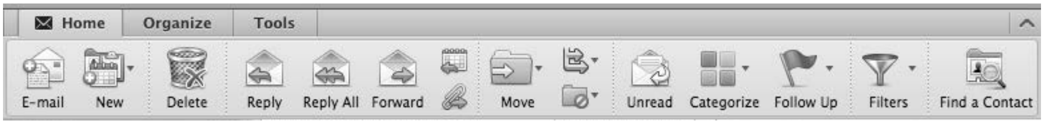
Throughout this book, we discuss the commands and ribbon elements associated with the Outlook feature being discussed. In this topic, we discuss the general appearance of the ribbon, things that affect its appearance, and ways of locating commands that aren't visible on compact views of the ribbon.

Dynamic Ribbon Elements

The ribbon is dynamic, meaning that the appearance of commands on the ribbon changes as the width of the ribbon changes. A command might be displayed on the ribbon in the form of a large button, a small button, a small labeled button, or a list entry. As the width of the ribbon decreases, the size, shape, and presence of buttons on the ribbon adapt to the available space.

For example, when sufficient horizontal space is available, the buttons on the Home tab of the Outlook application window are spread out and you're able to see the commands available in each group as large or wide buttons.

If you decrease the width of the ribbon, some buttons shrink and their button labels disappear.



Changing the Width of the Ribbon

The width of the ribbon is dependent on the horizontal space available to it, which depends on these two factors:

- **The width of the application window** Resizing the application window to full size provides the most space for ribbon elements. You can resize the application window by dragging the resize handle in the lower-right corner of the window.
- **Your screen resolution** Screen resolution is the size of your screen display expressed as pixels wide × pixels high. The greater the screen resolution, the greater the amount of information that will fit on one screen. Your screen resolution options are dependent on your monitor. At the time of writing, possible screen resolutions range from 800 × 600 to 2048 × 1152. In the case of the ribbon, the greater the number of pixels wide (the first number), the greater the number of buttons that can be shown on the ribbon, and the larger those buttons can be. You can change the screen resolution in the Displays preferences pane of System Preferences.

Adapting Exercise Steps

The screen images shown in the exercises in this book were captured at a screen resolution of 1024 × 768 at 72 dots per inch. If any of your settings are different, the ribbon on your screen might not look the same as the one shown in the book. Specifically, the buttons you see might be represented by larger or smaller icons than those shown, with or without button labels.

When we instruct you to give a command from the ribbon in an exercise, we do it in this format:

- On the **Home** tab, click the **Reply** button.

If the command is on a menu, we give the instruction in this format:

- On the **Home** tab, click the **New** button and then, in the menu, click **Folder**.

The first time we instruct you to click a specific button in each chapter, we display an image of the button in the page margin to the left of the exercise step.

If differences between your display settings and ours cause a button on your screen to look different from the one shown in the book, you can easily adapt the steps to locate the command. First, click the specified tab. Then look for a button that features the same icon in a larger or smaller size than that shown in the book. If necessary, point to buttons to display their names in ScreenTips.

If you prefer not to have to adapt the steps, set up your screen to match ours while you read and work through the exercises in the book.

Features and Conventions of This Book

This book has been designed to lead you step by step through all the tasks you're most likely to want to perform in Microsoft Outlook for Mac 2011. If you start at the beginning and work your way through all the exercises, you will gain enough proficiency to be able to create and work with email messages, calendar events, contact records, tasks, and notes. However, each topic is self-contained. If you complete all the exercises and later need help remembering how to perform a procedure, the following features of this book will help you locate specific information:

- **Detailed table of contents** Search the listing of the topics and sidebars within each chapter.
- **Chapter thumb tabs** Easily locate the beginning of the chapter you want.
- **Topic-specific running heads** Within a chapter, quickly locate the topic you want by looking at the running heads at the top of odd-numbered pages.
- **Glossary** Look up the meaning of a word or the definition of a concept.
- **Keyboard Shortcuts** If you prefer to work from the keyboard rather than with a mouse, find keyboard shortcuts in many places throughout the book.
- **Detailed index** Look up specific tasks and features in the index, which has been carefully crafted with the reader in mind.

You can save time when reading this book by understanding how the *Step by Step* series shows exercise instructions, keys to press, buttons to click, and other information.

Convention	**Meaning**
SET UP	This paragraph preceding a step-by-step exercise indicates the practice files that you will use when working through the exercise. It also indicates any requirements you should attend to or actions you should take before beginning the exercise.
CLEAN UP	This paragraph following a step-by-step exercise provides instructions for saving and closing open files or programs before moving on to another topic. It also suggests ways to reverse any changes you made to your computer while working through the exercise.
1 **2**	Blue numbered steps guide you through hands-on exercises in each topic.
1 2	Black numbered steps guide you through procedures in sidebars and expository text.
See Also	This paragraph directs you to more information about a topic in this book or elsewhere.
Troubleshooting	This paragraph alerts you to a common problem and provides guidance for fixing it.
Tip	This paragraph provides a helpful hint or shortcut that makes working through a task easier.
Important	This paragraph points out information that you need to know to complete a procedure.
Keyboard Shortcut	This paragraph provides information about an available keyboard shortcut for the preceding task.
Command+B	A plus sign (+) between two keys means that you must press those keys at the same time. For example, “Press Command+B” means that you should hold down the Command key while you press the B key.
Save	Pictures of buttons appear in the margin the first time the button is used in a chapter.
Black bold	In exercises that begin with SET UP information, the names of program elements, such as buttons, commands, windows, and dialog boxes, as well as files, folders, or text that you interact with in the steps, are shown in black, bold type.
Blue bold	In exercises that begin with SET UP information, text that you should type is shown in blue bold type.

Using the Practice Files

Before you can complete the exercises in this book, you need to copy the book's practice files to your computer. These practice files, and other information, can be downloaded from here:

http://aka.ms/651890/files

Display the detail page in your Web browser and follow the instructions for downloading the files.

Important **The Microsoft Outlook for Mac 2011 program is not available from this Web site. You should purchase and install that program before using this book.**

The following table lists the practice files for this book.

Chapter	File
Chapter 3: Composing and Sending Email Messages	Images Antelope Canyon.jpg GC Clouds.jpg GC Trees.jpg Kaibab Plateau.jpg LCRG.jpg London Bridge.jpg LP Aerial.jpg San Juan Aerial.jpg Stucco-100.jpg Stucco-50.jpg Movies ExploringSedona.mp4 Gila Monster.m4v GrandCanyonDayTrip.mp4 Other Files Flyer.docx More Message Text.textClipping

Chapter	File
Chapter 3: Composing and Sending Email Messages *(continued)*	vCards Ben Andrews.vcf Josh Bailey.vcf Kim Akers.vcf Lisa Andrews.vcf Maria Langer.vcf Nancy Anderson.vcf
Chapter 6: Fine-Tuning Email Settings	Coho Winery.jpg Grapes.jpg
Chapter 9: Managing Contact Information	Mike Entin.jpg vCards Ben Andrews.vcf Josh Bailey.vcf Kim Akers.vcf Lisa Andrews.vcf Maria Langer.vcf Nancy Anderson.vcf
Chapter 10: Organizing Your Contacts List	Ben Andrews.vcf Josh Bailey.vcf Kim Akers.vcf Lisa Andrews.vcf Michael Entin.vcf Nancy Anderson.vcf
Chapter 11: Working with Contact Records	April Reagan.vcf Eric Gilmore.vcf Kim Akers.vcf
Chapter 12: Tracking Tasks	Report.docx

Chapter	File
Chapter 13: Taking Notes	Phone Call Note.txt Images Antelope Canyon.jpg GC Clouds.jpg GC Trees.jpg Kaibab Plateau.jpg LCRG.jpg London Bridge.jpg LP Aerial.jpg San Juan Aerial.jpg
Chapter 14: Using Shared Features	Message Text.txt

Getting Support and Giving Feedback

Errata

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3. Select your book from the search results.
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If your question is about Microsoft Outlook for Mac 2011, and not about the content of this Microsoft Press book, your first recourse is the Outlook for Mac 2011 Help system. You can find general or specific Help information by clicking the Help button (labeled with a question mark) located in the upper-right corner of the Outlook for Mac program window.

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support.microsoft.com

You can post questions and search previously answered questions at the Microsoft Answers community-based forums at:

answers.microsoft.com

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support.microsoft.com/gp/selfoverview/

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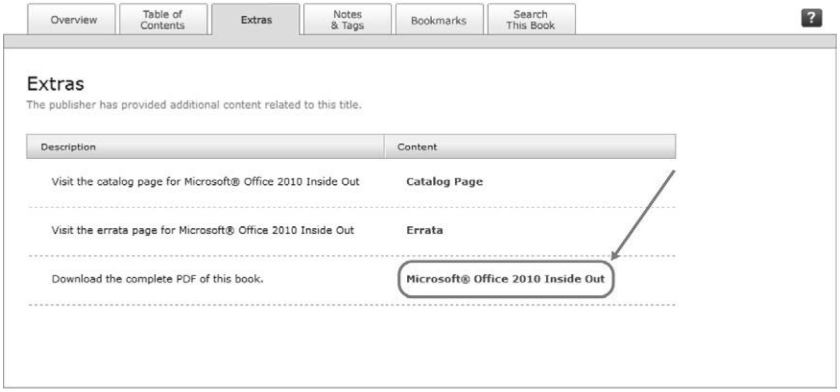
In addition to reading the online edition of this book, you can also download it to your computer. First, follow the steps in the preceding section. After Step 7, do the following:

1. On the page that appears after Step 7 in the previous section, click the Extras tab.
2. Find "Download the complete PDF of this book," and click the book title:



Extras

The publisher has provided additional content related to this title.

Description	Content
Visit the catalog page for Microsoft® Office 2010 Inside Out	Catalog Page
Visit the errata page for Microsoft® Office 2010 Inside Out	Errata
Download the complete PDF of this book.	Microsoft® Office 2010 Inside Out

A new browser window or tab will open. Your browser will either immediately begin downloading the file or will display a dialog box you can use to instruct it to save the file in the default download location.

3. When the file has finished downloading, locate it on your hard disk—it will likely be in your Downloads folder on your Desktop—and double-click its icon to extract the PDF file from the ZIP archive.
4. Double-click the book's PDF file icon to open it in your default PDF reader application.

Note If you have a problem with your voucher or access code, please contact mspinput@microsoft.com, or call 800-889-8969, where you'll reach O'Reilly Media, distributor of Microsoft Press books.

Acknowledgments

I'd like to thank the people that were instrumental in helping me create this book.

First, at O'Reilly, Kenyon Brown. Ken and I worked together in the early 1990s on one of my very first books, back when he was with another publisher. He remembered me and was kind enough to give me a try for this project. For that, I thank him.

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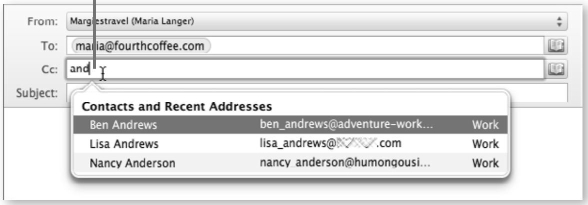
At Microsoft Corporation, Andy Ruff, Richard Kmieciak, and Albert Andersen. These guys helped make sure the information I provided was technically correct.

I'd also like to thank Chuck Joiner, for letting me know that Microsoft Press was looking for an Outlook book author. I owe my participation in this project to him. Thanks, Chuck.

Finally, a big thanks goes out to my husband, Michael Chilingerian, for taking my usual vented frustrations and giving his usual support.

Chapter at a Glance

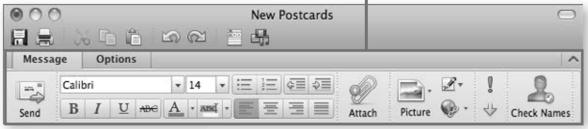
Outlook makes it easy to address messages to contacts, **page 58**


From: Margiestravel (Maria Langer)
To: maria@fourthcoffee.com
Cc: and
Subject:

Contacts and Recent Addresses

Ben Andrews	ben_andrews@adventure-work...	Work
Lisa Andrews	lisa_andrews@[redacted].com	Work
Nancy Anderson	nancy_anderson@humongousi...	Work

The Message tab offers many text formatting options, **page 63**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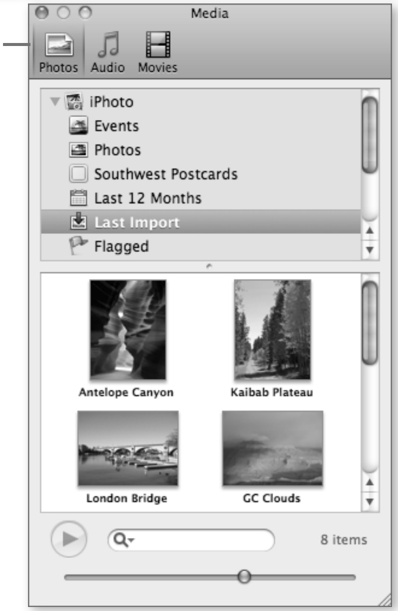
Media
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Audio
Movies
iPhoto
Events
Photos
Southwest Postcards
Last 12 Months
Last Import
Flagged
Antelope Canyon
Kaibab Plateau
London Bridge
GC Clouds
8 items

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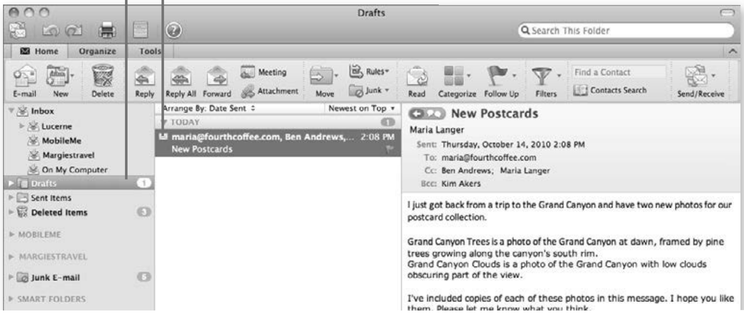

Drafts
Search This Folder
Home
Organize
Tools
E-mail
New
Delete
Reply
Reply All
Forward
Meeting
Attachment
Move
Rules
Junk
Read
Categorize
Follow Up
Filters
Find a Contact
Contacts Search
Send/Receive
Inbox
Lucerne
MobileMe
Margiestravel
On My Computer
Drafts
Sent Items
Deleted Items
MOBILEME
MARGIESTRAVEL
Junk E-mail
SMART FOLDERS
Arrange By: Date Sent
Newest on Top
TODAY

maria@fourthcoffee.com, Ben Andrews,... 2:08 PM
New Postcards

New Postcards

Maria Langer
Sent: Thursday, October 14, 2010 2:08 PM
To: maria@fourthcoffee.com
Cc: Ben Andrews; Maria Langer
Bcc: Kim Akers

I just got back from a trip to the Grand Canyon and have two new photos for our postcard collection.

Grand Canyon Trees is a photo of the Grand Canyon at dawn, framed by pine trees growing along the canyon's south rim.
Grand Canyon Clouds is a photo of the Grand Canyon with low clouds obscuring part of the view.

I've included copies of each of these photos in this message. I hope you like them. Please let me know what you think.

3

Composing and Sending Email Messages

In this chapter, you will learn how to

- ✔ Create messages.
- ✔ Format message text.
- ✔ Insert media in messages.
- ✔ Attach files to messages.
- ✔ Change message settings.
- ✔ Send messages.

Although Microsoft Outlook for Mac 2011 includes views for managing appointments, meetings, contacts, tasks, and notes, it's most often used for sending and receiving email in Mail view. ***Email***, which is short for *electronic mail*, has all but replaced old-fashioned printed and mailed letters for most business and personal communication. It's much faster and cheaper to send email messages, so sending paper-based or so-called *snail mail* is becoming a thing of the past. In a world where many people are becoming concerned about conserving resources, email, which is not usually printed, saves paper (and money spent on paper) and prevents waste. Whether you need to communicate about business or personal matters, email simply makes sense.

Email, however, can go beyond simple text communication. You can format your messages so they look good and are easier to read. You can include clickable hyperlinks to make it easy for recipients to go directly to Internet content you specify. You can also include images or attach other computer files.

Tip **In this chapter and throughout this book, we often refer to email messages as simply *messages*. When discussing other types of messages—for example, *instant messages* or *text messages*—we use those full terms.**

For example, you might compose a message to a client about a job proposal and attach a copy of the proposal as a Microsoft Word or Adobe PDF file for the client to review. You might also attach images of what your product looks like to help your client visualize what you're writing about. A link to the product page on your company's Web site would be a handy way to provide access to more information. Email makes all this easy.

You can also set options for email messages that are just not possible with paper-based mail. For example, you can set a message as high priority so the recipient knows it's important. If a message has sensitive content, you can encrypt it. And if you want the recipient to be certain that the message came from you, you can digitally sign it.

See Also For more information about security features for email, see the section titled "Securing Your Email" in Chapter 6, "Fine-Tuning Email Settings."

In this chapter, you will use Mail view within Outlook for Mac to create, address, and compose messages. You will also include a custom signature, format message text, embed images, and attach files. Finally, you will set basic options for your message and send it on its way.

Important You'll use the messages you create in this chapter as practice files for exercises in later chapters of this book.

Practice Files Before you can complete the exercises in this chapter, you need to copy the book's practice files to your computer. The practice files you'll use to complete the exercises in this chapter are in the Chapter03 practice file folder. A complete list of practice files is provided in "Using the Practice Files" at the beginning of this book.

Creating Messages

Creating an email message is a relatively straightforward process. You begin by displaying a message composition window and then provide the recipient addresses, subject, and content of the message.

If you have more than one email account configured in Outlook, a From pop-up menu appears in the message header. This menu includes all of the email accounts configured in Outlook and determines the return address for the message.

Tip If you use one email account far more often than others, you might want to specify that account as the default account for sending messages. You can set your default email account in Outlook preferences, as discussed in Chapter 6.

Outlook offers three different fields for addressing a message. You can find them in the message header of the message composition window:

- **To** Enter the email address of the primary recipient in this field.

  The primary recipient is the person or persons you expect to respond to the message.

- **Cc** Enter the email addresses for additional recipients to receive a copy of the message.

  Cc stands for *carbon copy*. In the days before copy machines, typists would use carbon paper to make copies of documents as they typed them. The term *cc* is from that era; a carbon copy would go to each of the Cc recipients. In Outlook, a list of these recipients appears in this field for all recipients to see.

- **Bcc** Enter the email addresses for additional recipients to receive a copy of the message without others knowing they received it.

  Bcc stands for *blind carbon copy*. This field works very much like the Cc field, but Bcc recipients are hidden in the recipients' copy of the message.

  Tip By default, the Bcc field does not appear in the message form. To display it, on the Options tab of the message composition window, click the Bcc button.

You must have at least one email address in at least one of these fields. (You cannot send an email message without a recipient!) You can have any number of recipients in each field.

There are several different ways to enter a recipient's email address in Outlook:

- Type the complete email address into the field.

  Tip To type more than one email address in an address field, separate each address with a semicolon (;).

- Type part of a previously used address into the field. Outlook displays a list of matches as you type. You can then click the address you want to enter it into the field.
- Click the Contacts Search button on the right side of the address field and, in the Contacts Search pane that appears, search your Outlook contacts for the recipient. In the list of search results, click the To, Cc, or Bcc button to assign that recipient to an address field.

See Also You can learn more about working with the Outlook Contact features in Chapter 9, "Managing Contact Information."

You enter the content of your message in the message body. This part of the window works like a little word processor with word wrap and formatting capabilities. You can enter as much text as you like in the message body. You can even paste in content from another document. You can also embed images right within the message body or attach files to the message.

See Also Formatting text, embedding images, and attaching files are covered later in this chapter, in the sections titled "Formatting Message Text," "Inserting Media in Messages," and "Attaching Files to Messages."

When you create a message, you have the option of sending it to its recipients or saving it as a draft. Saving it as a draft is a way to put it aside and finish it later if you get interrupted while composing the message or if you need additional information you have to wait to get. Draft messages are saved into the Drafts folder, which is listed in the navigation pane. You can open a draft message at any time to complete and send it—or to delete it if you change your mind about sending it.

In this exercise, you'll open a message composition window and fill in the message header with recipients and a subject. You'll then enter a brief message in the message body. You'll finish up by saving the message as a draft that you can finish in a later exercise.

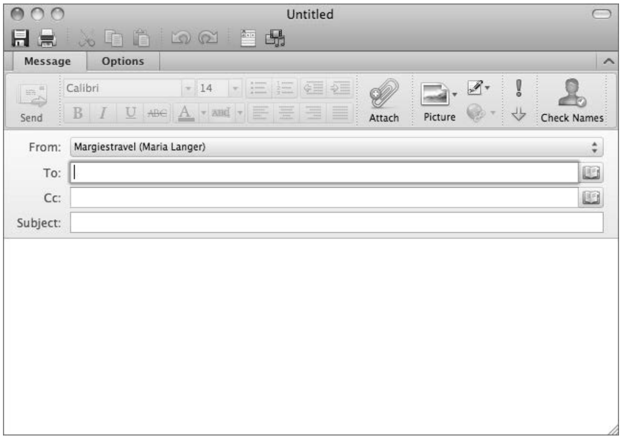
SET UP You need the six vCard files located in the Chapter03/vCards folder and the More Message Text text clipping file in the Chapter03/Other Files folder to complete this exercise. Drag the vCard files into the Contact View window to add them to your address book. In the Outlook view switcher, click the Mail button to switch to Mail view. Then follow these steps.

Email

1. On the **Home** tab, click the **Email** button.

   Keyboard Shortcut Press Command+N.

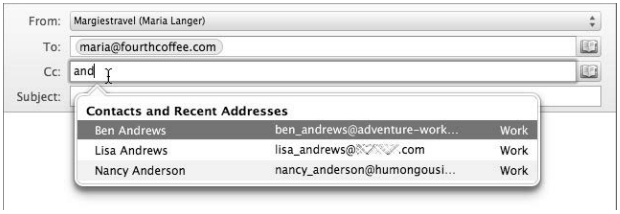
   An empty message composition window opens.



From: Margiestravel (Maria Langer)

2. If the message header includes a **From** field, click it to display its pop-up menu. Then click the email account you want to use to send the message.
3. In the **To** field, type **maria@fourthcoffee.com**.
4. Press Tab to move to the **Cc** field.

5. Type **and**. Outlook attempts to match what you typed with your contacts and displays results in the Contacts And Recent Addresses menu.



From: Margiestravel (Maria Langer)
To: maria@fourthcoffee.com
Cc: and
Subject:

Contacts and Recent Addresses

Ben Andrews	ben_andrews@adventure-work…	Work
Lisa Andrews	lisa_andrews@[redacted].com	Work
Nancy Anderson	nancy_anderson@humongousi…	Work

6. Click **Ben Andrews**. His name is entered into the Cc field.
7. In the **Cc** field after Ben's name, type your email address.
8. Press Tab. If your name and email address is in your contacts list, your email address is replaced with your name. Otherwise, it appears as an email address.
9. In the **Options** tab of the message composition window, click the **Bcc** button. A Bcc field appears in the message header beneath the Cc field. It appears for just this message.

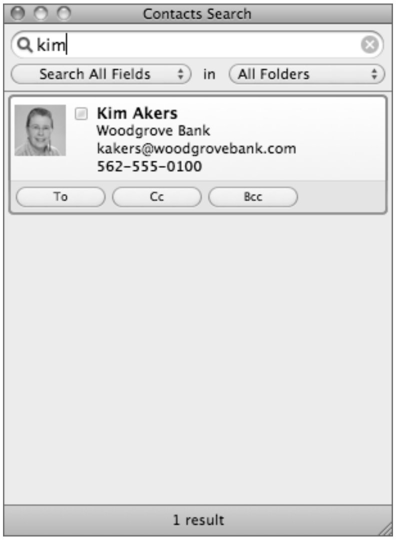
Bcc

See Also You can set Outlook preferences so the Bcc field appears in all message composition windows. The section titled "Setting Reading and Composing Options" in Chapter 6 explains how.

10. On the right end of the **Bcc** field, click the **Contacts Search** button. The Contacts Search pane appears.

Contacts Search

11. In the search field at the top of the **Contacts Search** pane, type **Kim**. Kim Akers's name appears in the list.



Contacts Search

kim

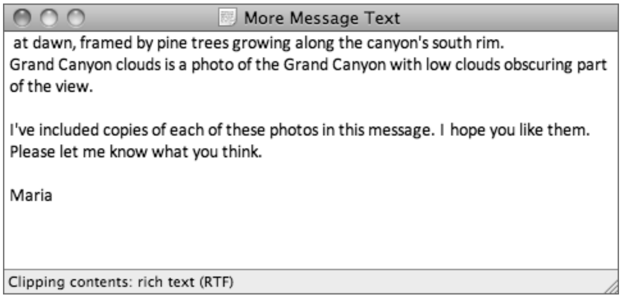
Search All Fields in All Folders

Kim Akers
Woodgrove Bank
kakers@woodgrovebank.com
562-555-0100

12. Click the **Bcc** button in Kim's record to add her name to the **Bcc** field.
13. In the **Subject** field, enter **New Postcards**.
14. In the message body, type **I just got back from a trip to the Grand Canyon and have two new photos to add to our postcard collection.** Press Return twice and then type **Grand Canyon Trees is a photo of the Grand Canyon**.

    As you can see, you enter text into the message composition window's message body the same way you'd enter text into Word or any other word processor.

    Because you're not reading this book to get typing practice, copy and paste the remaining message text from a text clipping.
15. In the **Finder**, double-click the **More Message Text** file to open it in a text clipping window.



at dawn, framed by pine trees growing along the canyon's south rim.
Grand Canyon clouds is a photo of the Grand Canyon with low clouds obscuring part of the view.

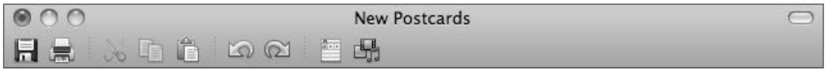
I've included copies of each of these photos in this message. I hope you like them.
Please let me know what you think.

Maria

Clipping contents: rich text (RTF)

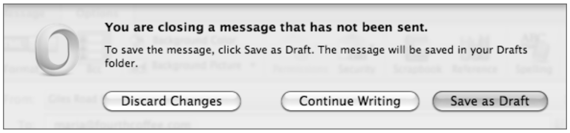
16. Press Command+A to select all text in the text clipping. Then press Command+C to copy it to the **Clipboard**. Switch back to the message composition window. Make sure the cursor is blinking after the word *Canyon*. Then press Command+V to paste the text in.

    As you can imagine, you can do the same thing with existing text in any kind of document to paste it from that document into a message.
17. Examine the title bar of the message composition window.



    The name of the window is now New Postcards. The subject of a message appears on the title bar unless the Subject field is empty.

    A dark red dot appears in the close button. This indicates that the message contains unsaved changes.
18. Click the close button. A dialog sheet appears, warning that you are closing a message that hasn't been sent.

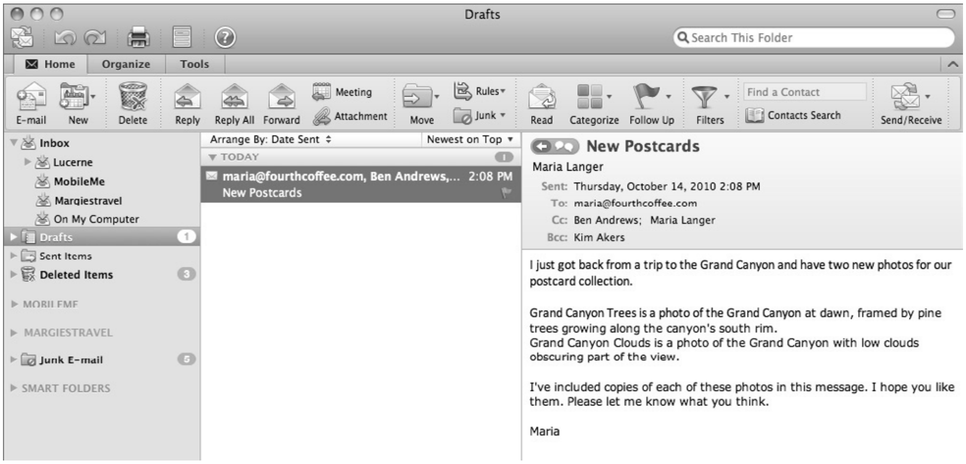


You are closing a message that has not been sent.

To save the message, click Save as Draft. The message will be saved in your Drafts folder.

Discard Changes
Continue Writing
Save as Draft

19. Click **Save as Draft**. The message is saved and the window closes.
20. In the navigation pane, click **Drafts**. The draft message you just saved appears in the item list.
21. In the item list, select the draft message you just created. Its content appears in the reading pane.



Drafts
Search This Folder
Home
Organize
Tools
E-mail
New
Delete
Reply
Reply All
Forward
Meeting
Attachment
Move
Rules
Junk
Read
Categorize
Follow Up
Filters
Find a Contact
Contacts Search
Send/Receive
Inbox
Lucerne
MobileMe
Margiestravel
On My Computer
Drafts
Sent Items
Deleted Items
MOBILEME
MARGIESTRAVEL
Junk E-mail
SMART FOLDERS
Arrange By: Date Sent
Newest on Top
TODAY
maria@fourthcoffee.com, Ben Andrews,... 2:08 PM
New Postcards

New Postcards

Maria Langer

Sent: Thursday, October 14, 2010 2:08 PM
To: maria@fourthcoffee.com
Cc: Ben Andrews; Maria Langer
Bcc: Kim Akers

I just got back from a trip to the Grand Canyon and have two new photos for our postcard collection.

Grand Canyon Trees is a photo of the Grand Canyon at dawn, framed by pine trees growing along the canyon's south rim.
Grand Canyon Clouds is a photo of the Grand Canyon with low clouds obscuring part of the view.

I've included copies of each of these photos in this message. I hope you like them. Please let me know what you think.

Maria

CLEAN UP No clean-up steps are required. You are ready to continue to the next exercise.

Formatting Message Text

Outlook offers two options when it comes to text formatting:

- *Plain Text* is just that—plain text. No formatting options are available. All text appears in 12-point Consolas font in the message composition window. How it appears in a recipient's email client software depends on how his or her software is configured.
- *HTML* is formatted text that uses *hypertext markup language*—the same formatting technique used for most Web pages. HTML gives you control over many aspects of a message's formatting. Best of all, it's understood by almost all email client software, so there's a good chance that the formatting you include in your messages will be seen by the messages' recipients.

By default, Outlook is set up to create new messages in HTML format. You can switch to plain text on a message-by-message basis. If you always want to use plain text for the messages you write, you can set Outlook preferences to use plain text as the default for all new messages.

See Also You can learn how to set the default formatting option for new messages in the section titled "Setting Reading and Composing Options" in Chapter 6.

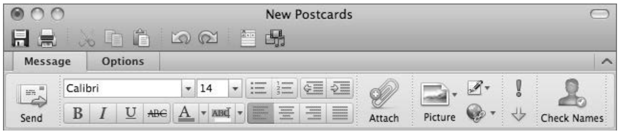
If you use HTML formatting for the messages you write, Outlook offers a wide range of formatting options for your message text:

- Change the font, font size, and color of text.
- Apply font styles such as bold, italic, underline, and strikethrough.
- Highlight text characters.
- Create bulleted or numbered lists.
- Adjust indentation.
- Set paragraph alignment.
- Set a background color or picture.
- Format text as a clickable hyperlink.

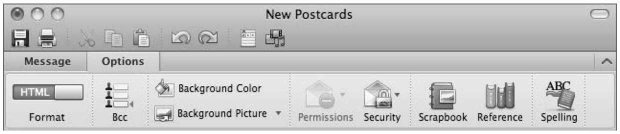
You apply formatting to message text in Outlook the same way you might apply formatting in Word or another word processor: select the text you want to format and then apply formatting. You can see the results immediately. If you don't like what you see, you can use the Undo command to undo a formatting change.

In Outlook, you can apply formatting using five different interface elements:

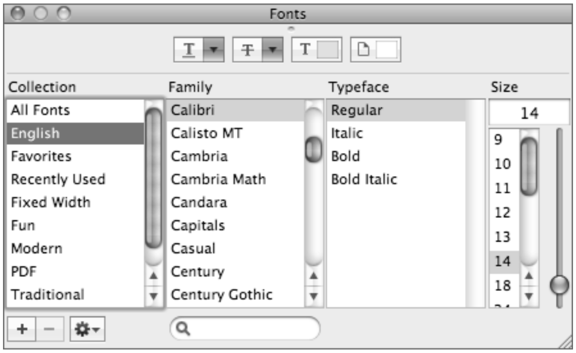
- **Message tab** This tab on the ribbon in the message composition window includes buttons and menus you can use to apply basic character and paragraph formatting to selected text.



- **Options tab** This tab on the ribbon in the message composition window includes options for changing the background color or background picture of a message.

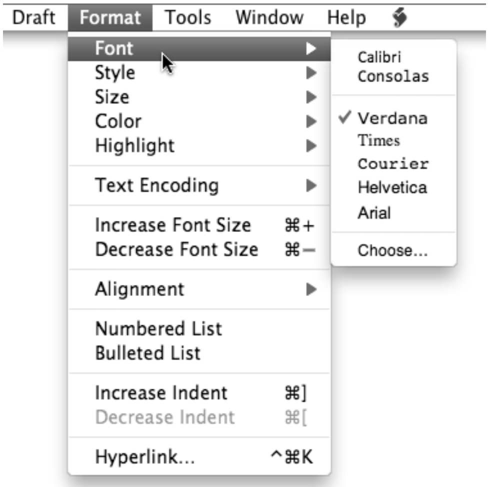

New Postcards
Message
Options
HTML
Format
Bcc
Background Color
Background Picture
Permissions
Security
Scrapbook
Reference
ABC
Spelling

- **Fonts panel** The Mac OS X Fonts panel offers a standard interface for setting font formatting options. You can display the Fonts panel by clicking Choose at the bottom of the Font menu on the Message tab.


Fonts
Collection
Family
Typeface
Size
All Fonts
English
Favorites
Recently Used
Fixed Width
Fun
Modern
PDF
Traditional
Calibri
Calisto MT
Cambria
Cambria Math
Candara
Capitals
Casual
Century
Century Gothic
Regular
Italic
Bold
Bold Italic
14
9
10
11
12
13
14
18

Important With the Fonts panel, you can apply any font installed on your computer to selected message text. If the font you apply is not installed on the message recipient's computer, he or she will not see the message formatted as you intended.

- **Format menu** Using the commands on this menu's submenus, you can apply all kinds of formatting to selected text in a message.


Draft
Format
Tools
Window
Help
Font
Style
Size
Color
Highlight
Text Encoding
Increase Font Size ⌘+
Decrease Font Size ⌘−
Alignment
Numbered List
Bulleted List
Increase Indent ⌘]
Decrease Indent ⌘[
Hyperlink... ^⌘K
Calibri
Consolas
✓ Verdana
Times
Courier
Helvetica
Arial
Choose...

- **Keyboard shortcuts** Many formatting options have keyboard shortcuts. Here's a table for reference.

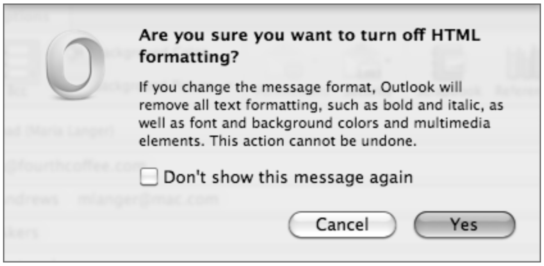
Command	**Keyboard Shortcut**
Bold	Command+B
Italic	Command+I
Underline	Command+U
Strikethrough	Shift+Command+X
Increase Font Size	Shift+Command+=
Decrease Font Size	Command+- (Minus)
Left Align	Shift+Command+[
Centered	Shift+Command+\
Right Aligned	Shift+Command+]
Increase Indent	Command+]
Decrease Indent	Command+[
Hyperlink	Control+Command+K

In this exercise, you'll open the New Postcards message you created in the previous exercise and format the text. You'll also experiment with background colors and pictures.

SET UP You need the Stucco-50 and Stucco-100 images in the Chapter03/Images folder to complete this exercise.

1. In the navigation pane, click **Drafts**.
2. In the item list, double-click the **New Postcards** message to opens it in a message composition window.
3. On the **Options** tab, click the **Format** button. A confirmation dialog sheet appears, asking if you're sure you want to turn off HTML formatting.

Format

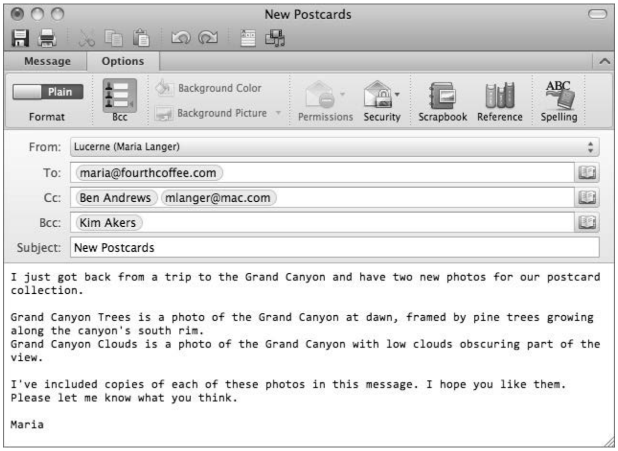


Are you sure you want to turn off HTML formatting?

If you change the message format, Outlook will remove all text formatting, such as bold and italic, as well as font and background colors and multimedia elements. This action cannot be undone.

☐ Don't show this message again

4. Click **Yes**. The document's text changes to 12-point Consolas font.


New Postcards
Message
Options
Plain
Format
Bcc
Background Color
Background Picture
Permissions
Security
Scrapbook
Reference
Spelling

From: Lucerne (Maria Langer)
To: maria@fourthcoffee.com
Cc: Ben Andrews mlanger@mac.com
Bcc: Kim Akers
Subject: New Postcards

I just got back from a trip to the Grand Canyon and have two new photos for our postcard
collection.

Grand Canyon Trees is a photo of the Grand Canyon at dawn, framed by pine trees growing
along the canyon's south rim.
Grand Canyon Clouds is a photo of the Grand Canyon with low clouds obscuring part of the
view.

I've included copies of each of these photos in this message. I hope you like them.
Please let me know what you think.

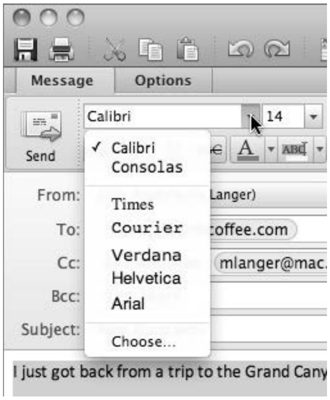
Maria

5. With the cursor anywhere in the message body, examine the **Message** tab. All formatting options are unavailable (gray). You cannot use the ribbon commands to format plain text.
6. Click the **Format** menu to display it. Almost all options are unavailable. You cannot use menus to format plain text.

Format

7. On the **Options** tab, click the **Format** button. The message window switches back to HTML mode. The text returns to 14-point Calibri font. You can now format it again.
8. Select all the text in the message body.
9. On the **Message** tab, click the **Font** arrow to display the menu.

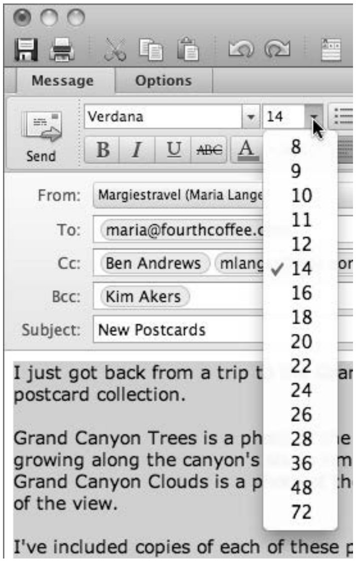
Font


Message
Options
Send
Calibri
14
✓ Calibri
Consolas
Times
Courier
Verdana
Helvetica
Arial
Choose...
From:
To:
Cc:
Bcc:
Subject:
Langer)
offee.com
mlanger@mac.
I just got back from a trip to the Grand Cany

10. Click **Verdana**. The Verdana font is applied to all selected text.

Font Size

11. On the **Message** tab, click the **Font Size** arrow to display the menu.


Message
Options
Verdana
14
Send
8
9
10
11
12
✓ 14
16
18
20
22
24
26
28
36
48
72

From: Margiestravel (Maria Lange

To: maria@fourthcoffee.c

Cc: Ben Andrews mlang

Bcc: Kim Akers

Subject: New Postcards

I just got back from a trip t
postcard collection.

Grand Canyon Trees is a ph
growing along the canyon's
Grand Canyon Clouds is a p
of the view.

I've included copies of each of these p

12. Click **12**. The font size of all selected text is reduced to 12 points.

Tip Another way to set the font size is to type a value in the Font Size box instead of choosing from the menu, and then press Return.

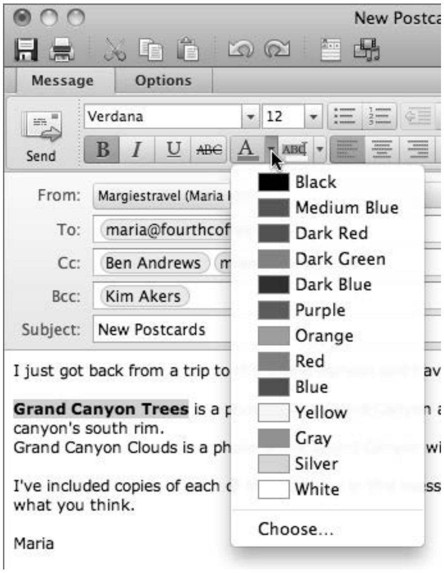
13. Select the words *Grand Canyon Trees* at the beginning of the second paragraph.

Bold

14. On the **Message** tab, click the **Bold** button. The selected text turns bold.

Font Color

15. On the **Message** tab, click the **Font Color** arrow to display the menu.


New Postca
Message
Options
Verdana
12
Send
Black
Medium Blue
Dark Red
Dark Green
Dark Blue
Purple
Orange
Red
Blue
Yellow
Gray
Silver
White
Choose…

From: Margiestravel (Maria l

To: maria@fourthcof

Cc: Ben Andrews

Bcc: Kim Akers

Subject: New Postcards

I just got back from a trip to

Grand Canyon Trees is a p
canyon's south rim.
Grand Canyon Clouds is a ph

I've included copies of each
what you think.

Maria

16. Click **Dark Green**. The dark green color is applied to the selected text, and the color on the Font Color button becomes dark green. You have not only applied the color but you have set the default color for the button.
17. Select the words *Grand Canyon Clouds* at the beginning of the third paragraph.
18. On the **Message** tab, click the **Bold** button. The selected text turns bold.
19. On the **Message** tab, click the **Font Color** button. The dark green color is applied to the selected text.

Bulleted List

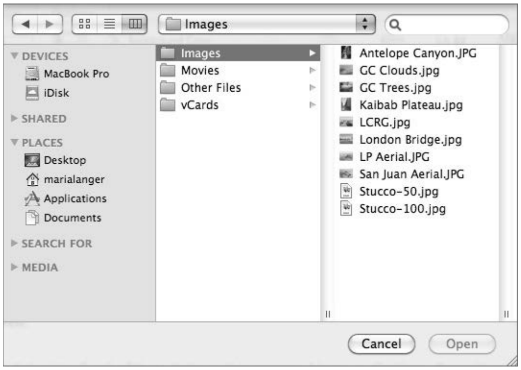
20. Select the two paragraphs beginning with the bold words *Grand Canyon*. On the **Message** tab, click the **Bulleted List** button. The two paragraphs become indented bullet items.

    Tip If a third bullet appears at an empty paragraph after the list, click to the right of it and click the Bulleted List button to reset that paragraph without bullets.

21. Select the name *Maria* at the end of the message.
22. On the **Message** tab, click the **Font** arrow to display the menu, and then click **Choose**. The Fonts panel appears.
23. In the **Family** scrolling list, click **Lucida Calligraphy**. The font applied to the selected text changes.
24. In the **Size** box, enter **14**. The font size of the selected text changes.
25. On the **Fonts** panel title bar, click the close button to close it.

Background Picture

26. On the **Options** tab, click the **Background Picture** arrow, and then click **Choose** from the menu that appears. A standard **Open** dialog sheet appears. Use it to navigate to the **Chapter03/Images** folder.

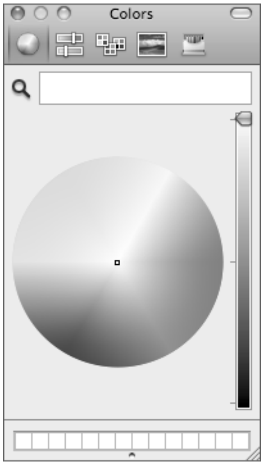

Images
DEVICES
MacBook Pro
iDisk
SHARED
PLACES
Desktop
marialanger
Applications
Documents
SEARCH FOR
MEDIA
Images
Movies
Other Files
vCards
Antelope Canyon.JPG
GC Clouds.jpg
GC Trees.jpg
Kaibab Plateau.jpg
LCRG.jpg
London Bridge.jpg
LP Aerial.JPG
San Juan Aerial.JPG
Stucco-50.jpg
Stucco-100.jpg
Cancel
Open

27. Click the **Stucco-100** image file, and then click **Open**. The image is placed in the background of the message. Unfortunately, because the image is so dark, the text is difficult to read.

28. On the **Options** tab, click the **Background Picture** arrow, and then click **Choose**. The Open dialog sheet that appears should point to the Images folder inside the Chapter03 folder.
29. Click the **Stucco-50** image file, and then click **Open**. The image replaces the original image. Because it's a lighter color, the text is legible.
30. On the **Options** tab, click the **Background Picture** arrow, and then click **Remove**. The image is removed from the background.

Background Color

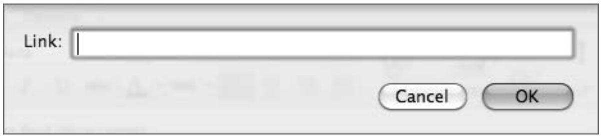
31. On the **Options** tab, click the **Background Color** button. A standard Mac OS Colors panel appears.



32. In the **Colors** panel, use one of the color pickers to select a light color. The color is immediately applied to the background of the message, so you can see how it will look before you make a final decision.
33. On the **Colors** panel title bar, click the close button to close it.
34. Select the words *Grand Canyon* in the first paragraph.

Insert a Hyperlink

35. On the **Message** tab, click the **Insert a Hyperlink** button. A dialog sheet with a Link field appears.



36. In the **Link** field, type **http://www.nps.gov/grca**, and then click **OK**. The selected text turns into a blue, underlined hyperlink, similar to what you might find on a Web page. Clicking this text opens web page of the URL you typed.

Save

37. On the message composition window toolbar, click the **Save** button or press Command+S to save changes to the message.

CLEAN UP No clean-up steps are required. You are ready to continue to the next exercise.

Inserting Media in Messages

With Outlook, you can insert images, sounds, and movies into messages. You can do this in one of four ways:

- **Media Browser** You can use this feature to select a photo from your iPhoto library, an audio file from your iTunes library, or a movie from your Movies folder or iTunes library. This integration with Mac OS and popular Apple applications makes it easy to find and insert the media you want.

  Important You must have Apple's iPhoto application, which is part of the iLife suite of products, installed on your computer to use the Photo Browser to insert images in your email messages.

- **Picture From File** This command displays a standard Open dialog sheet that you can use to locate, select, and open an image file to insert.

- **Copy and Paste** As you might expect, you can copy and paste an image from another application into an Outlook message body. This is a handy technique when the image is already open on your computer.

- **Drag and drop** Outlook supports drag-and-drop copying from the Finder. Just drag the icon for the media file you want to include from a Finder window into the message body to copy the file to the message.

Important You can only insert media into an HTML format message. HTML format is discussed in the section titled "Formatting Message Text" earlier in this chapter. If you want to include media files in a plain message, they must be attached. Attaching files is covered in the section "Attaching Files to Messages" later in this chapter.

When you insert a picture, the image appears embedded in the message body instead of as an attachment. Sounds and movies appear as attachments. If the message recipient has an email application that supports media in HTML messages, all media may appear in the body of the message, and sounds and movies can be played from within the message.

Inserting Media: Outlook vs. Entourage

If you're upgrading from Microsoft Entourage to Outlook, you may notice that Outlook handles multimedia elements differently. In Entourage, inserted pictures, sounds, and movies appeared *inline*, within the message body. In Outlook, only pictures appear within the message body; other multimedia appears as an attachment.

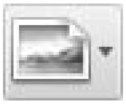
Microsoft made this change when it rewrote the message authoring code for Outlook 2011 to be more consistent with the way attachments are handled within other email applications. Keep in mind, however, that if the recipient's email application supports media in HTML messages—as Apple Mail does—the media might appear within the message, even if it is attached.

Tip It's a good idea to make sure that recipients can view or play back multimedia format files you share with them. Although each computer supports different file formats, the most commonly supported formats include JPEG, GIF, and PNG for images; MP3 for sound; and MPEG or QuickTime for movies.

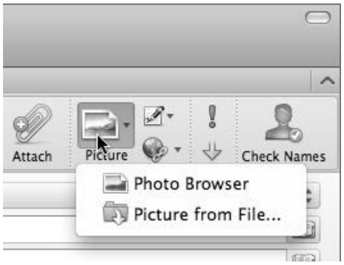
In this exercise, you'll use three different techniques to insert a number of multimedia elements into the draft message you created earlier in this chapter.

SET UP If you have iPhoto installed, you need the photo files located in the Chapter03/Images folder to complete some of this exercise. Drag all but the Stucco photos onto the iPhoto icon to copy them into iPhoto. If you have iTunes installed, you need the three movie files located in the Chapter03/Movies folder to complete some of this exercise. Drag the movie files onto the iTunes icon to copy them into iTunes. Quit both iPhoto and iTunes. Drag the Gila Monster movie to the Movies folder in your Home folder. Make sure you have access to the Chapter03 files from the Finder. Open the draft message you worked on in the previous exercise if it is not already open.

1. Click after *Maria* in the last paragraph of the message and press Return twice.
2. On the **Message** tab, click the **Picture** button to display the menu.



Picture

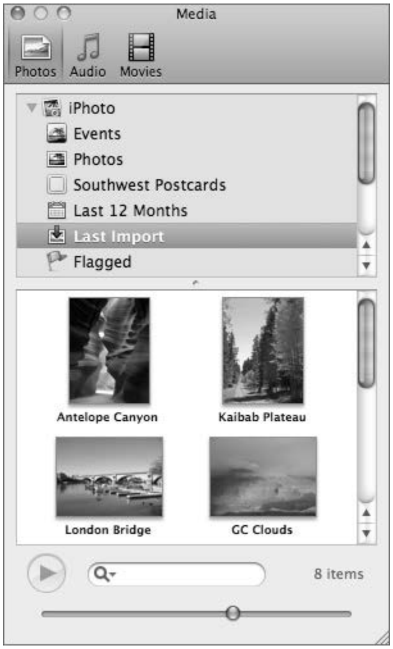

Attach
Picture
Check Names
Photo Browser
Picture from File...

Photos

3. Click **Photo Browser** to open the **Media Browser**. If necessary, click the **Photos** button.

   If you have iPhoto installed, the top half of the Media Browser is populated with your iPhoto library information. (If you don't have iPhoto installed, skip to step 6.)

4. Click **Last Import** to display the photos you imported for this exercise.


Media
Photos
Audio
Movies
iPhoto
Events
Photos
Southwest Postcards
Last 12 Months
Last Import
Flagged
Antelope Canyon
Kaibab Plateau
London Bridge
GC Clouds
8 items

Important The image files may appear in a different order than what is shown here.

5. Drag the **GC Clouds** photo from the **Media Browser** to the space at the end of the message body. The photo is pasted into the message body.
6. On the **Media Browser** title bar, click the close button.
7. Make sure the cursor is just to the right of the inserted image. Then, on the **Message** tab, click the **Picture** button to display its menu again.
8. Click **Picture from File**. A standard Open dialog sheet appears.

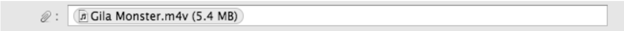
9. Navigate to the **Chapter03/Images** folder, click **GC Trees.jpg**, and then click **Open**. The image is inserted into the message beneath the other image. (If you don't have iPhoto installed, you can repeat this process to insert the GC Clouds image.)

Media Browser

10. On the message composition window toolbar, click the **Media Browser** button. The Media Browser opens again.

Movies

11. In the **Media Browser**, click the **Movies** button. The top half of the Media Browser displays the Movies folder and, if you have iTunes installed, an iTunes icon.
12. Click either **Movies** or **iTunes** to display movies in the bottom half of the window.
13. Drag the **Gila Monster** movie from the **Media Browser** to the message body. The movie appears as an attachment in the message header.



Gila Monster.m4v (5.4 MB)

14. On the message composition window toolbar, click the **Save** button or press Command+S to save changes to the message.

CLEAN UP No clean-up steps are required. You are ready to continue to the next exercise.

Attaching Files to Messages

You can attach any kind of file to an email message to send it to a message recipient. This enables you to collaborate with coworkers on the creation of Microsoft Office documents, taking full advantage of its powerful commenting and change-tracking features. It also makes it possible to share any kind of file with someone else.

In addition to using the Media Browser to attach sounds and movies, which was covered in the previous section of this chapter, Outlook offers two ways to attach a file to a message:

- **Attach command** This button or command displays a standard Open dialog sheet that you can use to locate, select, and open the files you want to attach. This makes it possible to attach any file you can access from your computer.
- **Drag and drop** With Outlook, you can drag file icons from the Finder into a message window. If the file is not an image file, it is automatically attached.

You can attach files to any message, whether it's in HTML or plain text format. Attachments are added to the attachments list in the message header.

If you change your mind about an attachment, you can easily remove it before sending the message by simply selecting it and pressing Delete. The attachment is removed from the message but is not removed from its source location on disk.

File Attachment Considerations

You should keep in mind a few important things when attaching files to share with message recipients:

- Attaching a file does not guarantee that the recipient will be able to open it. When attaching a document created with a specific application, you may want to ask the message recipient whether he or she has software that can open it before attaching and sending it. If there's any doubt about document compatibility, you might consider saving the document as a PDF—just remember that all editing capabilities will likely be lost.
- Consider file size when attaching any file—including the multimedia elements discussed in the previous section. Some email accounts have restrictions on incoming message sizes or mailbox size. If, for example, you attempt to send 8 MB of attached files to an email account that can accept only 5 MB, that message will not be received. It's often more practical to use FTP or some other file transfer option when sharing very large files.
- When attaching multiple files to an email message, you may want to use the built-in Mac OS compression feature to compress or "zip" the files into one archive. Not only will this make the total file size smaller, but it will keep the files together in one neat package.

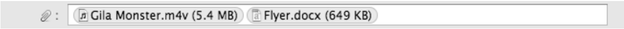
In this exercise, you'll attach a Word document to the draft message you've been working on throughout this chapter. You'll also remove an attachment so it is not sent with the message.

SET UP **You need the Flyer document located in the Chapter03/Other Files folder to complete this exercise. Make sure you have access to the Chapter03 files. Open the draft message you worked on in the previous exercise if it is not already open.**

Attach

1. On the **Message** tab, click the **Attach** button. In the **Open** dialog sheet that appears, navigate to the **Chapter03/Other Files** folder.

2. Click **Flyer**, and then click **Choose**. The file is added to the attachments field in the message header.



3. In the attachments field, click the **Gila Monster** movie file you attached in the previous exercise.
4. Press Delete. The attachment is removed.
5. On the message composition window toolbar, click the **Save** button or press Command+S to save changes to the message.

CLEAN UP No clean-up steps are required. You are ready to continue to the next exercise.

Changing Message Settings

Before sending a message, you might want to set additional message options for it. Outlook offers a number of useful settings, such as the following:

- **Signature** This is a predefined footer for the bottom of the message. Normally, it includes the sender's name and contact information, but it can include any text you like. Signatures are optional, but you can set up Outlook so it automatically appends a signature to every message you write.

  See Also Creating and managing signatures is covered in detail in the section titled "Working with Signatures" in Chapter 6.

- **Security** These features enable you to digitally sign or encrypt a message. This helps protect the message from unauthorized access. By default, new messages are neither digitally signed nor encrypted.

  See Also Security features for email messages are covered in the section titled "Securing Your Email" in Chapter 6.

- **Priority** This setting offers one way to tell the message recipient how important the message is. By default, each message is set for normal priority, but you can also set it for high or low priority.

It's important to note that all of the message settings discussed in this part of the chapter are completely optional. You might never use any of them. Or you might focus on those you find most useful. Explore them to see which ones can help you work better with Outlook.

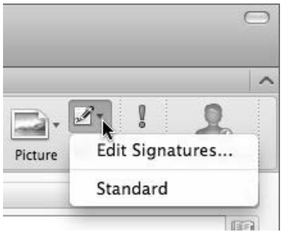
In this exercise, you'll insert a signature and set the priority for the draft message you've been working with throughout this chapter.

SET UP You don't need any practice files to complete this exercise. Open the draft message you worked on in the previous exercise if it is not already open.

1. If necessary, click to position the cursor at the very end of the message body, right after the second image, and then press Return twice. This inserts two empty paragraphs at the end of the message.

Signatures

2. On the **Message** tab, click the **Signatures** button to display the menu. This menu includes the Edit Signatures command, as well as at least one signature.



3. Click **Standard**. The standard signature is inserted at the cursor.

   Important If you have not yet configured a signature, the Standard signature may appear as just two dashes. You can customize the Standard signature or create other signatures that will appear in the Signatures menu. Chapter 6 explains how.

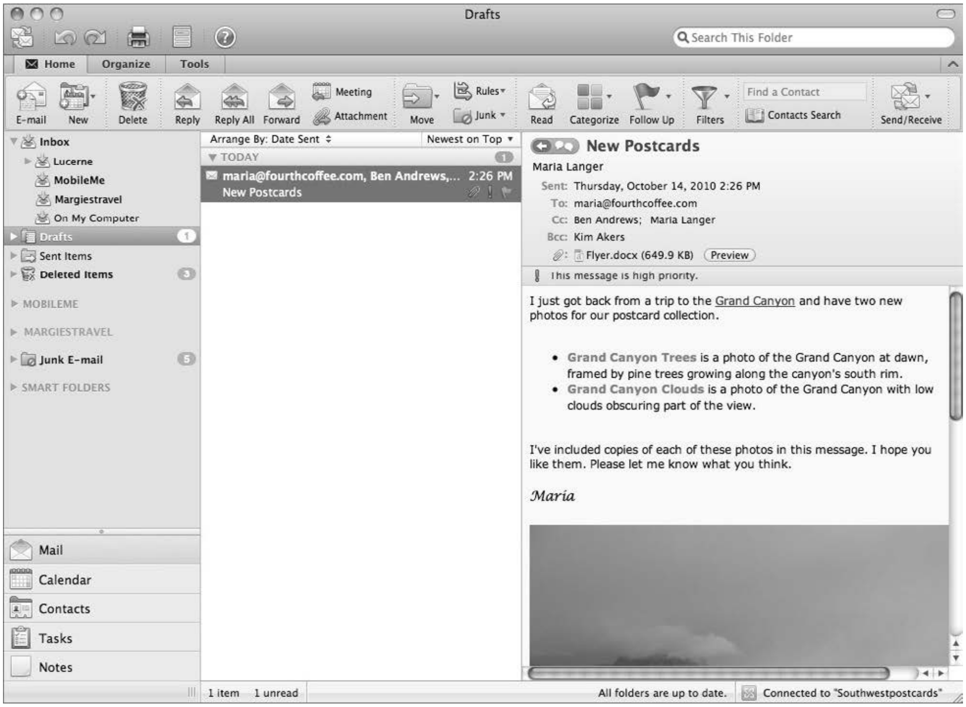
   Tip You can modify or delete an inserted signature just like any other message body text.

High Priority

4. On the **Message** tab, click the **High Priority** button. The button turns dark gray to indicate that it is selected.

   Tip You can set a message to normal priority by clicking the selected priority button again to deselect it.

5. On the message composition window toolbar, click the **Save** button or press Command+S to save changes to the message.
6. On the message composition window's title bar, click the close button. The window closes.
7. In the navigation bar, click **Drafts**, and then click the **New Postcards** message you've been working with. You should see several things:
    - In the item list, icons for attachments and high priority appear beneath the message time.
    - In the reading pane, the message header includes attachment information.
    - Beneath the message header, a note indicates that the message is high priority.


Drafts
Search This Folder
Home
Organize
Tools
E-mail
New
Delete
Reply
Reply All
Forward
Meeting
Attachment
Move
Rules
Junk
Read
Categorize
Follow Up
Filters
Find a Contact
Contacts Search
Send/Receive
Inbox
Lucerne
MobileMe
Margiestravel
On My Computer
Drafts
1
Sent Items
Deleted Items
3
MOBILEME
MARGIESTRAVEL
Junk E-mail
5
SMART FOLDERS
Mail
Calendar
Contacts
Tasks
Notes
Arrange By: Date Sent
Newest on Top
TODAY
1
1 item 1 unread
All folders are up to date.
Connected to "Southwestpostcards"

maria@fourthcoffee.com, Ben Andrews,... 2:26 PM
New Postcards

New Postcards
Maria Langer
Sent: Thursday, October 14, 2010 2:26 PM
To: maria@fourthcoffee.com
Cc: Ben Andrews; Maria Langer
Bcc: Kim Akers
Flyer.docx (649.9 KB) Preview

This message is high priority.

I just got back from a trip to the Grand Canyon and have two new photos for our postcard collection.

- **Grand Canyon Trees** is a photo of the Grand Canyon at dawn, framed by pine trees growing along the canyon's south rim.
- **Grand Canyon Clouds** is a photo of the Grand Canyon with low clouds obscuring part of the view.

I've included copies of each of these photos in this message. I hope you like them. Please let me know what you think.

Maria

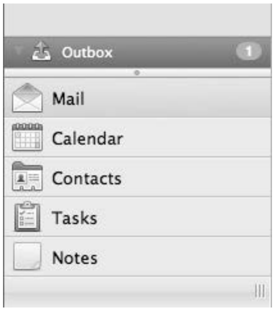
CLEAN UP No clean-up steps are required. You are ready to continue to the next exercise.

Sending Messages

When your message has been addressed, composed, formatted, and fine-tuned as desired, it's ready to send. Just click the Send button, and the message is sent to its recipients.

There are a few additional things to consider when sending an email message:

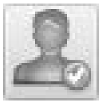
- If you don't have an Internet connection, you cannot send the message. Instead, when you click the Send button, Outlook places the message in an Outbox that appears right above the view switcher. The message remains there until you are connected to the Internet and it can be sent.



Tip If you plan on working with Outlook for an extended period of time while offline, choose Work Offline from the Outlook menu. This will avoid any error messages that might appear when Outlook tries to connect to the Internet. When Internet access is available, be sure to choose Work Offline from the Outlook menu to disable this feature. Outlook should immediately connect to the Internet to send and receive messages.

- Email travels quickly, but it won't be received by the recipient until he or she checks email. So although a recipient sitting at his or her computer might receive a message from you almost immediately after you send it, a recipient on vacation without Internet connectivity might not receive your message until he or she returns a week or more later. Many people don't check work-related email accounts during off-work hours or personal email accounts while at work. Be patient if you don't get an immediate response.
- Spam filters on the recipient's email server or within the recipient's email client software could also prevent your message from reaching the recipient—or simply delay it until the recipient checks his or her Junk E-mail or Spam folder. Spam filters look for words and patterns within a message to identify potential spam content; no spam filter is perfect. Spam filters don't normally notify senders when messages are marked as spam, so you might never know your recipient didn't get the message you sent.

- If the email address you send a message to is incorrect, the message should *bounce* back with some sort of notification. This could be immediate if the information after the @ symbol is correct, or it could be several days later if the part after the @ symbol is wrong. Keep this in mind the first time you contact someone by email; if the message bounces back, chances are that you entered the email address incorrectly in Outlook or the address is old and the email account has since been closed.



Checking Names

The Check Names button, which appears on the Message tab, makes it possible to validate the names of message recipients before sending the message. The trouble is, this feature requires either a Microsoft Exchange account with EWS/HTTP services enabled or that an LDAP server be set up as part of your Outlook configuration. In addition, it requires that each recipient either have an account on your Exchange server or be listed in a configured LDAP server.

If you do not have an LDAP server configured, this feature will not work at all. If a recipient is not listed on a configured LDAP server, this feature will not work for that recipient.

After a message has been sent, it moves from the Drafts folder to the Sent Items folder. Once it is there, you can open it to consult it, resend it, or delete it. How long an item remains in the Sent Items folder depends on the type of account it was sent from and the settings for that account.

See Also **You can learn more about working with email messages stored in Outlook in Chapter 5,"Organizing Your Inbox," and about account settings in Chapter 6.**

In this exercise, we'll take a last look at the draft message we've been working on throughout this chapter before sending it out to its recipients.

SET UP **You don't need any practice files to complete this exercise.**

1. In **Mail** view, in the navigation pane, click **Drafts,** and then double-click the **New Postcards** message. The message opens in a message composition window.

2. Note that although the email message includes four recipients, only one of them—you in the Cc field—is valid. If you send the message with all recipients, you'll likely get three error messages. If you prefer not to see these error messages, select the invalid addresses (maria@fourthcoffee.com, Ben Andrews, and Kim Akers) one at a time and press Delete to remove them. Be sure to retain at least one email address.

   Tip If you're curious about what happens when you send email to invalid addresses, you can leave all recipients in the message header. Shortly after sending the message you should begin to get "Undelivered Mail" messages.

Send

3. On the **Message** tab, click the **Send** button. The message window closes and the message is sent.

CLEAN UP No clean-up steps are required. Leave Outlook open if you are continuing to exercises in the next chapter.

Key Points

- You create email messages in a message composition window.
- You can use the Contacts Search feature of Outlook to address messages to recipients.
- A message can include plain or formatted text, images, and other attached files.
- You can save a message as a draft so you can finish it at a later time if you need to.
- You can insert a preconfigured signature at the end of your messages and set message priority before sending.
- You need to be connected to the Internet to send a message; if you're not connected, Outlook will save the message in an Outbox until you are connected and the message can be sent.

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