Microsoft

Microsoft Outlook 2016

Step by Step

Joan Lambert

PRACTICE FILES

Microsoft

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PUBLISHED BY
Microsoft Press
A division of Microsoft Corporation
One Microsoft Way
Redmond, Washington 98052-6399

Library of Congress Control Number: 2015934881
ISBN: 978-0-7356-9778-2

Printed and bound in the United States of America.

First Printing

Microsoft Press books are available through booksellers and distributors worldwide. If you need support related to this book, email Microsoft Press Support at mspinput@microsoft.com. Please tell us what you think of this book at http://aka.ms/tellpress.

Acquisitions and Developmental Editor: Rosemary Caperton
Editorial Production: Online Training Solutions, Inc. (OTSI)
Copyeditors: Kathy Krause and Val Serdy (OTSI)
Indexer: Susie Carr (OTSI)
Cover: Twist Creative • Seattle

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Introduction

Welcome! This *Step by Step* book has been designed so you can read it from the beginning to learn about Microsoft Outlook 2016 and then build your skills as you learn to perform increasingly specialized procedures. Or, if you prefer, you can jump in wherever you need ready guidance for performing tasks. The how-to steps are delivered crisply and concisely—just the facts. You'll also find informative, full-color graphics that support the instructional content.

Who this book is for

Microsoft Outlook 2016 Step by Step is designed for use as a learning and reference resource by home and business users of Microsoft Office programs who want to use Outlook to manage email messages, calendaring, contact records, and task lists. The content of the book is designed to be useful for people who have previously used earlier versions of Outlook, and for people who are discovering Outlook for the first time.

The ***Step by Step*** approach

The book's coverage is divided into parts representing general Outlook skill sets. Each part is divided into chapters representing skill set areas, and each chapter is divided into topics that group related skills. Each topic includes expository information followed by generic procedures. At the end of the chapter, you'll find a series of practice tasks you can complete on your own by using the skills taught in the chapter. You can use the practice files that are available from this book's website to work through the practice tasks, or you can use your own files and Outlook items.

Download the practice files

Although you can complete the practice tasks in this book by using your own Outlook items and files, for your convenience we have provided practice files for some of the tasks. You can download these practice files to your computer from *http://aka.ms/outlook2016sbs/downloads*. Follow the instructions on the webpage to install the files on your computer in the default practice file folder structure.

IMPORTANT Outlook 2016 is not available from the book's website. You should install that app before working through the procedures and practice tasks in this book.

As you work through the practice tasks in this book, you will create Outlook items that you can use as practice files in later tasks.

The following table lists the practice files supplied for this book.

Chapter	Folder	File
Part 1: Get started with Outlook 2016		
1: Outlook 2016 basics	Ch01	None
2: Explore Outlook modules	Ch02	None
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3: Send and receive email messages	Ch03	AttachFiles.docx
4: Enhance message content	Ch04	ApplyThemes.docx
5: Manage email security	Ch05	None
6: Organize your Inbox	Ch06	None
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7: Store and access contact information	Ch07	None

Chapter	Folder	File
8: Manage contact records	Ch08	JJProfile.png SBSContacts.csv
Part 4: Manage appointments and tasks		
9: Manage scheduling	Ch09	None
10: Manage your calendar	Ch10	None
11: Track tasks	Ch11	None
Part 5: Maximize efficiency		
12: Manage window elements	Ch12	None
13: Customize Outlook options	Ch13	None
14: Manage email automatically	Ch14	None

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- Search the full text
- Print
- Copy and paste

You can purchase and download the ebook edition from the Microsoft Press Store at *http://aka.ms/outlook2016sbs/detail*.

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This topic provides information about getting help with this book and contacting us to provide feedback or report errors.

Errata and support

We've made every effort to ensure the accuracy of this book and its companion content. If you discover an error, please submit it to us at *http://aka.ms/outlook2016sbs/errata*.

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The survey is short, and we read every one of your comments and ideas. Thanks in advance for your input!

Stay in touch

Let's keep the conversation going! We're on Twitter at *http://twitter.com/MicrosoftPress*.

Enhance message content

4

Messages composed in and sent from Microsoft Outlook 2016 don't have to consist only of plain text. They can contain diagrams and graphics, and can be visually enhanced by a judicious use of colors, fonts, and backgrounds. For more formal messages, you can attach a signature that includes your contact information, and perhaps a company logo.

You can add visual information to a message, contact record, or other Outlook item to bring it to your attention or to the attention of the recipient. For example, you can indicate that a message is of high importance or contains confidential information. You can also set options that notify you when a recipient reads a message or that prevent the recipient from forwarding or printing a message.

This chapter guides you through procedures related to personalizing default message formatting, applying thematic elements to individual messages, creating and using automatic signatures, incorporating imagery in messages, and changing message settings and delivery options.

In this chapter

- Personalize default message formatting
- Apply thematic elements to individual messages
- Create and use automatic signatures
- Incorporate images in messages
- Change message settings and delivery options

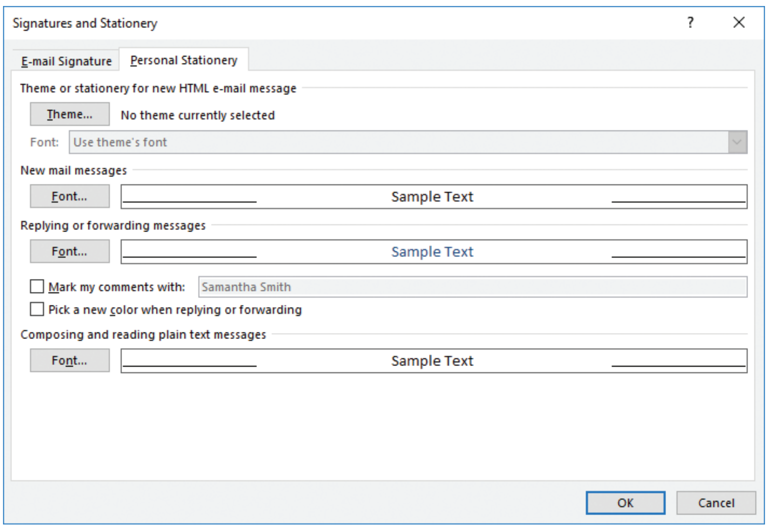
Practice files

For this chapter, use the practice file from the Outlook2016SBS\Ch04 folder. For practice file download instructions, see the introduction.

Personalize default message formatting

By default, the text content of an Outlook message is shown in black, 11-point Calibri (a font chosen for its readability), arranged in left-aligned paragraphs on a white background. You can change the appearance of the text in a message by applying either local formatting (character or paragraph attributes and styles that you apply directly to text) or global formatting (a theme or style set that you apply to the entire document) in the same way that you would when working in a Microsoft Word document or Microsoft PowerPoint presentation. However, if you prefer to use a specific font and color for all the messages you compose, you can save your preferences so that Outlook applies them to new messages and to message responses.

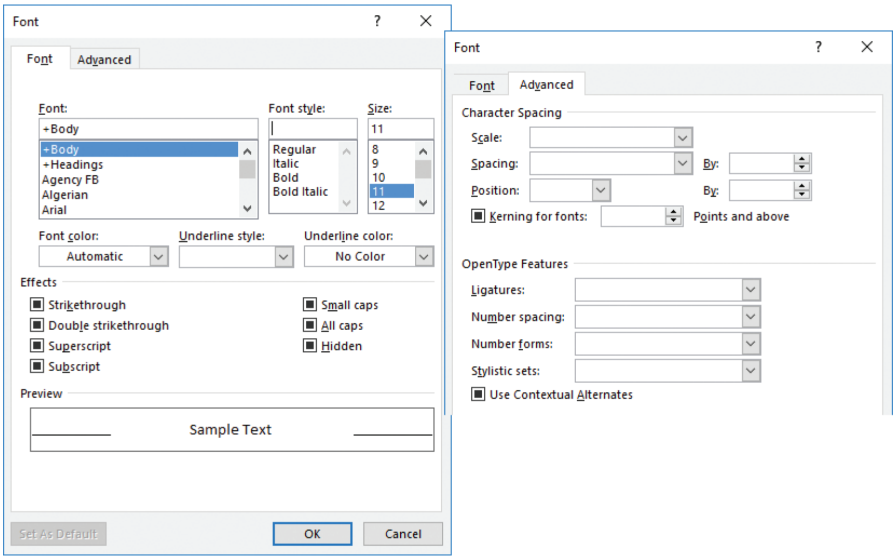
You set your default font and theme preferences from the Personal Stationery tab of the Signatures And Stationery dialog box. You specify font formatting for new messages and responses (replies and forwards) separately. (Even if you want to use the same font, you have to choose it twice.)



The default message fonts

The default settings use black Calibri for original messages and blue Calibri for responses. You can continue to use different colors to visually differentiate between original message content and your responses within a message trail. Or you might prefer to always use the same font regardless of whether a message is new—this simpler approach can help recipients to recognize message content from you.

When setting default fonts, you have access to the full range of options in the Font dialog box.



You have access to the full range of font options for email messages

The font effect check boxes contain squares to indicate that the effects are neither on nor off (which is basically the equivalent of being off). You can leave these as-is or choose to specifically turn on an effect.

It's best to choose a font face that is easy to read. Some aspects you might consider are:

- **Character width** Narrow fonts can be hard to read, and wide fonts can take up a lot of space.
- **Uppercase and lowercase letters** Some fonts display all letters uppercase.
- **Numbers that are easy to read** For example, some fonts display the number zero and the lowercase letter "o" almost identically. If you select one of these as your default font and then send someone a password that includes a zero, they might have difficulty reading it.

The Preview area of the Font dialog box displays the words *Sample Text* in the font that you select. That doesn't cover all the bases, so you might want to try out a few fonts in an email message before you make a selection.

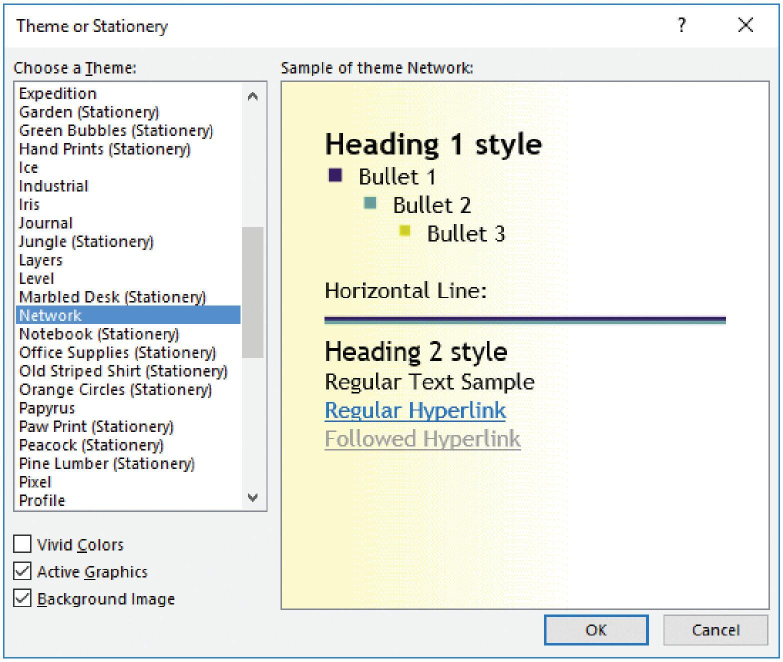
Some fonts aren't good choices for default message fonts

When you set a default message font in the Font dialog box, it becomes the Body font. The Set As Default button doesn't become active because, unlike when creating documents in Word or worksheets in Excel, there are no fonts to set other than the message font. You can't change the font that Outlook uses in information fields such as those in message headers, contact records, and appointments.

TIP You can change the font of user interface elements such as the Folder Pane, message list, and rows and columns of table-style views. For more information, see "Customize user interface fonts" in Chapter 12, "Manage window elements."

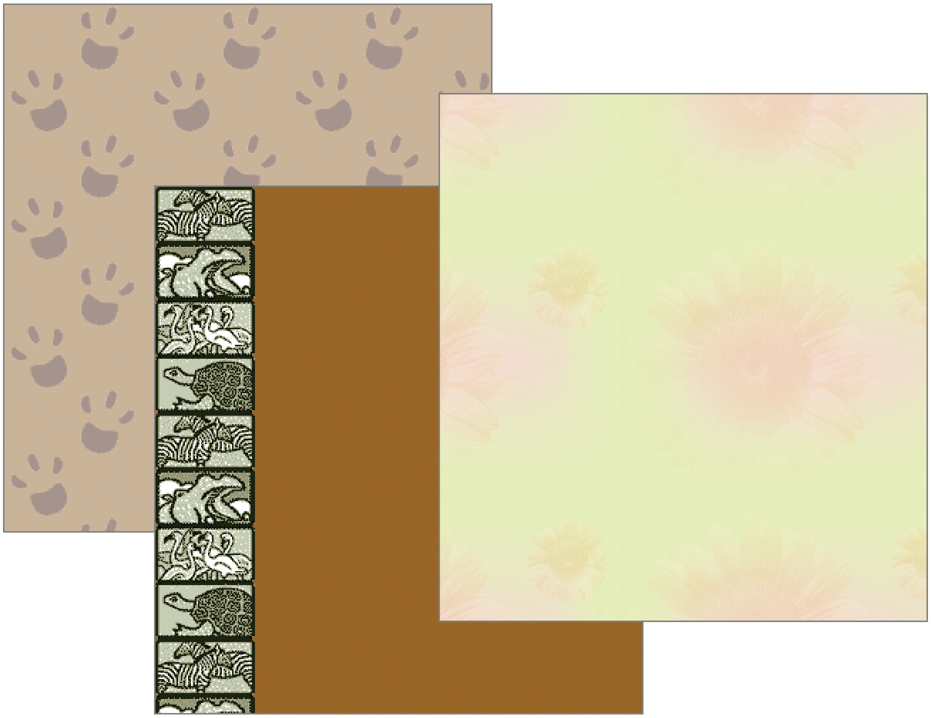
Another font that you can set from this dialog box controls the way that plain-text messages you receive appear when you display them in Outlook. Many people send email messages from their smartphones, and they can configure messages to be sent as HTML or in plain text. (You can also choose one of these message types for messages that you subscribe to, such as package delivery notifications.) Plain text messages are simpler for software to render and to display consistently. If you don't set a different default, plain text messages will appear in Calibri.

In addition to the message fonts, you can specify an email message theme (a pre-selected set of fonts, colors, and graphic elements) that Outlook will use when you create messages. Most themes include a colored or illustrated graphic background that you can include or exclude by selecting or clearing the Background Image check box.



Email message themes include fonts, colors, page backgrounds, and inline graphic elements

Instead of choosing a complete theme, you can choose stationery (think of this as choosing a patterned paper on which to write letters). Some stationery options have quite pronounced graphic images (dozens of teddy bears parading across the page), whereas others are more subtle (green bubbles on a green background). Some stationery options have graphics across the entire page, whereas others confine the graphics to the left edge of the email "page" and leave a clear space for text and other email content.



Stationery options range from subtle to busy

Your choice of stationery does not control your default message font; you must set that separately, as previously discussed in this topic. If you choose to use stationery (and I'd caution you to make this choice judiciously), take care to choose a font color that is visible against the stationery background and also visible to recipients who choose to block graphic elements of email messages. For example, it might be tempting to use clean white lettering against the brown background of the Jungle stationery, but for recipients who block graphics, the message will display white lettering on a white background—in other words, the message will appear to be blank unless they select the message content.

To open the Signatures And Stationery dialog box

1. Click the **File** tab to display the Backstage view. In the left pane, click **Options** to display the Outlook Options dialog box.
2. In the left pane of the **Outlook Options** dialog box, click the **Mail** tab.

3. On the **Mail** page, in the **Compose messages** section, do either of the following:
   - To display the E-mail Signature tab, click the **Signatures** button.
   - To display the Personal Stationery tab, click the **Stationery and Fonts** button.

To change the default font for outgoing messages

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. Do either of the following to open the Font dialog box:
   - To set the font for new messages, click the **Font** button in the **New mail messages** section.
   - To set the font for message responses, click the **Font** button in the **Replying or forwarding** section.
3. In the **Font** dialog box, configure the font that you want Outlook to use for the selected message type. Then click **OK**.

To change the default font for the display of plain-text messages

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. In the **Composing and reading plain text messages** section, click the **Font** button.
3. In the **Font** dialog box, configure the font that you want Outlook to use when displaying plain-text messages. Then click **OK**.

> **TIP** The Composing And Reading Plain Text Messages setting is specific to your installation of Outlook and doesn't affect the way that plain-text messages are displayed to other people.

To open the Theme Or Stationery dialog box

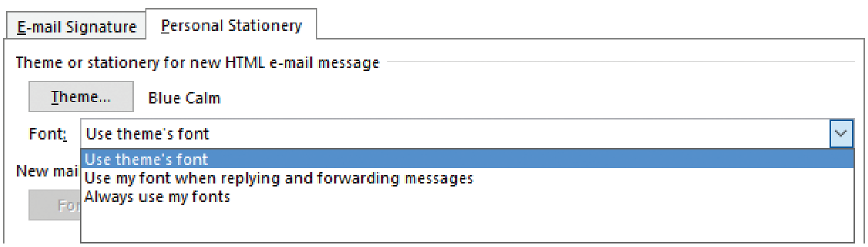
1. On the **Personal Stationery** tab of the **Signatures and Stationery** dialog box, in the **Theme or Stationery for new HTML e-mail message** section, click the **Theme** button.

To specify a theme for outgoing messages

1. Open the **Theme or Stationery** dialog box.
2. In the **Choose a Theme** pane, click any entry that doesn't end with (Stationery) to display a preview in the right pane.

3. To display modified theme options, select or clear any of the following check boxes:
   - Vivid Colors
   - Active Graphics
   - Background Image
4. After selecting and configuring the theme you want, click **OK**.
5. If you want to use a font other than the theme font, do the following:

   a. In the **Theme or Stationery for new HTML e-mail message** section of the **Signatures and Stationery** dialog box, click the **Font** list to display the options.

   You can override the theme font

   b. In the **Font** list, do either of the following:
   - To compose original messages with the theme font but use the font defined in the Replying Or Forwarding Messages section for responses, click **Use my font when replying and forwarding messages**.
   - To not use the theme font (but use the other theme elements), click **Always use my fonts**.

To specify a background stationery for outgoing messages

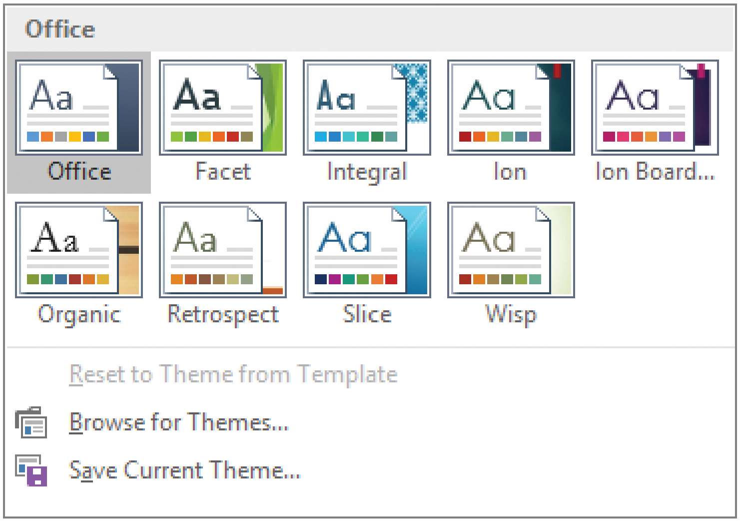
1. Open the **Theme or Stationery** dialog box.
2. In the **Choose a Theme** pane, click any entry that has **(Stationery)** appended to the name to display a preview in the right pane.
3. After selecting the background stationery you want, click **OK**.

Apply thematic elements to individual messages

If you prefer to apply thematic elements on an individual message basis, you can apply global formatting options—by using themes and style sets—with only a couple of clicks.

Apply and change themes

Nine of the standard Microsoft Office 2016 themes (which are not the same as the email message themes you can select in the Theme Or Stationery dialog box) are available from the Themes gallery on the Options tab in a message composition window. Each theme controls the colors, fonts, and graphic effects used in the message.



Office themes control fonts, colors, and graphic effects

The default theme for all email messages, Word documents, PowerPoint presentations, Microsoft Excel workbooks, and other Office 2016 documents is the Office theme. If you don't apply another theme to your message, the colors, fonts, and effects in your message are controlled by the Office theme.

You can modify the formatting applied by the current theme by changing the color scheme, font set, or effect style.

> **TIP** Office theme functionality is provided by Word 2016 and is available only when you have that app installed.

To change the theme of a message

1. On the **Options** tab of the message composition window, in the **Themes** group, click the **Themes** button, and then click the theme you want to apply.

To change the color scheme used in a message

1. Do either of the following:
   - On the **Options** tab of the message composition window, in the **Themes** group, click the **Colors** button (the ScreenTip says *Theme Colors*), and then click the color scheme you want to apply.
   - On the **Format Text** tab of the message composition window, in the **Styles** group, click the **Change Styles** button, click **Colors**, and then click the color scheme you want to apply.

To change the font set used in a message

1. Do either of the following:
   - On the **Options** tab of the message composition window, in the **Themes** group, click the **Fonts** button (the ScreenTip says *Theme Fonts*), and then click the font set you want to apply.
   - On the **Format Text** tab of the message composition window, in the **Styles** group, click the **Change Styles** button, click **Fonts**, and then click the font set you want to apply.

To change the effect style used in a message

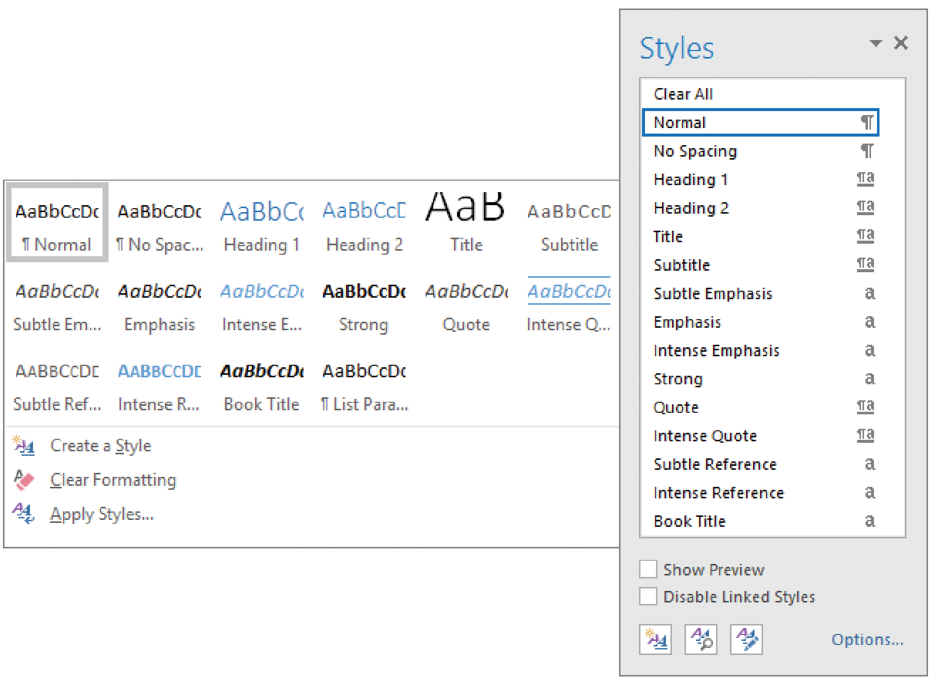
1. On the **Options** tab of the message composition window, in the **Themes** group, click the **Effects** button (the ScreenTip says *Theme Effects*), and then click the effect you want to apply.

Apply and change styles

You can use *styles* to format text in email messages in the same way that you do in Word documents; however, most people won't compose email messages of the length and outline detail that would require those, so we'll discuss them only briefly in this book.

You can apply character and paragraph styles from the Styles gallery on the Format Text tab, or from the independent Styles pane. The benefit of the Styles pane is that it stays open and available while you work. You can dock the pane at the right side of the window or leave it floating anywhere on the screen.

> **TIP** If you create different types of Office documents (such as Word documents, PowerPoint presentations, and corporate email messages) for your organization, you can ensure the uniform appearance of all the documents by applying the same Office theme and style set to all the documents. For example, you might create a theme that incorporates your company's corporate fonts and logo colors.



You can specify the styles that you want to appear in the Styles gallery and in the Styles pane

TIP You can preview the effect of a style on the currently selected text by pointing to the style in the Styles gallery, but not in the Styles pane.

A *style set* changes the colors, fonts, and paragraph formatting of individual styles. You can change the appearance of all the styles in a message by selecting any of the 17 available style sets (or by creating your own). Selecting a style set changes the appearance of all the text in the current message, and of the icons in the Styles gallery.

Effects of changing the style set

SEE ALSO For more information about using themes, styles, and style sets to format content, refer to *Microsoft Word 2016 Step by Step* by Joan Lambert (Microsoft Press, 2015).

To display the full Styles gallery

1. On the **Format Text** tab, in the **Styles** group, click the **More** button to expand the Styles gallery.

To open the Styles pane

1. On the **Format Text** tab, click the **Styles** dialog box launcher.

To move the Styles pane

1. Point to the **Styles** pane header. When the pointer changes to a four-headed arrow, drag the pane.
2. Do any of the following:
   - Drag the pane to any location on the screen.
   - Drag the pane to the inside edge of the message composition window to dock it to the window.
   - Drag the pane away from the docking location to undock it.

To apply a style

1. Click anywhere in the word or paragraph you want to format, or select the specific text you want to format.
2. In the **Styles** gallery or **Styles** pane, click the style you want to apply.

To change the style set of a message

1. On the **Format Text** tab, in the **Styles** group, click the **Change Styles** button.
2. On the **Change Styles** menu, click **Style Set**, and then click the style set you want.

> **TIP** You can display the name of a style set and preview the effect of selecting it by pointing at its thumbnail in the Style Set gallery.

Create and use automatic signatures

When you send an email message to someone, you will most likely "sign" the message by entering your name at the end of the message text. You can have Outlook insert your signature text in outgoing messages by creating an email signature and assigning it to your email account. Your email signature can include additional information that you want to consistently provide to message recipients.

An email signature can include formatted text and graphics

A typical email signature would commonly include your name and contact information, but depending on your situation, you might also include information such as your company name, job title, a legal disclaimer, a corporate or personal slogan, a photo, and so on. You can even include your electronic business card as part or all of your email signature.

SEE ALSO For more information about electronic business cards, see "Personalize electronic business cards" in Chapter 8, "Manage contact records."

You can create different signatures for use in different types of messages or for use when you're sending messages from different email accounts. For example, you might create a formal business signature for client correspondence, a casual business signature for interoffice correspondence, and a personal signature for messages sent from another account. Or you might create a signature that contains more information to send with original email messages, and a signature that contains less information to send with message replies.

You can format the text of your email signature in the same ways that you can format message text. If you want to apply formatting that's not available from the selection of buttons across the top of the signature content pane, you can create and format your signature in an email message composition window, copy the signature, and then paste it into the signature content pane.

A signature can include inline images, but the signature content pane doesn't support wrapping text around images, so if you want to do something fancier, create the signature look you want in an email message composition window, save a screen clipping of it as a graphic, and then insert the graphic into the signature content box.

TIP All Office apps share the Microsoft Office Clipboard, so you can easily copy and move content between apps. You don't need to work from the Clipboard to paste the most recently cut or copied text into another location; it's stored in the shared Clipboard, so all Office apps have access to it. For example, you can cut or copy text or an image in a Word document and then paste it into an Outlook email message without ever directly accessing the Clipboard.

If you have Outlook configured to connect to multiple email accounts, you can assign the same email signature to multiple accounts, or assign a unique email signature to each email account. The signature you assign to the specific account will appear automatically in new messages you send from that account. You can also manually insert any email signature you've created in any message. Outlook inserts the email signature at the end of the message, replacing any existing email signature.

To display the E-mail Signature tab of the Signatures And Stationery dialog box

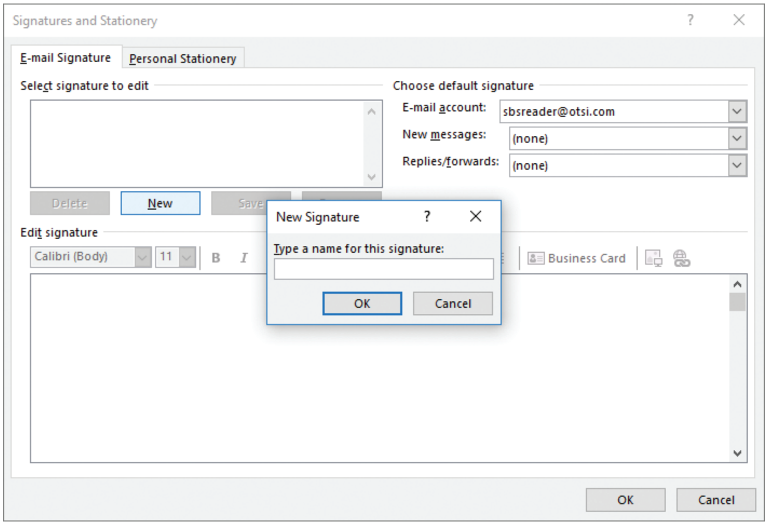
1. From any module, open the **Outlook Options** dialog box and display the **Mail** page.
2. In the **Compose messages** section, click the **Signatures** button.

Or

1. In a message composition window, display the **Message** tab or **Insert** tab.
2. In the **Include** group, click the **Signature** button and then click **Signatures**.

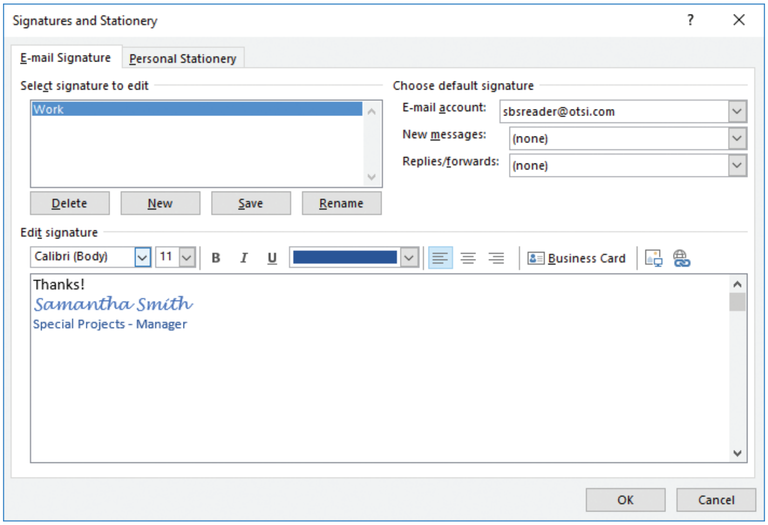
To create a simple signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box. Any existing signatures are listed in the Select Signature To Edit box.
2. Below the **Select signature to edit** box, click the **New** button. Outlook prompts you to supply a name for the new signature before you can work with the signature content.



Assign a name that will make it easy for you to differentiate signatures when inserting them

3. In the **Type a name for this signature** box, enter a name that will help you differentiate the signature from others you create, such as *Work* or *Disclaimer*. Then click **OK** to create the signature and activate it for editing.
4. In the **Edit signature** box, enter the text that you want to include, and format the font if you want to.



Formatted elements of your signature will appear in email messages exactly as they do here

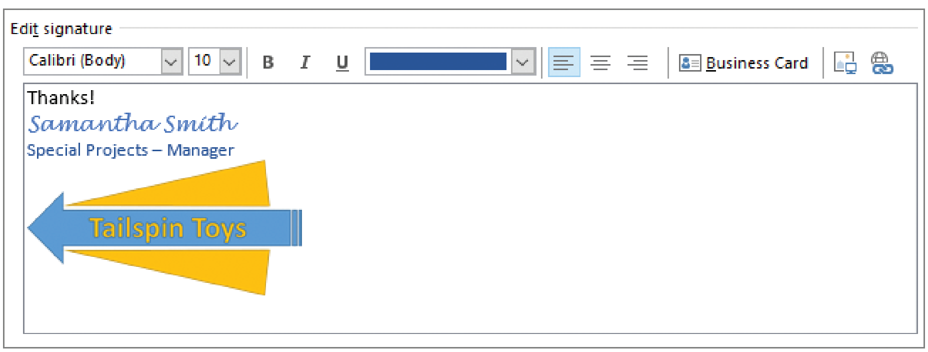
5. When you’re done with the simple signature, click **Save**.

To edit an existing email signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. In the **Select signature to edit** box, click the signature you want to edit, to display it in the Edit Signature pane.
3. Make any changes you want, and then click the **Save** button.

To add an inline image to an email signature

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. Create a new signature or choose a signature to edit.
3. In the **Edit signature pane**, click to position the cursor where you want to insert the picture.
4. On the toolbar above the pane, click the **Insert Picture** button (the second button from the right).
5. In the **Insert Picture** dialog box, browse to and select the image you want to insert, and then click **Insert**.



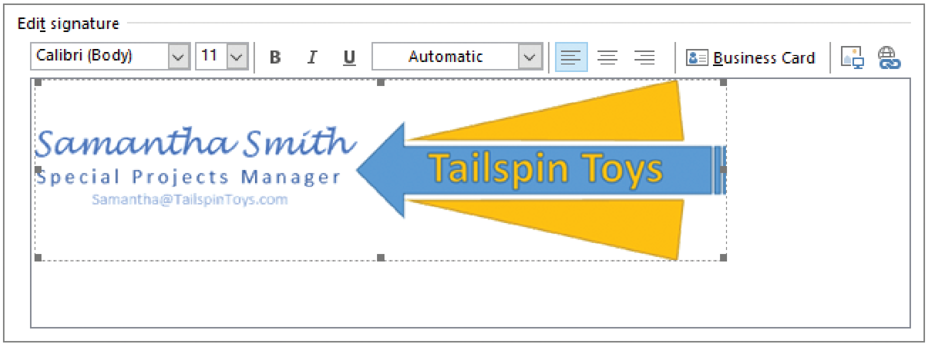
You can position an inline graphic anywhere within the text

6. Make any other changes you want, and then click the **Save** button.

To add fancy images to an email signature

1. In an email composition window, Word document, PowerPoint slide, or image editing app, create the signature you want and save it as an image file. Trim all empty space from the edges of the image.
2. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.

3. Create a new signature or choose a signature to edit.
4. In the **Edit signature pane**, select and delete any existing content that you don't want to include with the image.
5. Click to position the cursor where you want to insert the image.
6. On the toolbar above the pane, click the **Insert Picture** button (the second button from the right).
7. In the **Insert Picture** dialog box, browse to and select the image you want to insert, and then click **Insert**.



You can include text in addition to the graphic if you want

8. Make any other changes you want, and then click the **Save** button.

> **TIP** Not all email message apps automatically display embedded images. If your email message signature contains an image, some message recipients will get it as an attachment.

To automatically add an email signature to outgoing messages

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. In the **Choose default signature** section, do the following:
   - In the **E-mail account** list, click the account you want to assign the signature to.
   - In the **New messages** list, click the signature that you want Outlook to insert into all new email messages you send from the selected account.
   - In the **Replies/forwards** list, click the signature that you want Outlook to insert into all response message you send from the selected account.

3. In the **Signatures and Stationery** dialog box, click **OK**.
4. Create a new email message to verify that the signature appears.

> **TIP** If you have more than one email account set up in Outlook, you can configure different signatures for each account.

To manually insert an existing email signature in a message

1. In a message composition window, display the **Message** tab or the **Insert** tab.
2. In the **Include** group, click the **Signature** button.
3. In the **Signature** list, click the name of the email signature you want to insert.

> **TIP** If you have not previously set up a signature, clicking the Signature button displays a short list that includes a Signatures option; clicking this option opens the Signatures And Stationery dialog box in which you can create a signature.

To remove an email signature from a message

1. Select and delete the signature content as you would any other message content.

Incorporate images in messages

Email is a means of communicating information to other people, and, as the old saying goes, a picture is worth a thousand words. Using Outlook 2016, you can communicate visual information in the following ways:

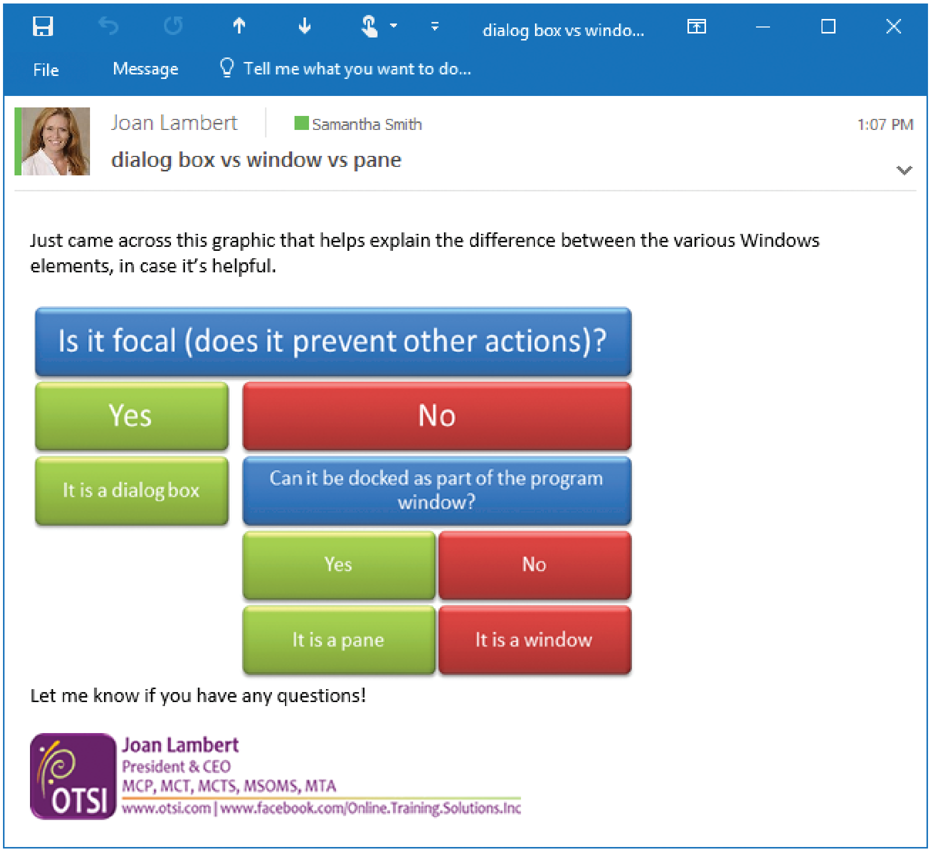
- Share photographs with other people by attaching the photos to messages or embedding them in messages.

  > **SEE ALSO** For information about attaching pictures to messages, see "Attach files and Outlook items to messages" in Chapter 3, "Send and receive email messages."

- Share information from websites, documents, and other visual presentations by capturing images of your screen directly from Outlook and then inserting those images in your message.

- Explain complicated processes and other business information by creating SmartArt graphics within messages or by embedding SmartArt graphics that you create in other Office 2016 apps.
- Communicate statistical information by creating a chart within a message.

You can insert all these types of images from the Illustrations group on the Insert tab into the content pane of an email message, calendar item, or task, or into the notes pane of a contact record. (One exception: you can't insert an image into a note.)



Two uses of images in an email message

Images can be especially valuable in business communications, when you need to clearly explain facts or concepts, particularly to a global audience. In Outlook 2016 (and other Office 2016 apps), you can depict processes, cycles, hierarchies, and other relationships by using SmartArt graphics, and you can depict graphical representations of numeric data by using charts.

TIP SmartArt graphic and charting functionality is provided by Word 2016 and is available only when you have that app installed.

SmartArt graphics are graphical representations of lists of information. You can create a SmartArt graphic directly in an email message by selecting the type of graphic you want to create and then entering the information to populate it. You can modify the SmartArt graphic to fit the information you want to present, change the graphic type if your original selection doesn't best represent the final information, and format the graphic with professionally themed color combinations and effects. When you send the message, Outlook converts the SmartArt graphic to a static graphic.

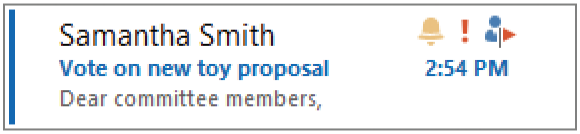
Charts are graphical representations of tables of data. Tables and charts are frequently created by using Excel. You can also create a chart directly in an Outlook email message. Charts you create in an email message look exactly like those you would create in an Excel workbook—because they are based on an Excel data source that is created from within Outlook.

When you send or receive a message that contains a chart or SmartArt graphic, the chart or graphic is converted to a static image (a picture) and resized to fit the message window. If you open the message from your Sent Items folder, you'll find that the same is true of the graphic in the sent message. You can copy and reuse the picture in other files, such as messages, documents, and presentations, but you can no longer edit it.

You work with all these types of images in an Outlook message just as you would in a Word document or on a PowerPoint slide. Because Outlook is about email, contact management, and calendaring, we're not going to get into a deep discussion of images and graphics in this book. If you would like more information you can find it in the *Microsoft Word 2016 Step by Step* or *Microsoft PowerPoint 2016 Step by Step* books (Microsoft Press, 2015).

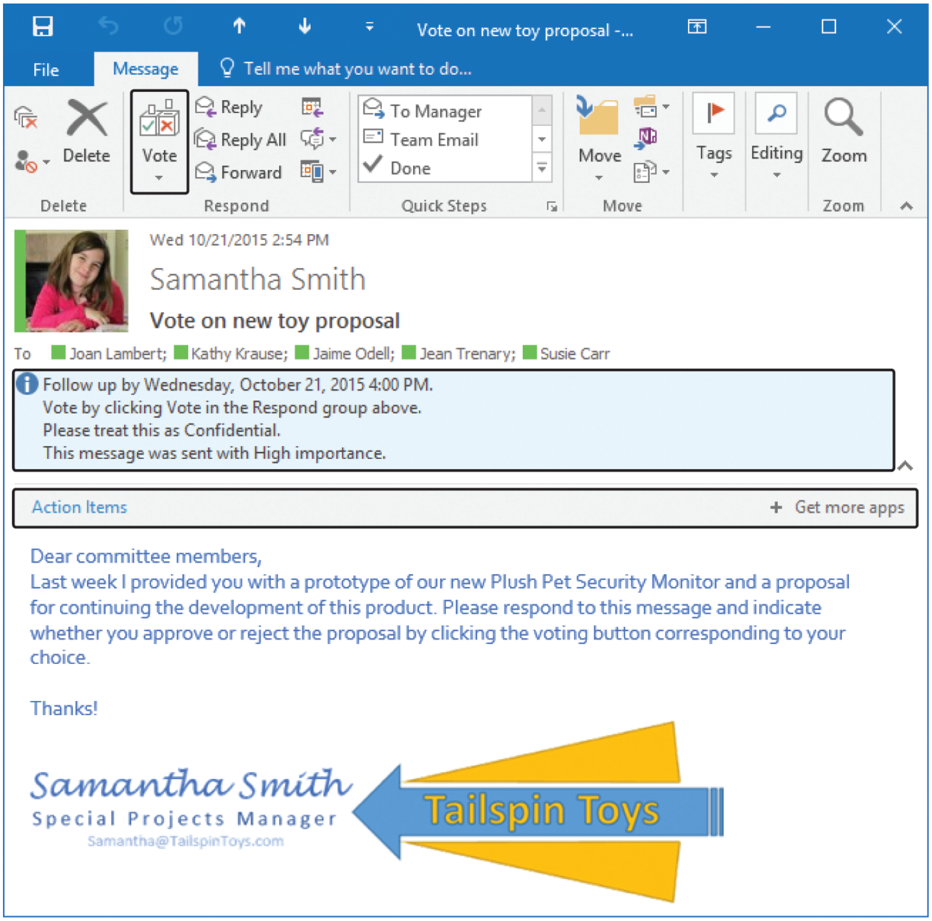
Change message settings and delivery options

When you send a message, you can include visual indicators of the importance, sensitivity, or subject category of a message or other Outlook item, flag a message for follow-up, restrict other people from changing or forwarding message content, provide a simple feedback mechanism in the form of voting buttons, and specify message delivery options to fit your needs. Some of these options display icons in the message header that are visible to recipients directly in the Outlook message list.



This message has a reminder, a status, and a follow-up flag. Voting buttons and Sensitivity don't display message header icons

In the message reading window, many of the options are represented by text rather than icons.



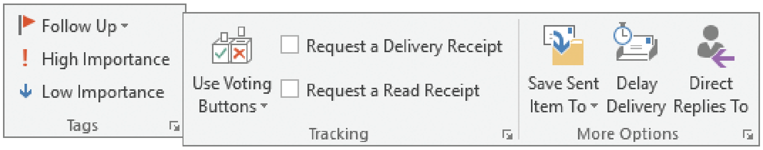
The Action Items add-in can alert recipients to requests within the message text

Common message settings and delivery options include the following:

- **Flags and reminders** You can place an outgoing message on your task list, add an informational reminder to it, or set a reminder to appear at a certain time and date, for yourself and for message recipients. The flag options are Call, Do not Forward, Follow up, For Your Information, Forward, No Response Necessary, Read, Reply, Reply to All, and Review.
- **Importance** You can indicate the urgency of a message by setting its importance to High or Low (the default importance is Normal). A corresponding banner appears in the message header and, if the Importance field is included in the view, an importance icon appears in the Inbox or other message folder.
- **Sensitivity** You can indicate that a message should be kept private by setting its sensitivity to Confidential, Personal, or Private. No indicator appears in the message folder, but a banner appears in the message header to indicate a sensitivity level other than Normal.
- **Security** If you have a digital ID, you can digitally sign the message; or you can encrypt the contents of the message.
- **Voting options** If you and your message recipients have Microsoft Exchange Server accounts, you can add voting buttons to your messages so that recipients can quickly select from multiple-choice response options.
- **Tracking options** You can track messages by requesting delivery receipts and read receipts. These receipts are messages automatically generated by the recipient's email server when it delivers the message to the recipient and when the recipient opens the message. Recipients might be prompted to approve the delivery of the receipts, so requesting them is no guarantee of receiving them.
- **Delivery options** You can have reply messages delivered to an email address other than yours, specify a date and time for the message to be delivered and to expire, and set advanced attachment format and encoding options.

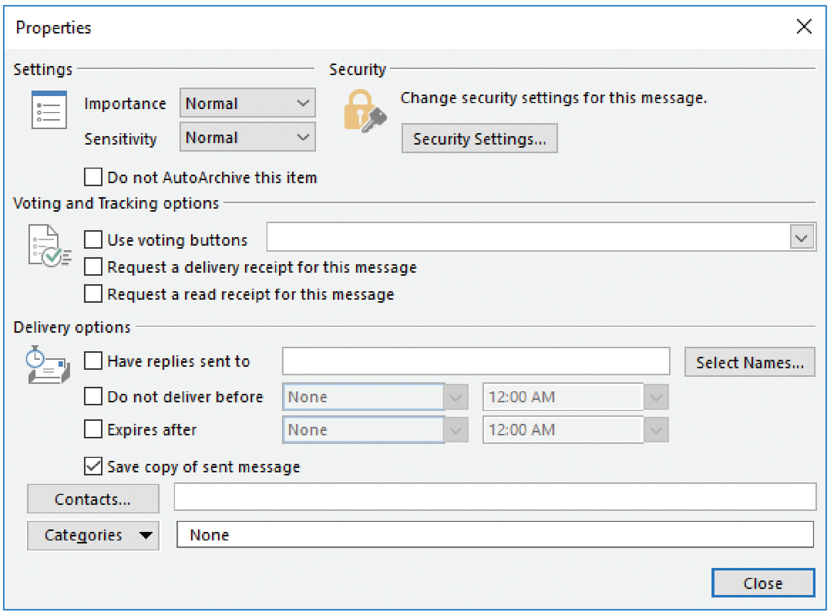
> **TIP** You can assign a category to an outgoing message but it will not be visible to the recipient, only to the sender.

The most commonly used options are available directly in the message composition window, in the Tags group on the Message tab, and in the Tracking and More Options groups on the Options tab.



Some message options are available from the ribbon

Clicking the dialog box launcher in the lower-right corner of any of these groups opens the Properties dialog box, in which you can set all the options other than follow-up flags.



From the Properties dialog box, you can control message settings, security settings, and voting, tracking, and delivery options

You can limit the actions other people can take with messages they receive from you by restricting the message permissions. For example, you can prevent recipients from forwarding or printing the message, copying the message content, or changing the content when they forward or reply to the message. (Restrictions apply also to message attachments.) Within a message window, permission options are available both on the Info page of the Backstage view and in the Permission group on the Options tab.

SEE ALSO For information about digital signatures and for more information about restricting recipients from forwarding, copying, or printing messages you send, see "Increase email security" in Chapter 5, "Manage email security."

To open the Properties dialog box

1. On the message composition window ribbon, click the dialog box launcher in any of the following groups:
    - The **Tags** group on the **Message** tab
    - The **Tracking** group on the **Options** tab
    - The **More Options** group on the **Options** tab

To indicate the importance of a message

1. Do either of the following:
    - On the **Message** tab, in the **Tags** group, click **High Importance** or **Low Importance**.
    - Open the **Properties** dialog box. In the **Settings** section, in the **Importance** list, click **Low**, **Normal**, or **High**.

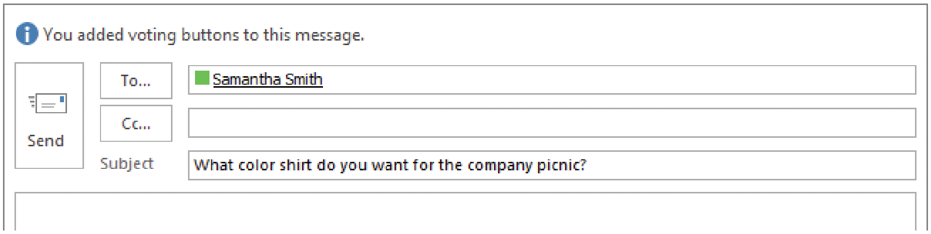
To indicate the sensitivity of a message

1. Open the **Properties** dialog box.
2. In the **Settings** section, in the **Sensitivity** list, click **Normal**, **Personal**, **Private**, or **Confidential**.

To add standard voting buttons to a message

1. Do either of the following:
    - On the **Options** tab, in the **Tracking** group, click **Use Voting Buttons** to display the Use Voting Buttons list.
    - Open the **Properties** dialog box. In the **Voting and Tracking options** section, select the **Use voting buttons** check box. Then expand the adjacent list.
2. In the list, click one of the following:
    - Approve;Reject
    - Yes;No
    - Yes;No;Maybe
3. Close the **Properties** dialog box if you opened it in step 1.

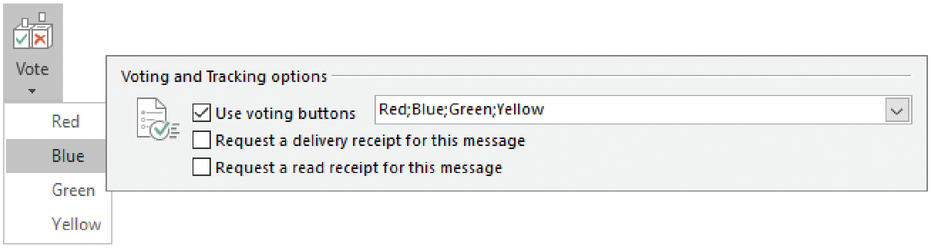
    An information bar at the top of the message confirms that you've added voting buttons to the outgoing message.



Not all message options are flagged in the message, but voting buttons are

To add custom voting buttons to a message

1. Do either of the following:
   - On the **Options** tab, in the **Tracking** group, click **Use Voting Buttons** and then click **Custom**.
   - Open the **Properties** dialog box. In the **Voting and Tracking options** section, select the **Use voting buttons** check box.
2. In the **Use voting buttons** box, select and delete any current button labels. Then enter the custom button labels you want, separated by semicolons.



Custom voting buttons and the settings to create them

3. Close the **Properties** dialog box.

To request message receipts

1. In the **Tracking** group on the **Options** tab, or in the **Voting and Tracking options** section of the **Properties** dialog box, select one or both of the following check boxes:
   - Request a delivery receipt for this message
   - Request a read receipt for this message
2. Close the **Properties** dialog box if you opened it in step 1.

To direct message replies to a different email address

1. Do either of the following:
   - On the **Options** tab, in the **More Options** group, click **Direct Replies To**.
   - Open the **Properties** dialog box. In the **Delivery options** section, select the **Have replies sent to** check box.
2. In the **Have replies sent to** box, select and delete the current recipient. Then enter the email address or addresses (separated by semicolons) that you want replies to go to.
3. Close the **Properties** dialog box.

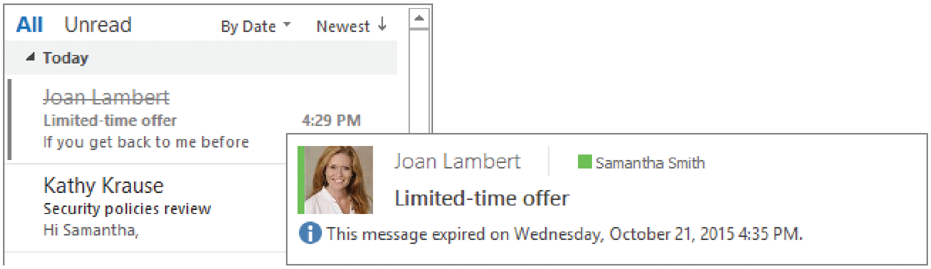
To delay the delivery of a message

1. Do either of the following:
   - On the **Options** tab, in the **More Options** group, click **Delay Delivery**.
   - Open the **Properties** dialog box. In the **Delivery options** section, select the **Do not deliver before** check box.
2. To the right of **Do not deliver before**, select or enter the date and time that you want to delay delivery until.
3. Close the **Properties** dialog box.

To set an expiration date for a message

1. Open the **Properties** dialog box.
2. In the **Delivery options** section, select the **Expires after** check box.
3. To the right of **Expires after** box, select or enter the date and time that you want the message to expire.
4. Close the **Properties** dialog box.

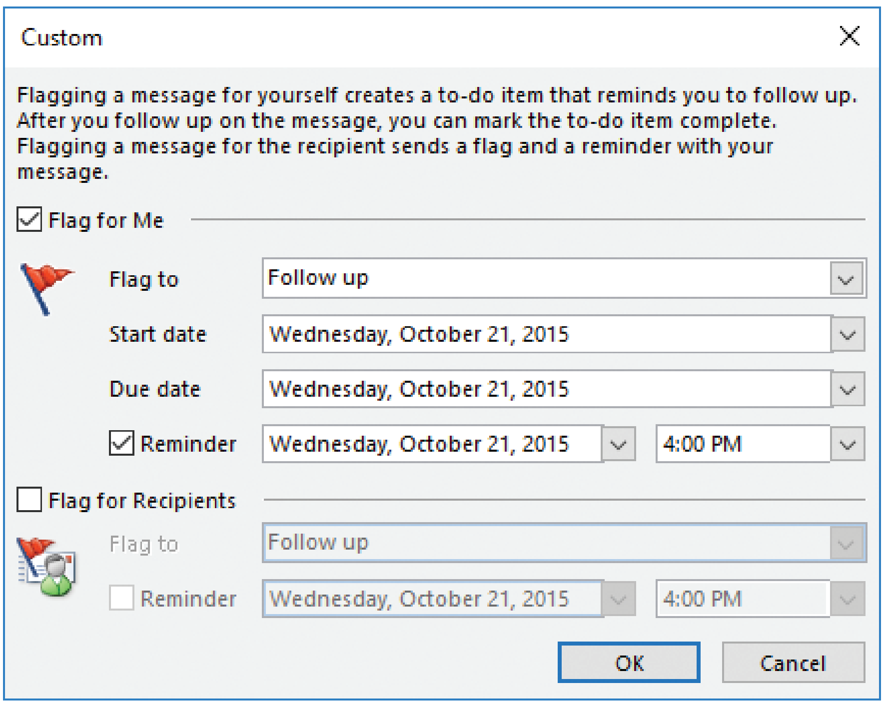
   The expiration of a message is indicated to the recipient in the message list and in the message header.



Expired messages are marked for both the recipient and the sender

To flag a message for follow-up by the recipient

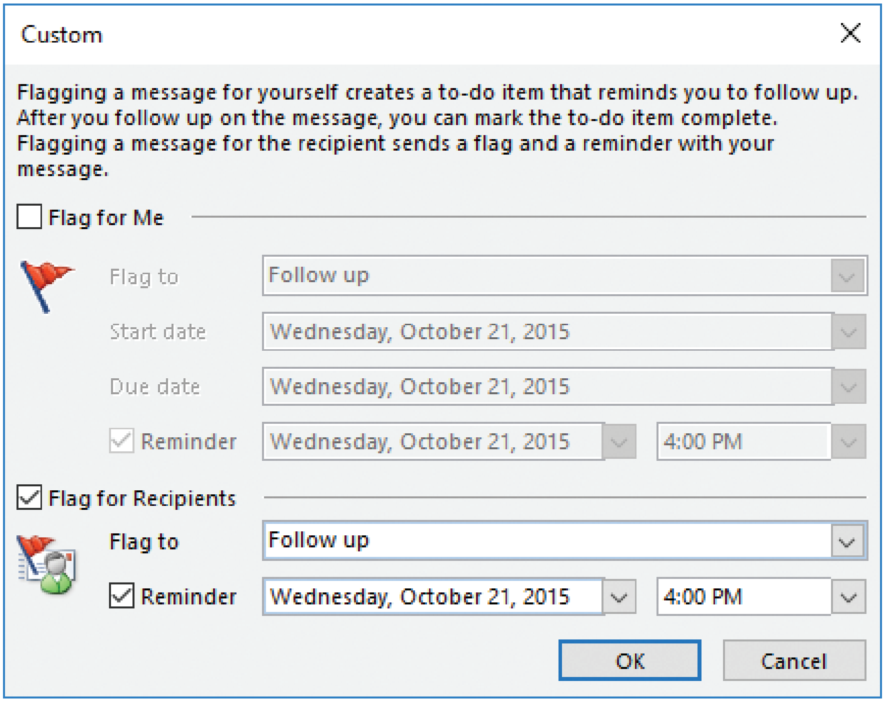
1. On the **Message** tab, in the **Tags** group, click **Follow Up**, and then click **Add Reminder**. The Custom dialog box opens.



By default, the Custom dialog box is configured to set a reminder for the message sender and not the recipient

2. In the **Custom** dialog box, clear the **Flag for Me** check box and select the **Flag for Recipients** check box.

3. In the **Flag for Recipients** section, do the following:
   - In the **Flag to** list, click **Follow up** (or one of the other available flags).
   - If you want a reminder to appear to the recipient, select the **Reminder** check box and then specify a date and time for the reminder.



The dialog box configured to flag the message for the recipient to follow up

4. In the **Custom** dialog box, click **OK**.

4

Skills review

In this chapter, you learned how to:

- Personalize default message formatting
- Apply thematic elements to individual messages
- Create and use automatic signatures
- Incorporate images in messages
- Change message settings and delivery options

Practice tasks

The practice file for these tasks is located in the Outlook2016SBS\Ch04 folder.

> **IMPORTANT** As you work through the practice tasks in this book, you will create Outlook items that might be used as practice files for tasks in later chapters. If you haven't created specific items that are referenced in later chapters, you can substitute items of your own.

Personalize default message formatting

Start Outlook, and then complete the following tasks:

1. Display the **Personal Stationery** tab of the **Signatures and Stationery** dialog box.
2. Set the default fonts for new messages and responses to the font, font size, and font color that you want to use.
3. Open the **Theme or Stationery** dialog box. Look through the available themes and stationery pages. Consider the effects of using one of these in your daily correspondence. If you identify a theme or stationery background that you feel would enhance your messages, select it and click **OK** to apply the setting. Otherwise, click **Cancel**.
4. If you chose a theme in step 3, review the **Font** options and select the font option you want to use. Then close the dialog box.
5. Display your Inbox, and do the following to test your settings:
    - Create a new email message and enter some text.
    - Respond to a received email message and enter some text.
    - If you don't like the results of your selections, close the unsent messages, repeat this set of tasks, and modify the settings.
6. When you're happy with the results, close the unsent messages and delete the message drafts, if prompted to do so.

Apply thematic elements to individual messages

Display your Inbox, and then complete the following tasks:

1. Create a new email message.
2. From the practice file folder, open the **ApplyThemes** document in Word and display it in Print Layout view.
3. In the **ApplyThemes** document, select the text starting with *Office Procedures* and continuing through the website URL. Then copy the text to the Clipboard.
4. Return to the message composition window that you opened in step 1, and paste the copied content into the message content pane. Notice that the text formatting changes immediately.
5. Adjust the size of the message composition window so you can see all the content. Then display the **Options** tab of the window.
6. In the **Themes** group, display the **Colors** menu. (Ensure that you can still see the headings of the message with the menu open.) Point to different color schemes to display a live preview of their effects on the message content. Then click a color scheme you like. In the message, notice the formatting that has changed.
7. In the **Themes** group, display the **Fonts** menu. Point to different font sets to preview them in the message, and then click a font set that you like. Notice the changes in the message content.
8. Display the **Format Text** tab of the message composition window.
9. From the **Styles** group, display the **Style Set** gallery. Point to different style sets to preview their effects on the message, and then click a style set you like. Notice the changes in the message content.
10. If you want to, enter **SBS style test** in the **Subject** box, and then send the message to yourself. Otherwise, close the message composition window without saving or sending the message.

Create and use automatic signatures

Display your Inbox, and then complete the following tasks:

1. Display the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
2. Create an email signature that is appropriate to your primary email account. It could be as simple as your name, or could also include contact information, a company slogan, a favorite saying, or other text. Assign an appropriate name to the email signature.
3. If Outlook doesn't automatically do so, assign the signature to new messages from the email account you created it for.
4. Close the dialog box, and display your Inbox.
5. Create a new email message from your primary account, and verify that the signature appears in the message.
6. From the message composition window, redisplay the **E-mail Signature** tab of the **Signatures and Stationery** dialog box.
7. Select the signature that you created in step 2, and make any changes that you want. For example, you might want to add information, apply formatting, insert fancy text from a Word document, or insert an image.
8. Close the dialog box and return to the message composition window you opened in step 5.
9. Delete the original email signature from the message, and then manually insert the updated signature.
10. Close the message window without sending or saving the message.
11. If you want to create other signatures or assign the signature you created in step 2 to responses or to other accounts, do so at this time.

Incorporate images in messages

There are no practice tasks for this topic.

Change message settings and delivery options

Display your Inbox, and then complete the following tasks:

1. Create a new email message, and do the following:
    - In the **To** box, enter your own email address.
    - In the **Subject** box, enter **Lunch preference**.
    - In the message content pane, enter **What do you want to eat for lunch?**
2. Using any of the procedures described in this chapter, do the following:
    - Set the message importance to **Low**.
    - Set the sensitivity to **Confidential**.
    - Add custom voting buttons to the message that allow you to vote for **Pizza**, **Salad**, or **Sandwiches**.
    - Request a delivery receipt and a read receipt.
    - Set the message to expire in about an hour.
    - Flag the message for follow-up by the recipient, and set a reminder for a time about a half hour away.
3. Send the message, and then do the following:
    - Watch for the message receipts.
    - When the message arrives, vote for your lunch preference.
    - When the reminder appears, dismiss it.
    - After the message expires, notice the changes in the message list and in the message window.

Manage scheduling

9

You can use the Outlook 2016 calendar to organize your daily activities and to remind you of important tasks and events. If you're a busy person and use the Outlook calendar to its fullest potential, it might at times seem as though the calendar runs your life—but that isn't necessarily a bad thing! Using the calendar effectively can help you stay organized, on time, and on task. You can schedule and track appointments, meetings, and events, and block time as a reminder to yourself to take care of tasks. And because you can also set up Outlook on your mobile device, you can be assured of having up-to-date schedule information available wherever and whenever you need it.

If you have a Microsoft Exchange Server account, a calendar is part of that account. Some Internet email accounts also have associated calendars. When you configure Outlook to connect to a different type of account, Outlook also connects to the associated calendar. If you don't have a calendar as part of your account, Outlook creates a blank calendar for you. You can easily schedule appointments, events, and meetings on any Outlook calendar.

This chapter guides you through procedures related to scheduling and changing appointments, events, and meetings; responding to meeting requests; and displaying different views of a calendar.

In this chapter

- Schedule appointments and events
- Convert calendar items
- Configure calendar item options
- Schedule and change meetings
- Respond to meeting requests
- Display different views of a calendar

Practice files

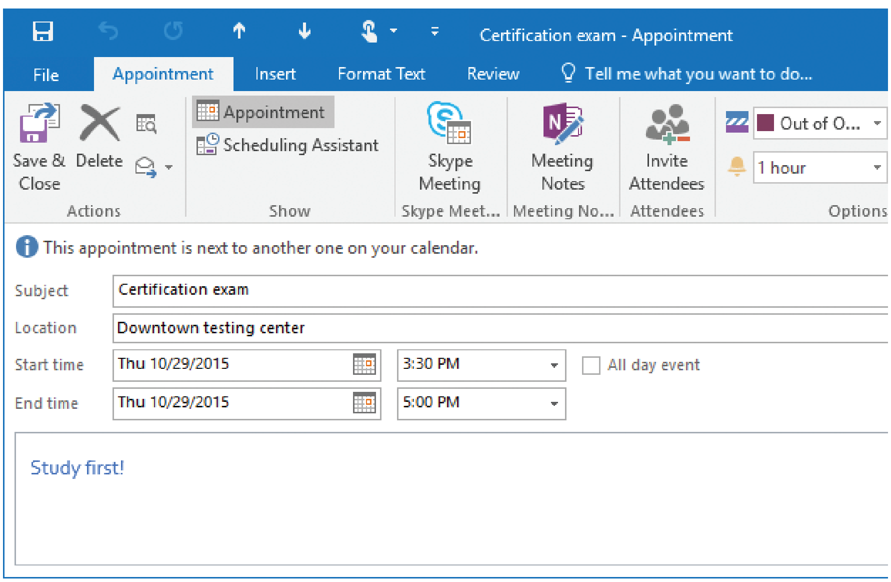
No practice files are necessary to complete the practice tasks in this chapter.

Schedule appointments and events

Appointments are blocks of time you schedule for only yourself (as opposed to meetings, to which you invite other Outlook users). An appointment has a specific start time and end time (as opposed to an event, which occurs for one or more full 24-hour periods).

Events are day-long blocks of time that you schedule on your Outlook calendar, such as birthdays, payroll days, or anything else occurring on a specific day but not at a specific time. In all other respects, creating an event is identical to creating an appointment, in that you can specify a location, indicate recurrence, indicate your availability, and attach additional information to the event item.

You can schedule an appointment by entering, at minimum, a subject and time in an appointment window or directly on the calendar. The basic appointment window also includes a field for the appointment location and a notes area in which you can store general information, including formatted text, website links, and even file attachments so that they are readily available to you at the time of the appointment.



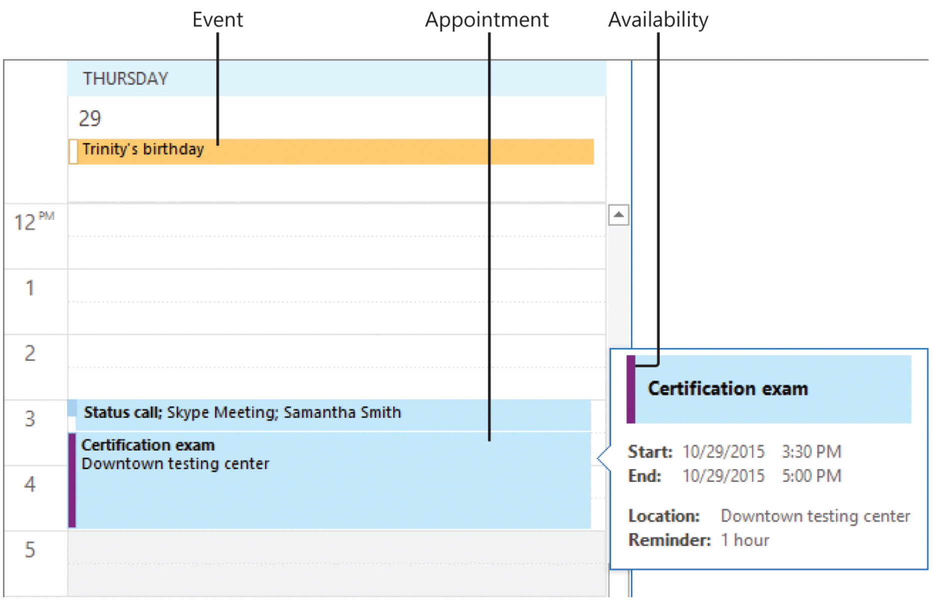
If your organization has Skype For Business, Skype meeting options appear on the Appointment tab

If you create an appointment that immediately follows or precedes another, the Info-Bar at the top of the window indicates that the appointment is adjacent to another on your calendar. If you create an appointment that has a time overlap with an existing appointment, the InfoBar indicates that the appointment conflicts with another.

To schedule an event, you need to provide only the date. You can schedule an event in an appointment window, or directly on the calendar.

TIP You don't have to create appointments and events from scratch; you can also create them from email messages. For information, see "Convert calendar items" later in this chapter.

When the Calendar view is displayed, events are shown on the calendar in the date area; appointments are displayed in the time slots.



You can display basic details in a ScreenTip by pointing to the appointment or event

SEE ALSO For information about setting availability, see "Configure calendar item options" later in this chapter.

IMPORTANT The procedures in this chapter assume that you're working with an Exchange account. Some functionality might be unavailable if you're working with a calendar that's part of another type of account.

To open a new appointment window

1. In the Calendar module, do either of the following:
    - On the **Home** tab, in the **New** group, click **New Appointment**.
    - Press **Ctrl+N**.

Or

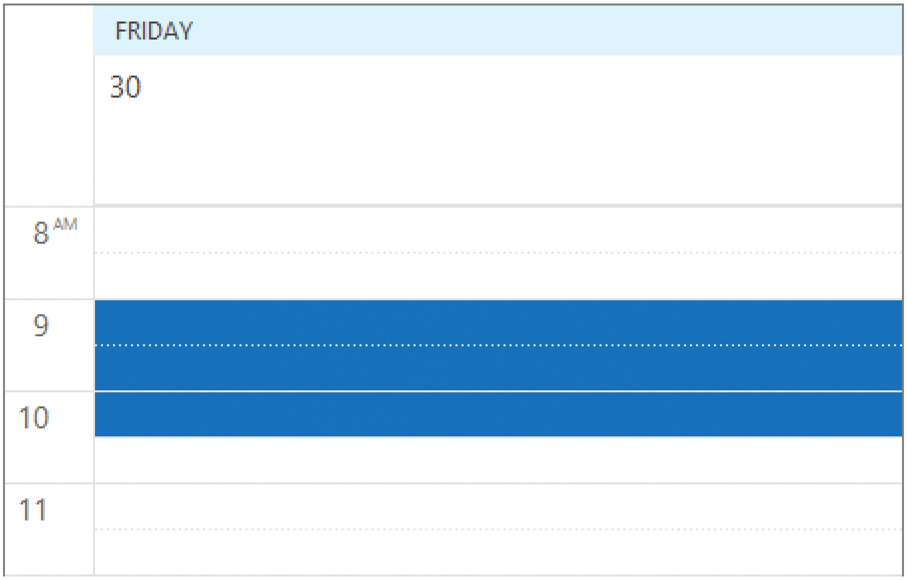
1. In any module, do either of the following:
    - On the **Home** tab, in the **New** group, click **New Items**, and then click **Appointment**.
    - Press **Ctrl+Shift+A**.

To schedule an appointment

1. Open a new appointment window.
2. In the **Subject** box, enter an identifying name for the appointment.
3. In the **Location** box, enter the appointment location, if it's pertinent, or any other information that you want to have available in the appointment header.
4. In the **Start time** row, enter or select a date and time. Outlook automatically sets the End Time to a half hour after the start time.
5. In the **End time** row, enter or select a date and time. An appointment can span overnight or across multiple days.
6. On the **Appointment** tab, in the **Actions** group, click the **Save & Close** button.

Or

1. Display the calendar in the Day, Work Week, or Week arrangement of the Calendar view.
2. Do either of the following in the calendar pane:
    - In the calendar, click the time slot at the appointment start time on the day of the appointment.
    - Drag from the appointment start time through to the appointment end time.

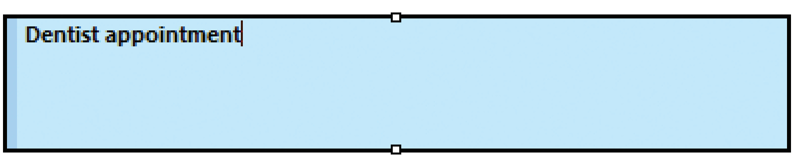


Schedule simple appointments directly on the calendar

When you release the mouse button, Outlook displays an editable bar that spans the selected time (or one time slot, as specified by the time scale of the calendar).

SEE ALSO For information about setting the calendar time scale, see "Display different views of a calendar" later in this chapter.

3. In the editable bar, enter an identifying name for the appointment. When you begin typing, Outlook creates an appointment with the default availability and reminder time.



When an appointment is being edited on the calendar, it has sizing handles on the top and bottom

4. If you want to change the appointment time span, drag the top or bottom sizing handle.
5. Press **Enter** or click away from the bar to create the appointment.

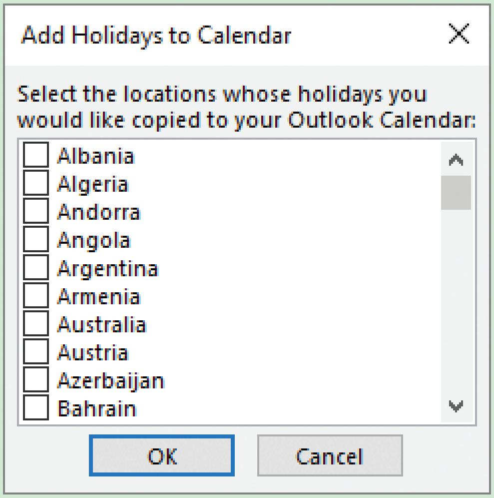
Add holidays to your calendar

Holidays are a type of event, and it can be useful to have them on your calendar so you can plan around days that you might not be working or that businesses might be closed. Instead of creating events on your calendar for individual holidays, you can have Outlook add them for you.

When adding holidays to the calendar, you can choose from 111 countries or regions, and four religions. You can add multiple sets of holidays to your calendar, so if you work with clients or colleagues in another location, you can add those holidays to your calendar so you can anticipate scheduling issues.

To add holidays to your Outlook calendar, follow these steps:

1. Open the **Outlook Options** dialog box and display the **Calendar** page.
2. In the **Calendar options** section, click the **Add Holidays** button to open the **Add Holidays to Calendar** dialog box.



You can add holidays from a specific location or religion to your calendar

3. Select the check boxes of the locations or religions whose holidays you want to add to your calendar, and then click **OK**.
4. After Outlook adds the selected holidays to your calendar, click **OK** to close the **Outlook Options** dialog box.

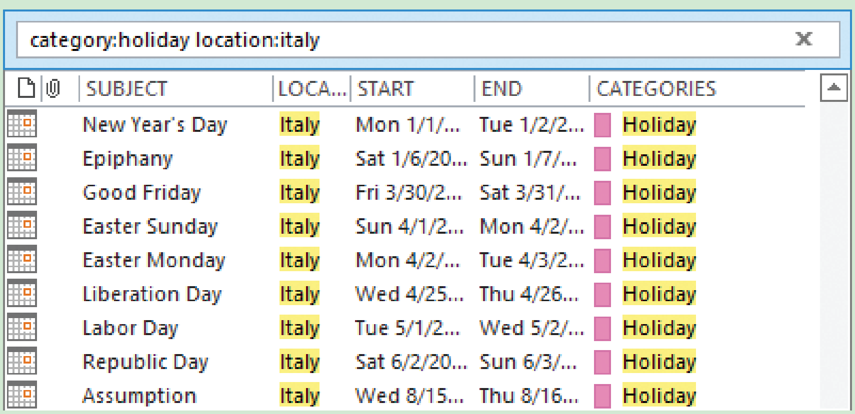
TIP If you try to install the holidays of the same location or religion twice, Outlook notifies you of this and asks whether you want to import them again. If you inadvertently add the same set of holidays to the calendar twice, the easiest way to rectify the situation is to remove all occurrences of that location's holidays and then add them again.

Outlook adds the holiday occurrences from 2012 through 2022 to your calendar, and assigns a color category named *Holiday* to them.

SEE ALSO For information about categories, see "Categorize items" in Chapter 6, "Organize your Inbox."

To remove a set of holidays from your calendar, follow these steps:

1. Search the calendar for **category:holiday**. Narrow the search to a specific location or holiday by adding search criteria if necessary, to locate the holidays you want to remove.



Outlook highlights the search terms in the results

2. Select individual holidays you want to remove; or click any holiday in the list to activate the list, and then press **Ctrl+A** to select all the holidays in the search results. Then press the **Delete** key.

To schedule an event

1. Open a new appointment window.
2. In the **Subject** box, enter an identifying name for the event.
3. In the **Location** box, enter the event location, if it's pertinent, or any other information that you want to have available in the event header.
4. In the **Start time** row, enter or select the event date. Then at the right end of the row, select the **All day event** check box.
5. Enter any additional information as you would for an appointment. Then save and close the event.

Or

1. Display the Calendar view of the calendar.
2. Do either of the following:
   - In the Day, Work Week, or Week arrangement of the calendar, on the day that you want to create the event, click the space below the day and date, and above the time slots. This is the event slot.
   - In the Month arrangement of the calendar, click the day that you want to create the event.
3. Enter a title for the event, and then press **Enter**.

Convert calendar items

All Outlook calendar items are built from the same basic template. These two factors define a calendar item as an appointment, event, or meeting:

- Whether the item has specific start and end times or is all day
- Whether you invite other people through Outlook

You can easily convert an appointment into an event or meeting, or convert an event into an appointment or an invited event.

If you want to schedule an appointment, event, or meeting based on the information in an email message that you receive, you can easily do so by dragging the message to the calendar. For example, if a friend or co-worker sends you a message that contains the details of the grand opening for a local art gallery, you can add that information to your calendar. You can retain any or all of the message information as part of the calendar item so that you (or other meeting participants) have the information on hand when you need it. After creating the calendar item, you can delete the actual message from your Inbox.

To create an appointment from an email message

1. Display your Inbox.
2. Drag the message from the message list to the **Calendar** link or button on the **Navigation Bar**.
3. After the cursor changes to a plus sign, release the mouse button to create an appointment based on the message and open the appointment window for editing. The appointment has the subject and content of the original message. The start and end times are set to the next half-hour increment following the current time.
4. Set the date and times for the appointment, and do any of the following:
   - In the **Options** group, change the availability, reminder time, or recurrence.
   - In the **Tags** group, assign a category to the appointment, mark it as private, or change the priority.
   - In the content pane, edit the original message content to suit the requirements of the appointment.
5. In the appointment window, click the **Save & Close** button to save the appointment to your calendar.

SEE ALSO For information about adding message content to your To-Do List, see “Create tasks” in Chapter 11, “Track tasks.”

To convert an appointment to an event

1. Open the appointment window.
2. At the right end of the **Start time** row, select the **All day event** check box.
3. Change the event date, options, or tags, and then save and close the event window.

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To convert an appointment to a meeting

1. Open the appointment window.
2. On the **Appointment** tab in the **Attendees** group, click the **Invite Attendees** button to add a To box to the header and display the meeting window features.
3. Enter contact information for the people you want to invite to the meeting.
4. Add a location if necessary, and then click the **Send Invitation** button.

To convert an event to an invited event

1. Open the event window.
2. On the **Event** tab, in the **Attendees** group, click the **Invite Attendees** button to add a To box to the header and display the meeting window features.
3. Enter contact information for the people you want to invite to the event.
4. Add a location if necessary, and then click the **Send Invitation** button.

To convert an event to an appointment

1. Open the event window.
2. At the right end of the **Start time** row, clear the **All day event** check box.
3. Set the appointment start and end times, and change the options as necessary. Then save and close the appointment window.

Configure calendar item options

Appointments, events, and meetings share many common elements, and you use the same techniques to work with those options in all types of calendar items. The five options that you can configure for all items are:

- **Time zones** You can specify the time zone in which an appointment, event, or meeting occurs. This helps to ensure that the start and end times are clearly defined when you're traveling or inviting people in multiple time zones to an online meeting. You have the option of specifying different time zones for the start time and the finish time. This is useful when your "appointment" is an airplane flight with departure and arrival cities located in different time zones, and you want the flight to show up correctly wherever you're currently located.

- **Availability** When creating an appointment or event, you indicate your availability (referred to as *Free/Busy time*) by marking it as Free, Working Elsewhere, Tentative, Busy, or Out Of Office. The appointment or event is color-coded on your calendar to match the availability you indicate. Your availability is visible to other Outlook users on your network and is also displayed when you share your calendar or send calendar information to other people.

  The default availability for new appointments and meetings is Busy, and for events is Free.

  > **SEE ALSO** For information about sharing your calendar with other Outlook users on your network and about sending your schedule information in an email message, see "Share calendar information" in Chapter 10, "Manage your calendar."

- **Reminder** By default, Outlook displays a reminder message 15 minutes before the start time of an appointment or meeting, or 12 hours before an event (at noon the preceding day). You can change the reminder to occur as far as two weeks in advance, or you can turn it off completely if you want to. If you synchronize your Outlook installation with a mobile device, reminders also appear on your mobile device. This is very convenient when you are away from your computer.

  > **TIP** Reminders can be indicated on the calendar by a bell icon. This option is turned off by default in Outlook 2016. You can turn it on in the Calendar Options section of the Calendar page of the Outlook Options dialog box.

- **Recurrence** If you have the same appointment, event, or meeting on a regular basis—for example, a weekly exercise class, a monthly team meeting, or an anniversary—you can set it up in your Outlook calendar as a recurring item. A recurring calendar item can happen at almost any regular interval, such as every Tuesday and Thursday, every other week, or the last weekday of every month.

  Configuring a recurrence creates multiple instances of the item on your calendar at the time interval you specify. You can set the item to recur until further notice, to end after a certain number of occurrences, or to end by a certain date. The individual occurrences of the recurring item are linked. When making

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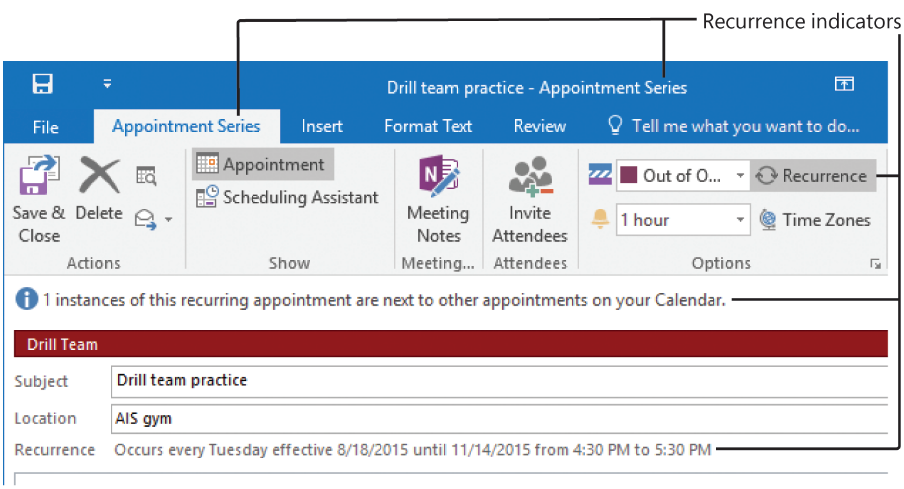
changes to a recurring item, you can choose to update all occurrences or only an individual occurrence of the appointment.

Recurring items are indicated on the calendar by circling arrows.

- **Privacy** You can tag a calendar item as Private if you want to ensure that the details aren't displayed when you share your calendar or send calendar information to other people.

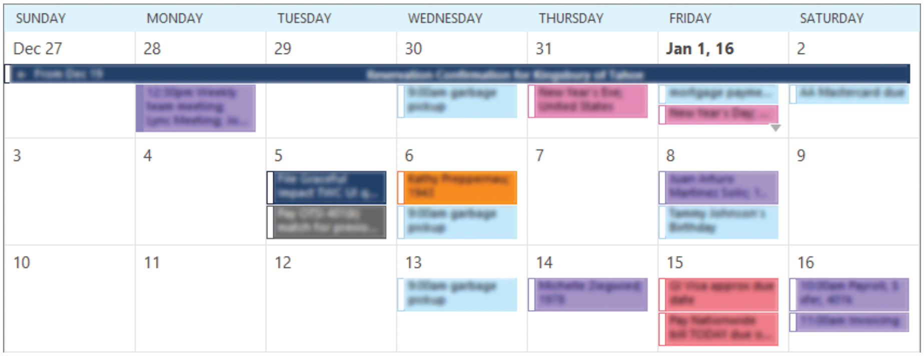
  Private items are indicated on the calendar by a lock, and identified to other people as Private Appointment rather than by the subject.

You can specify time zones, your availability, the reminder time, and the recurrence, and mark an item as private, when you create the item. Alternatively, you can edit the item later and configure any of these options. The time zone can be specified only in the item window; the other options can be set on the item type–specific tab in the item window or the item type–specific tool tab that appears on the Outlook ribbon when you select an item on the calendar. In single-occurrence items, these tabs are labeled Appointment, Event, Meeting, or Invited Event. In recurring items, the tab names include Occurrence or Series to indicate whether you're editing one or all occurrences of the item.



Outlook evaluates recurring items and provides information

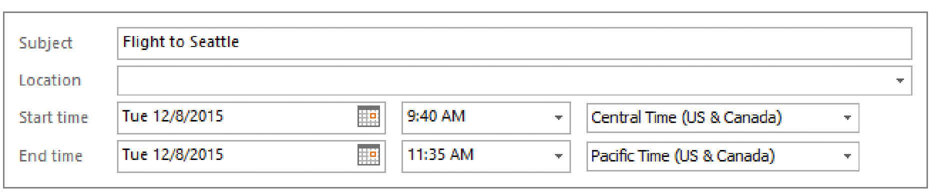
You can assign categories and importance to appointments, events, and meetings in the same way that you do to messages and other Outlook items. In some ways, categories are more useful in the Calendar than in other modules.



Color categories provide information at a glance about your schedule.

To specify the time zone of an appointment or meeting

1. Open the item window.
2. On the **Appointment** or **Meeting** tab, in the **Options** group, click the **Time Zones** button to display the time zone controls in the Start Time and End Time rows. The time zone controls display the time zone your computer is currently set to.
3. Click the time zone control that you want to change, and then click the time zone.



Set the time zones to ensure that the time is accurate from any location

To hide the time zone controls

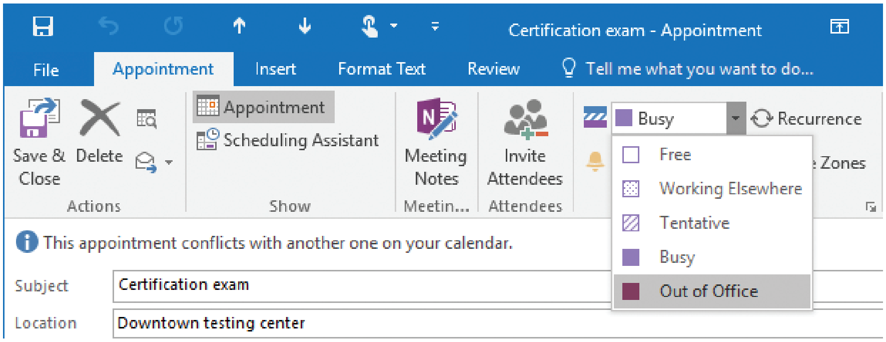
1. Select identical entries in the **Start time** and **End time** time zone controls.
2. On the **Appointment** or **Meeting** tab, in the **Options** group, click the **Time Zones** button to remove the controls.

To modify an appointment, event, or meeting

1. Display the calendar in the Day, Work Week, or Week arrangement of the Calendar view, with the appointment visible.
2. In the calendar pane, click the item once to select it. Then do any of the following:
   - On the item type–specific tool tab, make any changes to the options or tags.
   - Drag the item from the current time slot to a new time slot.
   - Drag the top sizing handle to change an appointment start time.
   - Drag the bottom sizing handle to change an appointment end time.
3. To open the item window, in which you can make other changes, do either of the following:
   - Press **Enter**.
   - On the item type–specific tool tab, in the **Actions** group, click **Open**.

To indicate your availability during an appointment, event, or meeting

1. Open the item window, or select the item on the calendar.
2. On the item-specific tab or tool tab, in the **Options** group, click the **Show As** list, and then click the availability.



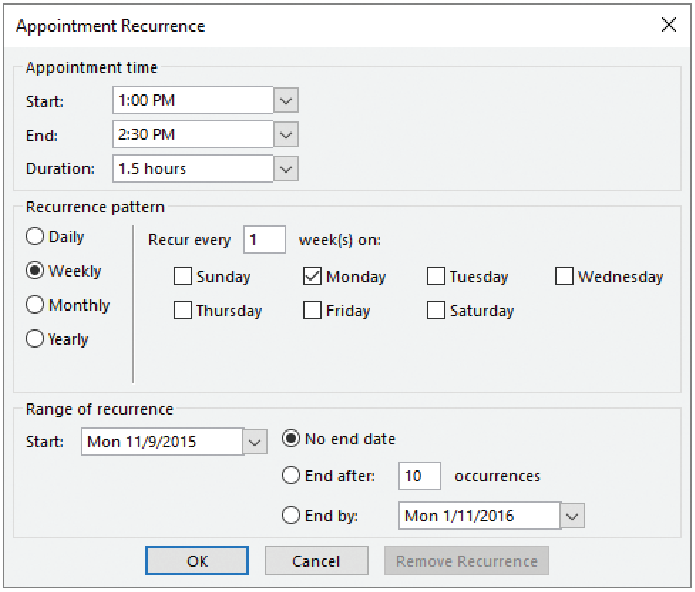
The default availability for appointments is Busy

To change the default reminder for an appointment, event, or meeting

1. Open the item window, or select the item on the calendar.
2. On the item-specific tab or tool tab, in the **Options** group, click the **Reminder** list, and then click the time (or click None to have no reminder).

To create recurrences of an appointment, event, or meeting

1. Open the item window, or select the item on the calendar.
2. On the item-specific tab or tool tab, in the **Options** group, click the **Recurrence** button to open the Recurrence dialog box. The default recurrence is weekly on the currently selected day of the week.



When configuring a recurrence, you can change the times, days, and frequency from the Appointment Recurrence dialog box

3. In the **Recurrence** dialog box, do any of the following:
   - In the **End** list, click the arrow and select an end time for the recurring meeting.
   - In the **Recurrence pattern** section, select how often you want the meeting to recur.
   - In the **Range of recurrence** section, select how many times you want to the meeting to occur, or select the last date you want the meeting to recur.
4. Click **OK** in the **Recurrence** dialog box to replace the Start Time and End Time fields in the appointment window with the recurrence details.

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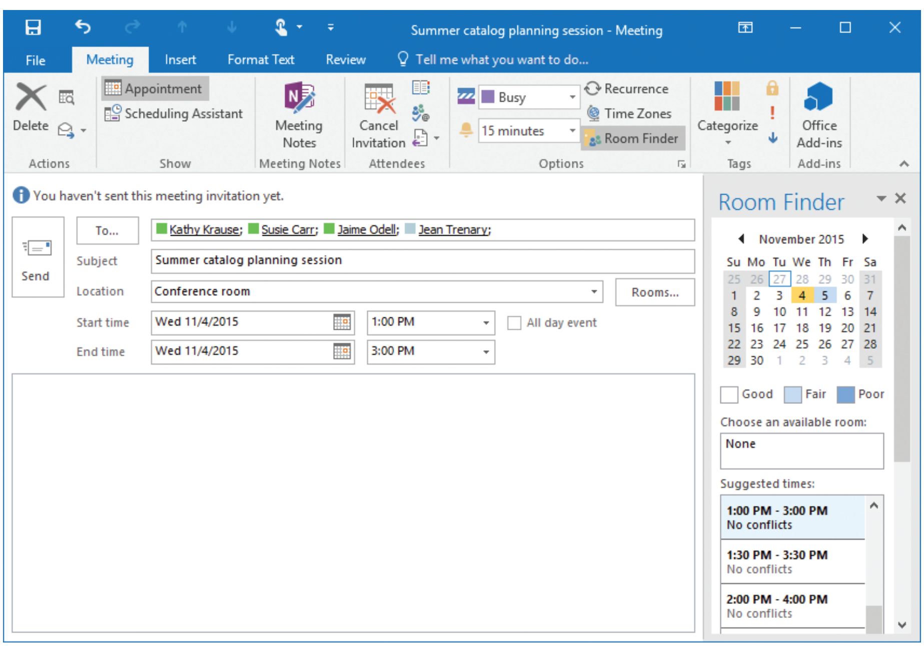
Schedule and change meetings

A primary difficulty when scheduling a meeting is finding a time that works for all the people who need to attend it. Scheduling meetings through Outlook is significantly simpler than other methods of scheduling meetings, particularly when you need to accommodate the schedules of several people. Outlook displays the individual and collective schedules of people within your own organization, and of people outside of your organization who have published their calendars to the Internet. You can review attendees' schedules to locate a time when everyone is available, or have Outlook find a convenient time for you.

You can send an Outlook meeting invitation (referred to as a *meeting request*) to anyone who has an email account—even to a person who doesn't use Outlook. You can send a meeting request from any type of email account (such as an Exchange account or an Internet email account).

The meeting window has two pages: the Appointment page and the Scheduling Assistant page. The Appointment page is visible by default. You can enter all the required information directly on the Appointment page, or use the additional features available on the Scheduling Assistant page to find the best time for the meeting.



The Appointment page of a meeting window

The Room Finder is open by default on the right side of each page of the meeting window. This handy tool helps you to identify dates and times that work for the greatest number of attendees, in addition to available locations. The monthly calendar at the top of the Room Finder indicates the collective availability of the group on each day, as follows:

- Dates that occur in the past and nonworking days are unavailable (gray).
- Days when all attendees are available are Good (white).
- Days when most attendees are available are Fair (light blue).
- Days when most attendees are not available are Poor (medium blue).

> **TIP** All the capabilities of the Room Finder are available for Exchange accounts, but functionality is limited for other types of accounts. You can display or hide the Room Finder pane by clicking the Room Finder button in the Options group on the Meeting tab.

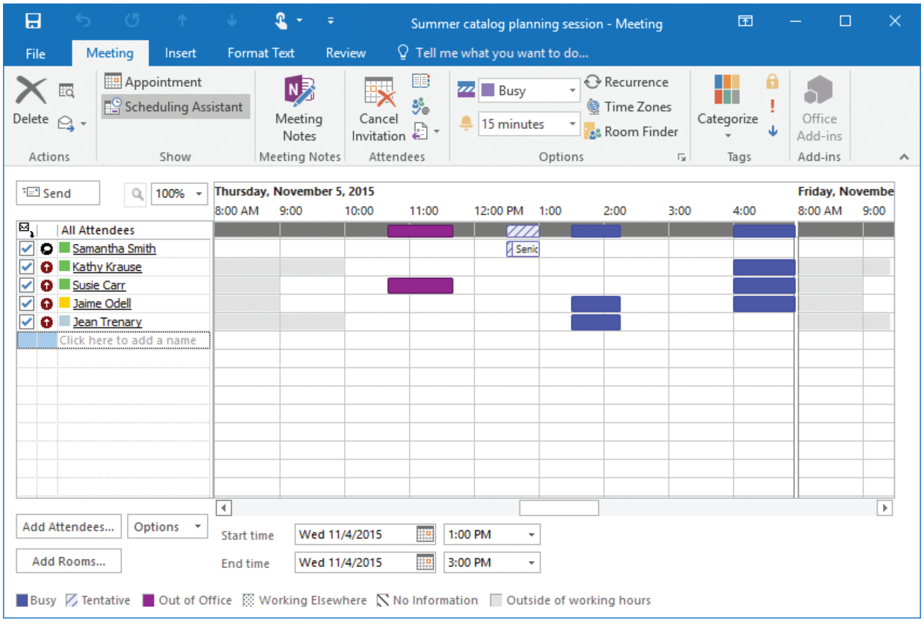
Managed conference rooms that are available at the indicated meeting time are shown in the center of the Room Finder. At the bottom of the Room Finder pane, the Suggested Times list displays attendee availability for appointments of the length of time you have specified for the meeting.

Selecting a date in the calendar displays the suggested meeting times for just that day. (Scheduling suggestions are not provided for past or nonworking days.) Clicking a meeting time in the Suggested Times list updates the calendar and the meeting request.

People you invite to meetings are referred to as *attendees*. By default, the attendance of each attendee is indicated as Required. You can inform noncritical attendees of the meeting by marking their attendance as Optional. You can invite entire groups of people by using a contact group or distribution list. You can also invite managed resources, such as conference rooms and audio/visual equipment, that have been set up by your organization's Exchange administrator.

A meeting request should have at least one attendee other than you, and it must have a start time and an end time. It should also include a subject and a location, but Outlook will send the meeting request without this information if you specifically allow it. The body of a meeting request can include text and web links, and you can also attach files. This is a convenient way to distribute meeting information to attendees ahead of time.

The secondary page of the meeting window is the Scheduling Assistant page, if your email account is part of an Exchange Server network. Otherwise, the secondary page is the Scheduling page, which doesn't include the Room Finder feature.



If you're organizing a meeting for a large number of people, you can view collective information about their schedules on the Scheduling or Scheduling Assistant page

The Scheduling and Scheduling Assistant pages include a group schedule that shows the status of each attendee's time throughout your working day. Outlook indicates your suggested meeting time on the group schedule. If free/busy information is available for meeting attendees, the status is indicated by the standard free/busy colors and patterns that match the legend at the bottom of the page. If no information is available (either because Outlook can't connect to an attendee's calendar or because the proposed meeting is further out than the scheduling information stored on the server), Outlook shows the time with gray diagonal stripes. The row at the top of the schedule, to the right of the All Attendees heading, indicates the collective schedule of all the attendees.

TIP You can enter additional attendees in the To box on the Appointment page or in the All Attendees list on the Scheduling or Scheduling Assistant page. You can also add attendees by clicking the To button on the Appointment page or the Add Attendees button on the Scheduling or Scheduling Assistant page, and then selecting attendees from an address box.

You can change the time and duration of the meeting to work with the displayed schedules by selecting a different time in the Start Time and End Time lists, by dragging the vertical start time and end time bars in the group schedule, or by clicking the time you want in the Suggested Times list.

SEE ALSO For information about creating a meeting request from an email message, see "Convert calendar items" earlier in this chapter.

Outlook tracks responses from attendees and those responsible for scheduling the resources you requested, so you always have an up-to-date report of how many people will attend your meeting. The number of attendees who have accepted, tentatively accepted, and declined the meeting request appears in the meeting header section when you open a meeting in its own window.

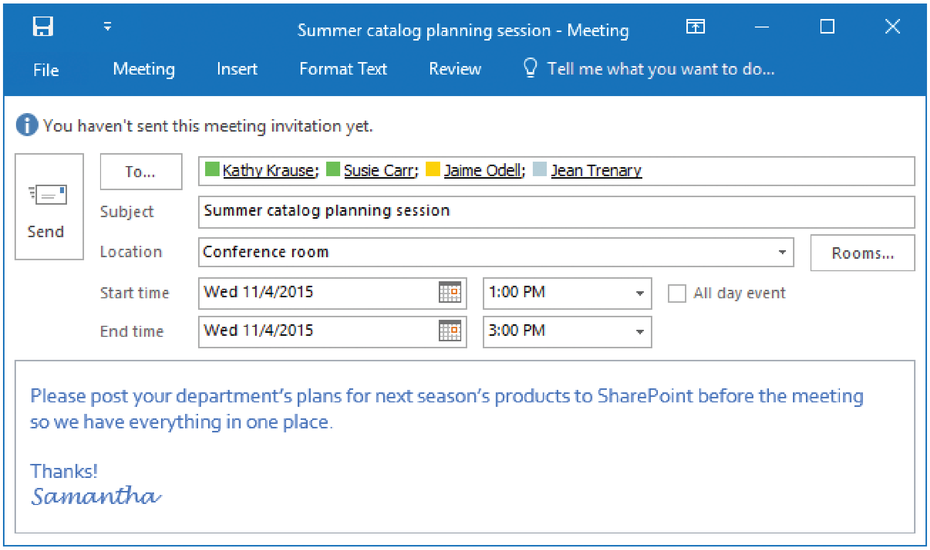
You might find it necessary to change the date, time, or location of a meeting after you send the meeting request, or to add or remove attendees. As the meeting organizer, you can change any information in a meeting request at any time, including adding or removing attendees, or canceling the meeting. Meeting attendees receive updates. Changes to meeting details are tracked so that attendees can quickly identify them.

To open a new meeting window

1. Do any of the following:
   - On the **Home** tab of the Calendar module, in the **New** group, click **New Meeting**.
   - On the **Home** tab of any module, in the **New** group, click **New Items**, and then click **Meeting**.
   - In any module, press **Ctrl+Shift+Q**.

To create a meeting request

1. Open a new meeting window.
2. In the **To** box, enter contact information for the attendees.
3. In the **Subject** box, enter an identifying name for the meeting.
4. In the **Location** box, enter the meeting location. If your organization uses Skype for Business, you can click the Skype Meeting button on the Meeting toolbar to enter Skype meeting information in the Location box and content pane.
5. In the **Start time** row, enter or select a date and time. Outlook automatically sets the End Time to a half hour after the start time.
6. In the **End time** row, enter or select a date and time. A meeting can span overnight or across multiple days.



A basic meeting request

7. Verify the meeting details, and then click the **Send** button to add the meeting to your calendar and send the meeting request to the attendees.

To identify times that colleagues are available for meetings

> **IMPORTANT** This procedure is for Outlook users with Exchange email accounts. Free/busy time is available only for attendees in your organization or another connected organization, or attendees that share free/busy information through a web service.

1. On the **Meeting** tab, in the **Show** group, click the **Scheduling Assistant** button. The **All Attendees** list on the **Scheduling Assistant** page includes you and any attendees you entered in the **To** box. The icon next to your name, a magnifying glass in a black circle, indicates that you are the meeting organizer. The icon next to each attendee's name, an upward-pointing arrow in a red circle, indicates that he or she is a required attendee.

   > **TIP** If you're inviting someone as a courtesy, you can indicate that he or she does not need to attend by clicking the Required Attendee icon to the left of the attendee's name and then, in the list, clicking Optional Attendee.

2. If necessary, scroll to the bottom of the **Room Finder** to display the **Suggested times** list. The times shown are based on your schedule and the schedule information that is available for the attendees.
3. To add attendees, enter their email addresses in the **All Attendees** list, and then press **Tab** to update the Suggested Times list in the Room Finder.
4. If you need to change the meeting time or duration, you can do so by dragging the start time and end time bars on the group schedule or by entering times in the boxes below the group schedule.
5. Click the **Appointment** button in the **Show** group to return to the Appointment page, which reflects the current attendees and meeting times.
6. Verify the meeting details, and then click the **Send** button to add the meeting to your calendar and send the meeting request to the attendees.

To edit a meeting request

1. Open the meeting window for editing.
2. If the meeting is one of a series (a recurring meeting), Outlook prompts you to indicate whether you want to edit the meeting series or only the selected instance of the meeting. Click **Just this one** or **The entire series**.
3. Modify the date, time, notes, options, or attendees. Then click the **Send Update** button.
4. If you modified the attendees, Outlook prompts you to specify whether to send updates to all attendees or only to the changed attendees. Click one of the following to send the meeting updates:
   - Send updates only to added or deleted attendees
   - Send updates to all attendees

> **TIP** You don't need to cancel and reschedule a meeting to change the date or time, or to add or remove an attendee. You can edit the meeting request, remove the attendee, and then send a meeting update to the affected attendees.

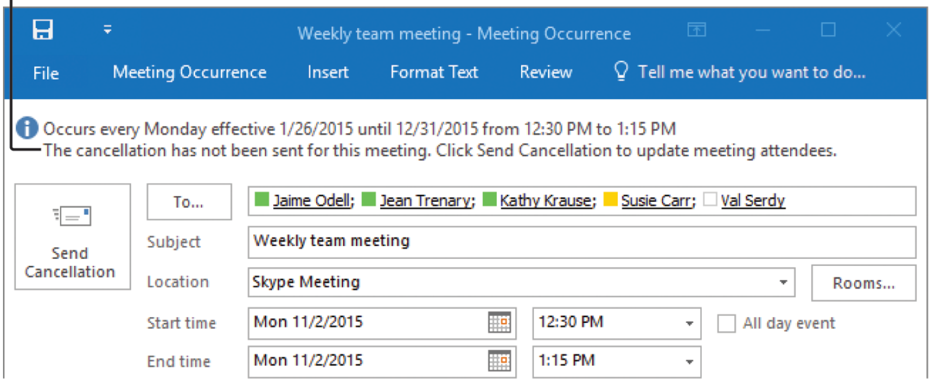
To cancel a meeting or a meeting occurrence

1. Select the meeting on your calendar, or open the meeting window.
2. Do either of the following:
   - On the **Meeting** tool tab, in the **Actions** group, click the **Cancel Meeting** button.
   - On the **Meeting Series** tool tab, in the **Actions** group, click the **Cancel Meeting** button, and then click **Cancel Occurrence** or **Cancel Series**.

   > **TIP** The Cancel Meeting button is available only for meetings that you organize, not for meetings you're invited to.

   A meeting window containing cancellation information opens.

Cancellation information

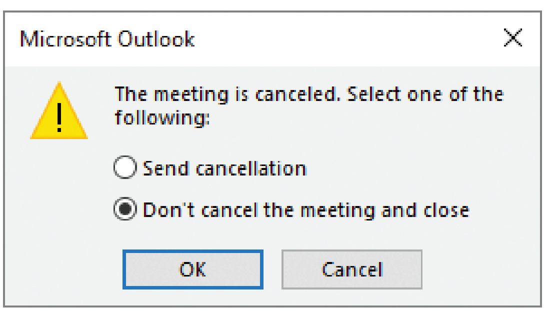


Cancelling a meeting removes it from attendees' calendars

3. Do either of the following:

- In the meeting header, click the **Send Cancellation** button. Outlook sends an updated meeting request to the attendees and removes the meeting from their calendars.

  If you change your mind about cancelling the meeting, click the **Close** button (**X**) at the right end of the message window title bar. Outlook reminds you that you haven't sent the cancellation and provides options. In the message box that appears, click **Don't cancel the meeting and close**, and then click **OK**.



You can't cancel a meeting without notifying the attendees

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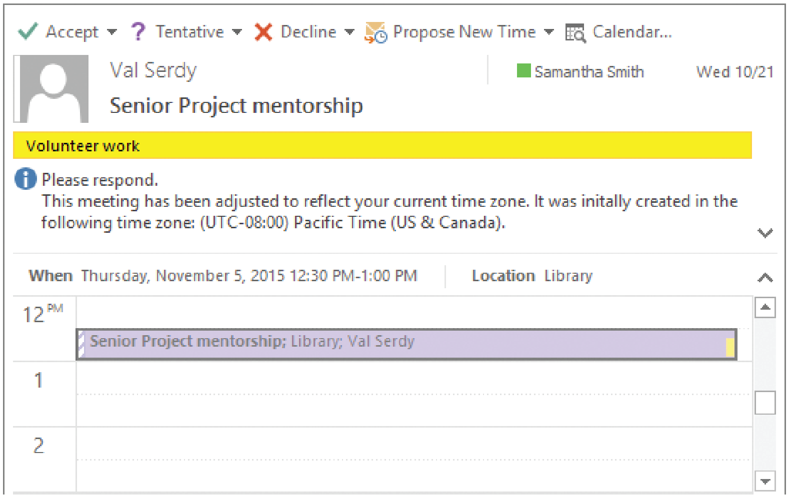
Respond to meeting requests

When you receive a meeting request from another Outlook user, the meeting appears on your calendar with your time scheduled as Tentative. Until you respond to the meeting request, the organizer doesn't know whether you plan to attend.



A meeting request in the Reading Pane

The meeting request displays your current calendar information at the time of the meeting, so you are aware of any schedule conflicts at that time. You can respond to a meeting request in one of these four ways:

- **Accept the request** Outlook deletes the meeting request and adds the meeting to your calendar.
- **Tentatively accept the request** This option indicates that you might be able to attend the meeting but are undecided. Outlook deletes the meeting request and shows the meeting on your calendar as tentatively scheduled.
- **Propose a new meeting time** Outlook sends your request to the meeting organizer for confirmation and shows the meeting with the original time on your calendar as tentatively scheduled.
- **Decline the request** Outlook deletes the meeting request and removes the meeting from your calendar.

If you don't respond to a meeting request, the meeting remains on your calendar with your time shown as tentatively scheduled and the meeting details in gray font rather than black.

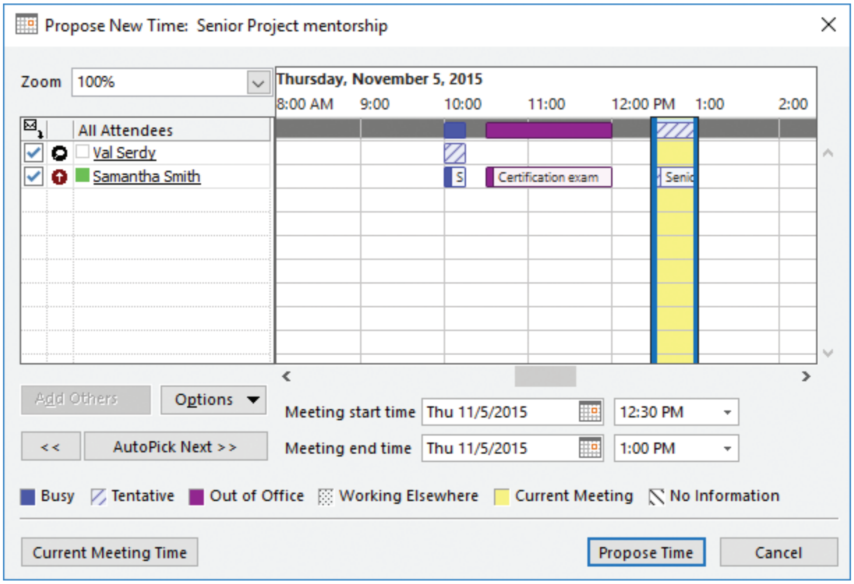
When accepting or declining a meeting, you can choose whether to send a response to the meeting organizer. If you don't send a response, your acceptance will not be tallied, and the organizer will not know whether you are planning to attend the meeting. If you do send a response, you can add a message to the meeting organizer before sending it.

To respond to a meeting request

1. In the meeting window, in the **Reading Pane**, or on the shortcut menu that appears when you right-click the meeting request, click **Accept**, **Tentative**, or **Decline**.
2. Choose whether to send a standard response, a personalized response, or no response at all.

To propose a new time for a meeting

1. In the meeting window or in the **Reading Pane**, click **Propose New Time**, and then in the list, click **Tentative and Propose New Time** or **Decline and Propose New Time** to open the Propose New Time dialog box.



You can respond to a meeting request by proposing a different meeting time

2. In the **Propose New Time** dialog box, change the meeting start and end times to the times you want to propose, either by dragging the start time and end time bars or by changing the date and time in the lists, and then click the **Propose Time** button.
3. In the meeting response window that opens, enter a message to the meeting organizer if you want to, and then click **Send** to send your response and add the meeting to your calendar as tentatively scheduled for the original meeting time. If the meeting organizer approves the meeting time change, you and other attendees will receive updated meeting requests showing the new meeting time.

Display different views of a calendar

Just as you can with other Outlook modules, you can specify the way that Outlook displays calendar information (the view) and the attribute by which that information is arranged (the arrangement).

The Calendar module has these four content views:

- **Calendar** This is the standard view in which you display your Outlook calendar. In the Day, Work Week, or Week arrangement, Calendar view displays the subject, location, and organizer (if space allows) of each appointment, meeting, or event, in addition to the availability bar and any special icons, such as Private or Recurrence.
- **Preview** In the Day, Work Week, or Week arrangement, Preview view displays more information, including information from the notes area of the appointment window, as space allows.
- **List** This list view displays all appointments, meetings, and events on your calendar.
- **Active** This list view displays only future appointments, meetings, and events.

When working in a list view, you can group calendar items by selecting a field from the Arrangement gallery on the View tab.

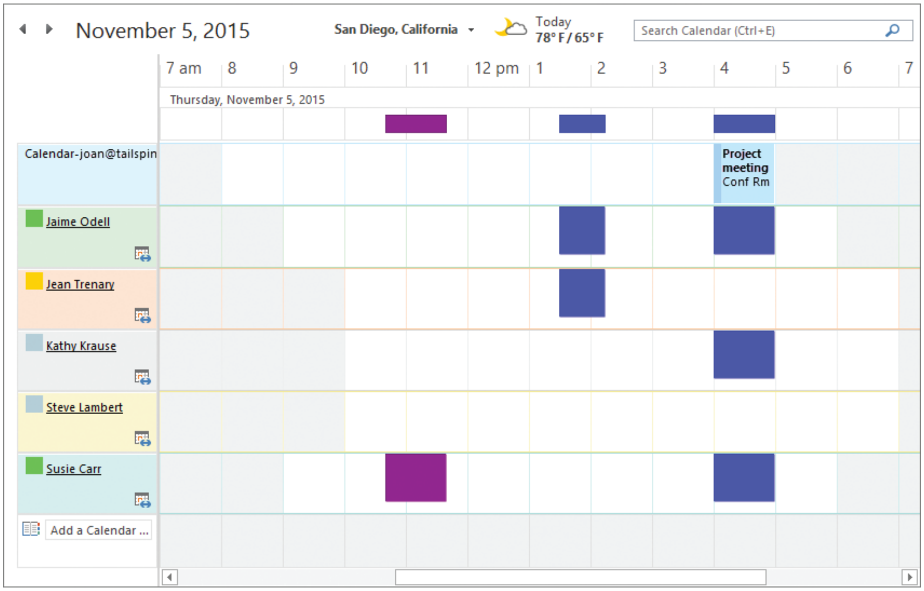
> **IMPORTANT** In this book, we assume you are working in Calendar view, and refer to the standard Calendar view arrangements as *Day view*, *Work Week view*, *Week view*, *Month view*, and *Schedule view*.

The available arrangements vary based on the view. In Calendar view and Preview view, the arrangements are based on the time span, and include the following:

- **Day** Displays one day at a time separated into half-hour increments.
- **Work Week** Displays only the days of your work week. The default work week is Monday through Friday from 8:00 A.M. to 5:00 P.M. Time slots that fall within the work week are white on the calendar; time slots outside of the work week are colored.

> **SEE ALSO** For information about modifying the days and hours of the work week shown in Outlook, see "Define your available time" in Chapter 10, "Manage your calendar."

- **Week** Displays one calendar week (Sunday through Saturday) at a time.
- **Month** Displays one calendar month at a time, in addition to any preceding or following days that fall into the displayed weeks.
- **Schedule view** Displays a horizontal view of the calendar for the selected time period. You can add other people's calendars as rows in this view, so that you can easily compare multiple calendars for specific time periods.



Schedule view for a group of co-workers

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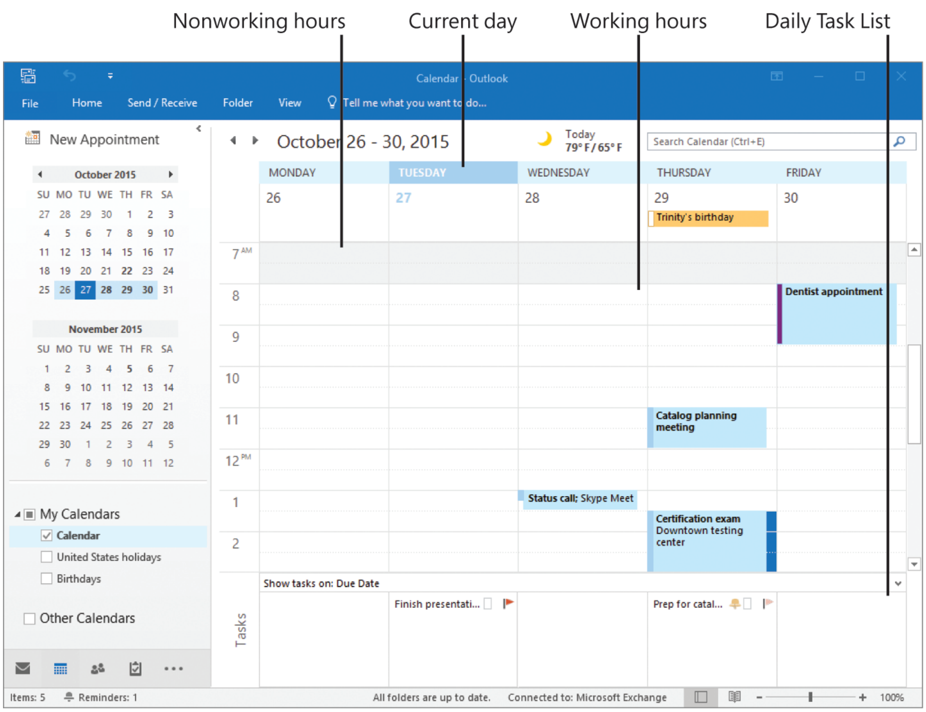
This arrangement is very useful for comparing limited time periods for multiple calendars, such as those of the members of a calendar group.

> **SEE ALSO** For information about calendar groups, see "Share calendar information" in Chapter 10, "Manage your calendar."

You switch among arrangements by clicking the buttons in the Arrangement group on the View tab of the Calendar module ribbon.

> **TIP** If you've made changes to any view (such as the order in which information appears) and want to return to the default settings, click the Reset View button in the Current View group on the View tab. If the Reset View button is unavailable, the view already displays the default settings.



In this view, you can display your entire work week at one time

You can use these additional tools to change the time period shown in the calendar:

- Display the previous or next time period by clicking the Back button or the Forward button next to the date or date range in the calendar header.
- Display the current day by clicking the Today button in the Go To group on the Home tab.
- Display a seven-day period starting with the current day by clicking the Next 7 Days button in the Go To group on the Home tab.
- Display week numbers to the left of each week in Month view and in the Date Navigator. If you implement this option, you can click the week tab to display that week.

> **TIP** Specific weeks are referred to in some countries or regions by number to simplify the communication of dates. (For example, you can say you'll be out of the office "Week 24" rather than "June 7–11.") Week 1 is the calendar week in which January 1 falls, Week 2 is the following week, and so on through to the end of the year. Because of the way the weeks are numbered, a year can end in Week 52 or (more commonly) in Week 53. To display week numbers in the Date Navigator and in the Month view of the calendar, select the Show Week Numbers… check box on the Calendar page of the Outlook Options dialog box.

To display your calendar for a month

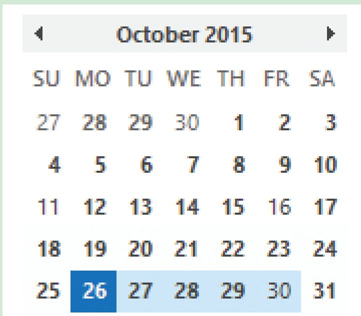
1. Do either of the following:
   - On the **Home** tab, in the **Arrange** group, click the **Month** button to display your calendar for the month.
   - Press **Ctrl+Alt+4**.

To navigate in Month view

1. Do either of the following:
   - To the left of the date range in the calendar header, click the **Forward** button to move the calendar forward one month, or the **Back** button to move the calendar back one month.
   - On the **View** tab, in the **Current View** group, click the **Change View** button and then, in the gallery, click **Preview** to display additional details on the monthly calendar.

Use the Date Navigator

By default, the Outlook 2016 Calendar module displays the current month and next month in the Date Navigator at the top of the Folder Pane. These compact monthly calendars provide quick indicators of the current date, the time period that is displayed in the content pane, days that you are free, and days that you are busy.



The Date Navigator is a convenient and useful tool

The current date is indicated by a blue square. The date or dates currently displayed in the calendar are indicated by light blue highlighting. Bold dates indicate days with scheduled appointments, meetings, or events. Days of the preceding and following months appear on the two default calendars in gray.

You can display more or fewer months by changing the width or height of the area allocated to the Date Navigator. To change the size of the Date Navigator area, do either of the following:

- Drag the right edge of the Folder Pane to the right to increase the width, or to the left to decrease the width.
- Drag the horizontal border below the Date Navigator calendars down to increase the height, or up to decrease the height.

The Date Navigator displays each month in seven-day weeks. The first day of the week shown in the Date Navigator is controlled by the First Day Of Week setting on the Calendar page of the Outlook Options dialog box. When the Date Navigator displays more than one month, each month shows either five or six weeks at a time—whichever is necessary to show all the days of the currently selected month.

You can display a specific day, week, month or range of days in the calendar by selecting it in the Date Navigator. When you're displaying the Calendar in the Week arrangement, selecting a day displays the week that contains it. Otherwise, the Calendar arrangement changes to show the time period that you select.

Use these techniques to work with the Date Navigator:

- To display a day, click that date.
- To display a week, point to the left edge of the week; when the pointer direction changes from left to right, click to select the week. (You can configure the Calendar Options to display week numbers in the Date Navigator and Calendar. If you do, clicking the week number displays the week.)
- To display a range of days (from two days to a maximum of six weeks), point to the first date you want to display and then drag across the Date Navigator to the last date.
- To change the period of time displayed in the calendar one month at a time, click the Previous or Next arrow on either side of the month name, at the top of the Date Navigator.
- To move multiple months back or forward, press the month name, and then drag up or down on the list that appears.

To display a seven-day week in the calendar

1. In the **Date Navigator** at the top of the **Folder Pane**, point to the left edge of a calendar row that contains one or more bold dates.
2. When the cursor changes to point toward the calendar, click once to display the selected seven-day week in the calendar.

To display your work week schedule

1. Do either of the following:
   - On the **Home** tab, in the **Arrange** group, click the **Work Week** button.
   - Press **Ctrl+Alt+2**.

   The first time slot of your defined work day appears at the top of the pane. Time slots within your work day are white; time slots outside of your work day are shaded.

To display your calendar for a day

1. On the **View** tab, in the **Arrangement** group, click the **Day** button to display only the selected day's schedule.

To display today's schedule

1. On the **Home** tab, in the **Go To** group, click the **Today** button. If the calendar wasn't previously displaying the current week, it does so now. The times displayed remain the same. The current day and the current time slot are highlighted.

To display your task list on the Calendar

1. On the **View** tab, in the **Layout** group, click the **Daily Task List** button and then do any of the following:
   - Click **Normal** to display the task list area below the calendar.
   - Click **Minimized** to display a single row below the calendar. The minimized Daily Task List displays a count of your total, active, and completed tasks for the day.
   - Click **Off** to hide the task list.

> **TIP** The Daily Task List is available in the Day, Work Week, or Week arrangement of the Calendar. It is not available in Month view or Schedule view.

To return the calendar to its default settings

1. In the **Change View** gallery, click **Calendar** to return the calendar to its default settings.
2. Then in the **Current View** group, click **Reset View** to return to the default calendar state.

Skills review

In this chapter, you learned how to:

- Schedule appointments and events
- Convert calendar items
- Configure calendar item options
- Schedule and change meetings
- Respond to meeting requests
- Display different views of a calendar

Practice tasks

No practice files are necessary to complete the practice tasks in this chapter.

> **IMPORTANT** As you work through the practice tasks in this book, you will create Outlook items that might be used as practice files for tasks in later chapters. If you haven't created specific items that are referenced in later chapters, you can substitute items of your own.

Schedule appointments and events

Start Outlook, display your Calendar, and then perform the following tasks:

1. Create a new appointment with the subject **SBS Study Session**, and configure it as follows:
    - Set the date to one week from today.
    - Set the time from **11:30 A.M.** to **12:30 P.M.**
    - Specify the location as **Library Meeting Room**.
    - Keep all other default settings, and save and close the appointment.
2. Create a new all-day event named **National Dessert Day**, and configure it as follows:
    - Set the date to the next occurrence of **October 14**.
    - Keep all other default settings, and save and close the event.

Convert calendar items

Display your Inbox, and then perform the following tasks:

1. Locate the **SBS Test** message that you sent to yourself in Chapter 3, "Send and receive email messages."
2. Create an appointment based on the message, and configure it as follows:
    - Change the subject from *SBS Test* to **SBS Rafting Trip**.
    - Set the date to next Saturday, and the time from **11:00 A.M.** to **2:00 P.M.**
    - Specify the location as **To Be Determined**.
    - Keep all other default settings, and save and close the appointment.
3. Display your Calendar.

4. Locate the **SBS Rafting Trip** appointment, and then do the following:
   - Convert the appointment to an all-day event.
   - Keep all other default settings, and save and close the event.
5. Locate the **SBS Rafting Trip** event, and then do the following:
   - Invite a friend to the event.
   - In the content pane, enter **I'm practicing my Outlook scheduling skills. Please accept this invitation.**
   - Send the event invitation.

Configure calendar item options

Display your Calendar, and then perform the following tasks:

1. Locate the **SBS Study Session** appointment that you created in the first set of practice tasks for this chapter.
2. Open the appointment window, and display the time zone controls.
3. Change the **Start time** and **End time** to occur in a time zone that is one hour earlier than your own.
4. Set your availability during the appointment to **Out of Office**.
5. Set a reminder for **1 hour** before the appointment.
6. Configure the appointment to recur **Monthly**, on the **first Monday** of each month, and to end after **3** occurrences.
7. Save and close the appointment series.

Schedule and change meetings

This practice task is designed for Outlook users in Exchange environments.

Display your Calendar, and then perform the following tasks:

1. Create a new meeting with the subject **SBS Project Review**, and configure it as follows:
   - Invite a colleague from your Exchange network.
   - Specify the location as **My Office**.
   - Set the date to next Thursday.

2. In the **Room Finder**, look at the **Date Navigator** and scroll the **Suggested Times** list for information about availability. In the **Suggested times** list, click a half-hour time slot that shows *No conflicts*.
3. Display the **Scheduling Assistant** page of the meeting invitation, and do the following:
   - Wait for the group calendar to display your colleague's availability. Notice the color blocks that identify the working hours and availability of each person and of the group.
   - Verify that the selected time is shown as available for both of you. If it isn't, change the time by dragging the start and end time markers.
4. Return to the **Appointment** page of the meeting invitation and verify the meeting information. In the content pane, enter **I'm practicing scheduling meetings. Please accept this meeting request.** Then send the meeting invitation.
5. On your calendar, locate the **SBS Project Review** meeting, and open the meeting window.
6. Display the **Scheduling Assistant** page of the meeting window, and do the following:
   - Add another colleague to the attendee list, and wait for the group calendar to display his or her availability.
   - Scroll the group calendar backward and forward a few days to identify times that you and your colleagues are busy or out of the office.
   - If necessary, change the meeting time and date by selecting them in the area below the group calendar.
7. Return to the **Appointment** page of the meeting invitation and verify the meeting information. Then send the meeting update to all attendees.

Respond to meeting requests

This practice task is designed for Outlook users in Exchange environments.

Display your Inbox, and then perform the following tasks:

1. Ask a colleague to send you a meeting request.
2. When you receive the meeting request, review the information in the Reading Pane, and then open the meeting request.
3. From the meeting request window, display your calendar. Notice the colors and patterns that represent the unaccepted meeting request and your availability during that time.
4. Return to the meeting request. Respond as **Tentative**, and propose a new time for the meeting.

Display different views of a calendar

Display your Calendar in Calendar view, and then perform the following tasks:

1. Display your calendar for the current month.
2. In the **Date Navigator**, notice the shading that identifies the current day. Click a different day that shows no appointments, to display your calendar for only that day. Then click the **Next Appointment** bar on the right side of the day to display the day of the next appointment on your calendar.
3. Switch to the **Work Week** calendar arrangement, and turn on the display of the **Daily Task List** below the calendar.
4. Change to the **Active** view of your calendar to display only your future appointments, events, and meetings.
5. If you want to, add the holidays from your country or region to the calendar. Notice the change in the calendar content displayed in the Active view.
6. Configure the Calendar to display the view and arrangement that you like best.

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About the author

Joan Lambert has worked closely with Microsoft technologies since 1986, and in the training and certification industry since 1997. As President and CEO of Online Training Solutions, Inc. (OTSI), Joan guides the translation of technical information and requirements into useful, relevant, and measurable resources for people who are seeking certification of their computer skills or who simply want to get things done efficiently.

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Acknowledgments

I appreciate the time and efforts of Carol Dillingham, Rosemary Caperton, and the team at Microsoft Press—past and present—who made this and so many other books possible.

I would like to thank the editorial and production team members at Online Training Solutions, Inc. (OTSI) and other contributors for their efforts. Jaime Odell, Jean Trenary, Jeanne Craver, Kathy Krause, Susie Carr, and Val Serdy all contributed to the creation of this book.

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I hope you enjoy this book and find it useful. The content of this book was guided in part by feedback from readers of previously published *Step by Step* books. If you find errors or omissions in this book, want to say something nice about it, or would like to provide input for future versions, you can use the feedback process outlined in the introduction.